




CarersNT
Australia

ANNUAL REPORT

2022 - 2023



Carers NT
Australia

Cate

FROM OUR CHAIR

Chairperson's Report 2022- 2023



Another great year for Carers NT has been completed seeing our organisation achieve further growth and expansion of our service footprint as we continue supporting people across the Northern Territory. I would like to thank all of our Carers NT team, my fellow board members and our supporting sponsors who enable us to achieve the outcomes we do for our carers, our participants and their families.

The last couple of years have been tough on everyone due to COVID-19 and all the challenges that the sector is under, but they have also motivated all of us to work harder towards providing support to the dedicated and compassionate unpaid carers in the Northern Territory.

Being our 30th Anniversary year, 2022 was an important one and gave us the opportunity to reflect upon what more we can do to increase awareness about the role of carers and support them to enhance the quality of their lives.

As the Carers NT organisation continues into our 31st year of operation, we are positioned stronger than ever to continue to deliver high quality services across all areas of our operations including Aged Care, National Disability Insurance Scheme (NDIS) services and support for carers through the Carer Gateway program. As Chair, I am extremely proud of our team, and I thank everyone for their dedication and commitment to making a positive difference to people's lives each and every day.

I would like to take this opportunity to personally thank The Honourable Vicki O'Halloran on behalf

of Carers NT, our Board of Directors, our staff and clients for her incredible service to our organisation during her tenure as the Administrator of the Northern Territory and as our much-valued patron over the past 5 years.

We wish the very best to Vicki and her family and thank her for her hard work and dedication over the past 5 years in supporting not only Carers NT but all Territorians. Her service has been nothing short of exceptional and we remain grateful to her support and patronage.

I would also like to give a warm welcome to The Honourable Dr. Hugh Heggie PSM, the new Administrator of the Northern Territory. He brings with him extensive experience and commitment to community service along with a deep understanding of senior public service, executive leadership, and statutory roles. We look forward to working with The Honourable Dr Heggie towards building a community in which carers are recognised and valued as a significant asset.

His Excellency supports our organisation through his role as Patron and on behalf of us all at Carers NT, and our Board, we also give thanks for his continued support and patronage.

On behalf of the Board of Carers NT, we look forward to what the future will bring, and as always, I'm confident that Carers NT will remain agile and ready for any challenges that may come our way.

**Gail Marsh
Chairperson**



FROM OUR CEO

CEO Report 2022-2023 Celebrating Achievements, Nurturing Care

It is with immense pride and gratitude that I present the Carers NT Annual Report for the year 2023. This year has been a testament to our collective efforts, unwavering support, and continued commitment to delivering exceptional outcomes for our clients and participants. Together, we have made significant strides in our mission to provide care, support, and advocacy to those who need it most.

I extend my heartfelt thanks to our extraordinary staff and the members of our esteemed Board of Directors. Your dedication, tireless work, and passion for our mission are the driving forces behind our success. It is your unwavering commitment that ensures that we continue to make a meaningful impact on the lives of carers, aged persons, and individuals with disabilities across the Northern Territory. Your resilience in the face of the many challenges that are presented to us daily inspires us to do more and deliver the valuable outcomes that we do.

One of the highlights of this year was the successful purchase and opening of our new Integrated Care Services Centre in Howard Springs. This significant achievement has fortified our ability to further support aged persons, NDIS participants and carers in the Darwin rural area. Our commitment to providing comprehensive and accessible care is now further realised through this beautiful facility which is situated in a gorgeous and tranquil bush setting in the rural area. We celebrate this milestone as a testament to our dedication to enhancing the lives of those we serve.

During this past year, Naomi Eyre has taken up the role of Service Delivery Manager in Nhulunbuy. The success of the NDIS services team in Nhulunbuy reflects the dedication, passion, and hard work of all of team members and Naomi exemplifies these qualities to a very high level. Her unwavering commitment to delivering high-quality services in the face of the unique challenges of delivering services in remote regions is truly commendable and deeply appreciated. Our Nhulunbuy service delivery model continues to go from strength to strength and this is only made possible through the dedication and work of Naomi and our Nhulunbuy team. A huge congratulations and well done all!

Our annual Charity Golf events held in Darwin and Gove were nothing short of spectacular. These events not only showcased the spirit of camaraderie and unity within our community but also raised crucial funds to support our mission. I extend my sincere gratitude to the sponsors and volunteers who make these events possible. Your generosity and selflessness are instrumental in our continued success. Many thanks to Lynne Walker, Kieran Bush and all the team for your support and efforts.

Carers NT is committed to actively participating in the NDIS Review. Meetings were held with Professor Bruce Bonyhady AM, Co-Chair of the NDIS Review Panel, detailing and affirming our dedication to improving access and the quality of NDIS services for all NDIS participants, particularly those in regional and remote areas.

This review is of paramount importance as it paves the way for more inclusive, culturally sensitive, and effective services that cater to the unique needs of Indigenous communities. Carers NT will remain engaged and proactive in this process going forward as we work closely with our partners and stakeholders to improve service delivery standards across the remote and regional communities that we serve.

In addition to the remarkable achievements and milestones of the past year, it is crucial to acknowledge the shifting landscape and sectoral reforms within the Aged Care sector. The Australian Aged Care sector is undergoing a transformation marked by the introduction of new Aged Care Standards, a revamped registration process, and innovative funding models. These changes represent a significant transition that brings both challenges and opportunities.

Under the Pacific Australia Labour Mobility (PALM) scheme, Carers NT has played an instrumental role in partnering with the Australian and Northern Territory Governments to drive workforce development in Aged Care. We are delighted to have participated in joint workforce development symposiums held in Timor Leste, where valuable insights and strategies were shared to enhance the skills and capabilities of local Timorese to develop pathways for their engagement as part of the Australian care sector workforce.

One of the highlights of this initiative was the hosting of a Vocational Training Delegation from Timor Leste by Carers NT in Darwin and Katherine. This exchange provided a platform for knowledge transfer and capacity building, further strengthening the bonds between our countries and our commitment to fostering a skilled and capable Aged Care workforce.

I would like to extend my heartfelt appreciation to Mr. Chris Hayward, our Executive Director Partnerships and Growth, for his outstanding leadership in heading up this initiative. Chris's dedication and expertise have been invaluable in driving this program forward and solidifying Carers NT's role as a leader in care sector workforce development.

As a testament to the success of this initiative, we now have several Timorese team members working within our Nhulunbuy Services team. We anticipate to expand this program going forward into 2024.

I would also like to take this opportunity to acknowledge the leadership of Teresa Smithson, our Executive Director of Aged Care Services, who will head up our Aged Care Transition team. Teresa will be coordinating the management of this transition over the next 12 to 18 months, ensuring that Carers NT remains at the forefront of Aged Care excellence. Teresa's expertise and commitment are invaluable as we navigate this changing landscape and we thank her for her continued commitment to the organisation.

In closing, I want to express my deep appreciation for another remarkable year we've had. It is because of each one of you that Carers NT continues to thrive and make a meaningful difference in the lives of those we serve. As we look forward to the future, let us carry the spirit of collaboration, compassion, and commitment with us, knowing that together, we can achieve even greater heights.

Remember to be kind to each other and YOURSELF.

Steve Vitone
CEO



CARERS NT AGED CARE DAY RESPITE SERVICE

Empowering Caregivers and Seniors

In the constantly changing field of elderly care, Carers NT stands out as a source of hopefulness for both those care recipients and the dedicated carers. Carers NT Aged Care Day Respite Services have not only impacted the lives of seniors but have also offered essential relief to carers, allowing them to find a better balance between providing care to their loved ones and their personal lives.

At the end of 2022, Carers NT had only one respite centre, Wulagi House, which was insufficient to meet the growing demand for respite services. As many carers struggled to balance their caregiving responsibilities with their professional lives, Carers NT embarked on a mission to expand our Day Respite Services. Recognising the critical need for more centres, we have launched two additional centres in early 2023:

- **Sanderling House Day Respite**

This centre opened its doors to care recipients, offering a safe and engaging environment in Wulagi as part of our Wulagi day respite and sensory garden precinct.

- **Howard Springs Day Respite**

Previously located in Humpty Doo, we made the move to Howard Springs due to its welcoming and environmentally friendly atmosphere on a large and leafy rural block. The centre facilitates people in rural area to connect and socialise through various programs.

With more respite centres available, carers can now take a well-deserved break, pursue their personal interests, or even return to work. Our day respite centres offer a vibrant and stimulating environment for aged clients, enabling community participation and building of social networks, which supports improved mental health outcomes and their emotional well-being.

In 2022, our day respite services were able to accommodate and support 6-8 clients each day. However, with the recent expansion of our respite centres, we have substantially increased our capacity and can now provide respite services to 14-16 clients daily. Our Carers NT Aged Care services team aims to further expand our Day Respite Services to ensure that even more carers can access the support they need.

The establishment of the sensory garden at Wulagi House has proven to be a significant and positive development as this garden has become a cherished space for our clients, offering them a multitude of benefits and enriching their overall well-being. In short, it is a very therapeutic and beautiful space for our clients to enjoy.

One of the key highlights of the sensory garden is the active involvement of our clients in maintaining the produce that is grown within the garden. This hands-on engagement has not only provided them with a sense of purpose and accomplishment but has also improved their physical and cognitive abilities. The act of gardening is a therapeutic and enjoyable experience for many, allowing them to connect with nature in a meaningful way.

It also allows them to connect with nature on a sensory level by listening to the soothing sound of nature, from rustling of leaves to the songs of birds. This garden has undoubtedly become an invaluable asset in enhancing the quality of life and care provided to our aging residents. Carers NT remains committed to enhancing the lives of care recipients and carers in the Northern Territory.

Ramingining

Every day at Carers NT Ramingining, the Centre-Based Respite (CBR) program stands as a remarkable highlight in our mission to provide essential aged care services to the remote community. Our primary focus remains on fostering independence and empowering our carers to experience the highest possible quality of life on their ancestral land. It is our honor to work alongside them in their journey to maintain their cultural connections and traditions.

Currently, we are privileged to serve six registered Care Recipients who attend our Day Support Respite program daily. Wendy, our dedicated caregiver, along with Reynelle Nulla, our exceptional support officer, offers great support to our clients. The CBR program is designed to enrich the lives of our Care Recipients through a combination of both internal and external activities.

This year is particularly special for us as we mark several significant anniversaries. We have celebrated five years of our beloved centre, five years of Wendy's dedication, and two years of Reynella Nulla's outstanding contributions. These milestones serve as a testament to the unwavering commitment of our team, whose hard work and compassion continue to make a profound impact in the lives of our care recipients.

In our ongoing commitment to improving the quality of our services, we are excited to announce the addition of a new vehicle to our fleet. This new vehicle enhanced our ability to provide transportation services for our Care Recipients, allowing them greater access to essential resources and services. The entire team greatly appreciates this invaluable addition, which will undoubtedly contribute to the well-being of those we care for. Carers NT Ramingining remains committed and take pride in our achievements as we continue to empower our carers to live their best lives.

Katherine

Carers NT has continued to expand its services within the Katherine region, with a focus on providing support and respite for clients and their families. Our Service Coordinator Parbati Adhikari (aka Alisha) works closely with clients and their families to identify their unique needs and goals, resulting in an increased demand for respite services.

We have implemented daily activities tailored to our clients' goals, which has significantly contributed to their overall well-being and quality of life. This client-centred approach has been instrumental in helping our clients achieve their personal goals and maintaining a high standard of care.

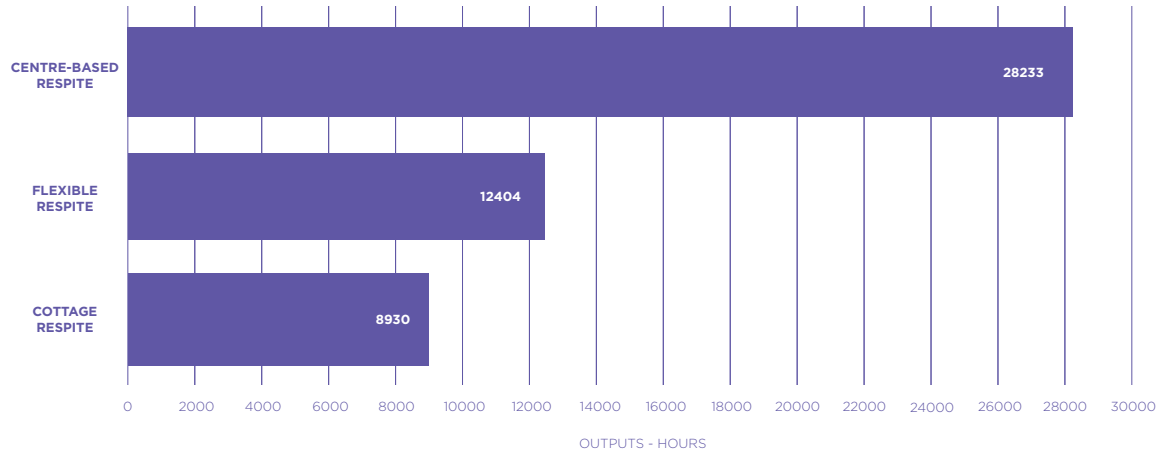
Throughout the year, we have organised and celebrated various community events, including ANZAC Day, Melbourne Cup, NAIDOC Week, Clients' Birthdays, Mother's Day, and Father's Day. These events create a sense of community, inclusivity, and joy among our clients, fostering a supportive environment.

The generous donation from the family of a former client has allowed us to revamp Burnet Place Katherine's Garden. The newly transformed garden area has been a source of inspiration for clients who enjoy gardening and outdoor activities. We have also encouraged creative activities such as knitting, sewing, and jewellery making. These activities not only engage our clients but also provide them with a sense of accomplishment and self-sufficiency.

We recognise the importance of continuous learning and development and have recently provided two of our staff members with training in the Dementia Essential CHCAGE005 Course. We are committed to extending this training to our other staff members to ensure that they can deliver efficient and high-quality services to our clients.

Carers NT Katherine remains committed to the well-being and satisfaction of our clients and we look forward to continuing to work towards the betterment of our clients in the future.

AGED CARE STATS



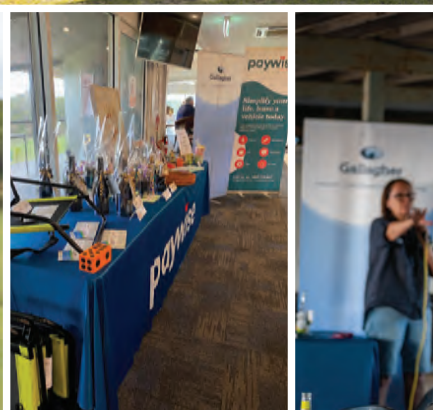


MILLIONS OF REASONS TO CARE CARERS WEEK

Carers NT has celebrated the National Carers Week with a series of events across various locations, including Darwin, Katherine, Alice Springs, and Nhulunbuy in 2022. Carers Week is a time to acknowledge and appreciate the invaluable role that carers play in the lives of those they care for and in the wider community. Carers NT has kicked off our celebration of National Carers with Family Fun Day on 16 October, 2022, that served as a heartwarming tribute to the carers of our communities.

Carers NT encouraged and allocated a funding up to \$300 to other organisations to host events during Carers Week to promote awareness and appreciation for carers. Last year, 3 organisations have facilitated a Morning Tea for carers as part of National Carers Week Celebration. This initiative has provided an opportunity for carers to come together, share their experiences, connect with one another and foster a sense of community and support.

Carers NT's celebration of National Carers Week underscores the significance of recognising and appreciating the invaluable work performed by carers. Through events like Family Fun Day and financial support for other organisations, Carers NT ensures that carers receive the recognition and support they deserve.





CARERS NT ANNUAL CHARITY GOLF DAY

Swinging for a Cause

Carers NT once again held our Darwin Annual Charity Golf Day and Nhulunbuy Golf Day with both events being a huge success. The events brought together 15 teams in Darwin and 13 teams in Nhulunbuy, comprising golf enthusiasts, sponsors, and supporters who joined hands to make a positive impact on the community. The days were filled with fun, laughter, sportsmanship, and a shared passion for helping others.

The events saw an impressive turnout with golfers from various backgrounds and skill levels come together to showcase their talent and contribute to a very worthy cause. The day has witnessed participants displaying great sportsmanship and a strong sense of community spirit.

We are extremely grateful for the generous support of our sponsors, whose contributions made our events successful. Their financial support, prize donations, and provision of various resources greatly enhanced the overall experience of the Charity Golf Days. We extend our heartfelt thanks to all our sponsors for their commitment to our cause, along with generous hosts Palmerston Golf Club and Gove Country Golf Club.

In addition to the golf tournaments, the events featured raffles and auctions, adding an element of excitement and engagement. Participants eagerly took part in these activities, showcasing their enthusiasm for supporting the community with some very generous bids. The funds raised through these activities are dedicated to the welfare of Northern Territory carers, highlighting the significance of the event and its impact on the lives of those in need.

Carers NT is indebted to our generous sponsors - Paywise, Gallagher, Area9 IT Solutions, Bridge Toyota, Bendigo Community Bank, Commonwealth Bank, Port of Darwin, as well as sponsors supporting the Nhulunbuy event, Gove Real Estate, Gove Warehouse, Arnhem Allied Health, Buku Larrngay, Sunny Life Art, Kamayan Café, Esther Rika Partylite, That Hair Room.

The Annual Charity Golf Days were organised with the primary objective of raising funds for the benefit of carers in our community. The collective efforts of the participants, sponsors, and donors resulted in a substantial sum being raised. This financial support will go a long way in providing assistance, resources, and support to carers, ultimately improving their quality of life.





BRIDGING GAPS & CHANGING LIVES IN REMOTE COMMUNITIES

Caring on Country is an initiative that reflects our commitment to ensuring carers, no matter where they are, receive the care support and appreciation they truly deserve. In the past year, our team has worked diligently to extend the reach of Carer Gateway supports to many remote communities in the Northern Territory.

Our journey into remote communities are eye opening experiences mostly as many of these communities are unaware of the support network available to them. This outreach has given us a unique opportunity to connect with individuals who may not have had access to the services they need. Our outreach to remote communities underscores our unwavering commitment to making this a reality.

Carers NT is proud to have delivered Carer Gateway support services to dozens of carers living in remote communities across the NT in the last year including:

- Ramingining
- Santa Teresa
- Atitjeri
- Tennant Creek
- Angurru
- Umbakumba
- Gunbalanya
- Gapuwiyak
- Yirrkala
- Laynhapuy Homelands
- Galiwin'ku (Elcho Island)

The residents had the chance to meet our incredible team members and our staff not only provided information but also offered a friendly and welcoming presence to those in need. Our team has made significant strides in providing assistance and support to carers in these regions and as a result, we have registered 92 new remote carers. These remote carers have been proactively and positively supported with resources they require to help address some of their needs and enhance their caregiving journey.

During our visits, we have heard heart-warming stories, shared experiences, and forged new connections that will undoubtedly have a lasting impact. Our presence in these remote regions allows us to build ongoing relationships with local service providers – regional councils, aged and disability centres, primary health clinics and local Aboriginal controlled organisations, creating a more robust support network for carers across these regions. We are deeply grateful for all the regional stakeholders' support, which enables us to expand our services and touch the lives of more carers in need.

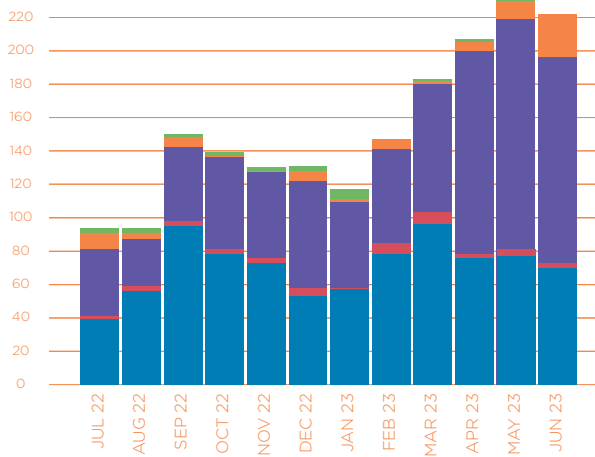
As we move forward, we are eager to reach out to more remote communities and are excited about the positive impacts this will bring to the lives of carers. We look forward to continuing our support and collaborations as we strive to create a more inclusive and supportive community for carers in the Northern Territory.



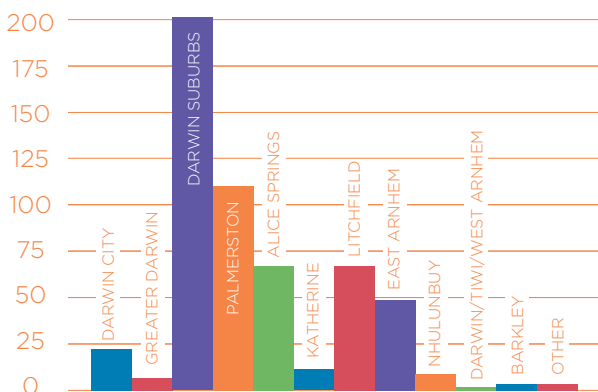
2022-2023 ICSS STATS

ICSS REGISTERED CARERS SERVICE SESSIONS

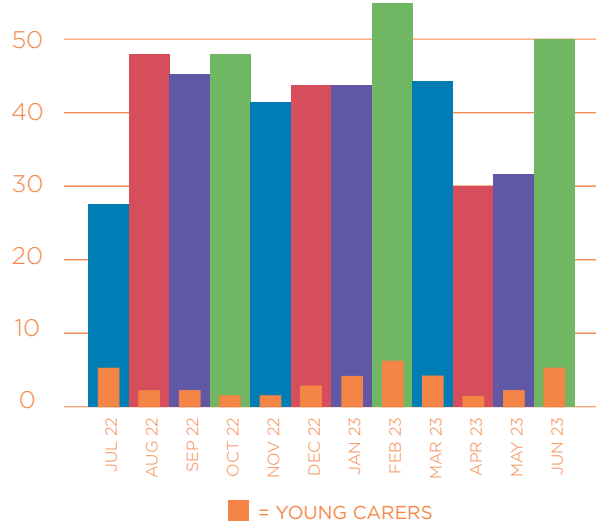
- = IN-PERSON COUNSELLING
- = BROKERED COUNSELLING
- = CARER DIRECTED SUPPORT PACKAGE
- = CARER DIRECTED SUPPORT ONE-OFF
- = EMERGENCY RESPITE



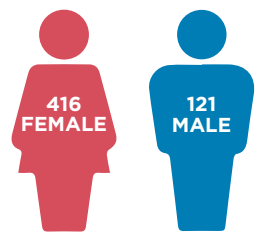
ICSS REGISTERED CARERS BY REGION



ICSS REGISTERED CARERS ALL CARERS

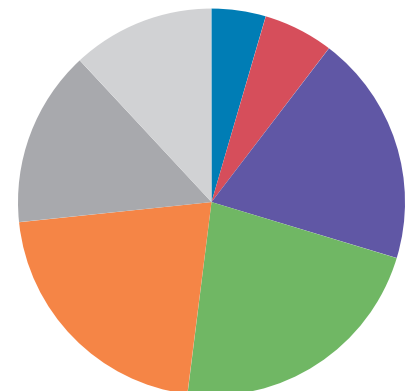


ICSS REGISTERED CARERS BY GENDER



ICSS REGISTERED CARERS BY AGE

- = 0-20
- = 21-30
- = 31-40
- = 41-50
- = 51-60
- = 61-70
- = 70+



YOUNG HEARTS, STRONG SPIRITS

A Glimpse into Young Carers' World

Throughout the past year, Carers NT has been dedicated to organising and hosting a variety of events aimed at supporting and empowering young carers. These events have played a crucial role in helping young carers reduce stress, find joy in different activities, and build a sense of community and belonging.

Our dedicated team has organised multiple workshops, which brought together young carers to a creative space with relaxed and happy minds. The events had special guest facilitators too.

- **Ceramic Workshop**
at Palmerston Hobby Ceramics
- **Art on the Horizons**
at Humpty Doo Centre – Danielle Acquilina
- **New Year, New Beginning Workshop**
at Harry's Place (Jason MacDonald, Balanced Choice)

Our workshops allowed the Young Carers to connect with others who share similar challenges and experiences. It was a platform for them to engage in informal conversations about their well-being and various aspects of their lives. Young Carers could discuss their challenges, concerns, and share information about events and opportunities within the broader community which helped them develop a deeper sense of identity and connection to their communities.

The Art on the Horizons Workshop extended an invitation to young caregivers to create a painted masterpiece on a couch, contributing to the yearly couch surfing competition organised by the City of Darwin and Anglicare NT on Youth Homelessness Matters Day. This event celebrates the strength and determination of our youth while showcasing our support for them. Notably, Harvey Norman generously donated a brand-new couch to Carers NT, which has now been donated to a young caregiver family in dire need of a couch.

Events and Celebrations

Carers NT organised a wide range of activities, including mini golf, ice skating, bowling, arcade games, picnics, and more. These activities provided young carers with opportunities to have fun, relax, and take a break from their caregiving responsibilities.

Carers NT conducts primary surveys with the Young Carers to receive feedback on all our events to ensure we are delivering services that are both relevant and enjoyable. We also enjoy receiving feedback from the parents of those who have participated in the program. A father of a young carer who has a severe disability has recently stated, "I was due to take my son out during the school break for activities, but I couldn't because I'm ill. During the school break, my son has supported me and assisted me with housework. I am so thankful that Carers NT is there for my son. My son enjoyed the day, and he has been raving about it for the past week".

Carers NT's efforts in organising these events have had a positive impact on the lives of many young carers. By fostering a sense of community, providing opportunities for relaxation and personal growth, and facilitating discussions on well-being, the organisation has supported young carers in their caregiving roles and helped them lead more fulfilling lives. Carers NT remains committed to serving and empowering young carers, ensuring their needs are met and their voices are heard.



OUR PEOPLE

Carers NT is dedicated to the growth, development, and well-being of our employees and the communities we serve. Our people are our most important asset. We support, retain and develop our people to ensure they are capable and committed to achieving the organisations strategic objectives. The Human Resource (HR) Services team work collaboratively with senior managers to support and encourage a positive workplace culture. We achieve this by providing an accurate and timely advisory service, and through the provision of a range of policies, procedures, and training and support programs.

Workforce Profile

As of 30 June 2023, the organisation employed 90 people throughout the Territory, in Darwin, Katherine, Alice Springs, Nhulunbuy and Ramingining.

Recruitment and Retention

In the 2022-23 period, Carers NT filled 56 positions, resulting in a 52.42% turnover rate. This higher-than-average turnover is primarily due to the transient nature of our casual Care Support Workforce, where individuals often seek opportunistic employment in a skill-shortage. Care Support Workforce positions in the NDIS and the aged care sector are on the Australian skills shortage lists due to increasing demand for services, high industry turnover, specific training requirements, regional disparities, and challenging working conditions.

As part of our workforce retention strategy for 2022-2023, we began welcoming new employees to the organisation as part of the Pacific Labour Scheme (PALM) to our Nhulunbuy team. These employees have bolstered our operational capacity, addressing the growing market demand for NDIS respite and accommodation services. Carers NT is actively supporting our career growth by facilitating their pursuit of the Certificate III in Individual Support.

Our involvement in the PALM program reflects our commitment to offering opportunities to international workers. In the past financial year, we employed nine individuals under this scheme across all regions and look forward to welcoming new PALM workers in the new year to stabilise our workforce.

Length of Services

In 2022-2023, 6 staff reached length of service milestones ranging between 10 to 30 years of service. A total of 6.67% of our staff have more than 10 years of service, including our CEO Steve, who reached 17 years of service this year. This reflects what an amazing place it is to work.

Learning and Development

To uphold our commitment and stay at the forefront of the NDIS, Aged care sector, and Carers Gateway, staff training is paramount. Our HR department is actively developing the first Carers NT Training Matrix, a comprehensive guide with color-coded categories:

Red: "Essential" modules are mandatory, with set completion timelines, linked to our Policy Direction, ensuring corporate training compliance.

Green: "Role Specific Essential" modules meet job-specific requirements and responsibilities.

Blue: "Recommended Development" modules cater to specific positions or areas where additional training may be beneficial.

This structured approach is designed to empower our employees by equipping them with the essential knowledge and skills, thereby promoting ongoing learning and professional development within Carers NT. It will not only guarantee the quality-of-service delivery and compliance with the specific training prerequisites of Aged Care and NDIS but also position Carers NT at the forefront of the industry to meet future accreditation standards during the forthcoming transition to new standards in the upcoming year.

Aboriginal Employment

We are dedicated to offering a workforce that resembles the clients and participants that we support with 14.44% of employees identifying as Aboriginal or Torres Strait decent.

Employee Assistance Programs

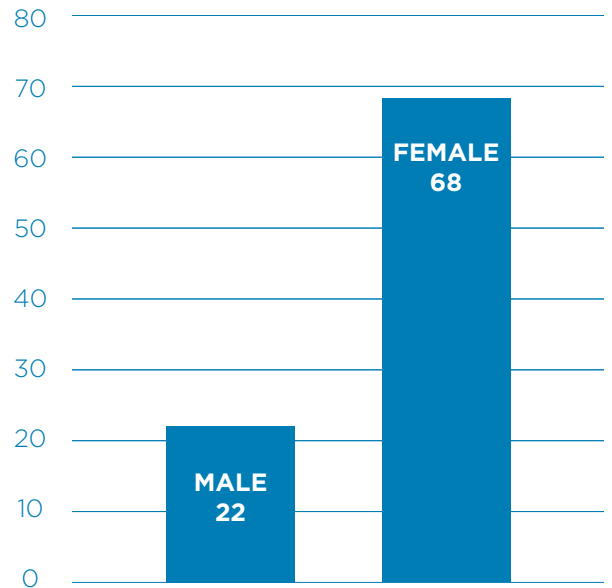
We understand the importance of supporting our employees' well-being, and we continue to provide Employee Assistance Programs to ensure their mental and emotional health. Our commitment to a healthy work environment remains unwavering, and we will continue to prioritise the welfare of our team members.

Employee Engagement Survey

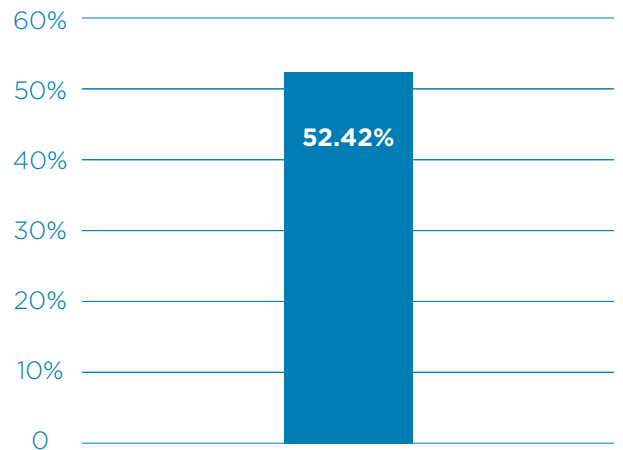
In our continuous effort to enhance the work experience at Carers NT, we have continued with our Employee Engagement Survey to gather invaluable feedback from our staff. We are actively addressing areas for improvement, such as creating opportunities for professional growth through the first draft of a Training Matrix and facilitating Role Clarity via the Comprehensive Organisational Review and a Position description review. Once completed, this review will allow us to pinpoint service and compliance gaps, empowering us to reshape the organisation, ultimately enhancing our services and upholding a standard of excellence.

Furthermore, in our commitment to further enhance the work experience, we are in the early stages of introducing a Reward and Recognition program to commend exceptional job performance. Additionally, we are strengthening communication by fostering closer connections among senior leaders, achieved through internal newsletters and increased communication via emails from the leadership team. These initiatives exemplify our unwavering dedication to appreciating and supporting our dedicated staff while nurturing a culture of excellence within Carers NT.

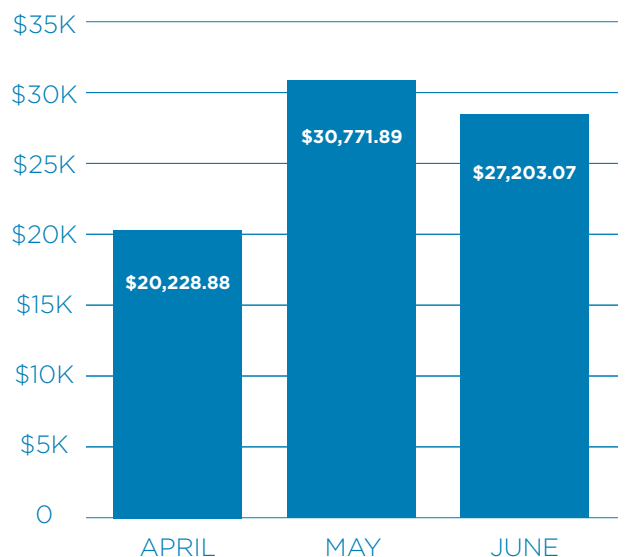
GENDER



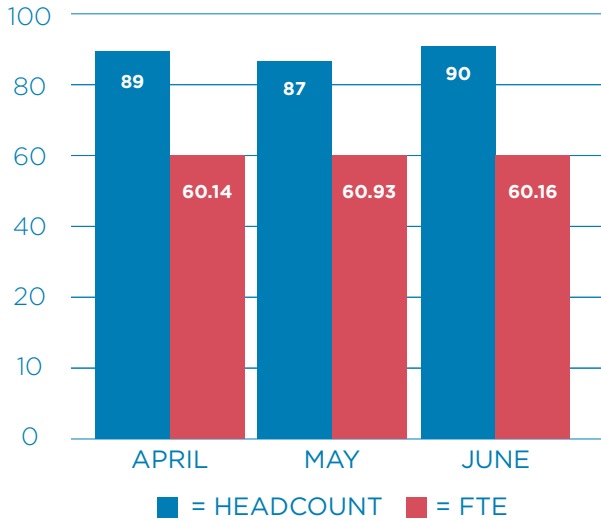
TURNOVER



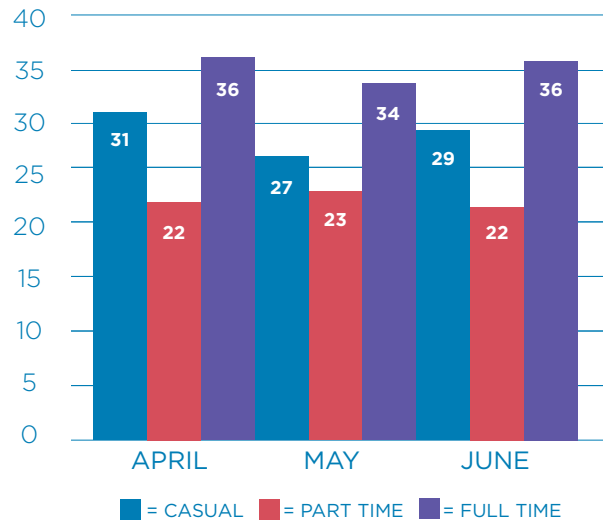
OVERTIME EXPENSES



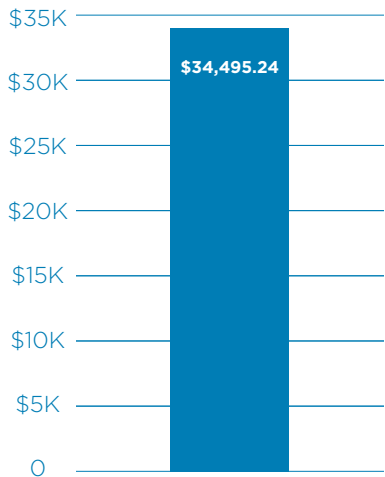
APRIL - JUNE 2023 - HEADCOUNT & FTE



HEADCOUNT BY EMPLOYMENT STATUS

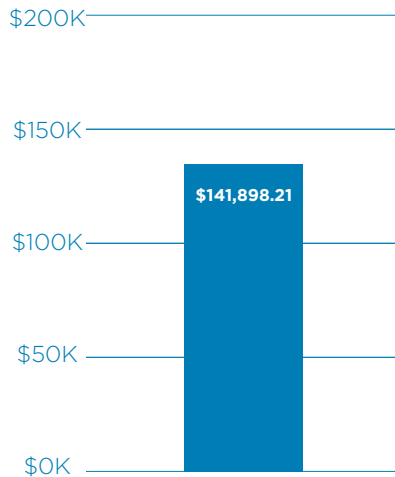


EXCESS ANNUAL LEAVE LIABILITY



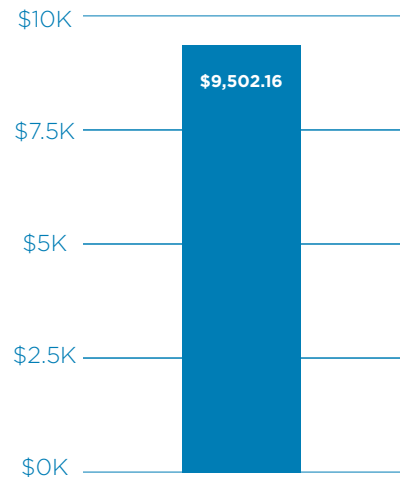
PEOPLE WITH EXCESS = 3
AVERAGE EXCESS HOURS = 118.07

LONG SERVICE LEAVE LIABILITY



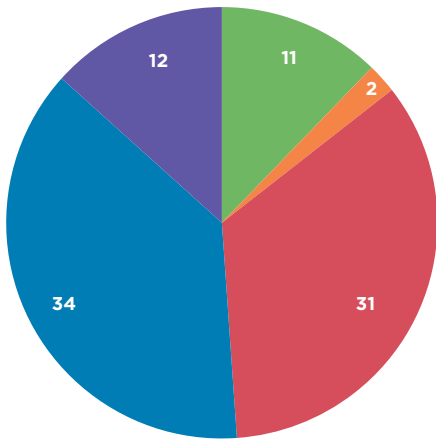
PEOPLE WITH LSL = 3
AVERAGE = \$47,299.40 p/p

TOIL BALANCE



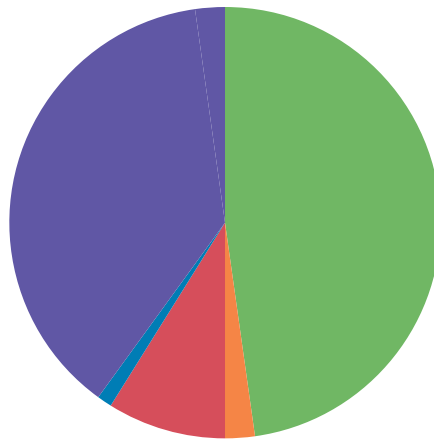
PEOPLE WITH TOIL = 19
AVERAGE = 11.31 HRS p/p
TOTAL BALANCE = 215 HOURS

HEADCOUNT BY FUNDING LINE



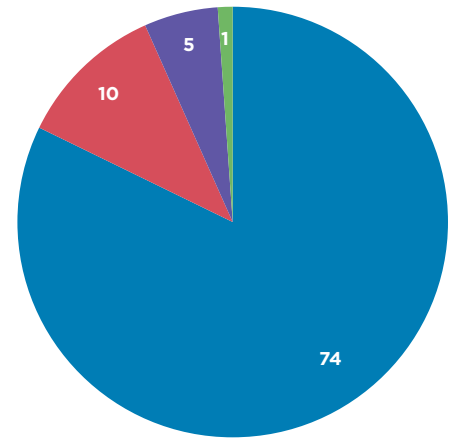
■ = ADMIN ■ = COS ■ = AGED CARE
 ■ = NDIS ■ = ICSS (CARERS GATEWAY)

HEADCOUNT BY LOCATION



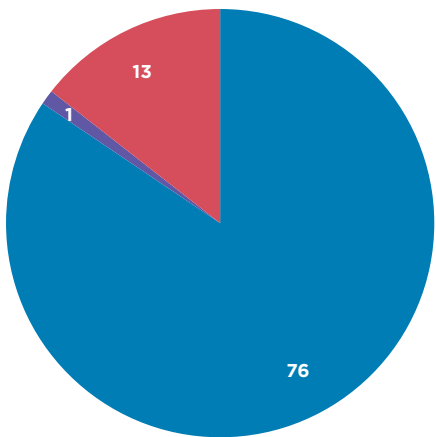
■ = ADMIN ■ = COS ■ = AGED CARE
 ■ = NDIS ■ = ICSS (CARERS GATEWAY)

LENGTH OF SERVICE



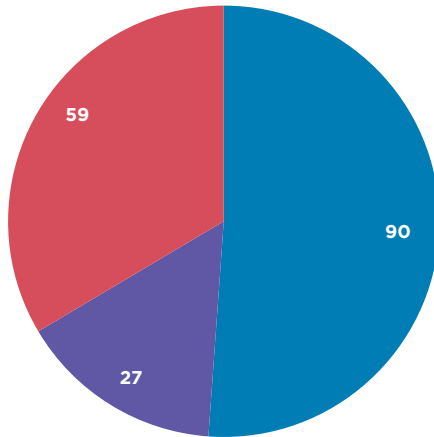
■ = 0-3 YRS ■ = 3-5 YRS
 ■ = 5-10 YRS ■ = 10+ YRS

IDENTIFY AS ABORIGINAL OR TORRES STRAIT ISLANDER



■ = NO ■ = YES
 ■ = PREFER NOT TO SAY

NDIS WORKER SCREENING CLEARANCE



■ = ALL STAFF ■ = STAFF YET TO COMPLETE
 ■ = STAFF WITH CURRENT CLEARANCE



NDIS Services

The year 2022-2023 has brought significant developments and challenges for Carers NT's expansion of NDIS services in Nhulunbuy within the East Arnhem region. In this report, we highlight our ongoing efforts and successes, as well as the areas where we've encountered growing demand and some hurdles.

Carers NT Supported Independent Living (SIL) home, D'jäka'mi, in Nhulunbuy has been instrumental in providing crucial support and services to the local community. While the demand for respite services in the East Arnhem Region remains consistent, we have witnessed a notable increase in demand for our Supported Independent Living service. D'jäka'mi has nearly reached full capacity, with only one vacant room left at times. We are proud to note that we are currently assisting our third NDIS participant in facilitating their return to country. This is a notable achievement and outcome which will significantly enhance and improve the health and well-being of the individual.

Throughout the year, we encountered several Covid-19 outbreaks, which our dedicated team efficiently managed, ensuring the safety of both participants and staff. These challenging situations have reinforced our commitment to the health and wellbeing of our community.

As our SIL services expanded, we have also faced the need to increase accommodation and staffing levels. This year marked the arrival of our Timor-Leste staff through the PALM scheme. By the end of 2023, we anticipate having 11 staff in the Timor-Leste cohort who have already proven themselves as invaluable members of our workforce. However, the lack of sustainable accommodation in Nhulunbuy has required further significant investment by Carers NT to purchase two more local houses to accommodate our staff. Carers NT's ongoing commitment to the East Arnhem community and service network is a testimony to our strategic vision for improving services for remote communities across the Northern Territory.

We plan to continue expanding our services to meet the growing demand for both SIL and respite bookings. Staff accommodation remains one of our primary challenges, and we are actively working to address this issue to ensure our services remain robust and sustainable.

Carers NT remains committed to providing essential NDIS services to the East Arnhem region, and we look forward to facing these challenges and opportunities head-on in the year ahead, always striving to better support the community and individuals that we serve.



Coordination of Supports (CoS)

Carers NT has been providing invaluable support to NDIS participants through the Coordination of Support service.

Our dedicated Support Coordinators work collaboratively with participants, their families and carers. This helps people to better understand and navigate the NDIS, where the Support Coordinator acts as a central point of connection to enhance the participant's experience.

Coordination of Support services plays significant role in simplifying the NDIS journey for our participants by offering guidance, building capacity, and fostering connections within the community, which made a significant impact on the lives of NDIS participants.

In 2024, Carers NT will introduce Specialist Support Coordination to address complex barriers that may affect a participant's ability to access and maintain appropriate support. This specialised level of support is designed for participants with more intricate situations and specific needs that demand expert guidance and assistance.





CARERS NT OPENS D'JÄKA'MI CENTRE

Carers NT Opens D'jäka'mi Centre and Sets Standard for Culturally Relevant NDIS Services

Carers NT officially opened our latest facility, D'jäka'mi in Nhulunbuy on 14 July, 2022. 'D'jäka'mi' is a Yolngu Matha word which means 'to care.' The opening of D'jäka'mi is a significant milestone of Carers NT and a great addition to the care services in remote Australia, offering round-the-clock support to NDIS participants while also providing respite services for aged care and NDIS clients. D'jäka'mi stood out with its strong commitment to delivering culturally appropriate care, making it the first of its kind in the region.

D'jäka'mi had commenced its operations in 2020, with a vision to address the unique care needs of NDIS participants in remote areas but the official opening had to be postponed due to the COVID-19 pandemic. The ceremony witnessed the presence of Her Honour the Honourable Vicki O'Halloran AO, the Administrator of the Northern Territory, who highlighted the profound significance of D'jäka'mi.

Her Honour emphasised that the facility would play a significant role in improving health and wellbeing outcomes by allowing individuals to remain connected to their culture, family, language, and country.

At present, Carers NT has 30 dedicated staff in Nhulunbuy who are responsible for the smooth operation of D'jäka'mi. Additionally, Carers NT maintains an office in the town centre of Nhulunbuy, where the team is committed to delivering quality care and maintaining a strong connection with the local community. We also deliver Carer Gateway outreach services through this office.

D'jäka'mi's presence in the East Arnhem region has not only met a need for specialised care but has also made a substantial contribution to the local and territorial economy. The facility generates employment opportunities for local residents within the community.

The demand for services offered by Carers NT, especially D'jäka'mi, continues to grow as more individuals recognise the importance of culturally appropriate care. With the support of the community and its dedicated staff, Carers NT looks forward to a promising future of continued growth and positive impact in the Northern Territory, improving the lives of NDIS participants, and enhancing the wellbeing of our aged care and NDIS clients.

CARERS NT 30th ANNIVERSARY

Carers NT, which first began offering its services on December 17, 1992, reached a significant milestone on November 26, 2022, as we celebrated our 30th anniversary. Over the course of the last three decades, Carers NT has not only expanded its presence and influence but has also grown its team to 90 employees and spread across across multiple locations in the Northern Territory, including Darwin, Humpty Doo, Katherine, Alice Springs, Nhulunbuy, and Ramingining. In April 2023, Carers NT acquired a new property in Howard Springs and commenced preliminary operations. The official launch of the property has been scheduled for the upcoming Financial Year.

Throughout the year leading up to this momentous occasion, Carers NT celebrated its remarkable journey, recognising the invaluable work of carers in the community. The 30th-anniversary celebration was a testament to their dedication and compassion. The event paved the way for carers, staff, and supporters of Carers NT to gather for a sumptuous lunch, creating a warm and welcoming atmosphere.

As carers enjoyed delicious food, they had the opportunity to connect, share their experiences, and laugh together. The power of storytelling was evident, as carers exchanged their personal journeys and the challenges and triumphs they've encountered throughout their caring roles. These stories served as a reminder of the incredible resilience and strength of carers in the Northern Territory.

To add an element of excitement to the celebration, a raffle was organised. The carers enthusiastically participated in the raffle, and the winners were rewarded with bottles of wine, generously provided by Winemaker Charlie Scalzi of Scalzi Wines. This not only added an element of surprise and delight to the event but also highlighted the spirit of giving and appreciation that Carers NT embodies.

Carers NT look forward to many more years of success, support, and the invaluable care provided to the community. Here's to a future filled with even more stories, laughter, and shared moments of appreciation.



2022-2023 - A YEAR OF IMPACT

OUTREACH HIGHLIGHTS

In 2022-23, Carers NT embarked on a transformative community outreach journey across the Northern Territory. Here is a summary of our Outreach teams key achievements:

July to August

Katherine Show: Award-winning stall, Best Community Display, 350+ engagements.
Darwin Show: 700+ engagements, accolades for community work.
COTA's Seniors Expo, Darwin: Enhanced visibility and partnership with COTA.
Berry Springs Markets: Forged connections with rural carers.
Freds Pass Markets: Fostered ties with rural carers.
Catholic Care, Palmerston: Introduced Carer Gateway services.
Carers NT Golf Day: Raised funds and awareness.
MimikGa Faft, Wanguri: Interactive sessions with Mimik-Ga.

September

PRH to Rehab Team: Presented Carer Gateway services.

October

Katherine Bimonthly Chain meeting: Fostering awareness and collaboration.
Alan Walker Cancer Council Centre: Informative presentation.
Carers NT's Family Fun Day: Celebrated unpaid carers.
National Carers Week: Honored unpaid carers.
Wagait Shire, Community Centre: Engaged attendees.
Free Carers NT Community Engagement Event: Showcased all supports and services.
Chair, Darwin Aged & Disability Services Network Meeting: Facilitated sector connections.

November

ADHD Conference: Valuable interactions and insights.

December

Carnival of Fun: Celebrated International Day of People with Disability.
Chair, Darwin Aged & Disability Services meeting: Promoted networking.

February

Paediatric Registrars Orientation: Interactive Q&A session.
Welcome to the Top End: Defence Member and Family Support Expanded Network.

March

Adelaide River Seniors Group: Engaged community members.
No Woman Left Behind Conference: Informative interactions.
Chair, Darwin Aged & Disability Services meeting: Continued networking.
COTA Seniors Expo, Katherine: Enhanced visibility.

April

Australian Breastfeeding Association hosting Pregnancy, Baby & Children's Expo Katherine: Connected with young families.

May

The Force for Change, NTCOSS Conference: Informative sessions and CEO connections.
Integrated disability Action (IdA) - All Abilities Expo, Darwin: Informal networking.
COTA Seniors Expo, Darwin: Fostered partnership with COTA.

June

Anglicare Berrimah: Interactive Q&A session.

In 2022-23, Carers NT's relentless outreach efforts made a profound impact, from winning awards at local shows to engaging with communities, professionals, and organizations, all in support of unpaid carers across the Northern Territory.



WINEMAKER'S DINNER

The Winemaker's Dinner organised by Carers NT was an exceptional evening that combined fine dining, exquisite wine, entertainment, and community support.

Hosted at the elegant Novotel Darwin Airport Hotel and led by the charismatic Winemaker Charlie Scalzi of Scalzi Wines, the event was an unforgettable gathering.

The event's success in fundraising is a testament to the compassion and dedication of both sponsors and attendees. Thanks to the remarkable generosity of sponsors and attendees, the event's raffle and auction raised a substantial amount of money.

The support and contributions of the sponsors and dinner guests greatly assist us in ensuring that carers and their care recipients receive the assistance and resources they need.



THE JOURNEY AHEAD

LONG-TERM GOALS

- Continue to explore and expand opportunities through the NDIS for Carers NT
- Continue to expand the provision of Carer Support Services – Urban and Remote
- Continue to advance the profile of CNTL and to promote awareness of care related issues
- Pursue business opportunities and development that contribute to capital growth
- Look for opportunities to diversify and expand our service offerings to support individuals and families across the Northern Territory. Carers NT remains committed to serving and empowering young carers, ensuring their needs are met and their voices are heard.

BOARD OF

DIRECTORS

Mrs Gail Marsh| Chairperson

Mr Michael Martin OAM| Company Secretary

Mrs Marie-Louise Pearson| Director

Mrs Sandra Byard| Director

Mr Adam Hayes| Director

Mr Tony Webb| Director

Ms Martina Hazelbane| Director

Mr Geoff Adams| Director

2022 - 2023

FINANCIAL PERFORMANCE



2022 - 2023

FINANCIAL PERFORMANCE

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

YEAR ENDED 30 JUNE 2023

	Note	2023	2022
		\$	\$
Revenue			
Grants	2	6,340,931	5,440,999
Other income	2	5,416,405	5,020,149
Total Revenue		11,757,336	10,461,148
Expenditure			
Advertising and promotion		127,641	125,563
Assets purchased <\$5,000		83,741	135,539
Audit/Accounting fees	21	20,934	31,344
Board/Governance expenses		70,987	39,645
Client support services		925,833	650,537
Computer expenses		266,189	179,975
Consultancy fees		61,509	180,777
Depreciation	7(ii) & 8	665,453	650,168
Director Fees		29,811	-
Impairment loss		-	12,745
Insurance		96,112	67,850
Interest expense		2,692	1,060
Interest expense on lease liabilities	7(ii)	44,816	46,659
Loss on disposal of non-current asset		3,405	-
Miscellaneous expenses		264,704	265,810
Motor vehicle expenses	3(i)	386,908	339,428
Postage, freight & courier		26,233	34,561
Rent	7(ii)	468,496	290,956
Repairs and maintenance		121,014	201,253
Staff costs	3(ii)	6,575,921	6,074,904
Telephone & internet		66,569	57,055
Travel & accommodation		265,444	178,888
Total Expenditure		10,574,412	9,564,717
Net current year surplus		1,182,924	896,431
Other comprehensive income		-	-
Total comprehensive income		1,182,924	896,431

2022 - 2023 FINANCIAL PERFORMANCE

STATEMENT OF FINANCIAL POSITION YEAR ENDED 30 JUNE 2023

	Note	2023 \$	2022 \$
Current Assets			
Cash and cash equivalents	4	2,765,370	2,603,158
Trade and other receivables	5	672,526	423,478
Other assets	6	121,868	83,990
Total Current Assets		3,559,764	3,110,626
Non-Current Assets			
Property, plant and equipment	8	4,725,664	3,741,073
Financial assets	20	5,000	5,000
Right-of-use assets	7	701,617	782,477
Total Non-Current Assets		5,432,281	4,528,550
Total Assets		8,992,045	7,639,176
Current Liabilities			
Trade and other payables	9	571,715	380,259
Other liabilities	10	727,650	793,164
Lease liabilities	11	263,335	252,876
Borrowings	12	18,000	11,000
Employee benefits provisions	13	637,066	577,431
Total Current Liabilities		2,217,766	2,014,730
Non-Current Liabilities			
Lease liabilities	11	484,375	567,748
Employee benefits provisions	13	84,972	34,690
Total Non-Current Liabilities		569,347	602,438
Total Liabilities		2,787,113	2,617,168
Net Assets		6,204,932	5,022,008
Equity			
Retained surplus		6,204,932	4,987,332
Reserve		-	34,676
Total Equity		6,204,932	5,022,008

2022 - 2023

FINANCIAL PERFORMANCE

STATEMENT OF CASH FLOWS

YEAR ENDED 30 JUNE 2023

	Note	2023	2022
		\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipt of grants		6,210,022	5,646,578
Other receipts		5,214,753	4,767,135
Payments to suppliers and employees		(9,594,549)	(8,742,328)
Finance costs		(47,508)	(47,719)
Dividends received		250	250
Interest received		17,746	8,689
Net cash generated from operating activities		1,800,714	1,632,605
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		4,091	64,545
Payment for property, plant and equipment		(1,344,638)	(953,142)
Net cash used in investing activities		(1,340,547)	(888,597)
CASH FLOWS FROM FINANCING ACTIVITIES			
Principal repayment of lease liabilities		(304,955)	(351,814)
Receipts of bank loans		7,000	-
Repayments of bank loan		-	925
Net cash used in financing activities		(297,955)	(350,889)
Net cash increase / (decrease) in cash held		162,212	393,120
Cash and cash equivalents at beginning of financial year		2,603,158	2,210,038
Cash and cash equivalents at end of financial year	4	2,765,370	2,603,158

2022 - 2023 FINANCIAL PERFORMANCE

STATEMENT OF MOVEMENTS IN EQUITY YEAR ENDED 30 JUNE 2023

2023	Retained surplus	Reserve	Total
	\$	\$	\$
Opening balance	4,987,332	34,676	5,022,008
Transfer of reserves to retained surplus	34,676	(34,676)	-
Surplus for the year	1,182,924	-	1,182,924
Total Equity	6,204,932	-	6,204,932

2022			
Opening balance	4,090,901	34,676	4,125,577
Surplus for the year	896,431	-	896,431
Total Equity	4,987,332	34,676	5,022,008

DIRECTORS DECLARATION CARERS NT LTD ABN 1308 4010 362

In accordance with a resolution of the Directors of Carers NT Limited, the directors of the registered Company declare that, in the directors' opinion:

- The financial statements and notes, as set out on pages 1 to 22, satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and:
 - comply with AASB1060: *General Purpose Financial Statements - Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities* applicable to the Company; and
 - give a true and fair view of the financial position of the registered Company as at 30 June 2023 and of its performance for the year ended on that date.
- There are reasonable grounds to believe that the registered Company will be able to pay its debts as and when they become due and payable.

This declaration is signed in accordance with subs 60.15(2) of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Gail Marsh
 Director
 Date 22/9/23

Adam Hayes
 Director
 Date 22/9/23



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Independent Auditor's Report To the Members of Carers N.T. Limited

Opinion

I have audited the financial report of Carers N.T. Limited (the "Company"), which comprises the statement of financial position as at 30 June 2023, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the Directors' declaration.

In my opinion, the accompanying financial report of Carers N.T. Limited is in accordance with the requirements of the Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* and the requirements of the *Corporations Act 2001*, including:

- (a) giving a true and fair view of the Company's financial position as at 30 June 2023 and of its financial performance for the year then ended; and
- (b) complying with AASB 1060: *General Purpose Financial Statements for For-Profit and Not-for-Profit Tier 2 Entities* ("Australian Accounting Standards – Simplified Disclosures"), and the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report. I am independent of the Company in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including the independence standard)* (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Information Other Than the Financial Report and Auditor's Report

The directors are responsible for the other information. The other information comprises the information included in the Company's annual report for the year ended 30 June 2023 but does not include the financial report and our auditor's report thereon. Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon. In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.



Independent Auditor's Report (Continued)

Responsibilities of Management and Those Charged with Governance for the Financial Report

Management is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards – Simplified Disclosures, and for such internal control as management determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error. In preparing the financial report, management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so. Those charged with governance are responsible for overseeing the Company's financial reporting process. The audit opinion expressed in this report has been formed on the above basis.

Auditor's Responsibilities for the Audit of the Financial Report

My objectives is to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.



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 Audit, Accounting, Advisory

Independent Auditor’s Report (Continued)

Auditor’s Responsibilities for the Audit of the Financial Report (Continued)

I communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during our audit.

I also provide the directors with a statement that I have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on my independence, and where applicable, related safeguards.



Awais Ur Rehman
 Registered Company Auditor

Dated in Darwin on this 22nd day of September 2023

global knowledge local footprint

Liability limited by a scheme approved under Professional Standards Legislation

Carers NT would like to thank our Major Sponsors





