



NT Friendship & Support Inc.

ANNUAL REPORT
2020



Katherine | Alice Springs



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We acknowledge the Jawoyn, Dagoman and Wardaman People of Katherine region and the Arrernte People of Alice Springs as the Traditional Owners of the many lands on which we operate. We commit to working respectfully to honour their ongoing cultural and spiritual connection to this Country



REPORT FROM THE CHAIRPERSON

2020, "Business as unusual"

To say that this past year has been a challenge is understating the reality of 2020. COVID-19 will be forever etched in our memories, for many reasons; some awful, some interesting, some hard and some wonderful. What 2020 proved for NT Friendship & Support Inc. is how professional, resilient, passionate, motivated, flexible and hardworking this amazing team is.

Amidst the uncertainty, the team has continued to deliver quality services to our clients and the community. One "stand out" was the service delivery to Seniors of Katherine who needed grocery and medical pickups, transport, support and a friendly face during the isolation, lock downs, closures and unpredictability of the ever changing status of 2020.

Alongside of this the Boards' resolve to ensure no staff member lost their job through the worst of COVID-19 was an outcome we are proud of. To date all staff members have returned to normal working conditions with no reported lay offs.

Sadly, COVID-19 accelerated our decision to close the walk in/dine in services of Equalitea Café. This has not stopped the continuation of catering from our small group of talented cooks. We hope to continue expanding our catering social enterprise business into 2021

Other exciting social enterprise ventures like commercial and residential cleaning, Bottles of Lights, garden and park maintenance have continued to thrive despite the challenges of social distancing and COVID-19 restrictions, both in Katherine and Alice Springs.

The small but mighty Board of NT Friendship & Support Inc., Jo Gamble; Jackie Usher; Kelly McGregor and Moira McCreech have continued to guide and help steer the organisation and to you, the hardworking, dedicated members I salute and thank you.

To our amazing executive team of Stephanie, Lucy and Tricia, your steadfast commitment, dedication, adaptability and "can do" attitude inspires and amazes. Thank you.



The year has shown us the true meaning of the saying “Storms make trees grow stronger roots”. NT Friendship & Support Inc. has weathered this storm and we continue to grow, thrive and expand, with roots that are deep and strong.

I must mention that our amazing Chief Executive Officer, Stephanie Ransome has grown and led our organisation with grace, expertise, passion and patience. You have committed your heart and soul into this organisation and we have been truly lucky you chose our (not so little now) organisation and town.

Stephanie has been truly a gift to NT Friendship & Support Inc. and the community of Katherine.

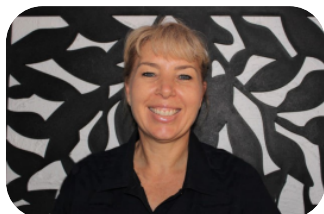
Thank you does not even begin to express our gratitude of you, Stephanie.

Daniela Ford

Chairperson



NT FRIENDSHIP & SUPPORT INC. BOARD



Daniela Ford Chairperson

Daniela has been a board member for four years. Daniela became a Management Committee member due to her interactions with the previous executive officer, and has brought a wealth of knowledge and guidance to the organisation using her skills as a police officer in her interactions with the youth of the community. Daniela also has interests in yoga, parenting, child protection, mental health and youth justice.



Jackie Usher Secretary

Jackie has been a Katherine resident for the past 20 years and has been involved in NT Friendship & Support Inc. for the past seven years. Jackie has accessed the organisation's respite for her daughter and more recently became a committee member. Jackie brings her skills, knowledge and insights to advocating and supporting our clients with disabilities and their families. Jackie is the 'heart' of our management committee and balances the business, vision and mission.



Jo Gamble Treasurer

Jo previously acted as the committee chairperson, stepping into the role when the previous chair resigned due to work commitments.

Jo has a wealth of board experience that she brings to the organisation, including her sector knowledge and her passion for disadvantaged people in Katherine.

Moira McCreesh Committee Member

Moira has lived in Katherine since 1986 and is a proud Territorian with strong commitments to support vulnerable people to live their best possible lives and to protect the NT environment. She has a background in health including hospital nursing, working as a health consultant and working in developing countries. Moira is interested in community action, social justice, reading and growing food. She also enjoys being a volunteer foster carer for rescue dogs and cats.

Kelly McGregor Public Officer

REPORT FROM THE CEO



This year has seen many changes for our organisation and the world at large.

The effects of COVID-19 saw the way NT Friendship & Support Inc. and EqualiTEA provide services change exponentially. This highlighted the need to respond appropriately to ensure continuity of connection and quality service provision.

The organisation has continued to have solid growth in turnover, assets and equity. This is in large due to the staff and its operations which is overarched by the Management Committee (Board) and their ongoing commitment to the governance of NT Friendship & Support Inc.

Daniela (Dani) Ford our chairperson retires from this role after a 3 year commitment. This is on top of her generously volunteering time to the organisation over the last 8 years. Dani shows true leadership as chairperson, always working towards the betterment and stewardship of the organisation. Dani, your honest, respectful and knowledgeable support of me in my role is truly appreciated – Thank you!

The organisation continues to solidify the quality services we offer Territorians with continuous improvement in quality service delivery, administration and financial processes. We have continued to invest in our online platforms to support the organisation. From project management tools, updating of our client management system to the purchase of a quality management system. These online platforms continue to be the foundation of all the administrative, reporting and risk management requirements of the organisation. These of course could not function without the human factor. We have a solid corporate services team consisting of finance, HR, payroll and quality assurance.

Out of Home Care Program continues to deliver quality, culturally appropriate kinship and foster care homes for the children in our care. Our Carers who tirelessly volunteer





their time in providing love, care and a stable environment for the children in their care; be it for a short time or for long term placements their care and commitment is humbling and admirable. Delivery of cultural interactions and events continues to be a key consideration, from appropriate family interaction to attendance at cultural activities organised by the Out of Home Care Team.

We have made the decision to re name this program to be more reflective of what we do and to re affirm our commitment to the recruitment and placement of children with kinship carers.

Kinship and Foster Carer Assessment and Support Services (KFASS) – it will take us a while to get used to the new name!

NT Friendship & Support Inc. and EqualiTEA could not deliver the services to our Community without the dedication of our amazing staff. Their commitment to the organisation and the people we support is commendable. From the Corporate Services team through to the direct support staff and all of those in between, it is a pleasure to work with you and lead you.

A special mention goes to Tricia Kelly Community Engagement Executive Manager, Karen Buss Executive Assistant and Lucy Markoff NDIS Executive Manager. Your commitment to ensuring the organisation passed NDIS Quality and Safe Guarding Audit in the middle of the COVID-19 pandemic is a credit to you all. Lucy your ability to navigate the complexities of this new process to ensure we continue to deliver quality services to Territorian participants astounds me daily.

2020 has been a challenging year and one which has presented us opportunities to pivot in service delivery. 2121 is our 40th Anniversary which will be a time for reflection and celebration on the continuous and organic change of NT Friendship & Support Inc.

Stephanie Ransome
Chief Executive Officer

WHAT OUR PARTICIPANTS ARE SAYING...

"It's the BEST, I love coming, I learn so much plus I have some 'me' time to choose what I would like to work on. My sessions are all about ME. I always feel happy when I am here"

- Alicia, 17

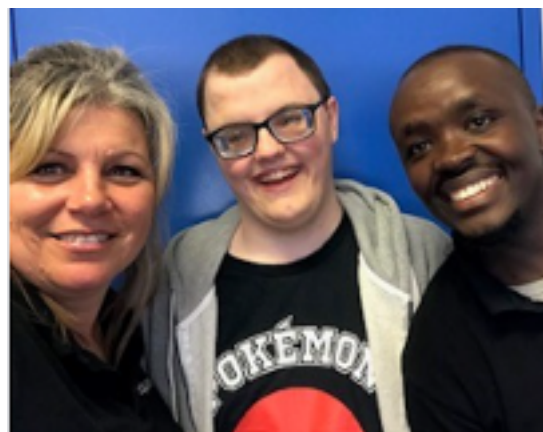


"I love coming to my NTFS sessions, I always feel supported, safe and included. I love connecting with my support people, sharing my thoughts, my music and future goals/plans. Helen and the team allow me to be myself and work at my own pace – I feel valued without judgement."

- Marcita, 19

"My personal road was bumpy and windy, but here at NTFS they have let me express myself, and I have showed them whom I can really be which has helped me blossom into a Japanese cherry blossom."

- Ben, 22



"I have learnt how to make coffee.

I know how to turn on the coffee machine and how to clean it.

I sell coffee twice a week to Elders and the florist.

I really enjoy seeing everyone"

- Anthony, 34



"I like coming to NTFS because it is fun, I do some work with Joe and get to go to Bark and Bath for some jobs with the animals then get to pat them at the end. I also have a T-shirt I wear which make me feel cool - BIG THUMB's UP!!!!"

- Tyler, 19



"I love coming to EqualiTEA. I have learned so much and met some lovely people. Its great as it has helped me with my anxiety. I really like my team mates."

- Wendy, 43



"I am a mature aged lady who has been coming to NTFS/EqualiTEA for almost a year now, I thoroughly enjoy my time here in the office. The team have helped me re-gain confidence and have allowed me to learn more about emails/technology in a safe nurtured environment without any pressure. Additionally, my COS (Co-ordinator of Support) is located under the same NTFS/EqualiTEA umbrella which is so convenient for me personally."

NTFS/EqualiTEA has changed my life – previously I felt I wasn't able to contribute to 'anything' and now I feel like I am part of a great group of people who are really keen to see me succeed."

I highly recommend anyone to come and see the AMAZING Alice Springs team and what they have to offer."

- Sandy, 55



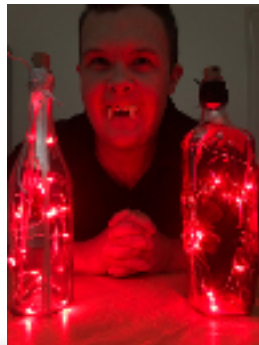
MORE FROM OUR PARTICIPANTS



ONCE WE
Accept
our LIMITS
WE Can
THEN GO
Beyond
them



Respect



Integrity



I AM
DIFFERENTLY
ABLE!



Community



When Everyone
Else say's
you can't
Determination
says
**YES, YOU
CAN**

Empowerment



Disability
IS Just Another
way of
being



OUR TIME

1980

Rhonda Dunne seeks out families who need respite in Darwin.

1981

Sponsor Family Association commences Incorporation process.

1982

Sponsor Family Association becomes fully Incorporated with 10 host families delivering respite for families who have children living with disabilities.

1989

Katherine services commence – volunteer supports for Katherine Seniors and Royal Flying Doctor service to Communities to support families with children with disability.

2001

The Sponsor Family Association dissolves with a change of name to NT Friendship & Support Inc. Still providing services in Darwin and Katherine



MELINE

2004

It is identified each site works in a different way and responds differently to the community needs.

The Organisation separates

Darwin office merging with Carers NT.

2005

Katherine assumes the Incorporation of NT Friendship & Support Inc. and becomes the organisation we identify with today

2018

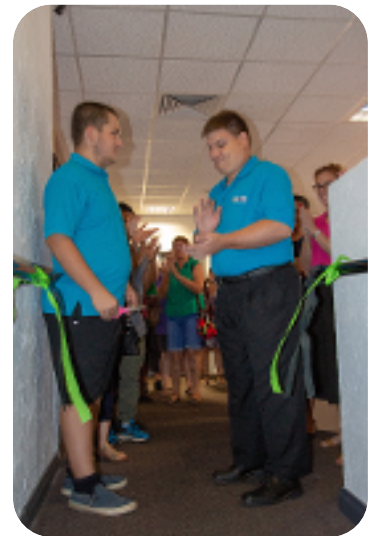
Commencement of a Pilot project in Alice Springs. Commencement of EqualiTEA Café in Katherine – Social Enterprise delivering training, employment and activities for people with disability.

2018

Telstra Business Award Finalist Northern Territory Social Change Maker

2019

Launch of EqualiTEA services in Alice Springs. A new partnership with Alice Springs Town Council, delivering gardening support for three of the council parks.



Strategic
Plan
2019-2021

VISION

AN ACCESSIBLE, INCLUSIVE AND
SUPPORTIVE COMMUNITY

MISSION

TO PROVIDE PROFESSIONAL CARE AND
PROMOTING AN ACCESSIBLE, INCLUSIVE,
AND SUPPORTIVE COMMUNITY

OUR STANDARD OF EXCELLENCE MEANS
WE ARE A SERVICE PROVIDER AND
EMPLOYER OF CHOICE

VALUES

INTEGRITY

BEING TRANSPARENT AND ACCOUNTABLE

RESPECT

EVERYONE IS DIFFERENT!
WE CELEBRATE WHAT MAKES US ALL UNIQUE

EMPOWERMENT

SUPPORT PARTICIPANTS AND CLIENTS TO
WORK TOWARDS THEIR GOALS

COMMUNITY

RESPONDING TO COMMUNITY NEEDS
WITHIN OUR VISION AND MISSION

OBJECTIVES

EQUALITEA

WE SUPPORT PEOPLE TO
MAKE THEIR EMPLOYMENT
DREAMS COME TRUE

OUT OF HOME CARE

TO PROVIDE CHILDREN
IN CARE WITH THE BEST
OPPORTUNITY TO LIVE
A FULFILLING LIFE

COORDINATION OF SUPPORTS

TO EMPOWER PEOPLE TO
EXERCISE CHOICE AND
CONTROL OVER THEIR LIVES

RECONCILIATION ACTION PLAN

OUR LEARNING IS
THAT THE ESSENCE OF
RECONCILIATION
IS THE RESPECT FOR
ABORIGINAL AND
TORRES STRAIT ISLANDER
PEOPLES AND THEIR
CULTURES, HISTORIES,
KNOWLEDGE AND
EXPERIENCE,
AND THE REALISATION
THAT THE ORGANISATION
IS IN ITS INFANCY IN
UNDERSTANDING THIS

EQUALITEA HOUSE

YOUR CHOICE
YOUR HOUSE
YOUR WAY

ALLIED HEALTH

TO PROVIDE ACCESS TO
QUALITY ALLIED HEALTH
SERVICES IN KATHERINE
AND ALICE SPRINGS

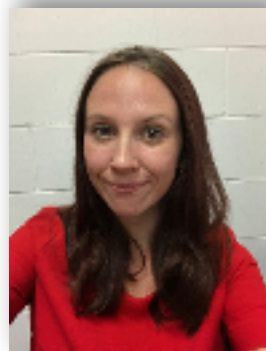
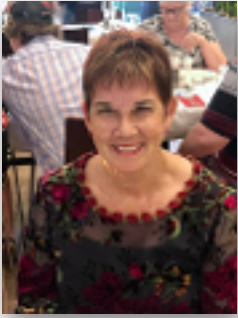
CHSP

TO PROVIDE SENIORS IN
KATHERINE WITH
OPPORTUNITIES TO REMAIN
CONNECTED WITH EACH
OTHER AND THE COMMUNITY

STAFF

Stephanie Ransome	Chief Executive Officer		
Lucy Markoff	NDIS Executive Manager		
Sarah Botto	COS Team Leader		
Petina Clerke	COS Team Leader		
Gareth Trew	COS Officer		
Ashish Raj Jamarkattel	Corporate Services Manager		
Mary Harous	Accounts Payable Officer		
Hiruni Manawadu	Accounts Receivable Officer		
Casey McElhone	HR & Payroll Officer		
Vanessa Pannan	NDIS Administration Officer		
Rasmita Puri	NDIS Administration Officer		
Gitavali Diss	NDIS Administration Officer		
Teale Fletcher	Quality Assurance Coordinator		
Patricia Kelly	Community Engagement Executive Manager		
Jade Peckham	Community Engagement Coordinator		
Amy Oakley	Community Engagement Assistant		
Fiona Manfong	Kinship & Foster Carer Assistant		
Helen Chadwick	Equalitea Team Leader		
Dipesh Bhattarai	Employment Engagement Assistant		
Joseph Mathenge	Employment Engagement Assistant		
Kathrine Walker	Employment Engagement Assistant		
Juanita Wilkins	Employment Engagement Assistant		
Bernadette Fernandez	Employment Engagement Assistant		
Christine Tyler	Supported Employee - Cleaner		
Briony Festing	Supported Employee - Kitchen Hand		
Parbati (Alisha) Adhikari	Support Worker Team Leader		
Netra Bhurtel	Support Worker	Dawa Sherpa	Support Worker
Victoria Doherty	Support Worker	Narayani Kandel	Support Worker
Deepa Khadka	Support Worker	Colleen Wakefield	Support Worker
Sanju Khanal Jamarkattel	Support Worker	Dinesh Lamichhane	Support Worker
Nila Lamichhane	Support Worker	Manoj Pandey	Support Worker
Anima Raut	Support Worker		

WHO WE ARE....





THANKS TO OUR CARERS



- ▶ Ana Egan & John Edwards
- ▶ Davina & Trevor Griffiths
- ▶ Danielle Grieves
- ▶ Natalie Sarny
- ▶ Kristy & Ryan Gorman
- ▶ Anna Geary & Sean Pfennig
- ▶ Rebecca & Scott Clancy
- ▶ Kylie Lake
- ▶ Andrea Gorman & Adrian Bernard
- ▶ Katie & Andy Payne
- ▶ Jayne Rachor
- ▶ Nicolle & Jeremy Gadd
- ▶ Zoe Cairns & Damien O'Brien
- ▶ May & Naomi Rosas
- ▶ Jodie and Kevin Fisher
- ▶ Sarah Woods



FUNDING BODIES AND PARTNERS

NT Friendship & Support Inc. encompassing EqualiTEA would like to acknowledge and thank the supporters of our Organisation.

Without their support we would not be able to provide the quality services we deliver in the Northern Territory.

Funders

Territory Families
National Disability Insurance
Agency (NDIA)
Territory Housing
Department of Health
Alice Springs Town Council

Grants

Boosting the Local Care Work
Force
Northern Territory Government
Katherine Town Council
Foundation for Rural & Regional
Renewal (FRRR)

Donations

Community Business Bureau (CBB)
Heli – Ops NT
Rod Usher Contracting
Katherine Quarries
IBIS Styles Katherine
BP Connect
JMJ Disability and Crest NT

Industry Partners

Katherine Cinema 3
JenepeSuper Pty Ltd
Sweetest Things Floristry
DragonFly Catering

Partnerships

Katherine Senior High School
Clontarf Foundation
Dingo Cockatoo
Fibre Economy

END OF AN ERA

COMMONWEALTH HOME SUPPORT PROGRAM

FOUNDATION FOR RURAL & REGIONAL RENEWAL

NT Friendship & Support Inc. in Katherine was founded on Volunteers supporting Families with Children with disabilities and local seniors.

The Seniors program started off as the "Friendship Club" which was a peer support program in its initial stages.

COVID- 19

When The pandemic hit, the ramifications for our local seniors was far reaching. Access to basic needs such as food, medications and social interactions became tough. Seniors began self isolating and struggled with transport to the local supermarket as there is no public transport in Katherine.

NT Friendship & Support Inc. were able to organically respond to the needs of local seniors. We were able to utilise an under spend on a Foundation for Rural & Regional Renewal grant to support with all of the printing and advertising of the program. Department of Health responded with giving us some flexibility to respond to local needs under a COVID -19 situation. We implemented the following initiatives:



Bus service for shopping to utilise the seniors / disability shopping hour in the early morning

Liaised with local pharmacy for access to prescriptions

Liaised with local stores on access to fresh food

Thumbs up Thumbs down - giving local seniors independence and being able to have a green thumbs up if everything was ok or a red thumbs down if help was needed – these were printed and given out to seniors and shown how to use them – this was well received

1:1 shopping / GP access support

Regular phone calls to touch base on well being

24 hour on call triage – we decided to open up our 24 hour on call for seniors to contact us. We were then able to triage to an appropriate service as needed

Special mention has to go out to Bernie Fernandez who was the positive champion of this great service.

From doing all of the risk mitigation around the bus and transportation to developing the bus timetable and ensuring people were supported where needed. Bernie was able to do regular catch ups with seniors who needed support and implemented social distancing morning coffees – seniors sitting at their own front doors socialising and even becoming friends with the local ducks!!

Over the years Department of Health had bought this under its Commonwealth Home Support Program funding. This funding has provided group and 1:1 social support to seniors in Katherine.

Due to increased administrative requirements and no increase in funding to this volunteer program, the Board made the tough decision not to renew our contract with the Department



Help Your Neighbour



NT Friendship & Support are providing reversible signs with a green thumbs up and a red thumbs down to seniors to display in their windows.

When your neighbour has a Green Thumbs Up sign displayed, that means they are okay and do not need any help.

When your neighbour has a Red Thumbs Down sign displayed, that means they need something. If you see this, contact NT Friendship & Support so we can provide assistance to this person.

(08) 8971 0027

of Health and we ceased this program on 30th June 2020.

The positive outcome for this was being able to work with Anglicare NT and handover the program to a local organisation who were able to uptake the funding and program and merge it with their own CHSP service.

Working collaboratively at a local level ensured smooth transition for our local Seniors.

NT Friendship & Support Inc. Board and Management would like to acknowledge and thank the Department of Health for funding this program for the seniors of Katherine.

A NEW BEGINNING



November 2019 NT Friendship & Support Inc. commenced a new partnership with Alice Springs Town Council. This partnership is the first of its kind in the Territory, where local Government work directly with a Not for Profit Organisation in delivering direct employment supports under a social enterprise, EqualiTEA.

His Worship, The Mayor Damien Ryan said

"Council was pleased to provide an opportunity for community members to obtain gainful employment in delivering the essential services to the community of Alice Springs on a daily basis."

Entering into the partnership with EqualiTEA was one of the easiest decisions the 13th Council had to make."

The program enables Council to provide opportunities of inclusivity for the community and providing meaningful employment opportunities for members of the community that have a disability."

Council cherishes the partnership with EQUALITEA and looks forward to expanding the partnership into the other various areas of Council's core business".

WHAT WE'VE BEEN UP TO

Catering Galore.....

EqualTEA Cafe has been kept busy with all of the external catering orders. From morning and afternoon tea, to meeting lunches, grazing platters and so much more.

The cafe staff have been busy with home made scones, sausage rolls and freshly made sandwiches. Its been a busy year even through COVID-19 closure. The staff have been fantastic in managing all of the changes this year has seen.



Partnership with Katherine Senior High School and Clontarf Foundation



In early 2019 NT Friendship & Support Inc. commenced a partnership with Katherine Senior High School and Clontarf foundation. This new partnership centers around transition to employment for students.

This initially commenced with a group information session so that students were able to learn about possible opportunities.

Through this program a number of students were able to access the following:-

- School based work experience
- School based traineeship
- Paid employment

We had 8 students take up the opportunities with two students securing a traineeship in Cert II

in Business with GTNT, with Dovaston being the Registered Training Organisation.

Of the two student trainees Declan McElhone was able to use this experience to increase his confidence and was able to apply for a Government traineeship at the local Katherine Hospital.

The second student Katlyn Craig continued on and completed her traineeship in late 2020.

The inaugural award was presented to Katlyn Craig on 4th December 2019.



Transition to Employment Award

This perpetual award recognises a student in the transition to employment program who has committed to their own personal advancement and chosen part of the program.



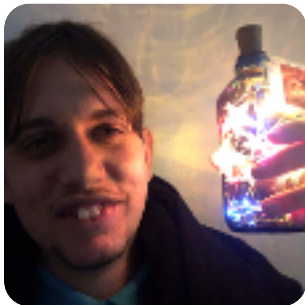
Katherine NAIDOC Winners

Declan McElhone was the recipient of Katherine NAIDOC Youth of the year Award 2019.

Declan commenced a Cert II in Business school based Traineeship with NTFS, however; transitioned to a Department of Health Traineeship with Katherine Hospital.

Hayden Basic was the recipient of Katherine NAIDOC Junior Person – Community Participation Award 2019.

Hayden has been working in EqualiTEA Café as part of the Transition to Employment Partnership.



Bottles of lights

This is an EqualiTEA Katherine Micro Business initiative.

The team have spent the year developing a business plan and putting it into action. Along side of this all of the group have individually developed a you tube video explaining what part they play as part of the micro business.

From sourcing donations of bottles, to cleaning and sterilising them to developing their own individual style of art work.

This is a full team production - Briony, Michael, Ketina and Connor – supported by Kathy and Bernie.



EqualiTEA Café

EqualiTEA café has had a roller coaster ride through this financial year.

In the first half of the year the café was a bustling busy café with all staff working to capacity. Once COVID-19 hit and the café moved to take away, the tough decision was made to close the café. This was in large due to the commercial side of the café over taking the vision of the café to provide employment for people with disabilities. The café functions were becoming too consuming and so became a barrier to our goal.

We thank the community of Katherine for all of their support. However; 2021 gives us opportunity to diversify and expand our direct disability employment services.



KATHERINE DISABILITY AWARDS

DECEMBER 2019

International Day for People with Disability is the one day around the world where people with disability are celebrated.

NT Friendship & Support Inc. worked with Katherine Town Council to secure a grant so that we could hold the first Awards ceremony to recognise and celebrate people with disability.

Local business supported the occasion with sponsorship for 6 awards –

Gold Sponsorship

Katherine Town Council

Organisation or Business promoting inclusion and innovation

NT Heli-Ops

Support Person or Carer promoting Inclusion and Innovation

Katherine Quarry

Child or young person Individual Achievement

BP Recharge

Youth under 25 Individual achievement

Ibis Styles Katherine

Peoples Choice Award

Usher Contracting

Adult Individual Achievement



Tasha



Michael - Peoples Choice Winner



Her Worship The Mayor - Fay Miller



Silver Sponsorship

Crest NT – Door Prize

JMJ Disability - Door Prize

Sweetest things Florist – flowers and table centers

Dragon Fly Catering - styling

Supporters of Katherine Disability Awards

Mr Brendan McMahon – MC

Ms Amy Oakley - DJ

Tasha Paddy - Marketing design of the Awards

Katherine Country Club Inc. - Equipment

Staff of NT Friendship & Support Inc.

This event was attended by almost 70 people with more wanting to attend on the night. We had over 35 nominations for the awards which celebrated the achievements of people with disability.

The event will be handed over to Katherine Town Council to continue running from 2020 each and every International Day for People with Disability.

This event could not have happened without the amazing sponsorship of local business and the winners of the awards.



MC Brendan McMahon



Juanita, Taylah and Karen Anthony and Bernie Connor, Ketina, Michael and Briony



LES... MY VOICE HAS BEEN HEARD

Choice and Control



Lesley (Les) came on board with NT Friendship & Support earlier this year. When we first met Les, he had left a long stay in hospital, and was living in accommodation in Alice Springs that did not meet his needs. He expressed feeling isolated and he felt like he did not have a voice in regards to his care needs.

Les had a long term goal to relocate to Darwin, in order to do this we had to look for SIL accommodation in Darwin which was scarce. We also had to work with Les to make a plan for travelling to Darwin, including sourcing accommodation on the way up that was accessible.

Importantly, as Les had expressed feeling voiceless and powerless - we, more than ever, had to ensure he was the centre of ALL decisions about this - and deeply included in the planning. Finally, we had a plan - on his way up to Darwin Les would stop in accommodation in Tennant Creek overnight, and spend a night at the NT Friendship & Support Inc. Accommodation in Katherine before landing in Darwin.

However, like all good stories - we need a twist and a challenge. In this case, it was the Darwin accommodation and Les's plan not being ready, meaning he couldn't move.

Les still needed to leave his Alice Springs accommodation. Again, we went back to Les and consulted with him about what he would like to do and Les advised he had family in Katherine, and wouldn't mind staying there longer than a day - and so, that's what we did!

Les stayed in NTFS house until accommodation in Darwin was sourced and

approved. Les spent many months (6 in total) living in Katherine. Throughout this time Les was fully supported by a great team of Support Workers, due to this Les found his independence and regained his confidence, he felt like he had control again! Relationships were built and Les was able to not only trust the support workers, but also share his feelings and use his voice - often! This was miles away from the man we had met at the beginning of the year.

Late August Les was finally able to achieve his goal and he moved to Darwin.

Les is finally where he wants to be, and is able to confidently use his voice.

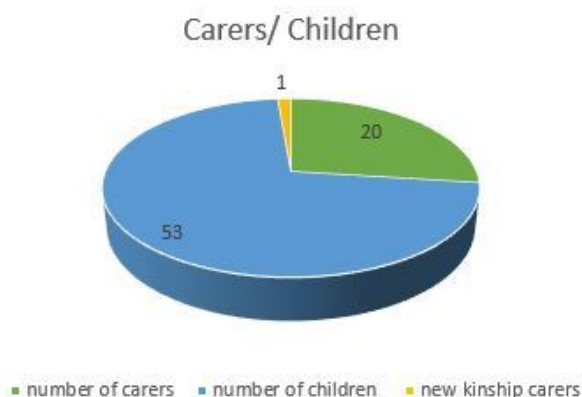


finally achieved his goal and moved to Darwin.....



CLOSER LOOK AT OUR SERVICE DELIVERY

Out of Home Care

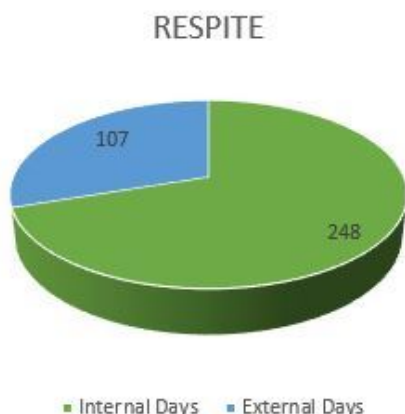


We currently have 3 registered Kinship carers with 1 new kinship carer recruited in 2020.

As of 30th June 2020, our 20 registered carers have provided care to 53 children.

5 of these children have successfully transitioned from our care to kinship.

Transition or reunification is the constant goal for children in care.



Respite is an integral part of kinship and foster care to reduce the likelihood of placement breakdown.

Over the past year our carers have provided 107 internal respite placements. This model ensures children in care have access to carers who they know.

Carers also provide external respite to children outside of our normal care.

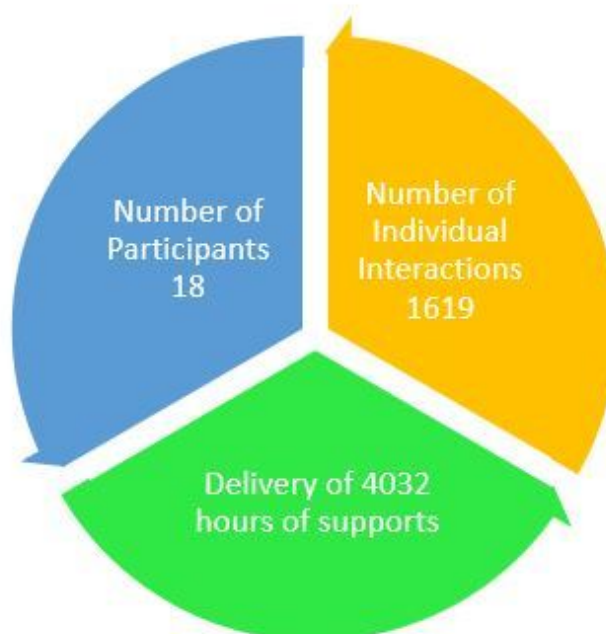
In 2019/2020 carers provided 248 days of external respite.

96% of School Attendance by children in the care of NT Friendship & Support Carers

We delivered 7540 hours of support with our participants



Support Coordination for Katherine and Alice Springs



Employment Supports for Katherine and Alice Springs

The Committee
NT Friendship and Support Incorporated
3/20 First Street
Katherine NT 0850

Auditor's Independence Declaration

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2020 there have been:

- (i) no contraventions of the auditor independence requirements as set out in the Northern Territory of Australia Associations Act and the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

LOWRYS ACCOUNTANTS



Colin James, FCA
Registered Company Auditor

Date: 24 September 2020
Darwin

INDEPENDENT AUDITOR'S REPORT

TO THE MANAGEMENT COMMITTEE OF NT FRIENDSHIP AND SUPPORT INCORPORATED

Report on the Audit of the Financial Report (continued)

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are 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 our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the 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 this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website (<http://www.auasb.gov.au/Home.aspx>) at: http://www.auasb.gov.au/auditors_responsibilities/2r4.pdf

This description forms part of our auditor's report.

LOWRYS ACCOUNTANTS

A handwritten signature in black ink, appearing to be 'Colin James', written over the company name.

Colin James, FCA
Registered Company Auditor

Darwin
Date: 24 September 2020

NT FRIENDSHIP AND SUPPORT INCORPORATED
ABC 50 142 588 888

MANAGEMENT COMMITTEE'S CERTIFICATE

I, **David Ford**, the Chairperson of NT Friendship and Support Incorporated, certify that the financial statements

- a. have been, to the best of my knowledge, information and belief, properly drawn up in accordance with all applicable Australian Accounting Standards, the Northern Territory of Australia Associations Act, the Australian Charities and Not-for-profit Commission Act 2012 for the year ended 30 June 2020; and
- b. are in accordance with the accounting policies and records of the organisation.


David Ford
Chairperson
Date: 24 September 2020

STATEMENT OF FINANCIAL POSITION

NT Friendship & Support Inc. statement of financial position is reported as:

Total Income \$2,464,465

Assets \$2,034,779

Liabilities \$ 583,766

Equity \$1,448,013

The organisation has now completed its full transition from case base and block funding to Individualised funding which is a claimable process. This has seen a sharp increase in administration needs with the knock on affect being an increase in employment costs. This is in line with current industry trends.

This last financial year has seen the organisation fully solidify its offer to the community and is summarised by the following service provision:

- Out of Home Care
- Coordination of Supports
- Specialised Employment Support
- Short and Medium Term Accommodation (Respite)

This is the last year the organisation will provide block funded services under Commonwealth Home Support Program to Katherine seniors. This volunteer based social support program has now transitioned to Anglicare NT.

The organisation has had steady growth with an increase in our equity of **37.94% to a healthy \$1,448,013.**

Statement of cash flow

Cash held has increased from

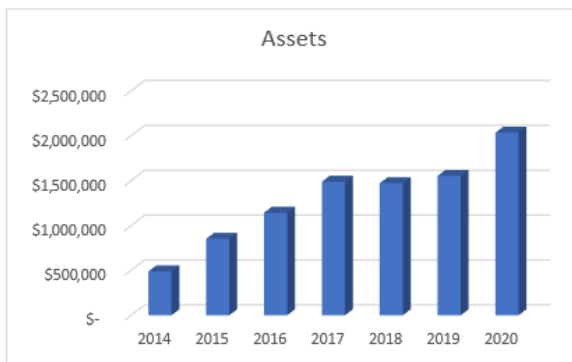
2019 \$1,117,667

2020 \$1,456,056

which is an increase of **\$338,389.**

NT Friendship & Support Inc. are solvent and in a strong trading position for the next financial year.

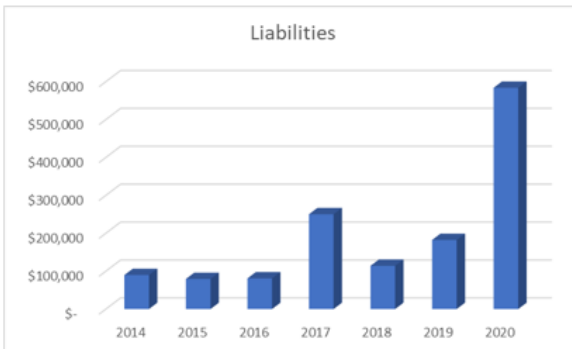
Jo Gamble



ASSETS

The organisation has seen its assets grow by 24.02% over the last 7 years and is reflected in the adjacent graph.

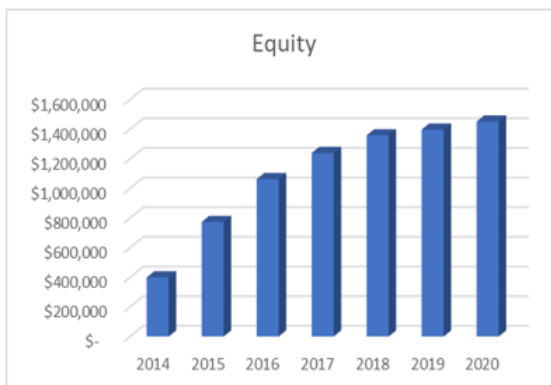
Growth of \$1,545,950 from \$488,829 in 2014 to \$2,034,779 in 2020



LIABILITIES

The liabilities for NT Friendship & Support has seen a steep increase in 2020, this is due to the organisations lease responsibilities being recorded for the first time in the financial report.

This is reflected in the adjacent graph.



EQUITY

The organisations equity has had steady grown by 37.94% over the last 7 years.

This is reflected in the adjacent graph.



GROWTH

NT Friendship & Support has seen a steady growth on average of 5.42% annually over the last 7 years.

This has seen an overall growth of 37.94%.

This is reflected in the adjacent graph.

For a full set of audited financial statements please go to:

WWW.ACNC.gov.au or request vial email to Finance@ntfriendship.org.au

LOOKING FORWARD 2021



2021 is a big year for NT Friendship & Support Inc. its our 40th Year Anniversary!!

From our humble beginnings of Rhonda Dunne and the Sponsor Family Association providing Host family support for 10 families in April 1981. Through to all of the coordinators; managers and Executive Officers and to the development of a Chief Executive Officer, our services to the community has been our constant goal. Today the organisation provides services to over 200 people in our community with a turnover of \$2.4m

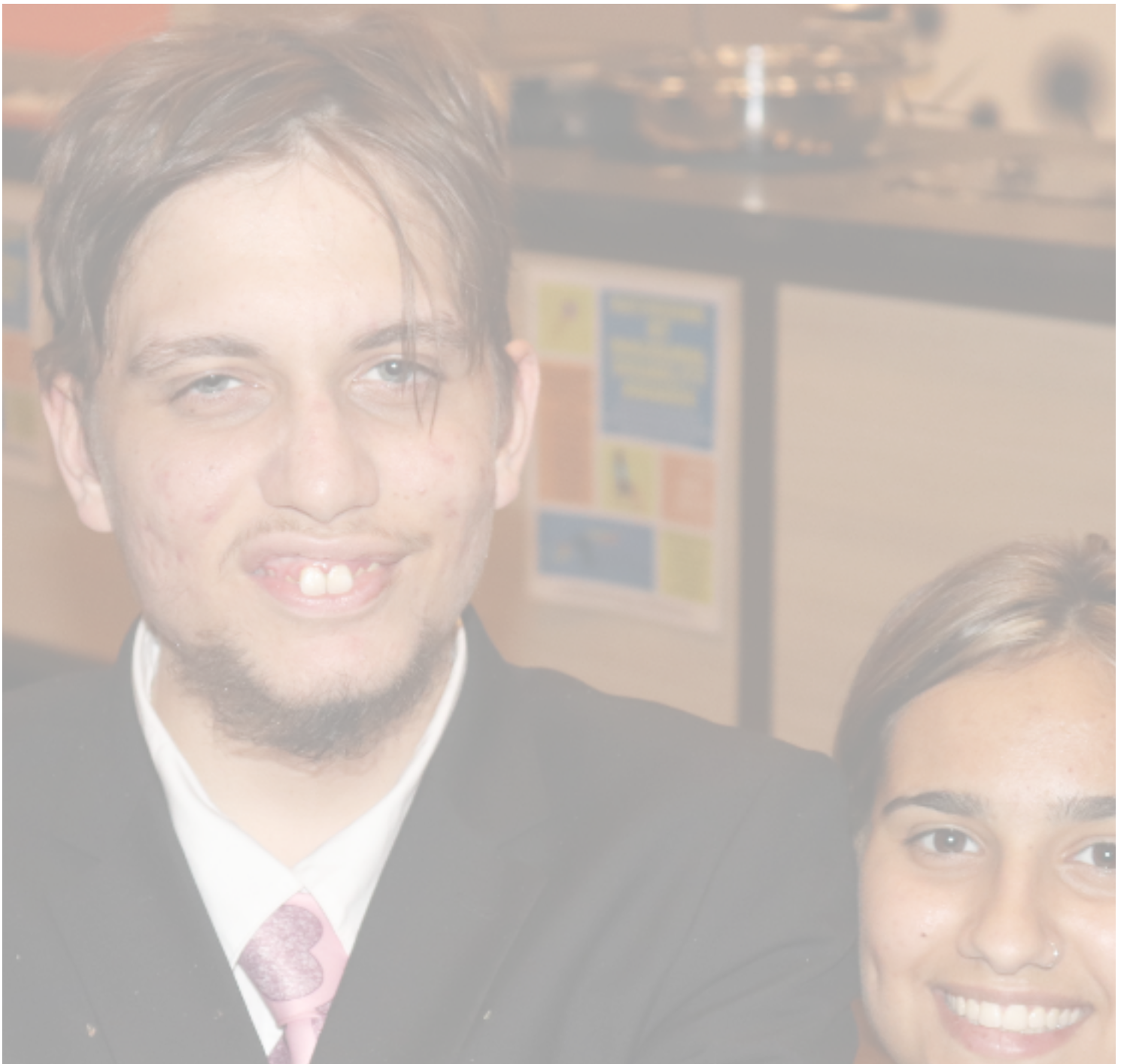
- Katherine office will be moving from our First street offices into a new location – to be revealed in 2021!

- Alice Springs office continues with its growth on Lovegrove Drive. We now have a full fitted office space with plans to expand this in 2021

NT Friendship & Support Inc. has gone through a massive change in response to the NDIS, we have now solidified the offer of our services to the community of direct employment supports, Coordination of Supports and Kinship and Foster Carer services.

Celebrating 40 years in 2021





SEE YOU NEXT YEAR!



Katherine | Alice Springs
(08) 8971 0027
www.ntfriendship.org.au
admin@ntfriendship.org.au