

# Centacare NT



2003/2004 Annual Report

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## Who are we?

Centacare NT is auspiced by the Darwin Catholic Diocese and provides a range services to individuals and families throughout the NT. Centacare NT has three service arms, Family & Community Services, Employment Services and Alcohol & Other Drug Services. Centacare NT is informed and guided by Catholic Social Teaching and seeks to service the most disadvantaged in the community.

## Our Structure

Centacare NT is a not for profit organization. The Bishop delegates the day-to-day management of the organization to the Director. The Director is assisted by a management and leadership team.

Management team 2003/04

Director:	Jayne Lloyd
Finance Manager:	Bill Glass
Administration Manager:	Sr Rose Marie Glennen
Alcohol & Other Drug Manager:	Ann Falkingham
Site Managers & Senior staff:	Angela Rondo Sandra Bennett Jean Packham Susan Oaklands

## Our Mission

Centacare NT is committed to the Catholic Church's belief in the dignity of every person.

In our struggle for a just society we are called to work with people in ways which strengthen them in community so that we may all experience fullness of life.

## Our Operating Goals

1. We promote justice.
2. We target our programs to service identified needs in culturally appropriate ways.
3. We strive to participate with Indigenous people to develop programs.
4. We foster a holistic approach to service delivery - looking at prevention, early intervention, long-term work, education and training and community development.
5. We see Centacare NT as a territory wide service.
6. We manage our programs in line with accepted national/international standards.
7. We develop partnerships with individuals, families, communities and agencies to maximise the outcomes of our work.
8. We value all our staff and strive for excellence in management.



## Director's Report

Centacare NT continued to grow as a dynamic organization throughout 2003/2004. We also remained committed and inspired by our traditions as a Catholic organisation with a purpose to work with people in ways that strengthen them in the community and a belief in the inherent dignity of all people.

In early 2004 we were approached by Catholic Welfare Australia to take on the delivery of Employment Services in Alice Springs. This provided us with an opportunity to examine our future directions and to see where employment fits with Centacare NT. Centacare recognises poverty as a significant issue impacting on the functioning of many Australia families and clearly see the link between employment, wellbeing and participation in the community. While we have no doubt this will be a huge challenge for us we are confident that delivering this service will make a difference to the lives of people in the community.

As Centacare grows we need to be mindful of maintaining the high quality of our services and ensuring that we have an infrastructure so that our staff can do the work they need to do. To this end we are implementing a quality and risk management framework with a view to achieving full compliance with our quality system by 2006. Results to date would see us confident of achieving this.

Centacare has an extraordinary diversity of programs with locations dispersed throughout the NT and mention must be made of the talented and dedicated staff that work in Centacare NT. My sincere thanks to you.

The Diocese through our Bishop and Vicar General continue to provide support and guidance to the leadership and direction of Centacare NT, which is valued and important to Centacare NT.

Ours thanks to the Territory and Commonwealth governments for their ongoing funding and support for our many programs.

Jayne Lloyd  
Director  
Centacare NT



## Alcohol & Other Drug Services

Another busy year has passed for us all and to try and sum it up in a brief page is a challenge. It is now nearly 2 years since Centacare NT became involved with Alcohol Awareness and Family Recovery and it continues to challenge and enrich us. We have since expanded on our delivery of Alcohol and Other Drug programs with the development of Family Coping and Empowering Parents and we have received funding to develop a specific youth drug and alcohol service.

Drug and alcohol service are divided primarily into urban/training and remote/Aboriginal. Our remote services include working with Aboriginal & Islander Alcohol Awareness & Family Recovery in Wadeye and the Tiwi islands (Nguiu and Melville).

It has been 23 years since AAFR was established and we have seen a lot of changes in community, the church and the problems of alcohol and drugs. This has brought us to the decision to review services delivered by AIAAFR so that we can hear all the good and not so good stories about drugs and alcohol and how we can best be working with families. Earlier this year we advertised for a consultant and we were pleased to appoint Dr Nick Walsh as the consultant to undertake the review. Nick will be meeting with people during December 2004 and will work with us during 2005.

You will see from the reports provided by the programs that we are continuing to develop our programs. Many thanks to all of our staff who worked hard in these programs, especially Ann Falkingham who was able to visit all the sites regularly this year.

### Alcohol and Other Drugs Services Locations:

- Darwin
- Palmerston
- Tiwi Islands
- Wadeye
- Outreach to Belyuen and Daly River.



## Alcohol Awareness & Family Recovery (Urban Program)

Alcohol Awareness & Family Recovery supports, develops and conducts treatment, training and community based programs with a family focus to minimise the harms around the use of alcohol and other drugs.

Individual assessment and counselling including brief intervention:

- Group work with family members and individuals who are affected by another's alcohol and/or drug use. Currently provided continually throughout the year based on one session per week.
- Group work with individuals who are affected by their own alcohol or other drug use. Currently provided continually throughout the year based on one session per week.
- Individual counselling and support provided via referrals from other agencies including Northern Territory diversion programs, self-referrals and other health and welfare agencies.

A new family program coordinator has been recruited during this period. Our service aims to attract tertiary qualified staff and this appointment is the first step towards achieving this aim.

A major review of the data collection system is currently being undertaken for all program areas within Centacare NT. A trial period using the new system of data collection is operating between 1/10/04 - 31/12/04. This system will provide us with improved quality data to enable us to produce reports that more accurately describe the work we do, and be reflected in performance measures.

## Alcohol & Other Drug Training

In 2003/04 Centacare NT delivered the following courses.

- Certificate IV in Community Services CHCAOD2C Orientation to Alcohol and other Drugs Work.
- Certificate II in Health and Community Services

Through a partnership arrangement with Charles Darwin University (CDU) these courses are accredited and students receive a certificate from CDU. The training places emphasis on family interventions and recognising the impact of alcohol and other drug misuse on the broader family and community.

The training team provide staff development for CAAPS and other service providers as required.

## Empowering Parents

Centacare has received funding to establish a service for parents and children who are impacted on by illicit drug use. The model recognised that for many drug-using families home life can be chaotic and accessing services not always easy. We are currently recruiting to the position and look forward to the evaluation of the service.



## Wadeye - Alcohol Awareness & Family Recovery

December 2003 saw Stephanie Berida take on the role of Coordinator of AAFR in Wadeye and Sr Yvonne Gleeson move into the role of supporting the program.

Many other members, including George Cumaiyi, Richard Techerna, and Assumpta Gumbaduck, support Stephanie. The women gather in the mornings and the men continue to have their sharing meetings in the afternoon.

Future work:

- Talk more to Murin and the Police about searching luggage for Gunja.
- Get the Heart Talk program back into the school.
- How to work with "petrol sniffers".
- Work more closely with the family program run by the Women's association Wadeye Palngun Wurnangat Association.

## Nguiu - Alcohol Awareness & Family Recovery

This program is co-coordinated by Peter Kantilla and Marie Francis Tipilora and receives support through the AERF program.

Main services include

- School programs at MCS and Xavier Boys School.
- We do referrals to CAAPS treatment and training and FORWAARD.
- Counselling people who are in the state of crisis at night, often there are drunk people involved. People referred to us by Correctional Services and families that have problems. We do this counselling during the day.

People primarily presented with issues around cannabis, alcohol, and family violence. These are the same problems as last year. Most of the clients are couples who come together for help for themselves or a family member. The coordinators and volunteers continue to complete training and participate in promotional activities including:

- Barunga Festival
- Nguiu Health Environment Day
- Drug Action week in Darwin



## Family Coping Program

The Family Coping Program supports indigenous families affected by AOD issues by assisting them to develop strategies to reduce the stress in their lives. The program also equips service agencies workers and family members on indigenous communities with strategies to stay safe and well in an environment that is often surrounded by AOD misuse. Frontline workers are also supported to develop strategies to reduce their own stress and be better able to respond to the needs of families using their service.

### Services provided

- Establishing relationship with Community Councils to ensure the Family Coping team has access to community families.
- Working through the Council and Community Health Clinic to provide AOD and Family Coping support and counselling for families.
- Provide referral and follow-up services when appropriate
- Workshops/training for service providers and community members that address both personal stress and professional skills strategies.
- Provide personal and professional support for Community Councils by supporting the writing of submissions to address the alcohol and other drug related problems in their community.
- Provide AOD sessions in the school at Belyuen.
- Support alcohol free activities by promotion of healthy lifestyle.
- Nguiu community members invited Family Coping to run a session. There is a request for further sessions including evening sessions for families that are employed in the day.
- Health workers from Bagot and Belyuen have attended a series of training sessions and have reported positive outcomes.

### Major trends:

- From data collected from Family Coping workshops for Aboriginal Health Workers and AOD workers up to 99% reported experiencing alcohol or other drug issues within their immediate family (including our own team).
- Concerns being expressed about young people 'sniffing of panadol and other medications'
- Easier access to marijuana
- Indications of underage drinking being seen as normal behaviour.



## Alcohol Education Rehabilitation Foundation (AERF) Project

This project is funded by AERF until mid 2005 and is intended to provide support to the AIAAFR service and staff in the Tiwi islands. The position is located in Darwin and visits the Tiwi Islands every week.

Services provided include:

- Support for Tiwi AIAAFR Workers at Nguiu and Garden Point in all aspects of their work.
- Life Choices Program at Xavier Catholic Education Centre, Nguiu. This program is a yearlong program developed by the training support worker. It started in February 2004. It is focused on primary prevention in regards to Alcohol and Drug and other health issues with Tiwi teenagers attending the school.
- Seeking opportunities to work with other agencies to provide community workshops either on AOD education or building the community capacity to respond to community difficulties, including other drug issues. Ngarruwanjirri Skin group workshops were run in May 2004 at Nguiu.

Issues presenting, major trends changes in AOD use/misuse:

- At the Skin group workshop, the four main issues identified as concerns by the participants were: Gambling, Drugs and Alcohol, Family violence and children not accessing education.
- In the Life Choices program the students have identified that marijuana is a major problem in the community. They also identified excessive alcohol consumption and petrol sniffing as concerns.



## Family & Community Services

Centacare NT delivers family and community service programs in a context of prevention, early intervention, long-term work, education and training and community development. Our programs target families and relationships and recognise the importance of connection to community.

This year has seen a consolidation of staffing changes which occurred in Darwin, Katherine and Alice Springs. Recruiting and retaining qualified and experienced staff remains a significant challenge for our organisation. We have been fortunate, and remain fortunate, that we have been able to get good staff in all of our sites across the Territory.

Increasingly across all of our sites we see a demand for services for children and family relationships. We see working with families as the greatest preventative work we can do for ensuring the long-term safety and well being of all family members.

This year has seen a major focus on developing a generic direct service delivery manual, which is inline with our quality framework and will complement our organisational policy and procedure manual.

Family & Community Services - Services Locations:

- Darwin
- Palmerston
- Katherine
- Alice Springs

## Children's Contact Centre

The purpose of the Children's Contact Centre is to:

- Provide a supervised contact and facilitated changeover service for families who are unable to manage their own contact arrangements or where there is a perceived or actual risk to the child or vulnerable parent
- Assist families with managing contact arrangements through encouraging parents to address, manage or resolve the issues, which have created the need for contact services
- Have, as principle concern, the best interest of children
- Provide an efficient, accessible and cost effective Children's Contact Service for children and their parents.

This service operates from our Darwin and Alice Springs sites.



## Family Skills Training

Family Skills Training is a program that works with families and individuals to improve family relationships. This includes:

- Increasing awareness of and capacity of parents and caregivers to access parenting resources, support groups and networks
- Improving understanding of self, in the context of parenting relationships and parenting processes
- Enhancing the capacity of parents to apply these understandings and skills to current and future parenting relationships

This service is available in Katherine and Alice Springs. In Katherine it supplements our family counselling as this is identified as the area of greatest need. In Alice Springs the program provides parent education through seminars and parenting groups. This year we also used the baby massage groups as a way of engaging parents.

## Specialist Family Violence

Individuals/Families attend or are referred to the Towards Family Change Program to address the affects of violence within their relationships, either current or historical. The program provides a whole-of-family service; individual counselling for men, women and children, couple and family counselling when appropriate, and specialist group's, such as children who have witnessed violence, and a men's group for perpetrators of violence. Each of the intervention methodologies is complimentary and designed to be inclusive of all family members.

Whilst there are a large number of individuals who access the individual counselling, it is the Men's Group and the Children's Program that within the reporting period have demonstrated significant development.

## School Counselling

Centacare NT provides school counselling to 10 Catholic Primary and Secondary schools throughout the NT. The school counselling service is tailored to meet the individual needs of each school, however generally focuses on therapeutic interventions with young people, family work and group programs.

## ACCESS

Centacare NT provides an Employee Assistance Program (EAP) called ACCESS to businesses throughout the NT. ACCESS is a national EAP program with a network of Centacare's providing like services throughout Australia. Centacare holds two significant contracts, Catholic Education and Centrelink and sub contract a lot work from other ACCESS programs.



## Marriage Education

Centacare NT uses the nationally accredited FOCCUS program for couples wanting to attend marriage education prior to their wedding. There is a seminar and individual programs that people can choose to attend.

## Personal Support Program

The Personal Support Program is a program for long term unemployed people who can access support for up to two years to work through personal issues. Each service is tailored to the needs of the participant using a casework approach. Participants and workers set goals and activities and work towards achieving these.

This service operates in Darwin, Katherine, Alice Springs and in 2003/4, 210 Participants accessed the program.

In 2003/4:

- Centacare NT received an increase of spaces available to provide service across the Territory
- The profile of NT wide participants remained highly indigenous, a large percentage of mental health, drug and alcohol, homelessness, domestic violence and displacement as a result. Increasingly a large number of single parents whom are negotiating reunification to their children with child protection services.
- With the office opening in Palmerston in conjunction with the increased number of places, we were able to recruit another part time staff member to our top end services
- Participated in the remote servicing conference which resulted in some economic changes to the program: an increase of fees available for remote servicing upon commencement, action plans and economic outcomes allowing staff in these areas to become full time employees.

## HOME (Household Management Expense Program) Formally the Family Homelessness Intervention Pilot (FHPP)

This program is designed to assist families to maintain secure accommodation in the Darwin and Palmerston area. The program which has been operating as a pilot has been re-funded for a further four years and has been renamed HOME (Household Management Expense Program). The client group comprises of 75% indigenous people with their risk factors largely stemming from over crowding and cultural reciprocity requirements, drug and alcohol use, poverty and poor health. Centacare NT facilitated positive initiatives to assist families address issues of family "humbug", providing families with assertive communication skills, greater knowledge of networks to draw support from and an external mechanism to reduce family feuding as a result of inability to provide accommodation or financial support to extended family members.

Staff maintained strong relationships with the department of Territory Housing which facilitated positive outcomes for tenants who were at immediate risk of eviction as a result of arrears, inability to maintain the property, increased noise and nuisance issues. FHPP staff are skilled advocates and have high social justice principles.



## **Towards Independent Living Allowance**

Centacare NT administers the allowance for young people exiting the care system to allow them to establish themselves. This program went through significant review in 2004 and we look forward to a revised program, which will be more accessible to young people.

## **Emergency Financial Relief**

The funding assisted individuals and families primarily with food relief, however, monies were also allocated for rent arrears, outstanding bill, medical assistance, escape from domestic violence, bond assistance and emergency accommodation.

Centacare NT also has received an increase of allocation across the territory including Tennant Creek allowing more persons to receive much needed assistance.

New policy and procedures have been developed to meet the new data collection and increased demand on service provision.

## **Katherine Family Link**

Centacare NT, Katherine Family Link (KFL) maintains a community-based service that is a one-stop shop for a range of community services to Katherine and the surrounding areas. This service includes information and referral to other service providers where appropriate. Centacare also provides facilities for service providers from other agencies to utilise should the need arise such as room hire so that the population of Katherine and its environs can access services which may be external to the town. The counselling team consists of three counsellors, within this are the specialist service of sexual assault counselling and domestic violence counselling.

## **Aged Care Advocacy**

The Aged Care Advocacy position funded by the Department of Health and Ageing works to improve the standard of aged care services through responding to concerns of consumers who access these services.

This program has experienced a number of staffing changes over the past 12 months. This provided us with an opportunity to review the position and identified ways to increase the effectiveness and quality of the program. The position has expanded to become a full time position that allows the Advocate to develop greater links with the broader aged care community, develop a reference committee and to seek external support from other advocacy positions within the Northern Territory.



## Pregnancy Help

This service provides a specialist pre/post abortion counselling and pre/post pregnancy counselling. The program incorporates a homevisiting service providing support to new mothers in their home.

Increasingly this service is overextended with demand far exceeding what we are able to provide within funding limits. The home visiting service for new mother experiencing postnatal depression, transition to parenting or relationship issues is the area of highest demand.

## Employment Services

In January 2004 Centacare NT was approached by Catholic Welfare Australia to amalgamate Centacare Employment (Alice Springs) with Centacare NT. After considerable deliberation Centacare NT decided to accept the offer. Centacare NT accepted the offer on the basis of changes in the servicing of the contract in particular the recognition of Alice Springs as an area of highly disadvantaged.

Centacare Employment is a highly performing (the highest in its Employment Service area) employment service agency. From February to July of 2004 Centacare NT Management has been working closely with Catholic Welfare Australia and Centacare Employment to affect a smooth transition, which is to occur on 1 July 2004.



## Office Contact Details

### **Centacare NT Head Office**

18 Geranium Street, Darwin 0800

Phone: (08) 8924 3200 Fax: (08) 8924 3299

### **Darwin**

18 Geranium Street, Darwin 0800

Phone: (08) 8924 3200

### **Alice Springs Family Services**

8 Hartley Street, Alice Springs 0870

Phone: (08) 8953 8012

### **Alice Springs Employment Services**

Corner Gregory Terrace & Leichhardt Terrace, Alice Springs 0870

Phone: (08) 8953 3177

### **Katherine Family Link**

Corner Giles & First Streets, Katherine 0850

Phone: (08) 8971 0777

### **Palmerston**

Shop 10B, Goyder Centre, Palmerston Circuit, Palmerston 0830

Phone: (08) 8932 9977

### **Tennant Creek**

Purkiss Reserve, 50 Ambrose Street, Tennant Creek 0860

Phone: (08) 8962 3556

### **Port Keats**

Wadeye, Port Keats

Phone: (08) 8978 2515

### **Nguiu - Bathurst Island**

Nguiu, Bathurst Island, Tiwi Islands

Phone: (08) 8978 3921

### **Pirlangimpi - Melville Island**

Pirlangimpi, Melville Island, Tiwi Islands

Phone: (08) 8978 3625

