



Annual Report

2023 -2024

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VISION

To have a community in which carers are recognised and valued as a significant asset in which they have access to timely and appropriate services.

MISSION

To enhance the quality of life for carers in the Northern Territory by providing:

- (1) Quality service delivery
- (2) Community development, education, information and awareness
- (3) Advocacy
- (4) Involvement in public policy formulation as it relates to carers.



CHAIRPERSON'S REPORT

2023 - 2024



Gail Marsh
Chairperson

I am very happy to report Carers NT have had a wonderful year growing our business for the benefit of carers across the Northern Territory.

Carers across the NT, inclusive of many remote regions, are receiving much needed support to help with their caring journey. Our teams are travelling far and wide to ensure our services reach as many carers as possible. Some of the terrain is especially challenging for our staff, but once the service is on the ground the services are very welcomed. Whether it be by air, road or barge our teams get out there to deliver the service to support the carer with their caring journey.

Whether it is a new service or an existing service, that extra help and support and to be able to have a chat to our staff face to face is very welcomed in communities. Our teams work closely with health clinics to be able to reach the carers that need support in remote regions.

I am happy to also report that Carers NT has a focus on becoming a specialist dementia care provider. Dementia care is a much-needed service that will help fill gaps in the dementia care area. We will continue to work closely with our partners and stakeholders to ensure this service will be very well received.

Our CEO and management team have worked extremely hard to ensure we remain leaders in reforms affecting Aged Care, National Disability Insurance Scheme (NDIS) and the Integrated Carer Support Services (Carer Gateway) program. This can be a changing landscape, and our management team keep abreast of all reforms and changes as they occur.

Our staff attended many public events including the Annual Show circuits in Katherine and Darwin. They set up information booths and have brochures for people to collect. Being a face at these events is well received as people walk up and seek information about how to reach out for help. It is often the case that someone does not realise they are a carer. It's only when they stop for a chat to our staff and learn that help is available through our service to assist them with their loved one. I encourage you to contact our service with any questions you might have, our staff will only be too happy to assist with your enquiry.

The work that has been done by our teams has been extraordinary providing hope to carers that there is someone they can reach out to for help.

Our board works tirelessly alongside our CEO and his team ensuring we are at the head of our game advocating for carers and that the topic remains at the forefront for our government.

I would like to acknowledge and provide thanks to the Carers NT team for their wonderful work throughout 2024. Our staff are very passionate about their work supporting carers, they make a difference each and every day.

On behalf of myself and our Board of Directors we look forward to more exciting contributions from our team into the new year. Carers are at the forefront of each and every day in our workspace to ensure they have a service that meets their needs and a voice that is heard and acknowledged.

I wish you and your loved ones a wonderful festive season and New Year.

Gail Marsh
Chairperson

CEO REPORT 2023 - 2024



Steve Vitone
CEO

As we reflect on the past year at Carers NT, it's evident that we've experienced a period of remarkable growth, progress, and achievement. This year has been transformative, with our team successfully navigating an ever-evolving social services landscape.

Throughout the year, we remained leaders in the reforms affecting Aged Care, the National Disability Insurance Scheme (NDIS), and the Integrated Carer Support Services (Carer Gateway) programs. Our advocacy for carers and their families in the Northern Territory has been both tireless and impactful. We continue to remain vigilant and focused on this crucial work.

A key development this year was our strategic focus on becoming a specialist dementia care provider. This initiative positions Carers NT to address critical gaps in dementia care services across the Territory. As we look ahead, this new direction offers exciting opportunities for innovation as we meet the growing needs of our community. We are especially excited about our potential to shape the future of dementia care, working closely with our partners and stakeholders to bring this vision to life.

This year, we celebrated numerous special moments and memorable events. In March, we partnered with the City of Darwin for International Women's Day, honouring the contributions of women in our community with a day filled with music, a city walk, and meaningful discussions. The Midawarr Day Out at Gove Peninsula Surf Life Saving Club was another standout event, fostering connection and fun for the aged and disability sectors. Additionally, our annual charity golf events in Palmerston and Nhulunbuy were a resounding success, while our teams continued to engage proactively with the community through various events across the Northern Territory.

In June, our Young Carers Picnic Day at SWELL Palmerston was a heartwarming occasion, providing young carers with a space to relax, connect, and share their experiences. Our NAIDOC Week celebrations at the Wulagi Wellbeing Centre were equally memorable, featuring a moving Welcome to Country and captivating performances by our Tiwi Island clients, which beautifully honoured Indigenous culture.

None of these achievements would have been possible without the dedication and passion of our incredible staff, the leadership and guidance of our board, and the unwavering support of our sponsors. Together, we have built something truly special—a vibrant community that uplifts, supports, and empowers carers across the Northern Territory.

As we look to the future, I am confident that even greater possibilities lie ahead for Carers NT. Our commitment to serving carers is stronger than ever, and we are excited to embark on the next phase of our journey with renewed purpose and enthusiasm. Onwards and upwards!

Thank you to everyone who has contributed to making Carers NT the extraordinary organisation it is today. I look forward to continuing this journey with all of you as we make a lasting impact on the lives of carers and their families.

Steve Vitone
CEO



AGED CARE: HOWARD SPRINGS WELL-BEING CENTRE OFFICIAL OPENING

Carers NT celebrated a milestone on November 29, 2023, with the official opening of the Howard Springs facility. The Honourable Hugh Heggie PSM, Ms. Ruth Eirwen Jones, and Carers NT Chairperson Gail Marsh led the ceremony, unveiling a commemorative plaque. In her speech, Chairperson Gail Marsh highlighted Carers NT's dedication to expanding services across Darwin and rural areas, ensuring greater access to essential supports, while His Honour acknowledged the vital role of Carers NT in the community, especially in rural regions where accessible services are crucial.

One of our valued carers, Robyn Hempel, shared her personal story, underscoring the impact of Carers NT on her life and expressing gratitude that resonated with the audience.

Designed as a day respite for aged care clients and a short-term respite for NDIS participants, the Howard Springs facility promises a supportive environment that caters to diverse needs, reinforcing Carers NT's commitment to enhancing quality of life for individuals in the region.





Howard Springs Activities

Aged Care Remote Respite Operates Thursdays to Tuesdays

Total of Clients
Attended/Attending

6



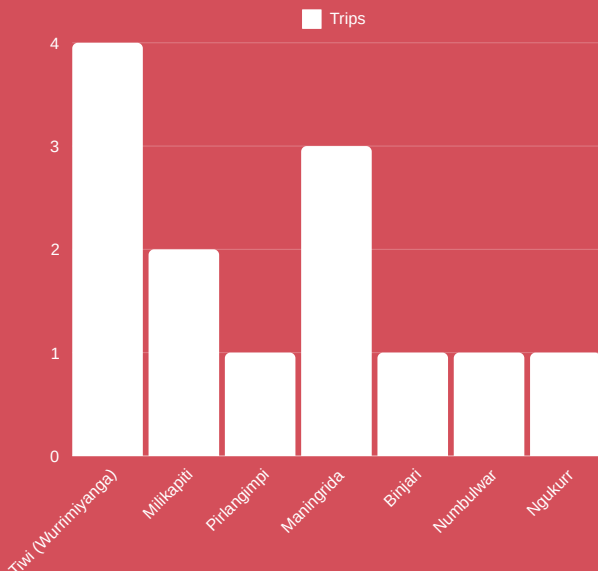
- Howard Springs House

6



- Anula House

50 clients have attended respite from 7 remote communities including 4 new clients. In total there have been 13 respite trips.



Day Respite

Operates Tuesdays,
Wednesdays and Thursdays

Total of Clients
Attended/Attending

11



Peer Support Groups

Held Monthly

Total of Clients
Attended/Attending

6-12



Counselling Supports

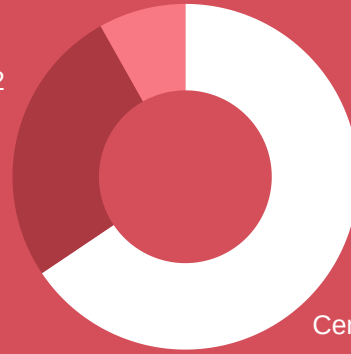
Operates Mondays to Fridays



Aged Care Outputs July 2023- June 2024

Flexible Respite - 3,821
8.2%

Cottage Respite - 12,302
26.3%



Centre Based Respite - 30,717
65.6%

Katherine Seniors Expo

The Katherine Seniors Expo 2024 was a highlight where we joined forces with over 40 organisations to celebrate our seniors. Our team members, Bonnie and Andrea, did a stellar job engaging with attendees and sharing information about our services. It was a wonderful opportunity to network and showcase the support available to Territorians. A big thank you to everyone who stopped by!

Darwin Seniors Expo

Another busy day for Andrea and Bonnie who were answering questions and hearing carer stories. They were happy to receive much interest during the event!

Events like these make it always inspiring to connect with so many caring individuals in our Senior Care community in Darwin.





NATIONAL CARERS WEEK OCTOBER 2023

Carers NT proudly celebrated National Carers Week with events across the Northern Territory, once again underscoring the invaluable role that carers play in our communities. This year's activities not only honoured the dedication of carers but also spotlighted the essential services that Carers NT provides. With events held in multiple locations, the week-long celebrations brought together carers, families, and supporters to raise awareness and show appreciation for these vital contributions.



Family Fun Day

The highlight of National Carers Week were the Family Fun Days, celebrated simultaneously in Darwin, Katherine, Alice Springs, and Nhulunbuy on October 15, 2023. These lively events honoured carers and provided a chance for the community to explore Carers NT services. Packed with activities like sausage sizzles, a jumping castle, and the magic of Fairy Jill, the day created a welcoming atmosphere across the Territory.

To amplify outreach, NT News and Territory FM 104.1 Radio covered the festivities in Darwin with live broadcasts, pre-recorded interviews, and ongoing promotions. In Nhulunbuy, Gove FM 8EAR Community Radio helped spread the word. Social media, the Carers NT website, and NT News further expanded the event's reach, ensuring that the celebration reached and resonated with a broad audience.





National Carers Week 2023 Get Togethers

Following Family Fun Day, Carers NT continued National Carers Week celebrations with Carers Luncheons in Darwin and Alice Springs on October 16 and 18, respectively. These gatherings offered carers an inviting space to share experiences and foster a sense of community among peers. The Darwin luncheon welcomed 46 carers, while Alice Springs had 24 attendees, underscoring the wide-reaching support for carers throughout the Northern Territory.

The success of these events reflects the strong community engagement achieved through Carers NT's thoughtful planning, with activities catering to diverse preferences across the region.

In Ramingining, a morning tea celebrated local carers, further acknowledging the contributions made in remote communities. Carers NT also partnered with YouthworX NT to host the 'Surviving to Thriving' workshop on October 14 and 15, attracting around 20 carers who participated in discussions and activities designed to empower and inspire.

Additionally, Carers NT provided \$300 vouchers to Dementia Australia, Wagait Shire Council, Kentish Lifelong Learning and Care, and ARRCs Terrace Garden, enabling these organisations to hold their own morning tea events in honour of carers. These initiatives collectively added a personal touch, ensuring carers felt valued and appreciated. As we look back on the week, Carers NT extends its heartfelt gratitude to all carers and reaffirms its commitment to supporting them year-round.





ANNUAL CHARITY GOLF DAY 2023

The 10th Darwin Annual Charity Golf Day and 3rd Nhulunbuy Golf Day were memorable events filled with sportsmanship, fun, and a shared commitment to making a positive difference in our community.

We express our gratitude to all the participants, sponsors, and donors who contributed to the success of the event.

The funds raised will have a lasting impact on the lives of carers, providing them with much-needed support.



We look forward to welcoming everyone back next year for an even more remarkable event, as we continue to work together for the betterment of our community.

A big shout out to our generous sponsors:

- Paywise (Platinum)
- Gallagher (Platinum)
- Bridge Toyota Darwin & Palmerston (Hole in One)
- Area9 IT Solutions (Gold)
- Bendigo Community Bank Nightcliff (Silver)
- Cocoon SDA Care (Silver)
- Great Northern Air-conditioning & Mechanical Services (Silver)
- Darwin Port Operations (Registered carers team sponsor)





CONNECTING WITH CARERS ON COUNTRY

In the past financial year, our team has made 15 outreach visits into remote Northern Territory communities and registered 226 new Indigenous carers. Whether travelling by single engine aircraft or 4 wheel drive, crossing crocodile infested waters (yes, we do!), we aim to reach as many carers as possible during outreach visits.

Nobody should be surprised that the further away from Darwin and the larger towns, the harder it is to find supports and access to services for carers.





It's also why it's so important to forge relationships with key stakeholders whether they be Aboriginal community controlled health organisations, council aged and disability services or government operated clinics, all of whom support our visits and connect us with carers.

It is enormously rewarding to see carers in these remote locations register for Carer Gateway and receive tangible supports to assist them in their caring roles. There's no doubt that these face-to-face 'on country' visits also help to overcome cultural and language barriers.

"Carers NT is a service that Gapuwiyak community relies on. It allows carers to feel supported and appreciated for the vital role they play in the lives of care recipients."

Gapuwiyak Aged & Disability Service

"We find the best form of contact is face to face with Yolngu people, not only because of the complex language barrier but most homelands have no phone reception ... Carers NT are making a noticeable difference in carers lives."

Laynhapuy Homelands Health Service

"Kieran and Lynne were so open and friendly with all the stakeholders and carers they met with, creating a very welcoming environment."

West Arnhem Regional Council.



YOUNG CARERS

The Young Carer Program provides essential support for carers up to age 25, offering both respite and a strong sense of community among peers who share similar experiences. Through engaging activities and social events, the program helps young carers find meaningful breaks from their responsibilities, recharging their energy and fostering valuable connections. This year, the program hosted a variety of events, including ice skating, bowling, and a Mini Golf Day, each designed to provide a supportive environment where young carers could unwind and bond.

During the school holidays, the “Be Active, Stay Active” program took young carers to Kingpin for a day filled with ice skating, bowling, and laser tag. For many, it was their first time experiencing some of these activities, making the day especially memorable. The outing allowed participants to have fun and build friendships, strengthening their support networks and creating positive memories that offered a welcome break from their caregiving routines.



One of the year's standout experiences was the First Nations Studio session, where young carers had the opportunity to create a powerful video titled "Share Your Dreams." This project encouraged them to express their personal stories, aspirations, and caregiving journeys, capturing a unique snapshot of their experiences and perspectives. The project provided a creative outlet and a platform for young carers to voice their dreams, fostering confidence and self-expression.

The program also organised day trips beyond typical settings, allowing young carers to explore the natural and cultural landscapes of the Northern Territory. Excursions like the Jumping Crocodile Cruise, as well as visits to local museums and art galleries, combined education with recreation. These outings helped participants step away from their daily responsibilities, encouraging a blend of learning, fun, and relaxation.

Carers NT deeply appreciates the hard work and dedication of the staff and volunteers who make these events possible. Their efforts behind the scenes ensure each activity is well-coordinated and provides a positive, supportive experience for the young carers involved. Looking ahead, Carers NT remains committed to providing enriching opportunities that foster growth, well-being, and community for young carers throughout their caregiving journeys.



Young Achiever Award Gala 2024

Each year, the Office of Disability sponsors the Young Carers Award at the Northern Territory Young Achiever Awards, celebrating young people under 30 who devote themselves to caring for individuals with disabilities, illness, or frailty. This year's award was presented to Khalehla Cartwright from Herbert for her exceptional dedication to her sister, Emmelline, who has Dup15q syndrome. Khalehla's care has not only eased Emmelline's anxiety but has also fostered her independence.

Finalists Precilla Campbell, Eritabeta Teiannang, and Paige Laker Baker were also recognised for their extraordinary commitment, balancing caregiving with their own educational and personal goals. Carers NT staff felt privileged to support these young carers and their families at the event, celebrating their positive impact on their families and communities.

Young Carers 2023 -2024

15

Community Outreaches, Information Stalls & Sessions

10

Young Carers Peer Support Groups, Workshops & Events



We kicked off 2024 with a fresh start at our “New Year, New You” workshop, where young carers gathered to connect, laugh, and set inspiring intentions for the year. Led by Breanna Duncan from the Balanced Choice Programme, the day was filled with uplifting activities, laughter, and shared support—an ideal way to begin the year with a focus on resilience and personal growth.

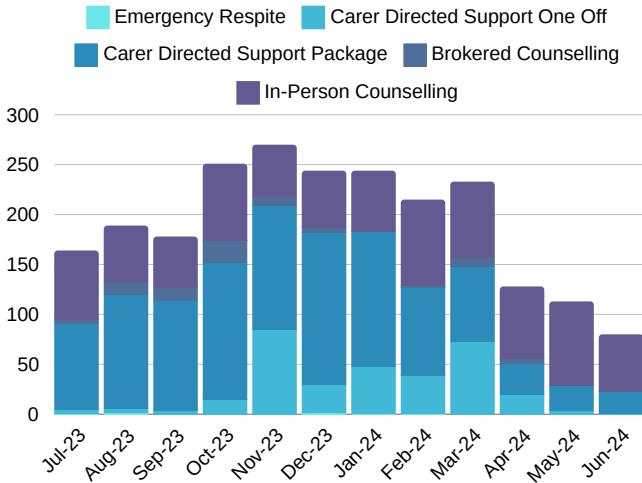
In April, young carers embraced their creative sides during Northern Territory Youth Week at the annual Couch Surfing Event. Here, they painted vibrant couches and enjoyed peer support activities, creating a colourful, fun day of connection and creativity. The Alice Springs Young Carers Connect Session brought together an all-girls group for a refreshing day at the golf greens. Between swings and games, the group explored topics like mental health, self-care, and friendship, making it a meaningful break from their daily caregiving routines.

Our Young Carers Picnic Day on 26 June at SWELL Palmerston provided a perfect wrap-up to the first half of the year, giving young carers a relaxed day to unwind and enjoy each other’s company. This day was all about recharging and strengthening the bonds among our young carers.

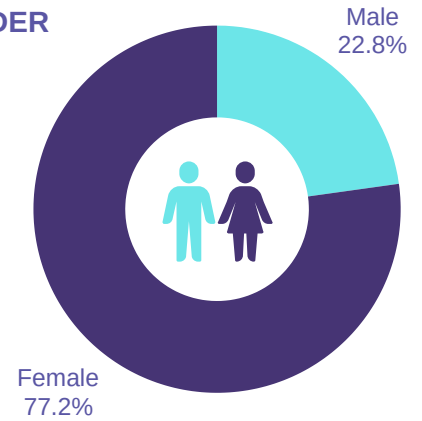
Through each of these events, young carers have had the chance to recharge, form lasting connections, and celebrate their incredible strength. We look forward to many more memorable moments ahead!

2023 - 2024 CARER GATEWAY STATS

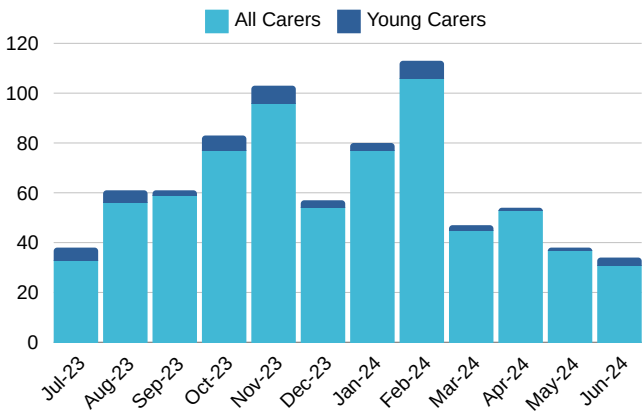
ICSS REGISTERED CARERS SERVICE SESSIONS



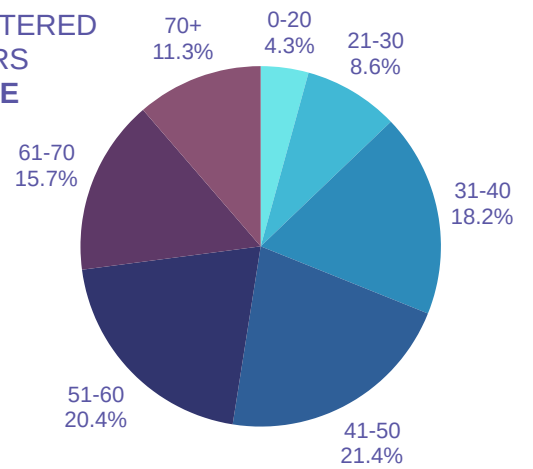
ICSS REGISTERED CARERS BY GENDER



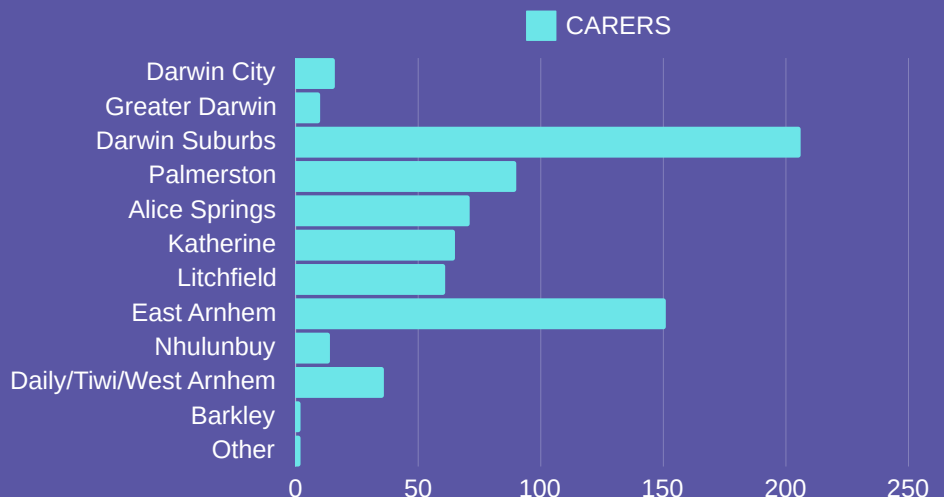
ICSS REGISTERED CARERS ALL CARERS



ICSS REGISTERED CARERS BY AGE



ICSS REGISTERED CARERS BY REGION





CONNECTING WITH CARERS IN OUR COMMUNITY

Engaging with Territorians, face-to-face at community events, is an important part of what we do.

Our Outreach Coordinator, Kieran Bush, spends much of his time coordinating the team to get out and about, while also being our 'go to guy' for any organisations seeking an information session about the services Carers NT provides to support people in their caring role. John Yusuf, our dedicated team member does similar coordination and outreach with the Territory's Young Carers.

Carers NT, with our brightly coloured marquees, information brochures and a few giveaways, has a very visible presence at events year round. Whether it's Darwin, Katherine, Alice Springs, Nhulunbuy or Ramingining you'll find us there!

Apart from the Family Fun Days, the team attends the Darwin and Katherine Shows, Seniors' Expos, Defence Family events, just to name a few. We also take great pride in recognising our First Nations carers and families during NAIDOC Week.

Our presence at these events is critical in spreading the word about our services to those who so selflessly care for others.





OUT AND ABOUT WITH TEAM TIMOR: EMBRACING COMMUNITY AND CONNECTION

At Carers NT, we understand that joining a new community can be a big step, especially for those starting a new life and career in a different country. That's why we place great emphasis on pastoral care and socialisation for our PALM workers, ensuring they feel supported and connected as they have settled into their roles at Djaka'mi House in Nhulunbuy.

"We want all of our PALM workers to know they are not just colleagues but part of a family here at Carers NT," said Naomi Eyre (our Regional Service Delivery Manager for East Arnhem), who has been instrumental in mentoring and supporting the team. "Social activities are about more than just fun—they're about building connections and ensuring everyone feels valued and included."

Through supporting important Australian Government initiatives like the PALM scheme and being at the forefront of best practice development in our sector, Carers NT continues to foster a sense of belonging and community, helping our PALM workers make a smooth and successful transition to life in the Northern Territory.

We are incredibly proud of their achievements and the vibrant, diverse team we have built together!





Employment of Timorese Workers

Carers NT has employed 11 Timorese support workers under the PALM scheme, who are currently part of the Nhulunbuy Djaka'Mi house NDIS support team.



2025 Training Project: In early 2025, Carers NT will deliver an immersive aged care training project for 6 Timorese in partnership with DFAT and the Government of Timor Leste, including accredited units from the Certificate III in Individual Support qualification and a 4-week work placement.

Commitment to Collaboration: These efforts highlight Carers NT's dedication to fostering international partnerships, enhancing workforce development, and delivering quality care, while building sustainable relationships across borders.





CELEBRATING THE SUCCESS OF OUR PALM SUPPORT WORKERS AT DJAKA'MI HOUSE

All of us at Carers NT are proud to highlight the success of our dedicated support workers who have joined our team in Nhulunbuy under the Pacific Australia Labour Mobility (PALM) scheme. Over a dozen individuals from the Pacific Islands and Timor Leste have been trained and employed as Disability Support Workers at our Djaka'mi House SIL property in Nhulunbuy, providing essential care and support to people with disabilities in the Northern Territory.

Among the standout members of our PALM team is Ms. Sky Lagilelei, whose exceptional leadership and mentoring have been instrumental in supporting our newer Timorese team members engaged under the PALM scheme.



Ms. Lagilelei has guided her colleagues through training and the practical aspects of their roles, helping them adapt and thrive in their new positions. Her commitment to fostering a supportive and collaborative environment has ensured a smooth transition for the Timorese workers, who are now making a significant positive impact on the lives of those they support.

We remain committed to providing quality care while creating meaningful employment opportunities through the PALM scheme, further enhancing our ability to support vulnerable communities across remote areas of the Northern Territory.





CARERS NT BEYOND BORDERS

Study Visit: Key officials from Timor Leste's SEFOPE (Department of Training and Employment) visited Carers NT's Darwin office and Wulagi Well-being Centre to explore training opportunities under the Pacific Australia Labour Mobility (PALM) Scheme.

International Engagement: Carers NT representatives Chris Hayward and Yugesh Soni attended the inaugural Timor Leste - Australia Economic and Business Conference, presenting on the role of the PALM Scheme and engaging with Timor Leste's Vice Prime Minister, Francisco Kalbaudi Lay.

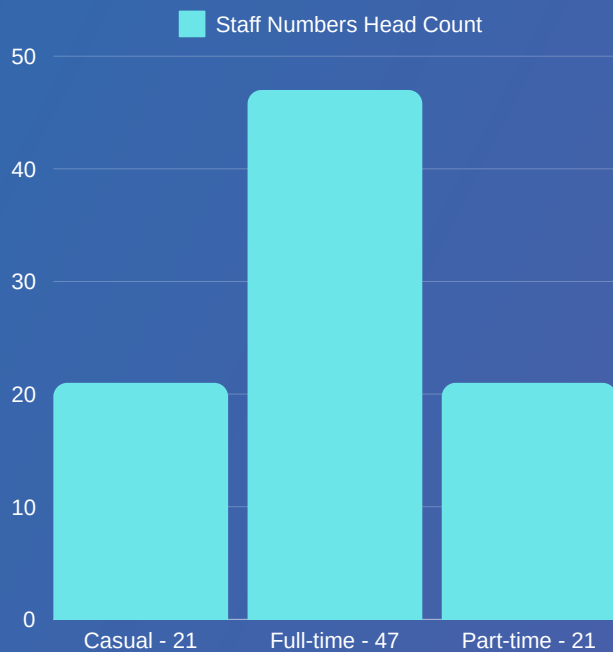


OUR PEOPLE

Carers NT has remained focused on cultivating a supportive and productive work environment. We prioritised staff development, well-being, and compliance with legislative requirements, ensuring that our workforce is equipped and empowered to deliver high-quality services. The following data provides a snapshot of key HR metrics.

Workforce Profile

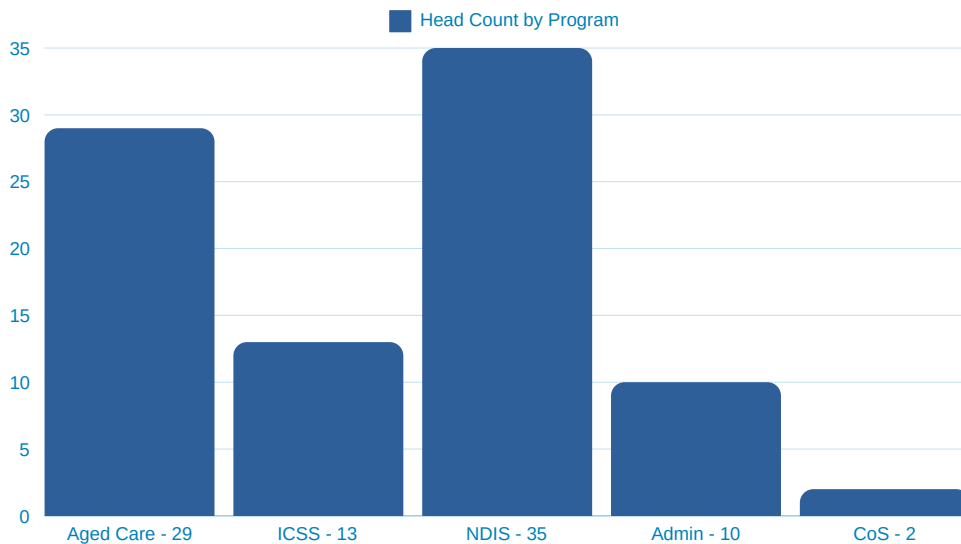
As of 30 June 2024, our workforce comprised a total of 89 staff members. This included 47 full-time employees, 21 casual staff, and 21 part-time employees, reflecting a balanced mix of employment types to support operational needs.



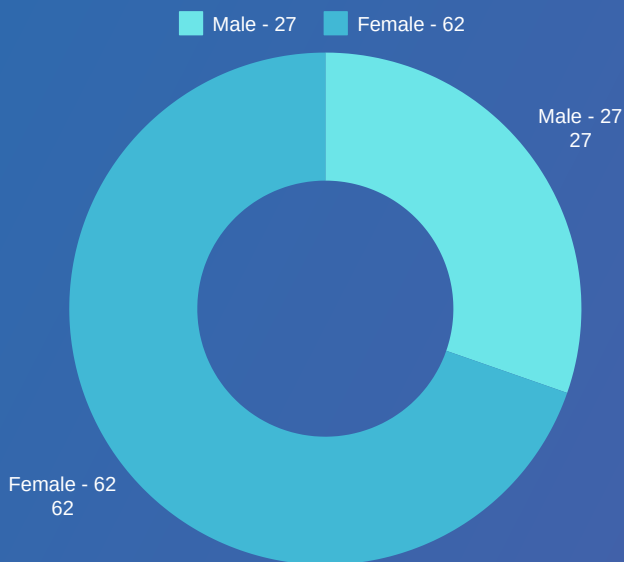
Our workforce was distributed across various programs, reflecting our focus on delivering specialised services to meet the needs of our clients and participants. Aged Care services were supported by 29 staff members, underscoring our commitment to providing comprehensive care for older Australians. The Integrated Carer Support Services (ICSS) program was staffed by 13 team members, dedicated to assisting carers in managing their responsibilities.

Our largest workforce allocation was within the National Disability Insurance Scheme (NDIS) program, with 35 staff working to deliver essential services and support to participants with disabilities. Administration, which plays a crucial role in the smooth operation of the organisation, was managed by a team of 10 staff. Additionally, 2 Coordinators of Support were responsible for assisting participants in navigating and coordinating their care plans.

This workforce profile demonstrates a well-rounded allocation of staff across critical service areas, ensuring that each program is adequately resourced to meet its objectives and deliver high-quality outcomes.



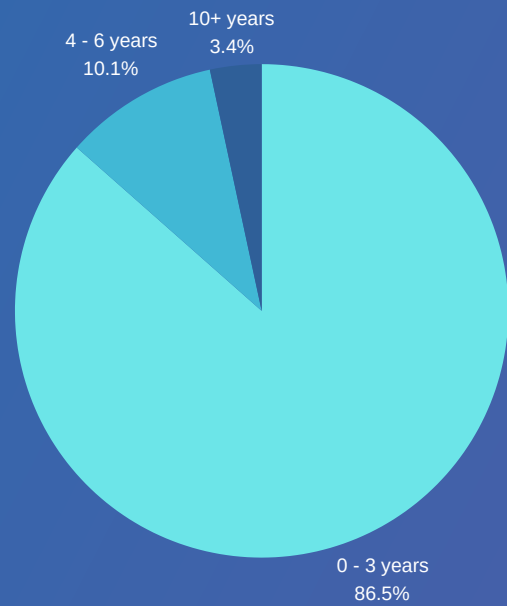
Gender Representation



Our workforce reflects a strong commitment to gender diversity, with a total of 62 female employees and 27 male employees. This gender representation highlights our dedication to creating an inclusive and supportive environment where all individuals can thrive. We recognise the importance of diverse perspectives and experiences in enhancing our service delivery and organisational culture. Our ongoing efforts to promote gender equality not only foster a positive workplace atmosphere but also contribute to the overall effectiveness of our programs and initiatives.

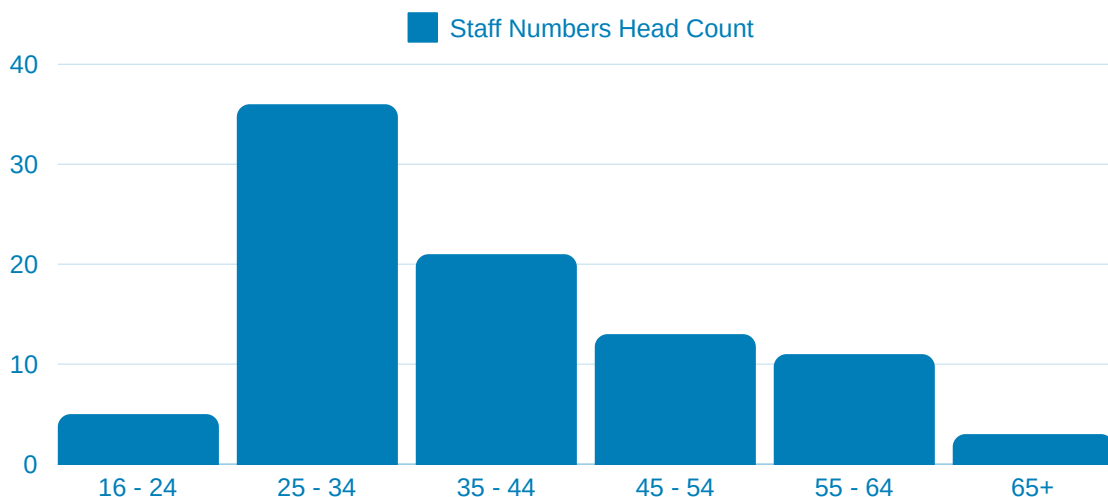
Length of Service

Our workforce exhibits a varied length of service, with the majority of staff—77 individuals—having completed between 0 to 3 years of employment, reflecting a dynamic and evolving team. Additionally, 9 staff members have served between 4 to 6 years, bringing valuable experience to their roles. Notably, there are no staff members with 7 to 9 years of service, while 3 employees have reached the milestone of 10 years or more, demonstrating long-term commitment to our organisation. This distribution indicates a blend of fresh perspectives and experienced staff, contributing to a balanced and robust team dedicated to our mission.



Age of Workforce

Our workforce spans a wide age range, reflecting diverse experiences and perspectives. Among our employees, 5 individuals are aged 16 to 24 years, bringing youthful energy and new ideas to our team. The largest group consists of 36 staff members aged 25 to 34 years, showcasing a strong presence of early-career professionals. Additionally, we have 21 employees in the 35 to 44 age bracket, contributing valuable mid-career insights. There are 13 staff members aged 45 to 54 years and 11 in the 55 to 64 range, representing seasoned professionals with extensive experience. Lastly, 3 individuals are aged 65 and older, highlighting our appreciation for the wisdom and expertise that comes with years of service. This age diversity enhances our organisational culture and strengthens our ability to meet the varied needs of our clients and community.



OUR PEOPLE: SUPPORT WORKER FEATURE

We asked our Support Workers
Why Aged Care?
**What is your favourite
part of your job?**



Anisha Phuyal

I chose aged care because it allows me to make a positive difference in the lives of clients, offering them comfort and support when they need it most. It's fulfilling to give back to a generation that has given so much.

I love building connections with the clients. Hearing their stories and seeing the joy in their faces from small acts of care makes my work incredibly rewarding.



Ruth Sticpewich

I am passionate about caring for people especially elderly people, so naturally I wanted to do it for a profession.

Spending time and interacting with the clients. I love my job, and I really enjoy coming to work everyday.



Jennifer Marquez

I chose to work in aged care because I believe in honouring and supporting the elderly, helping them maintain their dignity and quality of life.

My favourite part of the job is forming meaningful connections with our consumers, hearing their stories, and making a positive impact on their daily lives.



Debbie Grame

I started nursing when I was 15 years old, and something just drew me to the elderly clients. I have always had a soft spot for the elderly and caring for people. I don't see age, I see the person.

Doing activities, chatting, supporting and being with the amazing clients, and having good work colleagues.



Cate Steadman

It's a privilege for me to care for our amazing older Territorians. Aged care gives me a sense of connection and fulfilment. Some days are challenging, but my work is always meaningful and rewarding.

Forming strong and genuine bonds with my clients and their families. Offering positive support to families for their loved ones. I enjoy being part of a team of fantastic co-workers at Wulagi House and Sanderling House.



Bishal Dhakal

Passion for helping and a strong desire to support and care for frail individuals, improving their quality of life to make a difference with a belief in the importance of dignity and respect for older people.

Every day brings new challenges and experiences, keeping the work dynamic and engaging. Especially working with dementia-related clients



Abiskar Rimal

Every day brings joy and purpose, knowing I'm making a difference in the lives of our elderly residents. Their smiles and stories fill my heart with pride and happiness. I've gained a new family, becoming a grandchild to many, and their wisdom and experiences have enriched my life.

Working in aged care brings me immense joy and fulfilment. It's not just one thing, but the everyday moments - sharing laughter, offering comfort, and listening to cherished stories. I feel privileged to make a difference in residents' lives, celebrating their successes and supporting them through tough times

CARER FEEDBACK

“I have always felt comfortable to discuss feedback with the staff at Wulagi House in relation to my wife's care. My wife and I are very happy with the service and staff at Wulagi House.”

Carer of a recipient attending respite at Wulagi Well-Being Centre



“I am extremely happy with the care, I feel confident in leaving my husband at day respite. The staff are always welcoming and attend to his ever changing needs, the staff's patience and understanding is amazing. My husband eats well while at respite and staff prepare food that is specific to his needs. I have said to many friends and family that without the support of Sanderling house, I would not be able to care for my husband 24/7. The staff are not only caring towards my husband but always ask how I am doing, which is comforting to me.”

Carer of a recipient attending respite at Sanderling House

“I am happy with the care my wife receives and the staff do a wonderful job. Even though I know my wife can be difficult sometimes, the staff manage her very well.”

Carer of a recipient attending respite at Howard Springs Well-Being Centre



“I just want to thank all the carers involved in the care of my husband. He is now in Palmerston Hospital, recovering from a fall, waiting to go to permanent care. My husband enjoyed his stay in Wulagi/Sanderling House and spent quality time with other clients. He wouldn't have been able to live in his home this long without this support and services.”

Carer of recipient attending respite at Sanderling House

“Thank you, to you and all the amazing staff at Wulagi House. You all work so beautifully and patiently with dad making it so much less stressful for mum and me.”

Daughter of a recipient attending respite at Sanderling House

“Having the respite house has been the best thing as before I started getting support, I was depressed and done with how life was going, now I feel happy I can visit friends and go away on trips. Now I know my husband is safe and being cared for in day respite.”

Wife/carer of recipient attending respite at Sanderling House

“I would just like to take the opportunity to thank each and every one of you that cared/supported dad over the last year, though there were days he preferred to be at home there were more days that he enjoyed with you all and loved to make you laugh with his dancing, jokes and I must admit sometimes very dry dad jokes, thank you for making his day's sociable and exciting. Since starting respite there were days he'd even remember how to text me and remind me I was running late for pickup, it was comforting to know that he was spending his day with a caring bunch of people.

I can't thank you enough for the support you've provided for us while I tried to manage an elderly dad, my two young children, and my job and sometimes my sanity haha, you made it that bit easier so thank you. I wish you all the very best with your future and families, don't change who you are, we need more people like you in the world.”

Daughter/Carer of recipient who attended respite at Sanderling House. (Client passed away at the time of this compliment)



Carer Feedback

Feedback like these are powerful reminders of the positive impact Carers NT has within the carer community, re-affirming our commitment to service and inspiring us to deepen our support efforts. Hearing directly from carers about how our initiatives benefit their lives and ease their caregiving roles strengthens our dedication to our mission. Knowing that our work makes a tangible difference not only motivates our team but also underscores the importance of continuously enhancing our services to better meet the needs of carers across the Northern Territory.



I am writing on behalf of the Jabiru/Kakadu community, which Carers NT visited recently.

I am writing to let you know the amazingly positive feedback received from the community.

Carers NT were so open, friendly and informative with all the stakeholders and carers they met with, which in turn, created a very welcoming environment.

The services that Carers NT offered to carers will be extremely beneficial to people's daily lives (one participant even had a weep of joy after signing up as they'd finally been able to connect to some kind of counselling services).

I have nothing but high praise for Carers NT and look forward to working together in the future. Thank you for everything Carers NT does throughout the Territory.

I would like to take this opportunity to thank you for all your assistance for Umbakumba Aged Care and Disability Carers.

The carers reported that they felt validated for the time they spend caring for their mums, aunts, and grandmothers.

The washing machines provided were a big help to ensure the carers are able to reduce the risk of skin infections and improve hygiene for their loved ones.

The carers and clients have all complimented regarding how professional you and your team were during the whole process.

Would love to work with you again.

Carer Feedback



I hope this email finds you well. Me and my family have recently received assistance from Carers NT. My son, who is on the spectrum, is one of your customers. Last week, we needed to travel to Adelaide for my other son's post-treatment check-up following his battle with cancer.

While PATS covered the travel costs for my wife, we were in a difficult position. As he prefers to be with his mum, he couldn't stay in Darwin with me. Unfortunately, due to financial constraints, I was unable to cover the cost of his flights.

Thankfully, my wife reached out to Carers NT, and they were incredibly helpful. They swiftly organised assistance for my son's flight, and their kindness and efficiency really made a difference during what was already a stressful time for our family.

I wanted to personally express my deep gratitude for the support we received, and to highlight Carers NT's exceptional service and compassion.

It has truly made a positive impact on us, and I am very thankful for the work your team does.



I just wanted to reach out and thank you so much for the support I got from Carers NT in the last few weeks. I could not feel more blessed with the assistance I received. The amount of stress I had in relation to moving with so much already going on and trying to do it all as a single parent was lifted a lot.

I was literally in the middle of a breakdown when I reached out and I really appreciate the support you provided.

Carer Feedback



Nurses at RDH said how much they love Carers NT in the hospital and stated that Carers NT do wonderful things for Carers and their Care Recipients, they cannot recommend Carers NT enough.



I wanted to thank Carers NT for the well-being lunch on 9/5/24. Like many people, 2024 has been a tough one for me. I went along feeling a bit over the worlds issues but wanted to help myself. I immediately met a lady who was caring for several family members and had done so for a long time. Her story made me feel so grateful to have met her. The rest of the day was so much better. I felt that If that lady can do it so can I. Please keep up the good work. I also wondered whether you could seek out people who want to be mentors to other carers. I would be very interested in having a mentor. Thank you.



A registered carer called to let me know how happy she was that we could support her post surgery with respite to help care for her daughter while she couldn't.



May I just say big thank you to Carers NT, the service from the cleaners were amazing. The girls were lovely, the cleaning service made a huge difference for me, especially being a carer.



Carer Feedback



Thank you for the offer to contact you again should my situation be out of control.

I will try doing what you have introduced me to and will make an effort to go out and about as a strategy for us to improve our mental health.

Thank you very much for being there to help me search my inner strength :) As I mentioned before, talking to and with you always calm me down. You have given me a few tools to help myself.

Thank you kindly.



I just wanted to thank you and the ladies that came to clean our home today. Our carer responsibilities with Dad have been largely increased this week, and I really appreciated coming home, after sitting at the hospital all day with my parents, to such a beautiful clean home with cute little touches like this, the kids though they were super special to have “bows” on their beds. I appreciate what you (And All Shine) have done.



Linda is fantastic, she’s an asset to Carers NT. I love how comfortable she makes me feel and I feel at ease when she has sessions with me. My mental health has improved thanks to Linda’s counselling sessions. I feel good nowadays.



FINANCIAL PERFORMANCE 2023 - 2024

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME YEAR ENDED 30 JUNE 2024

	Note	2024 \$	2023 \$
Revenue			
Grants	2	6,958,167	6,340,931
Other income	2	6,639,688	5,416,405
Total Revenue		13,597,855	11,757,336
Expenditure			
Advertising and promotion		55,936	127,641
Assets purchased <\$5,000		105,149	83,741
Audit/Accounting fees	21	14,000	20,934
Bad Debts		-	-
Board/Governance expenses		53,880	70,987
Client support services		1,133,697	925,833
Computer expenses		186,341	266,189
Consultancy fees		98,513	61,509
Depreciation	7(ii) & 8	736,977	665,453
Director Fees		63,116	29,811
Impairment loss		-	-
Insurance		123,837	96,112
Interest expense		1,893	2,692
Interest expense on lease liabilities	7(ii)	38,828	44,816
Loss on Disposal of Non-Current Asset		-	3,405
Miscellaneous expenses		320,371	264,704
Motor vehicle expenses	3(i)	434,206	386,908
Postage, freight & courier		17,796	26,233
Rent	7(ii)	513,876	468,496
Repairs and maintenance		169,340	121,014
Staff costs	3(ii)	7,827,953	6,575,921
Telephone & internet		64,164	66,569
Travel & accommodation		370,524	265,444
Total Expenditure		12,330,397	10,574,412
Net current year surplus		1,267,458	1,182,924
Other comprehensive income		-	-
Total comprehensive income		1,267,458	1,182,924

FINANCIAL PERFORMANCE 2023 - 2024

STATEMENT OF FINANCIAL POSITION AS OF 30 JUNE 2024

	Note	2024 \$	2023 \$
Current Assets			
Cash and cash equivalents	4	3,319,342	2,765,370
Trade and other receivables	5	755,303	672,526
Other assets	6	68,446	121,868
Total Current Assets		4,143,091	3,559,764
Non-Current Assets			
Property, plant and equipment	8	5,471,808	4,725,664
Financial assets	20	5,000	5,000
Right-of-use assets	7	589,431	701,617
Total Non-Current Assets		6,066,239	5,432,281
Total Assets		10,209,330	8,992,045
Current Liabilities			
Trade and other payables	9	585,843	571,715
Other liabilities	10	538,857	727,650
Lease liabilities	11	295,563	263,335
Borrowings	12	10,000	18,000
Employee benefits	13	886,781	637,066
Total Current Liabilities		2,317,044	2,217,766
Non-Current Liabilities			
Lease liabilities	11	310,036	484,375
Employee benefits	13	109,860	84,972
Total Non-Current Liabilities		419,896	569,347
Total Liabilities		2,736,940	2,787,113
Net Assets		\$7,472,390	6,204,932
Equity			
Retained surplus		7,472,390	6,204,932
Total Equity		7,472,390	6,204,932

FINANCIAL PERFORMANCE 2023 - 2024

STATEMENT OF MOVEMENTS IN EQUITY YEAR ENDED 30 JUNE 2024

2024	Retained earnings \$	Total \$
Opening balance	6,204,932	6,204,932
Surplus for the year	1,267,458	1,267,458
Total Equity	7,472,390	7,472,390
2023		
Opening balance	5,022,008	5,022,008
Surplus for the year	1,182,924	1,182,924
Total Equity	6,204,932	6,204,932

STATEMENT OF CASH FLOWS YEAR ENDED 30 JUNE 2024

	Note	2024 \$	2023 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipt of grants		6,575,247	6,210,022
Other receipts		6,658,223	5,214,753
Payments to suppliers and employees		(11,258,092)	(9,594,549)
Finance costs		(40,721)	(47,508)
Dividends received		350	250
Interest received/other income		44,918	17,746
Net cash generated from operating activities		1,979,925	1,800,714
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		51,364	4,091
Payment for property, plant and equipment		(1,146,249)	(1,344,638)
Net cash used in investing activities		(1,094,885)	(1,340,547)
CASH FLOWS FROM FINANCING ACTIVITIES			
Repayment of lease liabilities		(323,068)	(304,955)
Repayments of bank loan		(8,000)	7,000
Net cash used in financing activities		(331,068)	(297,955)
Net cash increase / (decrease) in cash held		553,972	162,212
Cash and cash equivalents at beginning of financial year		2,765,370	2,603,158
Cash and cash equivalents at end of financial year	4	3,319,342	2,765,370


FINANCIAL PERFORMANCE 2023 - 2024

DIRECTORS DECLARATION CARERS NT

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

1. The financial statements and notes, as set out on pages 2 to 25, satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and:
 - a. comply with AASB 1060: General purpose Financial Statements - Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities applicable to the Company; and
 - b. give a true and fair view of the financial position of the registered Company as at 30 June 2024 and of its performance for the year ended on that date.
2. 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 2022*

 - CHAIR
Director Gail Wpash
Date 19th Sept 2024


Director ADAM HAYES
Date 19th SEPTEMBER 2024.

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 2024, 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 2024 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 2022*.

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 2024 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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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 19th day of September 2024



Without the continued support of our friends and sponsors our ability to support our carers would be very difficult.

So thanks again to everyone who helps to make the great job that our staff and support teams do possible

Carers NT would like to thank our generous sponsors





Carers NT is supported by:
Australian Government Department of Social Services
Australian Government Department of Health
Northern Territory Government

For further information on our events and/or services, please
visit our website, social media pages or contact us:

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