



carpentaria

2018/19 ANNUAL REPORT





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CHAIR REPORT



2019 has seen Carpentaria's first full financial year as a Company Limited by Guarantee. Approval for the change was obtained at a Special General Meeting held in May 2018. As Carpentaria has grown and changed as part of the National Disability Insurance Scheme (NDIS), this new structure offers increased accountability given reporting requirements under the Corporations Act to Australian Security and Investment Commission (ASIC).

Significant back office changes have occurred to support this transition, including changes to our business systems to better respond to our changing needs, with finance and reporting offering improved response times and transparency. In addition, there has been a complete review and overhaul of our governance processes and policies, and work has continued on a comprehensive Risk Management Framework.

Carpentaria commenced operations from the new Harry's Place Administration Building in December 2018. We have seen a significant uptake of space within the building by a number of like-minded organisations. This is a unique service facility for Darwin and nationally. What was once a dream has now become a reality, with the building providing a range of services. Our transition to Harry's Place has also allowed us to refurbish some of our existing facilities for ongoing use in the short to medium term.

Our strategic vision involves increasing the level and quality of services we provide by increasing our footprint on our Tiwi precinct. Accordingly, construction commenced on our Stage 2 development in May 2019. The new development will improve the quality of support to clients

and is fully funded by a grant from the Commonwealth Government. Designs are contemporary and functional, with a focus on filling current service gaps. Construction is continuing and is planned to be completed in mid-2020.

The 2018/19 financial year also saw a solid financial performance with a net operating surplus of \$616,564. Given that this is the first year of operation under our new structure, there are no precise figures for retrospective comparison, but in effect the operation of the organisation changed little.

Total revenue was \$16.75 million, with \$14.29 million coming from contract services through the NDIS. This highlights the significant shift in disability service funding arrangements away from government grants over past years. Underlining our service focus, salaries and wages remained our single largest expenditure item at \$12.68 million, from a total expenditure of \$15.61 million. Our total assets rose from \$20.8 million to \$25.31 million, largely due to the completion of the Harry's Place Administration Building.

The external auditors have provided an unqualified audit opinion on the financial statements highlighting that we enter into 2019/20 in a sound financial position.



In late 2018, the Board reviewed Carpentaria's Strategic Plan. The disability sector has seen significant change over the past few years and with strategic timeframes demanding that organisations adopt a more agile approach, the 3 year timeframe aims to provide clear direction and focus, with annual reviews and changes to occur as required.

Carpentaria's Committees continued their work through the course of the year, covering a range of issues. The Finance, Risk, Audit and Governance committee, the Building and Capital Works committee and the Stakeholder, Quality and External Relations committee all met on a regular basis. The Finance, Risk and Audit committee was expanded to incorporate the additional portfolio of Governance as the Board saw the need for this area to receive regular focus. The Building and Capital Works committee focused on the completion and fit-out of Stage 1 of the Harry's Place precinct and planning and funding for the Stage 2 development. This work is being undertaken in conjunction with our strategic partnership with the Halikos Group. The Stakeholder, Quality and External Relations committee saw an increased focus on working towards the requirements and obligations under the NDIS Practice Standards. In addition, a new Stakeholder Feedback and Advisory

Group was formed to provide advice to the Board on issues impacting the disability sector and to ensure that as an organisation we remain focused on providing quality support to clients.

Our annual Winemaker's Dinner held in conjunction with Carers NT in June was very positively received. A big thanks to Charlie Scalzi of Scalzi Wines and Steve Balch, with assistance from the team at Carpentaria in making the event another successful evening.

I would like to thank all members of the Board for their support and ongoing efforts during the course of 2018/19, and the support of our CEO Annie Rily and her team of dedicated people. Carpentaria is a great organisation and we're looking forward to another exciting year to come.

Peter Stewart
Chair



CEO REPORT



I am very proud of Carpentaria's achievements over the 2018/19 financial year and I am looking forward to the future of this organisation as it continues to innovate, grow and develop quality services.

It has been a very busy year with some key achievements, including commencing operations as a Company Limited by Guarantee, completing the final stages of the transition to the NDIS and implementing new quality frameworks and practices. In addition, construction of the Harry's Place Administration Building was completed and all campus operations were relocated to the beautiful new premises.

During the financial year we delivered on our local commitment by supporting over 420 people across approximately 20 service types through accommodation services, community access, allied health and day programs.

STRATEGIC PLAN

The Carpentaria Board developed a new three year plan that provides strategic direction and a framework for the organisation with a focus on quality service delivery. The strategic plan includes five focus areas:

- Grow and create sector leading accommodation services
- Lead the delivery of Allied Health services
- Respond to demand for quality, vocational, recreational programs
- Leverage Harry's Place as an integrated hub
- Embrace innovation and technology

These areas provide guidance to our organisation as we continue to grow and improve the services we offer to

empower people to thrive and live a great life.

SERVICE DELIVERY

Carpentaria has responded to the increased service demand under the NDIS by expanding and tailoring service offerings to address service needs in the sector.

The Allied Health team has expanded to include all age ranges and increased access to services by growing staff numbers. The team also provides regular outreach services, travelling to remote communities to ensure Territorians have consistent, equitable access to these services where possible. This regular service has been underpinned by building positive relationships with key community organisations and individuals.

The day program was reviewed following serious challenges faced by the transition to the NDIS. In early 2019, the program relocated to the refurbished Harry Giese Centre and a new program structure was implemented. The refreshed facility and program is focused on person centred engagement and skill development and includes both community and centre based activities. We are very proud of the new programs that are benefitting participants to develop a range of skills, including IT skills and the use of social media and video production. The life skills program is also generating significant and tangible outcomes for people to live more independently.



POST SCHOOLS PILOT PROGRAM

Since February 2019, the Allied Health team and the day program have been working together to pilot a post schools program. This program aims to harness the continued learning potential of young people leaving school to enable ongoing development of independence, vocational and employment skills. The program is based on an Allied Health assessment and is tailored to align with the individual's goals and aspirations. Of importance, the program uses an evidence based approach to ensure real and measurable outcomes are achieved.

HARRY'S PLACE

Carpentaria's operations relocated to the Harry's Place Administration Building in late December 2018 and tenants have progressively moved in throughout the year. The building is now 90% tenanted and is a thriving community of like-minded organisations. The benefits of community organisations co-locating are now being realised and positive outcomes for service users and the community are evident. The Harry's Place Tenancy Advisory Group has now been formed and will continue to work on delivering community benefit through collaboration and partnerships.

NEW FACILITIES

The Community 360 Project on the Harry's Place precinct progressed to Stage 2 and construction of the new respite and day centre buildings commenced in early 2019. These expertly designed facilities will increase our capacity to provide quality and contemporary programs that showcase what should be expected for our sector.

QUALITY IMPROVEMENTS

During 2018/19, Carpentaria has been intensely focused on the development of services that embrace human rights and contemporary good practice. In December 2018, Carpentaria launched its commitment to this approach through Carpentaria's Human Rights Framework. Further to this, our values were revised and now have a stronger focus on participant rights to live a life of their choosing.

Carpentaria's Principles of Good Practice were implemented in March 2019 to provide a framework for the delivery of all services and staff development. The Principles sharpen our focus on person centred practice that ensures the individual is in control of their life and is provided with opportunities to experience life as they wish.

These quality frameworks are consistently embedded in the organisation by the development of online training resources, face to face engagement and learning development sessions.

THANK YOU

In conclusion, I wish to thank the Carpentaria Board members for continuing to volunteer their time to govern and guide this very busy organisation. I am also very grateful to all Carpentaria staff who are truly dedicated and achieve amazing outcomes with the people they support every day. I am extremely proud of all your successes.

Annie Rily
Chief Executive Officer



VALUES, FRAMEWORK, PRINCIPLES, STRATEGIC PLAN

During 2018/19, Carpentaria proudly launched an updated set of Values, established and implemented 10 Principles of Good Practice, announced a Human Rights Framework and finalised the 2019-2021 Strategic Plan. In addition, staff from across the organisation attended face-to-face training to learn more about the newly introduced Code of Conduct, which was updated to align with the ongoing focus on excellent service delivery.



Carpentaria's Values

These values are the framework that guides how Carpentaria operates in terms of engagement, business activities, service delivery and decision making.

Honesty

- We strive to be honest, open, ethical and fair
- We work with integrity in everything we do
- We are accountable: We will tell the truth even when it is difficult
- We are transparent, provide opportunities for open discussions and will share information about the work we are doing and the reasons we are doing it
- We keep accurate documentation regarding our participants, our processes and legislative requirements
- We take responsibility when things go wrong and work together to find solutions

Collaboration

We create strong partnerships through open communication, mutual respect and trust

- We develop relationships with participants, families, stakeholders and the local community
- We create opportunities to work alongside each other to achieve outcomes
- We share information and ideas and seek ways to work together
- We look for and embrace each other's strengths and talents
- We share resources and knowledge to build capacity in the community services sector and for our participants

Innovation

We commit to continuous improvement and are responsive to individuals through creative solutions

- We develop streamlined systems to meet our needs and actively look for ways to improve them
- We celebrate and share individual and team successes
- We take time for self-reflection and evaluation
- We are courageous and are not afraid of taking risks
- We keep abreast of contemporary practices and look at ways to incorporate them into our everyday activities

Respect

We embrace the individual's right to be empowered to live the life they choose

- We treat people with courtesy and kindness, regardless of race, religion, gender, size, age and ability
- We demonstrate mutual respect by valuing other people's perspective, feedback and time
- We advocate for our participants to achieve equal rights as an active community member
- We embed the principles of Human Rights, Anti-Discrimination and Equal Opportunity legislation into our everyday activities



Carpentaria's Principles of Good Practice



Person centred
The individual's needs, wants, interests and goals are the focus of all activities and programs.



Active support
Every moment has the potential to engage a participant in a meaningful way.



Behaviours have a purpose
A participant's behaviours and actions have a real purpose which could include communication, choice or taking control.



Being present
It is ethical and respectful to provide support to participants with high quality, attentive interactions at all times.



Communication
Meaningful opportunities to communicate using appropriate tools and strategies ensures a participant has authentic choice and control.



Skills and Independence
All activities offer can be adapted to empower participants to be actively engaged and develop new skills and independence.



Purpose
When participants are empowered to have a role and a purpose they experience greater levels of life satisfaction and are viewed by the community with more positive regard.



Rights
A participant has the right to try new things and to be challenged in a safe and supportive environment.



Zero Tolerance
All identified opportunities for improvement must be disclosed to ensure a participant's right to a safe and quality service is upheld and systematically improved.



Least restriction
Participants must be engaged in a way that ensures they are afforded optimal freedoms, whilst meeting their individual support needs.



Carpentaria's Human Rights Framework

Carpentaria is launching a range of initiatives and activities over the next twelve months to promote our progress towards becoming a rights based organisation. Carpentaria is aiming to strengthen and enhance our focus on promoting the rights, dignity and respect of participants and staff through our policies, practices and physical facilities.

We have reviewed our focus on key areas that impact the everyday lives of individuals and aim to implement a range of strategies that promote the rights of individuals to maximise choices, enhance decision making and increase control of everyday life through access to suitable communicative tools, equipment and information. Carpentaria will also implement initiatives to enable individuals to expand their control, choices and options through a program of membership and education as well as a review of our policies, procedures and practices to embed the rights of individuals across the organisation.

Carpentaria will adopt the eight guiding principles of the UN Convention on the Rights of Persons with Disabilities:

- 1 Respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons
- 2 Non-discrimination
- 3 Full and effective participation and inclusion in society
- 4 Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity
- 5 Equality of opportunity
- 6 Accessibility
- 7 Equality between men and women
- 8 Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities

Carpentaria's initiatives include:

Accessible communication in all infrastructure
Carpentaria recognises that accessible is a key component of our service and a crucial value to uphold. We recognise that everyone has the right to communicate to empower their needs, wherever their needs, and wherever they want.
Individuals will be able to participate fully from the moment they engage with Carpentaria, including a communication-friendly and physically accessible participation and inclusion in society and respect and difference for persons with disabilities. Carpentaria aims to provide accessible to all persons through modifications to the environment, providing opportunities an existing efficient interaction.

Mentoring
Carpentaria is committed to providing access to mentoring programs and experiences across a range of innovative platforms to ensure participants have the opportunity to build quality mentor-mentee relationships, both internally and externally.
The use of online media applications will allow participants to engage in real time discussions and receive guidance, encouragement, skill development and increased self-esteem. Mentoring connects individuals to other experiences and opportunities, while providing the person with a stability to expand their personal and social networks and maintain connectedness to the broader community.

Policies and Procedures
A review of all Carpentaria's policies and procedures will continue, with a focus on ensuring we promote the rights, decision making and choice of participants and employees within policy and procedure and ensure all policies and procedures are collaborative, transparent and accessible. We aim to create a culture of follow-up that impact participants and stakeholders.

Access and equity to innovative technology
We are committed to ensuring that individuals with disability have access to Information Communication Technology and other Assistive Technology to promote inclusion and social levels of participation in activities. Areas of focus include education, employment and other.

Engaging the feedback and complaints process
Carpentaria is committed to ensuring our feedback and complaints process is accessible and available in a range of media modes.
The Carpentaria Learning and Health has led deeply into who we do, what we do, ensuring the values and resulting principles that we work to. Staff meet all stakeholders interactions with Carpentaria.



Strategic Plan Summary 2019-2021

Delivering innovative and flexible services to empower people to thrive and live a great life

- Listening** Ensuring people are at the heart of our organisation by building a culture of engagement and feedback in everything we do
- Growing** Increasing the scope and range of contemporary program offerings available in the NT by accessing new revenue opportunities
- Responding** Developing solutions to challenging problems and service gaps
- Leading** Connecting and leading the sector by building disability expertise to deliver innovative solutions
- Excelling** Delivering services and programs that meet the highest standards, from quality practice to fit-for-purpose facilities

Key Priorities:

- Grow and create sector leading Accommodation services
- Lead the delivery of Allied Health services
- Respond to demand for quality vocational, recreational programs
- Leverage Harry's Place as integrated service hub
- Embrace Innovation and Technology

Handwritten notes on a whiteboard, including the phrase "Facing Walking" and various illegible entries in blue, green, and yellow ink.

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Carpentaria's Principles of Good Practice

- 
Person centred
 The individual's needs, wants, interests and goals are the focus of all activities and programs.
- 
Active support
 Every moment has the potential to engage a participant in a meaningful way.
- 
Behaviours have a purpose
 A participant's behaviours and actions have a real purpose which could include communication, choice or taking control.
- 
Being present
 It is ethical and respectful to provide support to participants with high quality, attentive interactions at all times.
- 
Communication
 Maximising opportunities to communicate using appropriate tools and strategies ensures a participant has authentic choice and control.
- 
Skills and Independence
 All activities of life can be adapted to empower participants to be actively engaged and develop new skills and independence.
- 
Purpose
 When participants are empowered to have a role and a purpose they experience greater life satisfaction and are viewed by the community with more positive regard.
- 
Rights
 A participant has the right to try new things and to be challenged in a safe and supportive environment.
- 
Zero Tolerance
 All identified opportunities for improvement must be disclosed to ensure a participant's to a safe and quality service is upheld and systematically improved.
- 
Least restriction
 Participants must be engaged in a way that ensures they are afforded optimal freedom whilst meeting their individual support needs.

HARRY'S PLACE



Harry's Place - a shared community space is a joint initiative between the Northern Territory Government, the Australian government and Carpentaria.

TENANTS

Relocation of staff into the Stage 1 development, the Harry's Place Administration Building, commenced in December 2018. Funded by the Northern Territory Government, the building represents a new beginning in the delivery of community services in Darwin.

90%
Occupancy

9
Organisations

130+
Staff/employees

CONFERENCE ROOM FACILITIES

The Conference Room facility commenced operation in March 2019 and has consistently received bookings for the wide range of fully equipped function and meeting spaces.

With a commitment to give back to the Northern Territory community and provide 'a shared community space', meeting rooms have been provided at reduced or no cost for a number of non-profit community and support groups. Carpentaria is proud to facilitate a space where groups of people can come together in a comfortable and well-equipped environment.

225 March-June
total hours booked

184 March-June
total hours paid for

38.5 March-June
total hours donated

What customers say:

"The premises is beautiful but it's the people that make it. We will be back."

"The night was amazing! Great venue and the staff were amazing.

Thank you so much!"

STAGE 2

Stage 2 of the Harry's Place precinct commenced in June 2019 and is expected to be completed in June 2020.

Stage Two of the Harry's Place precinct is supported by the Australian Government and will cater for multiple needs, including people with disabilities, adult day services and aged care respite. The design is multi-purpose and will provide solutions for people from across the community.

Stage Two comprises of three single storey buildings, a car park and an internal connecting road. The special use facility will incorporate:

 Aged care respite accommodation

 Short term disability accommodation

 An adult day service centre with recreation, vocational and education facilities



NATIONAL DISABILITY INSURANCE SCHEME



Transition of participants from block funding to NDIS plans continued throughout the year, with full transition achieved by 1 July 2019. Fine-tuning of the central intake process ensured seamless access to Carpentaria services and there has been a steady increase in demand for Carpentaria services, particularly for Allied Health therapy services.

BETWEEN JUNE 2018 AND JUNE 2019, CARPENTARIA HAS EXPERIENCED:



317%
Increase in NDIS referrals for Speech Pathology



100%
increase in NDIS referrals for Occupational Therapy



228%
increase in intake enquiries

Carpentaria is now required to meet the regulations and requirements of the NDIS Quality and Safeguards Commission, an independent agency established to improve the quality and safety of NDIS supports and services.



STAFF PROFILE

Angela Robertson NDIS Engagement Coordinator

I love working as part of a team of dedicated staff who are committed to providing quality services to participants so they can achieve their goals and aspirations. I feel very lucky to have the opportunity to be a part of that.

My work with Carpentaria participants reminds me that we all have to be flexible, adaptable and innovative to be truly person centred.

It has been great to watch Carpentaria grow and be able to offer more opportunity and choice for participants to engage in meaningful activities. I really enjoy working with participants and families to identify the support we can provide and collaborating with all of our program areas to connect people to the services they want to access.



THERAPY SERVICES



carpentaria
therapy services

Carpentaria Therapy Services continued to support children, adolescents and adults in urban and remote locations.

DURING 2018/19, CARPENTARIA THERAPY SERVICES SAW:

100% 
Increase in remote clients

100% 
Increase in clients accessing Specialist Coordination of Supports

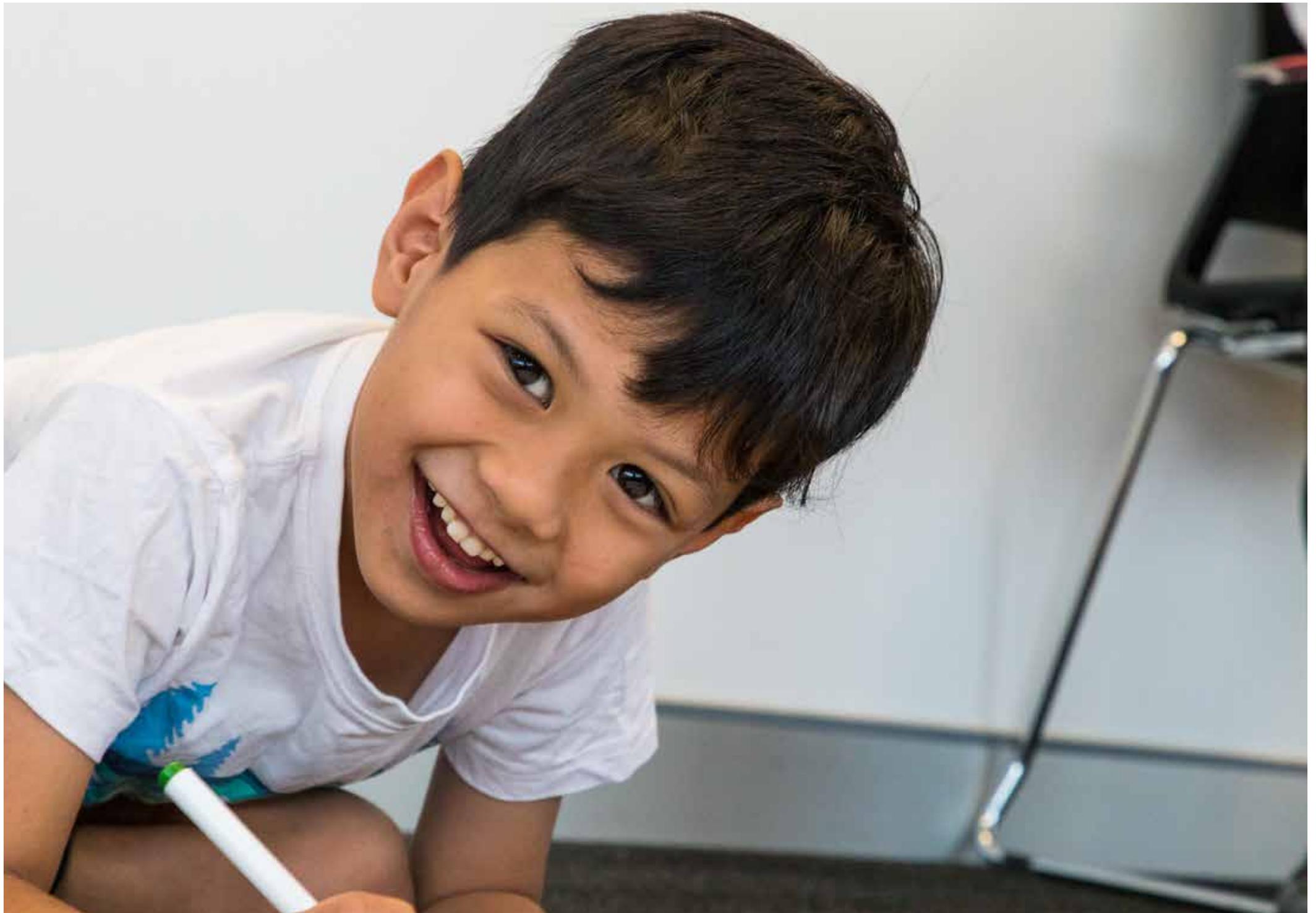
92% 
Increase in adult clients

59% 
Increase in occasions of services for children

50% 
Increase in assessment services for children

46% 
Increase in FTE Therapy Services staff

**“Carpentaria offers a ‘one stop shop’.
Having all of my son’s services in one spot means there is someone who knows him and will be looking after him when I’m not around anymore.”**



FUNDING:

Adult services **100% NDIS** Remote services **100% NDIS**



Children services

64% NDIS **16%** Private **11%** Department of Social Services **9%** Medicare rebate

SERVICE DELIVERY:

Adult services

10% Centre based **90%** Community based



Children services

80% Centre based **20%** Community based



HIGHLIGHTS



8 New therapy rooms

Therapy Services staff relocated into purpose built therapy rooms in December 2018

Resilience and growth

The Therapy Services team continued to refine operations and adapt to the dynamic landscape of delivering services under the NDIS

Ongoing Professional Development in 2018/19

- Social Thinking Training
- Key Word Sign Australia Presenter Training
- Introduction to Paediatric Feeding
- Australian Association of Family Therapy Conference

NOUS Review

Community Partnership grant enables Nous Group to review allied health service delivery models in the NDIS context

Introduction of online therapy sessions

Supporting families and participants unable to access centre-based services

Strengthened relationship with NT PHN

Increased support for recruitment and scholarships

New initiative: Savvy Social

Development of social communication skills and thinking in a social way

10 Donated bicycles

Built by Defence Housing Australia and Health Care Australia staff during corporate team building events

Event accessibility and inclusion

Through consultancy with NT Major Events: Bass in the Grass and V8s Supercars

What other organisations say:

“Carpentaria is good at meeting families where they’re at. They are streets ahead of others in multi-disciplinary.”

Service provider

“We are so grateful for the format and information supplied in your Therapy Service Plans.

It makes the review process a lot more streamlined for everyone as the information is clearly outlined. Thank you to your team, from our team”

NDIS Early Childhood Early Intervention Partner



STAFF PROFILE

Amy Southwood Speech Pathologist

I was born in Darwin and have lived here for my most of life, however I have spent time living in Queensland, London and the Caribbean. My role at Carpentaria is diverse and enables me to work with a range of amazing and dynamic people in urban and remote locations across the Northern Territory.

It is our role as professionals in the disability sector to empower and support people with disability to live great lives. One of my key principles is to ‘assume competence’ - the people I work with can do many things and have great potential.

There are so many memorable moments in my day to day work and this is what continues to drive my passion for working in the NT. I’m extremely excited about the work and achievements that are still to come.



Vale Mina Ward

Carpentaria staff and participants were saddened by the sudden passing of Physiotherapist Mina Ward in June 2019.

Mina was an exceptionally talented and dedicated Physiotherapist who was incredibly driven to achieve positive outcomes for her clients and their families. She was a highly valued and respected staff member who will be enormously missed by her Carpentaria friends, colleagues and families.

SUPPORTED INDEPENDENT LIVING

PARTICIPANTS



AGE BREAKDOWN



STAFF PROFILE

Dawood Mohammed
Team Leader / Disability Support Worker

I was born in Pakistan but have lived in Darwin for more than 50 years and have worked at Carpentaria for 12 years. I really enjoy supporting our community's most vulnerable people.

I am focused on providing a high level of support and encouraging participants to achieve their daily goals.

My work with Carpentaria participants has taught me how to help myself and others to actively contribute to our society. It's great to be able to support participants on outings into the community which brighten up their day.







CASE STUDY

Art success in Alice

A talented Carpentaria participant was provided the exciting opportunity to visit the Araluen Arts Centre in Alice Springs in September 2018. Supported by his long term support worker and facilitated by Arts Space, the trip provided the chance to meet and socialise with artists from across Australia. The funds raised through the sale of artwork allowed him to purchase a barbecue which is regularly used and enjoyed.

CASE STUDY

Increased independence brings joy

A Carpentaria participant with cerebral palsy has recently increased his independent living skills through dedicated and specialised support from his team of workers.

He has focused on strengthening his muscle tone through exercises recommended by his Physiotherapist and is now using rail supports to stand on his feet for periods of time, folding his washing and participating in cleaning tasks in his home. When he is out grocery shopping, he now scans his items at the self-service checkout.

In addition, he has recently overcome his fear of water and had a wonderful swim in Lake Alexander.

HIGHLIGHTS



Participant Advisory Group

The group met every 6 weeks and discussed Human Rights, the importance of family and ways to keep connected. Other areas of focus included support worker skill development, a safe and accessible fleet of vehicles and the desire to be out and about in the community. Members of the group attended Bass in the Grass and the Darwin Supercars and provided feedback about accessibility and inclusion.

NDIS Planning Meetings

Carpentaria staff attended meetings with participants and their families to support individuals to review their current supports and identify additional supports to reach participant goals.

New initiative: Dementia NT Community Access

Participants enjoyed a wide range of engaging activities through community access outings.

Car Wash

Held twice weekly, the new car wash initiative provided a strong sense of ownership and pride for participants.

Complex support

There was increased demand for complex support, including the provision of in-home support.

Recognition at 2018 NT Disability Services and Inclusion Awards

- Emerging Leader, Highly Commended: Carpentaria Senior Supported Independent Living Specialist Chandra Jakhar
- Excellence in Strategy that improves Access and Inclusion, Winner: Darwin Aviation Museum, for supporting a Carpentaria volunteer for 19 years

Vale Kummanjai Gal Gal

Kummanjai Gal Gal passed away peacefully in December 2018. Kummanjai was a long term Carpentaria client and was a very well-known and much loved character. She enjoyed spending time with friends and family, and reconnected with one of her sons shortly before her passing.

Kummanjai's love of life will be remembered by Carpentaria staff and participants.

Vale Stephen Rowe

Stephen Rowe passed away peacefully in February 2019. Stephen had been with Carpentaria for many years and was much loved by staff and clients. He enjoyed activities through Carpentaria's Day Service and was very involved in many other community programs. He especially enjoyed participating in dancing activities and socialising with friends.

Stephen will be remembered as a loveable and loving character who brought much happiness to all who had the pleasure to spend time with him.

ADULT DAY PROGRAM

PARTICIPANTS



AGE BREAKDOWN

Carpentaria's Adult Day Program experienced a significant reinvigoration and refinement to align with NDIS requirements and to achieve ongoing success.



HIGHLIGHTS



Relocation into fit for purpose building



Individualised programs



Life skills and community participation



Dynamic new program



Safe and accessible



Increased choice and flexibility



Meaningful engagement



Allied Health therapy input to maximise skill development and lifelong learning





STAFF PROFILE

Prasad Gurung Disability Support Worker

I have worked with Carpentaria for two years, in Supported Independent Living and more recently with the Adult Day Program.

I love my job, especially taking participants out for sports and playing together. Every moment is special and I enjoy seeing participants engaged and enjoying activities.

It requires integrity to work with people with a disability - every client's individual needs are unique and I stay calm, patient and positive every day.



ACTIVE LIFE

Activities in the community and centre-based, focused on movement, team building and fitness, sessions of sport and recreation aim to build and maintain strength for everyday living, increase fitness and overall wellbeing, and promote confidence to be part of team settings.

Marrara Indoor Sports Centre, CDU Gym, ten pin bowling, picnics, bushwalks, water activities, fish feeding, ball games, yoga and stretching, Zumba, aerobics, circuit training and free style dance.



OUT AND ABOUT

Focused on enjoying time with friends in a variety of community locations. Activities focus on food communication techniques, boundary setting and role modelling positive behaviour while having fun with friends in social settings.

Morning teas, shopping, visiting local recreational areas, walkabout and fishing



INFORMATION AND TECHNOLOGY

Activities include access to computer and technical equipment to increase skills and confidence and support independent living skills.

Computers, electronics, media and music



CREATIVE MINDS

Showcasing and building creative talent through activities that cater for all interests and abilities, providing avenues for participants to express themselves in meaningful ways.

Sensory activities and seasonal art and craft projects



LIFE SKILLS

Activities that enable and empower the development of vocational and life skills that promote independence, social connections, communication ability and increased confidence.

Cooking, baking, gardening, shopping, personal grooming, practical skill building and travel training.

HIGHLIGHTS



Day Program Open afternoon

Staff and participants were pleased to have the opportunity to showcase the new facility and program at the Open Afternoon and barbecue held in March. Staff, families and other service providers enjoyed viewing the culmination of the refurbishment and new program.

Cancer Council Biggest Morning Tea

The Day Program hosted staff from throughout the Harry's Place precinct for a delicious morning tea. Participants baked a variety of treats for the event and attendees had the opportunity to tour the new facility. More than \$140 was raised to support the Cancer Council.

Introduction of Music Therapy sessions

Hosted by a qualified music therapist, weekly sessions have provided opportunities for participants to explore different music making methods while improving health, functioning and wellbeing.

Yoga, Breathwave Technique and Sound Healing

Participants have enjoyed a newly introduced yoga program which focuses on movement, breath and sound to support deep rest, a peaceful mental state and relaxation.

Information and Technology

Supported by access to a range of high-quality IT equipment, participants have developed skills in the safe use of social media, email, internet and digital storytelling techniques.

What parents say:
"The new Day Program timetable and approach has allowed us to work with Carpentaria staff to structure a program that contributes toward our daughter's physical, social and emotional needs. Having Allied Health team input has assisted in this process and outcome."

SHORT TERM ACCOMMODATION

Carpentaria's Short Term Accommodation continued to provide respite accommodation for urban and remote children and adults through the Home Away From Home program. This service allows participants with complex support needs to spend regular and planned short periods of time in a 'home away from home' environment.

PARTICIPANTS



What families say:

"My sister attends Short Term Accommodation one weekend a month.

She likes to have a holiday from me and she really enjoys spending time with her friends. She lives with me full time, so when she is away, I am able to relax and take some time for myself and sleep in! I am also able to attend meetings or seminars without worrying that she is getting bored. It is really good to have access to the service."

What families say:

“My son has attended Carpentaria’s Short Term Accommodation services for 10 years, since he was 8 years old.

The Support Workers who look after him are fantastic and he is always happy to spend time with them. It really gives me peace of mind, knowing that he is happy.

If we didn’t have access to this service, I think I would be incredibly stressed. It is a big thing to have a regular break and it does wonders for me and for my family. I am able to spend one-on-one time with my other son, doing exactly what he wants to do.

I am now preparing for my son to transition to the Supported Independent Living program which feels like another big step for our family, but Marion and the team are wonderful and I know they will support us through this process.”



STAFF PROFILE

Sibonakoliso Banda

Team Leader / Disability Support Worker

I have worked with Carpentaria for more than 10 years, starting in the Adult Day Program for a short time and then joining the Short Term Accommodation team. I enjoy seeing participants achieve their goals and being healthy and happy while they are staying with us.

I like working in Short Term Accommodation because we support different clients from across the Top End. We need to constantly improve our skills to support participants in the way they need to be supported.

Working at Carpentaria has taught me to respect everyone and their background and beliefs. It’s important to be cheerful and to have fun together.



SUPPORT COORDINATION

DURING 2018/19, CARPENTARIA HAS EXPERIENCED:

Carpentaria's Support Coordination service expanded throughout the year as demand for Support Coordination expertise increased.



Increase in Support Coordination participants



Specialist Coordinator of Supports joined the team



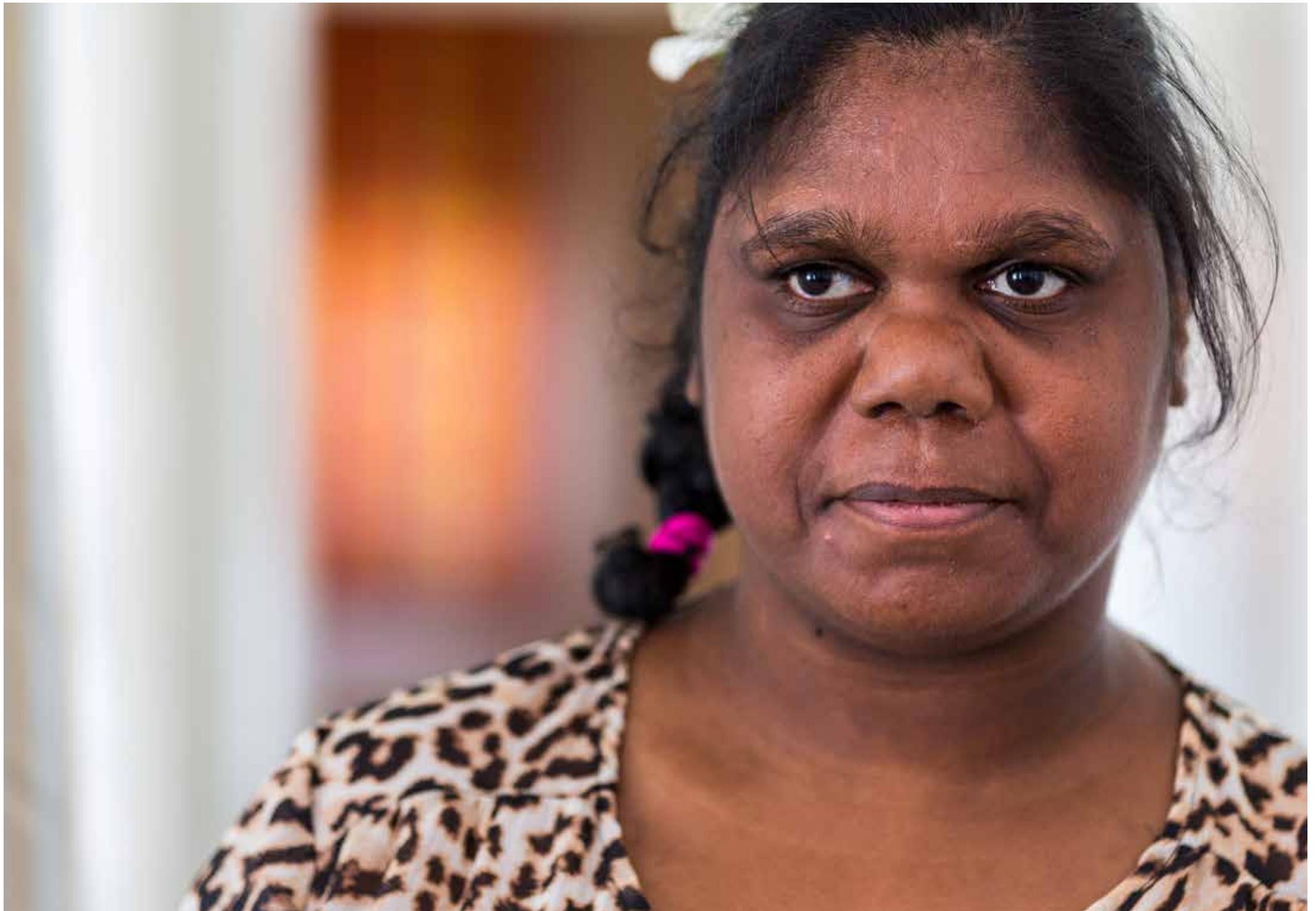
Support Coordination plays integral role in managing complex transitions



Referrals received from the NDIA and NDIA partners (APM, Early Childhood Australia)



Some participants commenced their third plan, resulting in refined opportunities and targeted goals





CASE STUDY

SUPPORTING OUTCOMES

During the annual NDIS plan review last year, George* and his family identified a new goal – to secure a meaningful job and to make some spending money.

Working alongside George’s existing supports, Carpentaria’s NDIS Support Coordinator met with guardians and requested a quote for a block of Speech Pathology sessions.

A Speech Pathologist focused on building George’s capacity to communicate with others and both individual and group sessions provided several opportunities for George to engage with others and use the skills he was learning. George’s Support Workers were then trained by the Speech Pathologist in strategies to use in everyday tasks.

Prompted by George’s Coordinator of Supports, the Speech Pathologist worked with Support Workers to develop a plan for George to secure some paid work. George now participates in a weekly paid activity with the help of his Support Workers. He enjoys his job and takes pride in the work he does. In addition, he has connected with some friends through his work and they enjoy attending social events together as he continues to build his independence.

George and his guardians now understand that there is a lot that George can do with the new skills he has learnt.

*Name has been changed



STAFF PROFILE

Christine Karageorgiou NDIS Support Coordinator

I was born in Seychelles but have lived in Darwin for more than 30 years. I have worked with Carpentaria for 7 months.

The most enjoyable part of my job is providing support to individuals in a way that gives them hope for the future and enables them to experience positive outcomes in their lives.

My typical day involves speaking to carers and participants to guide them through their NDIS plans and providing individuals with options that are workable and suitable for their health and individual needs, in a way that empowers them to be in control of their future. We take so many things for granted in our own daily lives that we can sometimes forget how significant the ‘little things’ are.

NEW INITIATIVE: POST SCHOOL OPTIONS PILOT

Responding to a gap in the market for school leavers, Carpentaria developed an innovative Post School Options pilot program, to provide ongoing learning opportunities for young people once formal schooling has concluded.

Featuring individualised input and a tailored program from Allied Health professionals, and structured around equipping participants with the necessary skills and confidence to pursue employment opportunities, the pilot was completed by one participant, with a targeted therapy program focusing on specific skills, communication and social skills training.

The program has proven to be a successful approach to skill development and engagement, with Disability Support Workers being trained by Allied Health professionals to provide ongoing therapeutic support.



“My son began with the Post School Program in March 2019. I have found the personalised program to be yielding great results quickly

Therapy should not end at school. It needs to be maintained and developed. The Allied Health Team, along with Disability Support Workers, are committed to providing this development to ensure the best options for our young adults.

With an initial view of possibly never working, to a confident option of my son completing a work program in the near future, this program to continues to develop the skills learnt at school, and provide new skills. Community based partnerships that increase the volunteer and workplace options for post school participants are a key factor, and the Carpentaria team are building these great partnerships.

It is an exciting time for all involved, and along with continued support from the NDIA, I can see this program growing to ensure Darwin has a great post school option for young adults with complex needs.”





NEW INITIATIVE: MYTIME

Commencing in June 2019 and running fortnightly through school term time, MyTime groups provide support for mothers, fathers, grandparents and anyone caring for a child with a disability or chronic medical condition. It is a place for carers to unwind and talk about their experiences and is a world away from appointments and therapy.

Carpentaria is proud to partner with the Parenting Research Centre to facilitate MyTime in the Northern Territory.



“I’m new to MyTime but it is fast becoming a highlight and priority in my week. It’s great to meet up with other parents who are coping and dealing with children who have physical, medical or intellectual challenges. MyTime is great company, great coffee and a great supportive, caring environment.”

“MyTime gives parents a chance to have some time with parents in similar situations. It gives us a chance to speak, listen, learn and relax while our children are safe and making friends in a positive and stimulating environment. It is a great group to be part of.”



HUMAN RESOURCES

STAFF FULL TIME EQUIVALENT

2016/17 = **98** 2017/18 = **128** 2018/19 = **129**

WORKFORCE

Full time = **24%** Part time = **29%** Casual = **47%**
Females = **64%** Males = **36%**

During 2018/19 the number of Full Time Equivalent staff remained steady, however the number of staff working on a casual basis increased, which is representative of Carpentaria's commitment to remain flexible and responsive to participant requests and requirements.

STAFF BY SERVICE AREA

- 19** Therapy Services
- 14** Adult Day Programs
- 14** Short Term Accommodation
- 162** Supported Independent Living
- 1** Support Coordination
- 16** Administration

STAFF BY YEARS OF SERVICE

LESS THAN year 1	1 - 5 years	5 - 10 years	10+ years
38%	47%	10%	5%





PROMOTIONAL ACTIVITIES

OPPORTUNITIES TO HIGHLIGHT CARPENTARIA
SERVICES AND PROGRAMS INCLUDED:

JULY

Multicultural
Advisory Forum
presentation

AUGUST

Speech Pathology
Week celebrations

OCTOBER

NDS Big Thinking
on Inclusion
presentation and
information stand

OCTOBER

NT Disability and
Inclusion Awards
category sponsor

OCTOBER

Carers Week
morning tea for
Carpentaria families

OCTOBER

PHN Expo

OCTOBER

Children's Week
celebration

OCTOBER

Post Schools
consultation
session

DECEMBER

International Day of
People with Disability
lunch celebration

FEBRUARY

Welcome to
the Top End
Defence Expo

MARCH

Harry's Place
Stage 2
Information
Evening

MARCH

Adult Day Service
Open Afternoon
and bbq

MARCH

Henbury
PossABILITIES Expo
and Q&A session

MARCH

National
Playgroup Day
celebrations

APRIL

Allied Health
professionals
Information Evening

APRIL

Business at Sunset at
Harry's Place

MAY

Families Week
celebration

MAY

Biggest
Morning Tea

JUNE

Winemaker's
Dinner with
Carers NT

ONGOING

Participation with the NT
Paediatric Occupational
Therapy practice group

ONGOING

Representation on NT
divisions of Speech
Pathology Australia and
Occupational Therapy
Australia

ONGOING

Representation on
the National Disability
Services NT Committee

ONGOING

Representation on the
Australian Community
Industry Alliance
(ACIA) Board

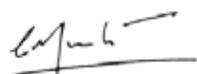
FINANCIALS

Auditor's Independence Declaration to the Directors of Carpentaria Disability Services Ltd

As the lead audit partner for the audit of the financial statements of Carpentaria Disability Services Ltd for the year ended 30 June 2019, I declare that, to the best of my knowledge and belief, there have been no contraventions of:

- the auditor independence requirements of the *Australian Charities and Not-for-Profits Commission Act 2012* in relation to the audit; and
- any applicable code of professional conduct in relation to the audit.

Merit Partners



MunLi Chee
Partner
Darwin, 17 October 2019

Director's Declaration

In accordance with a resolution of the Directors of Carpentaria Disability Services Ltd, the directors of the registered entity declare that, in the directors' opinion:

- The financial statements and notes, as set out on pages 2 to 20 of the full financial reports, satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and:
 - comply with Australian Accounting Standards – Reduced Disclosure Requirements applicable to the entity; and
 - give a true and fair view of the financial position of the registered entity as at 30 June 2019 and of its performance for the year ended on that date.
- There are reasonable grounds to believe that the registered entity will be able to pay its debts as and when they become due and payable.

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



Director
Date: 15 October 2019



Director
Date: 17 October 2019

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2019

	Note	2019
REVENUE AND OTHER INCOME		
Boarding Fees		482,330
Contract Services	2	14,291,340
Grants	2	1,617,722
Harry's Place Income		177,886
Miscellaneous income	2	183,919
Total Revenue and Other Income		16,753,196
EXPENDITURE		
Consultants Expenses		358,204
Direct Client Expenses		491,259
Insurance		84,007
Motor Vehicle Expenses		112,915
Repairs & Maintenance		298,942
Salaries & Wages		12,678,959
Other Staff Costs		172,239
Telephone		86,023
Utilities & Waste Removal		214,854
Miscellaneous Expenses		1,111,825
TOTAL EXPENDITURE		15,609,227
Current year surplus before Depreciation		1,143,969
Depreciation	5	527,405
NET CURRENT YEAR SURPLUS		616,564
Other comprehensive income		-
TOTAL COMPREHENSIVE INCOME		616,564

STATEMENT IN CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2019

	2019	Retained Earnings
		\$
EQUITY		
Transferred from Carpentaria Disability Services Incorporated		20,402,054
Surplus for the year		616,564
Total Equity		21,018,618

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2019

	Note	2019
		\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	3	3,876,509
Trade and other receivables	4	1,001,217
TOTAL CURRENT ASSETS		4,877,726
NON-CURRENT ASSETS		
Property, plant and equipment	5	20,432,672
TOTAL NON-CURRENT ASSETS		20,432,672
TOTAL ASSETS		25,310,398
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	6	1,448,328
Borrowings	7	250,546
Provisions	8	881,617
TOTAL CURRENT LIABILITIES		2,580,491
NON-CURRENT LIABILITIES		
Borrowings	7	1,404,016
Provisions	8	307,273
TOTAL NON-CURRENT LIABILITIES		1,711,289
TOTAL LIABILITIES		4,291,780
NET ASSETS		21,018,618
EQUITY		
Retained earnings		21,018,618
TOTAL EQUITY		21,018,618

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2019

	Note	2019
		\$
CASH FLOWS FROM OPERATING ACTIVITIES		
Income from contracting services		15,260,627
Receipt of grants		1,520,819
Payments to suppliers and employees		(15,141,275)
Interest received		28,033
Net cash generated from operating activities		1,668,204
CASH FLOWS FROM INVESTING ACTIVITIES		
Payment for property, plant and equipment		(2,798,468)
Net cash used in investing activities		(2,798,468)
CASH FLOWS FROM FINANCING ACTIVITIES		
Cash provided by bank loan		1,540,230
Repayments of bank loan		(185,668)
Net cash generated from financial activities		1,354,562
Net increase in cash held		224,298
Cash and Cash Equivalents transferred from Carpentaria Disability Services Incorporated		3,652,211
Cash and Cash Equivalents at end of financial year	3	3,876,509

Contact Carpentaria on 08 8920 9400 for the complete 2018/19 financial statements

Independent Auditor's Report to the Directors of Carpentaria Disability Services Ltd

Auditor's Opinion

We have audited the financial report of Carpentaria Disability Services Ltd (the "Company"), which comprises the statement of financial position as at 30 June 2019, the statement of profit or loss and other comprehensive income, statement of charges 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 our opinion, the accompanying financial report of Carpentaria Disability Services Ltd is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* (the "ACNC Act"), including:

- (i) giving a true and fair view of the company's financial position as at 30 June 2019 and of its financial performance for the year then ended; and
- (ii) complying with Australian Accounting Standards – Reduced Disclosure Requirements and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

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

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of the Board of Directors for the Financial Report

The Board of Directors of the company is responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the *Australian Charities and Not-for-profits Commission Act 2012* (the "ACNC Act")

and for such internal control as the Board of Directors determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Board of Directors 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 the Board of Directors either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

Auditor's Responsibility 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.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We 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 our 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 the Board of Directors.

- Conclude on the appropriateness of the Board of Directors' 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 we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our 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.

We communicate with the Board of 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 we identify during our audit.

Merit Partners



MunLi Chee
Partner
Darwin, 17 October 2019



**Delivering innovative and flexible
services to empower people to
thrive and live a great life**



carpentaria

Therapy Services
Adult Day Program
Supported Independent Living
Short Term Accommodation
Support Coordination

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Carpentaria is a registered NDIS service provider