



Katherine N.T.

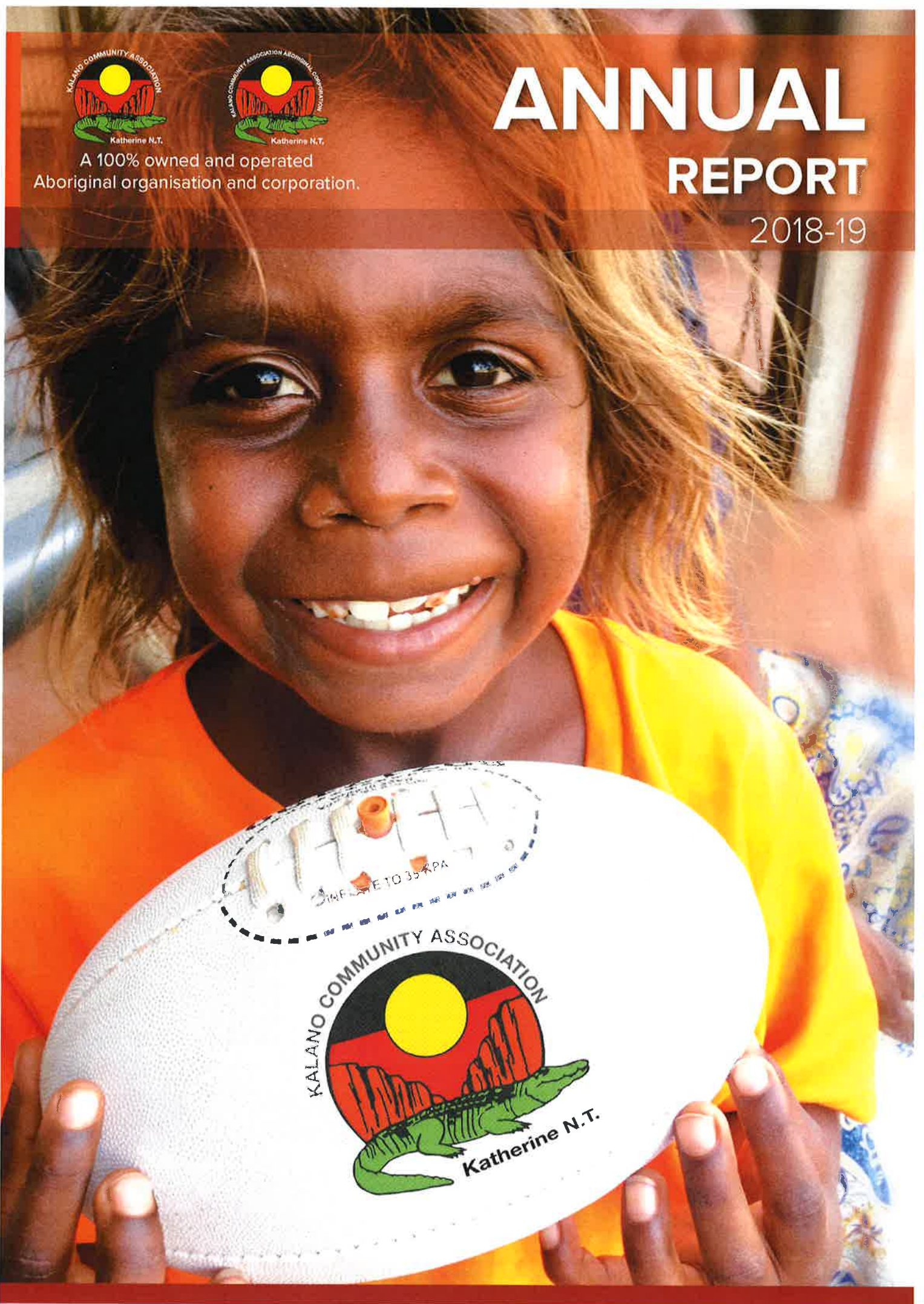


Katherine N.T.

A 100% owned and operated  
Aboriginal organisation and corporation.

# ANNUAL REPORT

2018-19



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## VISION STATEMENT

Aboriginal communities are culturally vibrant, self-sustained, and radiate social well-being.

## MISSION STATEMENT

To deliver effective culturally-appropriate programs and services that aim to improve and empower the lives of our families, create healthy homes and communities.

Kalano Community Association will:

- Work to ensure that its communities will have access to appropriate community services in an equitable and culturally sensitive manner,
- Develop and maintain accountability to its members and funding providers and meet its legal and corporate obligations,
- Look to its own communities for the uptake of employment, development and work opportunities,
- Engage our members to ensure that the directions the Association takes are in line with our communities expressed aspirations,
- Develop and maintain programs which focus on the social cohesion of its Aboriginal members,
- Value its members and employees as they strive to address physical, social, emotional and cultural well-being.

## VALUES

**Empowerment** We believe that Aboriginal community control of service delivery is essential for the best services and outcomes for Aboriginal people.

**Culture** Programs will be holistic and culturally reliable and incorporate the traditional beliefs and customs as appropriate.

**Collaboration** We will encourage and foster a two way learning service delivery model, which blends a mix of Aboriginal and contemporary concepts.

**Respect** We will promote mutual respect between Kalano staff and its community members, their families and representatives.

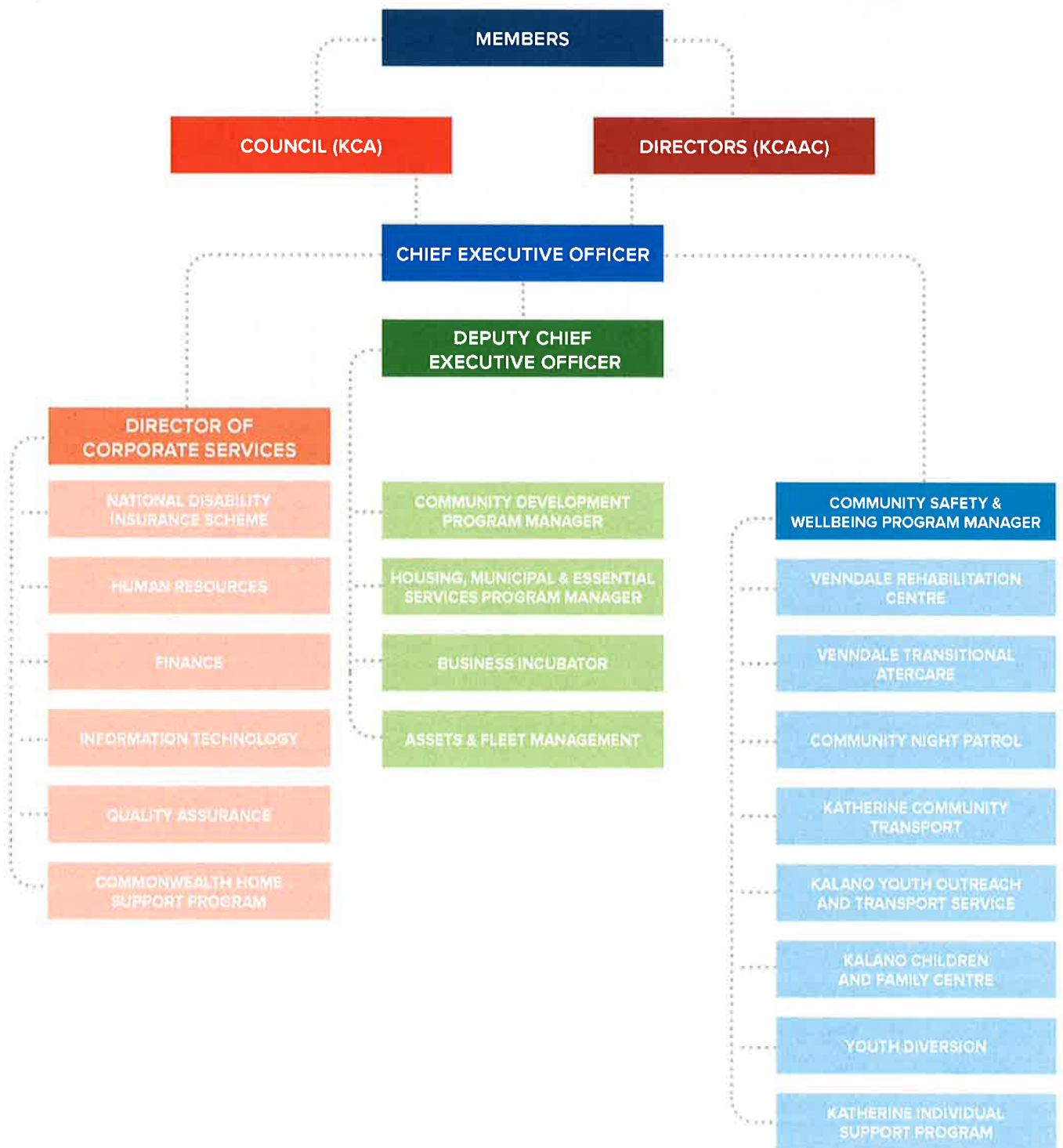
**Participation** Kalano believes in and encourages all members and staff the right to participate to their full potential.

**Transparency** Kalano's business will be conducted in a fair and transparent manner.

**Communication** We are committed to meaningful communication between members and programs of the Association. Such communications will respect the confidentiality of the member's rights to make their own decisions.

**Opportunity** We will seek to attract programs that will promote opportunities that will lead to skills development and employment.

**Governance** Good governance will be the foundation of the way Kalano operates, underpinned by the values of teamwork, honesty, integrity, transparency, fairness and pride.



Service (KYOTS) and the Children and Families program.

The challenge for us is to understand the broader underlying issues that concern our youth, the challenge for our families and the dysfunction children face when families break down, so that we can work through the gaps in our existing services and the new approaches that are needed to support our community.

The Federal Government have also recently started a conversation with communities across Australia to address their failing efforts to achieve their Closing The Gap targets in health, education and employment. There are seven targets of which only two are on track and the Government is aiming to refresh the priorities that will assist them to get these targets back on track. This is our opportunity to contribute with other Indigenous organisations in our region to again come up with new approaches that will work in community.

The issue of a Treaty or Treaties with Aboriginal people is also being discussed across the Territory and there's a good opportunity for us to discuss what this means to us, understand what it means to other Australians and the deep connection we feel to our place here and the commitment we have to our community and to each other.

To discuss these new initiatives, I'm proposing that we hold a Summit as we did in August 2013 following the aftermath of the infamous Federal Government Intervention to work through these topics, issues and matters that are important to us.

As I said at the start, our model of governance works for us, it's worked over the past forty-four (44) years and is recognized by others and we must trust that collectively we can find the best way forward.

We must strive to create an environment for our youngest to find a good education, our working age members' good jobs and a place for our elderly to find peace, rest and relaxation.

There's never been a better time to be a member of Kalano and I encourage everyone to get involved.

I want to thank my fellow Council members for their support and contribution, we've tackled some tough issues in this term of office. Thank you to the



members of the Kalano Finance Sub Committee for taking the time to engage with Administration to oversee the performance of programs and the framing of budgets for the 2018-19 and 2019-20 financial years. Your effort to be engaged, provide a community perspective and understand the challenge of making every dollar count has been invaluable this year.

So, let me come back to the start. It's been a privilege to serve as President, there's still much to do but our organisation is what we want to make it.

Finally, as always, let me finish my report by paying my respect and offering my sincere condolences to the families who have lost loved ones in our community this year.

*Rick Fletcher,*  
President



# 05. Deputy CEO Report

**T**he 2018-2019 fiscal year has been a very busy time and we have seen many changes. I would like to thank Mr. Graham Castine for serving our community members and welcome Mr. Bill Headley as our new Chief Executive Officer.

Kalano Community Association and Kalano Community Association Aboriginal Corporation funded programs are meeting their requirements under the Government operational and financial guidelines and are providing a prodigious service to our members and clients.

This year Executive Management has concentrated their efforts to streamline its services, programs and human resources for quality assurance and compliance reporting so that it can best serve and respond to the social issues facing our community members. It is with great pride to report that by streamlining our programs and services we have not only been able to better serve our members but that it is also proving to be financially beneficial to the organisation as a whole.

As we transition into another financial year with new management, experience high growth rates in a short time frame, and focus on four primary strategies, we can expect a shift in the organisation's working culture. I encourage all staff and community members to work collaboratively, unify efforts and support each other in achieving their goals.

While our organisation must respond to the landscape set by our funding bodies, I would also like to remind everyone that our first priority is to serve our members, and to do so in a culturally appropriate way. Bi-monthly community meetings continue to be a good opportunity for members to involve themselves in the delivery of all programs and services, and to identify other needs.



I am looking forward to seeing our good work grow, develop and refine over the next financial year. I envision Kalano Community Association and Kalano Community Association Aboriginal Corporation becoming more widely recognised as a leader of Aboriginal owned and operated organisations in the Katherine region and greater Northern Territory.

*Alan Mole,*  
Deputy Chief Executive Officer





# 07. Kalano Community Association







Housing programs. These improvements create healthier, safer and a higher quality of living environments.

Kerbing, speed bumps and road signs have been completed in Myalli Brumby. The bus shelter has been moved to the front of the Community with a turnaround road installed to improve the safety of children accessing the school bus. A 1.8m safety fence will also be installed adjacent to the bus shelter.

The President of Kalano Bombers football team has developed a strong partnership with the HMES Program Manager, and has expressed an interest in hosting games on Kalano's sporting oval. This partnership has led to funding applications for goal posts and pads, as well as future initiatives for irrigation.

Kalano has also installed a fast feeder pump into the bore facility for fire safety emergency response at Rockhole Community.

Kalano Housing continues to experience a permanent population with transients of seventeen (17) - twenty (20) people per house. The homelessness rate in Katherine is thirty-one (31) times Australia's national average. In 2019-2020, Kalano will seek support and funding for single men's quarters and short-term accommodation to alleviate overcrowding. ▶

NUMBER	# of houses	# of renovations
<b>Myalli Brumby</b>	<b>33</b>	<b>28</b>
<b>Rockhole</b>	<b>23</b>	<b>23</b>
<b>Geyulkgan</b>	<b>4</b>	<b>4</b>
<b>Jodetluk</b>	<b>N/A</b>	<b>N/A</b>
<b>Katherine Town</b>	<b>15</b>	<b>0</b>

<sup>1</sup> Zillman, Stephanie. "Katherine's homeless rate is 31 times the national average, but one service is helping close the gap." Last modified 13 July 2018. <https://www.abc.net.au/news/2018-07-13/homeless-shelter-helps-katherine-doorways-hub-housing/9987668>.





## Acknowledgements

I would like to thank the Department of Housing, Municipal and Essential Services staff for their work and dedication in assisting to provide a better living environment for the residents of Kalano Communities. The CDP participants have also proven to be valuable in delivering our services.

*Emil Nasarenko,*  
HMES Program Manager





Kalano CDP hosted another successful family fun day for NAIDOC week, which invited various external stakeholders that had positive messages, programs and services for community members, including: Katherine Mission Australia, Team Health, YMCA,

Charles Darwin University, Relationships Australia, NT Consumer Affairs, and Save the Children. The event was opened by Fay Miller, Mayor of Katherine. Kalano CDP also provided school holiday events and a Christmas party for the clients and children. ►



ACTIVITIES	OUTCOMES
Learners Licence	Supporting Community and Participation
Kalano White Card	Building Job Seeker Skills
Kalano Forklift	Building Job Seeker Skills
Voluntary Work	Supporting Communities and Environment
Kalano Remote Community Improvement	Supporting Communities and Environment
Kalano Health Maintenance Program	Improving Health
Kalano Aged Care CHSP	Building Job Seeker Skills
Kalano Training Courses	Literacy and Numeracy
Provisional Licence	Driver's Licence
Kalano Intensive Job Preparation	Building Job Seeker Skills
Kalano Housing Maintenance and Repairs	Supporting Communities and Environment
Kalano Community Services Program	Supporting Communities and Environment
Voluntary Work	Building Job Seeker Skills
Geyulkgan Community Improvement Program	Supporting Communities and Environment
Kalano Women's Resource Centre	Supporting Communities and Environment
Kalano WFD Employment	Building Job Seeker Skills
Kalano Tool Shed	Building Job Seeker Skills
Kalano Mechanics Auto Workshop	Building Job Seeker Skills
Rockhole Community Improvement Program	Supporting Communities and Environment
StrongBala Men's Health Program	Improving Health



## Acknowledgements

2019 – 2020 will bring new challenges as we deliver the CDP contract in our own right. I am extremely confident the CDP Client Services and Work For The Dole teams will meet and overcome any challenges to continue to grow and deliver first class services to our clients and communities. Many thanks to our entire CDP team for their hard work and commitment to our clients as we make new transitions into becoming Katherine Region 31's new lead provider.

*Karyn Kalamaras,*  
CDP Manager





*Acknowledgements*

Thank you to our NDIS Managers in Katherine and Darwin, and our Coordinator of Support for a job well done thus far and to all other staff that are working to support our participants and the program. Many thanks to all Kalano Council, the President, CEO and Executive Management for sharing this vision to support our vulnerable people in the community.

*Great Makunde,*  
Director of Corporate Services





# 12. New Programs

## KALANO YOUTH OUTREACH AND TRANSPORT SERVICE (KYOTS)

**T**he Kalano Youth Outreach and Transport Service (KYOTS) has been funded by the Department of Chief Minister and Territory Families to transport unaccompanied children to self-identified safe locations.

A male and female support worker have been hired to offer pick-up and drop-off services four (4) nights a week from 7:00pm to 3:30am, Wednesday night to Sunday morning. KYOTS staff have experienced challenges in attaining the correct surnames and ages

of clients, and determining if youth's self-identified locations are safe. KYOTS is working collaboratively with relevant agencies to ensure children and youth safety. The following service and community needs have already been identified:

- Digital, mobile reporting system
- Safe drop-in centre where children can shower, eat, rest and even spend a night

The KYOTS team will seek to address these challenges and needs in the new fiscal year. ▶



## YOUTH DIVERSION

The Youth Diversion program has been funded by the Department of Chief Minister and Territory Families, and will commence activities in the 2019-2020 financial year. It aims to direct young people away from the formal youth justice system. The diversion process should be child-centred, identify and address individual needs, promote positive life pathways, and embed restorative practices and principles such as:

- Involving family, community and victims when appropriate;
- Requiring young people to take responsibility for their actions;
- Focus on repairing harm caused; and
- Preventing future harm.

The legislative framework for the youth justice system in the Northern Territory (NT) is the Youth Justice Act.

Kalano Community Association (KCA) will work in collaboration and forge partnerships with NT Police, Territory Families, the Department of Chief Minister and other key local stakeholders.

NT Police maintain the responsibility for the referral of youth diversion in cooperation and collaboration with partner agencies and non-government service providers. The appropriate forms will be provided by NT Police to support young people subject to formal Youth Diversion.

There is no fixed timeframe for young people to complete the youth diversion program. However, current practice by NT Police and the Courts is to generally allow a young person six (6) weeks to three (3) months to complete the program, although this may extend to six (6) to nine (9) months in rare situations.

KCA will receive support from Territory Families Youth Justice in regards to the best practice for providing case management for young people subject to Youth Diversion. This support will ensure a restorative approach is undertaken in supporting the young person.

Case management will include supporting and assisting the young person through the Youth Justice Conferencing process where applicable, and assisting the young person to successfully complete any outcome plan that is agreed at the Conference.

KCA will facilitate and design locally driven programs and activities for participants to complete. This will be a primary focus of the Operational Plan, which will be developed in collaboration and partnership with local stakeholders.



## Acknowledgements

We have enjoyed this year and would like to send a big thanks to the Kalano Board and the Executive Committee, especially Bill Headley and the Executive staff. A special mention must also go to those who kept the individual programs afloat: the Department of Chief Minister and Territory Families, KYOTS, Katherine Community Transport and all other staff and clients that have made the Safety and Wellbeing programs of Kalano Community Association as valuable as they are.

*Casey Bishop,*

Community Safety and  
Wellbeing Program Manager



# Venndale

## 14. Rehabilitation Centre



**2** 018-2019 saw an increase of self-referrals and new initiatives that broaden its five (5) major education and activity packages: Life Skills, Relapse Prevention, Mental Health, Self Esteem, and Legal Assistance/Knowledge. Clients have provided positive feedback expressing appreciation of Venndale. Monthly Appreciation Awards for clients are included in bi-monthly Venndale Newsletters.

The Activity Coordinator and Case Managers have implemented ongoing fortnightly fishing/swimming trips, monthly cinema trips and more outings at the request of clients. Clients have participated in a number of community projects, such as: painting murals for the Sobering Up Shelter, NAIDOC Week, National Homelessness Week, Mental Health Week, annual camping sessions to Kakadu with Barkly Region Alcohol and Drug Abuse Advisory Group (BRADAAG), celebrating Dolly Day to take a stand against bullying (suicide prevention and awareness),

footy training and games at Tindal RAAF Base. Additional recreational activity requests based at Venndale include: creation of a sports oval, new gym equipment, recording studio, video games and Foxtel.

Challenges facing clients during their program and toward staff centre on anger, (mis)communication, mental health issues, participation levels, integrity, substance abuse, addiction, unhealthy relationships, attendance, engagement and restlessness. Weekly visits are arranged with Wurli-Wurlinjang Health Services for regular check-ups.

Venndale's programs, staff and facilities are strained as it maintains full capacity with one-hundred and fifty-three (153) admissions annually, yet assesses four-hundred and sixty-one (461) clients. This represents a thirty-three point two percent (33.2%) admission rate of clients requiring rehabilitation. The average stay rate of the eighty-four (84) day program was eighty-one point three two (81.32). ▶



WORKSHEET: Greg Story

Greg can ~~also~~ get you into things that you have never been in before like getting into trouble with the law. You have broken up with your partner lost your kids they are in welfare ~~custody~~ hands. But in the pass I've looked back on it's really not good for ourselves and our kids future we have to make a change in ourselves. Good times want getting better & better it's your body and brains are not working well when it's past to do that's why think twice before having one. Build confidence and also work on it you'll never be coming to me it's just nothing really ~~simple~~ just be strong in yourself and teach your families as well control your words when speaking with others to make them understand what had happen to you and now they can see that you have change in many ways good future ahead for our love ones.









# 15. Venndale Transitional Aftercare (VTAC)



**T**his year Kalano had two (2) services operating out of the Venndale Transitional Aftercare (VTAC) building, which increased daily operation hours and enabled more supports to clients through Aftercare, Reintegration, Work Readiness and the associated Katherine Individual Support Program (KISP).

The Aftercare Program was beneficial for clients transitioning from treatment into supported accommodation with three (3) main goals in mind: employment, education and safe accommodation.

Admissions were limited due to available beds, yet one-hundred and thirty-one (131) clients engaged

with the Aftercare Coordinator during their residential treatment and forty-two (42) were admitted into VTAC (forty-one (41) Venndale referrals, and one (1) Darwin Rehabilitation Centre referral). VTAC is a smaller facility than Venndale, and the idea of Supported Accommodation is still maturing in client's minds as many prefer to return home. VTAC has been successful in admitting couples to support, promote, and keep healthy families together. Clients that have completed the program have appreciated the assistance in finding work, flexibility to see family and friends, and freedom to make their own decisions.





### Statistics:

- Thirty-seven (37) clients completed the program and two (2) were involuntarily discharged for breaching rules. The remaining clients continue to reside at VTAC.
- Eight (8) clients transitioned into full-time paid employment. All clients were supported to find employment and apply for jobs, however the region has limited employment opportunities available. Many clients took on roles within Kalano's CDP services.
- Six (6) clients enrolled in tertiary education.
- Eight (8) housing applications were submitted; one (1) secured housing for reunification.
- One (1) client reunified with their children and family following the VTAC program.

### Goals for 2019 – 2020 Aftercare include:

1. Continue to provide culturally sensitive programs.
2. Increase client job opportunities through advocacy.
3. Grow the Aftercare program.
4. Increase client's skill sets through training and education.
5. More client involvement in cultural activities.
6. Increase client's capacity to engage with the community (i.e. through sporting activities and volunteering).
7. More beds available at VTAC under the KISP program.
8. Improved communications between agencies; sharing of information.
9. Collaborative case management.
10. Maintain person-centred and strength-based approach.



## Acknowledgements

I would like to thank all of our clients, the KISP and Venndale staff, our stakeholders, executive staff and council for their support and help throughout the year.

*Martin Dzongayi,*  
Aftercare Coordinator



Challenges faced in the KISP program included:

1. Locating clients for assessment (client transiency).
2. Time constraints.
3. Staff availability.
4. Client commitment to the program.
5. Rules that participants must comply with at VTAC (i.e. participants are breathalysed twice a day and cannot be onsite if they return a reading).
6. Participants do not want to be involved in the day program. They want to do their own business, and spend time with family in town using VTAC just as a safe accommodation.
7. Participant offsite for long period of time without notice.
8. Lack of Resources.
9. Bed Availability – KISP is funded for four (4) beds, yet currently has six (6) participants residing at VTAC.

STATISTICS	
Sobering Up Shelter (SUS) Visits	29
Hub Visits	54
Outreach (male clients)	229
Outreach (female clients)	298
Admissions to Venndale	4
Admissions to VTAC	20
Transport and Referrals to Other Services	355



## Acknowledgements

I would like to thank the Community Safety and Wellbeing Program Manager, Aftercare staff and stakeholders, especially the Wurli KISP Team for their support, collaborative Case Management and help during last financial year.

*Melvina Soundron,*  
KISP Coordinator







#### Statistics:

- 38,952 individual contacts were made
  - 14,164 female
  - 24,788 male
- 12,557 clients dropped at a second location (i.e. hospital, SUS, police, home)
- 11,738 unaccompanied youth

Patrol has re-structured the program in response to the needs of its investors, community and general public. It is increasing its awareness and education initiatives regarding its limitations and services.

Developing initiatives for service and program delivery include:

1. The introduction of Team/Car Leader positions to control routes and statistics.
2. Further assist the public, business owners and essential services through transport.
3. Link Patrol to other Kalano services (i.e. Venndale and VTAC).
4. Develop qualifications of Patrol Staff in Alcohol and Other Drugs, and Mental health.

## Acknowledgements

Community Night Patrol would like to thank all community members, staff, the Community Safety and Wellbeing Program Manager, executive and board members for their continued support.

*Noel McDonald,*

Community Night Patrol Program Manager

