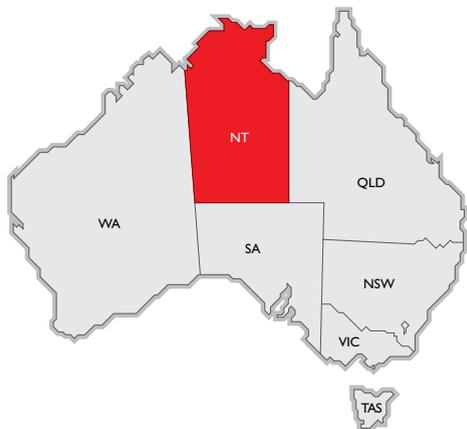




Mission Australia Northern Territory



Mission Australia is a community service organisation that has been transforming the lives of Australians in need for more than 150 years. Today our 550 community and employment services help more than 300,000 Australians a year to get back on their feet.

We have operated in the Northern Territory since 2001 and today deliver services that strengthen families and children, empower youth, strive to solve homelessness and provide employment solutions.

Mission Australia reaches out to people in the Territory's towns and remote areas – from Alice Springs in the south to Darwin and Tiwi in the north, and from East Arnhem Land across to the Daly River region.

In recent years we have achieved solid results in the Territory through increasingly strong relationships with other not-for-profits and government agencies.

Working with the Australian and Northern Territory Governments, we have been particularly active in delivering tenancy support services for Territorians who are homeless or are at risk of being so. According to the 2006 Census, the NT has the highest rate of homelessness in Australia at 248 per 10,000 people – which is well over four times the national average.

A highlight of 2011 was Mission Australia re-establishing a presence and services in Alice Springs after a year's absence. Our Personal Helpers and Mentors (PHaM) service is now supporting people in Alice Springs who are suffering a diagnosed or undiagnosed mental illness, while the Intensive Supported Tenancy Enabling Program is helping people living in the town's camps to make the transition to public housing.

We also launched the Mission Australia Supported Accommodation (MASA) program, which assists men experiencing homelessness to gain stable housing, move towards employment and build better futures.

2011 will also be remembered as the year when the Urban Quest NT talent competition helped Mission Australia to reach out to young people, communities and new partners throughout the Territory while promoting awareness of the needs of young people who are homeless.

Transforming lives in the Northern Territory

In 2011 Mission Australia strengthened families and children, empowered youth, strived to solve homelessness and provided employment solutions through the following services:

PATHWAYS AWAY FROM HOMELESSNESS

Aherlkeme Village, Alice Springs: In June 2011 we celebrated when Prime Minister Julia Gillard opened the new \$8.3 million Aherlkeme Village. Meaning “new light, new day”, this supported transitional program assists people in Alice Springs who are homeless, or at risk of being so and are on the NT Housing waitlist. This facility, which is operated by Mission Australia, can accommodate 78 residents. Ingkerreke Outstation Resource Centre is providing the property management services.

Personal Helpers and Mentors (PHaM): Operating in Alice Springs and Papunya, PHaM provides support for people suffering a diagnosed or undiagnosed mental illness. Key to this program is strength-based case management.

Yarrlalah Sobering-Up Shelter: The NT has the highest level of alcohol consumption per capita in the nation. In an effort to address this issue in Katherine, we began managing a new sobering-up shelter. The name Yarrlalah was chosen with Dagaman, Wardaman and Jawoyn people – and means “feeling good and being safe”. Funded by the Australian and Northern Territory governments, it provides a safe place for individuals heavily influenced by alcohol and has the capacity to provide treatment and rehabilitation for up to 18 people.

Tenancy Sustainability Program: This Darwin service provides intensive case management and life skills support to new public housing tenants for 12 months. During this period, residents receive the necessary support to manage a home. It is aimed at public housing tenants at risk of eviction or tenancy failure due to property damage, debt or anti-social behaviour. People who are referred to the program are case-managed and complete a series of life-skills training modules.

Mission Australia Supported Accommodation (MASA) program: Launched in April 2011 to assist men experiencing homelessness, this program aims to help them gain stable housing and build better futures by providing practical support and linking clients to Mission Australia's Employment Solutions.

PATHWAYS THROUGH A SUCCESSFUL YOUTH

Urban Quest: First held in April 2011, this talent competition is a celebration of young Territorians aiming to increase community awareness of youth homelessness. In 2011 heats were held in Darwin, Palmerston and Katherine for artists aged up to 19 years across vocal, street, rap and beat-boxing categories. Local teenager Tevita Moala won Urban Quest after a brilliant performance at the Darwin Entertainment Centre. The event lifted the profile of youth homelessness in the NT, enabled Mission Australia to connect with young people and local communities, and highlighted opportunities for ongoing partnerships with local organisations such as Bendigo Bank. In 2012 Urban Quest heats will be held in Katherine, Alice Springs and Darwin.

PATHWAYS TO STRONG FAMILIES AND HEALTHY, HAPPY CHILDREN

MoolaBiz: This culturally appropriate financial counselling support service, operated by Mission Australia for over five years, won a Department of Families, Housing and Community Services and Indigenous Affairs (FaHCSIA) tender to expand into remote areas around Katherine.

Mission Australia Early Learning Services: Mission Australia works with families, children and local communities through our two Early Learning Services centres in Darwin.

Youth Beat: This mobile youth outreach service supports young people aged 10 to 18 on the streets of Darwin and its northern suburbs, as well as the Palmerston CBD and surrounding areas. During the 2011 financial year Youth Beat helped 3,327 young people in and around Darwin and 1,378 young people in Katherine.

PATHWAYS FOR LIFE AND WORK-READY SKILLS

Language, Literacy and Numeracy Program (LLNP): Mission Australia operates this Department of Education, Employment and Workplace Relations program in Katherine. Providing up to 800 hours of language, literacy and numeracy training per participant, LLNP is available to job seekers aged 15 to 64 and aims to help build students' verbal and written English skills, in turn opening doors to employment, study and community participation. It assists those who have English as a second language and native English-speakers who have had disrupted or minimal access to formal education.

PATHWAYS TO SUSTAINABLE EMPLOYMENT

Mission Australia's Employment Solutions division works in the Territory to help job seekers overcome barriers to employment through vocational guidance, training and support. It delivers the Department of Education, Employment and Workplace Relations' Job Services Australia and New Enterprise Incentive Scheme programs.



In 2011 Mission Australia Community Services (CS) delivered 29 services in the Northern Territory, supporting 34,642 individuals and 2,805 families. Our dedicated frontline employees, including youth workers, family helpers, counsellors, trainers, bus drivers and homeless support workers, delivered 25,500 separate instances of service¹.

Our CS teams also worked with 19,231 Aboriginal and Torres Strait Islander (ATSI) Australians, and 2,800 ATSI families, and delivered 3,500 instances of support to Aboriginal people.

Pathways	Individuals assisted	Families assisted	Incidences of service
Families	7,665	–	18,500
Homelessness	18,778	2,805	7,000
Life and work-ready skills	167	–	–
Youth	8,032	–	–
	34,642	2,805	25,500

PERCENTAGE OF SERVICES BY PATHWAYS



- STRONG FAMILIES AND HEALTHY, HAPPY CHILDREN 17.3%
- HOMELESSNESS 44.8%
- LIFE AND WORK-READY SKILLS 20.7%
- SUCCESSFUL YOUTH 17.2%

In 2011 Mission Australia Employment Solutions worked with 2,799 job seekers in the NT.

ONE OF MANY GOOD NEWS STORIES:

Jim² had been incarcerated for eight years. Prior to being released, Mission Australia’s Darwin Post-Release Support Case Manager began visiting him to see if he needed any help – and he did.

With a severe drug dependency and no place to stay on release, Jim was worried about the future. Over time our Case Manager built up a rapport with him, and helped Jim to set goals and plan for life “on the outside”.

We helped to secure good, clean and secure emergency accommodation for him to stay on release, followed by permanent housing.

Mission Australia also referred him to the Alcohol and Other Drugs program at Royal Darwin Hospital and reunited him with his mother. Jim is now hoping to obtain a job with the help of our Employment Solutions team, and our Case Manager is still in contact to ensure he stays on track with his new life.

OUR PEOPLE

In 2011, Mission Australia employed 163 people in the Northern Territory. Of these, 36 of our permanent employees identified as being Aboriginal or Torres Strait Islander.

Mission Australia’s vision for reconciliation is that the Aboriginal and Torres Strait Islander people of this country will be restored to a place of equity, dignity and respect.

1) An incidence of service is usually support provided by our street support teams, community events or transport services that typically work with a high volume of clients, often on a one-off basis.
 2) Name and image changed to protect identity.

Thank you

Mission Australia would like to thank the following for supporting our work in the Northern Territory in 2011:

- > Australian Government Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)
- > Australian Government Department of Education, Employment and Workplace Relations (DEEWR)
- > NT Department of Health
- > NT Children and Families
- > NT Department of Justice
- > NT Department of Housing
- > Local Government and Regional Services (Territory Housing)

Mantra Pandanus, Crown Plaza and Travelodge. These Darwin hotels kindly donated linen, blankets, pillows and doonas to our services that aim to help Territorians to overcome homelessness.

Danila Dilba Health Service, which donated whitegoods such as fridges and washing machines to our housing support services.

Crowne Plaza Alice Springs for donating televisions, desks, chairs and mirrors.

Bendigo Bank, Channel 10 and Hot 100 FM for getting behind the inaugural Urban Quest.

And a big thanks to Roslyn Longstaff, our longest-serving employee in the Territory. Over the past decade Roslyn has seen Mission Australia Northern Territory grow from operating one service to now delivering close to 30 services. Now Finance Support Manager, Roslyn has worked in a variety of roles. Mission Australia Northern Territory would not be where it is today with out her.

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