

# ANNUAL REPORT

2019



## OUR BELIEF

*Health is not the absence of disease - it's a complete state of physical, mental, emotional and spiritual wellbeing. Like the World Health Organisation, we see health as a resource for life and not itself the object of living. Health is the product of structural and social determinants. We believe that habits are normal, functional, learned responses to specific situations and these responses are a combination of cognitive, environmental and behavioural patterns. We recognise that some habits may have negative outcomes and it is a choice to learn how to change habits and build resilience.*



*Providing a range of  
professional services  
relating to alcohol,  
other drugs, gambling &  
associated mental health  
**since 1976***

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# Chairperson's Report

This year has been both productive and challenging for Amity staff and Board, a year in which solid financial performance has underpinned our stability. Over the year the organisation has remained stable and has continued to deliver quality services during a period of significant, and in some cases unpredictable change. Maintaining our people and capacity has been central to the organisation's accomplishments in the face of such change.

Amity's stability has been enhanced through the level of predictability and assurance, which naturally results from the two 5-year NT Government contracts. This stability has enabled us to focus on what else is critical to our capability and capacity to deliver, and that is our people and more broadly the sector.

Following the impact of Tropical Cyclone Marcus on our grounds, the clean up of our Parap premises yielded a silver lining for the organisation as we came together to re-generate the garden space. This reflects the sense of staff ownership in the organisation, its stakeholders and its objectives, which is highly commendable.

This year we also demonstrated our commitment to the organisation's principles and values through providing a considered voice to the objection of a high-profile liquor licence substitution application. We see this as a key piece of advocacy work critical to influencing supply, demand and harm reduction.

Looking ahead in the coming year, the Amity Board is focussed on recruiting Board members with requisite governance knowledge, professional skills and dedication to join us. Next year will also mark the review of Amity's Strategic Plan to ensure our business planning continues to align to our constitutional aims and objectives. The work to build the Board and broader organisational capacity will be central to ensuring our future capacity to deliver.

Stable funding and solid financial performance is important, however maintaining our human capital and organisational knowledge and focus is central to our future achievements. As Chair, I sincerely thank our CEO, staff and all Board members for your genuine and continued commitment to Amity, our vision and our capability to service our community.

*"Maintaining our people and capacity has been central to the organisation's accomplishments"*

**Andrew Warton**

# Treasurer's Report



As Treasurer I present Amity's Special Purpose Financial Report for the financial year ending 30 June 2019 as prepared by auditor Susanne Lee & Associates.

This year saw a decrease in income from \$2.7 million to \$2.5 million, largely attributable to the completion of the pilot project in multi-venue self-exclusion. The remainder of the grant income was stable.

Amity is grateful to its funders, Northern Territory Government Department of Health, Department of the Attorney-General and Justice through the Community Benefit Fund Gambling Amelioration and Primary Health Network NT. Five-year contracts from NTG enable the organisation's services to remain stable. Amity acknowledges ongoing support from Inpex through the provision of a corporate grant fund, which supports us to add value to activities we can facilitate within the Aboriginal Town Communities Project.

The organisation achieved an operating surplus of \$111,387.14 (4.37%) for the financial year. We also added \$160K to the Building Planning and Service Development Fund. Amity's loan on its asset in Parap is nearing end and both of these events place Amity in a good position for future development of its objectives and services.

Amity continues to meet its contractual and regulatory requirements under the relevant funding contracts and its own strategic directions and objectives and thus, I am pleased to present this report for an organisation which remains in a strong and stable financial position.

**Nicola MacCorron**

*“an organisation which  
remains in a strong and  
stable financial position”*

# Chief Executive Officer's Report



It is with pleasure that I welcome you to Amity's 2019 Annual Report. In a year where we faced many challenges we also achieved remarkable outcomes.

This year we signed two 5-year contracts with NTG, one for the provision of our counselling information and education service and the other for our gambling projects and services. We thank this government for their commitment and follow through on longer-term contracts as this enables more focus on service provision and building sustainable capacity.

Alcohol continues to be the primary drug of concern for people accessing our services and alcohol harm continues to cost the Territory a significant amount of resources. Demand reduction appears to be an area that is under-resourced and we look forward to the Territory's comprehensive alcohol plan that addresses and resources all three pillars of harm minimisation.

We undertook a review and revitalisation of our purpose built therapeutic counselling space, completed the final processes of feedback informed therapy, which we started in 2015 and the full implementation of outcome measures in our clinical practice. Counselling for people impacted by gambling continues face-to-face in Darwin and also through brokering services in Alice Springs. We continue with the provision of the 24hr-Gambling Helpline throughout the Northern Territory.

Our work with illicit drug and health promotion has enabled us to connect with people in the greater Darwin area in undertaking our fourth trend survey, the first a decade ago. We will use this information to inform our next public health campaign.

Gambling harm continues to be prevalent across the Northern Territory and this year we engaged diverse strategies to raise awareness, provide information and education and connect with diverse groups and people. Our work in training for knowledge and skills acquisition for people in gambling businesses saw an expert evaluation of three years of participant feedback. This evaluation will set us up for implementing recommendations to improve facilitation for skills acquisition and capacity building. We will also explore opportunities to increase access and engagement. We continue to be invited to work with regional and remote communities around card playing and gambling.

The NT Gambling Project entered its third year with great sorrow as project officer Harriet McKnight died. Harriet joined Amity through our long relationship with Nic Walton-Healy, photographer and PhD candidate from RMIT. Nic has for many years connected with us as he worked on his project Where Blood Comes From. Harriet joined the NT Gambling Project as it started and she easily understood the importance of connections and how to be with people to listen to their concerns, their strengths and hopes for their future. Harriet was a writer and author and brought consideration and story telling to this unique project. She was a keen traveller and talked often of the landscape and people of the Territory. Harriet was a good fit for the work and was a valued member within the Amity team and highly respected by the team of researchers

involved with the project. We thank Harriet for her work and vision. We miss her. The project brokered in the knowledge and skills from italk studios as we continued to understand how we implement principles and strategies of the Ottawa Charter in our practice of health promotion initiatives. We look forward to the evaluation of this work by Australian National University.

We continued work with people and communities connected with the Aboriginal Town Communities Project. We saw the ongoing diverse nature of the project further evolve to enable it to grow to meet needs of people and to increase access to activities that build resilience. Some of the activities and events for this project are supported by a small grant from Inpex. This grant enables us to support people to engage in activities that build on cultural connections, strengths and mentoring opportunities. We acknowledge 3-year funding from the Northern Territory PHN for this project and also the Illicit Drug Counselling and Referral Awareness Project mentioned above.



*“I am humbled by people’s stories who walk into our service and who we meet and work with across the Territory.”*

I have the greatest admiration for our staff, who throughout the year demonstrated curiosity and resilience and remained unwavering in their commitment to our work and positive outcomes for people and communities. We undertook many internal reviews. The outcomes enabled us to acquire more knowledge and provided opportunities for change, improvement, being flexible and innovative. Some of Amity’s biggest changes occurred in our corporate services systems and processes. This hasn’t been seamless but has enabled us to demonstrate flexible thinking, skills in communication and a lens for improvement with the focus on robust systems for Amity’s future.

Leading an organisation through change can be difficult, however it is made less so when surrounded by a supportive Board and positive visionary people. I would like to thank Amity’s Board, Management and Staff for their efforts, commitment and sheer determination during so much change.

I am humbled by people’s stories who walk into our service and who we meet and work with across the Territory. I continue to be inspired by this courage and determination and recognise what a privilege it is to be in this organisation. I am proud of the achievements across Amity and this year’s annual report reflects the incredible work undertaken by staff across our organisation and in line with our strategic direction, values and objectives.

Looking forward I am committed to the philosophy and principles of Amity. It is my aim to continue to provide a considered voice in the arena of alcohol, other drugs, gambling and associated mental health. I hope to be able to create a future that inspires us to build on our culture of evidence informed, demonstrating positive regard and maintaining a greater emphasis on application of our learning in achieving positive outcomes and contributing to resilience and sustainability of our people and our community.

**Nicola Coalter**

# AGM Agenda



**Date:** 24th October 2019 at 5pm

**Location:** Amity Community Services – 155 Stuart Highway, Parap.

- Item 1: Welcome**
- Item 2: Guest Speaker – The Hon. Natasha Flyes MLA**
- Item 3: Present / Apologies**
- Item 4: Confirmation of previous minutes**
- Item 5: Reports**
  - a) Chairperson's Report
  - b) Treasurer's Report
  - c) Agency Report
- Item 6: Election of Officer Bearers**
- Item 7: Appointment of Auditor**
- Item 8: Other Business**



# Our Strategic Direction 2016 - 2020

We aspire to be recognised nationally as a leading community-based organisation that values and actively drives the adoption of healthier habits and lifestyles.

We will do this by providing a range of evidence-informed professional services and programs that support the choice of healthier habits and lifestyles.

## Our Values

### Respect

we recognise the rights of people in making informed choices and being responsible for their choices.

### Diversity

we recognise and value various and unique needs of people and our community and advocate for equality.

### Professionalism

we provide quality services and behave in ways that are non-judgemental, demonstrate unconditional positive regard and adhere to the highest ethical standards.

### Curiosity

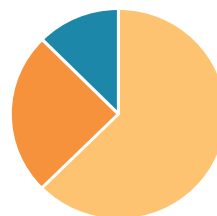
we cultivate a transparent culture that inspires inquiry, reflection, exploration, enthusiasm and enjoyment.

## Our People



**\$50,200**

Our Direct **Investment in Training**, Professional Development and Supervision for our people (2018-2019)



**62.5%** **Full Time** Employees

**25.0%** **Part Time** Employees

**12.5%** **Casual** Employees



**25-70**

**Age range** of Amity's staff



**51**

**Average age** of Amity's staff



**1 MONTH-11 YEARS**

**Average range** of service to Amity



**75%** Employees identified as **female**

**25%** Employees identified as **male**



**4.5 YEARS**

**Average length** of service to Amity

# Minutes of Annual General Meeting 2018

**Date:** 25th October 2018 at 5pm

**Location:** Amity Community Services – 155 Stuart Highway, Parap.

## Item 1: Present / Apologies

### Present:

Dr. Phillipa Sleigh	Chairperson
Andrew Warton	Treasurer
Pedro Betancor	Amity staff
Alex Bruce	Hospitality NT
Nicola Coalter	Amity staff
Venjie Diola	Altbat
Bernie Dwyer	Team Health
Johanne Gonclaves	Amity staff
Sharon Greenoff	Amity staff
Katherine Haines	KHB
Tamara Laing	Amity staff
Nicola MacCarron	Board Member
Kara Mills	Amity staff
Dot Morrison	Community member
Dr. Perry Morrison	Morrison Associates Pty Ltd
Johnny Politis	Area 9
Julie Seager	Amity staff
Tennele Shields	Amity staff
Georgia Tranthem	Amity staff
Paul Turner	Amity staff

### Apologies:

Brett Hagan	Board Member
Karen O'Dwyer	Secretary
Dr. Marisa Fogarty	Australian National University
Wendy Larn	Community member

## Item 2: Confirmation of previous minutes

The Acting Chief Executive Officer asked for confirmation of previous minutes.

**Moved:** Andrew Warton

**Seconded:** Dr. Phillipa Sleigh

**Motion:** Passed

## Item 3: Reports

### a) Chairperson's Report

The Chairperson, Dr. Phillipa Sleigh, spoke to her written report, thanking staff for their high standard of service delivery during a time of flux, and thanking those people who stepped into new roles with enthusiasm and commitment. The Chairperson spoke to a noteworthy change for Amity this year, the resignation of CEO, Bernie Dwyer. Bernie began working at Amity in 1990 and had been CEO for 14 years. Phillipa thanked Bernie for his time and energy he committed to the organisation and also thanked Nicola for stepping into the role of Acting CEO.

The recruiting and selection for the CEO by the Board has been completed and Phillipa announced that Nicola has been the successful candidate and she welcomed and congratulated Nicola.

Phillipa went on to talk about the changes to Amity's Board and the challenges to recruit and maintain a full, diverse and representative board, though some continuity has been established and there is now a strong base with the new appointments. Phillipa thanked fellow board members and Amity for their support of her as Chairperson.

Dr. Sleigh acknowledged the Department of Health and Department of Attorney-General and Justice for the 5-year contracts and thanked the Dept. of Health for acknowledgement of the tenure in that contract for the premises at 153-155 Stuart Highway premises. Of special note was the growth of service provision with the pilot program in association with CAAPS - 'Strong Steps'. Of note also were the changes to the therapeutic counselling space, which has undergone changes that enhance the environment and follow evidence and continue to contribute to a high level of care to clients.

Dr. Sleigh called on Members to accept the Chairperson's report and this motion was moved, seconded and passed as follows.

**Moved:** Andrew Warton

**Seconded:** Nicola MacCarron

**Motion:** Passed

## b) Treasurer's Report

Andrew Warton spoke to his written report making special mention of the granting of 5-year contracts in relation to the Northern Territory Government funding and how this provides the organisation with an increased level of certainty which has a positive impact on staffing and operations. Andrew also noted that the loan on Amity's own building in Parap is nearing its end, placing the organisation in a good position for future development. He reported that the organisation is in a strong and stable financial position as demonstrated by the balance sheet.

Andrew called on Members to accept the Treasurer's report and the Audited Financial Report. This motion was moved, seconded and passed as follows.

**Moved:** Andrew Warton

**Seconded:** Phillippa Sleigh

**Motion:** Passed

## c) Agency Report

### Chief Executive Officer

Nicola spoke to her written report, mentioning the Territory's long history with alcohol consumption and related harms. Alcohol remains a key issue and focus this year throughout the Territory, with the Riley Review being touted as a lever for some of the biggest ever changes in the NT's alcohol legislation and policies. This year has seen Amity use its considered stance, with its recommendations from submissions to the liquor review, in responding to media, government and other vested interests.

Nicola spoke of Amity's support of the Territory's minimum floor price policy as one way to increase the cost of cheap alcohol. There is local and worldwide evidence that price and availability remain powerful policy levers in the reduction of harms from alcohol. Nicola spoke of Amity looking forward to the Territory's overarching Alcohol Plan that includes comprehensive evidence-informed strategies and harm reduction measures.

Nicola thanked the Territory Government for its commitment and follow-through on 5-year contracts for the community sector. A 5-year contract was secured for Amity by the Department of Health for direct therapeutic clinical services and a 5-year contract from the Department of Attorney-General and Justice, Community Benefit Fund Gambling Amelioration, for ongoing gambling education and harm minimisation projects and services, bringing stability for Amity's people and the work Amity does. Nicola spoke of the focus on service delivery and outcomes for the community that is enabled by long-term contracts.

The NT Primary Health Network has committed an additional year for the pilot project Strong Steps and continues to support CAAPS and Amity as we navigate this service. Nicola spoke of the data review of counselling and the learning and insights this has provided. This knowledge will lead the organisation into exciting areas of engagement, with reliable and valid client outcome measures for feedback and informed treatment work.

Nicola thanked the long-term work of Pauline McKenzie and Rian Rombouts who both retired this year. Of note was Bernie taking long service leave this year and resigning to pursue less work, more travel and family time. Between the three of them they take over 42 years of service and organisational knowledge and we will miss their wisdom, humour and hard work.

Nicola thanked Amity staff and Board for their resilience through change, and the strong and clear vision Amity has moving forward, with robust processes and accountability.

Nicola acknowledged the support of Amity's team and made special mention of the previous leaders at Amity, Bernie Dwyer and Wendy Larn for their willingness to share stories, vision, and humour. Nicola spoke of the philosophical base of the organisation and looking forward towards improvements in measuring outcomes and impacts and keeping organisational knowledge within Amity for its future. Nicola spoke of this being her 11th AGM and how she is looking forward to the 12th in her newly appointed position as CEO.

#### Item 4: Election of Officers

Nominations for positions:

**Chairperson:** Dr. Phillippa Sleigh

**Deputy Chair:** Andrew Warton

**Secretary:** Karen O'Dwyer

**Board members:** Brett Hagan

The Board was duly nominated and seconded and as these coincided with the positions available they were elected to the Board.

#### Item 5: Nomination of Auditor

The Board decided to move the decision of choosing an auditor until their next meeting in the New Year.

**Moved:** Phillipa Sleigh

**Seconded:** Andrew Warton

**Motion:** Passed

#### Item 6: General Business

No items of general business raised.

**Meeting Closed:** 5:35pm and was followed by networking and light refreshments.

# Corporate Services Report

## Quality, Communications and Administration

Amity continues to demonstrate commitment to quality and continuous improvement through LOGIQC – quality management system and maintains accreditation to ISO 9001 standards. The organisation continues to encourage a culture of engagement with the system to capture corporate knowledge including documented policies, procedures and records, compliance tasks, legislation and contracts, continuous improvement recommendations, client feedback, audits and work health safety through the reporting of incidents and focusing on risks.



The corporate services team aims to support Amity's staff and the organisation through quality, communications and administration systems and processes to allow for service delivery through Amity's projects and services.

## How do we do this?



The Corporate Services team assists with ensuring there are appropriate systems in place such as:

- Information communication technology including computers, iPads, network access, photocopiers, software, telephones, emails and website.
- Quality management system to meet ISO 9001 accreditation requirements.
- Other systems including gardening and maintenance.



The processes in place are designed to support the systems we have in areas of quality, communications and administration inclusive of:

- Reception processes.
- Vehicle management.
- External communication.
- Internal finance procedures.
- Induction and exit of staff from a corporate services focus.
- Purchasing resources.



The Corporate Services team aims to support staff and the organisation by:

- Playing a key role in preparing for induction of new staff to commence with Amity.
- Organising trainings and peer-to-peer learnings such as fire safety instruction and evacuation, quality management system training in LOGIQC and training in other systems.
- Ongoing support in quality, administration and communication systems and processes.

## Our Year in Review

### Key Achievements during the period

- ✓ **Transitioned** our financial management system to the Cloud-based accounting software XERO.
  - Benefits to date: Reduced time in manual entry of financial information as it allows for access across the management team from any location, outsourcing a highly skilled virtual chief financial officer which enables us to continue to build our knowledge and skills in planning and managing our budgets, storing financial records in one central place and simplifying timesheets and leave applications for our staff.
- ✓ **Modernisation** of our reception space aiming to create a warm and welcoming environment as the first point of contact for clients and stakeholders.
- ✓ **Installation** of new photocopiers and reduction of quantity of photocopiers to maximise the benefits of new technology, reduce printing costs for the organisation and provide opportunities for staff to communicate face-to-face with colleagues.
- ✓ **Redesign** external entrance environment by:
  - Displaying Amity's values and belief, increasing plants outside of reception, providing a seating area for staff and clients and by displaying a black board to encourage hope, appreciation and gratitude.
  - Creating a vegetable garden for all to enjoy further building on our aspiration of creating a healthy environment and workplace.
- ✓ **Organisation** of in-house training for all staff on fire safety instruction and evacuation, quality management system training for LOGQIC – our quality management system software and auditor training.

### Future Direction and Goals

- ➔ **Continue** to create simple and easy to use processes and implement systems through a quality, communications and administration lens;
- ➔ **Focus** on how we communicate externally, what message we want to communicate and by which means, to clients, stakeholders and our community. This will start with an upgrade to Amity's website.
- ➔ **Drive** the development and implementation of a Reconciliation Action Plan to further demonstrate our commitment to inclusion.

# Gambling Harm Minimisation and Education Programme

Amity's work in the gambling arena focuses on delivering evidence-informed projects and services to reduce harms associated with gambling. The range of projects and services enables Amity to work with individuals, families and communities across the Territory. The five key focus areas include:

- Treatment – through the provision of therapeutic counselling services; provision of the 24hr Gambling Helpline; provision of Brief Interventions; provision of information and education and provision of self-help initiatives.
- Training and Support – through the provision of skills based training workshops and packages specific to Industry or Stakeholder groups.
- Community Education and Development – with aims of building capacity more broadly throughout the Northern Territory, we do this through diverse strategies and processes underpinned by harm minimisation and informed by empirical and our own practice evidence.
- Ethical Health Promotion – through campaigns that are underpinned by principles of ethical and social marketing.
- Consultation, Partnership and Support – through input into the regulatory, compliance, legislative and evaluation processes available.



**108**

gambling venue  
**staff completed  
training** across the  
Territory




Responsible Gambling Awareness Month







## Our Year in Review

### Key Achievements during the period

- 

Designed and broadcast two health promotion campaigns – 'Don't take the gamble' and 'Gambling? Go easy.' The first campaign, titled 'Don't take the gamble' was aimed at raising awareness about the tempting nature of gambling and the second campaign had a practical call to action of 'go easy'. Both campaigns aired during peak viewing shows and events. 'Don't take the gamble' in particular generated considerable community discussion and feedback.
- 

Amity's training package for staff working in gambling businesses underwent a robust review by an international expert and leader in the field of responsible gambling education and training, Janine Robinson. 'Engaging with Customers: Identifying and Responding to Gambling Red Flags', was developed by Amity and approved by the Director General – Licensing NT in 2016. As part of this evaluation, three years of quantitative and qualitative data was analysed. The review found the package is "on target for the audience, scored extremely high in domains related to relevance, accessibility and knowledge acquisition" and also established the training "resonated [with the target group] and was realistic".
- 

Responsible Gambling Awareness continues to be one of the primary health promotion events each year. This year the event spanned across the month of August. This provided us with an extended period to travel throughout the Territory to attend events, disseminate health promotion material and to continue strengthening key relationships with Community Liaison Officers, financial counsellors and other community services working in the gambling arena. The two key messages delivered were 'Borrowing to gamble?' and 'Gambling too long?'



## Our Year in Numbers



people accessed a **therapeutic gambling service** in the past year. This was either face-to-face, the 24hr gambling helpline or through the provision of counselling in Alice Springs, brokered in by Holyoake.



**97%**

of people who accessed face-to-face sessions attended for their own **gambling behaviours**.



**82%**

of clients at Amity identified '**pokies**' as their main concern



**61%**

identified as **male**



**77%**

of people who attended face-to-face sessions identified as **non-indigenous**



**35-44**

**Median age** brackets for Amity's clients



**82%**

of Amity's clients were **employed**

### Future Direction and Goals

- Pursue opportunities for further enhancing and expanding our venue training packages informed by recommendations received in the evaluation report. Develop diverse facilitation and access methods that will further support engagement and innovation in training for skills acquisition.
- Develop a comprehensive health promotion campaign for Responsible Gambling Awareness Week 2019 utilising social marketing techniques, brokering in creative expertise and collaborating with key stakeholders.
- Analyse clinical and helpline data and identify opportunities for further developing capability to facilitate diverse service delivery.
- Develop a model to build localised sustainable capacity that enable a local response to gambling harm in the diverse regional and remote communities of the Territory.

# Counselling Intervention Services



BEFORE

Amity's evidence-informed therapeutic service understands that people use alcohol, drugs and gambling for a variety of reasons and that these behaviours result in both benefits and harms. We understand behaviours can become habitual and may develop into an overused coping strategy. From this lens our team strives to understand each person's unique experience and wider context. With this foundation, we may work more effectively with people to build resiliency and capacity for healthy and sustainable lifestyle choices.

## Our Year in Review

### Key Achievements during the period

#### ✓ **Advanced our knowledge, skills and processes for understanding and incorporating 'what works in therapy'**

This year saw substantial movement along our implementation process for incorporating a Feedback Informed Treatment (FIT) framework. Internal processes were digitised and enhanced, enabling routine collection of feedback from every client, every session. This evidence-informed, reliable and valid process ensures client feedback remains central to therapy, guiding counsellors to tailor treatment and to more effectively support goal attainment.

#### ✓ **Revitalised and modernised the physical appearance of the counselling building**

Informed by the latest research for creating therapeutic spaces, we redesigned our environment to provide a more welcoming, relaxed and low-stimulus atmosphere.

#### ✓ **Ongoing investment in our people**

This year the counselling team were supported to complete 70 hours of clinical supervision and 210 hours of formalised learning courses. This investment demonstrates the team's commitment to curiosity, continuous improvement and delivery of high quality, evidence-informed therapy.

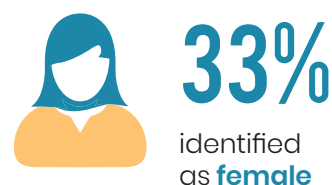
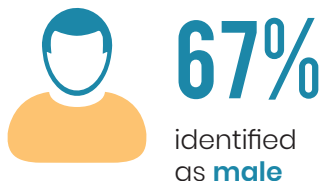
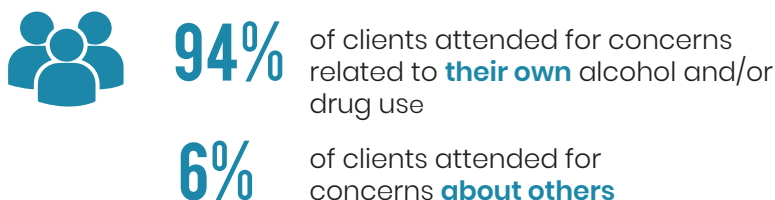
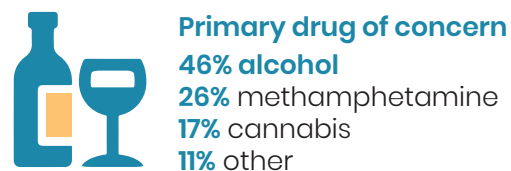
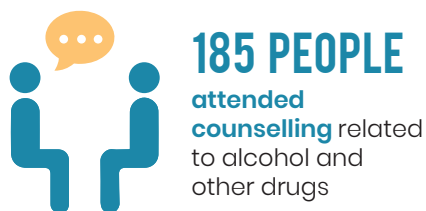
#### ✓ **Enhanced capacity to collect and analyse our data**

During this year we completed an internal data mapping process to improve and streamline our systems for collecting and analysing data. With enriched data, we can more readily understand our service provision and remain curious and responsive to any changes to local trends and community needs.



AFTER

## Our Year in Numbers



## Future Direction and Goals

- Complete our implementation process for Feedback Informed Treatment by fully embedding this framework into our practices, processes and policies.
- Complete significant upgrades to our client management systems to further enhance our capacity to extract and analyse data. These upgrades will continue to build upon our existing and robust systems for data security and reliability.
- Continue building our team's knowledge, skills and expertise to continue to work with individuals, families and community to reduce the harms associated with alcohol and other drugs.





BEFORE

*"This space is so peaceful and welcoming. I feel more relaxed as soon as I walk through the doors".*



BEFORE



# Aboriginal Town Communities Project

Amity continues to work with people and families of three Aboriginal Town Communities in the greater Darwin area. During the past year, this project has continued to work towards building resilience, health literacy and contribute to well-being. We acknowledge funding from Primary Health Network NT for the continuation of this important project.

Collaboration with people, families and community leaders remains central to this project as we draw upon and enhance existing community strengths. This long-term project facilitates activities with women, men and young people to:

- reduce harms from drugs, inhalants, tobacco and alcohol;
- increase participation and re-connection to identified cultural activities;
- facilitate brief interventions; and
- provide support and referral pathways for people and families across a range of services, including housing, income support, educational and judicial systems.



**The effectiveness of this project is linked to a variety of strategies including:**

curiosity to understand each community's cultural and learning needs

awareness raising

information and education

brief interventions

relationship building

**Examples of programs delivered over the past year include:**



supporting a weekly afterschool program in collaboration with Corrugated Iron Youth Arts to deliver diverse activities for young people. These activities were well attended with positive feedback provided, including the program's influence on improved school attendance rates.



healthy cooking workshops with both men and women to enhance knowledge and skills for cooking nutritious food.

The project also maintains a strong public health focus for Volatile Substances and we do this by engaging with retailers, participating in legislative reform processes, supporting an NT-wide monitoring group and developing and disseminating contractor resource packs and related educational material. During this period, we engaged with 68 retailers and distributed over 70 information packs across the Top End. Opportunities to engage with a range of stakeholders as part of this work assist our staff to remain abreast with changes to inhalant use in the local area. It also provides retailers with an enhanced understanding of their opportunities for reducing potential harm; knowledge which was used by many retailers to change their methods of securing and storing volatile substances.

## Future Direction and Goals



Ongoing collaboration with people, families and Elders within each community to build resilience and reduce harm from alcohol, drugs and inhalant use.



Review and update health promotion material and resources relating to volatile substances for retailers and stakeholders.



Continue to build the project's capacity to work from a cultural safety and trauma informed practice lens.

# Illicit Drug Counselling & Referral Awareness Project

This is a long-term project focused on understanding and responding to needs of people in the Darwin and Palmerston area who use illicit substances. The project encompasses a comprehensive range of evidence-informed strategies, including therapeutic counselling services, social marketing campaigns and health promotion activities that increase awareness of referral pathways and support us in understanding people's experiences when accessing treatment. We concentrate on improving the usefulness of treatment and access to treatment by addressing known barriers for engagement, such as shame and stigma.

Harm minimisation and public health models underpin all parts of the project. Congruent with a public health focus on healthy lifestyles and harm minimisation, specifically the pillars of demand and harm reduction, the project continues to maintain a presence at school health expos and community events and forums. This year the project developed a range of health promotion materials to enhance engagement with a younger cohort, which included highlighter fidget spinners and mobile telephone fans. We acknowledge funding from Primary Health Network NT for the continuation of this important project.

During the past year, this project continued to provide therapeutic counselling services. The details of these services and the statistical analysis of people who attended can be read in the Counselling section of this report. Overall the most common illicit substances of concern for people attending Amity were methamphetamines (26%) and cannabis (17%). MDMA and opioids accounted for 2% each of the total number of people who accessed Amity's therapeutic services during the year.





## Our Year in Review

### Key Achievements during the period



#### **Production of a 'Welcome to Amity' video**

To reduce stigma and shame about accessing treatment services and to improve pathways into treatment we collaborated with local motion media experts to produce an introductory video clip for our counselling service. This video shows, to our community, inside Amity and the process for accessing our therapeutic services and can be viewed directly through our website.



#### **Amity's 2019 Illicit Drug Trend Survey**

A component of the project is to develop a trend survey to inform our understanding of illicit substance use within the greater Darwin area. This process provides us with the opportunity to engage with our community and to learn directly from people about their experiences with illicit substances, treatment options and health promotion campaigns. The valuable feedback and anonymous survey responses are utilised to inform our health promotion material.



#### **Enhanced capacity to collect and analyse our clinical data**

In collaboration with the clinical team we have completed substantial work on our data collection processes and systems. During this year we have progressed towards the final stages of a significant upgrade to our client database, which will enable more robust and reliable data extraction and analyses.

### Future Direction and Goals



Staying abreast with clinical knowledge and skills to respond to illicit substance use and increase our knowledge and skills in trauma informed practice and higher risk populations.



During the latter part of 2019, our Illicit Drug Trend Survey will be completed and survey responses will be analysed with key themes extracted. These themes will result in a review and update of our health promotion material. Findings will also be shared with the counselling team to ensure knowledge remains aligned with local trends and needs.



Looking forward we will update our website to enhance people's capacity to refer and initiate contact with our clinical service through the use of this platform.



## Strong Steps Pilot Project

Amity continues to partner with CAAPS to deliver a professional and evidence-informed counselling service for people impacted by their own, or another's, alcohol and other drug use. Based in Coolalinga, the Strong Steps Pilot Program was created to close the gap for people living in the greater Darwin area wanting access to a specialist therapeutic counselling service. Key principles guiding the establishment and ongoing development of this service include accessibility, cultural sensitivity, flexibility and inclusivity.

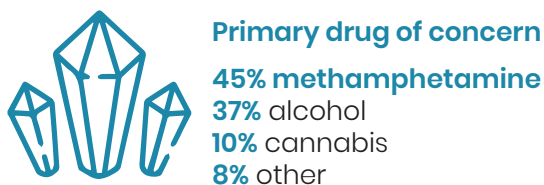
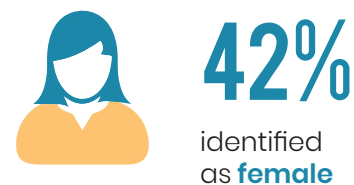
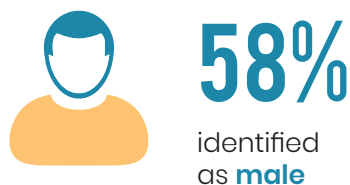
This period marked the completion of the pilot's second year and due to its substantial growth in service delivery and profile in the community, Strong Steps was successful in receiving its third year of funding from the Northern Territory Primary Health Network.

### Our Year in Review

#### Key Achievements during the period

- ✓ Presented at the 5th National Indigenous Drug and Alcohol Conference (NIDAC) held in Adelaide about the Strong Steps Pilot Project.
- ✓ Successfully enhanced our profile in the community, thereby increasing demand and engagement with our service. During this period the rate of referrals increased and the number of completed counselling sessions rose substantially.
- ✓ In response to the increased demand for services, Strong Steps successfully increased staffing hours and physical office space during this period. Environmental changes remain aligned to our goal for a low-stimulus and welcoming environment.

## Our Year in Numbers



## Future Direction and Goals

- As our pilot program matures into its third year of service delivery, we aim to enhance our governance frameworks by building upon existing organisational policies and procedures.
- Explore opportunities for transitioning this service from a pilot program to an established and permanent community service.
- To continue building staff capacity through ongoing professional development opportunities and clinical supervision.

# Work Health and Safety Report

## We engage with workplace health and safety by:

- Having a shared approach and responsibility for creating and maintaining a physically, psychologically and culturally safe workplace.
- Engaging with ISO 9001 and our quality management system, enabling compliance with our duties and obligation under Work Health and Safety Act, document and respond to risks, incidents, feedback, and opportunities for improvement;
- Understanding behaviours and attitudes that demonstrate our principles and values and working to build and maintain a health and safe workplace culture; and
- Communicating relevant updates to processes and practices of work health and safety throughout our organisation.







## Our Year in Review

### Key Achievements during the period

- ✓ Participation in Amity's Program Review and Development Meeting where the team looked forward to focus on attitudes, behaviours and strategies for work-place resilience.
- ✓ Engaged with agency-wide communication learning. These sessions enabled us to come together to talk about communication and culture and the role people and groups play in building safe and healthy workplace culture.
- ✓ Implemented well-being initiative of locally grown and delivered fruit boxes.
- ✓ Carried out improvements to our garden and outdoor environment post Cyclone Marcus. The work included: removing trees and branches, pruning, developing a vegetable & herb garden thus providing a calm and welcoming external environment.
- ✓ Maintenance of a compost system providing ongoing opportunities for us to work to reduce our footprint and enabling people environmentally sustainable opportunities to manage food waste.

**AMITY COMMUNITY SERVICES INCORPORATED**  
**SPECIAL PURPOSE FINANCIAL REPORT**  
for the period ended 30<sup>th</sup> June 2019

**SUSANNE LEE & ASSOCIATES PTY LTD**

CERTIFIED PRACTISING ACCOUNTANTS

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PO Box 475 Mudgeeraba QLD 4213  
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**AMITY COMMUNITY SERVICES INCORPORATED**  
**SPECIAL PURPOSE FINANCIAL REPORT**  
**YEAR ENDED 30 June 2019**

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**AMITY COMMUNITY SERVICES INCORPORATED  
STATEMENT BY THE MANAGEMENT COMMITTEE**

for the year ended 30<sup>th</sup> June 2019

In our opinion –

1. The accompanying financial report as set out on pages 4-16 being a special purpose financial statement, is drawn up to present fairly the state of affairs of the Association as at 30<sup>th</sup> June 2019 and the results of the Association for the year ended on that date;
2. the accounts of the Association have been properly prepared and are in accordance with the books of account of the Association; and
3. there are reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due.

We confirm as follows:

- a) The name of each committee member of the association during the relevant financial year were:

Office	Name
Chairperson	Phillipa Sleigh – resigned in Feb 2019 – Andrew Warton stepped into the Chair role in Feb 2019
Vice Chairperson	Andrew Warton, Brett Hagan from February 2019
Secretary	Karen O'Dwyer
Treasurer	Nicola MacCarron
Ordinary Member	Brett Hagan – stepped in the Vice role in Feb 2019
Ordinary Member	Shanel Cubillo resigned April 2019
Public Officer	Bernie Dwyer until October 2018, Nicola Coalter

- (b) The principal activities of the association during the relevant financial were:

Amity Community Services Incorporated aims to provide a range of services, which assist individuals in the community to choose healthy lifestyles and develop healthy living conditions, particularly as these relate to drug use and other issues pertaining to habit-forming behavior.

- (c) The net surplus of the association for the relevant financial year was \$111,387.14

Signed at Darwin on 10 /10 /2019



Chairperson



Treasurer

The accompanying notes form part of the financial report and are to be read in conjunction with the attached audit report.



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**INDEPENDENT AUDIT REPORT  
TO THE MEMBERS OF AMITY COMMUNITY SERVICES INCORPORATED**

***Report on the Financial Report***

I have audited the accompanying financial report of Amity Community Services Incorporated which comprises the balance sheet as at 30 June 2019 and the income and expenditure statement for the year ended on that date, a summary of significant accounting policies and other explanatory notes and the committee of management's statement.

***Committee's Responsibility for the Financial Report***

The committee of management is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations). This responsibility includes establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error, selecting and applying appropriate accounting policies, and making accounting estimates that are reasonable in the circumstances.

***Auditor's Responsibility/Scope***

My responsibility is to express an opinion on the financial report based on my audit. I conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements, plan, and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report 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 entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee of management, as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

***Independence***

In conducting my audit, I have complied with the independence requirements of Australian professional ethical requirements.

***Audit Opinion***

1. In my opinion, the financial report presents fairly in accordance with the accounting policies described in Note 1 to the financial report and the *Associations Act*, the financial position of the Amity Community Services Incorporated at 30<sup>th</sup> June 2019 and the results of its operations for the year then ended.
2. The financial accounts are complete and accurate and the balances of grant funds remaining are identified and are recorded as Unexpended Grants in the balance sheet.



SUSANNE LEE, FCPA  
22 August 2019



## Amity Community Services Incorporated

### Balance Sheet

June 2019

	This Year	Last Year
<b>ASSETS</b>		
<b>Current Assets</b>		
<b>Bank/Investment Accounts</b>		
BoQ Cash Management Account	\$2,086,850.11	\$1,910,730.70
BoQ Donations Account	-\$2.50	\$1,592.13
BoQ Grants Deposit Account	\$83,010.56	\$47,803.76
BoQ Main Cheque Account	\$3,144.82	\$56,946.13
BoQ Main Gambling Account	\$33.52	\$41.12
BoQ Ops NT Health Account	\$31.26	\$123.20
BoQ Projects Gambling Account	\$0.00	\$29.30
BoQ Various Corporate Account	\$0.00	\$24,658.69
BoQ/EFTPOS Account	\$525.13	\$860.56
BoQ/Town Account	\$38.64	\$250.63
BoQ/Visa-Michael Account	\$2,446.78	\$1,218.72
BoQ/Visa-Nicola Account	\$5,723.67	\$3,068.37
BoQ/Visa-Tamara Account	\$2,209.03	\$1,921.88
BoQ/Visa-Tennele Account	\$3,564.08	\$2,242.21
<b>Total Bank</b>	<b>\$2,187,575.10</b>	<b>\$2,051,487.40</b>
<b>Other Current Assets</b>		
Acquitable advance	\$0.00	\$900.00
Petty Cash Float	\$300.00	\$300.00
Trade Debtors	\$757,803.45	\$7,617.39
Prepaid Insurance	\$49,547.75	\$12,779.15
<b>Total Current Assets</b>	<b>\$807,651.20</b>	<b>\$8,817.39</b>
<b>Non-Current Assets</b>		
<b>Land &amp; Buildings</b>		
7 Stokes St, Parap	\$598,652.79	\$598,652.79
Building - at Valuation	\$25,000.00	\$25,000.00
Accumulated Depreciation Buildings at Valuation	-\$11,266.30	-\$10,333.92
Buildings - at Cost	\$37,295.00	\$37,295.00
Accumulated Depreciation Buildings	-\$7,500.00	-\$6,875.00
Accumulated Depreciation Leasehold Improvements	-\$18,709.13	-\$18,016.85
Leasehold Improvements at cost (=>\$5000)	\$27,719.00	\$27,719.00
Stokes Street Renovations	\$443,592.59	\$443,592.59
Accumulated Depreciation on Stokes St Renovations	-\$443,592.59	-\$443,592.59
<b>Total Land &amp; Buildings</b>	<b>\$651,191.36</b>	<b>\$653,441.02</b>
<b>Motor Vehicles</b>		
Motor Vehicles - at Cost	\$34,402.45	\$37,455.63
Motor Vehicles Accumulated Depreciation	\$0.00	-\$31,826.66
<b>Total Motor Vehicles</b>	<b>\$34,402.45</b>	<b>\$5,628.97</b>
<b>Plant &amp; Equipment</b>		
Plant & Equip at cost (=>\$5000)	\$42,284.65	\$42,284.65
Plant & Equip Accumulated Depreciation	-\$29,400.00	-\$25,840.11
<b>Total Plant &amp; Equipment</b>	<b>\$12,884.65</b>	<b>\$16,444.54</b>
<b>Total Non-Current Assets</b>	<b>\$698,478.46</b>	<b>\$688,293.68</b>
<b>Total Assets</b>	<b>\$3,693,704.76</b>	<b>\$2,748,598.47</b>

The accompanying notes form part of the financial report and are to be read in conjunction with the attached audit report.



# Amity Community Services Incorporated

## Balance Sheet

June 2019

	This Year	Last Year
<b>LIABILITIES</b>		
<b>Current Liabilities</b>		
Accrued Elec/Wat/Rates Charges	-\$1,047.03	\$0.00
Grants in Advance/ Brief Intervention	\$49,765.00	\$0.00
Grants in Advance/ INPEX	\$8,888.90	\$0.00
Grants in Advance/Gambling	\$671,170.04	\$0.00
GST	\$67,099.47	\$0.00
Provision for Annual Leave	\$85,686.50	\$142,077.85
Provision for Long Service Lea	\$98,682.00	\$118,712.00
Superannuation Payable	\$5,907.30	\$0.00
PAYG Withholding Payable	\$21,609.57	\$0.00
Trade Creditors	\$113,614.92	\$43,061.62
Unexpended Grants Carried Fwd	\$0.00	\$183,812.60
Community Business Bureau Deductions	-\$617.00	\$0.00
<b>Total Current Liabilities</b>	<b>\$1,120,759.67</b>	<b>\$487,664.07</b>
<b>Non-Current Liabilities</b>		
Building Planning Service Development	\$950,000.00	\$790,000.00
Chattel Mortgage - 2018 Mitsubishi MR Triton	\$42,721.82	\$0.00
Less Unexpired Interest	-\$4,879.13	\$0.00
Parap Property Loan 20741203	\$3,474.84	\$693.98
Provision for MV Replacement	\$64,000.00	\$64,000.00
Provision for Redundancy	\$141,945.06	\$141,945.06
<b>Total Non-Current Liabilities</b>	<b>\$1,197,262.59</b>	<b>\$996,639.04</b>
<b>Total Liabilities</b>	<b>\$2,318,022.26</b>	<b>\$1,484,303.11</b>
<b>Net Assets</b>	<b>\$1,375,682.50</b>	<b>\$1,264,295.36</b>
<b>Equity</b>		
Current Year Earnings	\$111,387.14	\$51,280.72
Accumulated Funds	\$1,264,295.36	\$1,213,014.64
<b>Total Equity</b>	<b>\$1,375,682.50</b>	<b>\$1,264,295.36</b>

The accompanying notes form part of the financial report and are to be read in conjunction with the attached audit report.

# Amity Community Services Incorporated

## Profit & Loss

July 2018 through June 2019

	This Year	Last Year
<b>INCOME</b>		
Donations/Sponsorship	\$1,524.07	\$2,837.96
Fee for Service - General	\$0.00	\$15,975.00
Grant Funds Returned	-\$12,109.85	\$0.00
Grant/ INPEX	\$11,111.10	\$0.00
Grant/ Stronger Steps Program	\$102,705.96	\$102,705.96
Grant/ Viva	\$0.00	\$50,000.00
Grant/ATC Program	\$542,697.00	\$533,634.00
Grant/Illicit Drug Counselling Program	\$135,702.24	\$133,436.04
Grant/Self Exclusion Gambling	\$0.00	\$236,363.64
Grants/ OPS Program	\$497,271.00	\$534,245.04
Grants/ Research Gambling Program	\$146,625.00	\$143,388.00
Grants/Gambling Program	\$671,169.96	\$664,790.04
Interest Earned	\$44,176.54	\$43,238.73
Program Management/Administration Fee	\$199,694.64	\$236,594.13
Sale of Assets	\$24,545.46	\$0.00
Unexpended Grant B/Fwd <F/YR	\$183,812.99	\$261,741.24
Unexpended Grant Deferred >FYR	\$0.00	-\$182,112.60
<b>Total Income</b>	<b>\$2,548,926.11</b>	<b>\$2,776,837.18</b>
<b>Gross Profit</b>	<b>\$2,548,926.11</b>	<b>\$2,776,837.18</b>

## Amity Community Services Incorporated

### Profit & Loss

July 2018 through June 2019

	This Year	Last Year
<b>Less Operating Expenses</b>		
A/H Free Call (Helpline)	\$18,263.00	\$18,263.00
Accreditation Expenses	\$7,667.94	\$11,309.09
Auditing & Accounting	\$39,635.81	\$15,400.00
Brokerage	\$230,951.66	\$67,457.39
Catering	\$0.00	\$53.18
Cleaning	\$5,287.44	\$6,022.04
Computer Related Expenses	\$19,084.18	\$127,110.39
Depreciation on Stokes St Renovations	\$2,249.66	\$2,249.66
Depreciation on Plant & Equipment	\$9,188.86	\$11,051.01
Electricity	\$9,595.68	\$9,395.69
Financial Expenditures	\$1,278.87	\$1,246.80
Gambling Awareness Week Expenses	\$394.88	\$28,189.99
Gardening	\$6,767.61	\$3,569.44
Gross Salaries	\$1,212,700.51	\$1,362,575.54
ICT Equipment <\$5000	\$12,061.78	\$21,478.35
Insurance	\$47,547.96	\$53,753.52
Intervention/Professional Aids	\$649.04	\$5,089.09
Media/DVD Production Costs	\$0.00	\$18,620.00
Membership/Subscriptions	\$3,676.79	\$5,051.82
Motor Vehicle Lease	\$19,381.13	\$16,727.47
Office Equip- General (<\$5000)	\$1,343.63	\$543.64
Other Employee Costs	\$9,952.90	\$414.00
Postage	\$1,029.29	\$821.86
Posters etc Development Costs	\$3,815.25	\$5,932.47
Printing & Publishing	\$4,498.91	\$3,475.81
Program Administration Costs	\$199,472.42	\$236,594.13
Program Development/Advertising	\$22,871.75	\$26,914.35
Program Evaluation	\$50,000.00	\$80,000.00
Program Resources	\$105,631.09	\$117,361.96
Project Supervision	\$5,670.00	\$3,575.00
Repairs & Maintenance	\$17,401.46	\$6,426.31
Stationery	\$1,658.22	\$3,267.24
Superannuation Expenses	\$112,058.19	\$125,467.79
Telephone/Fax/ISP	\$24,236.24	\$21,245.64
Transfer to Redundancy Provision	\$0.00	\$627.06
Training/Professional Dev	\$44,612.16	\$54,730.57
Transfer to Building, Planning	\$160,000.00	\$200,000.00
Transfer to Provision for Entitlements	-\$15,629.67	-\$36,540.87
Travel & Accommodation	\$21,922.03	\$63,566.17
Vehicle Costs	\$14,607.98	\$20,725.86
Water/Rates/7 Stokes Street	\$6,004.32	\$5,794.00
<b>Total Operating Expenses</b>	<b>\$2,437,538.97</b>	<b>\$2,725,556.46</b>
<b>Net Profit</b>	<b>\$111,387.14</b>	<b>\$51,280.72</b>

The accompanying notes form part of the financial report and are to be read in conjunction with the attached audit report.



## AMITY COMMUNITY SERVICES INCORPORATED

### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS for the year ended 30 June 2019

#### 1. SUMMARY OF ACCOUNTING POLICIES

The accounting policies adopted by the Association are stated in order to assist in a general understanding of the financial statements. These policies have been consistently applied except as otherwise indicated.

##### **Reporting entity**

The association is not a reporting entity because in the committee's opinion there are likely to exist users who are able to command the preparation of reports tailored so as to satisfy all of their information needs, and these accounts are therefore "special purpose accounts" that have been prepared solely to meet the requirements of the Constitution and the *Associations Act*.

##### **Accounting policies**

The financial report has been prepared under the historical cost conventions and does not take into account changing money values except to the extent that they are reflected in the revaluation of certain assets.

In order for the financial report to present fairly the state of affairs of the Association and the results of the Association for the year, Australian Accounting Standards have been adopted to the extent disclosed in this note.

- *AASB 101, Presentation of Financial Statements*
- *AASB 108, Accounting Policies, Changes in Accounting Estimates and Errors*
- *AASB 1031, Materiality*
- *AASB 1048, Interpretation of Standards*

##### **Government Grants**

Government grants are brought to account as income when the Association receives them. Unspent Grants are transferred to an appropriate liability account.

##### **Assets**

The current policy is to capitalise and depreciate purchases, on a straight line basis, that cost in excess of \$5,000.

##### **Employee Entitlements**

The amounts expected to be paid to employees for their pro rata entitlement to annual leave, sick leave and long service leave are accrued annually at current pay rates.

##### **Income tax**

The Association is of the opinion that it is not subject to income tax.

#### 2. LAND

Amity has purchased property at Stokes Street in Fannie Bay. It also has an informal lease arrangement with the Department of Health for its original property.

The accompanying notes form part of the financial report and are to be read in conjunction with the attached audit report.



I appreciate ... a supportive workplace

I will show kindness to self and others by ... recognising potential

I hope ... celebrate any 'win' Yay!! #awesome  
we passed our fire audit!!  
😊😊

I appreciate ... authentic connections

I will show kindness to self and others by ...

I hope ... to remember to go slow.

I appreciate ... the freedom of gun powder use!

I will show kindness to self and others by ... being collaborative

I hope ... to have more positive connections than negative interactions  
to practice daily gratitude

I appreciate ... genuine connections with people  
Flexibility, choices life  
fresh basil

I will show kindness to self and others by ...  
being guided by a compass instead of a clock

I hope ... to have a great week!  
to feel my feelings To reconnect  
with my culture



## Amity Community Services Inc.

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