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18

ANNUAL REVIEW



**ARCS** AUSTRALIAN  
REGIONAL & REMOTE  
COMMUNITY SERVICES



## ACKNOWLEDGEMENT

Australian Regional and Remote Community Services (ARRCS) would like to acknowledge the traditional owners of the land that we provide services on and acknowledge our gratitude that we share this land, our sorrow for all of the costs of that sharing, and our hope and belief that we can move to a place of equity, justice and partnership together.



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# MESSAGE FROM OUR CHAIR AND EXECUTIVE DIRECTOR

## **We are pleased to present this year's Annual Review for Australian Regional and Remote Community Services (ARRCS).**

This annual review is a reflection of our achievements against our strategic plan and celebrates the stories of the people we serve and our community of employees, volunteers and partners.

For the financial year 2017-18, ARRCS has continued to strengthen our commitment to the people and communities of the Northern Territory providing a comprehensive range of residential and community aged care, disability and children's services. Underpinned by the Uniting Church in Australia, ARRCS seeks to work in ways that are reflective of its mission to improve the lives and wellbeing of others.

We have remained focussed on delivering high quality services and have further expanded our services to respond to the changing needs of the people and communities of

the Northern Territory. Through the support of the Federal Government, we have completed significant refurbishments at several residential aged care facilities, providing more accommodation for elderly residents in need and completed upgrades to employee accommodation across three ARRCS sites.

In addition, our network of services continues to grow in some of the most regional parts of the Northern Territory with significant progress made with East Arnhem Land communities towards developing the first National Aboriginal Torres Strait Islander (NATSI) aged care facility in Nhulunbuy.

This year ARRCS has deepened its journey towards reconciliation, developing its first Reflect Reconciliation Action Plan (RAP) 2018-19, to demonstrate ARRCS' commitment towards closing the gap in accessing health services and developing opportunities for Aboriginal and Torres Strait Islander people.

Our Reflect RAP focusses on building solid foundations that increase

our cultural footprint and outlines the actions and targets that we recognise as being pivotal in the reconciliation journey.

Outside of the aged care sector, we have continued to strengthen our community services, particularly for children and families through the provision of our school nutrition program and our school holiday program in Mutitjulu.

*Looking to the future, we are excited about the opportunities to partner with stakeholders to further improve the lives of people and communities in the Northern Territory.*



**Anne Cross** Chair



**Alan Wilson** Executive Director

# OUR VALUES

ARRCS believes that our values are fundamental to the work we do.



## Compassion

Through our understanding and empathy for others we bring holistic care, hope and inspiration.



## Respect

We accept and honour diversity, uniqueness and the contribution of others.



## Justice

We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society.



## Working Together

We value and appreciate the richness of individual contributors, partnerships and teamwork.



## Leading Through Learning

Our culture encourages innovation and supports learning.



ARRCS resident Barbara Nipper at Nganampa Ngura Mutitjulu-nya Flexible Aged Care facility.

# KEY ACHIEVEMENTS



More than **2,900 people** receiving care annually, from the very young to the elderly



**8% of employees** identify as Aboriginal or Torres Strait Islander



**11 community programs** delivering services across the Northern Territory



Travelled over **893,000 kilometres** in a fleet of **50 vehicles** caring for remote communities



Over **150,300 community visits** made to Northern Territorians



**30 children** attending childcare in Mutitjulu



**718 employees** and **68 volunteers** caring for Northern Territory communities



**400 beds** in **10 aged care facilities** caring for residents



Invested over **\$15 million** in capital projects

# ABOUT US

**Australian Regional and Remote Community Services (ARRCS) provides aged care and community services in the Northern Territory operating residential aged care facilities and community care programs located in Darwin, Alice Springs, Tennant Creek, Katherine, Mutitjulu and Kaltukatjara (Docker River).**

ARRCS also provides children's programs in Central Australia delivering support through the School Nutrition Program and Childcare services.

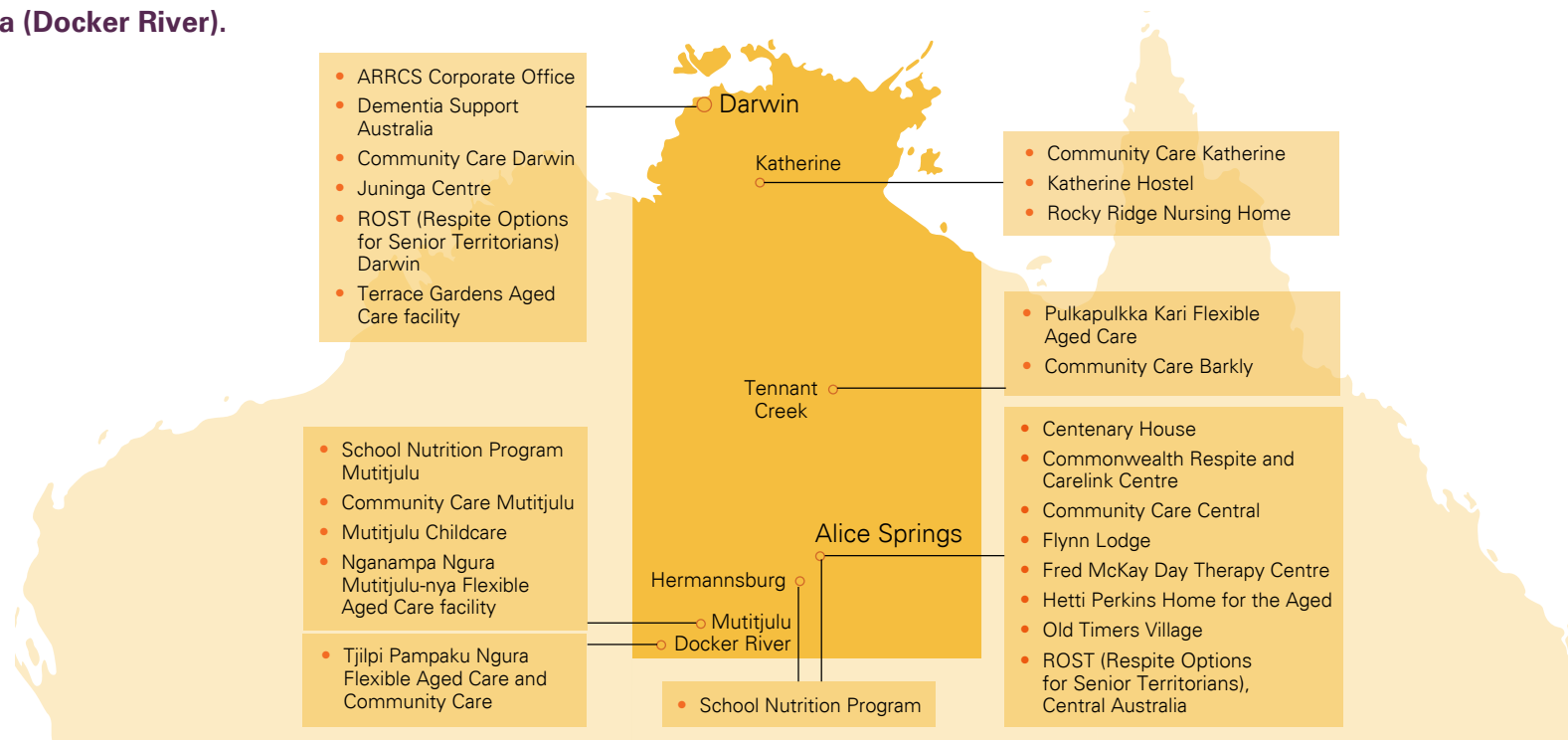
ARRCS is focussed on providing services that respond to the changing needs of the people and communities of the Northern Territory.

The ARRCS Board approves the strategic direction and guides the management of ARRCS in achieving its strategic objectives and is responsible for good governance practice.

The ARRCS Board reports to the UnitingCare Board. ARRCS' annual accounts are audited by the

UnitingCare auditors and consolidated in the UnitingCare annual accounts.

*As an integral part of the community, ARRCS employs people and engages volunteers from local areas and partners with other key stakeholders to provide support to those who need it most.*







# PERFORMANCE AGAINST OUR STRATEGIC GOALS

ARRCS has made significant progress to achieve its mission during financial year 2017-18, guided by four strategic goals:

1

To **collaborate** with others to deliver **high quality, person-centred services** in regional and remote Australia

2

To be a **leading sustainable organisation**

3

To have a **skilled and reliable workforce**

4

To **work in partnership** with **Indigenous Australians** towards closing the gap



## **Strategic goal 1:** To collaborate with others to deliver high quality, person-centred services in regional and remote Australia

### **Consultation progressing with Nhulunbuy community**

Following approval from the Federal Government, collaboration has commenced to develop the first National Aboriginal Torres Strait Islander (NATSI) Flexible Aged Care facility in East Arnhem Land. Collaborative sessions have been held with elders, community boards and language groups to scope the needs of the community and how ARRCS can provide services into East Arnhem Land.

### **Connecting the community for children in Mutitjulu**

The Nganampa Ngura Mutitjulu-nya Flexible Aged Care facility worked together with local community groups and stakeholders to establish an activities program for local school children to engage in over the school holiday period. Community groups such as Mutitjulu Congress Health Clinic, Mutitjulu Primary School, Anangu Jobs, NT Police, Ininti Store and the Mutitjulu Community Aboriginal Corporation collaboratively designed a program that would suit the needs of children, including creative dance and photography classes, sporting games and bike workshops.

Working together in a small and remote community such as Mutitjulu, provided ARRCS an opportunity to further strengthen its commitment to the community not only as a service provider, but as a support network that stakeholders can rely on to provide better outcomes in a holistic and collaborative approach.

### **Developed a partnership with health providers to improve support to clients in Katherine**

In partnership with the Katherine Hospital, a Palliative Care Team (PCT) partnership was initiated by ARRCS to ensure palliative care clients who wish to return to their community receive the appropriate transport, care and medication.

This partnership reflects ARRCS' commitment to work with external providers to ensure care is delivered to clients tailored to their needs and circumstance.

### **Nutrition program has a positive impact on school children in Alice Springs and Ntaria**

ARRCS worked closely with School Liaison Officers at Alice Springs schools, WANTA Aboriginal Corporation and community members at Ntaria School to provide nutritional food to students attending schools in Alice Springs and Ntaria each day. Funded by the Federal Government's Indigenous Advancement Strategy, the program also provides development opportunities, through work placement options for Aboriginal and Torres Strait Islander people and work experience for senior school students at the Ntaria School.



*Community members came together in Mutitjulu to deliver a school holiday program for local children.*

## Strategic goal 2: To be a leading sustainable organisation

### Centre-based respite service integration with Community Care Darwin

Community Care Darwin and Respite Options for Senior Territorians (ROST) joined together to become one centralised service to improve service efficiency, viability, communication and service provision of respite options offered by ARRCs.

Since integration, services have seen an increase in clients and an expansion of existing service provision to include regular weekend respite services and overnight respite visits.

### Disability services rolled out across the Northern Territory

Following ARRCs' endorsement by the National Disability Insurance Authority (NDIA) as a provider of Disability Services in mid-2017, services have commenced to be rolled out in the Northern Territory.

A specialised role has been created within ARRCs to support the rollout of the National Disability Insurance Scheme (NDIS) to ensure clients living with disability in remote communities have access to support and services.

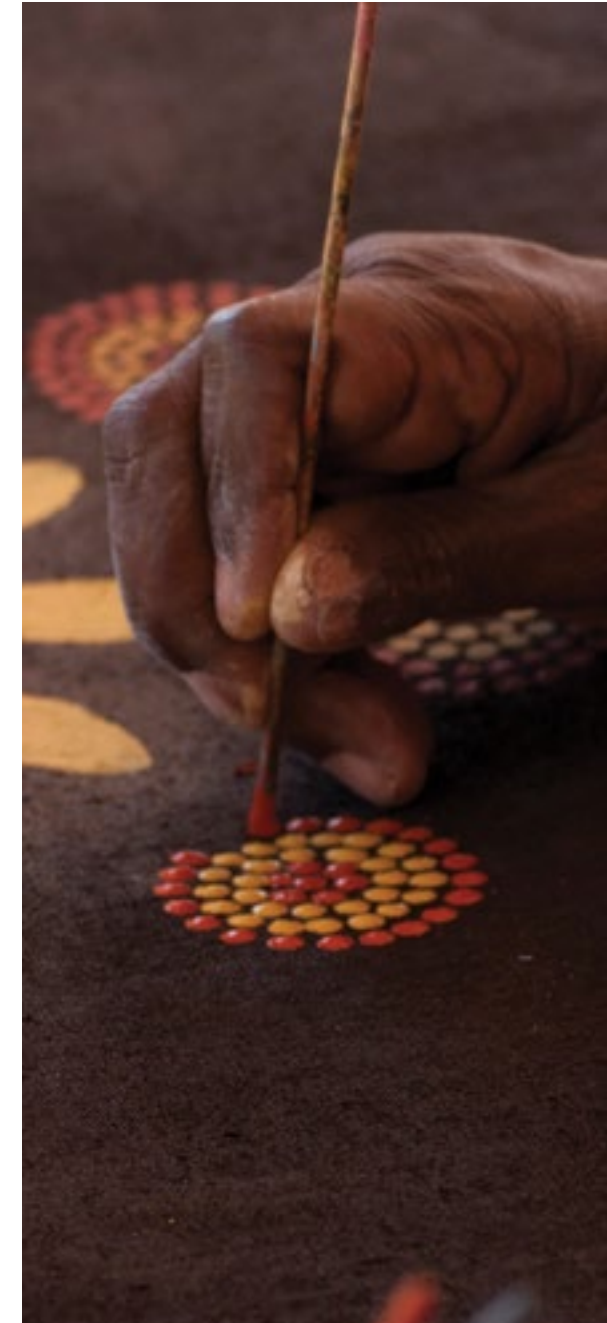
### Significant refurbishment and capital upgrades of ARRCs facilities

With funding from the Federal Government, \$15.7 million was invested into significant refurbishments across ARRCs facilities. This included a 20-bed extension at Hetti Perkins Aged Care facility in Alice Springs and a 32 bed extension and major refurbishment at Terrace Gardens Aged Care facility in Darwin.

In Docker River, Tennant Creek and Mutitjulu, significant refurbishment of employee accommodation has been completed to provide our ARRCs team with improved amenities while working in very remote locations.



*Terrace Gardens Aged Care facility*





### **Strategic goal 3:** To have a skilled reliable workforce

#### **Safety training for employees in remote locations**

Training designed to promote skill development and building resilience in remote communities has been provided to ARRCs employees working in Docker River.

#### **Investing in the development of our people**

ARRCS continues to invest in development pathways and increasing capability for employees, such as supporting Personal Carers to complete nursing qualifications to graduate as Registered Nurses.

Our graduates were supported to gain practical on-the-job experience to further their career in health and aged care.



#### **Developed specialised cultural awareness programs**

Following the completion of a training needs analysis as part of its first Reconciliation Action Plan (RAP), a Cultural Awareness Training program for employees has been designed to strengthen our people's knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievements.

## Strategic goal 4: To work in partnership with Indigenous Australians towards closing the gap

### Capturing our Elders' stories in film for future generations

ARRCS embarked on a project to document the stories of six Elders in two short films to share their history with families and future generations to preserve cultural heritage. Filming took place in Alice Springs, Mutitjulu, Docker River and Katherine in areas of significant importance to country and elders. Films will be used within ARRCS to enrich cultural awareness training and shared with the community.



Filming took place of six Elders stories with their families

### Recruitment drives at Assessment Centres

Recruitment drives specifically designed for jobseekers who identify as Aboriginal or Torres Strait Islanders were held to raise awareness within the community of employment opportunities within ARRCS. The Assessment Centres were held over three sessions to provide an overview of ARRCS facilities and residents, the type of roles available and onsite exposure to the operations of our facilities.

### Launch of our first Reflect Reconciliation Action Plan

This year ARRCS launched their first Reflect Reconciliation Action Plan (RAP) 2018-19, outlining our commitment to the journey of reconciliation. The RAP identifies strategies to strengthen internal and external relationships with key Aboriginal and Torres Strait Islander peoples, communities and organisations.

To celebrate the launch of ARRCS' first RAP, a special event was held at the Hetti Perkins Home for the Aged in Alice Springs.

**RAP Artwork: Minyma Tjukurpa**  
- by Joy Jackson who is an established artist from Kaltukatjara (Docker River).





*From left: Andrew King, Breath Clifton, Donna Campbell, Anoop Thomas and Jamesy Collins at a NAIDOC celebration at Hetti Perkins Aged Care facility.*

# CELEBRATING THE PEOPLE WE SERVE

## Mobility scooter provides independence for Reggie Uluru

Through a collaborative effort between the Nganampa Ngura Mutitjulu-nya Flexible Aged Care facility and his family, Traditional Land Owner Reggie Uluru had his independence restored after he was provided with a new mobility scooter.

During conversations with his family members, Service Manager Carmel Nagas found out that Reggie needed a new mobility scooter to enable him to visit his community.

On hearing how much it meant to Reggie to have his independence again to visit his community, Carmel commenced research to find out the best models and prices for the family to consider.

“In February, Reggie’s son came to me and told me that Reggie had chosen a blue scooter and asked if I could order it for them.

“Once I found out when the scooter was being delivered to the facility,

I asked the team to organise for him to be sitting in the rotunda, where he would see the delivery.

“The smile on Reggie’s face when he saw his scooter arrive was unforgettable,” said Carmel.



*Reggie Uluru*

Today, Reggie’s scooter can be seen and heard most days travelling in and out of the facility to visit his family.

With his new scooter, Reggie has been given the freedom and mobility to remain independent within this community.

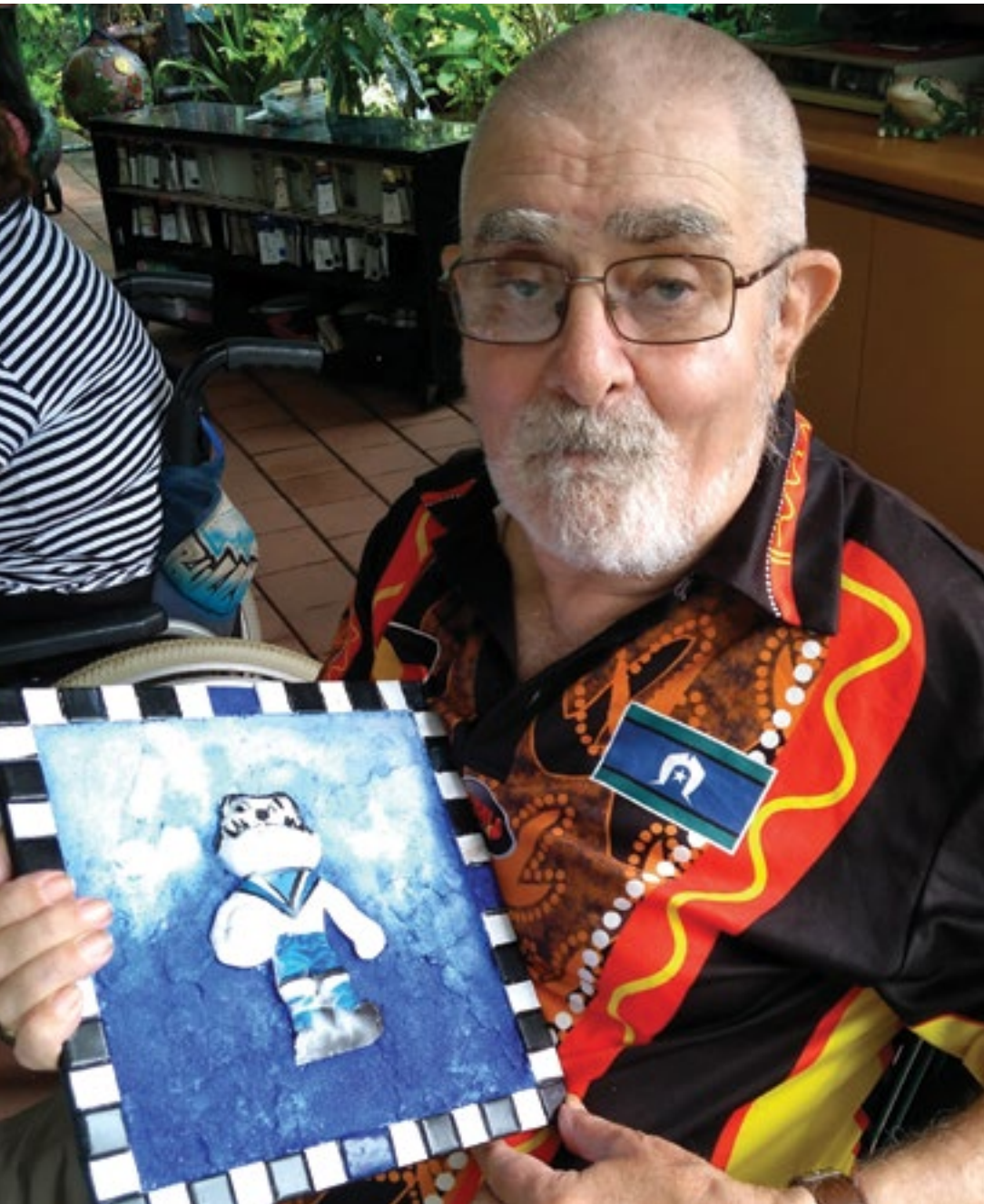
## A holistic approach to Community Care

Henry, a client of Barkly Community Care located in Tennant Creek, was required to travel a 1,000 kilometre round-trip journey to Alice Springs for medical appointments.

To ensure a safe journey and to help make it easier for Henry to attend appointments, Barkly Community Care and Alice Springs Community Care worked together to ensure Henry received the care and support he required.

The ARRCS team waited with Henry in Tennant Creek until he boarded the bus, accompanied him to the hospital for appointments in Alice Springs and even shared a meal together before he embarked on the return six-hour journey to Tennant Creek. The two teams worked together to ensure Henry was comfortable and supported during his trip and went the extra mile to make the journey easier for him.

By working collaboratively, this holistic approach to care ensured that Henry was able to receive the care he needed.



## Enjoying new hobbies at Community Care Darwin

When David's wife Joy started attending a craft group offered at Community Care Darwin, he never thought he would end up getting so involved in a hobby he'd never tried before.

Through the encouragement of the ARRCS team and his wife, David has now been attending the group for over a year and is enjoying being part of the activity.

"What I like best about the group is the social aspect, meeting new people and trying new techniques together.

"I have recently started to learn to paint and support worker Sarah-Jane is teaching me. I really have no artistic talent at all, but I'm really enjoying it and look forward to coming each week," said David.

ARRCS Community Care Darwin is a multi-service hub that is designed to provide a respite away from home and to keep clients engaged in social activities.

## Innovation leads to an improved quality of life

An ARRCS client with an advanced diagnosis of Motor Neurone Disease was afraid he would not be able to communicate with his family or complete his studies, before the ARRCS team stepped in to help.

After the client had expressed he was frustrated with not being able to communicate verbally or with a computer due to his illness, the team from Community Care Darwin discussed and completed an assessment and care plan to purchase an iPad.

Through the use of the portable iPad device, he was able to Skype his family and connect to the internet.

As a result of the new technology, the client's quality of life has improved and he is able to continue his love of study and continue interactions with his family.



# CELEBRATING OUR PEOPLE AND COMMUNITY

## Troopy program recognised for excellence

In recognition of their commitment to providing services to remote communities in Central Australia, the ARRCs Troopy Program was awarded an Aged and Community Services Australia (ACSA) Certificate of Excellence at the ACSA Inaugural Awards of Excellence for Aged and Community Care 2017 - Northern Territory.

Providing services since 2014, the Troopy Program connects remote community care recipients to families

and neighboring communities, providing personalised social services, hosting community events and flexible Commonwealth Home Support Program (CHSP) respite services.

Operating on an annual rotating roster, three Toyota Troop Carrier vehicles visit 15 Indigenous communities on average two to four times per year, with vehicles travelling into communities up to four weeks at a time.

Through the Troopy Program, ARRCs has been able to build and maintain relationships with Indigenous communities. This has improved the knowledge of each community's, heritage and values, supporting the development of services that are culturally appropriate and meets the needs of communities.



*Troopy Program Manager Breath Clifton.*

## Wild encounter delights residents at Juninga Darwin

Residents at Juninga Residential Service in Darwin experienced a hands-on visit from reptiles courtesy of the Territory Wildlife Park, Darwin.

The activity provided an opportunity for residents to engage with snakes, crocodiles and blue-tongue lizards, as well as ask the ranger questions about the wildlife.

Juninga Lifestyle Coordinator Lyn Duckworth said the visit was important for residents to feel connected back to their Country.

"It's really important for residents to be comfortable and enjoy their time in their home here at Juninga.

"A highlight is coming together by the open fire pit to share a cultural BBQ. Once a week we feast on bush tucker like barramundi, kangaroo tails, damper or magpie goose.

"We try to incorporate as many culturally appropriate activities as is possible within the standards of care we provide," said Lyn.





# YOU CAN MAKE A DIFFERENCE

**ARRCS delivers community, aged and children's services in some of the most remote and socially disadvantaged communities in Australia.**

We acknowledge that it is difficult for people to live and work in some of these locations, however you can still lend a hand.

Communities such as Mutitjulu, Kaltukatjara (Docker River) and Tennant Creek would greatly appreciate meaningful support by way of donations to ensure elders and traditional owners can stay on Country and continue to receive a quality community service.

Your support will also ensure children in remote schools in central Australia receive healthy lunches through our nutrition program to ensure their learning and development potential is maximised.

**Call us:** 1800 001 953

**Email us:** [plannedgiving@ucareqld.com.au](mailto:plannedgiving@ucareqld.com.au)

*ARRCS resident Janice Chisolm at the launch of the Reconciliation Action Plan at Hetti Perkins Home for the Aged.*



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