



NTCOSS

Northern Territory
Council of Social Service

Annual Report

2019/2020





Northern Territory Council of Social Service Incorporated

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NTCOSS acknowledge the Traditional Owners of country throughout the Northern Territory and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging. Aboriginal sovereignty has not been ceded.



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www.ntcoss.org.com

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The Year in Review

Northern Territory Council of Social Service (NTCOSS) and its importance was never more evident than during the COVID-19 pandemic. We became the primary source of information flow between the sector and the government.

We felt immense pride at watching the Sector respond to those most in need during the crisis by being agile, working collaboratively across organisations and demonstrating innovative ways to respond in a new and uncertain environment.

Sector support is a large part of our role this sits alongside policy development and advocacy to get better health, economic and social outcomes for those experiencing vulnerability.

NTCOSS has made significant contributions to discussion around a diverse range of issues, refer to submissions made later in the report.

We worked during this election year to campaign on key issues:

Aboriginal Justice

Fully fund and deliver the Aboriginal Justice Agreement and introduce an anti-racism strategy

Child Protection and Youth Justice

Deliver a Single Act for children across the NT incorporating care, protection and justice

Domestic Family and Sexual Violence

Commit to a 10 year Framework to reduce the impact of domestic family and sexual violence

Cost of Living

Increase energy efficiency requirements for all buildings in the NT

Climate Justice

Introduce a Climate Act that legislates a timetable to achieve net zero emissions by 2050 and 50% renewables by 2030

NTCOSS supported the development of the Northern Territory Human Services Industry 10 Year Plan, which was launched in 2019 – 2020, and commenced work on the second NTCOSS Value of the Sector Report.

Governance at NTCOSS remains strong with an active Board, with members who bring a broad range of skills. The Board drives the vision of NTCOSS, so that as a small organisation we can maximise impact.

NTCOSS came together to articulate its values and this year we developed a set of 4 values to guide the organisation.

Values

Collaborative Leadership

Social Justice

Courageous Independence

Integrity and Respect

NTCOSS is only as strong as its membership and we thank all member organisations and individuals who support NTCOSS. We appreciate the time you take to respond, attend consultations and share your expertise. We welcomed new members this year and it is pleasing to see the membership grow.

To our team and fellow Board members – you work every day to make sure NTCOSS is the best

it can be. We thank you for your commitment, passion and for the fun we have along the way. We acknowledge the support from our primary funding body – the Department of Chief Minister along with Territory Families who fund the Online Directory.

NTCOSS is part of the broader ACOSS and COSS network around the country. This network enables us to contribute effectively on federal issues and call on the expertise of others. We have appreciated the advocacy around JobSeeker and JobKeeper and we affectionately call ourselves the COSS family.

We look forward to continuing this great work in 2020/2021.

Jayne Lloyd
President

Deborah Di Natale
CEO



Membership

NTCOSS members are central to our work and advocacy. As a representative voice of the Sector to government, NTCOSS seeks to strengthen the Sector so that it can continue providing its essential services to the NT community. In 2019 - 2020 year:

NTCOSS had a total of 125 members

Organisational members 108



NTCOSS member organisation work across the continuum of care from primary to tertiary services, including:

- Aboriginal and Torres Strait Islander Services
- Alcohol and other Drugs
- Carers
- Child Protection/Out of Home Care
- Community Employment Services
- Community Health
- Community Legal Services
- Community Mental Health
- Community Safety
- Culturally and Linguistically Diverse Services
- Disability
- Domestic and Family Violence
- Family
- Financial Hardship and Crisis
- Gambling
- Community Care
- Housing and Homelessness
- LGBTQIA+
- Men's Services
- Migrant and Multicultural Support
- Seniors
- Sexual Assault
- Women's Services
- Youth Services



NTCOSS Board



Jayne Lloyd
President

Jayne Lloyd has worked in the Sector in the Northern Territory for over 20 years. Most of this time as Director for locally based community organisation CatholicCare NT. As Director, Jayne has led CatholicCare's development into a leading social service agency, recognised for a commitment to growing local services and building quality. Jayne has been an active member of NTCOSS for many years and believes that a strong community sector with a diversity of organisations will best service the needs of Territorians.



Patrick McDonald
Vice President

Patrick is an accountant who trained at the University of Adelaide where he completed a Bachelor of Economics with Honours and a Bachelor of Commerce. He has spent the last 17 years working for Tangentyere Council in senior positions including two years as Chief Financial Officer and four years as Chief Operating Officer. Patrick is Chartered Practising Accountant (CPA) and a Member of the Australian Institute of Company Directors.



Noelene Swanson
Treasurer

Noelene Swanson is Save the Children's NT and WA State Director and has over 30 years' experience working in the Northern Territory across a broad range of disciplines. Prior to joining Save the Children in 2018, Noelene was the State Manager for National Disability Services and she has a wealth of knowledge and experience working with NT Government across housing, community development, local government and health and community services. This includes senior operational roles, such as leading the transition of services from government management to Aboriginal Community Control and negotiating National Partnership agreements for NT Government with the Commonwealth Government. She is an experienced practitioner and administrator who holds general nursing and midwifery qualifications as well as Teaching Degree and a Post Graduate Diploma in Public Sector Executive Management. She has worked extensively with Aboriginal communities in the design and delivery of services. Noelene's strengths are in leadership, innovation and strategic planning, and she is committed to the principles of community development, joined up governance, local workforce development and integrated service coordination.



Nicola Coalter
Secretary

Nicola arrived in Darwin as a child after Cyclone Tracy and has spent most of her life living and working in various locations across the Territory. Nicola has worked around gambling for over 30 years, is a registered psychologist and holds qualifications in public health, addiction, mental health and governance. Nicola has a long standing interest in alcohol, other drugs, gambling and associated mental health and continues to be curious about harm minimisation across all areas. Nicola has held various Board positions in the for-purpose community sector with over a decade experience in good governance principles. Nicola seeks to make a difference to the lives of vulnerable Territorians by arguing for good drug policy, working to address the structural and social determinants of health and for justice.



Priscilla Atkins
Exec Member

Priscilla Atkins is Eastern Arrernte from Central Australia and mother of 6 children and grandmother to 14. Priscilla is the CEO of the North Australian Aboriginal Justice Agency which is the largest legal service in the Northern Territory providing high-quality and culturally appropriate legal aid services for Indigenous people in the Northern Territory. She is fully engaged in pursuing the rights of Indigenous people through law and policy reform. As the previous Deputy Chairperson of National ATSILS, Priscilla work towards gaining justice for Indigenous people and keeping their culture, tradition and law strong. Priscilla won Northern Territory Businesswoman of the year for the 2011 community and government sector. Priscilla was featured in a book in 2014 called "The Climb" written by Geraldine Doogue on the 14 top women leaders in Australia. She holds a Master of Arts in Producing and is included in the 2008-2015 edition of Who's Who of Australian Women. In 2017 Priscilla was a state finalist for the Australian leader & Excellence Award. Previously Cilla was the CEO of the CAAMA Group, the largest Indigenous owned and operated multimedia organisation in Australia. She managed the commercial enterprises of the CAAMA Group through Radio Broadcasting, Remote Indigenous Broadcasting, Independent Music Label, Film and Television Production Company, Shops and Television Broadcasting. She was also the Executive Producer and Creator of the first Indigenous children's television series called Double Trouble produced for a commercial network, Channel 9, and Disney. "Double Trouble" was nominated for an AFI in 2008 for "Best Children's Drama".



Robyn Wardle

Robyn has a long standing interest in reproductive sexual health having worked with Family Planning Welfare Northern Territory for the past thirty years. Robyn arrived in the Northern Territory in 1980 and fell in love with the culture and environment. Facing the NT's unique challenge of its high burden of chronic diseases and a constant moving workforce, Robyn has maintained commitment and enthusiasm in the NGO sector. Robyn is currently the Chief Executive Officer for FPWNT and Board Director for Family Planning Alliance Australia. Robyn is also on the Board of NTCOSS and Ruby Gaea. Robyn holds qualifications in nursing, midwifery, human resources, teaching and assessment.



Robert Cooper

Robert Cooper has been working with First Nations people for over 20 years, from Cape York across the Gulf of Carpentaria and the Northern Territory to Darwin. His roles have included economic advancement, local government administration, facilities and systems management, land council administration, governance and executive management. Since early 2017 he has been CEO of the Larrakia Nation Aboriginal Corporation (LNAC). The LNAC represents the Traditional Owners of the Darwin Region, and speaks on behalf of the Larrakia people whilst delivering community and outreach support services to the broader Darwin community. His role within the LNAC is to provide positive leadership to the staff, and to establish strong positive relationships with other organisations working in the NT Community Services space, to ensure the views of the Larrakia Nation are reflected across a broad spectrum of activities.



Andrew Kenyon

Andy Kenyon is the Director of Australian Red Cross in the NT. He has a 35 year career spanning a diverse range of themes and locales, including irrigation management, Australian 1st Nations land use and management, international development, program quality and organisational change management. He has lived and worked across Indigenous Australia, Asia, Europe, the Pacific and Africa. Prior to employment with Red Cross Andy worked for Indigenous Australian organisations in the NT, for non-governmental organisations and as a consultant providing both humanitarian and community development program monitoring and evaluation services, and training. Andy feels he has a home base in both Darwin and Alice Springs and splits his time between them. His partner, Rebecca, lives in Alice and he has two adult sons, both in lock down in Victoria.



Cheryl Schmidt

Cheryl is CEO of Foster & Kinship Carers Association NT Inc, a leader and the peak body for child protection in the Northern Territory. Cheryl leads a dynamic team of professionals who provide a range of key support services to nearly 1000 carers who open their homes and hearts to support some of the most vulnerable children and young people across the Northern Territory. With a client-focused practice, Cheryl has spent more than 25 years working in the not-for-profit and corporate sector across health and community services. She has extensive experience in service delivery, strategic and business development, corporate governance, marketing, people and culture, organisational change management, research and policy. In addition to her sector experience, Cheryl has held leadership roles in Territory Families and was a Ministerial Advisor for the Attorney-General and Minister for Children and Families. Cheryl brings previous not-for profit board experience and extensive knowledge and networks within the broader government and not-for-profit sectors in the Northern Territory. Cheryl holds a Bachelor of Social Science, Grad Dip in Professional Counselling and is currently in the process of completing her Master of Business.



Jill Smith

Jill Smith is the CEO of CAAPS Aboriginal Corporation, offering experience spanning 25 years in strategic and operational leadership in the community services sector. Jill has management experience in government and for-purpose child and family sectors. Originating from NSW, Jill relocated to Darwin 9 years ago. Jill is Chairperson of the Association of Alcohol and other Drug Agencies NT (AADANT) and has a Bachelor of Social Sciences, MA in Child and Adolescent Welfare and is a member of the AICD.



Ann Buxton

Ann Buxton is Deputy CEO of Anglicare NT and has lived and worked in the Territory for over 35 years. With a strong background in youth work, child and family services, homelessness responses and community development Ann has a deep understanding of community needs, disadvantage and social policy. With over 20 years' experience in senior and executive roles Ann has developed expertise in innovative service design, practice development, quality, change management, governance and partnership approaches.

About Us

NTCOSS is the peak body for the Social and Community Sector in the NT and an advocate for social justice on behalf of people and communities who may be affected by poverty and disadvantage.

The NTCOSS team is located in both Darwin and Alice Springs, and for over 40 years has worked with its membership base, government and other stakeholders to strive for better outcomes for Territorians.

The Community Sector plays a vital role in creating social wellbeing for all Territorians and in building safe and healthy communities.

The Sector provides services that enable people to access and participate in society, including health, education, employment, economic development and family and community life.

NTCOSS represents a varied service sector, with members contributing different experiences and perspectives.

The Community Sector in the NT is made up of community managed, non-government, not-for-profit organisations that work in social and community service delivery, sector development and advocacy.

Values

Collaborative Leadership

Social Justice

Courageous Independence

Integrity and Respect

Vision

A fair, inclusive and sustainable Northern Territory

Mission

To promote an awareness and understanding of social issues throughout the NT community and to strive towards the development of an equitable and just society.

Our Work

To have a positive impact on Territorians experiencing disadvantage, by working with others for strategic influence and with consideration of social, economic and environmental sustainability.

Our Staff

Deborah Di Natale	Chief Executive Officer (from Sept 2019)
Janine Sims	Deputy Chief Executive Officer
Sarah Holder	Policy Manager
Caitlin Perry	Senior Policy Officer
Tessa Snowdon	Policy Officer
Kathryn Dwyer	Administration Officer (from July 2019)
Jacob Hazeldine	Project Officer (until June 2020)
Shaun Brockman	Policy and Communications Officer (until May 2020)
Madeleine Calleja	Policy Officer (until Jan 2020)
Wendy Morton	Executive Director (until Sept 2019)
Georgia Stewart	Policy Officer (until July 2019)

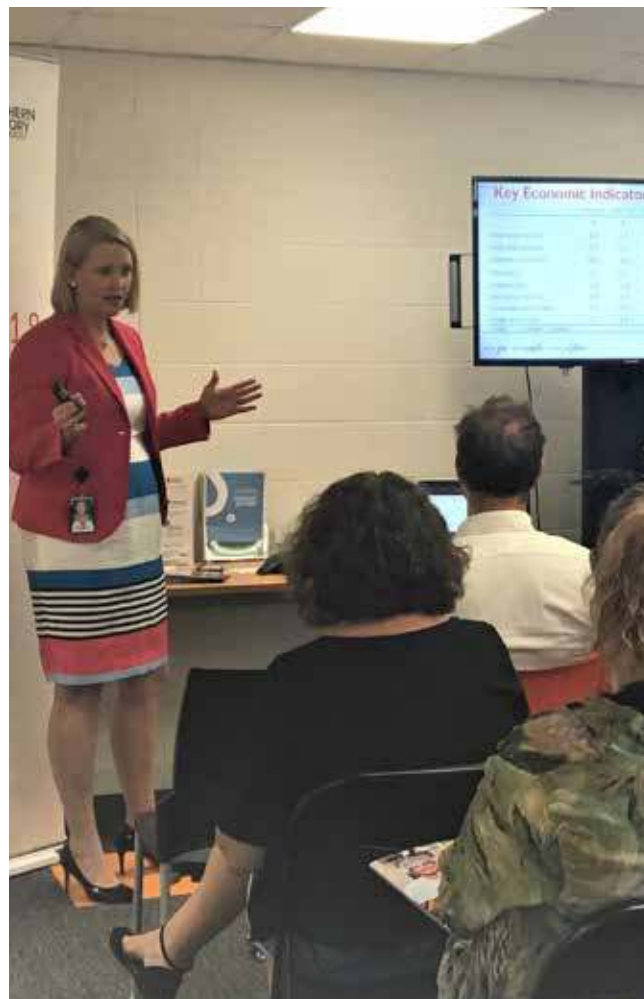


At a Glance 2019-2020

Policy	Sector engagement	Communications
 18 Submissions produced	 1 Conference with 191 delegates	 7 Media Releases
 5 Reports released	 8 Special Events held	 3 Opinion Pieces
 2 Appearances at Senate Inquiries	 10 Training Sessions delivered	 9 News Articles
	 21 Network Group Meetings facilitated	 13 Interviews (TV & radio)
		 46 eBulletins
		 11 Member Alerts

Key Networks, Reference and Advisory Groups

- NT Government, Non-Government Organisations Partnership Group (Co Chair)
- Aboriginal Justice Agreement Reference Group (Co Chair)
- Worker & Wellbeing Fund Advisory Group
- Northern Territory Domestic, Family and Sexual Violence Workforce and Sector Development Strategy Advisory Group (Co-Chair)
- Human Services Industry Plan, Governance Group
- Human Service Industry Plan, Steering Committee
- Alice Springs Interagency Network (facilitator)
- Central Australian Youth Justice Network
- Central Australian Family Violence and Sexual Assault Network
- Youth Justice Advisory Committee
- NT Human Rights Awards Committee
- Alice Springs Children's Court Reform Working Group
- Making Justice Work Committee
- ACOSS and COSS Directors Network
- COSS Climate Network
- COSS Policy Network
- COSS Tax Network
- NTCOSS Managers Skill Swap Network Darwin
- NTCOSS Quality and Compliance Network
- NTCOSS Tax and Economic Network
- NTCOSS Child and Youth Network
- NTCOSS Social Policy Network
- NTCOSS NT Peaks Network
- NTCOSS CEO Network



Advocacy and Influence



Advocacy

Systemic advocacy and representation to governments and other decision makers is core to NTCOSS' work in striving for an equitable and just society.

2019 – 2020 was a busy year for advocacy across multiple policy areas, particularly from January onwards as NTCOSS lobbied for its 2020 NT Election Asks. The Asks were focused on Cost of Living; the Aboriginal Justice Agreement; Climate Justice; Domestic Family and Sexual Violence and Children and Young People.

NTCOSS was also involved in multiple committees, networks, campaigns and events, at local, Northern Territory, or national levels.

Campaigns

- **Just Transitions Forums** – Led by Jesuit Social Services; NTCOSS, Environment Centre NT, Arid Lands Environment Centre and Central Land Council partnered to host two-day climate justice workshops in Darwin and Alice Springs. The events were an opportunity for organisations and community members to come together to build connections, share knowledge, skills and stories and generate just solutions to the climate challenges facing communities across the NT. The emerging alliance of organisations focused on climate justice in the NT issued a joint statement responding to the NT Government's draft Climate Change Response: Towards 2050 document. The joint statement called on the NT Government to commit to a

comprehensive, long-term plan to reduce emissions and avoid the worst climate impacts, support people to adapt, build community resilience, and ensure everyone has the opportunity to participate in and benefit from the transition to a clean energy future.

- **Making Justice Work** – Making Justice Work is a coalition of groups and organisations with a common interest in effective responses to crime in our community. Making Justice Work advocates for an innovative, compassionate and effective justice system for the NT. NTCOSS was the auspicing body for Making Justice Work from April 2020 and a member of the Executive Committee.
- **NT Home Stretch Campaign** – NTCOSS joined Anglicare NT, Larrakia Nation, Tangentyere Council, CREATE Foundation, Foster and Kinship Carers Association NT and Life Without Barriers in leading the NT campaign to achieve legislative reform to ensure all young people in out of home care are entitled to stay in care to the age of 21. Home is where young people develop a strong sense of identity; it's a place to belong, to feel connected, safe and supported.
- **Central Australian Youth Justice network (CAYJ)** – CAYJ is a network of Central Australian organisations, advocating for the rights of young people, both social and legal, in the Central Australian youth justice system. CAYJ speaks out for, and supports, young people so that the broader community accepts collective responsibility for young people's empowerment, wellbeing and human rights.
- **Raise the Rate campaign group** – The campaign to Raise the Rate for Good is key to reducing poverty and inequality in Australia. The goal of the Raise the Rate campaign is to fix our social security safety net for good so that it keeps people out of poverty. The campaign brings together community organisations, unions, not-for-profits, grass roots campaigners and others to campaign to Raise the Rate for Good.
- **Anti-Poverty Week** – Anti-Poverty Week supports the Australian community to have an increased understanding of poverty and to take action collectively to end it. Anti-Poverty Week is a diverse network of individuals and organisations who share this purpose. NTCOSS was a co-Chair of NT Anti-Poverty Week, and participated in the Breakfast and Bills event.
- **National Raise the Age Campaign** – The campaign to raise the minimum age of criminal responsibility was established to push all state, territory and Commonwealth governments to raise the minimum age of criminal responsibility in Australia to 14 years. This alliance works to coordinate strategy, messaging, media engagement and political lobbying. At the NT level, NTCOSS actively lobbied the NT Government to raise the minimum age of criminal responsibility in this jurisdiction to 14 years.

Influence

NTCOSS seeks to influence policy development and to bring the voices of the community sector and people in the NT experiencing disadvantage to the decision-making process.

With many members unable to engage in public advocacy, the role of NTCOSS as a representative for the community services sector is critical.

In order to have influence, it is important to build and maintain relationships with members, other stakeholders, and with Government.

Though a small team, NTCOSS facilitates and participates in a number of advisory committees, networks, and stakeholder groups across our key policy areas, including:

Children and Young People

- Youth Justice Advisory Committee
- Children and Families Tripartite Forum
- Early Childhood Integrated Services Working Group
- Alice Springs Children's Court Reform Project Reference Group
- Youth Justice Operations Meeting
- Community Sector Forum with the Chief Minister
- Youth Outreach Meeting with Territory Families and Department of the Chief Minister

- Child Friendly Alice Advisory Group
- Child Abuse Prevention Alliance

Energy and Climate Justice

- Jacana Energy Issues Forum
- Energy Efficiency Standards in the NT – advocacy undertaken in conjunction with stakeholder groups

Domestic, Family and Sexual Violence

- Cross Agency Working Group
- Domestic and Family Violence Network
- Central Australian Family Violence and Sexual Assault Network
- NTCOSS Domestic, Family and Sexual Violence Group

Alcohol

- People's Alcohol Action Coalition

Aboriginal Justice Agreement

- Aboriginal Justice Agreement Steering Committee – Co-Chair

Food Security

- Food Security Reference Group

Cost of Living

- Tax and Economic Policy Network
- Income Support and Employment Network
- Cashless Debit Card Working Group

COVID-19 Response

- Regional and Remote Taskforce COVID-19
- Southern Region Public Information Reference Group
- Rapid Mapping Exercise
- Worker Wellbeing Advisory Group
- Informing the Sector (ER list + Bulletin)
- Regular Sector CEO and Leaders COVID-19 meetings



Publications, Presentations and Submissions

Submissions

- Submission to and appearance before the Senate Inquiry on the Social Security (Administrations) Amendment (Income Management to Cashless Debit Card Transition) Bill 2019
- Submission to the Religious Discrimination Bill 2019
- Submission to the proposed Woods Street, Darwin, community centre
- Submission to the Justice Legislation Amendment (Domestic and Family Violence) Bill 2019 and Sexual Offences (Evidence and Procedure) Amendment Bill 2019
- Submission to the NT Government's Climate Change Response: Towards 2050
- Submission to the Productivity Commission's Inquiry into Expenditure on Children in the NT
- Submission to the Review of Senior Secondary Pathways into Work, Further Education and Training
- Submission to the Joint Select Committee on Australia's Family Law System
- Submission to the House of Representatives Committee on Social Policy and Legal Affairs Inquiry into Homelessness in Australia
- Submission to the Australian Government Department of Health Youth Taskforce consultation
- Submission to the Council of Attorneys-General Working Group Review of the Minimum Age of Criminal Responsibility
- Co-signatory to COSS Submission to the Council of Attorneys-General Working Group Review of the Minimum Age of Criminal Responsibility
- Participation in NT Government Review of the Youth Outreach and Re-engagement Team program
- Participation in Australia Post and Deloitte Access Economic consultation on the Value of Australia Post in Regions
- Submission to Economic Policy Scrutiny Committee's review of the Residential Tenancies Legislation Amendment Bill 2019
- Joint Proposal for National Low Income Productivity Program (Economic Stimulus Healthy and Affordable Homes: National low-income energy productivity program)
- Co-signatory of letter to the NT Government calling for commitment to the national moratorium on hardship related evictions during the COVID-19 pandemic to be implemented in the NT
- Submission to and appearance before the Senate Inquiry on the Adequacy of Newstart and related payments and alternative mechanisms to determine the level of income support payments in Australia 2019
- Submission to the NT Government Consultation on the development of the Northern Territory Gender Equality Framework

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- Submission to the NT Government on the development of the Sexual Violence Prevention Framework
 - Submission to the NT Government consultation on the establishment of a Portable Long Service Leave Scheme for community sector workers in the NT

Publications and Presentations

- Cost of Living Report No.24 – Food Costs in the Northern Territory (released July 2019)
- Cost of Living Report No.25 – Cost of Living Update (Including Regional and Remote Food Costs Update) (released September 2019)
- Cost of Living Report No.26 – Utilities Costs in the Northern Territory (released December 2019)
- Cost of Living Report No.27 – Cost of Living Update (released March 2020)
- NTCOSS 2019 Northern Territory Community Sector Workforce Survey
- "Using Data to Drive Down Cost of Living: Food for Thought" presentation at Knowledge Intersections Symposium 2019: Red Dirt Knowledge From the Heart
- Appeared before the Community Affairs Legislation Committee, Parliamentary Inquiry on the Social Security (Administration) Amendment (Income management to Cashless Debit Card Transition) Bill 2019

- Appeared before the Community Affairs Legislation Committee, Parliamentary Inquiry into the Adequacy of Newstart and related payments and alternative mechanisms to determine the level of income support payment in Australia.
- Presented at AICD event at Charles Darwin University with approximately 90 – 120 delegates made up of not-for-profit and government

NTCOSS submissions and publications can be found at www.ntcoss.org.au.



Sector Support

The NT community services sector is incredibly diverse in size, capacity and service type. It is also a very important industry for the Territory economy. NTCOSS is privileged to assist not-for-profit human service organisations navigate the complex and ever evolving operating environment.

In the last 12 months NTCOSS has been both reactive to member needs and forward thinking to assist not-for-profit services to be strategic, strong and sustainable.

NTCOSS members were informed about many issues including professional development opportunities, availability of grants, relevant

reports, and Government reforms via the weekly eBulletin, member alerts and the NTCOSS website. Our website houses the training and professional development calendar, jobs board, useful resources and the online Community Services Directory.

NTCOSS facilitates and participates in numerous networks, reference groups, working groups and meetings with various individuals, agencies and services to receive and disseminate information. Regular NTCOSS network meetings provide an opportunity for the sector to connect.

Importance of the Sector for the Territory economy

The Human Services Sector is a major contributor to the Territory's economy.

In 2018, the Territory's NFP human services Sector...

Employed
10,389

staff (or **8.2%** of the Territory's workforce).

In comparison, the Territory's **mining Sector**

employed **4,681** staff, fewer than half as many.



Generated
\$1.301 billion
in income



Paid
\$615.5 million
in employee expenses



Many employees in the human services Sector are **low paid**, and a high proportion of their income is **fed back into the Territory economy**.

Although governments are a major source of income for the human services Sector (either directly or through the provision of person-centred funding), for every dollar of government revenue the Sector receives, **it generates \$0.83 of additional revenue**.

NTCOSS wishes to acknowledge the significant contribution our members, sector colleagues, project partners and relevant NT Government agencies make to the numerous NTCOSS sector support initiatives and activities. Key events and activities this year have been:

- Women in for Purpose Leadership event with ACOSS CEO, Dr Cassandra Goldie
- Co-design and Partnerships workshop facilitated by Nous group
- Facilitation of the Alice Springs Interagency Network
- Supporting the Alice Springs Cross Sector Orientation Network
- Two Day Management Systems Auditing (internal auditing accredited training)
- NT Just Transitions Climate Workshop - Co-hosted with Jesuit Social services and the Environment Centre NT
- Industry Breakfast with Professor David Gilchrist, co-hosted with NDS NT focusing on balancing mission and financial sustainability in modern human services.
- NTCOSS joined with national COSS network on the national campaign to ensure the Commonwealth Government continues to fully fund wages after 20 June 2021 when the Equal Remuneration Order (SACS supplement) funding expires. The NTCOSS CEO met with Senator Anne Ruston about this issue.
- NTCOSS continued to support the NT Human Rights Awards by membership on the Awards advisory group and

providing in-kind sponsorship. NTCOSS is proud to be a supporter of the NT Human Rights Award – also known as “The Fitzgeralds” in honour of the late former NT Anti-Discrimination Commissioner Tony Fitzgerald. Our members do work every day that supports and protects the human rights of disadvantaged and vulnerable Territorians and many past Award winners are NTCOSS members.

- NTCOSS was a key driver of awareness raising around poverty. In collaboration with Sector partners and local government, activities were held across NT with a highlight being the “Brekky and Bills” campaign, during Anti-Poverty week 2019.
- Launch of the Human Services Industry Plan (HSIP) which will provide significant benefits for service providers, the community and government by bringing together all stakeholders under an umbrella strategy to guide ongoing development and capacity of the Human Services industry. NTCOSS supported NDS NT and AMSANT, who have funded project positions, with the development of the plan.
- NTCOSS joined with the COSS Network to develop a Lived Experience Advocacy framework.

COVID-19 Response

As the COVID-19 crisis unfolded NTCOSS took a lead role in bringing together Sector CEOs to share information at a weekly forum. These meetings highlighted the willingness of the Sector to work together and assist each other, and the communities they serve.

NTCOSS engaged NOUS Group to complete a rapid mapping exercise for the Sector in response to COVID-19, to identify the capability and capacity of the Sector to respond to immediate and future needs of vulnerable Territorians.

Over one hundred organisations provided data to NTCOSS through a survey. This work was summarised in an online dashboard identifying resource capacity across the Sector, showing a high level, Territory-wide view, including:

- a comparison of current FTE capacity against pre-COVID-19 levels, by region and service type
- information on buildings and vehicles which could be made available to assist other organisations
- summaries of how services have been impacted by COVID-19 and the role technology is playing in adaptation

De-identified aggregate information was shared with the NT Government Welfare Emergency Management group led by Territory Families.

NTCOSS also:

- Sat on the Worker & Wellbeing Fund Advisory Group convened by the Hon Dale Wakefield MLA, Minister for Territory Families. The \$5 million Fund was established to assist Territorian workers who were not eligible for Centrelink benefits and were experiencing unemployment, reduced income or are otherwise affected within the workplace by COVID-19.
- Worked with regional and remote taskforce COVID-19 convened by the Department of the Chief Minister and Cabinet.
- Provided regular updates to the sector on COVID-19 via two ebulletins per week, and a dedicated page on the NTCOSS website regarding COVID-19 information and updates
- Created a Domestic, Family and Sexual Violence working group with NT Government and NT Police
- Hosted a webinar with David Gilchrist with 381 registered participants for advice on the JobKeeper payments for non-government organisations.

The 2019 Workforce Survey

The 2019 Workforce survey assisted NTCOSS to identify workforce trends and inform future sector support activities. Some Survey results highlight:

Overall the Community Sector has a highly

qualified workforce. The majority of staff who responded to the survey have attained higher education or vocational training.

The majority of respondents identified that they had been working in the Community Sector for upwards of 5 years.

54% of employees surveyed stated they were considering leaving their current role within the next 12 months, emphasising the need to focus on staff retention.

Funding security was identified as the biggest issue facing managers in the Community Sector.

Online Directory Project

The NT Social Services Directory, a free tool for not-for-profit social service organisations and the general public to list and search for community sector services, continues to be a major focus for NTCOSS. The Directory has been continually improving as organisations claim their listings and validate data.

NTCOSS held individual consultations across the NT and group consultations in Alice Springs and Darwin, to hear from the Sector and other stakeholders on the current Directory. The overall response was very positive and it was clear that the Online Directory has become an indispensable resource for our Sector and the NT community.

An additional funding proposal for phase 2 of the online NTcommunity services Directory project was approved by Territory Families. The funding was for the standalone Directory, NTcommunity, which will see improvement and

changes to design and usability, including the development of an application for offline use on mobile phones. Development work is underway guided by a steering committee made up of member organisations, local government and Territory Families. NTCOSS is extremely pleased to be in a position to provide this service to the Sector.



NTCOSS Conference - Action and Impact: Building paths out of poverty

The biennial NTCOSS conference is a key event for the Community Sector in the Northern Territory. The 2019 NTCOSS conference considered new and emerging challenges for addressing poverty, profiled innovative and effective approaches to improve wellbeing, and revisited some of the persistent questions that make poverty an entrenched and complex issue.

Bringing together leaders and innovators, practitioners, policy-makers and researchers from the community, social services, justice sectors and government alike, the conference cast fresh perspectives and provided critical reflection on how we can actively and effectively build paths out of poverty.

The event held at the Darwin Convention Centre, followed an interactive format designed to ensure maximum participation by conference delegates in and out of the room. The program engaged with a community of thinkers and practitioners and identified the Territory's unique opportunities and challenges.

Topics explored were:

- What does it take to build paths out of poverty for individuals and communities?
- How do the challenges and innovations of our modern day society impact people's experiences of poverty and our capacity to address it?

- What are the evidence-based models and solutions that are successful in Australia and overseas?
- What does it take to change long-held practices?

Highlights included:

- Key note address from Professor Sarah Maddison: Civil Voices, the vital role of the not-for-profit community sector in advocacy
- A pre-recorded message for the NT from Sir Michael Marmot on how the conditions in which we grow, live, work and play influence our health and well-being.
- Leanne Liddle speaking on the need to address systemic racism within the Northern Territory Justice System
- Poster presentation from Territory innovative services
- Australian Institute of Company Directors Breakfast which explored key findings from the Not-For-Profit Governance and Performance Study

Treasurer's Report

NTCOSS has continued its successful run this year with an operating income of \$1,352,743 and expenses of \$1,187,705 leaving a surplus at years end of \$165,038, however \$ 96,364 of this surplus is a carryover of allocated grant funding.

The benefit from the purchase of the NTCOSS office in 2017 continue to flow with funding, previously used in the payment of rent, now able to be applied to other important industry information and advocacy pieces, such as the NTCOSS Conference – Action and Impact: Building paths out of poverty.

While the primary funding source continues to be Department of the Chief Minister, the continuing support from Territory Families has enabled the continuation of the very well accessed Online Service Directory.

Self-generated funds have also been put to good use, ensuring NTCOSS maintains an independent voice and is able to amplify the sectors voice through policy development and advocacy and also deliver the quarterly Cost of Living Report.

The self-generated funds and the financial health of NTCOSS has enabled us to provide advocacy and research in areas needed by those experiencing disadvantage in the Northern Territory including the allocation of funds to produce the 2nd edition of the Value of the Not-For-Profit Sector Report.

Expenses generally mirror previous years with the exception of travel which was reduced as a result of the impact of COVID-19. Ironically COVID-19 and the positive impacts on families associated with the Coronavirus Supplement provided a unique platform to advocate for

permanently Raising the Rate of JobSeeker and associated payments and more investment in social housing to reduce poverty.

The support of my fellow board members and the business acumen they bring has resulted in accurately re-cast budgets and vastly improved monthly finance reports.

The financial position of NTCOSS remains stable with net assets of \$1,120,092 and financial sustainability through continued surpluses. Our auditors, TDH Chartered Accountants have issued an unqualified report and have not identified any issues with accounting practices or financial management.

It has been another successful year for NTCOSS as the peak body for the social and community sector working closely with members to strengthen the Sector so we can continue providing much need essential services across the NT.

Noelene Swanson
Treasurer

Statement of Financial Position

Northern Territory Council of Social Service

As at 30 June 2020

	2020 \$	2019 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	733,052	728,085
Trade and other receivables	69,051	17,675
Other assets	19,004	43,794
TOTAL CURRENT ASSETS	821,107	789,554
NON-CURRENT ASSETS		
Property, plant and equipment	545,699	524,124
Right-of-use assets	91,145	
TOTAL NON-CURRENT ASSETS	636,844	524,124
TOTAL ASSETS	1,457,951	1,313,678
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	57,726	44,410
Borrowings	1,118	7,580
Lease liabilities	27,228	
Employee benefits	179,484	258,134
Other financial liabilities		48,500
TOTAL CURRENT LIABILITIES	265,556	358,624
Lease liabilities	65,990	
Employee benefits	6,313	
TOTAL NON-CURRENT LIABILITIES	72,303	
TOTAL LIABILITIES	337,859	358,624
NET ASSETS	1,120,092	955,054
EQUITY		
Reserves	270,695	270,695
Retained earnings	849,397	684,359
TOTAL EQUITY	1,120,092	955,054

Income and Expenditure Statement 2020

Northern Territory Council of Social Service

As at 30 June 2020

	2020 \$	2019 \$
INCOME		
Income Other rendering of services revenue	96,364	26,274
Interest income	6,677	16,995
Member subscriptions	45,927	59,139
Grants	1,048,775	1,184,492
Donations	36,818	4,091
Other income	118,182	
TOTAL INCOME	1,352,743	1,290,991
EXPENSES		
Accounting fees	22,614	18,514
Auditors remuneration	6,500	6,100
Bad debts		269
Bank charges	958	1,802
Cleaning	9,713	7,050
Computer expenses	15,255	9,069
Conference/Seminar costs	56,717	170
Consulting and professional fees	92,417	123,475
Depreciation	45,623	46,958
Electricity and water	5,182	4,636
Equipment < \$5,000	1,518	20,885
Freight and cartage		390
Insurance	3,964	3,830
Lease rentals on operating lease		6,024
Motor vehicle expenses	4,646	5,646
Occupancy costs	8,159	4,324
Other employee costs	10,429	17,008
Interest expense on lease liability	4,911	
Postage	464	397
Printing and stationery	10,884	7,402
Promotion	246	2,427
Program expenditure	8,465	20,957

Repairs and maintenance	1,963	2,479
Salaries	740,496	794,851
Staff training	3,297	5,906
Subscriptions	7,239	5,298
Superannuation contributions	70,921	71,113
Telephone	11,678	11,388
Travel expenses	31,310	67,641
Workers compensation insurance	12,136	7,953
TOTAL EXPENSES	1,187,705	1,273,962
NET PROFIT	165,038	17,029

NTCOSS 2020 Audited Financial Report with accompanying notes is available on our website to available at www.ntcoss.org.au.



Our Supporters

Core Peak Funding and Online Directory Project



IT and Internal systems



Marketing and Website



Project support



Event Support





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