



ANNUAL REVIEW 2019

MANGROVES SUBMERGED IN THE TIDE
ON MINDIL BEACH, DARWIN



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ACKNOWLEDGEMENT

Australian Regional and Remote Community Services (ARRCS) would like to acknowledge the traditional owners of the land that we provide services to 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.

Warning: This document may contain images and names of deceased persons.



MESSAGE FROM OUR CHAIR

Welcome to the Annual Review for Australian Regional and Remote Community Services (ARRCS).

As an outreach of the Uniting Church, this review is a reflection of the work we have undertaken over the 2018-19 financial year in providing a comprehensive range of residential and community aged care, disability and child services in regional and remote Australia.

On 31 December 2018 we farewelled ARRCS long serving Chair, Anne Cross, and on 25 January 2019, Executive Director, Alan Wilson.

As the newly appointed Chair, I would like to thank both Anne and Alan for their outstanding contribution to ARRCS and their positive legacy and welcome incoming Executive Director, Cathy Thomas.

Over this last year we continued to focus on our objective of being a leading sustainable organisation, collaborating and working in

partnership with Indigenous Australians and others to deliver high quality person-centred services delivered by a skilled and passionate workforce.

Over the past year, we have seen the residential aged care sector come under intense scrutiny. At ARRCS and more broadly at Uniting Care Queensland, we see this as an opportunity to listen to all relevant stakeholders and to work in close partnership with residents, clients, families and our employees to continuously improve the quality, safety and accessibility of our aged care services.

This commitment was supported by the February 2019 launch of Uniting Care's 2030 'Taking Care Further' Vision and Strategy, with the aim of being Australia's most trusted and respected health and community services provider, and a leading light in care model innovation for ageing people.

We have concentrated heavily on conducting more in-depth conversations with Aboriginal and Torres Strait Islander elders across the regions we serve, to assist us in providing more culturally safe care.

It is a great privilege to be working with the ARRCS Board, its Leadership Team and its extremely committed employees. I look forward to the year ahead where I know we will continue to grow and deliver exceptional values-based care to the people and communities of the Northern Territory.

Craig Barke
Board Chair



MESSAGE FROM OUR EXECUTIVE DIRECTOR

Having commenced as Executive Director in February 2019, I am delighted to be part of a newly reformed and highly experienced ARRCS leadership team, who are delivering high quality care for residential and community aged care, disability and child services clients across the Northern Territory.

Supported by Uniting Care Queensland and the Uniting Church in Australia Queensland Synod, our mission is to deliver these services with compassion and cultural awareness, ensuring people and communities are empowered and supported to live full lives, regardless of their individual circumstances.

Over the past year our services have grown, with ARRCS providing nearly 70,000 people with community support across 16 regional centres.

Over the past 12 months we have:

- Embarked on new facility development programs in close consultation with local Indigenous

communities to meet their evolving needs and expectations;

- Better aligned our existing services and programs with the cultural wants, needs, and preferences of the Indigenous people and communities we serve;
- Strongly advocated for regional and remote recipients of aged care services through the Royal Commission into Aged Care Quality and Safety and Federal and State policy development forums; and
- Strengthened our strategic relationships with the community, industry and advocacy groups.

The passion and commitment of our 700-plus ARRCS team members is extraordinary, with many overcoming the tyranny of distance, harsh weather and limited access to city comforts to continue serving people and communities in need. Our teams continue going to great lengths to deliver care in line with our clients' cultural needs, wants and preferences; sourcing culturally-specific food, connecting care to the land and sea, and delivering palliative care according to Aboriginal and Torres Strait Islander customs.

I look forward to partnering with our people, clients, residents and their families over the next year to continue building a shared understanding of how we can further improve our care delivery so that the people we serve know they are valued and are able to live life their way.

Cathy Thomas
Executive Director

OUR BOARD

ARRCS' board members bring together an array of skills and experience in financial management, government, not-for-profits, the legal profession and business. They share a passion for community, building partnerships, and creating choice and opportunity so people can live life in all its fullness.



Craig Barke

Board Chair

Craig was appointed Chair of ARRCS in 2019 and Chief Executive Officer of UnitingCare Queensland (UCQ) in 2017. He is a Certified Practising Accountant with an MBA and has extensive experience in financial management roles. Prior to his current roles, Craig was the CEO of Scenic Rim Regional Council and was a former member of the Queensland Urban Utilities Establishment Committee. Craig held a position on the UCQ Board from 2011 and the position of Chair from 2014 until 2017. Craig is passionate about improving the lives of disadvantaged youth and children in the community and is actively involved in the foster care system, as well as being an active member of the Uniting Church.



Heather Watson

Board Member

Heather joined the ARRCS Board in 2014. She is a lawyer with more than 30 years in legal practice, with multidisciplinary legal and governance skills. Heather is passionate about improving governance, particularly in the non-profit sector. She is currently Principal Lawyer and Director of Watson Advisory and Consulting Pty Ltd and Non-Executive Director or Chair of a variety of organisations, including Uniting Housing Ltd, Uniting in NSW, ACT and Uniting in Vic.Tas, and Epic Good Foundation, among others.



Cheryl Herbert

Board Member

Cheryl joined the ARRCS Board in February 2020, and brings extensive experience at both an Executive and Board-level including CEO, Chair, and Non-Executive Director positions across the health sector, including Health Communities, Children's Health Queensland Hospital and Health Services, Lives Lived Well, Spiritus and Peachtree Perinatal Wellness Inc.

Cheryl has qualifications in nursing and midwifery and is a Fellow of the Royal Australian College of Nursing Australia, a Fellow of the Australian Institute of Company Directors, and an adjunct Professor of the University of Queensland.



Stephanie Harvey

Board Member

Steph joined the Board in September 2019. A Bidjara woman from Qld, Steph is a third sector leader with a career that spans government, community and NFP.

She has significant experience working with First Nations peoples in Australia and internationally. Steph is CEO of Community First Development, a Director of The Healing Foundation, and Member of the Charity, Philanthropy and Fundraising Advisory Group to the National COVID19 Coordination Committee. Steph is also a recent judge for the Telstra Business Awards and Telstra Business Women's Awards. She has qualifications in business and is a Member of the Australian Institute of Company Directors and the Australian Institute of Management. Steph devotes considerable energy to her passion for the rights of vulnerable people. She is committed to social and economic equity and the principles of self-determination.

OUR VALUES

As an outreach of the Uniting Church, we believe 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 Nurturing

Our culture encourages innovation and supports learning.



KEY ACHIEVEMENTS



More than **3,500 people** receiving care annually, from the very young to the elderly.



7.4% of employees identify as Aboriginal or Torres Strait Islander.



15 community programs delivering services across the Northern Territory.



Travelled over **936,953 kilometres** in a fleet of **52 vehicles** caring for remote communities.



Over **159,838 community visits** made to Northern Territorians.



22 children attending childcare in Mutitjulu.



704 employees caring for Northern Territory communities.



411 beds in 10 aged care facilities caring for residents.



Invested over **\$3.8 million in capital projects**.

ABOUT US

Australian Regional and Remote Community Services (ARRCS) is an outreach of the Uniting Church that provides care and support to people in regional and urban communities throughout the Northern Territory and Central Australia.

Our work began in 2014 with aspirations to improve the quality of life for people living in regional and remote areas of Australia.

Today, our mission and commitment remains stronger than ever.

We provide support to people in Darwin, Alice Springs, Tennant Creek, Katherine, Mutitjulu and Kaltukatjara (Docker River) through aged care and disability services, mental health support, childcare, regional home care services, residential aged care, and school nutrition programs.

All services are delivered in line with our ARRCS values and in partnership with Indigenous Elders, community members and the people we serve with deep respect for Aboriginal and Torres Strait Islander cultures.

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

The ARRCS Board reports to the UnitingCare Board, with its annual accounts being audited by UnitingCare Queensland and consolidated in UnitingCare Queensland's annual accounts.



OUR SERVICES

AGED CARE SERVICES

Residential Aged Care

ARRCS offers a range of trusted permanent and flexible residential aged care options in our cities, towns and communities that support our residents' background, life experience and culture. These homes provide culturally informed, high quality, person-centred care to older Aboriginal and Torres Strait Islander and non-Indigenous people. Ten residential aged care homes are available across Alice Springs, Darwin, Kaltukatjara (Dockers River), Katherine, Mutitjulu and Tennant Creek.

Flexible residential care is offered at facilities in Tennant Creek,

Kaltukatjara (Dockers River) and Mutitjulu as part of the National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFAC).

Residential Respite Care

Residential respite care is provided to people living at home for short stays in our ARRCS residential aged care homes. This care can be planned, (for example to enable a carer to take a break or go on a holiday), or can be provided in an emergency, where we support people at short notice, so they can get the assistance they need until their normal routine resumes.

COMMUNITY CARE SERVICES

ARRCS provides a range of home care services to people in the Northern Territory taking into account the needs and culture of all people.

Centre Based Respite

Our community centres run regular structured day programs

that include excursions, outdoor and indoor activities, and holiday activities. During these visits our trained respite workers perform client assessments and develop needs-based programs to enhance quality of life and provide opportunities for community contact and home services.



BILLABONG, TIWI ISLANDS



RESPIRE ON COUNTRY
PHOTO BY BREATH CLIFTON

Nursing

We provide high-quality nursing care to assist people in the community to remain as independent and healthy as possible. Nurses visit client homes to treat and monitor medically diagnosed clinical conditions; review, administer and monitor medications, provide personal hygiene and grooming, and conduct dementia and social support assessments.

Allied Health Services

At ARRCs, we help people improve their independence via the following services.

Occupational therapy

Assisting clients with activities of daily living by working on cognitive, physical or social problems and advising on specialised equipment, such as walking frames and other aids to support mobility.

Physiotherapy

Assisting in diagnosing and treating movement conditions, relieving pain, improving strength and restoring limb function after illness or injury, managing chronic conditions and learning how to use new equipment, such as wheelchairs and other mobility aids.

Podiatry

Assisting in the prevention, diagnosis and rehabilitation of disorders of the feet and lower limbs to manage mobility and comfort.

Speech therapy

Supporting clients with communication, chewing and swallowing difficulties as a result of a stroke or other health events.

Health Support

Dementia management/care

Our contract to deliver Dementia Services Australia in the Northern Territory came to an end in June after many successful years in partnership with Hammond Care. Plans are underway for continued collaboration to support the development of our own specialist dementia care workforce within ARRCs.

Diabetes management

We work with people in the community to help them understand and manage the challenges associated with diabetes by providing information and support, counselling and seminars, assistance in choosing the right exercise and diet, as well as managing pain and medications.

Hydrotherapy

Our hydrotherapy service at the Fred McKay Day Therapy Centre





specialises in aged care and disability support improving mobility and helping with rehabilitation, pain relief and relaxation. It is delivered by a qualified physiotherapist in our comfortably heated hydrotherapy pool.

Palliative Care

We provide holistic, culturally appropriate palliative care and support, assisting in home nursing and equipment, pain and symptom management, respite for carers and bereavement support.

Home Services

Home Maintenance/Modification

At ARRCS, our home modification and maintenance services assist people in the community to feel confident that their surroundings are safe, well maintained and easy to navigate by installing equipment such as easy-access taps, bath rails or shower hoses; creating access solutions, such as ramps; sourcing technological devices that can help with daily tasks, mobility, communication and personal safety,

and general maintenance such as keeping smoke alarms, light bulbs and taps in working order.

Housework

We help the community retain independence in their own home by assisting with domestic activities and household tasks, including dusting, vacuuming, sweeping, mopping, washing dishes, cleaning bathrooms and doing the laundry.

Meals

At ARRCS, we support people in the community with meals and grocery shopping so they can enjoy a healthy, balanced diet, according to their own tastes. Our staff help prepare meals, assist with grocery shopping, and provide ready-made meals to people in their homes or at one of our centres.

Transport

Our transport services assist people in the community with travel or transport by driving people to medical appointments and social activities, helping people manage public transport and providing taxi vouchers.

Social Activities

ARRCS offers support in helping people in their homes stay connected to friends and the community through social activities

such as one-on-one interactions in the home, outings with others, trips to the movies or cafes, library visits, council activities, social shopping, second-hand shops or community art classes.

Carer Support

We co-ordinate support groups to provide carers with an opportunity to meet other carers, to help build skills to care for a person living with dementia, continence issues or other problems, and to learn to care for themselves.

Sometimes carers may need a few hours off to tend to some of life's tasks, or simply time to relax. Our in-home respite provides assistance with light household duties, personal care, shopping and meal preparation. Our professional staff can come to the home when needed, so the person needing care can remain in familiar surrounds or we can take them out on a day trip or social engagement.

NDIS CARE

ARRCS is proud to be a registered NDIS provider. This means we meet the highest standards required by the NDIA to deliver services and support to people who have their plan managed by the NDIA, as well as those who self-manage or use a third party.

ARRCS partners with people in the community to help them manage their NDIS plan and budget,

assisting them to pay providers for disability support from their NDIS funds. We help people in the community to understand the NDIS and their NDIS plan, access the opportunities their NDIS plan offers, identify providers to help achieve client goals and engage with informal, mainstream, community or funded supports.

CHILD CARE AND SCHOOL NUTRITION

ARRCS works with local parents to provide childcare for the Mutitjulu community. We follow an emergent curriculum and provide a welcoming and respectful environment for parents and children.

We also work closely with School Liaison Officers to provide nutritious food, delivering breakfast, morning tea, lunch and fruit to students attending schools in and around Alice Springs.



PERFORMANCE AGAINST OUR 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 supported 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.

We support care recipients and carers who may be experiencing disability, mental health concerns, and people who need aged care support through working with communities and partnering with Government, regional support providers and health practitioners.

Intergenerational learning at Rocky Ridge Nursing Home

In the spirit of connecting generations for shared positive outcomes, Rocky Ridge Nursing Home in Katherine has engaged 13 Katherine High School students to work with its residents across a range of activities.

As part of the school's Community Service Program, the students volunteer each Friday to work with Activities Officer Selina Muir assisting with various activities.

Stories are told, music is played, artworks are created and cultural knowledge is shared in this wonderful collaboration of old and young.

One recent activity guided by our residents and shared with the students was Boab Nut painting. The home organised a bus trip to the river where together the two groups foraged for items to use in their artworks. They collected Boab Nuts, predominantly found in the Kimberleys but also in Katherine.

The residents instructed Selina and the students in the traditional preparation of the nuts which

required roasting on the fire, and ensuring they were high enough above the coals not to heat up too quickly. Once the nuts were roasted, the fur was dusted off and left to cool and harden before being carved and/or painted.

Working together with the school has produced invaluable learning experiences for both residents and the students.



Mutitjulu Community Partnerships Initiative

Over the past two years ARRCs has worked with seven other Mutitjulu businesses and community groups to help eliminate criminal and anti-social behaviour within the community.

This collaboration, known as the Mutitjulu Community Partnership, resulted in the implementation of a School Holiday Program in Mutitjulu, an initiative that earned the partnership a Chief Minister's Award presented on December 2018.

The Partnership commenced in late 2017, when the Mutitjulu Primary School Principal Trish Noy, organised for stakeholders within the community to discuss the possibility of a School Holiday Program in Mutitjulu.

Stakeholders included ARRCs, Mutitjulu Primary School, NPY Women's Council, Mutitjulu Congress Health Clinic, Anangu Jobs, NT Police, Ininti Store and the Mutitjulu Community Aboriginal Corporation.

There had been a number of incidents with children and teenagers in the area over previous school holidays breaking into the

local Ininti store, climbing on the roof of an ARRCs Aged Care home and various other negative social behaviours.

The Partnership group had numerous discussions about implementing a School Holiday Program over the Christmas break, to initiate activities that would engage children and to keep them busy and occupied. The local store closed to encourage community members, family and parents to engage and provide input into the Holiday Program.

A timetable was created allocating stakeholder groups to different activities and it was then distributed to the wider community.

Some of the activities implemented included photography workshops, soccer, football, handball, softball and basketball games, creative dance workshops, disco and movie nights, kite and jewellery making, a New Years' Eve pool party and Bikes Palya (where bikes were donated for children to paint and decorate in conjunction with maintenance education sessions).

Key outcomes from the School Holiday Program included:

- Young people took pride in their community and school;
- The whole community worked together;
- Young people were kept fed and busy during the holiday period which reduced anti-social and criminal behaviour; and
- Improved co-ordination between community stakeholders.

Working together in a small community such as Mutitjulu provides us with the opportunity to further strengthen our commitment not only as an aged care and community care service provider, but as a support network that other stakeholders can rely on to contribute to providing better community outcomes in a holistic and collaborative way.



THE MUTITJULU COMMUNITY PARTNERSHIPS INITIATIVE EARNED A CHIEF MINISTER'S AWARD FOR EXCELLENCE IN PARTNERING

Pinangba lend a hand

With staffing levels often difficult to maintain in some remote ARRCs facilities, this year we initiated cross facility secondments to not only provide a staffing solution but to also further educate our existing people through shared learning experiences.

An expression of interest for remote work opportunities in Tennant Creek and Kaltukatjara (Docker River) were met with an enthusiastic response from Pinangba team members wanting to visit and experience working in the Northern Territory.

Staff shared their knowledge and experience enthusiastically supporting the ARRCs team for blocks of six to eight weeks.

Feedback from all concerned was positive and we now include Pinangba in all internal vacancy communications prior to advertising externally or engaging agency staff.

Pinangba is a brand of UnitingCare especially designed for Aboriginal and Torres Strait Islander communities throughout Queensland. Pinangba is driven to deliver culturally informed services across aged care, respite, drug and alcohol rehabilitation and family therapies.



KARLU KARLU OR DEVILS MARBLES,
105 KM SOUTH OF TENNANT CREEK

STRATEGIC GOAL 2

To be a leading sustainable organisation.

We are committed to delivering long term value by operating responsibly in the ecological, social and economic environment.



VIEW TO NOURLANGIE FROM ANBANGBANG BILLABONG,
KAKADU NATIONAL PARK

Additional beds for Terrace Gardens facility

On 3 November 2018, Terrace Gardens Aged Care in Farrar near Darwin, officially opened its new wing, adding a further 32 beds to its facility.

This new wing provides the much needed accommodation and care to support a positive quality of life for elderly Territorians and their families.

Two of the new beds are dedicated to supporting families and carers looking after their loved ones at home. This allows them to take a break, safe in the knowledge that their loved one will be cared for at Terrace Gardens while they are away.

Not only are we able to provide more accommodation to those in need, it now has specially designed facilities to meet the individual needs of residents.

With our newly refurbished kitchen, we can now provide Meals on Wheels to seniors still living in their own homes.

The redevelopment has transformed Terrace Gardens into a beautiful home for residents. It is also a great new workplace for our employees and an asset to the community.



PROJECT MANAGER RICHARD MCKEON, ARCHITECT PETER GOERN, ANNE GIBNEY, BUILDING MANAGER KEITH MANNING AND SITE BUILDING MANAGER MICK MCCARDLIE

ARRCS quality improvements

We are committed to improving the quality of our services and this is reflected in the appointment of Nick McGregor to the role of ARRCS Quality Manager.

Based in Darwin, Nick is responsible for the Quality and Compliance Team and implementing a new Quality Framework that will ensure we exceed the New Standards introduced by the Aged Care Quality and Safety Commission.

Nick has extensive experience as a Registered Nurse and Service Manager, leading quality assurance activities in a range of Aboriginal

health settings and aged care services.

Nick comes to us most recently from an Integrated Service Manager role with Blue Care based in Ingham, Queensland.



ARRCS QUALITY MANAGER NICK MCGREGOR

STRATEGIC GOAL 3

To have a skilled and supported workforce.

Our clients are cared for by a workforce they know and trust, made up of people who are supported, trained and accountable. Our staff and volunteers are compassionate and knowledgeable members of the local community, who are committed to providing the highest personalised care and support.



2019 Northern Territory Nurse of the Year

Jenny Messell has worked and lived alongside the Aboriginal and Torres Strait Islander residents at Juninga Centre aged care facility, in the peaceful Darwin suburb of Coconut Grove, for 23 years.

Her dedication to the work has not lessened in that time, and she says her personal rewards have only deepened – love and respect for her clients, the love she receives from the clients, and the intimate connection built up with them through listening to their unique stories.

Her work has been acknowledged with the Nurse of the Year Award in Darwin's Department of Health Nursing and Midwifery Awards 2019.

Jenny received glowing acknowledgement from the judges who said Jenny role-models the values of respect and diversity, creates an accepting workplace culture, and delivers the highest quality clinical care.

Raised in Melbourne, Jenny completed her nursing training at Manly Hospital in Sydney and worked there and at Liverpool Hospital. She came to Darwin in 1981 and stayed,

partly because of the Territory's laid-back lifestyle and climate, but especially because she was raising three sons and they could play outside for most of the year.

Jenny started as a casual Registered Nurse at Juninga and is still happy to step into a nursing role when needed, even sometimes sleeping overnight at the home, along with the two care-givers on duty. On top of the residents' clinical requirements, she seeks to meet their emotional, cultural and spiritual needs.

Jenny is personally familiar with everyone in the 26-bed residential unit, including their families and backgrounds, as well as their medical challenges. It's a diverse community, who come mainly from the Top End but also as far away as the Tiwi Islands, Ti Tree and Elcho Island (Galiwin'ku Nullamboi).

Jenny said she just tries to bring as much happiness to the residents each day as she can.



NT NURSE OF THE YEAR JENNY MESSELL WITH TAMRA BRIDGES



Additional funding helps attract more Aboriginal and Torres Strait Islander trainees

This year ARRCS was successful in obtaining additional funding through the Indigenous Remote Service Delivery Traineeship (IRSDT) Program.

This funding is a welcome opportunity, providing a contribution to the wages of participating Aboriginal and Torres Strait Islander trainees.

It will provide training opportunities in business and administration for Aboriginal and Torres Strait Islander people working in, or wanting to work

in, Aboriginal and Torres Strait Islander aged and primary health care services. It will also create viable career pathways leading into the aged care and primary health care.

More importantly, as ARRCS moves toward achieving its objective of increasing its number of Aboriginal and Torres Strait Islander staff, this funding will help to increase the number of skilled people available to work in Aboriginal and Torres Strait Islander aged and primary health care sectors.

TRAINEE ADMINISTRATION OFFICER CASSANDRA SING

International Dementia Conference provides ARRCs with valuable insights

Fifteen clinical and senior ARRCs staff were given the opportunity to attend the 2018 International Dementia Conference in Sydney in June thanks to Dementia Support Australia.

The Conference provided our people with access to a team of leading international experts in the latest techniques and best practice of aged care and dementia. Topic areas included managing dementia in the home setting, enhancing relationships for people living with dementia and their social network, depression in aged care residents with dementia and building capacity in Aboriginal communities.

Staff found it advantageous to network, share, and learn from other organisations who were also learning to improve their services and support to better accommodate people living with dementia.

Attendees were tasked with feeding back their learnings to their service areas to further improve support provided to ARRCs customers, their carers, families and the communities we serve.

Staying safe and secure with CRANaplus

The Stay Safe and Secure (SSS) course is designed to enable remote health staff to develop the knowledge and skills necessary to prevent and confidently manage incidences that threaten personal safety and security in a remote health setting, with a focus on aggression and violence.

The training was rolled out at Kaltukatjara and Mutitjulu with plans to include other ARRCs locations soon.

The training has been well received by staff who said they found the training relevant to their experiences and that it gave them effective tools to manage common issues they experience while working in a remote community.

Training facilitators stayed for two nights at our Tjilpi Pampaku Ngura Aged Care facility and had nothing but praise for the accommodation, staff involvement and the warm welcome they received.



KITCHEN CAVE, ULURU-KATA TJUTA NATIONAL PARK

STRATEGIC GOAL 4

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

Guided by our vision for Reconciliation, we believe that all Elders deserve culturally appropriate care, living and dying closer to home with the support they deserve. We regularly engage with Elders across the Territory to ensure we continually improve our culture based care.



New Participation and Indigenous Engagement Lead, Anthony Lew-Fatt

As part of our first Reconciliation Action Plan (RAP) 2018-19 and its commitment to close the gap in accessing health services and developing opportunities for Aboriginal and Torres Strait Islander people, ARRCs has appointed a new Participation and Indigenous Engagement Lead, Anthony Lew-Fatt.

He also supports our RAP key focus areas of building sustainable relationships with Aboriginal and Torres Strait Islander communities to work together in creating a Cultural Security Framework and

acknowledging and appreciating the culture and traditional language of our residents.

Since his commencement, Anthony has enjoyed visiting a number of our facilities for the first time, meeting residents and staff from all walks of life and says every interaction has been uplifting and energising.

ARRCS Cultural Awareness booklet in demand

This year a new Cultural Awareness booklet was created with the purpose of further educating our people about Aboriginal and Torres Strait Islander history and culture.

The 36 page booklet details significant dates in Aboriginal and Torres Strait Islander history, significant dates throughout each year, cultural definitions, concepts and protocols, language, and the road to reconciliation.

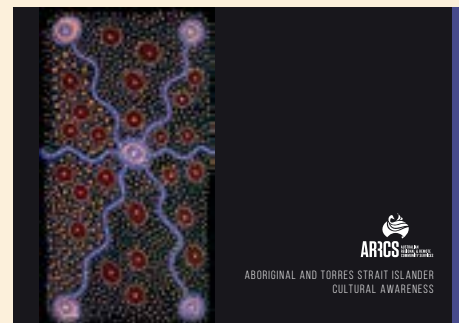
It is an extremely useful tool in helping to educate non-Indigenous audiences and has been well received by staff.

The booklet has also sparked interest with some of our Northern Territory partners. Impressed by the booklet's content and structure, Hammond Care has requested twenty copies for their libraries across Australia with the belief it will greatly benefit their Dementia Support Australia team members.

Wesley Life Force has also been provided with the booklet to share amongst their team who regularly work with remote communities in the Northern Territory.

LEFT: ANTHONY LEW-FATT

RIGHT: ARRCs ABORIGINAL AND TORRES STRAIT ISLANDER CULTURAL AWARENESS BOOKLET



Supporting local artists

Art is often at the heart of our residential and community care.

This year ARRCs was proud to sponsor Les, a much loved visiting musician and artist to Juninga Centre in Coconut Grove.

ARRCS purchased one of Les' paintings to raise funds for him to perform as part of the Opening Ceremony at the 2018 Commonwealth Games.

Les has since been commissioned by ARRCs to produce a piece of artwork for our Innovate Reconciliation Action Plan.

In addition, ARRCs residents and staff are supported to attend art exhibitions at their local art centres.

Old Timers Village resident, Willy, is one of the senior artists from the Anangu Pitjantjatjara Yankunytjatjara (APY) lands featured in the Araluen Arts Centre exhibition 'Weapons for the Soldiers' in March 2019.

This was a major collaborative exhibition showcasing works by Indigenous and non-Indigenous artists exploring the themes of connection to Country, protecting Country, weaponry and warfare.

It is also an opportunity to pay tribute to modern day Anangu soldiers and the senior artists of the APY lands.

WILLY IS A SENIOR ARTIST AND
OLD TIMERS VILLAGE RESIDENT



THE AREAS WE WORK

ALICE SPRINGS

The Aboriginal Arrernte people are the traditional custodians of Alice Springs and the surrounding region. Mparntwe is the Arrernte name of Alice Springs.

Arrernte stories describe how the landscape surrounding Alice, including the MacDonnell Ranges, was created by the actions of their ancestors, the caterpillar beings Ayepe-arenye, Ntyarlke and Utnerrengatye.

With a population of approximately 29,000 people, Alice Springs is home to ARRCs:

- Commonwealth Respite and Carelink Centre
- Community Care Central
- Flynn Lodge
- Fred McKay Day Therapy Centre
- Hetti Perkins Home for the Aged
- Old Timers Village
- ROST Alice Springs - McNair House
- ROST Alice Springs - St Vincent Welch Cottage
- School Nutrition Program



DARWIN

The traditional owners of Darwin are the Larrakia (saltwater) people. Larrakia country runs far beyond the municipal boundaries of Darwin, covering the area from the Cox Peninsula in the west to Adelaide River in the east. The Larrakia people established the first trade routes in the region, trading with the Tiwi, Wagait and Wulna people as well as with Indonesian fishermen. Their stories, songs and ceremonies echo the strong connection and understanding they have with the saltwater country.

Darwin has a population of approximately 150,000 people. ARRCS services this community via:

- **Community Care;**
- **Support Services; and**
- **ROST Darwin - Respite House.**



LEE POINT, DARWIN

KALTUKATJARA - DOCKER RIVER

Docker River is located 670 kilometres west southwest of Alice Springs near the Western Australia border. The original Aboriginal name for Docker River was Kaltukatjara and it is still used locally today.

Following the relocation of Pitjantjatjara people from the region to Areyonga in the 1920s, many traditional owners returned to their homelands in the late 1960s and along with others from the community of Warburton, make up the approximately 440 people that live in the community today.

ARRCS offers aged care and community care services in Katukatjara via:

- **Tjilpi Pampaku Ngura Flexible Aged Care and Community Care.**



VIEW TOWARDS LAKE AMADEUS FROM LASSETER HIGHWAY

KATHERINE

Katherine marks the point where the traditional lands of the Jawoyn, Dagoman and Wardaman Aboriginal peoples converge and has been a meeting place for Indigenous people for many thousands of years, and remains so today. The Katherine region has a population of just over 24,000, with 60% of this population identifying as Aboriginal and Torres Strait Islander.

ARRCS services in Katherine include:

- Katherine Hostel; and
- Rocky Ridge Nursing Home and Katherine Community Care.



EDITH FALLS, NITMILUK NATIONAL PARK

MUTITJULU

Mutitjulu is the name of the small Aboriginal community located inside the boundary of the Uluru-Kata Tjuta National Park, in the shadow of Uluru. It is named after the Mutitjulu waterhole located at the base of Uluru.

The Mutitjulu community is home to Pitjantjatjara, Yankunytjatjara, Luritja, Ngaanyatjarra and other Aboriginal people. The main languages spoken in the community are Pitjantjatjara, Luritja and Yankunytjatjara. It has a population of approximately 320

people with nearly 80% identifying as Aboriginal or Torres Strait Islander.

ARRCS services in Mutitjulu include:

- **Mutitjulu Community Care;**
- **Mutitjulu Itiku Munu Tjitjiku Ngura Childcare; and**
- **Nganampa Ngura Mutitjulu-nya Flexible Aged Care.**



REGGIE ULURU

TENNANT CREEK

Tennant Creek is a remote Northern Territory town shaped by Aboriginal culture, gold mining and pastoralism. The surrounding area is called the Barkly Tablelands, a region characterised by wide grassy plains, endless blue sky and massive cattle stations.

The traditional owners of the area surrounding Tennant Creek are the Waramungu people living on Patta land. The population of Tennant Creek is approximately 3,000 and is serviced by:

- **ARRCS Pulkapulkka Kari Flexible Aged Care; and**
- **Barkly Community Care.**



LAKE MARY ANN, TENNANT CREEK

CELEBRATING
THE PEOPLE
WE SERVE



Betty prefers the company at Katherine Hostel

Betty is a resident at the Katherine Hostel.

She was born in Ingham and spent much of her life in Pentland in Far North Queensland, where her husband worked at the meatworks.

Betty has a daughter and a son-in-law farming in the Territory but said she felt pretty isolated when they were out on the property, sometimes all night.

Betty originally started coming to the hostel for respite care but decided to stay.

With palms and trees and well-planned grassy areas, she finds it a peaceful place, tucked down a side street away from the main street in Katherine.

She describes her room as having a lovely breeze and has decorated it with photos of family and friends. She says she has lots of friends at Katherine Hostel and enjoys the company of the others living there.

Patricia continues to live life her way in Kaltukatjara

Patricia has been living at ARRCS Tjilpi Pampaku Ngura Flexible Aged Care and Community Care since 2004.

Born in 1935 in the bush just south of Kaltukatjara (Docker River), as a child she moved around Ngaanyajarra with her family. Her father's country is near Mount Davies and her mother's country is just south of Kaltukatjara.

When Patricia grew up she worked on a large cattle station, doing the laundry and learning to sew. She also painted.

Patricia painted her Tjuukurrpa for years creating magnificent artworks that tell her stories. She also weaves baskets and enjoys Puna (wood carving), carving and burning exquisite representations of Indigenous animals.

Patricia met her partner Sandy when she was young and had three children in the Kaltukatjara area.

Since regularly attending ARRCS Flexible Aged Care, Patricia has continued to paint, weave and carve.

Her works are beautiful representations of the land that she is a part of.

Patricia's works are highly regarded and sold in high-end galleries such as Tjanpi Desert Weavers, Maruku Arts, Shorts Gallery and Cooee Art Gallery to global buyers.

At 84, she continues to work with wood, still selling her works to Maruku Arts.

While Patricia no longer wishes to sit by the fires, she continues to file and sandpaper her works for hours, having her sister Millie burn the carvings for her.



EXAMPLES OF PATRICIA'S PAINTINGS WHICH ARE SOLD TO GLOBAL BUYERS

PREVIOUS PAGE: BETTY WITH CARER MABS

Lola has travelled to many places but is settled now in her life at Juninga

Lola is a resident at the Juninga Centre in Darwin.

Yet it's a long way from her birthplace of Gayndah in Queensland, where she lived and worked on a cattle station with her parents and 11 siblings. She also worked as a cook and picked fruit at local orchards.

But Lola's real love is travelling. Marrying an army man, they travelled and lived in many places around Australia including Canberra, Brisbane, Cairns, Daly River, Kakadu, Alice Springs, Uluru, Pine Creek, Katherine and Coburg Peninsula.

Along the way Lola became mother to five daughters and finally settled in Darwin to raise her family.

As a working mum, she worked at Nungalinga College as a cleaner but spent her free time screen printing some remarkable artworks.

Now life is a bit quieter but still active. Lola spends her time going to church, listening to country music, reading magazines and books, going shopping and on outings and going out for lunch with her daughters.



JUNINGA RESIDENT LOLA

Remaining independent is the key to George's positive attitude

George has been regularly receiving care at home from Darwin's Community Services.

George lives with dementia but is determined to stay living independently at home. He takes pride in his home and garden and enjoys doing the daily tasks to take care of them.

Getting to do his own thing, including regularly going to socials, helps him maintain his positive attitude toward life.

Taking time to enjoy his now quieter life is important to George and well deserved after a life of hard work and travelling the world.

George was born in Germany, and at age 18 left his homeland to work on large deep sea fishing trawlers around Germany, Canada, Iceland and Greenland, working at sea for up to three months at a time for many years.

He tells many fascinating and awe inspiring stories from his life and travels including how he once met Eskimos in Iceland who told him he was the first white man to give

them a carton of beer.

George first visited Australia while working on the ships and was so impressed that he went back to Germany to get permission to migrate back to Australia.

He arrived in Sydney in 1960 with only five pounds in his pocket and was immediately sent to a Migrant Centre in Borngilla, Victoria where he started to work. He worked as a welder and truck driver and later moved to Western Australia to work in the mines in Pilbara and building roads in the Kimberleys.

In 1962, he moved to Darwin to work in the mines at Groote Island and has lived there ever since.

Sadly, he was forced to retire early following a mine accident which left his right leg amputated.

But George remains independent and our Community Care team are only too keen to assist him in staying that way.



GEORGE IS SUPPORTED TO LIVE INDEPENDENTLY AT HOME

CELEBRATING
OUR PEOPLE
**AND
COMMUNITY**



A day in the life of our staff at Kaltukatjara

Doreen is the long standing Service Manager at ARRCS Tjilpi Pampaku Ngura Flexible Aged Care, in Kaltukatjara (Docker River).

Kaltukatjara is a remote Indigenous Australian community in the Northern Territory of Australia - 670km southwest of Alice Springs, west of the Stuart Highway, near the Western Australia and Northern Territory border.

Doreen calls Kaltukatjara a 'special place'. It is home to her and many Elders with rich heritage and a love and connection to their country.

On any given day, Tjilpi Pampaku Ngura Flexible Aged Care is a hive of activity.

The residents enjoy painting in the front yard on Friday mornings when the Kaltukatjara Arts Centre visit with paints and canvases. Many of their paintings are exhibited and sold by the Arts Centre giving the proceeds to the Elders.

Another popular activity on the daily agenda is 'Puna' in Pitjantjatjara language or burnt wood. Wood is gathered and carved into various shapes including goannas, music sticks and coolamons.

ARRCS provides sandpaper for sanding and community members supply wires which are heated to burn the patterns into the wood.

Weaving is also enjoyed by the ladies at Tjilpi Pampaku Ngura Aged Care. Staff order raffia from Jumpy Weavers, who occasionally travel to Kaltukatjara to facilitate weaving workshops for the community and aged care residents.

On Sundays, the Lutheran Church has a service in Kaltukatjara which is often attended by residents. For those who are unable to attend, they can still enjoy a service in the front yard of the home, officiated by one of the residents at Tjilpi Pampaku Ngura who is a Pastor.

For staff it can be challenging.

Living and working remotely comes with many challenges. When the rains come the roads can be closed for days.

There can be delays getting deliveries and transport in and out of the town and phone and internet services can be unreliable.

The landscape is breathtaking, relatively untouched and home to diverse flora and fauna - a photographer's dream.

To combat the isolation, staff take time out for social BBQs and a 4WD vehicle is available for them to explore the local scenery on their days off - such as local water holes at Tjukurla across the border into Western Australia and the neighbouring communities beyond.

ARRCS has made a real difference to the people of Kaltukatjara. Residents of the aged care facility are happy in their home, many are living on their Country, which is the purpose of having the service in this location.

Since the arrival of Purple House and four dialysis chairs in Kaltukatjara, it has allowed people who have been trapped in Alice Springs on dialysis to be able to come home.

Doreen says that she is privileged to be in the position to help people to return to Country to live and also to palliate with comfort and dignity.



SERVICE MANAGER DOREEN WITH RESIDENT MONA

A long way from home and loving every minute

Nikita is a Personal Care Assistant at the Nganampa Ngura Mutitjulu–nya Flexible Aged Care Facility, the Northern Territory.

Nikita and her husband Oz, moved to the Northern Territory when Oz got a job as a chef at Ayers Rock Resort with Voyages Indigenous Tourism Australia.

It's a very different life for Nikita who grew up in Bhadrabur, Nepal and spent the last three years before coming to Mutitjulu working in aged care in the hustle and bustle of the Gold Coast, Queensland.

Nikita and Oz now live in Yulara, 25 minutes from Uluru and nearly five and half hours from Alice Springs.

With a population of just over 1000 people, Yulara is home to a large itinerant workforce that services the tourist community.

"I love my role at Mutitjulu, especially interacting with the residents and singing and dancing with them," Nikita said.

"I'm also learning the Pitjantjatjara language from the residents and

am surprised by how quickly I'm picking it up," she said.

This experience has only deepened Nikita's desire to study nursing to become an Enrolled Nurse and eventually a Registered Nurse.

"This has been a fantastic way for Oz and I to see Australia and experience a different culture," Nikita said.



NIKITA IS STUDYING TO BE A NURSE

Ellen a humble winner of Carers Northern Territory Business Award 2019

Ellen works in the Commonwealth Respite and Carelink Centre at Centenary House in Alice Springs.

Starting out as a casual Administration Officer in 2015, completing respite bookings for Flynn Lodge, Hetti Perkins Home for the Aged Nursing Home and Old Timers Village, Ellen's supervisor quickly noticed her excellent organisation skills and caring nature and promoted her to the role of Intake Case Manager.

She now provides support to carers assisting them in navigating respite options – completing paperwork for both carers and nursing home administration.

Ellen also goes above the requirements of her role by providing support to the client recipient by checking in on them when they are in respite and for those who are feeling a little unsure of the process due to their dementia, assuring them they are going home.

Ellen has recently taken on an NDIS client who transitioned from the Office of Disability funding to NDIS. The family and Ellen have a fantastic relationship and asked if Ellen

could coordinate support for this participant.

In response to Ellen's outstanding work, one of her colleagues nominated her for a Carer Friendly Business Award sponsored by Carers Northern Territory.

Not surprisingly, Ellen became an award finalist and flew to Darwin to celebrate the awards where she was named the winner.

Ellen is a quiet achiever who always aims to provide the best possible options for our clients. She works tirelessly to provide our clients' carers with a much needed break.



ELLEN WOTLEY RECEIVING HER AWARD

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 Mutijtulu, 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 quality community service and care.

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

If you are passionate about the development and welfare of some of Australia's most vulnerable First Nations people, please contact us to make a donation or confidentially discuss how your support can make a difference.

Call us: 1800 001 953

Email us: plannedgiving@ucareqld.com.au



COMING TOGETHER

Reconciliation is the coming together of Aboriginal and Torres Strait Islander people and non-Indigenous people to build a healthier society. We do this through acknowledging the disparity that exists between Aboriginal and Torres Strait Islander people and non-Indigenous people and then by working together to end that disparity. In doing so we build stronger communities and healthier relationships, and improve opportunities, for the benefit of all Australians.

Our vision for Reconciliation is to advocate for Aboriginal and Torres Strait Islander people through our services in a way that empowers self-determination for economic, social and cultural development. We will be unified in creating a place of belonging and respecting the connections Aboriginal and Torres Strait Islander peoples have to communities, lands and cultures in the Northern Territory and beyond.

At ARRCs, we seek to work in ways that reflect our commitment to recognise Aboriginal and Torres Strait Islander people as the First People and to treat their cultures and beliefs with respect. We believe in coming together as one to ensure Aboriginal and Torres Strait Islander communities from Darwin to Kaltukatjara (Docker River) receive the quality services, comfort and care to which all Australians are entitled.



RESPIRE ON COUNTRY
PHOTO BY BREATH CLIFTON

REFLECT RAP

We have deepened our journey towards Reconciliation, developing our first Reflect Reconciliation Action Plan (RAP) 2018-19 to demonstrate our commitment towards closing the gap in accessing health services and developing opportunities for Aboriginal and Torres Strait Islander people.

Our 'Reflect' RAP focuses 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.

It focuses on three key areas:

- 1. Relationships** – governance and partnerships: Building sustainable relationships with Aboriginal and Torres Strait Islander communities to work together in creating a Cultural Security Framework;
- 2. Respect** – cultural appreciation and traditional languages: Acknowledging and appreciating the culture and traditional language of our residents; and
- 3. Opportunities** – employment and capacity building: Investing in the capability and leadership development of our employees, community and the business to build sustainable and meaningful employment for Aboriginal and Torres Strait Islander people.



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