



REVIEW

2022 - 2023




Acknowledgement

Australian Regional and Remote Community Services acknowledges the Traditional Owners of the land on which we work, live and connect to Australia's First Nations People. We draw on a rich history of compassion and empathy for those who are most in need. While we work to affirm the rights of all people, ARRCs as an organisation and its employees, ensures proactive leadership and action to help repair the harm caused to many generations of Aboriginal and Torres Strait Islander Peoples through past injustices, government policies and social attitudes. We understand the importance of belonging, particularly for those with ancestral connections to this country.

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

Cover: NAIDOC Week Celebrations at Juninga with the One Mob Dancers



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Message from our Chair



The Australian Regional and Remote Community Services (ARRCS) have continued to serve our regional and remote communities across the Northern Territory with exceptional care and support over the last two years. The continued resilience and dedication that our ARRCS team have shown in the face of the ongoing global COVID pandemic and a continually changing regulatory environment, has helped to keep the communities we serve connected to each other and to Country.

This is also a time to celebrate the future of ARRCS and what support looks like for some of the most remote communities across the Northern Territory and beyond as we embrace a new year, new technologies, and new ways of supporting and empowering our people and our consumers. The last two years have marked major milestones for several of our facility developments and partnerships, and there is still so much more to come!

Our new National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC) facility, Yutjuwala Dijwarr (Little Heaven) Nhulunbuy, has been completed and has accepted its first residents. Yutjuwala Dijwarr is the first culturally-appropriate Residential Aged Care Facility and future dialysis unit in Nhulunbuy, East Arnhem Land and will help residents maintain their strong connections with Country, as they age where they have lived, worked and raised their families.

The new facility's design has been led by Yolngu traditional owners from remote East Arnhem Land on the Gulf of Carpentaria, with Elders lending their voice and knowledge to every aspect of the facility's design from landscaping through to featured artwork. The Yolngu vision has shaped our 33-bed facility and its opening represents an important step forward in bridging the gap in aged care and palliative care facilities and services across the remote Northern

Territory. With upgrades to our Tjilpi Pampaku Ngura Flexible Aged Care in Kaltukatjara (Dockers River) underway and more upgrades and expansions to come, we will be fully-equipped to meet the needs of the communities we serve.

The Sensory Room at Nganampa Ngura Mutitjulu-nya Flexible Aged Facility, located in the Northern Territory's remote community of Mutitjulu, marked another proud achievement for ARRCS and opened in early FY2022-2023. Created by visual artist and designer, the late Eferpi Soropos, the Sensory Room is an immersive experience that is the first of its kind in a remote setting. Using video, sound and colour lighting, this innovative experience will provide a peaceful and tranquil place for our First Nations residents to rest and reflect. The scenes, sounds and videos depicted in the space are the result

of a collaboration between onsite designers, local artists, musicians and film makers. The Sensory Room continues to be developed with the input of the facility's residents and we are excited to see the positive impact it creates for them.

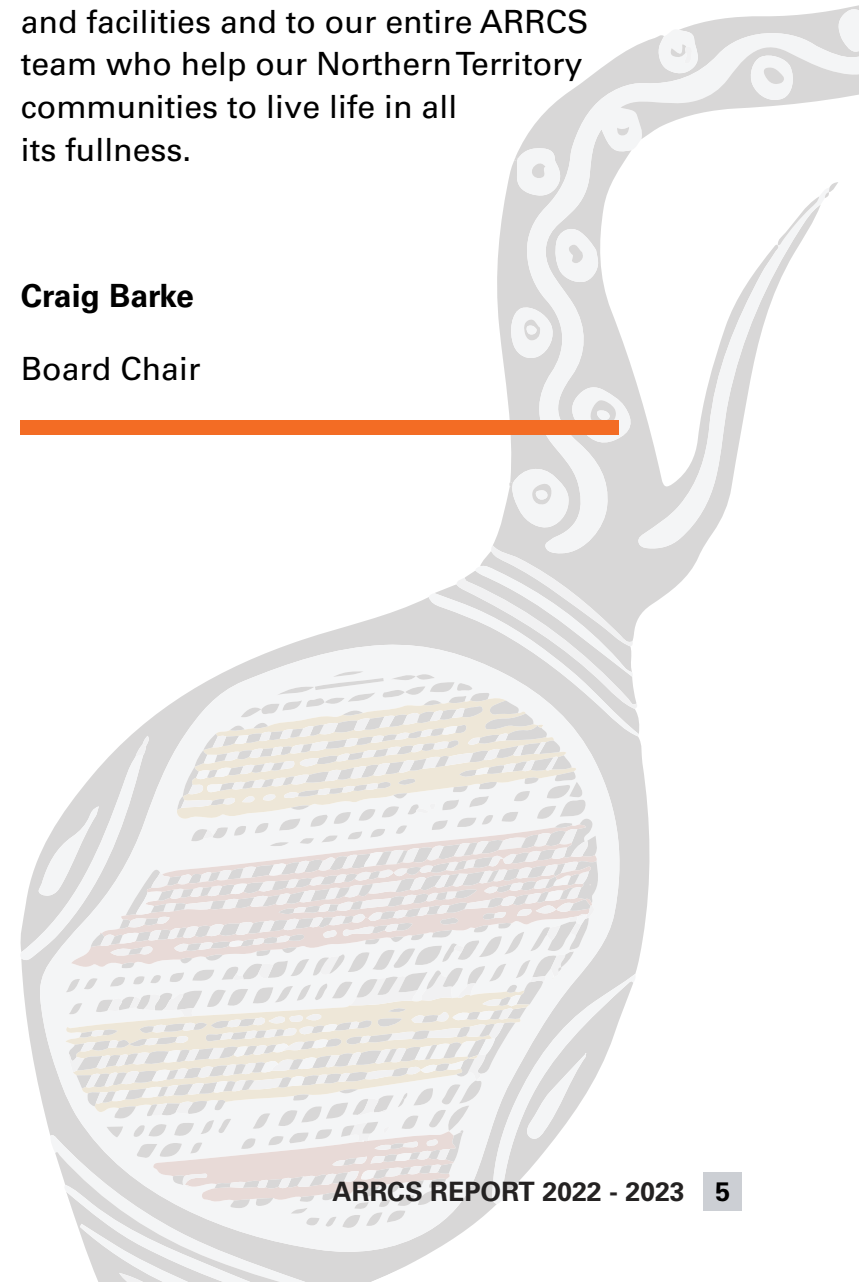
It is this commitment to including the voices and experiences of our First Nations Peoples in developing new projects, programs and processes within ARRCS that inspires me most about where we are and where we are heading. ARRCS continues to grow our First Nations Team as we move ahead, and with the development of a new Strategic Plan and the launch of a new RAP to come, the future is looking very bright.

On behalf of the Board, thank you to the ARRCS leadership team for collaborating with UnitingCare Queensland to develop these services

and facilities and to our entire ARRCS team who help our Northern Territory communities to live life in all its fullness.

Craig Barke

Board Chair



Message from our Executive Director



FY2021-2022 and FY2022-2023 represented two big years for the ARRCs team who continued to work passionately through the many ongoing protocols, challenges and impacts of COVID-19. Across the Northern Territory, some of our most isolated rural and regional communities remained positive and connected through the determination and genuine care that characterises our entire ARRCs workforce. Despite many of the team feeling the impacts of COVID in both their personal and professional lives, they continued to go above and beyond in service of our communities in the Northern Territory and beyond. This two-year window has also proven to be a window of opportunity and innovation for our ARRCs team with several exciting projects to share.

The continued development and expansion of our ARRCs services and facilities, has seen our workforce expand in meaningful ways. I am particularly proud of the efforts our team have

made to attract and recruit staff across all sectors of our business. With the national health workforce shortages continuing across the country, expanding our workforce over the last two years and beyond has proven essential to our continued success. Successful partnerships are at the heart of many of our ARRCs services and have helped ensure that we can continue to deliver the care and support our communities need.

Our ongoing work with the Department of Foreign Affairs and Trade (DFAT) and the Department of Employment to attract a supplementary workforce from the Pacific Islands has helped us fill important positions and as of June 30, 2023 we are proud to have employed 100 PALM workers who have joined our communities in Alice Springs, Tennant Creek, Mutitjulu, Nhulunbuy and Katherine.

The popularity of the scheme continues

to grow too, creating more employment opportunities and greater resource and support for our Northern Territory communities and we are excited to expand the program in our Docker River facility. With the official opening of our Yutjuwala Djiwarr facility approaching, the opening of Maluka Day Programs in Palmerston, and more programs, facilities and expansions on the horizon, I look forward to seeing our ARRCs workforce continue to grow to meet the needs of the communities we serve.

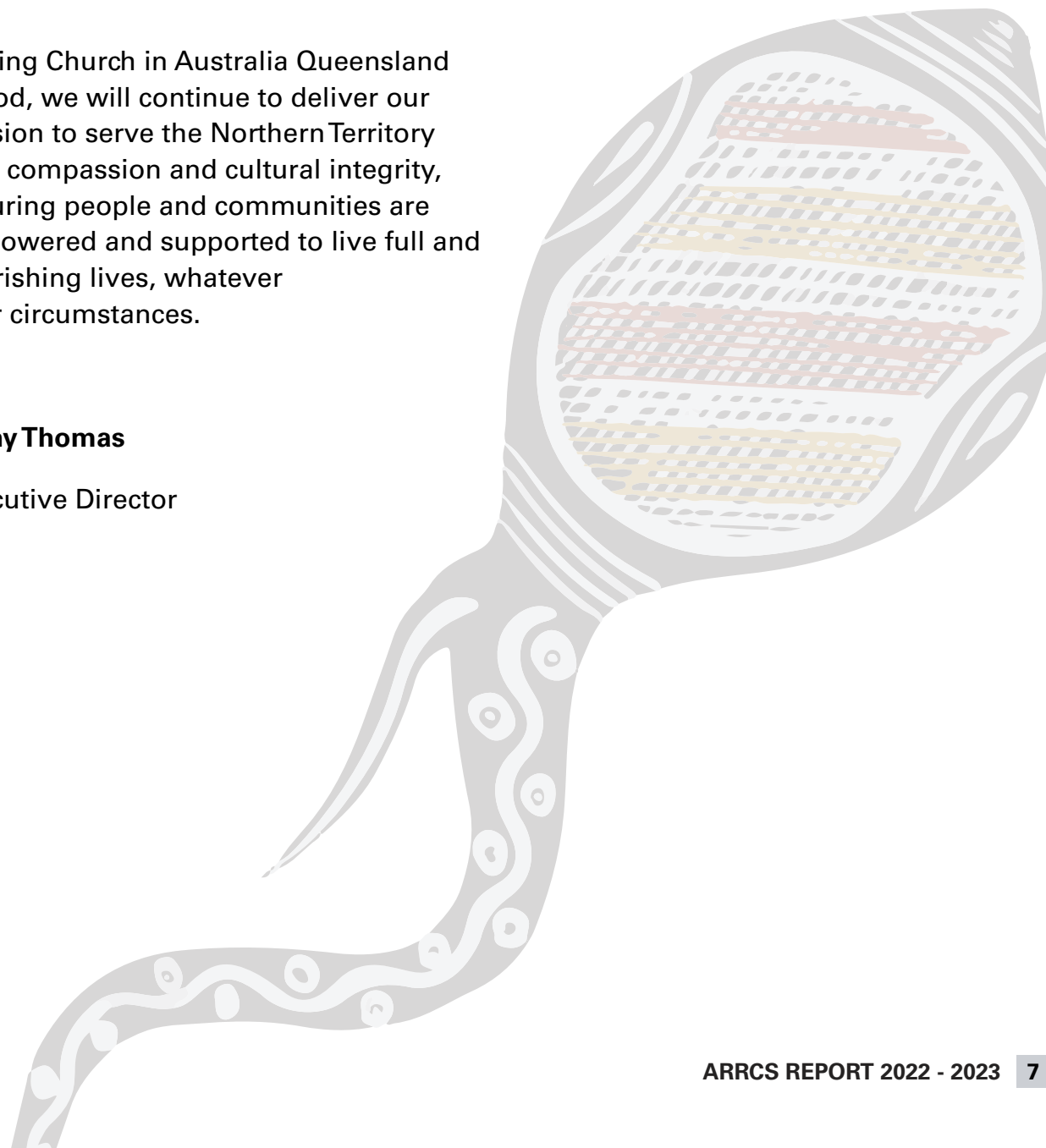
I continue to be inspired by the many ways the ARRCs team live the values that are so fundamental to our work. Whether they are creating experiences and events that keep our residents and consumers connected with their loved ones or Country, or just being a voice of comfort and support in times of need, our team continue to deliver the care, compassion and empathy that our Elders deserve.

Supported by UnitingCare and the

Uniting Church in Australia Queensland Synod, we will continue to deliver our mission to serve the Northern Territory with compassion and cultural integrity, ensuring people and communities are empowered and supported to live full and flourishing lives, whatever their circumstances.

Cathy Thomas

Executive Director



Board Members



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.



Stephanie Harvey

Board Member

Steph joined the Board in September 2019. A Bidjara woman from Queensland, Steph is a third sector leader with a career that spans government, community and not-for-profits. She has 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 COVID-19 Coordination Commission. Steph was a 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 is passionate about the rights of vulnerable people and committed to social and economic equity and the principles of self-determination.



Brian Wyborn

Board Member

Brian joined the ARRC Board in August 2021. He is a Director and Senior Wealth Adviser at JBWere, responsible for the provision of strategic financial and investment advice to not-for-profit and charitable organisations, including Native Title royalty trusts funds for Aboriginal communities. Brian's prior experience working within the Public Service focused on Indigenous health delivery and has a strong understanding of issues affecting Aboriginal and Torres Strait Islander People. Brian also serves in the Australian Army Reserves and has experience in both domestic and international operations. He holds a Masters of Financial Planning, Bachelor of Business and has also completed the AICD course in Foundations for Board Directorship. As a proud Torres Strait Islander, Brian is passionate about driving social progression and improved well-being of Aboriginal and Torres Strait Islander People.



Heather Watson

Board Member

Heather joined the ARRC 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, VIC and TAS; and Epic Good Foundation, among others.



Cheryl Herbert

Board Member

Cheryl joined the ARRC Board in February 2020 and brings extensive experience at both an Executive and Board level. She has held CEO, Chair, and Non-Executive Director positions across the health sector, including Health Communities, Children's Health Queensland Hospital and Health Service, Lives Lived Well, Spiritus and Peach Tree 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.



Judith Oliver

Board Member

Judith joined the ARRC Board in August 2022. Judith has extensive experience in the health sector with 'for purpose' organisations as both an executive and non-executive director, gained alongside almost 30 years' experience as a registered pharmacist working across primary care, tertiary care, the pharmaceutical industry and in health and public policy. Judith has a thorough understanding of the Northern Territory having lived and raised her family there for over 20 years. Judith is currently State Manager, NT Faculty for the Royal Australian College of General Practitioners and was previously Executive Director for the Pharmacy Guild of Australia (NT Branch), and Non-Executive Director for the Northern Territory Primary Health Network.



Kevin Wrigley

Board Member

Kevin joined the ARRC Board in August 2022. Kevin is an experienced Non-Executive Director on not-for-profit national and state boards, peak body, government advisory groups and school councils. He holds a master's degree in International Business with more than 15 years of experience working in a variety of executive and management roles in the healthcare industry; and a solid background in Aboriginal Health, not-for-profit, and for-profit work environments. Kevin is CEO of Pintupi Homelands Health Service and is committed and passionate to achieve social justice and equality for disadvantaged people: these values have formed part of his upbringing and beliefs, and he strives to close the gap for Aboriginal people in healthcare and aged care and address the social determinants of health.



Kristal Kinsela

External Member, Clinical Governance Committee

Kristal joined the Clinical Governance Committee in August 2021. A descendant of both the Jawoyn and Wiradjuri Nations, Kristal is a proud and passionate Indigenous business leader and owner who is expert at connecting people and moving them into action. After building her own professional career and a multimillion-dollar consultancy business, today she channels more than 16 years of business expertise into helping others succeed. She has worked with global businesses and all levels of government to drive their supplier diversity efforts, helping them develop procurement plans, up-skill their teams and have a positive impact on their communities. Kristal also wrote the first book published in Australia on Indigenous business procurement, *Supplier Diversity How*, which outlines five steps to supplier diversity.

Message from our General Manager



Over the last two years, Australian Regional and Remote Community Services (ARRCS), has seen much growth and development from our continued response to COVID-19, industry and workforce challenges, to the completion of numerous projects including our newest Residential Aged Care Facility in Nhulunbuy in East Arnhem. Across the NT, our teams remain resilient, flexible and responsive in adapting to new technology, additional education and training, processes, procedures, and reporting requirements in a rapidly

changing environment. Although COVID restrictions to the public have lessened, we remain vigilant in an effort to keep our residents well.

Over the past two years we have continued to connect and celebrate with our people, hosting successful Reconciliation Week and NAIDOC events, appointing more cultural specialists to advise, translate and participate in cultural events, maintaining community engagement and continuing to develop strong partnerships with our stakeholders. We have completed numerous projects to deliver upgrades to several of our residential care facilities and have seen the completion of Yutjuwala Djiwarr “Little Heaven” Flexible Aged Care in Nhulunbuy, the opening of Maluka Day Programs in Palmerston and the opening of the Sensory Room (Ngura Kulila Ninanyi) at Nganampa Ngura Mutitjulu-nya Flexible Aged Care in Mutitjulu.

We anticipate that in the next year we will see the official opening of Yutjuwala Djiwarr, the expansion of the Troopy Program (now the Return to Country Program), the launch of our new RAP, the continued growth of our First Nations Team, the finalisation of the Juninga refurbishment program in Darwin, the commencement of the build for the facility upgrade at Tjilpi Pampaku Ngura Flexible Aged Care in Kaltukatjara (Docker River) and the development of our new Strategic Plan - just to name a few!

I look forward to the year ahead and the realisation of our strategic priorities as we build on our successes and implement more exciting new projects to benefit our people and the communities we serve.

Wendy Hubbard

General Manager

Our values

At ARRCs, 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 Learning

Our culture encourages innovation and supports learning.



Bronywne Arnold, Charmain Collins, Joanne Bennett and Sarah Douglas at the Alice Springs Job Fair

By the numbers

Number of people receiving care annually



1,750 (FY22) **1,650** (FY23)
community consumers



422 (FY22) **554** (FY23)
consumers in residential aged care facilities including respite.

% of employees identifying as Aboriginal or Torres Strait Islander:



2.41 % as at 30 June 2023
(17 employees)

Number of community programs delivering services across the NT



14

Number of kilometres travelled and number of fleet vehicles:



2,234,724 km
Travelled over two years



64
vehicles on the road

Number of community visits made



228,210 over two years

Number of children fed with the School Nutrition Program:



300 per school day

Providing

600
meals per day

115,800

meals provided per year

231,600

meals served over two years across the NT

Number of children attending Mutitjulu Itiku Munu Tjitjiku Ngura Child Care:



40

Number of employees



704 as at 30 June 2023

Number of RACFs across the NT

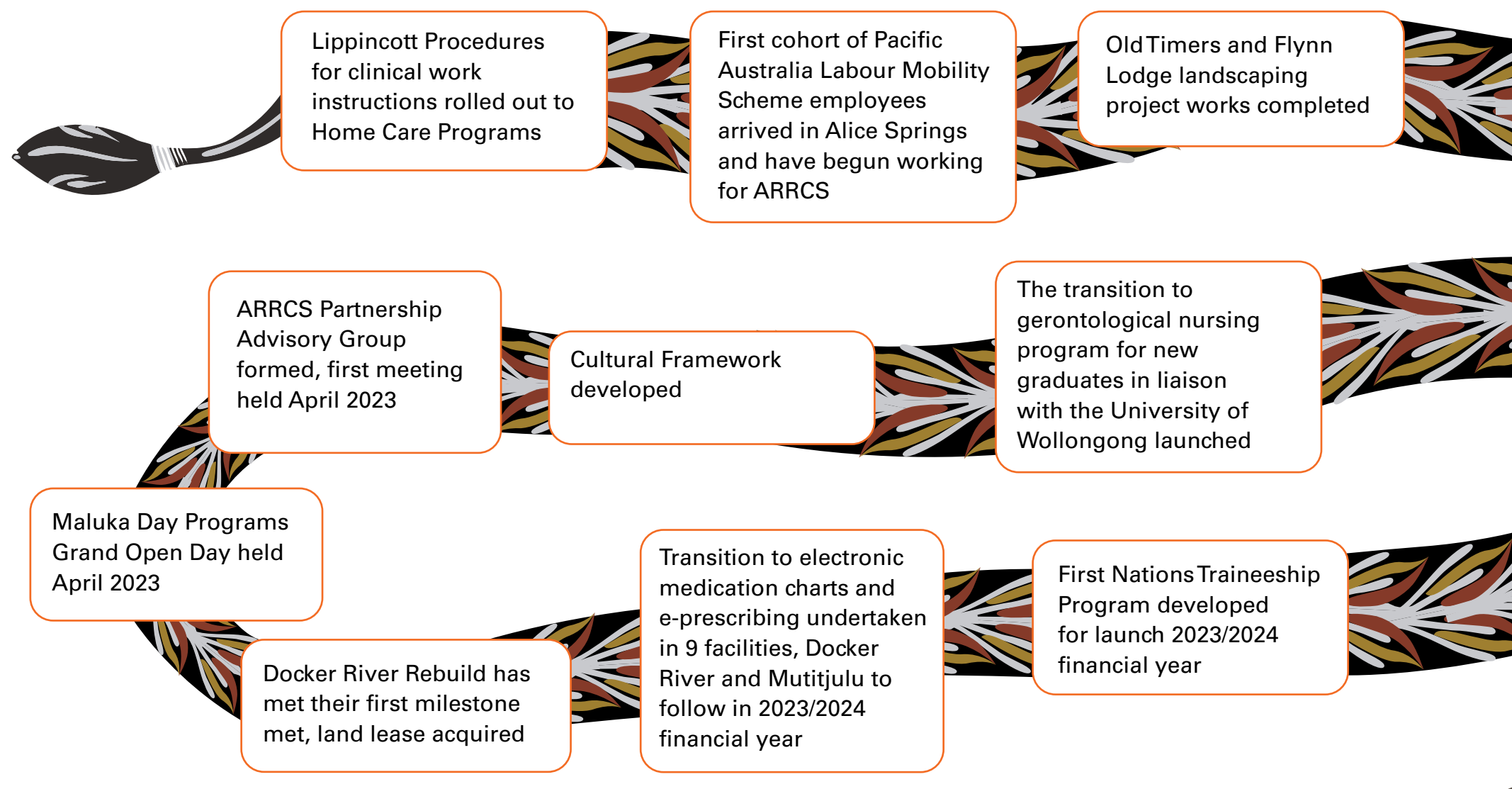


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Breath Clifton and visual artist and designer, the late Eterpi Soropos at the opening of Ngura Kulila Ninanyi in Mutitjulu

Snapshot



Lippincott Procedures for clinical work instructions rolled out to Home Care Programs

First cohort of Pacific Australia Labour Mobility Scheme employees arrived in Alice Springs and have begun working for ARRCs

Old Timers and Flynn Lodge landscaping project works completed

ARRCS Partnership Advisory Group formed, first meeting held April 2023

Cultural Framework developed

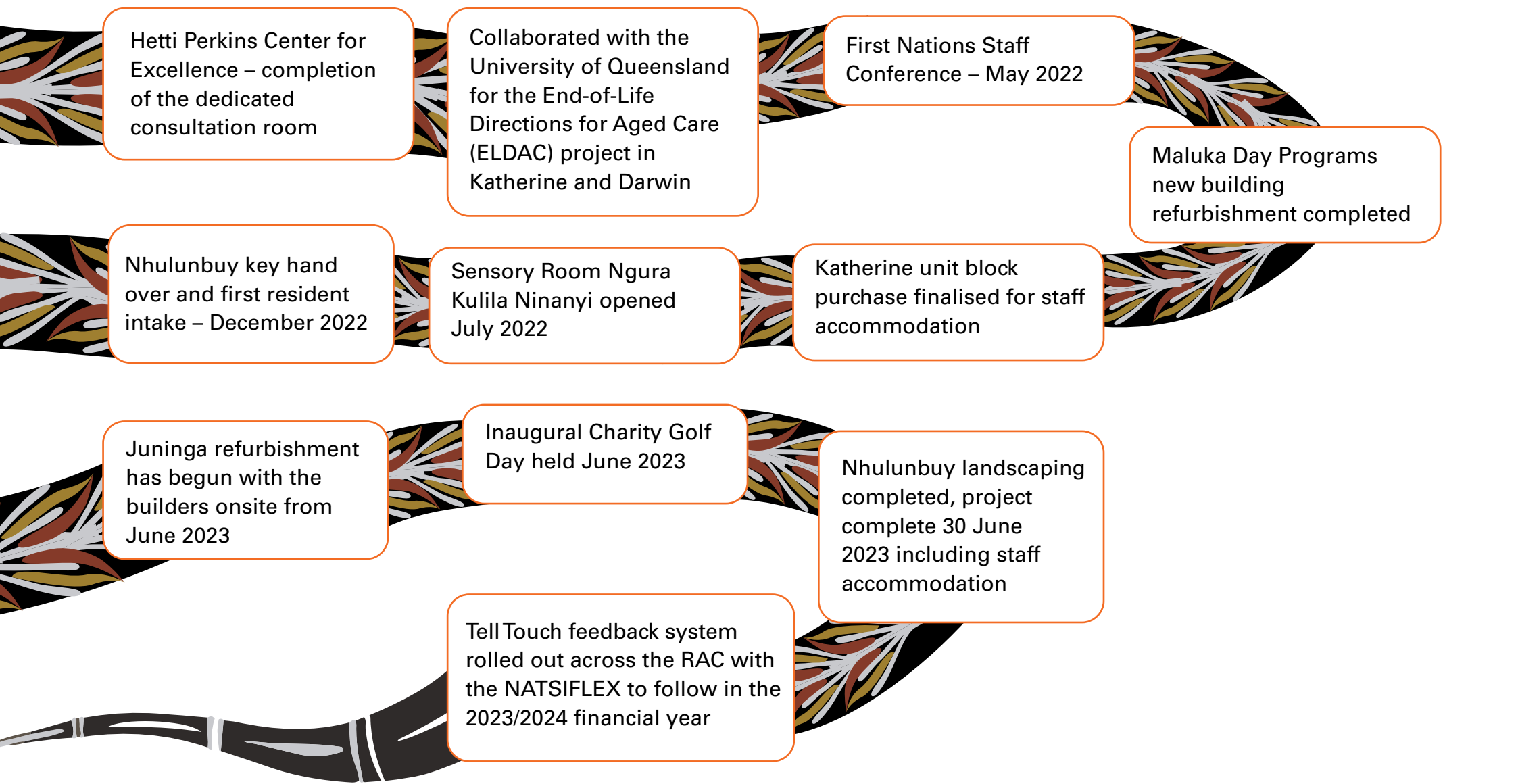
The transition to gerontological nursing program for new graduates in liaison with the University of Wollongong launched

Maluka Day Programs Grand Open Day held April 2023

Docker River Rebuild has met their first milestone met, land lease acquired

Transition to electronic medication charts and e-prescribing undertaken in 9 facilities, Docker River and Mutitjulu to follow in 2023/2024 financial year

First Nations Traineeship Program developed for launch 2023/2024 financial year



Hetti Perkins Center for Excellence – completion of the dedicated consultation room

Collaborated with the University of Queensland for the End-of-Life Directions for Aged Care (ELDAC) project in Katherine and Darwin

First Nations Staff Conference – May 2022

Maluka Day Programs new building refurbishment completed

Nhulunbuy key hand over and first resident intake – December 2022

Sensory Room Ngura Kulila Ninanyi opened July 2022

Katherine unit block purchase finalised for staff accommodation

Juninga refurbishment has begun with the builders onsite from June 2023

Inaugural Charity Golf Day held June 2023

Nhulunbuy landscaping completed, project complete 30 June 2023 including staff accommodation

Tell Touch feedback system rolled out across the RAC with the NATSIFLEX to follow in the 2023/2024 financial year

About us

Australian Regional and Remote Community Services (ARRCS) provides care and support to people in regional and urban communities throughout the Northern Territory. The Uniting Church in Australia has a long and established history of providing support to people living in regional and remote Australia.

Our work began in 2014 when the ministry of Frontier Services, which has a long legacy as an expression of the mission of the Uniting Church in Australia, was reorganised and expanded under a new governance model to further improve the health and quality of life for ageing Australians living in regional and remote areas of the Northern Territory. ARRCS is proud to be an expression of this ongoing

commitment to serve and support those who are most vulnerable so they might flourish and lead meaningful lives.

Today, our commitment remains stronger than ever. ARRCS reaches out to offer opportunity and choice to vulnerable members of our community so they can live 'Life in all its fullness' (John 10:10). 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. Our services are delivered in line with our ARRCS values and in partnership with community members and the people we

serve, and with deep respect for First Nations People and their connection to Country.

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 annual accounts are independently audited and consolidated in the UnitingCare annual accounts.

ARRCS is a registered charitable public benevolent institution and reports to the Australian Charities and Not-for-profits Commission annually.

Our services

What We Do

Building partnerships is central to all that we do. We work together – respectfully, side-by-side, knowing that everyone brings experiences, culture and skills with them, which ensures our journey together is stronger. Across the breadth of our programs and services, ARRCs ensures that the people and families we work with are making informed decisions. To support their choices, we partner with communities, government departments, regional support providers, health clinics, Aboriginal Medical Services and local GPs. Our staff and volunteers are compassionate and knowledgeable members of the local community, who are committed to providing personalised care and support. More than a service provider, we understand that we are an important part of the regional and remote communities in which we work and acknowledge our responsibility to ensure our people are connected to those communities, people and cultures.

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 are attuned to our residents' background, life experience and culture. These homes provide culturally informed, high-quality, person-centred care to older First Nations and non-Indigenous people. Eleven residential aged care homes are available across Alice Springs, Darwin, Katherine, Mutitjulu and Tennant Creek, and our newest facility in Nhulunbuy. Flexible residential care is offered at facilities in Tennant Creek, Kaltukatjara (Docker River), Mutitjulu and Nhulunbuy as part of the National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC) program.

Residential Respite Care

Residential respite care is provided for short stays in our ARRCs residential aged

care homes, to people living at home. 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 cultures of all people. As First Nations People are a significant proportion of our customers, engaging with Elders and implementing culturally appropriate care is a priority for ARRCs.



Respite on Country

Our respite on Country services allows for more people to spend the latter years of their lives in the community. In line with our Strategic Plan, it is our goal to bring meaningful service to those we support. The ability to bring our consumers back to the country of their youth for a visit or allow them to remain in the community through inclusion of mobile renal units reduces their stress. Our goal is to give people the option to stay on or visit Country where possible, rather than moving them into unfamiliar surroundings.

Troopy Program

Our Troopy Program provides respite for carers, community care consumers, aged care residents and people in palliative care, through offering transport and the loan of Troopy vehicles to communities on Country. Trips are planned around individual needs, destination, accommodation, and distance, with fun activities planned for long drives. In the last few years, ARRCs has expanded the program to serve a greater area and to address service delivery gaps in remote communities. We also introduced a

“Culture Troopy” to allow the transport of game, helping to maintain connection to culture and Country. The “Town Troopy” program is also utilised to provide structured day trips to ARRCs consumers. The Troopy Program is a key part of our respite on Country services and will continue to expand in the coming years, with our newest expansion into the Katherine region during the 2022-

2023 financial year. The Troopy Program is set to transition into Return to Country program in 2023/2024 financial year. The new program will encompass and expand the offerings of the Troopy Program.

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 consumer assessments and develop needs-based programs to enhance quality of life and provide opportunities for community contact and home services. Although impacted by COVID over the last few financial years, our centre-based respite and overnight respite remain an integral part of the communities we serve. During the 2022-2023 financial year, overnight respite was opened in our Maluka facility in Palmerston.

In-home respite

Our in-home respite focuses on lifestyle activities, assistance with light household duties, personal care, shopping and meal preparation. One of our professional staff will provide these services in the home, enabling consumers to remain in familiar surrounds; or be taken out on a day trip or social engagement.

Nursing

We provide high-quality nursing care to assist people in the community to remain as independent and healthy as possible. Nurses visit consumers at home 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

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

Occupational therapy

Assisting consumers 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

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.

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. This service has been expanded to include palliative care on Country or visits to places of significance where possible.

Home services

At ARRCs we focus on providing home services that meet the cultural and linguistic needs of our consumers.

Home maintenance/modification

ARRCS delivers home modification and maintenance services so people in the community can feel confident their surroundings are safe, well maintained, and easy to navigate. We install equipment such as easy-access taps, bath rails or shower hoses; create access

solutions such as ramps; source devices that can help with daily tasks, mobility, communication, and personal safety; and provide general maintenance for items such as smoke alarms, light bulbs and taps.

Domestic assistance

We help customers 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

We support people in the community with meals and grocery shopping so they can enjoy a healthy, balanced diet, according to their own tastes. We help prepare meals, assist with shopping, and provide ready-made meals to people in their homes or at one of our centres. ARRCs also provides a Meals on Wheels service to our consumers and to the greater communities we serve.

Sally Morris (CREST NT) leading an online training session with our trainees in Nhulunbuy recognising International Woman's Day 2022 - Break the Bias



Transport

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

Social activities

We support consumers to keep 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 shop visits or community art classes.

Carer support

We co-ordinate support groups for carers to meet other carers; 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 staff provide assistance with light household duties, personal care, shopping, and meal preparation. They go to the consumer's 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 consumer goals and engage with informal, mainstream, community or funded supports.

Childcare and school nutrition

ARRCS works with local parents to provide childcare for the Mutitjulu community.

At our Mutitjulu Itiku Munu Tjitjiku Ngura Childcare centre, 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 and Mutitjulu.

Pacific Australia Labour Mobility Scheme

The national health workforce shortages continue to impact Australia and are magnified in the Northern Territory,

Our workforce

especially in rural and remote townships. ARRCs has worked hard to attract and recruit staff in all sectors of our business.

We have continued to work with the Department of Foreign Affairs and Trade (DFAT) and the Department of Employment to attract a supplementary workforce from the Pacific Islands to fill vacant personal carer and domestic positions. Since our first intake of PALM workers, we have employed over 100 employees to work in Alice Springs, Katherine, Mutitjulu, Nhulunbuy and Tennant Creek and stay with us for three to four years. We are expanding the program further to establish a stable workforce in Kaltukatjara (Docker River). The Pacific Australia Labour Mobility Scheme will continue to enable us to provide reliable, consistent and stable workforces across our residential aged care facilities.

Nhulunbuy workforce development

In collaboration with local partners, ARRCs continues to work to develop

a sustainable local and culturally appropriate workforce to support our new National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC) facility, which had its first resident intake in December 2022 in Nhulunbuy.

ARRCS is part of the Gove Peninsula's Regional Caring Workforce Development Group, a collection of local caring agencies working toward regional training and collaborations with Northern Territory funding bodies.

We have assisted the company who constructed our aged care facility, Scope Building NT, to recruit two local Yolngu men and two other First Nations men from the Northern Territory. Scope Building supervisors have worked alongside these young men to support them into trade assistant roles with the opportunity for consideration into apprenticeships.

Through the Arnhem Land Progress Aboriginal (ALPA) Corporation's Community Development Program, we

have shared aged care career information with 10 Yolngu women. Five of those women have undertaken a Certificate III in Individual Support through Apprentices Australia and Response Employment and Training and are completed their training at the end of 2022, including having completed their required placements at Pulkapulka Kari Flexible Aged Care in Tennant Creek.

We are pleased to report that all five of these Yolngu woman along with two First Nations cultural specialists have accepted roles within ARRCs and are caring for those in our care.

Performance against our strategic goals

Considerable consultation took place in FY2020-2021 with the ARRCs Board, leadership team, staff, consumers and external stakeholders to develop our vision and strategic plan for the next four years. ARRCs' five strategic priorities are centred on our core passion to serve and support our people. They are designed to lead business activity and decision-making at an organisational level and will inform our decision making and planning. The priorities highlight the need for ARRCs to be:

1. Guided by First Nations' wisdom.
2. Committing to genuine partnerships.
3. Driving innovation and dynamic sustainability.
4. Delivering meaningful service.
5. Acting justly and equitably.



Yutjuwala Djiwarr Flexible Aged Care residents and employees taking a bush walk in Nhulunbuy

Priority 1: Guided by First Nations' wisdom

ARRCS is committed to the reality and resilience that is First Nations connection to Country, family, spirituality and culture. We look for ways to embed these realities into our service in order to provide holistic and quality care.

Riyala Wellness Model of Care

The Riyala/Wellness Model of Care that will be offered by the staff at Yutjuwala Djiwarr Flexible Aged Care is intended to achieve meaningful resident engagement achieved through intentionally developing and nurturing authentic relationship with consumers, family, and community. A team partnership approach will be developed between our Yolngu and non-Yolngu Wellness Workers. Consumers and family will co-design "My Story". In response, daily living programs will be designed through this meaningful engagement. This model synergies with the cultural lifestyle of First Nations peoples. When we consider a First Nations family approach to caring at home for their Elders it is not uncommon to see a small number of people engage in care delivery within the family unit. As much as possible it is aimed that the Wellness Model be reflective of the family unit, built on relationship, trust and consumer led with Wellness Workers in established relationships performing care functions to support each resident. This approach is aligned with respect and endorsement from family and the intricacies and delicacies of community dynamics; carefully balanced with the delivery of personal care.

The Yutjuwala Djiwarr Wellness Model is a blend of several contemporary approaches to care delivery built around cultural awareness for Yolngu people. The model of care delivery is established on wellness. Wellness is not simply physical wellness: it incorporates physical, social, emotional and spiritual wellness with the resident at the facility. Through engagement and encouragement, the individual consumer is an active participant in their daily care package, delivered through enablement, health promotion, improvement in activities of daily life and social participation all applied in a culturally safe and respectful manner.

Bush Medicine/Edible gardens

Many of ARRCs facilities have their own Edible and Bush Medicine Gardens. The consumers use these gardens in many ways; to make bush medicine, include herbs in the kitchen and to use the garden as a sensory activity. Both Pulkapulka Kari and Nganampa Ngura Mutitjula Flexible Aged Care create their own salve using plants and herbs from their gardens to soothe aches and muscle pains in conjunction with traditional western ointments.

Many of the consumers will run their hands in the plants or rub their leaves between their hands to release the aroma. This will often calm them and bring them a sense of wellbeing and nostalgia. While some of the herbs and spices used in the kitchen are found in the gardens, they often are too large in quantity to be taken from the gardens. Incorporating local herbs and spiced in the food, is one of the ways we provide culturally appropriate food.

Mobile Respite

ARRCS Mobile Respite Program (Troopy Programs) continues to provide a number of Mobile Respite options for our consumers across the Northern Territory. The Troopy Program continues to grow and will expand into having a permanent service in the Katherine region in the 2022 – 2023 financial year.

The Troopy Program offers structured community day trips, customised trips for individuals including a driver/carer and self-drive options. Currently the Troopy Programs has travelled:

- From Alice Springs and return to
 - o Lasseter's Caves new Kaltukajura

- o Wingellina in Western Australia
- o Yulara and Mutitjulu
- o Docker River
- o Tennant Creek
- o Katherine

The Culture Troopy and self-drive options remain a popular way for our First Nations consumers to remain connected to country and to their families. Their ability to attend Sorry Business is an important and vital connection to country and to their culture. The expansion into a larger footprint in the Northern Territory will allow ARRCs to offer this service to more of our consumers who are from more and more remote locations as the Troopy Program transitions into the Return to Country program.



Pulkapulka Kari Flexible Aged Care resident enjoying the Bush Medicine Garden in Tennant Creek

Priority 2: Committing to genuine partnerships

ARRCS will engage in collaborative and meaningful partnerships with Commonwealth, State and Territory governments, industry experts and other external community organisations to ensure ARRCS provides the best service possible for our communities.

Datjala Work Camp

ARRCS has partnered with the Northern Territory Government with the Datjala Work Camp Nhulunbuy to offer their prisoners pre-employment education as pathways to employment after their sentence has been completed. Some were offered full time traineeships with Scope, who were the contracted builders of Yutjuwala Djiwarr Flexible Aged Care, while others worked towards their certificates to become cleaners, laundry and kitchen hands, maintenance officers and support workers with support from ARRCS including onsite placement and training. Datjala Work Camp requires their prisoners to follow a strict regime including giving back to the community through community enhancements,

maintenance, and beautification projects. They also educate and rehabilitates prisoners through training, education, employment, and support programs. We were proud to be able to partner with and support the rehabilitation of their prisoners with stable pathways to employment and placements. It is our hope that these men will continue with their studies and that staying in the community with stable employment will lower the recidivism rates; to continue to give back to the community.

End of Life Directions for Aged Care

Juninga Centre, Terrace Gardens and Rocky Ridge Nursing Home are participating in the ELDAC Linkages Program. ELDAC (End of Life Directions for Aged Care) is a national palliative care program funded by the Australian Government Department of Health and Aged Care. The ELDAC Linkages Program aims to improve the quality of end-of-life care for all older Australians receiving aged care, through improving cross-sector linkages and capacity building.

Through the program we have been able to build robust relationships with specialist palliative care services. Rocky Ridge Nursing Home in Katherine has implemented an informal meeting model with regional GPs, the local hospital and First Nations Health Care providers. This has improved the decision-making process at the end of life.

Staff have undertaken a variety of advanced care planning and palliative care education and training across the three sites:

- Program of Experience in the Palliative Approach (PEPA) – face to face and PEPA placement in all 3 services, with ELDAC and PEPA teams visiting Katherine together.
- Online Advanced Care Planning training for RNs;
- Gwandalan Education Workshops - supporting palliative care for First Nations Communities

The Linkages Program could not have

achieved all that it has without the commitment of our care teams and that of our Partners. There is real hope that the momentum we have all gained will continue so that we can improve the life journey and experience for all our consumers.

ARRCS Partnership Advisory Group

The ARRCS Partners Advisory Group is committed to improving Advance Care Planning and Palliative Care across all ARRCS Aged Care Services in the Northern Territory. We will guide change in Advance Care Planning and Palliative Care practices and to improve systems, relationships, clinical practice and most importantly consumer outcomes.

The Advisory Group will:

- Review current Advance Care Planning and Palliative Care practices and identify deficits.
- Develop an action plan for identified improvement opportunities in Advance Care Planning and Palliative Care and establish a strategic direction for Advance Care Planning and Palliative Care across all ARRCS Aged Care Services

- Maintain close liaison, consultation and information exchange between the members of the Advisory Group to promote achievable outcomes.
- To monitor progress of the ARRCS ELDAC Program objectives in conjunction with the ARRCS Partners Advisory Group strategic direction.

Membership of the ARRCS Partners Advisory Group Members (or their proxy) must be able to speak on behalf of and make decisions for the organisation/ service that they represent.

- ARRCS Regional Manager Clinical Governance and Risk
- St Johns Ambulance Northern Territory
- Emergency Department Consultant, Royal Darwin, and Palmerston Hospitals
- Palliative Care Services, Northern Territory Department of Health
- Office of the Public Guardian
- ARRCS CHOICE Clinical Pharmacist
- General Practitioners from Darwin Palmerston and Katherine
- ARRCS First Nations Representative
- Senior Persons Advocate, Northern

Territory

- ARRCS Facility Service Managers, Darwin, Palmerston, and Katherine
- ARRCS Clinical Improvement and Innovation Coordinator
- Office of the Public Guardian and Trustee
- Council on the Aging (COTA NT)
- NT Primary Health Network

University Collaborations

ARRCS General Manager Wendy Hubbard and Regional Manager for Clinical Governance and Risk Nicole Tate have continued to collaborate with Flinders University, University of Canberra, University of Newcastle, Queensland University of Technology, University of Sydney and the University of Wollongong on clinical research and workforce development.

Facial Recognition of Pain in First Nations People

In collaboration with Flinders University and PainChek Corporation, ARRCS continues to research on the effectiveness of PainChek's facial recognition and identification of other pain elements

for our First Nations consumers. Our research article has been published and we are awaiting acceptance in Rural and Remote Health Scientific Symposium. The research found that facial Recognition through auto analysis is equally as effective in First Nations and non-First Nations people, however different facial triggers were noted. Additional learnings were that there was an “under-reporting of observed pain signs and behaviours for First Nations aged care residents by assessors. Further training in the assessment of pain in First Nations aged care residents may be necessary and a continuing shift in clinical practice to using technology and point-of-care assessment” .

<https://pubmed.ncbi.nlm.nih.gov/36847297/>

ARRCS Gerontology Graduate Nursing Program

Planning for the ARRCS Gerontology Graduate Nursing Program is collaboration with the University of Canberra, University of Wollongong, and Aged Dementia Health Education & Research (ADHERE) using their Gerontological Nursing Competencies (GNC) is in the final stages. We launched the pilot program in 2023 recruiting

Graduate Nurses, supporting, and mentoring them through their transition to practice over twelve to eighteen months. The graduate nurses will be supported on the ground by our clinical education team to complete a suite of clinical skills, attend specific face to face study days, a clinical coach plus a preceptor, and participation in a community of practice. We expect this program to broaden the pool of applicants to ARRCS and bolster our retention of nursing staff.

Current Partnerships

ARRCS is committed to creating genuine partnerships. We are continually looking for new and different pathways for meaningful employment and community engagement, partnering with professional bodies, Traditional Owners and

government agencies as well as engaging with universities and other research partners. This year we have developed or strengthened partnerships with the following organisations:

Community Engagement Partnerships

- Akeyulerre Healing Centre
 - ▶ akeyukerre.org.au
- Catholic Care
 - ▶ catholiccarent.org.au
- One Mob (First Nations Dance and Education Troupe)
 - ▶ nt.gov.au/law/prisons/one-mob-different-country-dancers
- Voyages Indigenous Tourism Australia
 - ▶ voyages.com.au
- Yothu Yindi Foundation

One Mob Dancer
Celebrating NAIDOC
Week at Juninga
Aged Care in Darwin



- ▶ yyf.com.au

Traditional Owners, Professional Bodies and Government Agency Partnerships

- Aged Care Workforce Remote Accord
 - ▶ acwra.org.au
- Commonwealth Departments of Health and Ageing
 - ▶ NT Director Aged Care, Department of Health – Liz Edwards
 - ▶ Director Indigenous Aged Care Programs and Collaboration Branch – Margaret Hayes
 - ▶ NT Assistant Director Ageing and Aged Care – Danni Humphries
 - ▶ NT Public Health Directorate – Manssor Hussain
- Northern Territory Public Health Network
 - ▶ ntphn.org.au
- Dementia Support Australia
 - ▶ dementia.com.au
- End of Life Direction for Aged Care
 - ▶ eldac.com.au
- Land Councils
 - ▶ Central Land Council
- Santa Teresa
 - ▶ Northern Land Council
 - ▶ Parks NT

Training, Education and Employment Pathway Partnerships

- Larrakia Nation
 - ▶ larrakia.com
- Alana Kaye
 - ▶ alanakaye.edu.au
- Bamara
 - ▶ bamara.com.au
- Charles Darwin University
 - ▶ cdu.edu.au
- Crest NT
 - ▶ crestnt.com.au
- Datjala Work Camp – through the Northern Territory Government
 - ▶ nt.gov.au/law/prisons/datjala-work-camp-nhulunbuy
- FOX Education
 - ▶ fox.edu.au
- GTNT
 - ▶ gtntgroup.com.au
- Industry Skills Advisory Council NT - ISAC NT
 - ▶ isacnt.org.au
- Institute of Hope
 - ▶ theinstituteofhope.com.au
- Ironbark Aboriginal Corporation
 - ▶ ironbark.org.au
- Karen Sheldon
 - ▶ karenseldontraining.com.au
- Kungas Can Cook
 - ▶ kungascancook.com.au
- Max Employment

- ▶ maxsolutions.com.au/employment-services

- Program of Experience in the Palliative Approach
 - ▶ pepaeducation.com
- Response Employment and Training
 - ▶ responsetraining.com.au
- RISE
 - ▶ riseventures.com.au
- Saltbush Social Enterprise
 - ▶ saltbushnt.org.au
- Tangentyere Council
 - ▶ tangentyere.org.au
- Wise Employment (specialising in people with disability)
 - ▶ wiseemployment.com.au

University and Research Partnerships

- Aged Care Research Industry Australia (ARIIA)
 - ▶ arria.org.au
- Charles Darwin University
 - ▶ cdu.edu.au
- Flinders University
 - ▶ flinders.edu.au
- University of Canberra
 - ▶ canberra.edu.au
- University of Newcastle
 - ▶ newcastle.edu.au
- University of Wollongong
 - ▶ uow.edu.au

ARRCS is also a current member of the Australian Association of Gerontology, with our GM, Wendy Hubbard, sitting on the NT Committee and the Regional Manager, First Nations Program, Anthony Lew-Fatt, sitting on the National Indigenous Sub-Committee.



The Hon Michael Gunner with Wendy Hubbard and the first cohort of the Pacific Australia Labour Mobility Workers

Priority 3: Driving innovation and dynamic sustainability

ARRCS is committed to being strategic, innovative and sustainable and strives to energise our leadership as an aged care and disability support provider.

Sensory Room - Ngura Kulila Ninanyi

The Sensory Room, Ngura Kulila Ninanyi (a place to sit and listen), at Nganampa Ngura Mutitjulu-nya Flexible Aged Care Facility was officially opened by Craig Barke, Board Chair, on 8 August 2022. With funding from NT Health, visual artist



Nganampa Ngura Mutitjulu-nya Service Manager Kerrie Stevens with and an Elder Resident using the Sensory Room “Ngura Kulila Ninanyi in Mutitjulu”

and designer, the late Eterpi Soropos, has created the Sensory Room at our Mutitjulu aged care facility, the first of its kind in a remote setting. The Ngura Kulila Ninanyi is an immersive experience that uses video, sound and colour lighting to help reduce stress and induce relaxation. It has been created with specialised equipment, items of significance, artworks, and artefacts to provide a peaceful and tranquil place for our First Nations residents. Collaborations with the onsite designer, local artists, musicians and film makers have been used to develop scenes, sounds and videos that depict the local country and surrounds. We also approached Dementia Australia to identify targeted programs for our First Nations residents – particularly those with behaviours of concern – as dementia management programs typically focus on non-Indigenous populations and do not always ensure challenging behaviours are effectively managed.

While the finishing touches were being done to the Sensory Room, many of the residents at Nganampa Ngura Mutitjulu-nya Flexible Aged Care Facility were

given a sneak peek. Their thoughts and ideas have been considered and options have been added to the Room, including hymns and other contemporary music being offered for the soundtrack and looking into having meditation in language. Service Manager Kerrie Stevens has sourced essential oils such as “desert rain” and other bush medicine for the Sensory Room. She is also working with the residents to see which elements of the room, if any, evoke memories and/or create calm. Ngura Kulila Ninanyi has become a living room where the atmosphere can be changed to meet the needs of the resident using it. Plans are in place for the residents to tell their stories in paint on the floor of the Sensory Room, which will then be preserved for the future.

EDIE – Educational Dementia Immersive Experience

ARRCS is committed to providing best possible care to all our consumers and residents. We have undertaken in partnership with Dementia Australia to provide our care staff with their EDIE Interactive Workshop. This interactive

workshop enables participants to see the world through the eyes of a person living with dementia. Letting them have firsthand experience of what the people



First Nations Team Leader, Breath Clifton taking part in the Educational Dementia Immersive Experience

we care for with dementia are struggling with daily and how we can create a more supportive approach to caring for them and finding new ways for them to become more independent in our care. The immersive experience is supported by more in-depth conversation and training around how to provide best care for our residents and consumers who are living with cognitive disadvantages.

TellTouch™ Feedback Management System

ARRCS has rolled out the TellTouch™ feedback management system across our residential aged care and NASTI FAC services. Each residential aged care facility has been provided with a kiosk or tablet that utilises the TellTouch™ App that residents or their representatives can submit feedback. TellTouch™ allows for simple, interactive and immediate feedback options. The system is mapped to the ACQSC Aged Care Quality Standards and offers immediate SIRS notifications if received via the system.

TellTouch™ also allows the facility to create their own surveys to capture feedback on specific issues or to use the

surveys already available in the system. The built in surveys enable the facilities conduct, track, and compile mandatory Quality of Life and Quality of Care Experience surveys for submission to the ACQSC. The system also streamlines compilation of feedback, results and actions taken in an easily accessible format that is suitable for accreditation audits.

ARRCS is in the process of having four First Nations languages translated onto the TellTouch™ App to ensure we are capturing accurate feedback from our First Nations residents.

Nganampa Ngura Mutitjulu-nya Flexible Aged Care and Voyages Indigenous Tourism Australia Furniture Rehoming Initiative

The Furniture Rehoming Initiative has been running since 2019 when Voyages Indigenous Tourism Australia announced that they were refurbishing some of their accommodation options. Nganampa Ngura Mutitjulu-nya Flexible Aged Care recognised a need in the Mutitjulu community that a partnership could fill. ARRCS reached out to Voyages

Indigenous Tourism Australia to see what their intentions were with the previously loved mattresses and other furniture. It was clear that we could rehome the furniture, so it did not end up being discarded and ending up as landfill.

Each time Voyages plans a refurbishment, they reach out to ARRCs, and we organise pick up and delivery to a central location in the Mutitjulu community so that residents can come and take what they need. If they are unable to take the items away themselves, we organise delivery

to their homes or camps. So far, the initiative has seen the rehoming of:

- 100 mattresses,
- 100 mattress protectors,
- 50 lounges,
- 100 blankets,
- A number of bedside tables and
- A number of coffee tables.

This relationship between Voyages Indigenous Tourism Australia, the Mutitjulu Community and Nganampa Ngura Mutitjulu-nya Flexible Aged Care is one that has been fostered over time and championed by Todd Rayner with the full support of Kerrie Stevens. We are proud of this initiative and of the benefit it has been to the Mutitjulu community.



Voyages Indigenous
Tourism Australia
delivering furniture to
be rehomed in Mutitjulu

Priority 4: Delivering meaningful service

Working to understand the needs and aspirations of our diverse communities and individuals, developing and tailoring our services, programs and activities to meet their specific needs and enhancing our connection.

Uluru Camel Tour

Ensuring our Elders remaining connected to Country is one of the cornerstones to our commitment to delivering meaningful service. Our Mutitjulu aged care facility service manager recently discovered that some of their elders had grown up around camels, walking alongside them as children. At that time camels were reserved for Elders and transporting goods only, so children and young people, did not have the opportunity to ride. It was upon learning that, Kerrie Stevens, Service Manager Nganampa Ngura Mutitjulu-nya Flexible Aged Care, decided to organise a camel tour for the Elders. ARRCs

partnered with Uluru Camel Tours to offer our elders their first camel ride.

Ms Stevens and her team travelled the thirty minutes from the facility to Yulara and Uluru Camel Tours. The group was treated to morning tea after their walk through the animal enclosures where they enjoyed interacting with the camels. The residents who were able were then readied for their ride. One of the residents who wanted to ride but was unable to, was treated to a buggy ride to the Sunset Dune to look over the farm. The residents greatly enjoyed their camel ride around the farm. The look on their faces were ones of pure joy. Of the experience, Kerrie said, "They had a ball! And the men were all cowboys, they all worked on the stations, so getting them back in the saddle, they looked very at home, very comfortable."

Adopt a Grandparent

Pulkapulka Kari Flexible Aged Care had partnered with the Tennant Creek High School to provide intergenerational visits to PPK. The "Adopt a Grandparent" program sees the young people from the high school come to PPK to visit, interact with and get to know and learn from the elderly. The young people spent time reading with and to the residents, interacting with activities and finally to serve the residents morning tea. Both the young people and the elderly benefit from this interaction. The young people get to know our elders, take greater care in the area and look out for our elderly and the elderly enjoy the energy of the young people and are able to share their life stories to the younger generation. It is the hope that this renewed relationship with the Tennant Creek High School will flourish into a strong and lasting bond between the students and our residents and both our organisations.

Leisure and Lifestyle Officer Network

The First Nations Programs Team has initiated Leisure and Lifestyle Officer Network with Activities Meetings attended by the Leisure and Lifestyle Coordinators and Activities officers across ARRCs to openly share ideas, thoughts and struggles with providing interactive, interesting, and meaningful activities to our residents and consumers. These meetings offer our staff providing activities support and resources. The sharing of successes with one another lends to strengthening offerings across the facilities. With the network meeting, bimonthly at present, the teams working with activities are encouraged to reach out to one another outside of meeting times should they need assistance or additional support. Other resources have

also been offered to the network including the Marketing and Fundraising Officer's assistance with newsletters, posters, and other marketing collateral. Sharing ideas and resources allows the teams to offer more meaningful activities to enrich our residents and consumers lives.

Yutjuwala Djiwarr Flexible Aged Care Blessing

In July 2022 ARRCs Board members attended the Blessing of the Yutjuwala Djiwarr Flexible Aged Care site. Marparlawuy and Witiyana Marika along with the Yolngu Advisory Team worked hand-in-hand with our ARRCs team bring to fruition not only the Blessing, but the dream that is Yutjuwala Djiwarr Flexible Aged Care. The Board was delighted to see the progress of the project and enjoyed

speaking with the Yolngu Elders and the Riyala workers about their journey in ensuring that First Peoples receive quality and culturally safe aged care services and are treated with dignity and respect. They were also honoured by the traditional story telling in dance.

The Blessing marked a significant milestone in the journey to improve the quality of life for people living in regional and remote areas of Australia. With the Blessing ARRCs reaffirmed our commitment to meaningful engagement with the First Nations community and respect of First Nations culture, heritage and connection to country. A plaque was presented to Yutjuwala Djiwarr Flexible Aged Care to commemorate the Blessing bringing good spirits to the future of the facility.

Craig Barke, Terese Marchesi and Budat Mununggurr at the Blessing of Yutjuwala Djiwarr



Priority 5: Act justly and equitably

ARRCS will provide a fair and equitable place for our consumers, residents and employees and take responsibility to ensure the voices of our people and the communities we serve are heard at all levels our organisation and government to ensure full and flourishing lives.

First Nations Staff Conference

In May 2022, we were privileged to bring most of our First Nations staff together in one place to our Inaugural First Nations

Staff Conference in Darwin. Over the five-day conference, the attendees participated in:

- career progression conversations, including training and upskilling opportunities,
- training including Emotional Fitness and Protective Behaviours,
- open discussions on how ARRCS can evolve to provide better consumer

care focusing on cultural sensitivity and spanning the Two Worlds,

- and the Educational Dementia Immersive Experience workshop by Dementia Australia showing what it is like to live with dementia.

The conference also allowed for social interaction with one another and the broader ARRCS Team to share life and work experiences from across the Territory. It is not often that we are able



First Nations Staff attending the First Nations Staff Conference

to all come together and to put faces to names. Our First Nations staff left the conference feeling empowered, supported, and invigorated to care for our elders and those in need across the Northern Territory. Plans are well underway to create a meaningful program for the 2024 First Nations Conference to be held in the South.

Cultural Training – Addressing racial discrimination

Leading on from the work done by ARRCs last year in the space of cultural awareness and training, the face-to-face cultural awareness was rolled out to more regions including Alice Springs. The training incorporates key historical information and legislative changes that have had lasting impacts on First Nations People and culture. It contains interactive discussions about the Stolen Generations, the Northern Territory Intervention, and the resulting intergenerational trauma affecting Aboriginal people and communities. It is built around a framework of two-way learning, a conversation that aims to build

upon what staff already know, creating a safe space to ask questions and develop further understanding and appreciation of the diversity and strength of Aboriginal culture across the Territory. This will ensure that we are providing best care to our First Nations people and that we continue to be a first-choice employer for First Nations employees.

To support the face-to-face cultural awareness, there is now a significant portion of the orientation for new starters to introduce them to our First Nations Programs Team and highlight the significance of our Reconciliation Action Plan and how they are an integral part of our Reconciliation journey.

Heal Country and Get up! Stand up! Show up!

“NAIDOC Week is an opportunity for all Australians to learn about First Nations cultures and histories and participate in celebrations of the oldest, continuous living cultures on earth.” As the largest aged care provider in the Northern Territory, we always take this opportunity

to heart.

NAIDOC celebrations were held across our facilities in 2021 for Heal Country! and in 2022 for Get up! Stand up! Show up! From Terrace Gardens to Tennant Creek, and from Katherine to the ever-popular NAIDOC Celebration at Juninga.

Our First Nations Programs Team attended many celebrations across the week over both years including our Annual Morning Tea at the NT Regional Office held in conjunction with Carpentaria and Carers NT.

In 2021 Juninga visited Terrace Gardens for their celebration and were delighted with the One Mob dancers. Their performance is always a moving experience. There was face painting, laughter, fun and of course and a great luncheon. Katherine Hostel and Rocky Ridge gathered for a joint outing to the Katherine NAIDOC Street Parade. They were in a prime position to watch the parade go by. Once back at the facility, the group, together, enjoyed a celebratory morning tea. Tennant Creek participated in the Tennant Creek NAIDOC March

where the residents hopped on the bus and travelled the march route. After the March, they gathered with their friends and family for a lovely morning. Juninga hosted a fantastic event where residents and guests were treated to a moving Welcome to Country, didgeridoo performance, music, laughter, and baby crocodiles from Darwin Wildlife Sanctuary were all on hand for a fantastic day topped off by a spectacular cake from Rachel's Designacake.

In 2022 Terrace Gardens held their

belated, due to COVID, they held their first ever evening NAIDOC event, "Under the Stars". Residents were treated to live music, One Mob Dancers and a lovely BBQ. Juninga, as always, held a sensational event for the community with live music, didgeridoo and lots of food and fun, and even a cheeky baby croc! Residents from Pulkapulkka Kari Flexible Aged Care had a lovely outing where they celebrated NAIDOC with the community. They had a lovely meal a sensational cake. Later they enjoyed live music and were entertained by a traditional dance

troupe. Katherine Hostel and Rocky Ridge once again joined the NAIDOC parade route in Katheirne and enjoyed a delicious luncheon after the parade. Alice Springs held a joint celebration where the residents from Old Timers, Flynn Lodge and Hetti Perkins came together to celebrate with a luncheon, company with music and song.

Across the Territory, ARRCs celebrates our First Nations people with food, laughter, song and companionship.



Terrace Gardens Service Manager, Kylie Wells and First Nations Team Leader, Poppy Reece Celebrating NAIDOC Week at Terrace Gardens in Palmerston

1 <https://www.naidoc.org.au/about/naidoc-week>

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 the following ARRCS services:

- Alice Springs Community Care
- Flynn Lodge
- Fred McKay Day Therapy Centre – Centre Based Day Respite
- Hetti Perkins Home for the Aged
- Old Timers Village
- 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:

- Darwin Home Care
- NDIS Support Services
- Maluka – Center Based Day Respite
- Terrace Gardens
- Juninga Aged Care



Kaltukatjara – Docker River

Docker River is located 670km 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 Kaltukatjara via:

- Tjilpi Pampaku Ngura Flexible Aged Care and Home Care



Katherine

Katherine marks the point where the traditional lands of the Jawoyn, Dagoman and Wardaman Aboriginal peoples converge. It has been a meeting place for First Nations 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/or Torres Strait Islander. ARRCs services in Katherine include:

- Katherine Hostel
- Rocky Ridge Nursing Home
- Katherine Home Care



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 and/or Torres Strait Islander. ARRCS services in Mutitjulu include:

- Mutitjulu Home Care
- Mutitjulu Itiku Munu Tjitjiku Ngura Childcare
- Nganampa Ngura Mutitjulu-nya Flexible Aged Care



Nhulunbuy

The Traditional Owners of Nhulunbuy are the Yolngu People. Nhulunbuy is the main population centre in the East Arnhem Land region with a population of around 2,600 people. While Nhulunbuy is the name of the town, and Gove is the name of the peninsula where the town is located, the two names are used interchangeably. ARRCS services in Nhulunbuy include:

- Yutjuwala Djiwarr Felixible Aged Care



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 has access to the following ARRCS services:

- Pulkapulkka Kari Flexible Aged Care
- Barkly Community Care

Celebrating the people we serve



Charlie's Story - Katherine Community Care Consumer

There are many paths to ARRCs. Charlie first accessed our community care options through his Transitional Care stay at Rocky Ridge Nursing home in Katherine. Charlie lives independently in a caravan in a remote area just outside of Katherine. There is no running water or electricity available to his block; therefore, he was unable to have a warm shower, do his laundry or even cook a hot meal. He had been living in these conditions for six years before coming to us here at Katherine Community Care. Now that he comes to visit Katherine Community Care's Day Programs, we have been able to

assist Charlie with his shopping, laundry, and transportation. He is regularly able to access a hot shower, a warm meal and enjoy some social interaction. Charlie says that with our support he is confident that he can remain living independently longer and he feels that his dignity is being respected in our care.



Alfie's Story – Pulkapulkka Kari Flexible Aged Care Resident

Alfie is an Indigenous Elder living at Pulkapulkka Kari Flexible Aged Care at

Tennant Creek. Alfie is a veteran who made a career from Boxing in his younger days. Due to his career, Alfie's eye site had deteriorated and had impacted on his ability to enjoy his life to the fullest. In consultation with his medical team, he decided to have surgery. The closest place to undergo the surgery was Alice Spring Hospital, 500 kilometres away. Alfie was not a comfortable flyer, so flying was not an option. The Bus ride could complicate Alfie's condition, so it was decided that Pulkapulkka Kari Flexible Aged Care Service Manager Irene Snell would arrange transportation for Alfie. Irene spoke with Alfie's daughter, and they created a memory vacation out of the essential road trip. They carefully planned pit stops in areas that were connected to Alfie's life as a young man. They stopped into Barrow Creek where he used to have boxing matches, they stopped in other areas, so Alfie was able to reconnect with long lost family along the way. With Irene making the trip, a comprehensive hand over to the hospital was given and surgery

was a success. Alfie often recalls the journey and the fun they had.



Grace's Story – Darwin NDIS Participant

Grace, 21, lives with cerebral palsy, and ARRCS provides NDIS support co-ordination and transport so she can continue to reach for her goals.

And Grace is not short on goals – she is studying part-time, while juggling two administration jobs with Robertson Barracks and Darwin Airport. She is

also working on getting her learner driver's licence, and dreams of living independently in her own home, as well as travelling Australia and overseas.

"I maintain a very positive outlook in life because of my mum," says Grace, who grew up in Darwin.

"She passed away in 2018, but when she was still with us, she took me horse riding, swimming, and to ballet. She taught me that I should live my life to the fullest."

And that includes remaining active, by visiting the gym at least twice a week, and playing goal defender and goalkeeper for the Dragonflies netball team, which has taken her to Olympic Park in Sydney. In her free time, Grace likes to cook, listen to music, and read.

"I do not see my disability as a hindrance in achieving my goals," she says. "Disability does not define who I am."

Eliza's Story – Tennant Creek Home Care Consumer

Home Care nurse Annette spent some time with home care consumer Eliza. Annette and Eliza spent the day travelling along memory lane reminiscing and gathering bush medicine. They started their journey driving to Devil's Marbles. As a child, Eliza and her family would stay at the bottom of the rocks. She said she and her sisters would go and gather bush tucker and medicine for her mother. She reminisced that she hated doing this as she and her sisters wanted to play. As the drive continued, Eliza would point out places that she and her family camped and all the miles they walked to get there. She said that the days were hard but the old ways where good and family all helped each other.

They continued onto Wycliffe Well, where Eliza directed them to stop under the bridge where her family would camp in the summers as it was the coolest place. There you could see Eliza and her sister's names where their father had carved them. She also recounted a tale where she and her sisters saw something flying

super-fast from one side of the road to the other than she said it just stop a few feet off the ground then like that it was gone. It wasn't until years later that she realised it may have been a UFO she and her sisters may have seen!

They travelled to Ali Curung where Eliza and her siblings grew up and her younger brother and his family still live. We were able to visit with Eliza's brother and his family. They sat under a tree and had a lovely visit with many shared stories. Annette said that it was incredibly special to be included in the family time and for them to try to teach her more of the language.

On the way back from Ali Curung to Tennant Creek Eliza asked to stop again when she saw a tree with an amber colour sap coming from it like tears. They collected as much of the sap as they could, with Eliza saying that she would be able to boil the sap and infuse it into a tea to help with itchy skin. They also stopped along the road to collect prickly leaves from a small green bush. The leaves could be boiled to make a liquid to help with upset stomach, sore throat and headache, where the ground leaves could be used as a poultice to put on sores and itchy bites.

Annette and Eliza spent a wonderful day together with Annette learning so much about the area, the community she serves and delighted in some wonderful stories.



Home Care Nurse Annette with consumer Eliza in the Barkley Region

Celebrating our people and community



Christian Buntine – Administrative Officer, Mutitjulu

Christian Buntine started his journey with ARRCS in 2020 moving from the Gold

Coast to the Red Centre. Coming from a corporate background Christian said he wouldn't change a thing moving into Aged Care. "I have learnt lots about the First Nations Culture from the residents. They have taught me some of the language (Pitjantjatjara), shared with me the stories of their lives, and taught me how to cook natively. I enjoy every day coming to work to assist our residents in any way possible I can, even if it is just sitting with them."

"Christian expertly handles the day-to-day administrative responsibilities, but never shies away from anything. He does exceptional work with the Elders

here in Mutitjulu. His endless patience and dedication to ensuring our residents are living their best life is incomparable" added his service manager Kerrie Stevens.

Christian was invited to join the ARRCS RAP Committee in January 2021 where he works to help keep the Aboriginal and Torres Strait Culture alive in our services. "It has been an honour to be asked to become a member of the RAP Committee. To ensure that we are working towards Reconciliation and giving our First Nations residents the best possible quality of life, in the most culturally appropriate way is a privilege."



Rebecca West – Clinical Leadership and Culture Change Co-ordinator

Rebecca West, Clinical Leadership and Culture Change Co-ordinator, needed a sea change after 10 years as an integrated service manager based in Gympie for Blue Care, she picked up her

career and moved to the Territory and to ARRCS.

Rebecca doesn't want to sound corny, but she believes part of what makes Blue Care and ARRCS special are the values of UnitingCare: Compassion; Respect; Justice; Working Together; and Leading through Learning.

"I truly am, for those who know me, I am a values-driven person," she says. "So, I need to work in an organisation that not only writes down values but lives them. I felt that when I was at Blue Care through my whole journey; and I feel it here, too."

The values form a vital part of her work, travelling two weeks in the month to visit teams across ARRCs. "In this world of uncertainty, I'm embracing my workshops with the teams from each service. And we workshop values – what are the UnitingCare values; what do they mean for you? We create this meaning for each team member. What does Justice mean for you? How are we going to show justice to ourselves, to each other, and to the residents? It really brings the values alive."

Rebecca also provides formal weekly coaching with clinical and registered nurses within ARRCs. "I'm so passionate about the nursing profession and how do we support and coach and empower our registered nurses so that they really enjoy and feel a passion for aged care? We're seeing great outcomes from that,

which then transforms their leadership style, which impacts on their team, which impacts on the residents so positively."

Meeting the residents is what fills Rebecca's soul. "I'm on the road a lot, which is great because you get to engage with the people who we're serving and hear their stories. We're so privileged to be able to work with our First Nations people up here – and they are a big percentage of the consumers that we have. How awesome it is to learn about their culture? And they really want to yarn about it and teach us. There's a real willingness to share, which is just beautiful."

It adds a richness to working in aged care that she would encourage other nurses to experience.

"I would say that the experience and the opportunity to work in aged care is one of both privilege but also of professional growth," she says.

"So, you get the opportunity from a nursing point of view to experience so much more than you would if you were

working in a ward in a hospital. You get to have much deeper relationships with your consumers and their families than you ever do in a hospital. That's just generally in aged care.

"And caring for First Nations people in aged care is the same but it provides an added richness in your life and the opportunity to walk alongside people and hear their stories that you wouldn't have the opportunity to do in most areas of the eastern states."



Rujan Muharjan – NDIS Disability Support Worker

Rujan Muharjan, disability support worker, who has been with ARRCs for one year after completing his qualifications, is finding his change of job and location has paid off. “It feels good, helping people, giving support for them,” Rujan says. “I like spending time with the participants and giving them my company. Some of my participants get very happy when I’m with them.”

In his role, Rujan supports people to get out and about, taking them to medical appointments, shopping, and to visit friends and family. He’ll also assist around the house, with medication, cleaning and simply having a chat. And while some consumers might have challenging behaviours, he takes it all in his stride. “I just be friendly and nice and polite.” If he does feel the strain, he simply hangs out with friends and family, or goes for a swim or motorbike ride in the stunning bush at Howard Springs and Berry Springs.

It’s a world away – and some 4,000km – from Sydney but Rujan wouldn’t change a thing. Well, maybe one: “The only challenging thing is the weather!”

You can make a difference

Dignity is a Right, Not a Privilege - Elders in our society should live with dignity as a right for all their contributions and sacrifices. Way too often, however, out of sight reinforces out of mind and, unfortunately, out of the heart. Australian Regional and Remote Community Services (ARRCS) knows of these challenges all too well.

Since 2014, ARRCS has been providing responsive services and support in communities throughout the Northern Territory to meet the needs of those who are out of sight, mind, and heart for the average Australian citizen. There are many vulnerable men, women and children living in the Northern Territory. You can improve their quality of life. Your compassion, through generous giving, can help ensure that ARRCS continues to deliver care and support

to these Australians. By directly supporting ARRCS' community, aged care, health, and children's services, you will be providing a lifechanging gift to some of the most remote and socially disadvantaged people in Australia. For example, your gift could:

- Ensure that Elders and Traditional Owners can stay on Country and continue to receive quality community service and care in communities such as Mutitjulu, Kaltukatjara (Docker River), Tennant Creek and Nhulunbuy.
- See children in remote schools in Central Australia receive healthy lunches through ARRCS' nutrition program to maximise their learning and development potential.
- Enhance social connections and wellbeing for elderly people, whether living in residential aged care or their own homes.

- Offer the opportunity for more Elders and Traditional Owners to return to Country with Mobile Respite (Troopy Program).

When you support ARRCS, you support compassionate care, health improvements and services that enhance lives throughout the Northern Territory. We hope you'll give today. For more information on how you can support some of Australia's most vulnerable people by giving to ARRCS, please get in touch. Call ARRCS Fundraising on 1800 001 953 or email us at fundraising@arrcs.org.au



Nganampa Ngura Mutitjulu-nya
Resident, Elder Nyanu Watson,
enjoying a camel ride at Uluru
Camel Tours in Yulara

Coming together through Reconciliation / Reconciliation Action Plan

The First Nations Programs Team and the RAP Working Group continue to discuss ways we can engage the business at various levels in regard to the Reconciliation Action Plan. Last year we introduced mandatory online Cultural Appreciation training through Scout, for all ARRCs employees to complete annually; we are transitioning this training to face to face which gives more opportunity for discussion and interaction. We have also included a First Nations section to the onboarding orientation presentation given to all new employees. This section of the orientation is currently, and will continue to be, presented by one of our First Nations Team.

RAP Working Group

The ARRCs RAP Working Group is a dedicated group of people who meet quarterly to discuss the best direction to

steer the ARRCs Reconciliation Action Plan journey and to RISE. The RAP Working Group actively monitors the RAP development and implementation of actions and tracks the progress of our RAP. With the current RAP coming to an end, planning for the new RAP is well underway with the input and consultation of the RAP Working Group to ensure that we are providing the best possible culturally appropriate care for our consumers, residents, and participants and to become the first-choice employer of First Nations staff. The working group also ensures that we have a visible presence at NAIDOC and Reconciliation Week events across the Territory. The group also provide advice and recommendations on the implementation of the RAP Commitments including:

- Building relationships with First Nations People, Communities and Organisations

- Uplift the level of Cultural Appreciation of First Nations People and Culture within the organisation
- Create opportunities for First Nations People through Employment and Supplier Diversity
- Track and Report organisational progress on commitments

Although meeting in person was hampered in 2021 – 2022, they were able to meet in person in May and August 2022 at Hetti Perkins Home for the Aged in Alice Springs, and Rocky Ridge Nursing Home in Katherine, while other meetings were held virtually.

The RAP working group members throughout the 2022 and 2023 financial years were:

- Anthony Lew-Fatt - Regional Manager, First Nations Programs – Chair
- Charmain Collins - Operations Manager, Community Care - Chair

- Christian Buntine - Administration Officer, Nganampa Ngura Mutitjulu-nya
- Breath Clifton - Team Leader, First Nations Program - South
- Aavaisha Cockatoo-Collins - PCA/ Activities Officer, Terrace Gardens
- Aloyicious Hayes - PCA Community Care, Alice Springs
- Donna Hewish - Executive Assistant, Clinical Governance & Risk
- Emma Kay - Executive Assistant, First Nations Programs
- Sheila Kelly - Marketing and Fundraising Officer
- Natalie Kopp - Troopy Officer, Troopy Program
- Ruth Muche - PCA, Pulkapulkka Kari
- Selina Muir - Activities Coordinator, Terrace Gardens
- Poppy Reece - Team Leader, First Nations Program - North
- Irene Snell - Service Manager, Pulkapulkka Kari
- Kay Wilson - Senior Support Worker,

Darwin Community Care

The group currently has 53% of members who identify as First Nations and will continue to maintain a minimum of 50% of members who identify as First Nations.

Aavaisha Cockatoo-Collins – First Nations Trainee to Full time employee

Aavaisha began her aged care journey with ARRCS starting as a personal care trainee in March of 2021. Over the last few years, Aavaisha has undertaken and completed her Certificate III in Individual Support. Of her study, Aavaisha said, "ARRCS was very supportive of my study

and assisted me when required. I felt that the First Nations team and the team at Terrace Gardens supported me and my goal of achieving my Certificate". As part of her role at Terrace Gardens, Aavaisha has taken on the role of Activities Officer when needed. Another aspect of her role is the ever-changing day, days are never the same. "My job always has me on my feet and active, which I love"

Aavaisha said, "I really enjoy my work with ARRCS. I enjoy how we build connections with our residents; it is such a personal and intimate career. I have learned so much from our older people."



Aavaisha is thankful for the opportunity to work while studying and is an integral part of our Traineeship Program being relaunched in the 2024 financial year. Aavaisha herself is keen to explore more training opportunities within ARRCs, such as nursing.

Alice Springs and Darwin Jobs Expo

In conjunction with the Northern Territory Chamber of Commerce, the Commonwealth's Local Jobs Program and STEPS Education and Training, ARRCs held Job Expos in Alice Springs and Darwin. Members of our Home Care and NDIS Team, headed by Sarah Douglas, Regional Manager, Community Programmes, presented to groups of Alice Springs and Darwin job seekers. Job seekers were given a presentation on ARRCs as a whole and the entry level jobs that were available. Presentations on career progression and training opportunities to upskill with ARRCs were also given. The attendees in Alice Springs were also able to visit the Alice Springs Day Programs to visit with the consumers

there and see what some of the jobs entailed with some of the job seekers joining the consumers in activities and general conversation. Job seekers, in both Alice Springs and Darwin, who were interested in pursuing a career within Aged and Home Care were offered on the

spot interviews with the Home Care and NDIS teams. Through these Job Expos, ARRCs were able to recruit a number of new staff in both Alice Springs and in Darwin.



Attendees and Stakeholders at the Alice Springs Job Fair



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Proudly representing

Blue Care | Lifeline | ARRCS | The Wesley Hospital | Buderim Private Hospital
St Stephen's Hospital | St Andrew's War Memorial Hospital

