



Victims of Crime NT supporting victims of crime



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ABOUT US



Victims of Crime NT supporting victims of crime

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Thank you for the emotional and financial support during my distress. What was appreciated the most immediately afterwards was the security report that I could provide to my landlord, that backed up the security fears I had already tried to communicate - the security screens and locks were fixed promptly after I sent them your report!

Victims of Crime NT Inc. (VoCNT) is a community-based organisation, established in 1995 to support people in the Northern Territory who are impacted by crime. Our aim is to assist victims to recover and restore their lives through the provision of a range of support services. VoCNT also advocates for victims through community education and by ensuring public and government awareness of the needs of victims of crime.

In partnership with the Northern Territory Government, VoCNT currently provides:

- Information, referral, crisis support and counselling
- Assistance to prepare victim impact statements, financial payments applications, or to attend court
- Financial assistance in re-securing residential and business properties, and vehicles
- Security Improvement program for residential properties
- Business security audits
- Victim support in Youth Justice Conferencing

VoCNT has offices in Darwin and Alice Springs, and employs 8 staff in total. Volunteers play an important role and provide valuable assistance in supporting the governance and service delivery of the organisation.





VISION, MISSION & VALUES

VISION

To reduce the adverse impacts of crime; building resilient individuals and communities with a strong sense of safety, security and connectedness.

MISSION

Committed to assisting those in the community who have been, or may be, affected by crime by providing them with support, advocacy and prevention strategies.

VALUES



RESPECT

We demonstrate respect for the dignity and inherent value of all people, particularly victims of crime.



INTEGRITY

We undertake our work with openness, honesty, transparency and authenticity.



COMMITMENT

We provide an accountable, reliable and proactive service to victims of crime and the community.



PROFESSIONALISM

We ensure that our staff and volunteers have the skills and knowledge to deliver the services and support required in a professional and accountable manner.



EQUALITY

We treat all victims of crime and others impacted by crime based on their specific needs in a non-discriminatory manner.

CHAIR REPORT

In a year where crime was again a high-profile public issue in the NT, the importance of having services focusing specifically on the needs of the victims of crime cannot be underestimated. Victims of Crime NT (VoCNT) fulfils an increasingly significant role of assisting people in the community who have been, or may be, affected by crime.

The organisation does this by providing victims with emotional and practical support and advocacy. It also provides advice and assistance to people to reduce their risks of becoming victims. In doing so, the organisation aims to help reduce the adverse impact of crime on both individuals and communities and contribute to building safer, more resilient communities.

The 2018/2019 reporting period has been a period of change and renewal for VoCNT. There has been a large amount of work on governance issues, organisational restructuring, reviewing programs, piloting new programs and negotiating new funding agreements. We have also recruited and welcomed a new CEO, welcomed new staff and new Management Committee members.

The year has seen a considerable additional workload for our volunteer Management Committee, including the attendance at a series of workshops and extra meetings on evenings and weekends throughout the year, as well as a higher than normal requirement to provide written input into a range of issues and documents out-of-session. I would therefore like to thank all the members of the Management Committee for the time and energy they have devoted to this voluntary role.

I would specifically like to thank: Alan Clarke for his input into the proposed amendments to the VoCNT Constitution; Mick Myers for his work on the 2017-2020 strategic plan; Deb Cass and Mick Myers for the enormous amount of time and energy devoted to the recruitment process for the new CEO; Alia Intably for her input on social media; Deb Cass and Mick Myers for their work on the Policy Subcommittee; Angelique Glasson, Samoane Regattieri and Kwame Selormey for their work on the Finance Subcommittee; and David Proctor for his constructive advice and comments at all planning sessions.

I would also like to make special mention of the role of treasurer on the Committee. The oversight of the financial operations of the organisation with a diverse range of programs and funding sources is not an easy one. The Committee has been fortunate in securing the services of two very competent treasurers during the last year - Angelique Glasson who served as treasurer until 19 September 2018 and Samoane Reaattieri who was appointed treasurer in October 2018. I would like to thank both Angelique and Samoane for agreeing to undertake the role of treasurer and for the hard work and time which they have devoted to the role.

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During the last 12 months, VoCNT has made some giant strides forward as an organisation at every level.

During the last year we farewelled Rene Laan from the Management Committee. Rene held the role of Deputy Chair and had previously been the Chairperson. Rene's contribution to VoCNT is greatly appreciated.

We also saw changes in the NT Police and Correctional Services representatives on the Management Committee –with Kris Evans and Alan Clarke passing the baton to David Proctor and Deborah Cass. We have been exceptionally lucky with the calibre of people nominated for these representative roles on the Management Committee and I would like to thank the NT Police Commissioner and the NT Correctional Services Commissioner for continuing to support these representative positions which provide a valuable contribution to our organisation/governance structure.

On behalf of the Management Committee I would also like to pay tribute to our dedicated staff who have worked very professionally to deliver services to victims of crime throughout the year. During the year, staff members have also developed and delivered new programs and have undertaken some excellent work around better integrating programs across the organisation. I am confident that this has greatly improved our capacity to provide a truly victim-centred and effective service.

I would also like to thank our volunteers, who make a significant contribution to our ability to provide an accessible and responsive service to victims of crime. The support of volunteers on the afterhours telephone service is crucial in supporting VoCNT's role in providing support and assistance to victims at the time they need it. In addition to the afterhours service, volunteers are increasingly taking on various tasks and projects within the VoCNT offices and providing much needed assistance with community outreach activities. The

work undertaken by all these volunteers is much appreciated.

Finally, I would like to thank Melinda Fleming for taking on the role of CEO of VoCNT and for "hitting the ground running". We are very happy that Melinda accepted the offer of the role and look forward to seeing the organisation go from strength to strength under her leadership.

During the last 12 months, VoCNT has made some giant strides forward as an organisation at every level, including some major improvements to both governance and service delivery. The next twelve months look like they may be equally productive and exciting as we continue to review and refine our programs and structures. The opportunity to renegotiate our funding agreement with Department of Attorney General and Justice during this time will provide a specific opportunity to closely evaluate the current programs covered by that agreement, identify gaps, and develop ideas for future programs which take into account changing government policy and the evolving needs of the NT community.



Jill Huck Chairperson

CEO REPORT

I am pleased to write a first-time report as CEO for Victims of Crime NT Inc. I joined the team in January 2019 and have spent the first 6 months learning about the organisation – it's history, people and the evolution of community services for victims of crime.

Having spent the last 20 years working in the community and not for profit sector, I was attracted to an organisation that began with a group of community members who saw a need and acted upon it. The result of that today is a mature organisation with a proven record of delivering support services and advocating for the needs and right of victims across the Territory. I would like to acknowledge the work of Jacinta Stanford; in whose safe hands the organisation was held in the months before my arrival.

The year has seen a steady increase in demand across program areas, and we have added additional programs to accommodate that demand and test the need for the future. A Business Resecure program to financially support small businesses impacted by unlawful entry or criminal damage began in July 2019. A Victim Support Pilot project which was initiated in the last financial year to support victim participation in youth justice

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This year we have invested time in planning and strategy, and in reviewing our governance structures. conferencing has concluded successfully this year and has now transitioned into a 5-year funding agreement.

We were also able to develop and pilot a Vehicle Resecure project in the last quarter of the year to respond to the need for financial assistance for individuals impacted adversely by property crime. The success of that pilot has resulted in it's inclusion in the VoCNT Safe At Home funding agreement for 19/20. All the above initiatives were rolled out across the NT, with the southern region supported by our small team in Alice Springs.

This year we have invested time in planning and strategy, and in reviewing our governance structures. A formal Governance and Funding Review was conducted in partnership with external consultants Matrix on Board, and the Dept. Attorney General and Justice. The review process checked in on our response to growth in funding and programs over the last 3 years, and ensured our governance model aligned with recognised industry standards. Planning conversations with board and staff reconnected the team on our shared vision, mission and values for VoCNT and resulted in the development of a refreshed 2019-2022 Strategic Plan and updated Business Plan.

Early this year, the Dept. Attorney General and Justice released a discussion paper and invited submissions on reform for victims of crime. VoCNT input into the submissions of key stakeholders as well as submitting our own. We will be keenly following the reform progress and participating at every opportunity. Similarly, we provided input into updating the Charter of Victims Rights and are pleased to see its recent release. I am also honoured to represent VoCNT on the Crime Victims Advisory Committee twice yearly.

Partnerships are paramount to successful victim services and our intention to work both cooperatively and collaboratively has continued. These relationships are based upon shared understanding and mutual purpose. We thank NT Police, Neighbourhood Watch, our many NGO network organisations, business groups and our suppliers for their commitment. Of course, our funding partnerships enable the work to continue and we acknowledge and thank the following Northern Territory Government departments and their staff:

- Attorney General and Justice
- Territory Families
- Trade, Business and Innovation
- Correctional Services

Looking forward, we have a growing team and plans for a consistent presence to support victims in Tennant Creek. A focus on the development and expansion of our volunteer team will increase our capacity to meet demand. Thinking about new and redeveloped program models has begun and will advance as it incorporates the experiences and input of the victims that we assist.

I anticipate a busy year ahead, building upon the 2390 individual services that have been delivered in the 18-19FY. I look forward to walking alongside victims of crime to assist their recovery and restoration, and to advocating for their rights and needs.

Sincere thanks to the VoCNT Board, staff, volunteers and stakeholders for such a warm welcome and for your faith in my leadership.

Melinda (Mel) Fleming Chief Executive Officer





The year has seen a steady increase in demand across program areas, and we have added additional programs to accommodate that demand and test the need for the future.

Thinking about new and redeveloped program models has begun and will advance as it incorporates the experiences and input of the victims that we assist.

STRATEGIC PLAN



GOAL 1 OBJECTIVES

- 1.1 Examine and develop existing program models in line with current/ emerging needs and service gaps, ensuring greater geographical reach
- 1.2 Build upon and strengthen expertise in the delivery of victim support in Restorative Justice Programs
- 1.3 Drive public and community awareness of the experiences, needs and rights of victims
- 1.4 Engage in crime prevention strategies that enhance the safety of individuals and build safer communities

GOAL 2 OBJECTIVES

- 2.1 Implement recognised governance principles (AICD 10 principles of governance) and invest in training and resourcing for Board and Management
- 2.2 Ensure future viability through effective planning processes, robust policy, financial and risk management frameworks
- 2.3 Maintain a professional leadership team that is reflective and responsive

GOAL 3 OBJECTIVES:

- 3.1 Build and maintain a skilled and professional volunteer workforce
- 3.2 Adopt a continuous learning and improvement philosophy across the organisation
- 3.3 Utilise contemporary practices to build positive culture and workforce sustainability

GOAL 4 OBJECTIVES:

- 4.1 Secure ongoing funding in partnership with government, and generate alternate funding streams to enable greater flexibility and timely responses to victim needs
- 4.2 Build and enhance the positive organisational profile and reputation of VoCNT
- 4.3 Promote a culture of innovation and creativity across the organisation

GOAL 5 OBJECTIVES:

- 5.1 Strengthen and maintain purposeful relationships with government partners and key stakeholders
- 5.2 Increase community involvement and connection with an expanded membership base
- 5.3 Develop a stakeholder Management Plan that identifies potential partners and opportunities

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I would just like to say that dealing with Victims of Crime was a seamless process. The team were very helpful and insightful. Everything came together very quickly.

ORGANISATIONAL STRUCTURE



Victims of Crime NT are committed to assisting those in the community who have been, or may be, affected by crime by providing them with support, advocacy and prevention strategies.

supporting victims of crime

Approved structure as at May 2019.

	Victim Support Officer - North
Victim Support Programs Manager	Victim Support Officer - Alice Springs
Finance Officer	Victim Support Officer - Tennant
Volunteer Development Officer	Volunteers
Administration Officer	
Property Crime Programs Manager	Operations Officer
Troperty Chine Programs Manager	Operations Officer
Southern Region Coordinator	Operations Officer, Alice Springs

FINANCIAL STATEMENTS

Our Special Purpose Financial Statements have been completed by Lowrys Accountants and are available to all members.

The Statements are available at our Annual General Meeting, on the VoCNT website and will be submitted with our Annual Information Statement on the Australian Charities and Not for Profits Commission (ACNC) portal.

Acquittals have also been prepared by Lowrys accountants for the Department of the Attorney-General and Justice and the Department of Trade, Business and Innovation. They will be submitted in line with funding agreement requirements.

This year, Trish James has joined our team and her assistance in strengthening our financial management structures has been appreciated. The work of the Finance Sub Committee has played a pivotal role in the monitoring, maintenance and reporting of our financial situation.



Samoane Regattieri VoCNT, Treasurer

GOVERNANCE TEAM

The Management Committee of Victims of Crime NT Inc. gives their time voluntarily to guide the direction of the organisation.

This year, the team has invested large amounts of time into a governance and funding review which has assisted the organisation to examine past and present progress with a view to continuous improvement from a governance perspective. Subsequent planning events have resulted in:

- · a refreshed strategic direction
- updated vision, mission and values statements
- proposed updated Constitution for members to adopt at the AGM in October 2019

Jill Huck - Chairperson

Rene Laan – Deputy Chair (resigned 02/19)

Deborah Cass – Deputy Chair (Correctional Services Representative)

Michael Myers – Public Officer

Samoane Regattieri – Treasurer

Kwame Selormey – Member

Alia Intably – Member

Commander David Proctor – Police Representative



The Victims of Crime NT staff team has operated from our two offices throughout the year - Darwin and Alice Springs. Regular use of technology, which keeps us connected and able to share our work, contributes to a well integrated team.

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We just wanted to thank you so much for your help. We are really grateful to VoCNT.

Property Crime Program Staff

Mandy Chris Krystal

Corporate Support Staff

Jess Mel Trish

Victim Support Program Staff

Renate Carrie Tracy

Thanks to Susan, Ann, Bree, Marianne and Jacinta who also worked with the team this year.

VOLUNTEERS

VoCNT extends our thanks to our Volunteer Victim Assistance Workers.

Two groups of Volunteer Victim Assistance Workers were trained this year, assisting in various roles:

- Providing valuable assistance on our after hours phone number
- Supporting victims in numerous ways and assistance and court support
- Supporting us in our office operations

We hosted a small Volunteer appreciation event during National Volunteering Week and thank those volunteers who came alona to celebrate.

A new role focussing on Volunteer Development is planned for 19-20 to expand our team, coordinate involvement and offer greater opportunities.

5585

Volunteer hours contributed in 2018-2019

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Thank you so much for the opportunity at Victims of Crime. In the two months that I have been in the organisation I have had a chance to assist in so many ways - answering client calls, court support, youth justice conferencing, office help, home visits and attending an expo to promote all the organisational programs. I have also had a chance to be invited along to different courses to expand my knowledge and a chance to meet others that work in this industry. I have had the chance to use the knowledge that I learned while doing my Diploma. Everyone in the office has been very helpful and allowed me a chance to express my ideas in a friendly and supportive way. I am looking forward to more opportunities in the future.



- Alisson, VoCNT Volunteer





SAFE AT HOME

Clean up and Resecure (CRP) offers victims of unlawful entry:

- Assistance to engage a contractor
- Funding up to \$400 to repair damage and resecure
- Referrals to Core programs and other organisations





Security Improvement Program (SIP) is accessible to anyone who has a desire to improve their home security:

- Free home security assessment to provide advice
- Funding for eligible clients, assessed to determine vulnerability factor \$500, \$750 or \$1000
- Assistance to obtain quotes and engage contractors

361

Homes with Improved Security 582

Home Security
Assessments

REMOTE COMMUNITY PROJECTS

Remote Community Projects assist communities to improve safety whilst recognising the individual needs of each community by allowing community members to determine their own project.

This community development approach engages local organisations to carry out works, develop skills and increase employment opportunities within communities.

12

Remote community projects undertaken in 2018-2019

40

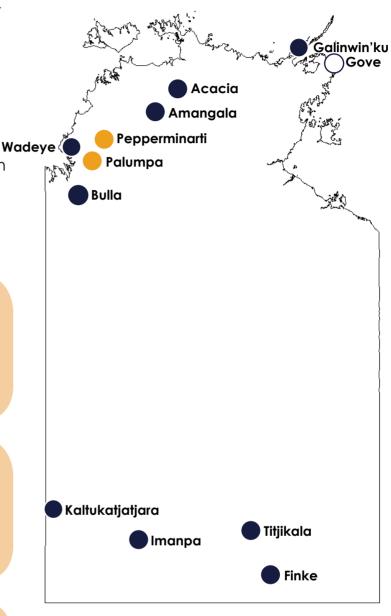
Home Security Assessments completed in Wadeye

14

Home Security Assessments completed in Gove

35

Sets of deadbolts installed in Gove



Deadbolt Project

Solar Light Installation

Speed Hump Installations



VEHICLE RESECURE PILOT PROGRAM

VoCNT received consistent requests in the first 3 months of 2019 from individuals in the community seeking financial assistance to resecure their vehicles following an incident of property crime.

We were unable to meet these requests within existing funding parameters, though wanted to respond to the need. Options were explored and a Pilot Vehicle Resecure project was created and implemented to test that demand over a three-month period from April 1 – June 30, 2019.

The project was funded with the use of contributions received from Dept. Corrections, through the Sentenced to A Job Program.

The project was designed to assist vulnerable and financially disadvantaged victims by providing financial assistance to resecure motor vehicles as a result of criminal damage or damage related to an

unlawful entry to their residence. It aimed to minimize the risk of revictimization and disruption to daily life, by getting vehicles back on the road as quickly as possible. Financial assistance was available to re-secure vehicles for glass breakage or key replacement. Other damage was considered in exceptional circumstances. Assistance was available once only to individuals (not businesses) and accessible via the VoCNT's free call 24-hour number.

Based upon the demand for the service and success of the pilot project, VoCNT have been granted permission to include this program into the suite of services contained under the Safe At Home program banner within the Dept. Attorney General and Justice funding for 2019-2020.

58

Vehicle Resecures

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I would just like to express my extreme gratitude and thanks to the team of Victims of Crime Alice Springs. I unfortunately had a car break-in late Friday night and when I called after hours on Saturday morning the amazing Dianna was there to help. Her exceptional customer service, patience and reassurance was wonderful and really appreciated. She took the time to talk me through everything and ensured the car was safe for the meantime.

Furthermore, I'd like to thank Chris for following everything up and helping finalize the whole process. What was expected to be a total nightmare to deal with, couldn't have been made easier or less stressful.



This year, VoCNT piloted the Business Resecure Program, funded by NT Government Department Trade, Business and Innovation. It assists small businesses to resecure their premises following criminal damage or unlawful entry.

The program provides assistance to engage contractors and funding up to \$750 for a first incident and \$500 for a second or third incident (subject to Biz Secure application.)

246 businesses were contacted and offered resecure assistance, of which, 157 businesses has resecures completed. 27 businesses were also assisted for a second incident and 8 for a third incident.

157

Businesses Resecured

BIZ SECURE AUDITS

Biz Secure Audits assist businesses to better understand their security needs and identify potential improvements.

VoCNT has three staff qualified to conduct Biz-Secure audits, completing 26 audits for businesses across the NT. A comprehensive report is provided and subsequent funding for security upgrades has been available from Dept. Trade, Business and Innovation. Demand for audit services has steadily increased across the 18-19 year and has taken place more often in Tennant Creek and Alice Springs.

26

Biz Secure Audits completed in 2018-2019



This program services the psychosocial needs of individuals that have been impacted by crime, both current or historical.

Services include:

- crisis counselling
- court support
- referrals to specialised services
- assistance to complete and lodge Crime Victim Services Unit applications
- assistance with completing Victim Impact Statements
- assistance joining the Victims Register

Core Service referrals come from Police, courts, community organisations and self referrals. Core services often fill the service gaps and can assist where there is a lack of relevant services available. For example, VoCNT have offered support to male victims of domestic violence, and in contrast have also worked with the children of a high profile offender who became secondary victims through public scrutiny and bullying.

Services are available in office and in an outreach capacity, depending upon the individual needs of victims.

CORE SERVICES

644

Core services delivered

295

Victims received support

161

After-hours support calls taken

56

I feel that a huge burden has been lifted off me after telling my story.

YOUTH JUSTICE CONFERENCING

After its inception in early 2018, The Youth Justice Conferencing program was piloted in 2018/2019. The program gives victims the opportunity to meet the offender and have their voices heard to contribute actively in the justice process.

The pilot phase of the program was completed on 30th June, with procedures and guidelines developed along with robust referral, documentation and reporting processes. A recent evaluation captured the successes of the service provided to victims in the Restorative Youth Justice space and provides a set of recommendations that we will progress in the year ahead.

We have seen many satisfied clients who have found the conference process to be healing and empowering. There are some positive indicators that the availability of conferencing as a vehicle for victim recovery may be boosting community trust in this variation to the justice system.

129

Matters were referred to Youth Justice Conferencing

73

Victim Offender Conferences held

70%

of victims who participated in the program were satisfied with the outcomes



I have heard some very genuine, deeply emotional apologies from incredibly courageous young people. I have seen many tears throughout these conferences (including mine). I've seen many moments that indicate healing, such as where a victim will offer their hand to a young person or to their Mum or Dad. I've seen hugging, crying, offering work, mentoring and even a fishing trip. Whilst not every conference is so moving, I always see some shift in attitude in every young person and more importantly a shift in strength and empowerment for every victim that comes into this program. There is never a guarantee of complete satisfaction but it there is always hope that victims can move one step closer to recovery and closure.

- Victims Support Program Manager, VoCNT

This is the only way I could recover. I don't know how other people recover when they haven't had this opportunity. I am so lucky the offender agreed to meet with me.

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CORRECTIONAL SERVICES FUNDING

We continue to be supported by the Department of Correctional Services through the receipt of funds from the Sentenced to a Job Program.

These funds have enabled us to provide support to many vulnerable victims with complex and urgent needs that are unable to be covered by VoCNT services or other organisations.

The examples below highlight a small portion of the support we have provided this year.

A victim of a violent crime had relocated to be close to the support of family. An opportunity to attend a victim-offender conference came about and he was keen to attend as a way of assisting his recovery. Taking time off work and travel would cause financial disadvantage, so we were able to contribute towards travel expenses to enable his attendance.

Vehicle Resecure Pilot project – our three month Pilot project was a success, assisting 58 victims to resecure their vehicles following theft, criminal damage or unlawful entry.

Specialist counselling services for a highly traumatised client in a remote community where access to free counselling was not available.

Following the June 4th incident in Darwin, we worked closely with the Crime Victims Services Unit to identify a number of people who were peripheral victims whose entitlement or eligibility under the scheme wasn't clear. By the nature of the event, these people were quite traumatised and needed support. Discretionary funds allowed VoCNT to cover various costs for specialist services, relocation expenses and additional support.

A group of people who simultaneously became victims weren't able to access support as a group, and wanted a collective solution for their recovery. VoCNT covered the costs of specialist therapeutic intervention to assist.

Discretionary funds were utilised to support a number of highly vulnerable elderly clients who had experienced multiple unlawful entries to their homes and had sought assistance from VoCNT's Security Improvement program. Gap funding was needed to complete security upgrades, resulting in greater safety at home for those most at risk.

An elderly lady whose mobile home (caravan) was stolen and unrecovered, was at risk of homelessness. Funds were used to pay accommodation costs while waiting for placement with a housing organisation.



Educating the community about victim services, promoting the availability of these, and communicating consistent crime prevention messages has seen our team out and about frequently throughout the year.

We have attended:

- community expos
- community safety conversations hosted by MLA's
- local shopping centres
- local shows including Tennant Creek, Alice Springs, Katherine and Darwin
- community gatherings
- drop ins to local businesses following the June 4th Darwin shootings

Presentations have regularly been provided to other organisations and have included:

- Children's Court Stakeholders
 Conference attended by Judges,
 Prosecutors, Lawyers and court staff
- Royal Darwin Hospital social work team
- NT Police Alice Springs command training
- NT Police Victim Engagement Unit

Networks are important and help us to stay connected and share information. We are active participants/members of:

- Neighbourhood Watch NT
- Palmerston Safe Communities
- NTCOSS Peer Support Network
- Domestic and Family Violence Working Group
- Red Cross Anti Trafficking Working Group
- Restorative Youth Justice Practice Framework
- Youth Justice Reinvestment Group, Katherine
- Youth Interagency, Katherine
- Volunteering SA and NT
- Chamber of Commerce NT
- Palmerston Regional Business Association
- Alice Springs Interagency Conference

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I am very grateful for this service. It was very reassuring and we are now feeling much more secure in our home.

OUR SUPPORTERS



Our Funding Partners

Department of the Attorney-General and Justice

Department of Trade, Business and Innovation

Territory Families

Department of Correctional Services

Thank you to these organisations, and their staff, for collaborating with us in 2018-2019

NT Police

Department Public

Territory Housing

Prosecutions

Team Health

YWCA

Crime Victims Services Unit

Catholic Care NT

Jesuit Social Services

Thank you to a quality group of suppliers who offer prompt, professional and caring service to VoCNT and victims of crime.

Ready Cut NT System Homes

Pete's Glass and Aluminium Mobile Locksmiths Australia

Power Concepts Toplock NT







Victims of Crime NT supporting victims of crime