



2020-2021 ANNUAL REPORT

VICTIMS OF
CRIME NT





25 Year Celebrations - November 2020

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About Us

Victims of Crime NT Inc. (VoCNT) is a community-based organisation, established in 1995 to support Territorians and NT communities impacted by crime. VoCNT offers a range of practical and emotional support services and prevention activities across the NT, and advocates for victims by ensuring public and government awareness of their rights, needs and interests.

In partnership with the Northern Territory Government, VoCNT has provided:

- 24-hour phone line
- Information, referral, crisis support and counselling
- Assistance to prepare victim impact statements, CVSU applications, and to attend court
- Courthouse support program
- Financial assistance in re-securing residential and business properties, and vehicles
- Security Improvement program for residential properties
- Business security audits
- Remote community projects
- Victim support in Youth Justice Conferencing
- Crime prevention education and activities

VoCNT has offices in Darwin and Alice Springs, employing 10 staff members. Volunteers play an essential role in supporting the governance of the organisation, and in many areas of our service delivery.



Vision

To reduce the adverse impact 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

Through our interaction 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.



VICTIMS OF CRIME NT



Chair Report

As we continue to work our way through the challenges of COVID-19 in the last 12 months our team has ensured smooth service delivery across the Northern Territory. The Northern Territory is fortunate that we have not been subject to the restrictions placed on other states but during those quick lockdowns when our staff and volunteers have been asked to work from home they have done so without hesitation.

The past 12 months we have welcomed several new Board Members, Brett Hagan, Kerry Muller, Kate Frost, and the new Correctional Services representative William Newell.

I would like to take the opportunity to thank retiring Board members Megan Elgar, Amanda Holland, Bernard Ho and Police representative Commander David Proctor. You have all generously volunteered your time to attend meetings, functions and annual planning days and your experience and knowledge will be sadly missed. We wish you well in your future endeavours.

Thank you to Police Commissioner Jamie Chalker who has maintained an active role as VoCNT's Patron for the last year and extended commitment for the next 12 months. Commander David Proctor has been a valued member of the Board however has made the decision to move into well-earned retirement and we wish him well.

The Board were saddened to hear of the passing of Correctional Services Commissioner Scott McNair and offer our sincere condolences to all Correctional Services staff. Thank you to Acting Commissioner David Thomson NT Correctional Services for supporting representation on the Board and funding through the Sentence to a Job scheme. We welcome William Newell as the new Corrections representative. William comes to the role with a vast amount of corporate and business knowledge that will be invaluable.

In November VoCNT celebrated its 25-year anniversary with a function hosted by Her Honour The Administrator, Vicki O'Halloran and Mr O'Halloran giving an opportunity to celebrate and offer thanks to past and current staff, Board members and support workers for all their dedication and commitment.

Requests for assistance for help after a house break-in or damage to the family vehicle has continued unabated throughout the year. Requests for additional Personal Safety Workshops are being facilitated where we can. Business resecures have been busy this year and our team has been working with the community in Tennant Creek and Alice Springs to assist where residents are weary of ongoing crime.

I would like to take this opportunity to thank our CEO Melinda Fleming for her dedication, vision and commitment to VoCNT by providing support to victims and their families but also by supporting our staff and volunteers to achieve their potential through sharing her knowledge and seeking learning experiences.

Thank you to our team without whom we would not be able to operate and offer the services we do.

Finally, I would like to say farewell. Earlier this year I relocated back to Victoria to be closer to my family. Another outcome of COVID-19 and the unpredictable nature of travel these days. For the last few years, the Board, CEO and staff have been patient with some of my silly questions, supportive in helping me learn about this fabulous organisation and primarily made me proud to acknowledge my role as the Chairperson for VoCNT. I am confident VoCNT will continue to grow in leaps and bounds, being responsive to community needs and seek new and creative ways to offer services.

Thank you all and I wish you well.



Deborah Cass
Victims of Crime NT Board Chair

CEO Report

Striving to reach a comfortable position in terms of financial sustainability is a critical challenge for small NFP's. In the past year, this is something that VoCNT has been able to realise, with longer term (3-5 year) funding agreements now in place across the majority of programs. Not that we intend to rest too easy with these agreements in place, however the knowledge that we can continue to provide current services without financial interruption does allow greater space for developmental thinking and innovation across the organisation. If we want to keep pace with the needs of Territorians who have been affected by crime, this type of activity is vital.

The rollout of a new 5-year funding agreement with the Dept. Attorney-General and Justice was a priority early in the year. We had set ourselves new targets in submitting our business case under the banner of *Restore, Recover, Protect*. Steps towards expanding our footprint are firmly in place and as at the end of the FY there are clear increases in services delivered to Nhulunbuy, Tennant Creek, Katherine and the Darwin rural area.

Effective service delivery and recovery outcomes for victims of crime rely on having a quality staff and volunteer team who demonstrate the values of the organisation as they work alongside people impacted by crime on a daily basis. Hand in hand with that values alignment, the organisation must provide guidance with solid systems, structure, processes and governance that will assist our people in performing their roles. These two essential elements are prioritised at VoCNT as we continuously learn, reflect and improve who we are and what we do.

Another essential ingredient is partnership, which only occurs where there is an open commitment to work together in mutually respectful ways, and around clearly understood common goals. At both operational and strategic levels this remains imperative. Our partnership with the Police strongly influences the ebb and flow of service demand, and we have invested ourselves in the building and maintaining of those relationships at all levels in 20/21. We have a deep appreciation for the work they do.

Our robust partnership with Neighbourhood Watch (NHWNT) keeps the opportunities and ideas coming for both organisations. This has now been formalised with the signing of a Memorandum of Understanding. We've piloted a co-location model in Alice Springs and have welcomed Veronica into the VoCNT office. We've also partnered in developing a new project, My Home, My Town. This work will be funded by the Alice Springs Town Council and will be coming later in 2021. Thanks to Hannah Finbow and the NHWNT team for their vision and willingness to come together.

Further to the above, work in the prevention space has featured strongly this year with Personal Safety Workshops being popular, for seniors in particular. These have been an effective collaboration and have created greater awareness of services available, and personal knowledge and confidence to take responsibility for one's own safety both at home and in the community. It is quite remarkable that 15 of these 3-hour workshops were delivered in 7 locations across the Territory. Our positive and cooperative working relationships with Neighbourhood Watch NT and Personal Protection Strategies have facilitated the success of this prevention work.

As we continued reflecting on how to increase access to services and build better relationships with First Nations people, our first Reflect Reconciliation Action Plan (RAP) was developed with Reconciliation Australia. Our understanding of how we might achieve the actions in the plan is consistently evolving, as are our historical understandings of the experiences of First Nations people. We believe that as the peak victim support organisation in the Territory, we are in a position to work towards positively influencing public perceptions and beliefs in relation to the criminalisation of First Nations people.

The latter half of the year contained many conversations and enquiry into trauma informed models, and resulted in a number of presentations from the McKillop Institute. We discovered the Sanctuary model and started to see the benefits that this whole of organisation framework could bring to our clients; in the way we practice trauma informed support work, and the organisation; as we consider every interaction with each other through the lens of acknowledging adversity and creating psychological safety. An exciting journey now lies

model and steadily walking the 3 year learning pathway towards Sanctuary provider accreditation. Perhaps we will be the first provider in the NT to achieve this milestone? The implementation of Sanctuary will positively influence every aspect of our service delivery, and will support us to deliver on our Reconciliation Action Plan.

Last November, VoCNT's 25-year milestone was formally celebrated with a reception at Government House. The Honourable Vicki O'Halloran and Mr Craig O'Halloran were gracious hosts who welcomed our group and acknowledged the journey that VoCNT had taken over a quarter of a century. The collective commitment of past and present members, staff and volunteers was warmly recognised.

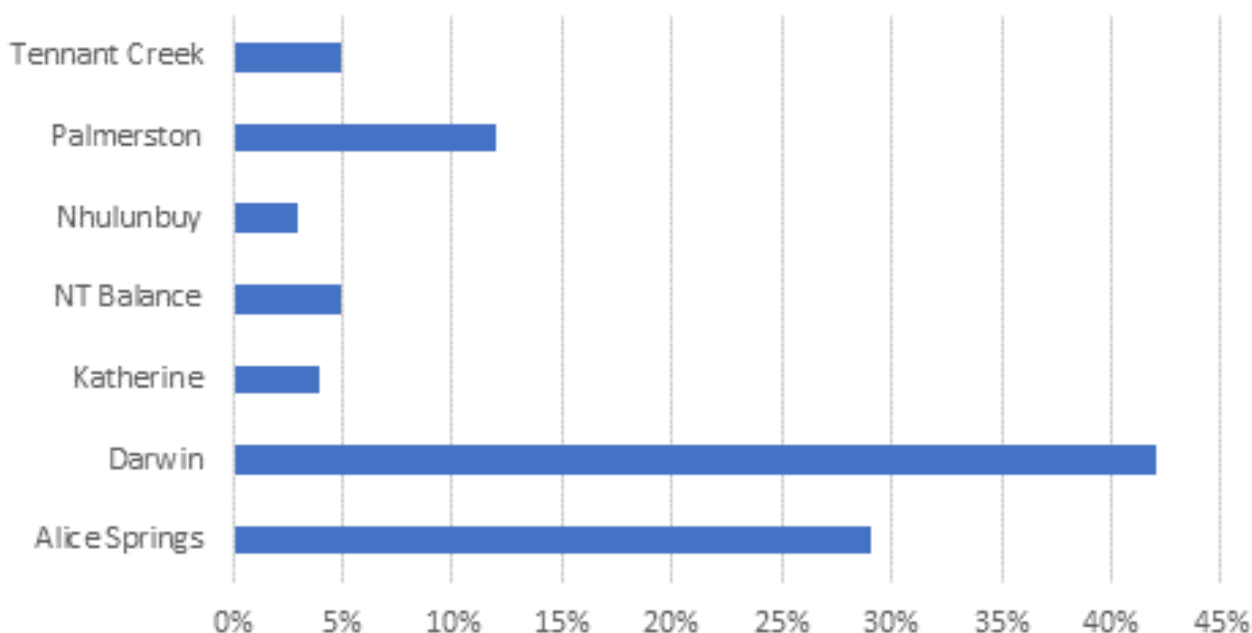
I'd like to express my gratitude in volumes for every individual involved at VoCNT across the last year. You have each brought a positive interest and commitment to our community organisation. Staff

members, volunteers, board members, partners, stakeholders and friends. Your participation continues to enrich VoCNT, and keep us focussed on the rights, need and interests of those we support.



Melinda (Mel) Fleming
Chief Executive Officer

Client locations by region



“

We had set ourselves new targets in submitting our business case under the banner of Restore, Recover, Protect. Steps towards expanding our footprint are firmly in place and as at the end of the FY there are clear increases in services delivered to Nhulunbuy, Tennant Creek, Katherine and the Darwin rural area.

”

Governance Team

The Board of Victims of Crime NT Inc. give their time and professional skills in a voluntary capacity to set and guide the overall strategy of the organisation.

2020/2021 Governance Team

Deborah Cass – Chair & Corrections Representative

Position Vacant – Deputy Chair

Michael Kalidonis – Treasurer

Michael Myers – Public Officer
leave of absence from 16/3/21

Alia Intably – Member

Stephen Farrarwell – Member

Megan Elgar – Member

Bronwyn Clee – Member
resigned June 21

Amanda Holland – Member
leave of absence from 6/4/21

David Proctor – Police Representative

Patron: NT Police Commissioner,
Jamie Chalker continues in the role of VoCNT Patron

Patron Message

As Commissioner of Police and CEO of Fire and Emergency Services it is my pleasure to hold the role of Patron of Victims of Crime NT.

Our agency works incredibly hard to serve and protect the community. There are those among us however, who for a range of reasons, affect the amenity of others by committing crimes against them.

NT Police are very appreciative to have Victims of Crime NT as a partner to support people within the Northern Territory who are impacted by crime.

Victims of Crime NT plays an vital role in recovery, not only in terms of practical support including financial assistance for repairs, but importantly empathy and emotional support.

As Patron, I will do all I can to assist with your dedicated service. I encourage community members to join Victims of Crime NT to build an increased feeling of community safety and greater resilience within the Northern Territory.

I would like to extend my gratitude to all those who support Victims of Crime NT and look forward to your ongoing support in the future.



Financial Statements

Our special purpose financial statements have been completed by BDO Australia, Darwin. They are available to members at our Annual General Meeting, will be posted to 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 BDO for the Dept Attorney General and Justice, including Cor-rectional Services NT, Territory Families and the Dept Trade, Business and Innovation. They will be submitted in line with funding agreement requirements.

Strategic Plan 2020-2021 Achievements



Organisational Structure

BOARD OF MANAGEMENT

- Eight voting members
- Police Representative
- Corrections Representative

CHIEF EXECUTIVE OFFICER





s of Crime NT
ng victims of crime

Our Team

The VoCNT staff team has operated from two offices throughout the year – Darwin and Alice Springs.

Property Crime Program Staff

Mandy
Chris
Jess

Corporate Support Staff

Trish
Mel
Shay

Victim Support Program Staff

Gerard
Carrie
Marissa
Renate

Volunteers

Krystal



Marissa and Chris from the Alice Springs team.

Reconciliation Action Plan

Throughout the year we made steady progress on developing our Reflect Reconciliation Action Plan. In partnership and with the guidance of Reconciliation Australia, we drafted our first plan which is in the final stages of approval and will officially begin in September 2021.

Developing the plan assisted VoCNT to identify a number of opportunities to build better relationships with First Nations people in the Territory and improve the services that we provide and the ways in which we provide them. A RAP working group has assisted in bringing the plan together. The group will support the plan's implementation and report to the board on progress.

We are pleased to be progressing this important piece of work with the aim of integrating and embedding the changes we make now in the years ahead. Our reflect RAP is the first of 4 successive plans that will represent the long term organisational commitment we have made to reconciliation.

Thanks to working group members during the year: Stephen, Sharon, Shay, Gerard, Bronwyn, Amanda and Mel.





20 years of Reconciliation Australia

National Reconciliation Week 2021



27 May – 3 June
#MoreThanAWord
#NRW2021



VoCNT supply partners, RapidClean NT



Recognising NAIDOC week in the VoCNT Darwin office

Volunteers

In 2020-2021, our team of 15 Victim and Office Support volunteers contributed 7848 hours to our organisation. We also introduced self-paced training to volunteers and eight volunteer training sessions were held in 2020-2021.

Our volunteers were honoured at the Chief Minister's Volunteering Awards and we have built strong partnership connections with Volunteering NT.

2021 National Volunteer Week was a week of activity and gratitude including a breakfast, gifts and a staff thank you video.

15

Active volunteers
in 2020-2021

7848

Total volunteer hours
in 2020-2021

7118

Afterhour phone support
volunteer hours in 2020-2021

450

Office support volunteer
hours in 2020-2021

280

Court house support
volunteer hours in 2020-2021



HON Kate Warden and VoCNT Volunteer Alisson



The Honourable Vicki O'Halloran Administrator of the Northern Territory and VoCNT Volunteer Chrissa

From our Volunteers

"Krystal goes over and beyond her position out of hours to ensure everyone is okay, the rosters are complete and is always a friendly face, the VoCNT Team are all available and happy to assist and respect the volunteer team."

"VoCNT has a flexible approach to volunteering, and the staff are extremely supportive."

"I find the volunteer program very inclusive and personal. I feel part of a team."

"I enjoy the sense of contributing to the community, and the training and learning opportunities provided."

"I enjoy the experience of volunteering at VoCNT because it has been a positive experience and I work along side some wonderful people."



**NATIONAL
VOLUNTEER WEEK
2021**

#WAVEYOURAPPRECIATION



Restore, Recover, Protect

24-Hour Access to Services & Support

The Victims of Crime 24-hour support line, 1800 672 242 provides our clients with access to services and support in the most critical of times.

In 2020-2021 we received a total of 2703 calls on the 1800 number. 203 calls were taken outside of business hours and 2500 calls taken during business hours. Our online contact was also a well-utilised service.

VoCNT also receive referrals from Police on a daily basis through two referral mechanisms - the Police internal (PROMIS) business system and SupportLink (referral database).

2703

Calls Received

203

Calls Received Outside Business Hours

Courthouse Support

The first 6 months of the year we engaged with the Darwin local court and stakeholders around developing a volunteer courthouse support program, which would assist to fill support gaps at the court and improve the experience of victims and witnesses.

After a 2-month pilot phase, we had a clear picture of what was needed and began our service. A volunteer training program was developed and recruitment began, with the service up and running from February 2021. Courthouse support is offered 3 days per/week, 3 hours each day. It has provided significant rudimentary support to court users, often alleviating the anxiety associated with court appearances at Darwin Local Court. Courthouse support volunteers are easily recognised in their blue shirts and offer a warm welcome to court visitors.



68

Support Sessions

250

Contacts Made

Helping victims and witnesses find their way around the court

Providing safe waiting places

Waiting with for emotional support

Referral to specialist services

Assistance with the completion of forms

Providing property crime services information

Restore, Recover, Protect

Correctional Services NT - Sentenced to a Job Funding

We continued to receive quarterly funding from Correctional Services, representing a percentage of the funds generated by the Sentenced to A Job program. This funding has increased steadily throughout the year and has provided more scope to assist the urgent needs of clients who are vulnerable or at risk and cannot be assisted by another agency.

We've assisted 43 clients with a range of needs, including:

- Therapeutic support costs for multiple clients
- Medical aid/s for elderly man with limited English who was robbed of his savings
- Bike repairs, where bike was the only form of transport
- Used mobility scooter and bike purchases where these were the only form of transport
- Emergency relief supplies
- Relocation costs - airfares and accommodation
- Top up funds for home and vehicle resecure costs above program limits
- Essential whitegoods
- Taxi vouchers

These funds have also assisted VoCNT to offer additional Seniors Personal Safety workshops in response to demand.



Ken from Alice Springs and the Keep Moving team.

Restore, Recover, Protect

Victim Support Services

Gerard McGeough, Victim Support Program Manager

The Victim Support team has continued to support clients through the personal and interpersonal impacts of crime throughout the Territory.

The nature of the client work seems to have become a little more complex with an increased contact made by victims enduring the impacts of sexual assaults, significant mental health afflictions, and family and domestic violence. We have supported these victims to access and engage with specialist clinicians in these respective fields whilst continuing alongside them as expert companions within the victims of crime space. The domestic and family violence peak likely aligns with increased community awareness with Brittany Higgins and Grace Tame coming forward about their experiences and the Movement 4 Justice campaign. For women and children enduring the effects of domestic and family violence, the pandemic lockdowns place them at increased risk of harm as they experience amplified isolation.

This complexity increases the burden on our program human capital; however, we have remained responsive to the unpredictable nature of client needs. Essentially this means we are committing more time to deepen our response to clients.

Referrals from remote communities have increased notably and this has necessitated the building of relationships with agencies that service those remote communities, in order to deliver our services in the most culturally sound way possible. Our practice has particularly focused on assuring our work with victims is evidence based, trauma informed and culturally safe.

This practice has been enhanced by the employment of a casual project officer. This project is utilising rapid research processes to give us a body of evidence based practices and processes that encourage emotional growth and amplified resilience for victims. This will culminate in VoCNT having a practice framework in place before the end of 2021. Relationships with our community partners have really evolved. This is of particular note with Jesuit Social Services (JSS) and the Witness Assistance Service (WAS) within the Office of the Director of Public Prosecutions

(ODPP). During the year past, we have really been able to communicate with JSS how Youth Justice Conference (YJC) best practice principles can balance the reparative needs of the victim whilst meeting the criminogenic needs of the offending on equal terms. The Support Services team highly value the collegiate relationships we maintain with JSS and will continue to lean on their wealth of experience in the YJC space.

The other significant relationship evolution has been with WAS. WAS has now made a number referrals for ongoing support and counselling of victims. Through the building of a collective understanding that centres the needs of the victims and aligned responsibilities we have been able to provide holistic support to victims, dovetailing into what WAS provides.

In addition to the ongoing provision of high-quality support to victims, the team has three specific practice development points of focus within the coming year. The first is the addition to our team of a specialist counsellor. This position will provide victims that have experienced complex trauma, a continuity of care that spans from the initial emotional impacts of the crime, through to ongoing counselling to support recovery and traumatic growth. Second is to operationalise our new Practice Framework specifically designed to support victims of crime. This framework converges the unique information, practice elements, interventions and skills necessary to ameliorate the harmful effects of crime and the criminal justice system. The third is the organisational commitment to evolving into a Sanctuary provider.

Clients received a variety of service options, which are tailored to meet their specific needs and response to their experience of crime.

They have included:

- Information, advice, access and advocacy
- Short term crisis counselling/support
- Case coordination
- Internal and external referrals
- Court support
- Preparation of Victim Impact Statements
- Assistance with CVSU applications

Victim Support Services

568

Clients Received
923 Services

132

External Referrals Made

153

Crime Victim Services
Unit Clients Assisted

Victim Support Restorative Youth Justice Conferencing

Referrals slowed dramatically for this Territory Families funded program in 2020/2021 in comparison to previous years. Police diversion activity was inconsistent and significantly affected by COVID/border control policing demands.

A further marked decrease on referrals from the court has also been noted in the latter six months of the year. Recent changes to bail laws and a pending tender process for the future delivery of youth justice conferencing may have contributed to this.

Highlights

- Inclusion of additional experts in conference processes
- Successful conferences in 3 remote communities: Groote Eylandt, Yuendumu and Kintore
- Expanded case management services to participating victims eg. CVSU, counselling

Challenges

- Low referrals across all conference types
- Ensuring the needs of victims are considered equally in the restorative process
- Conference outcomes that are consistently reparative in nature for victims

81

Matters referred to
Youth Justice
Conferencing

24

Conferences held
throughout 2020/2021

99

Clients supported
throughout 2020/2021

Restore, Recover, Protect

Property Crime Programs

Mandy Pearce, Property Crime Program Manager

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

- Assistance to engage a contractor
- Funding up to \$400 to repair damage and resecure
- External referral to relevant organisations

Vehicle Resecure Program (VRP) offers:

- Funding up to \$400 for glass breakage or key replacement (eligibility criteria applies)

Security Improvement Program (SIP) offers:

- Free home security assessments on site visit to assess home and surrounds, and personal safety habits. A report with suggested improvements/upgrades is provided.
- Funding for vulnerable or at-risk clients**, up to \$1000 to support security upgrades
- Assistance to obtain quotes and engage contractors
- How safe is my place? online home security assessment option. This is offered in partnership with Neighbourhood Watch NT.

Home security is about layering; creating barriers which may be real or perceived. These layers combine to deter and disrupt unauthorised access. Opportunistic offenders will choose a soft, easy target over a complex, difficult one.

320
Homes Resecured

545
Home Security Assessments*

351
Vehicles Resecured

84
Homes with Improved Security**



*included 214 *How safe is my place?* online self-assessments

**high risk eligibility criteria applies

Highlights

Having the resources (STJ funding) to assist an elderly man with limited English and income, who was robbed of his savings, to purchase a medical aid that he required for daily use.

Stretching services to the Nhulunbuy region, Tennant Creek and Katherine by providing significantly more Home Security Assessments.

Major contribution towards installation of access-controlled gate and lighting to a 44-unit complex (Boulter Rd) where residences had been consistently targeted for unlawful entry and criminal damage. Subsequent impact has been an increased sense of safety for 44 households.

Challenges

COVID has affected trade services; - ie, materials delayed, increase in amount of construction works, less trades available.

A significantly increasing number of break ins to visitors to the NT, has resulted in vehicle damages and theft - these victims are unfortunately ineligible for financial assistance.

Being unable to assist so many who have sought assistance for vehicle resecure but are ineligible due to having insurance.



Restore, Recover, Protect

Remote Communities Project

Projects are aimed at improving community safety in regional and remote communities. Projects are community driven and rely on relationships with local organisations and people who can identify their specific community needs and develop responses.

Projects varied widely, reflecting the uniqueness of each community. Face to face visits occurred for each project and partner engagement was significant across projects. Some of these projects will be progressed in the next financial year.

Widdicupildya

Installation of solar cameras to homelands/ outstations, provided surveillance to areas of concern as identified by community members. The aim of the project was to reduce trespass and property crime instances.

Naiyu/Daly River

Solar lighting to the front of Recreation Centre oval, assisted residents to collectively improve their safety and reduce their risk of becoming victims by addressing environmental design vulnerabilities (lighting).

Nhulunbuy

Deadlocks to privately owned apartments that have been repeated targets were installed, assisting residents to improve their security and reducing further victimisation.

Atitjere / Ti-tree / Engawala / Finke

Codes 4 life, Men's workshops x 3 provided learning and support around cultural roles and responsibilities and was aimed at reducing family and domestic violence.

Tennant Creek

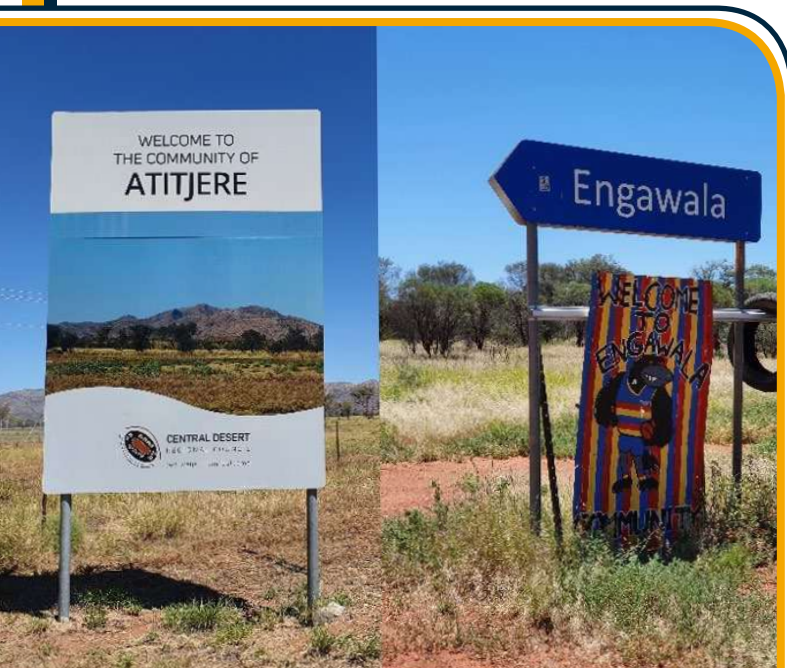
A youth forum coordinated by Barkly Region Youth Providers Network delivered on goals within the TC Youth Action Plan. VoCNT contributed assistance with a range of forum activities to attract input into community safety issues and also an opportunity for the young people to participate in a personal safety session.

Yuendumu

Community safety messaging music video – youth project.

Papunya

Community safety messaging music video – youth project.



Restore, Recover, Protect

Education, Awareness & Community Engagement

Prevention

Community Safety Workshops in partnership with Neighbourhood Watch NT and Personal Protection Strategies were offered initially in Batchelor and Katherine. Positive participant feedback was recorded over and over in relation to increased feelings of safety, and improved levels of confidence in managing own safety. Subsequently the workshops forged ahead and were delivered successfully across the NT.

15
Community Safety Workshops Held

250
Participants

| | Seniors | Community | Total |
|---------------|-----------|-----------|-----------|
| Alice Springs | 3 | | 3 |
| Darwin | 2 | | 2 |
| Katherine | 3 | 1 | 4 |
| Humpty Doo | 1 | | 1 |
| Batchelor | 1 | | 1 |
| Palmerston | 1 | | 1 |
| Tennant Creek | 1 | 2 | 3 |
| Total | 12 | 3 | 15 |



Reaching More Territorians with Information and Education

Across 2020/2021 we worked to reach more Territorians and spread awareness of the services and support available to them. Regular stalls in shopping centres across the NT have helped us to have ongoing conversations at the local level.

Our website traffic has increased significantly, with an average of more than 3000 page visits per month.

991
Facebook followers,
a 94% increase

1372
Newsletter Subscribers
a 37% increase

37
Events attended
across 2020/2021

Business Resecure Program

The *Business Resecure Program*, funded by Department of Industry, Tourism and Trade (DITT), assists small businesses with less than 100 employees to resecure their premises following criminal damage or unlawful entry.

The program provides:

- Assistance to engage contractors or obtain quotes
- Funding up to \$750 for the first incident, \$500 for the second incident and \$500 for a third incident (subject to *Biz Secure* application)

In 2020/2021, 301 business clients were contacted and offered resecure assistance. Of these, 120 businesses had resecurer completed; 63 businesses received assistance for a second incident and 28 for a third incident.

Top up funding has again continued throughout the year to ensure we continue to offer this program. Hopes of a more sustainable funding arrangement have been realised with a 3-year agreement now pending.



Biz Secure Audits

VoCNT has 3 staff qualified to conduct Biz-Secure audits, completing 101 audits for businesses across the NT. Regular remote travel has been necessary to complete these. The future of Biz-Secure was somewhat uncertain in the budget lead-up, however it has been extended for a further 3 years.

This income stream is fee for service and assists VoCNT to fill funding gaps and fund pilot projects.

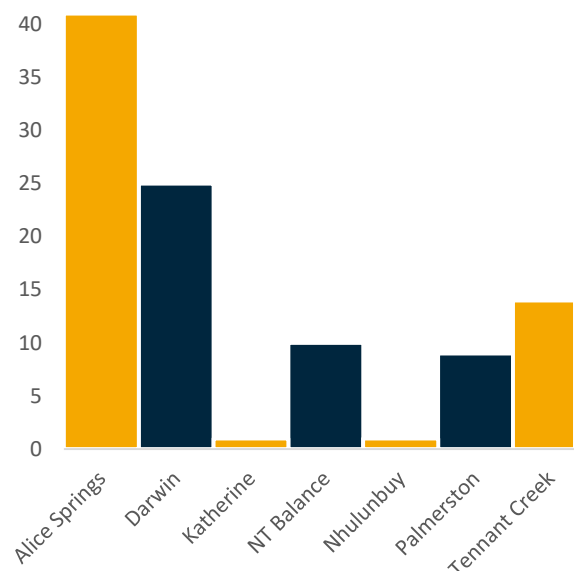
These audits assist businesses to better understand their security needs and identify potential improvements. A report is provided and subsequent funding for security upgrades is available from Dept. Industry, Tourism and Trade.

In our visits to businesses, we've regularly recommended attention to:

- Safe opening and closing procedures
- Training of staff in the event of a crime
- Key and cash security
- Maintenance/checking of door locks
- Upgrading and maintenance of lock

The majority of business owners identify CCTV as their primary security improvement. Security shutters and access control have also increased in desirability.

Biz Secure Audits by Location



Police

Our relationship with NT Police at both strategic and operational levels remains vital. Daily referrals continue and these capture victims in the immediate crisis window following an incident, the most crucial time to offer support and assist in minimising the traumatic effects of crime.

To keep VoCNT and our services at front of mind for responding police members, we need to consistently deliver training and maintain awareness of what our service can provide. In 2021 we have delivered a number of cadet, command and detective training sessions to Police.

We have been actively promoting clearer referral pathways and have been consulted in the design of a new police business system. Changes have been planned and when implemented with a the new system, should result in larger referral numbers due to a mandatory consent field.

An outdated Memorandum of Understanding has been slowly updated throughout the year and is at final stages. We expect to sign this towards the end of 2021.

5

Training sessions
delivered to NT Police



Our Partners & Supporters

We value our key partner agencies with whom we have worked collaboratively throughout the year.

Thank you to our colleagues in the following organisations:

NT Police
Crime Victims Services Unit
Witness Assistance Service
Neighbourhood Watch NT
Personal Protection Strategies
Jesuit Social Services
Volunteering SA and NT
Crime Victims Advisory Committee members
Biz-Secure Team, Dept trade, Business and Innovation
Catholic Care
Anglicare
Council of the Aging (COTA) NT



Attorney-General and Justice,
including NT Correctional Services
Industry, Trade and Tourism
Territory Families
Community Benefit Fund





Past VoCNT Staff and Volunteers
at 25 Year Celebrations.



**NORTHERN
TERRITORY**
GOVERNMENT

**VICTIMS OF
CRIME NT** 