



2021-2022 ANNUAL REPORT

**VICTIMS OF
CRIME NT**





Thank you for
Volunteering
@VICTIMSNT

THANK YOU
FOR MAKING OUR SERVICE
A BETTER PLACE

Please
↓
SANITISE




Victims of Crime NT
supporting victims of crime

VOLUNTEER
OF THE YEAR
2022
WINNER
VICI
VICI
VICI

Opening Hours
MONDAY TO FRIDAY
9:00 am to 4:30 pm
After Hours Phone
1800 672 242



NATIONAL 16-22 MAY 2022
VOLUNTEER
Better Together WEEK

Thank
you!
Volunteer

TABLE OF CONTENTS

- ABOUT US 1
- VISION, MISSION & VALUES 2
- CHAIR REPORT 3
- CEO REPORT 5
- FINANCIAL STATEMENTS 7
- GOVERNANCE TEAM 7
- PATRON 8
- THE SANCTUARY MODEL 9
- OUR TEAM 11
- VOLUNTEERS 12
- RECONCILIATION 13
- RESTORE, RECOVER, PROTECT 15
- COURTHOUSE SUPPORT 16
- VICTIM SUPPORT PROGRAMS 17
- VICTIM SUPPORT RESTORATIVE YOUTH JUSTICE CONFERENCING 19
- PROPERTY CRIME PROGRAMS 20
- MY HOME, MY TOWN - ALICE SPRINGS TOWN COUNCIL 21
- REMOTE COMMUNITIES 22
- BIZSECURE RESECURE 23
- BIZSECURE AUDITS 23
- NT POLICE 24
- PREVENTION, AWARENESS, EDUCATION 25
- EMERGENCY CLIENT SUPPORT 26
- OUR SUPPORTERS 27



Victims of Crime NT

supporting victims of crime

Acknowledgment

Victims of Crime NT acknowledge the First Nations People of Australia and pay our respects to elders past, present and emerging.

VoCNT honours the deep spiritual connection to country, culture and language that exists for First Nations People and acknowledges the trauma and victimisation across their generations endured as a result of colonisation.

Further, our organisation knows that First Nations People are overrepresented within the criminal justice system.

VoCNT accepts that First Nations People have never ceded their sovereignty.



The staff were very helpful and provided guidance as to what assistance was available, this made it easier to cope



ABOUT US

Established in 1995, Victims of Crime NT Inc. (VoCNT) is a community-based organisation supporting Territorians and NT communities affected by crime.

VoCNT offers a variety of practical and emotional support services and prevention activities across the NT, and advocates for victims by building 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, Darwin local court
- Financial assistance in re-securing residential and business properties, and vehicles
- Home Security Assessments and security improvement funding (place based and for at risk/vulnerable people)
- 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, and a regular presence in Tennant Creek, Katherine and Nhulunbuy. We have 11 employees working a blend of full and part time hours. Volunteers play an essential role by supporting the governance of the organisation and providing the after-hours phone service and courthouse support program.



VISION, MISSION & VALUES

VISION

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.

OUR SANCTUARY COMMITMENTS



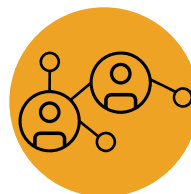
Non-Violence

We use unconditional care to stay safe and allow others to feel safe



Emotional Intelligence

We manage our feelings, so we don't hurt ourselves or others



Social Learning

We are curious and learn from each other and from our difficulties



Democracy

All voices and views are heard and respected



Open Communication

We are honest and say what we mean with kindness



Social Responsibility

We help each other and take responsibility for our actions



Growth and Change

We acknowledge loss, are open to new ideas and are hopeful for the future



Cultural Humility

We accept and engage with cultural difference and do our best to reduce power imbalances



Victims of Crime NT
supporting victims of crime

CHAIR REPORT

During the last year, Victims of Crime Northern Territory (VoCNT) has matured in various operational and strategic domains. These improvements have been achieved in an environment of increased crime within the Northern Territory, complications associated with post COVID-19 restrictions, and changes in funded programs.

The Board wants to thank Ms. Melinda Fleming for her leadership of VoCNT. Under her leadership, the organisation has undertaken operational reviews that have improved our services' efficiency and effectiveness. The successes and the proactive journey Ms. Fleming has commenced for VoCNT encouraged the Board that our for-purpose organisation will continue to grow and improve.

This knowledge led the Board to ask Ms. Fleming to adjust her current tenure and continue leading our organisation with the same passion, loyalty, and drive for another three years. She has accepted the Board's invitation to continue leading VoCNT and guiding our transformational journey associated with reconciliation and implementation of the Sanctuary Model.

Opening Hours

MONDAY TO FRIDAY
9.00 am to 4.30 pm

After Hours Phone

1800 672 242

The journey of reconciliation and Sanctuary are parallel with numerous intersection points that will enable VoCNT to improve our operational philosophy and drive the forward-thinking 2023/25 Strategic Plan. VocNT's future endeavours will concentrate on who we are, what we do, how we collaborate, and, most importantly, how we empower and build our people.

In the 2021/22 reporting cycle, VoCNT has seen amazing people enter and leave our organisation, and I thank you for your contributions and improvements. The current Board members have a diverse background in skills and experience to enable well-developed recommendations ensuring sound governance and strategic oversight.

The Board welcomed James O'Brien, NT Police representative, who has facilitated operational access to stakeholders aiding in operational efficiencies, and Moogie Patu, who has aided in educating the Board and CEO through contextualising the concerns facing NT's First Nation People.

I want to thank the exiting Board members, Michael Myers, Stephen Farrawell, Alia Intably, and Michael Kalidonis, for their commitment to the organisation and the experience and knowledge freely shared with the Board, CEO, and operational staff.

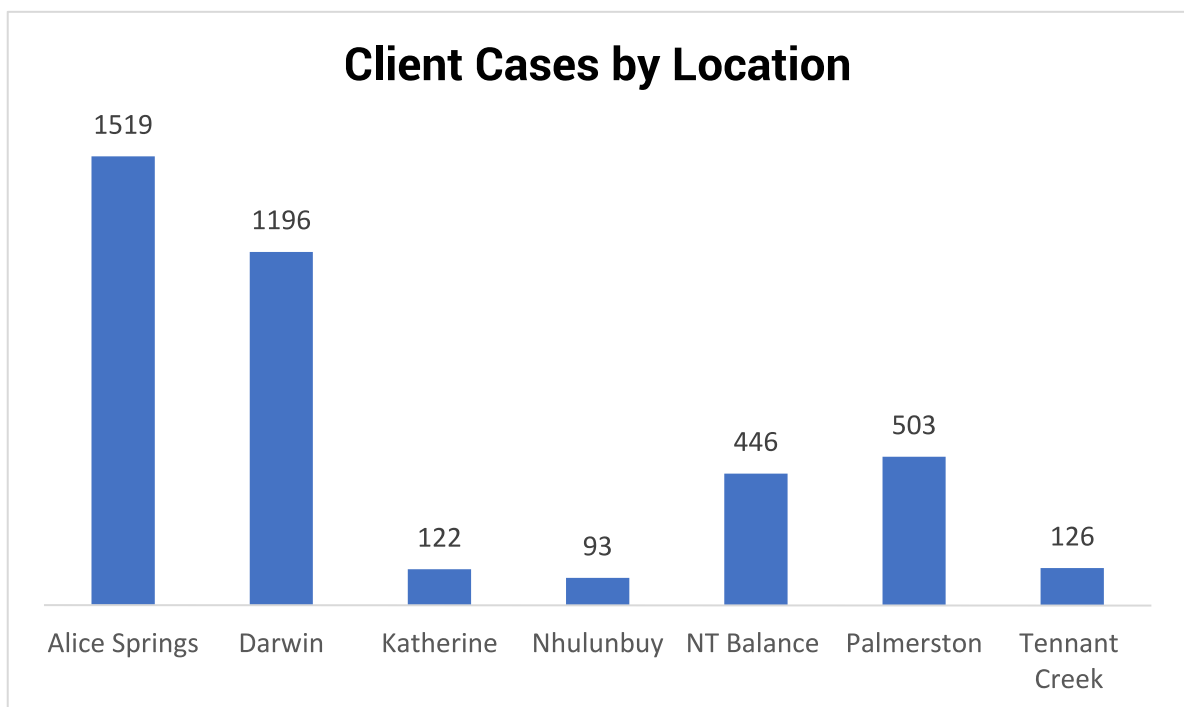
As VocNT continues its second year of our reconciliation plan and our first year of the Sanctuary Model integration, the Board and I embrace the presented opportunities associated with change and accept the challenges we are asked of as we serve VoCNT.

In the closure of another year of community service, the Board thanks the leadership team, staff, volunteers, and stakeholders for your commitment to people who need our help and for your collective and individual knowledge, experience, and voice that has enhanced VoCNT diversity.

William Newell, Chairperson



VocNT's future endeavours will concentrate on who we are, what we do, how we collaborate, and, most importantly, how we empower and build our people.



CEO REPORT

The crime situation in the Territory has continued to escalate in the 21/22FY. We've seen this in the statistics and felt it at ground level as we try to meet the needs of the people and communities affected. Increases in property crime offences and crimes against the person are a reality for most regions. We've shared in the past about 'spikes' that occur in terms of service demand, which may happen at various times of the year. However, these spikes seem to be no longer experienced in the short term but have transformed into a constantly increasing demand for support.

Our landscape has therefore propelled us forward in doing our best to support victims of crime who need assistance. It has stretched our team and programs to capacity. Incoming calls to our 1800 number went from 2900 in the previous FY to 6770 this year. The volume of property crime enquiries and assistance is the highest we've ever experienced. Victim support services are not limited to the initial point of crisis, or incident, and this means that victims are accessing our support on numerous occasions throughout their criminal justice system experience. The need for prevention focussed activities has been clear and tailored to specific local and remote community needs. Our broader interest in representing the rights, needs and interests of victims of crime on a systemic level is something that seeks our attention, though active participation has been difficult within the limits of current resources. Our adoption and implementation of the

The ability to connect with a victim as close as possible to the point of incident can greatly influence the quality of their recovery.

Sanctuary model has been a focal point. After board approval early in the FY, we partnered up with the Mackillop Institute who assisted us to chart a 3-year course towards accreditation. Since training in March 22, the organisation is gathering learning momentum. We are beginning to understand and speak a shared language as we practice the eight commitments and recognise the changes we can make to create a trauma informed community of care across the organisation. At all levels, we can see change - how we interact within our team/s and with each other, how we work alongside clients, how we engage with stakeholders and even how we run board meetings.

We've continued to stay dedicated to our reconciliation journey, which in my experience has become more of an 'educational odyssey' in the past year. The knowledge and insights gained in implementing VoCNT's Reflect Reconciliation Action Plan have been powerful and have facilitated many brave and challenging conversations. These have led us into a space of deeper understanding in relation to history, healing, and cultural humility. I am so grateful to the RAP Working Group for their time, diligence, and patience.

Our relationship with Police is critical in multiple ways, one of which is the referral relationship. The ability to connect with a victim as close as possible to the point of incident can greatly influence the quality of their recovery. A revised Memorandum of Understanding was signed in April of this year after many months of planning and has strengthened our collaboration. The upcoming implementation of a new police database (SERPRO) where VoCNT features more prominently is likely to generate a huge increase in referrals. Of interest to note is that the current percentage of referral to VoCNT as compared to actual crime statistics, is around 20%. There is little doubt that the number of expected referrals will exceed our capacity and create the need for further funding and resources.

VoCNT's Strategic Plan is ready for the next cycle and the process of developing a new plan has been taking place steadily in 2022. Creating opportunities to strengthen our service delivery and scope within the backdrop of the Sanctuary

model and positioning ourselves as the NT's peak community agency for the support of victims of crime, will be amongst our objectives. Our four goal areas; We Lead, We Create, We Partner, We Grow, will set our scene for the next 3 years.

Working with our collaborative partners in the past year has increased our social capital. Our partners in prevention, Neighbourhood Watch NT and Personal Protection Strategies, have maintained a joint objective to educate and empower with Personal Safety Workshops. A further prevention venture was the My Home My Town project with Alice Springs Town Council which gave residents access to a home security assessment and security upgrade funding, along with a media campaign and personal safety workshops.

I thank wholeheartedly all members of the VoCNT team. Our staff are an authentic bunch of lifelong learners who strive to respond to the needs of the people and communities we support. Volunteers are the backbone of our afterhours service and courthouse support programs and are integral to our culture and service delivery. To all our board members who take on the responsibility of strategic direction and guidance, I thank you for your strength and leadership support, and for adding sustainable value to our community organisation.

Melinda (Mel) Fleming
Chief Executive Officer



Creating opportunities to strengthen our service delivery and scope within the backdrop of the Sanctuary model and positioning ourselves as the NT's peak community agency for the support of victims of crime, will be amongst our objectives.

“

Thank you for all you do for the community I appreciate your timely response. You may not realise how much it means to the victims. Often people may never say this but you guys are doing a fantastic job just by responding professionally and on time. Please accept our sincere thanks

”



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 Correctional Services NT, Territory Families, Housing and Communities, and the Dept Trade, Business and Innovation. They will be submitted in line with funding agreement requirements.

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.

- Chair and Corrections Representative – William Newell
- Deputy Chair – Kate Frost
- Treasurer - Michael Kalidonis (resigned 30/6/22)
- Public Officer - Michael Myers
- Member - Alia Intably
- Member - Stephen Farrarwell
- Member - Kerry Muller
- Member - Brett Hagan
- Police Representative – Commander James J O'Brien



PATRON

VoCNT is fortunate to have The Commissioner of Police as our patron and thank him for his ongoing commitment to the organisation. We appreciate Commissioner Chalker's focus on victim engagement and the partnership we have in support of victims of crime.

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

"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 members and volunteers live and work in this great community of ours. We feel personally involved when another member of our community has a crime committed against them.

We strive to provide proactive policing and where a crime has occurred, ensure a strong investigative response and support for those impacted.

Once a crime has been committed, Victims of Crime NT plays an integral role in alleviating the feeling of vulnerability through emotional support.

Victims of Crime NT also helps reduce the additional stress of the cost of repairs through practical support including financial assistance.

As Patron, I will do all I can to assist with your dedicated service.

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



THE SANCTUARY MODEL

Sanctuary is an organisational change model that provides a framework within which we can create a trauma informed community of care. Such a community promotes the healing of trauma and recovery in an environment that is safe on every level and one that supports learning and growth. Sanctuary is a whole of organisational approach, effectively a culture. It recognises that adversity is universal and in doing so, it acknowledges that organisations and the people in them can be impacted by trauma, adversity, and stress. Sanctuary gives us the tools to take care of ourselves as workers and our colleagues, so that we can take care of the people we support.

VoCNT has partnered with the Mackillop institute to implement the Sanctuary model for the next 3 years, and beyond, and achieve accreditation as a Sanctuary provider in 2025.

Sanctuary contains 4 key learning areas, or domains. Here is a snapshot:

Trauma theory

- Understanding of what trauma is, how it alters brain functioning and presents in behaviours
- When we understand we are better able to identify what we can do about the impact of trauma in order to create healthier environments

SELF - A simple framework to assist with problem solving

- Safety, Emotions, Loss, Future.
- The SELF framework supports responsive thinking and can be used in a range of ways - case planning, team meetings, and in the many situations we encounter that create challenges for us

Eight Commitments – our shared values



Sanctuary Toolkit - a set of resources that help us speak the same language and embed our learning into practice

- Core Team
- Community meetings
- Safety plans
- Self-care plans
- Red flag meetings
- Psycho-education

While Sanctuary is a model that asks us to create and maintain safety for self and others in our daily environments, it's also a model that challenges us to be accountable and responsible. When there are issues or we don't agree, the model challenges us to problem solve with sensitivity and respect, to be open to hearing and valuing all ideas and perspectives. It means that difficult conversations are on our agenda, but they are safe and respectful conversations that deepen our appreciation of each other and foster continuous growth and learning.

This year we are the early learners. We've trained initially as a team over 5 days, and further training is coming up. We are developing and practicing our toolkit, seeking advice and guidance from Kellie our Sanctuary coach, and exploring changes that we can make to improve safety for clients and our team. We are more curious than ever before, and our community of trauma informed care is emerging.

At a systemic level, we hope to influence positively on the experience of victims within the criminal justice system. We know that re-traumatisation is very real for victims as they navigate and participate within the system. We'll be trying our best to influence those working within the system to think, plan and engage in more trauma informed ways.





Our Team

Victim Support

Gerard, Carrie, Marissa

Corporate Support

Trish, Jess M, Mel

Property Crime Programs

Mandy, Rajiv, Jess S, Chris

Volunteer Development

Krystal, Vanessa

All team members have access to professional development opportunities, improving knowledge and skills and gaining new insights to enhance their work performance.

Some of these professional development activities included:

- Crime Prevention Through Environmental Design
- First Aid
- Fire Warden training
- Vicarious Trauma with Blue Knot
- ASIAL Security Conference
- Communities in Control Conference
- Indigenous Wellbeing Conference
- Company Directors Course (AICD)
- We Al Li trauma informed Indigenous Training
- Sanctuary Model, Core Team, and Peer Certifier Training
- Cert 1V in Leadership and Management
- National Justice Symposium





Volunteers

Across the year we have maintained a steady team, with an average of 13 volunteers.

Our Volunteer Development Officer role is a full time one that supports and coordinates volunteer recruitment, training, and participation at VoCNT.



220
Office support

368
Court house support

7276
Total Hours





RECONCILIATION

Since launching our plan officially in November 2021, our Reconciliation Action Plan working group set a path to educate ourselves and others within the organisation.

Highlights include:

- 2 days of We-Al-Li trauma informed indigenous training for staff and board members
- Promotion of Reconciliation week and attendance at a number of activities
- Developing an acknowledgement to Country that is meaningful and relevant to our context
- Building relationships with First Nations providers and exploring partnership opportunities
- The RAP has been intertwined in many ways with the implementation of the Sanctuary Model within our organisation. Sanctuary has prompted greater reflection on our cultural capacity and the ways in which we can practice cultural humility
- Recruitment of a First Nations board member. Our greatest challenge is that we don't have a First Nations staff member.
- Our working group is keen to explore an identified role in early 2023, when we will submit our Innovate RAP
- Our First Nations client numbers have increased to 19% overall

Implementing our first RAP has initiated a powerful learning journey for our staff, volunteers and board members. We have discovered truths about colonisation and recognised the extent to which intergenerational trauma plays a part in the lives of First Nations people. As an organisation the process has strengthened our resolve to build more meaningful relationships that assist our support services to be more accessible and culturally responsive. This year we engaged with the release of the Aboriginal Justice Agreement and hope to be further involved in the coming years.

Sincere thanks to our RAP working group members during the year - Stephen, Sharon, Carrie, Gerard, William and Mel.







RESTORE, RECOVER, PROTECT

24 HOURS ACCESS TO SERVICES AND SUPPORT

- 1800 672 242
- 582 calls have been received outside of business hours (203 last year)
- 6188 incoming calls received during business hours (2703 last year)
- Online contact is a well utilised contact option
- Referrals are received from Police on a daily basis through two distinct referral mechanisms - the Police internal (PROMIS) business system and SupportLink (referral database)

“

Great work I really appreciate the gentleness and caring nature of each conversation that we had.

”



COURTHOUSE SUPPORT

The Darwin local court program is now well established, and we have a visible presence as you enter the courthouse with a small booth and refreshments for court users. Our volunteer team was present at the court for three mornings most weeks and the service operated on 136 occasions throughout the year. The program helped to provide a warm welcome to court attendees and to make their time at the courthouse as comfortable as possible.

- 136 occasions, 422 contacts
- Helping victims and witnesses find their way around the court
- Providing safe waiting places
- Referral to specialist services
- Assistance with the completion of forms
- Providing property crime services information





VICTIM SUPPORT PROGRAMS

Across the entire organisation we were rather disappointed that we weren't successful in winning the counselling tender earlier this year, but for the Victim Support team this held a particular sting because we knew our practice model would have delivered much improved counselling and support to victims of crime.

From a broad practice perspective, the past year has provided great opportunity for the team to really embrace many aspects of Trauma Informed Practice and the Sanctuary Model. We have undertaken countless conversations about how our practice with criminally victimised people can create and hold a safe space across the breadth of casework and crisis counselling.

We understand that the impact of criminal victimisation can stretch into many of life's well-being domains, so our case management service has significantly developed to meet these support needs of victims and help them achieving a sense of growth borne from their experience. This has also aligned our service provision to be client centred but also client directed. This ensures clients can access support as they require it along the continuum of their journey through the criminal justice system.

We have delivered 1212 services to 724 clients (last year 923 services to 568 clients)

300

Clients were assisted with CVSU enquires or applications

196

Clients were assisted with court support (as distinct from courthouse support)

473

Clients were assisted with crisis counselling

“

A service I had no idea was there. Such a great service especially when they also called my wife to ensure she was ok.

”

#NOMOREFAMILYVIOLENCE #LINKUP #BREAKTHECYCLE



WE LINK UP AND SAY **NO MORE** TO VIOLENCE

 NOMORE.ORG.AU

 [@NOMORE.ORG.AU](https://www.facebook.com/@NOMORE.ORG.AU)

 CatholicCare NT



VICTIM SUPPORT RESTORATIVE YOUTH JUSTICE CONFERENCING

A Youth Justice Conference is a restorative process designed to support the recovery of a victim and encourage behaviour change in the young person.

VoCNT's role is to support victims:

- That participate in a conference to communicate the impact of the crime on the offender.
- To understand that the offending was not personally targeted to them
- To build a sense of restoration from the harm that they have endured as a result of the crime
- To build empathy about the circumstances that contribute to the young person's offending as this supports emotional healing

Under a broad Restorative Justice banner, Youth Justice Conferencing is delivered within the Legislative Framework of the Youth Justice Act 2005.

The Act holds three provisions for YJC to occur:

- **Section 39** – Delivered by the Police Youth Diversion Unit. This provides Police with the ability to divert offending young people away from the criminal justice system and courts by utilising a conference process between the offending young Person and the victim. These young people are case managed by Danila Dilba and attend programs to help meet their criminogenic needs.
- **Section 64** – The offending young person has attended Court and the Judge has assessed that the young person is suitable for diversion away from the court, and return the matter to the Police Youth Diversion Unit as per above s39
- **Section 84** – The offending young person has pled guilty and the court orders a Conference before delivering their sentence to the young person.

Referrals have been slow for this year, impacted variously by factors outside our control. The absence of a Sergeant in the Police YDU for some time and the delayed tender process to select convenors, significantly impacted incoming referrals.

It has been necessary for us to communicate about some inappropriate crime types that have been referred to conferencing and this has fortunately been heard as we have not received referrals for conferences for any sexual assaults or domestic violence matters in the latter part of the year.

Throughout the year we've been working with our funding body, Territory Families, Housing and Communities, to streamline reporting requirements. This has recognised the value of our support work with victims in situations where conferences do and don't eventuate. Effectively this means that our program performance does not rely solely on numbers such as referrals and conferences attended.

52

YJC Referrals-Darwin, Alice Springs, Tennant Creek, Milingimbi, Galiwinku

108

Clients supported

14

Conferences



PROPERTY CRIME PROGRAMS

Activity across Property Crime Programs has been high, and the team has been under consistent pressure to manage the volume of requests for assistance. Total number of property crime client cases was 3524, up from 2104 the previous year.

The addition of the My Home My Home, My Town project for 9 months of the year increased program activity in Alice Springs and enabled us to offer more Home Security Assessments and security improvement funding for residents.

Property crime services include:

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

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

Vehicle Resecure program (VRP) offers:

- Assistance to engage a contractor.
- Funding up to \$400 for glass breakage or key replacement (eligibility criteria applies)

Security Improvement Program:

- Free on-site home security assessments to assess home and surrounds, and personal safety habits. A report with suggested improvements/upgrades is provided.
- Limited funding for vulnerable or at-risk clients, up to \$1000 to support security upgrades.
- Assistance to obtain quotes and engage contractors.

505

Vehicles Resecured

424

Homes Resecured

274

Home Security Assessments

“

Rajiv, in Alice Springs, has been absolutely wonderful, empathetic, highly professional, and has followed up promptly. I highly commend him for his assistance.

”



MY HOME, MY TOWN

ALICE SPRINGS TOWN COUNCIL

In October 2021, VoCNT and Neighbourhood Watch NT (NHWNT) partnered with Alice Springs Town Council to launch a community safety initiative that aimed to help Alice Springs residents to be and feel safer.

My Home My Town offered, for Alice Springs residents:

- Free Home Security Assessments
- Security upgrade funding - \$750 towards preferred security improvement
- Personal Safety Workshops
- Community safety media campaign – project and partnership promotion, reporting crime and suspicious behaviour, and the value of neighbourly connections.

This project enabled VoCNT and NHWNT to provide additional support for residents as they faced increasing levels of unlawful entry and safety concerns.

151
Home Security Assessments

76
Homes provided with security improvement funding

6
Personal safety sessions





REMOTE COMMUNITIES

This year we've been strengthening our reach into remote communities. Police referrals from remote areas have increased significantly, and awareness of our support services is growing amongst service providers. We received 209 SupportLink referrals.

Projects in remote communities are aimed at improving community safety in regional and remote areas. Projects this year have taken on a preventative focus with young people in mind. Police, schools and local services have been actively involved.

Community	Project
Yuendumu	Youth music video: Freedom, be a Warlpiri Warrior. Role modelling staying out of trouble
Papunya	Youth music video: Listen closely to country and elders so good choices can be made
Greater Darwin Rural Area	Violence Prevention – young female workshops at 2 schools
Santa Teresa	Youth music video: I am a Rock designed to reduce incidents of rock throwing

Tiwi, Melville Island

Balanced Choices program for young people building connection, resilience, respect and empathy



BUSINESS RESECURE

The Business Resecure Program continued this year with reduced annual funding that, as expected, did not last the year. Fortunately we were able to secure a funding top-up as well as a significant funding increase for the next 2 years.

This year, VoCNT has resecured 218 businesses and provided information to a

further 476 businesses following break-ins.

We have been able to increase the level of financial support to \$1000 per occasion and have secured funding to ensure we can meet the unprecedented demand for the next three years.

218

Resecures

476

Information cases

BIZSECURE AUDITS

In April, VoCNT were invited to participate in an NTG review of the Biz Secure grant program. This gave us the opportunity to share experiences and offer feedback from an auditor's point of view.

The review has resulted in process changes to increase application process efficiencies, increased levels of financial support for businesses and removed the requirement for an audit for certain types of works.

This year another of our staff, Jess Swinburne became qualified to conduct audits. We have two auditors on the team.

While the number of Biz Secure audits has decreased significantly due to previous funding changes within the program prior to review, the locational diversity is notable.

17

Audits Completed



NT POLICE

Our relationship with NT Police at both strategic and operational levels remains vital. Daily referrals, made in the immediate crisis window following an incident, have continued. This is the most crucial time to make contact and help counter the traumatic effects of victimisation. To keep VoCNT and our services at front of mind for responding police members, there has been a need to consistently deliver training and maintain awareness of our services. In 2021 we have delivered 5 training sessions to Police.

VoCNT has actively promoted clearer referral pathways and have been consulted by Police in the design of a new business system. Changes that will result in increased referrals have been planned and approved. The system is expected to be rolled out later this year.

A refreshed MOU was signed in April 2022. A significant part of it is devoted to our partnership work with Police in the youth diversion space, but it also features agreements around training and education for Police on VoCNT services and intent, referral detail and the opportunity to meet regularly with senior

police around victim issues or challenges relating to the delivery of the MOU.

We've extended our partnership in the latter part of the year to also include conducting victim surveys on behalf of Police. This has worked well as VoCNT represents an impartial party that is external to Police. Survey data is communicated monthly.

We extend our thanks to all the Police we have worked with this year. In particular, our Police Representative on the board, James J O'Brien who has acted as an effective conduit and consistently promoted the importance of the VoCNT/ Police partnership.

"The Northern Territory Police have again worked closely with Victims of Crime NT throughout the year and have formalised arrangements to share vital information in the support of victims. Police have assisted VoCNT members in engaging with and supporting victims across both urban and remote areas. NT Police look forward to our ongoing productive partnership with VoCNT assisting those who become victims of crime."

-Commander James J O'Brien



PREVENTION, AWARENESS, EDUCATION

Personal Safety Workshops in partnership with Neighbourhood Watch NT and Personal Protection Strategies, have expanded and reached new parts of the NT. These workshops have provided participants with skills, knowledge, and confidence, to manage their safety at home and in the community.

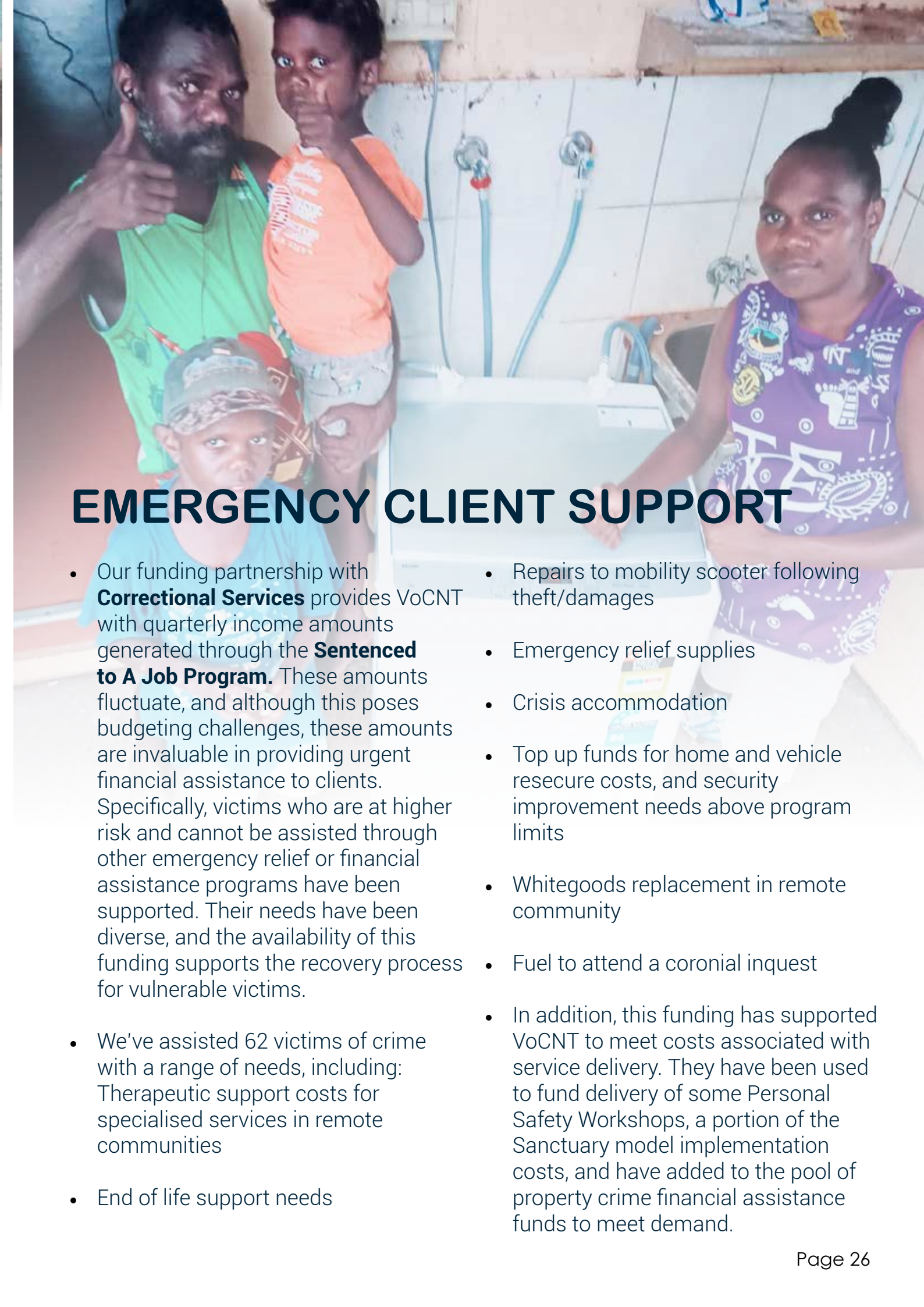
	Seniors Personal Safety	Community Personal Safety	Women's Personal Safety	Total 2021/2022
Alice Springs	3	2	2	7
Darwin	1			1
Batchelor	1			1
East Arnhem:				
Nhulunbuy		4		6
Milingimbi		1		
Galiwinku		1		
				Total 15

Other Activities

- We invested in learning more about social media and developed a formal strategy and guidelines
- 2243 newsletter subscribers received regular updates as Friends of VoCNT
- 44 promotional events e.g., expos, agency visits, service profile presentations increased awareness of, and access to, services offered by VoCNT
- 43 network meetings were attended to promote services and referral pathways

“Valuable information for empowering women. Most valuable thing I have done in ages”

“It was absolutely brilliant. Perfect amount of practical experience with police and presentation work. Feeling very empowered through what I have learnt tonight”



EMERGENCY CLIENT SUPPORT

- Our funding partnership with **Correctional Services** provides VoCNT with quarterly income amounts generated through the **Sentenced to A Job Program**. These amounts fluctuate, and although this poses budgeting challenges, these amounts are invaluable in providing urgent financial assistance to clients. Specifically, victims who are at higher risk and cannot be assisted through other emergency relief or financial assistance programs have been supported. Their needs have been diverse, and the availability of this funding supports the recovery process for vulnerable victims.
- We've assisted 62 victims of crime with a range of needs, including:
 - Therapeutic support costs for specialised services in remote communities
 - End of life support needs
 - Repairs to mobility scooter following theft/damages
 - Emergency relief supplies
 - Crisis accommodation
 - Top up funds for home and vehicle resecure costs, and security improvement needs above program limits
 - Whitegoods replacement in remote community
 - Fuel to attend a coronial inquest
- In addition, this funding has supported VoCNT to meet costs associated with service delivery. They have been used to fund delivery of some Personal Safety Workshops, a portion of the Sanctuary model implementation costs, and have added to the pool of property crime financial assistance funds to meet demand.

OUR SUPPORTERS

We value the 119 partner agencies with whom we have worked collaboratively throughout the year.

Special thanks to our colleagues in the following organisations:

- NT Police
- Crime Victims Services Unit
- Witness Assistance Service, Department of Public Prosecutions
- Neighbourhood Watch NT
- Personal Protection Strategies
- Jesuit Social Services
- Volunteering SA & NT, Volunteering NT Committee
- Crime Victims Advisory Committee members
- Biz-Secure Team, Dept of Industry, Tourism and Trade.
- Team Health
- Catholic Care
- Mackillop Institute
- Palmerston Regional Business Assoc (PRBA)
- Chamber of Commerce NT
- Anglicare services across the NT
- Council of the Aging (COTA) NT
- Alice Springs Town Council
- East Arnhem Regional Council
- Southern Tanami Kurdigi Indigenous Corp
- PAW Media-Yuendumu
- Outback Tracks/ Muso Magic
- Australian Independent Schools NT
- Kings Narrative Pty Ltd
- Roper Gulf Regional Council
- Djilpin Art Centre
- Belyuen Community Government Council

- Danila Dilba
- Outback Psychology
- Darwin Local Court



Proudly supported by
**NORTHERN
TERRITORY
GOVERNMENT**

- Attorney General and Justice, including NT Correctional Services
- Industry, Trade and Tourism
- Territory Families, Housing and Communities



“

So prompt and at a time when I was feeling overwhelmed and vulnerable it was wonderful to have it all be so easy

”





Victims of Crime NT
supporting victims of crime