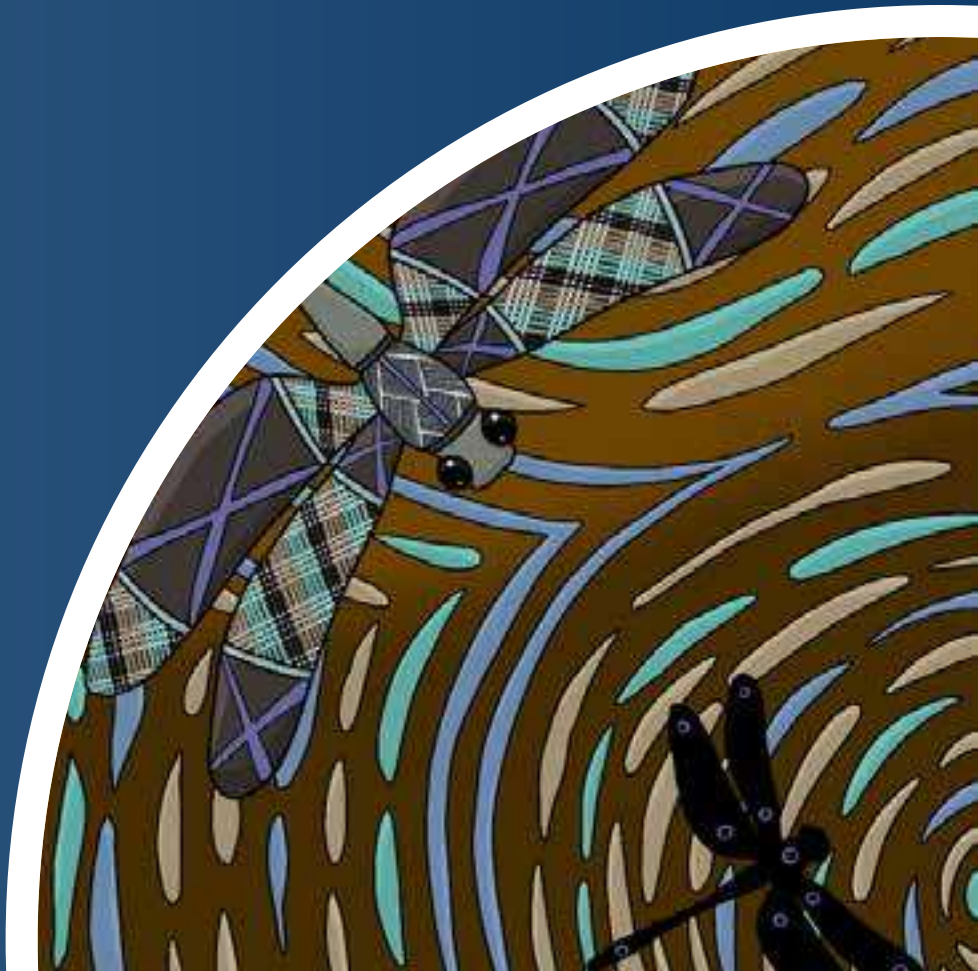




Annual Report

2023-2024



Victims of Crime NT



Acknowledgement

We would like to acknowledge the traditional custodians of the lands on which we work and live - the Larrakia and Arrernte people, 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.





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Victims of Crime is a great service and exactly what is needed, when its needed. All staff I dealt with were professional and helpful, the process was really easy and takes a lot of the worry out of a really stressful situation. Thank you.

About Victims of Crime NT

As the peak body for victims of crime across the Northern Territory, our community based not-for-profit organisation continues to advocate strongly, at all levels of Government and to other NGO's, for the rights, interests and needs of Territorians affected by crime.

We have offices located in both Alice Springs and in Darwin. From these central locations we do our very best to offer a range of services to all corners of the Territory. In the southern end we've supported people in locations like Pupunya, Yuendumu, Ali Curung and Hearts Bluff and we maintain a regular presence in Tennant Creek. In the top end we've supported people in Wugularr, Gove, Wadeye, Ramingining, Naiyu and Ngukurr and continue to maintain a regular presence in Katherine.

As one of the smaller NGO's we are very fortunate to have the ongoing support of volunteers. We utilise the life experience of our generous volunteers to support with the day-to-day office operations, attend promotional activities and to support people in our Courthouse Support program at the Darwin Local Court.

Services VoCNT provides in partnerships with the Northern Territory Government.

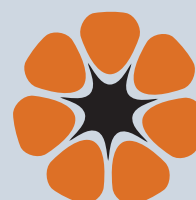
- Information, referral, crisis support and counselling
- Assistance to prepare Victim Impact Statements, CVSU applications, and to attend court
- Court House support program, Darwin Local Court
- Financial assistance to re-secure residential and business properties, and privately owned vehicles
- Home Security Assessments and security improvement funding for at risk/vulnerable people
- Business security audits
- Remote community projects focused on building safety
- Victim support in Youth Justice Conferencing
- Crime prevention education and activities



Australian Government



Australian
Charities and
Not-for-profits
Commission



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GOVERNMENT

Victims of Crime NT, Strategic Plan 23-25: Goal areas, objectives, and annual deliverables

WE LEAD	Recognised as the NT's peak victim support agency		
	Strengthen the organisational reputation through a refreshed brand and identity and greater recognition of service delivery expertise	Achieve governance and leadership best practice in alignment with nationally recognised governance principles	Implement the Sanctuary Model across the organisation, leading to readiness for accreditation in 2025
WE CREATE	A trauma-informed community of care		
	Embed the Sanctuary model and VoCNT's Service Delivery Framework into practice across all services	Define VoCNT's commitment to prevention activities and develop a Prevention Strategy for the future	Stay attuned to the current and emerging needs of victims of crime and respond by planning or redesigning trauma informed services
WE PARTNER	Together we are better		
	Continue our reconciliation journey with an ongoing commitment to Reconciliation Action Plans	Strengthen and develop purposeful relationships, formal and informal, that benefit people and communities impacted by crime	Realise the potential of corporate partnerships
WE GROW	Our team, our reach, our opportunities		
	Developing our workforce to continually learn and improve, and focus attention on succession development	Continue footprint expansion, combining prevention activity and victim support Services, in regional centres and First Nations remote communities	Seek opportunities, aligned to vision and mission, that grow service streams and enhance financial sustainability
KEY ANNUAL DELIVERABLES	Year 1	Year 2	Year 3
	<ul style="list-style-type: none"> Refreshed organisational branding, incorporating the Sanctuary model Prevention Strategy AGJ funding increase 	<ul style="list-style-type: none"> Risk framework review Corporate partnership First Nations identified role 	<ul style="list-style-type: none"> Sanctuary accreditation Stretch Reconciliation Action Plan Funding agreements secured



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 who have been or may be affected by crime, by providing them with support, advocacy and prevention strategies.

Values

Respect	Integrity	Commitment	Professionalism	Equity

Chair Report

William Newell, Chairperson



As we close out another impactful year at Victims of Crime Northern Territory (VoCNT), I reflect on a period marked by immense challenges and transformative opportunities. The 2023/2024 financial year has been one of heightened demands due to rising crime rates across the Northern Territory.

These pressures have pushed us to reassess our strategies, strengthen our capabilities, and innovate in response to the evolving needs of our community. Despite the adversity, VoCNT remains steadfast in its mission to provide essential support, advocacy, and prevention services to victims of crime. I am proud to say that we have not only met these challenges but also achieved significant milestones, thanks to the dedication and hard work of our team and the unwavering support of our stakeholders.

Organisational Growth and Transformation

Over the past year, VoCNT has made significant strides in its internal processes and external service delivery. Our focus has been on refining our operational frameworks, fostering greater efficiency, and ensuring that our services meet the growing demands across the Territory. This progress has been achieved through the leadership of our CEO, Melinda Fleming, whose vision has continued to drive the organisation forward in alignment with our 2023-2025 Strategic Plan.

“
A surge in demand for our services has mirrored the increasing complexity of crime in the Northern Territory

A cornerstone of our transformation has been the integration of the Sanctuary Model, a trauma-informed framework that fosters psychological safety, emotional intelligence, and resilience throughout the organisation.

This model has begun reshaping how we interact with victims and within our own teams. By embedding these principles into our culture, we have established a foundation of trauma-informed care that enhances our ability to support victims with compassion and sensitivity. We will focus on advancing this model toward full accreditation as we look ahead, further cementing VoCNT as a leader in trauma-informed care within the Northern Territory.

Simultaneously, our journey through the Reconciliation Action Plan (RAP) has continued to evolve, with 2023 marking the second year of our commitment. The RAP has provided a platform for meaningful conversations and actions towards reconciliation with First Nations communities across the NT. This journey is a policy initiative and a reflection of our broader commitment to social justice and equality. By aligning our practices with First Nations peoples' cultural sensitivities and historical context, VoCNT is working to create a more inclusive and equitable environment for all Territorians affected by crime.

Strengthening Service Delivery and Operational Achievements

A surge in demand for our services has mirrored the increasing complexity of crime in the Northern Territory. Calls to our support line have increased significantly, reflecting the urgency and scale of the challenges faced by victims. Our Victim Support Services and Property Crime Programs have responded proactively, with our team providing comprehensive support that spans the entire victim journey—from immediate crisis response to longer-term court support.

Through our Business Resecure Program and Remote Community Projects, we have forged strong partnerships with local businesses, community leaders, and service providers to implement targeted interventions. These programs have focused on improving safety, particularly in remote and vulnerable areas with higher victimisation risks. By delivering security upgrades, educational workshops, and prevention strategies, we are reducing the impact of crime and fostering stronger, safer communities.

Future Focus: Leadership, Sanctuary, and RAP Integration

Looking ahead, VoCNT's future lies in the deep integration of our trauma-informed Sanctuary Model, the continued evolution of our Reconciliation Action Plan, and the reinforcement of our governance and leadership structures. The Sanctuary Model will continue to serve as the backbone of our organisational ethos. It allows us to build an environment that prioritises non-violence, emotional intelligence, and social responsibility, ensuring our staff and volunteers are equipped to meet victims' psychological and emotional needs. As we move toward full accreditation, we aim to make VoCNT a fully trauma-informed organisation, setting new standards for care and support in the victim services sector.

Our Reconciliation Action Plan will remain a central pillar of our strategic efforts. As we enter the next phase, we will continue to engage with First Nations communities across the NT to foster trust, collaboration, and mutual respect. Through this, we aim to not only improve service delivery but also to be an advocate for systemic change. Our commitment to reconciliation is intertwined with our vision for VoCNT to be a leader in social justice advocacy, using our influence to challenge the over-representation of First Nations peoples within the criminal justice system.

At the governance level, the new board members bring a wealth of expertise that will guide VoCNT through the complex challenges ahead. Our focus on risk management, people development, and sustainability will ensure that VoCNT remains resilient and capable of continuing its essential work. The strategic oversight provided by the Board will be instrumental in aligning our operational practices with our long-term goals, ensuring that we remain responsive to both current demands and future challenges.

Acknowledgments

I would like to take this opportunity to express my deepest gratitude to our CEO, Melinda Fleming, whose leadership and vision have been pivotal to our progress this year. I also want to extend my thanks to our dedicated staff, volunteers, and partners, whose unwavering commitment to our mission continues to shape VoCNT's success. The past year's achievements are a testament to your passion, resilience, and hard work. To the victims we serve, we remain committed to advocating for you and standing by you as you rebuild your lives. Your contributions are invaluable, and we are deeply grateful for your support.

Looking Ahead

As we look to the future, VoCNT's path is one of resilience, collaboration, and innovation. Guided by our strategic plan and bolstered by the principles of the Sanctuary Model and Reconciliation Action Plan, we are well-positioned to tackle future challenges. Our focus will remain on strengthening our community presence, expanding our services, and deepening our partnerships across the Territory. With the support of our stakeholders, we are confident that we will continue to ensure that all victims of crime in the Northern Territory have access to the compassionate, trauma-informed care they need to recover and thrive. Our vision is one of a Northern Territory where victims are supported, justice is served, and communities are safe.

William Newell

Chairperson, Victims of Crime NT

Outgoing CEO Report



Leadership change represents one of the more complex risks for a NFP to manage. Regardless of the cultural and operational health of an organisation, it is a task that demands careful attention and planning. This year has been just that in terms of VoCNT leadership activity. It began after some pondering about my personal situation and future at VoCNT. After 5.5 years, it was time to cease the long daily commute and contribute to the farm business of hay, mangoes and cattle production. Succession conversations promptly occurred, and a formal succession plan was borne. This was approved by the board and immediately implemented. While this plan has felt like a process that was moving too fast at times, I am proud that we've managed to finish the FY with a fluid leadership transition, as planned. All the while, the provision of trauma informed services and responses in accordance with the needs of victims of crime across the vastness of the Territory, has continued without interruption. This has included developing a new program that will offer intensive and longer-term support for DFV victims.

The ripple effect of preparing for leadership transition has called for a consistent focus on change management processes as our people and systems adjust to the ebb and flow of loss and change. These processes have been held in an environment of care and safety with the Sanctuary Model framework and it's 8 commitments as our backdrop.

Board members are responsible for the overall strategy at VoCNT, and the most critical part of strategy implementation is getting the CEO selection

right - an immense task. Their decision to foster internal wisdom and program knowledge to sustain the organisation's culture, workforce and funding arrangements was appreciated. The support of all board members has been crucial in prioritising resources and budget to ensure a smooth and seamless transition.

Achieving operational consistency within a landscape of change was a shared challenge for Gerard (G) and myself. We were so fortunate to recruit a new Victim Support Programs Manager, Elisabete, and relied heavily on the program knowledge and can-do attitude of Jess Swinburne. Jess acted in and was later appointed to the Property Crime Programs Manager role. Jess and Elisabete have been instrumental in supporting consistency and stability for our teams before and during the CEO handover.

It has been a wonderful privilege to be trusted to lead and shape the future of VoCNT since January 2019. I thank every board member for their faith and guidance. Team growth has been notable over the years, and I have been blessed to work with a group of incredible humble humans, both staff and volunteers, who have each taught me something (or a lot) and inspired my forward learning journey. I am sincerely grateful and miss you lot already!

Partnership work has been a highlight for me, and many colleagues have shared my passion for collaboration and made it easier to achieve meaningful outcomes together. Gratitude for all of you.

My sincere thanks to G for considering a new path at VoCNT, even when he had no intentions of venturing outside of the client support space. Your willingness to stretch and learn in a different realm of leadership, and your commitment to grow into the CEO role has been inspiring. It's been a pleasure to walk alongside you. I am especially grateful that the creation of a trauma informed community under the framework of the Sanctuary Model, will continue under G's guidance, and that VoCNT's goal of accreditation in 2025 can be reached.

I look forward to staying connected to the work and future of VoCNT via a board role in 24/25. Heartfelt thanks to everyone at VoCNT for the support you've gifted me.

Mel Fleming



“ Thank you for providing this service. I am born and bred in Darwin and this is the first time I’ve had to use this service. It means so much to be able to reach out and get help without too much hassle.



CEO Report



VoCNT has continued to grow and change across the breadth of the organisation. In 2024 no change was more significant than the resignation of our former CEO Melinda (Mel) Fleming. Mel was appointed as CEO in January of 2019 when our organisation was facing a range of challenges from service delivery, funding security and governance.

It would not be an understatement to say that Mel's excellence in leadership, management and governance has elevated VoCNT to the reputable position we currently enjoy. It was in this advancement of our organisation that Mel demonstrated great commitment to Territorians impacted by crime.

Fortunately for us, Mel's legacy will continue to nurture our people, and our growth well into the future. Her adroit stewardship through the implementation and embedding of Sanctuary, our Reconciliation Action Plan, strong governance practices, succession planning and newly funded programs, means that VoCNT will be well placed to continue providing exceptional services to victims across the Territory.

I know I talk for all staff and board members when sharing a deep sense of fortune and gratitude for Mel's tenure over the last 5 years, we will seriously miss her guidance and care. We wish Mel every success and know that her knowledge and business acumen will be a gift for the ongoing evolution of the family farm business for the years to come.

Over the past financial year, VoCNT has continued to face the challenges born from crime in the NT. We continuously work with high numbers of victims well past the expected service provision levels we are funded to provide. This often includes

providing services delivered by our Victim Support Team, who assist with reducing the highly emotional impact of crime, and the more practical financial support provided by our Property Crime team.

Our Property Crime Team is at the coalface of providing assistance that relieves the financial burden of property crime for eligible victims whose cars and homes have been criminally damaged.

The increased demand on our Vehicle Resecure Program continuously outstrips our recurring funded resources year on year. With no commitment to receive further funding for this program, we revert to our base funding that will be expended as we financially support an average of 110 victims per month.

Along with increased employment costs, like insurances and travel for example, this lack of needs based recurring funding presents the greatest risk to the financial sustainability of VoCNT making it incredibly difficult to maintain consistent staffing, and service delivery levels.

We will always continue to advocate for the rights, interests and needs of victims and hopefully this will enable us to continue to support victims of property crime.

Our reflections on the victim journey over the last year have come from the extensive stretch of direct contact we have with victims from all parts of the Territory. Not only does there seem to be an upturn in criminal activity that impacts business, Territorians and visitors, but we've noticed an intensification of the effects of these crimes on victims.

All victims that encounter our team, services or programs, regardless of location, background or circumstance receive a trauma informed response grounded in our commitment to the Sanctuary Model.

Over the last two plus years we've undertaken a large change management process to adopt and embed the Sanctuary model. During this period, we've increasingly become more skilled at utilising our Sanctuary Model to operationalise trauma informed practice and we are now strengthening this by utilising our Commitments to stay accountable to its intention and our own values.

In preparation for our last year of implementation before certification our entire organisation, including Board Members, participated in an in-depth Assessment about our progress. Although we've got a lot of work ahead of us before certification, amongst other things, the Assessment reinforced two incredible achievements. The first being that we are the first Sanctuary organisation world-wide to commit to and embed Cultural Humility as one of our eight Sanctuary Commitments. The particular importance of this in the Territory cannot be understated. The second is that we have a workplace culture that embodies safety and acceptance. It is noteworthy that the benefits of our culture actively ameliorate the risks of vicarious trauma in our workforce when our work can be so emotionally demanding.

Our commitment to Reconciliation Australia has progressed over the last year. Having Jody Clarke as our Cultural Capability Officer has really advanced our knowledge, our practice and our acceptance of the cultural ways of being, doing and knowing of First Nations Australians. Our client practice, community engagement, volunteer program, remote safety projects and internal growth has greatly benefitted from this ongoing journey. We've come to understand that the deeper context to Reconciliation is more about the wider community acknowledging and accepting that colonisation establishes a complex political, economic and social landscape that continues to create entrenched inequities for Australia's First Peoples.

In this vein, Jody has developed a two staged bespoke training process for VoCNT that connects our RAP with the Sanctuary

Commitment of Cultural Humility. This has significantly increased our capacity to provide culturally safe practice with clients and community members when undertaking remote safety projects. It's most notable in the transformational work with our Victim Support Team as 1/3 of the clients identify as First Nations People.

Our collaborative efforts over the last year have springboarded us into working with a wide range of stakeholders from government, non-government, corporate and education sectors. These collaborations increase the scope of client work above and beyond our responsive services after a victim has endured a crime. This often takes the form of crime prevention activities and Personal Safety Workshops. It remains a high priority for our organisation to work collaboratively across the entire Territory.

A special thanks to the agencies we partner with very closely including, Crime Victims Services Unit, NT Police, Witness Assistance Service, Personal Protection Strategies and Neighbourhood Watch NT.

Thank you to all our staff and volunteer team for your support of victims and our organisation more broadly. The dedication and individual contribution of you all in building a safe, responsive trauma aware organisation is invaluable.

As the 23/24 year brought much change in VoCNT, again none was more significant than farewelling Mel as our long-standing CEO, I'm sure I speak for the entire team by expressing our gratitude and appreciation for her support and that of the VoCNT Board. We're incredibly fortunate to have a Board that understands the need for continuity of leadership and service delivery as they've supported a meaningful transition process.

Gerard McGeough



In a world of red tape, this process was surprisingly easy and painless! A pleasant experience.

Annual Audit & Financial Statements

Victims of Crime NT utilises BDO Australia to complete our annual audit and in preparation of our annual financial statements. In meeting our contractual responsibilities, acquittals will be provided to all our funding bodies, Department of Attorney General and Justice, NT Correctional Service, Territory Families, Housing and Communities, and the Department of Industry, Tourism and Trade. We have a long-lasting relationship with BDO and appreciate the knowledge they've built about our business over the years.

Our financial statements will be available to VoCNT Members at our Annual General Meeting and will be posted on our website. Our Annual Information Statement will be submitted to the Australian Charities and Not-for-profit Commission (ACNC).

Patron

The NT Police Commissioner is invited to be the VoCNT Patron, as per our By-Laws. We thank Michael Murphy for his contribution during this FY.

VoCNT Board 23-24

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.

CHAIRPERSON

William Newell

DEPUTY CHAIR

Kate Frost

TREASURER

Brett Hagan

PUBLIC OFFICER

Melinda Fleming

MEMBERS

Dr. Jane Ray

Chanel Bailey

Chris Kempton

Moogie Patu (resigned 11/07/2023)

Kerry Muller (resigned 27/09/2023)

POLICE REPRESENTATIVE

Commander Brendan Muldoon

A Message From Our Patron

As Commissioner of Police, it is my pleasure to serve as the Patron of Victims of Crime NT (VoCNT) to support the ongoing partnership between the Northern Territory Police (NTP) and VoCNT.

I am excited about the changes ahead, marked by the new government's strong commitment to prioritising law and order. This renewed focus on safety, combined with increased police visibility, is designed to enhance the sense of security among Territorians, reduce victimisation, and lay a solid foundation for a stronger economy and improved quality of life.

Together, we have implemented innovative approaches to address crime, focusing not only on the immediate response but also long-term prevention strategies. This proactive stance has contributed to significant advancements in our crime reduction efforts, ensuring that our strategies are both comprehensive and responsive to the evolving needs of our community.

A key aspect of our partnership is the daily referrals made to VoCNT, which engage those affected by crime and help counter the traumatic effects of victimisation. Our collaboration extends to participating in training courses to promote empathy for victims, ensuring our officers are well-equipped to understand and respond to their experiences.

We recognise that strengthening this collaboration is pivotal towards achieving our shared mission to support and empower victims of crime and to drive down crime through innovative and effective prevention strategies.

It is my pleasure to introduce Commander Brendan Muldoon, as the new NTP liaison with VoCNT. His role will ensure our continued dedication to this partnership now and into the future.

Together, we will focus on enhancing our partnership to ensure that victims of crime receive the support and resources they need to rebuild their lives and restore their sense of safety, security, and connectedness. This is essential to create a more supportive environment



where victims are not only heard but are also provided with practical assistance to navigate their journey towards healing.

As we reflect on our accomplishments and look forward to the future, we remain committed in our dedication to this vital partnership. The progress we have made together is a testament to the power of collaboration in enhancing community safety and resilience. With continued joint efforts, we are confident in our ability to meet the challenges ahead and continue making a positive impact on the lives of all Territorians.

I extend my deepest gratitude to VoCNT for their unwavering dedication and to all those involved in this important work. Together, we are making a significant difference in the lives of victims and in the overall safety and wellbeing of our community.

Yours sincerely,

Michael Murphy APM
Commissioner of Police

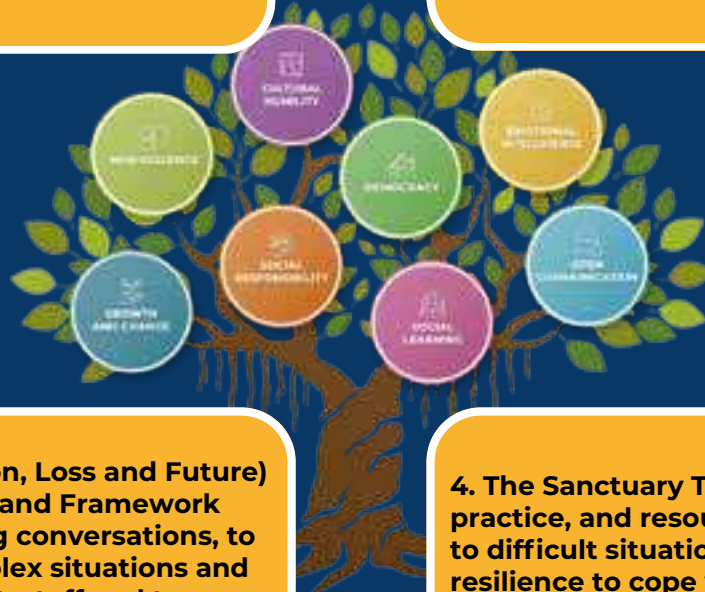


It felt reassuring to have financial assistance for an unexpected expense to restore our home safety. Thank you.

The Four Domains

1. Understanding Trauma - our shared knowledge helps to promote resilience by educating and empowering individuals to understand and implement trauma theory.

2. 8 Commitments - our shared values provide the backdrop for creating value-driven environments where individuals embrace growth and change.



3. SELF (Safety, Emotion, Loss and Future) - our shared language and Framework aids in problem solving conversations, to help us navigate complex situations and actively promote client, staff and team wellbeing.

4. The Sanctuary Tools - our shared practice, and resources that help respond to difficult situations, and develop resilience to cope with adversity and trauma.

The Sanctuary Model

The values of Victims of Crime NT – Respect, Integrity, Commitment, Professionalism and Equity are brought to life by The Sanctuary Model. As the Peak Body for victims of crime across the Northern Territory, we prioritise safety for those we serve and our internal community.

Sanctuary helps us to understand that trauma is universal and how past trauma can continue to have an impact throughout life. With that understanding, comes the recognition of how that trauma not only impacts those who have experienced it, but also impacts the organisation and the individuals within our team. The Sanctuary model encourages us to rethink the way we work. It supports our team to form healthy communities and create a culture that promotes safety and wellbeing at every level within our organisation.

In the delivery of all our services to victims of crime, we embed Sanctuary practice to support healing, recovery and growth for those impacted by crime. The basis of Sanctuary is the four domains, the eight commitments and a series of practice tools.

“All victims that encounter our team, services or programs, regardless of location, background or circumstance receive a trauma informed response grounded in our commitment to the Sanctuary Model.” – CEO

VoCNT's commitment to Sanctuary drives us towards becoming a certified provider in this third year of the journey. Our team has come so far in our learning and will continue to remain dedicated to growth and change for the journey ahead in this final year before certification.

VoCNT has come a long way since Sanctuary's inception in March 2022. As we grow in personnel, new team members reflect a warm, welcoming, safe environment and a positive culture where people care for and about our work and each other.

During our second year of implementation, we've made significant headway with Sanctuary:

- Created our Sanctuary resource Toolkit for clients
- Implemented Safety plans and Self-care plans
- The use of SELF
- Improved understanding of Trauma Reenactment.
- Development of a tailored training package specific to VoCNT business.
- Sanctuary principles woven into policy, procedure and program templates to reflect shared knowledge, language, values and practice.
- Visible Sanctuary graphics and branding.
- Monthly spotlights meetings on Sanctuary topics to promote ongoing growth and change.

- Completed the Mini Climate Assessment conducted by Australia's Sanctuary licensee Mackillop.
- Participation in Sanctuary Communities of Practice with other Sanctuary organisations.
- Improved awareness of trauma theory and its impact.
- Attended Toolkit skill development workshops with Mackillop.
- Intentional practice of the 8 Commitments to build behavioural and attitudinal accountability.

VoCNT's organisational culture was viewed as positive prior to Sanctuary, however the implementation of the model has really lifted our understanding of trauma. Based on this our Relationships are stronger and safer than ever before.



ORGANISATIONAL CHART





Our Team Throughout The Year

VICTIM SUPPORT/VOLUNTEER DEVELOPMENT

Elisabete, Carrie, Marissa, Kristie, Hannah, Leigh

BUSINESS SERVICES

Trish, Kristie, Mitchell, Erin, Ines

PROPERTY CRIME PROGRAMS

Jess, Jake, Tooba, Prabath

PREVENTION STRATEGIES

Jodie

CULTURAL CAPABILITY

Jody

VOLUNTEERS

Alvin, Ana, Arzu, Bishnu, Bob, Cece, Chari, Daphne, Finn, Jayani, Jianyi, Heather, Iris, Jharna, Katie, Keith, Kira, Margaret, Matilda, Meng, Miguel, Mondira, Sara, Simon, Skye, Sumina, Sumsun, Urszula, Wizzy, Yashoda.



Reconciliation Action Plan (RAP)

VoCNT's RAP continues to be nicely enscenced within our Strategic Plan. We made significant inroads in our 'Reflect' RAP which lay the foundations for our progression into our current 'Innovate' RAP which was endorsed by Reconciliation Australia immediately before it was launched in March 2024.

An important part of advancing into our Innovate RAP was the development of 'Our Vision for Reconciliation'. This of course had to be reflective of our values, our work and our scope of influence.

Connected to our RAP and our commitment to Cultural Humility we commissioned two NT First Nations artists to produce Indigenous Art for our organisation.

Our team met with Rochelle and Trent to explain the context to our work and our organisation. We valued their time and feel that the art they produced truly captured the work and the 'feel' of VoCNT.

32%

ALL VICTIM SUPPORT CLIENTS WERE FIRST NATIONS PEOPLE



Our vision for reconciliation

Victims of Crime NT acknowledges and respects Aboriginal and Torres Strait Islander people as the First Australians, and we celebrate their 65000+ years of continuous cultures and contributions. We know that colonisation has shaped a complex political, economic and social landscape that has created inequities in the lives of First Nations people.

VoCNT's vision for reconciliation is to authentically engage with the cultural diversity of First Nations Territorians. We believe this is the basis for creating a culturally safe and accessible service for First Nations victims of crime. In recognising the strength and wisdom borne from their continuously evolving culture, we work with First Nations victims to draw on this as the source for their empowerment, recovery and healing.

Our vision of reconciliation will be realised by listening to the stories of First Nations people and making the effort to hear and see these stories through the voices and eyes of those who experienced them, so we might understand how past injustices affect them today. We are committed to a trauma informed approach and the ongoing practice of cultural humility.

Our reconciliation actions will be characterised by acknowledging and respecting the customs, languages, knowledge and traditions of First Nations people, their physical and spiritual wellbeing and their special relationship with the lands and waterways. We will do this through encouraging our staff and volunteers to learn from First Nations people and play a role in healing by building positive relationships so we can respectfully embed First Nations perspectives into our practices.

It is our goal that Victims of Crime NT will become a culturally safe and welcoming organisation which First Nations victims of crime will choose to be engaged and connected with.



Artist

Rochelle Minberrignully Fejo-Tasker

I am a young and aspiring Aboriginal artist from the Larrakia (saltwater) and Warumungu (desert) tribes.

Born and raised in Darwin, I completed year 12 studies in 2014, and currently studying pharmacy whilst working full-time. I was honoured to be Awarded the NT NAIDOC artist of the year in 2020.

I started painting when I was very young, being taught by my Nanna, Lorna Nungala Fejo. She would babysit me when my mum had to continue to work during school holidays. Sometimes I wasn't the only kid there so it could be a bit hard watching all of us at the same time, so it was easy when she could get a few of us to sit down and draw or paint.

After the passing of Nanna Lorna in 2022, I took a break from painting and anything to do with art. It was very hard for me and ended up with mental block (artist block). It's now been over a year since she has passed and I miss her dearly, I wanted to feel close to her again. I started painting and since doing so, I've felt her (nanna) presence and felt a stronger connection to my ancestors and culture.

I'm a contemporary artist. My artwork focuses on Larrakia and Warumungu totems and incorporating both saltwater crosshatching and dessert dot painting styles.

The Artwork

There might be a time where we experience something traumatic. You have become a victim of a crime. This can affect you emotionally, physically and financially. Not knowing what to do or where to start.

Victims of Crime NT help provide you with the right tools and advice along your healing journey. Long or short, they know how to deal with a diverse range of situations, providing services based on each individual's personal experience and needs.

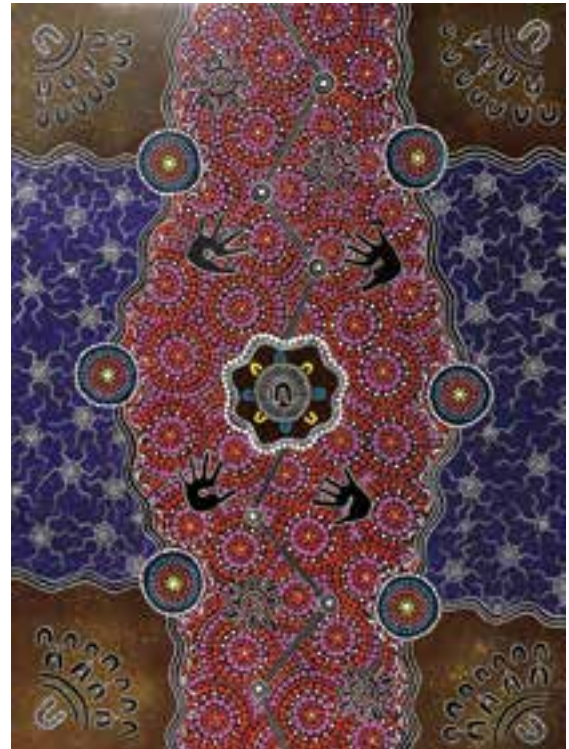
They travel throughout the Northern Territory, top to bottom, out to our remote communities. Their support and guidance assist people to recover, restore and grow through being a connection hub to practical and emotional support services and prevention activities.

Warumungu description

Puurru, Yarnkka Mappul Pintanta Kamarnta

(Healing wounds, journey together towards feeling better)

- Puurru – Sore/Wound
- Yarnkka – Traveling/Journey
- Mappul – Together
- Pintanta – Feeling and thinking
- Kamarnta – Good/Well



Healing Journey
Puurru, Yarnkka Mappul Pintanta Kamarnta
 By Rochelle Minberrignully Fejo-Tasker

Artwork description

- Support groups/organisations shown by "U" surrounding circles
- Circles representing different stages of our healing journey
- Lines and circles in center represent the staff of VoCNT traveling top to bottom of NT
- Purple/lightning to show the trauma a person has/is experiencing
- Hand prints – Helping hand/Healing hands
- Footprints are to show the many steps you take, but don't have to walk alone
- Center: Big "U" is the victim, being surrounded by the yellow and blue "U" staff of VoCNT
- Corners: Represents the work VoCNT do at remote communities

Featured Artwork



Artist

Trent "Bundirrik" Lee

I am a Larrakia man through my father, I am part of the large Cubillo family.

I was about 7 or 8 when I was taught by my father to paint in our traditional method, I was also influenced by other family members, as my skill level has progressed and improved.

I was taught how to carve and make our cultural artefacts and our cultural tools from about the age or 10 - 12, making spears, boomerangs and other carvings like birds, turtles, and stingrays just to name a few.

The Artwork

Within this painting are four dragonflies which represents people that come to VoCNT.

The two pastel-coloured dragonflies danced gracefully embracing the strong winds over the rough terrain, with each flutter of their wings symbolising strength, growth, and resilience.

One resembling the nurturing essence of feminine energy. The other, strength of masculine energy. Together, they symbolize the harmonious balance of the creation of life when everything is in true balance.

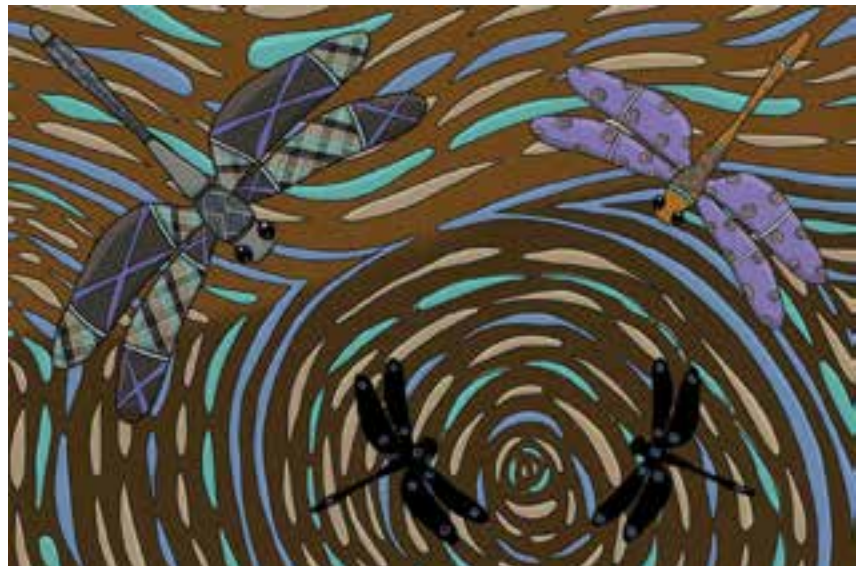
The two silhouette dragonflies fluttering with their colour missing. Their wings are heavy with the weight of trauma, anxiety, and worry, casting the darkness over their once vibrant body and spirits.

The paths of these dragonflies meet after an event that impacts them and brings them to VoCNT. VoCNT is represented by the spiral pattern at the lower portion of the artwork which is the place of healing, compassion, understanding and empathy being guided by staff within VoCNT.

The silhouette dragonflies are beginning to shed their shadows, with the vibrant hues of hope and transformation of self-discovery, uncovering the hidden depths of their souls and reclaiming their inherent strength and resilience with some of the colour coming through showing them starting to heal with each coming day.

The healing waters which is shown by the light pastel blue line has a sharp bending path much like life and the healing process, the victims can learn to overcome the imposed burdens of the situation they have been subjected to and embrace the healing journey of the future.

United in purpose and empowered by the support of VoCNT with the guidance and transformation found not only healing but also the courage to embrace their purpose and the new horizons.



Healing Interactions
By Trent "Bundirrik" Lee

Restore, Recover, Protect (RRP)

RRP is the overarching Funded Program for the Victim Support and Property Crime work, and the Remote Community Safety projects that VoCNT delivers.

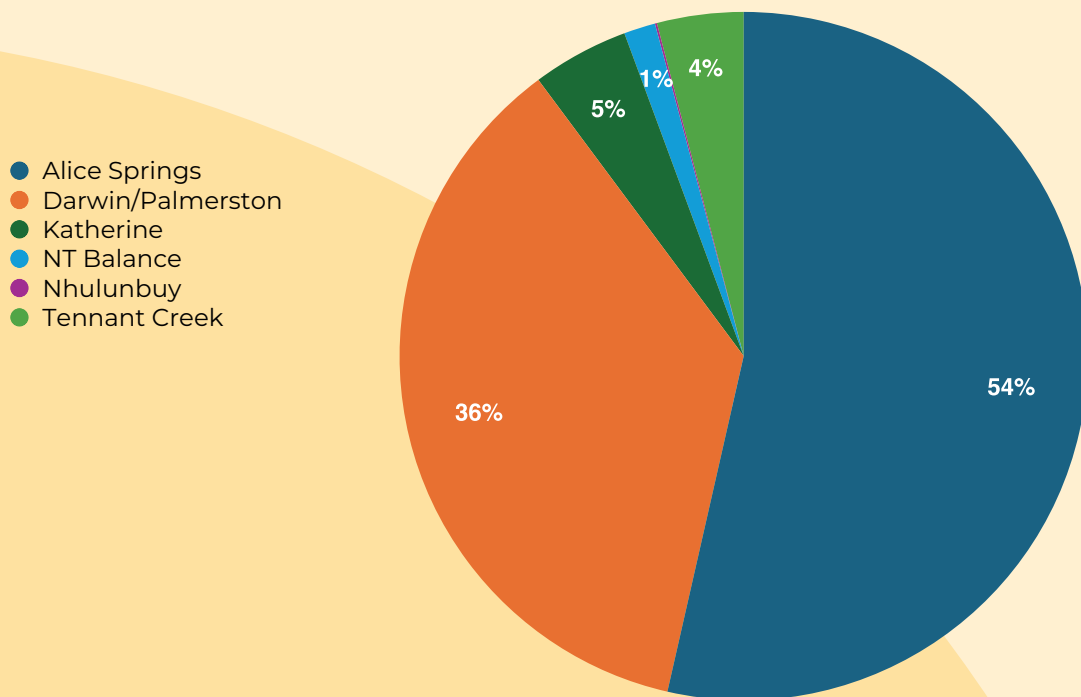
We receive referrals from many pathways. We hold a ‘no wrong door’ perspective with incoming referrals whether that be from partner agencies, incoming phone calls or people that walk into our offices requiring support. Afterhours our pre-recorded responses direct people to other recognised support lines or to leave a message for one of our team to follow up the next business day.

Below is a list of our most used referral pathways.

- NT Police referrals via their BRIOS/SERPRO system received – 1,284
- Supportlink referrals received – 997
- Incoming calls – 11,103
- Online Support Submissions – 995
- External Referrals made 1721

“ I found the entire response by Tooba and her team to be professional, empathetic and timely. Many thanks. ”

Clients By Location 23/24



<p>1394</p> <p>SERVICES DELIVERED TO 708 CLIENTS</p>	<p>154</p> <p>CLIENTS ASSISTED WITH COURT SUPPORT</p>	<p>355</p> <p>CLIENTS ASSISTED WITH CRISIS COUNSELLING</p>
<p>349</p> <p>CLIENTS ASSISTED WITH CVSU APPLICATIONS</p>	<p>351</p> <p>REFERRALS TO OTHER SERVICES FOR ONGOING CLIENT SUPPORT AND ADVOCACY</p>	

Our Volunteers

Our volunteers are an important part of our organisation, what an amazing gift we receive when these wonderful people choose to share their great talents and time with us all.

This year we have been able to work with some fantastic volunteers and could not have delivered some of our services without them. Our team of selfless volunteers worked together in support of our programs, staff and clients and provided many hours of their valuable time.

Here is a snapshot of their invaluable contributions.

Court House Support Program

Our Court House Support Program operates 3 days per week and is staffed by a dedicated team of trained Volunteers. They provided court orientation, information, referrals and support to victims needing assistance at the Darwin Local Court.

2023/2024 Volunteer Snapshot	
ROLE	TOTAL HOURS
Court House Support Program	571
Community Events and Promotional Activities	105
Victim Assistance and Administration Support	571
Training	98
TOTAL HOURS	1240

Volunteer Acknowledgements

2+ Years of service Arzu Yilmaz & Fin

Gold Volunteers (100+ hours) Ana Marques, Arzu Yilmaz, Fin, Iris Ma, & Jharna Konwar

Silver Volunteers (50+ hours) Alvin Handoko, Heather Kelly, Margaret Miller & Simon Sangrat

Volunteer Feedback from Meng Yuan

“Seeing the positive impact our efforts had on the community and knowing that I played a part in providing support to individuals in need was incredibly fulfilling. It reinforced the importance of community service and gave me a deep sense of purpose, knowing that our work helped to make a difference in people’s lives.”



Organisation Support

Events, stalls and other activities also kept our volunteers busy. This has included staffing information stalls and events across the NT so preventative information is shared to many. These have included,

- CDU Student Orientations and events
- National Volunteer Week and awards nights
- Coffee with a Cop
- Barunga Festival
- Territory Community Safety Hub in Casuarina
- Support with our RAP Launch.

The Alice Springs and Darwin Offices were also strengthened by our Volunteers supporting the day-to-day operation at the coal face.

We also try our best to enhance the skills and knowledge of Volunteers by providing them with various training opportunities including,

- Trauma Informed Practices
- Understanding the Criminal Justice System
- Personal Safety Habits
- First Nations Cultural Capability

Northern Territory Charter of Victims' Rights



justice.nt.gov.au



Victim Support Programs

In March 2024 the Victims Support team welcomed a new Manager to support their ongoing professional growth and service delivery development. Elisabete Pinto brings practice experience from drug & alcohol and counselling work. She has managed large teams responsible for crisis response and ongoing support. Her views aligned with VoCNT's Vision, Mission & Values and her practice experience will dovetail well into our Sanctuary Model. The Victim Support Team warmly welcomed Elisabete and VoCNT as an agency has already benefited from her experience, work ethic and commitment to client service delivery.

With more than 700 clients supported across the Northern Territory, victims of serious offences (e.g. assault, sexual assault, domestic and family violence and homicides) represented more than 70% of our caseload. Although the predicted increase in SERPRO referrals did not eventuate a constant stream of referrals kept us all very busy. Most referrals were redirected to other pathways, such as Supportlink, which doubled the number of referrals sent to VoCNT throughout the year.

The services of the Victims Support team remains client driven. Some clients choosing to engage, disengage and re-engage according to their needs and their readiness to deal with the traumatic incidents associated to their criminal victimisation. While some clients required immediate support (e.g. crisis counselling), most needed more holistic assistance, including advocacy, internal and external referrals, case coordination, preparation of Victim Impact Statements (VIS), and support to prepare financial assistance applications to be submitted to the Crime Victim Service Unit (CVSU).

Amongst many challenges this past year, was the planning, development and implementation of a new program designed to improve the engagement of victims of Domestic, Family and Sexual Violence (DFSX) with the criminal justice system. The Intensive Case Management Support (ICMS) program is a new pilot program delivered by the Victim Support Team.

ICMS will support clients in Darwin/Palmerston, Katherine, Tennant Creek, Alice Springs and Wadeye and provide intensive case management support. As part of the ICMS program implementation, VoCNT has recruited a new Victim Support Officer and a new First Nations Victim Support Officer. We are still attempting to recruit in Alice Springs which is proving to be a challenge.

Moving forward into the 24 – 25 year, the Victim Support team will be invested in travelling regularly to the above-mentioned locations to establish and maintain strong connections with stakeholders and clients. Based on our Sanctuary framework, and our Therapeutic Practice Model we will continue to support clients' begin their journey towards post-traumatic growth. VoCNT will always work towards promoting the rights, interests and voices of victims while contributing to a more trauma-informed community.



They are very helpful and empathetic



Time Spent	No. of Cases	Average Per Case
<1hr	135	40mins
1hr-2hr	103	1hr 30mins
2hr-3hr	49	2hrs 30mins
3hr-4hr	34	3hrs 25mins
>4hr	98	7 hrs 35 mins

Property Crime Programs

Demand for our Property Crime Programs remained high over the past year with a significant increase in the need for our vehicle resecure program (VRP). Overall, our property crime team managed an 11.5% increase from the 22/23 year. The property crime team remains dedicated and works hard to meet this demand and support clients.

The increasing demand limited our capacity to complete as many Home Security Assessments as we'd hoped. As a response to this, in February 2024 the team welcomed an additional person to the newly created Prevention Activities Officer role. This position will focus on completing Home Security Assessments and coordinate other prevention activities like Personal Safety Workshops.

In the 23/24 year the Property Crime Team supported 4745 clients, up from 4254 the previous year. Over the last three financial years we have experienced a 11% increase year on year.

Property crime services include:

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

- Assistance to engage a contractor to resecure or repair their premise.
- Up to \$400 contribution towards the resecure or repair.

Vehicle Resecure Program (VRP) offers:

- Assistance to engage a contractor to resecure or repair damages that affect the roadworthiness of an NT registered privately owned car.
- Funding up to \$400 contribution towards these repairs.

Security Improvement Program (SIP) offers:

- On-site Home Security Assessment based on the CPTED (Crime Prevention Through Environmental Design) principles that evaluates the physical dwelling and surrounds, and personal safety habits to improve security.
- A report is then produced and provided to the client that outlines a series of recommended physical security improvements and behavioural changes.
- Clients that are particularly vulnerable or at significant risk may be able to receive a financial contribution towards security improvements.
- Assistance is then provided to engage a contractor and obtain quotes.



Jake spoke to me in a caring way which made the whole process much easier.

421

CRP - NUMBER OF HOMES RESECURED

107

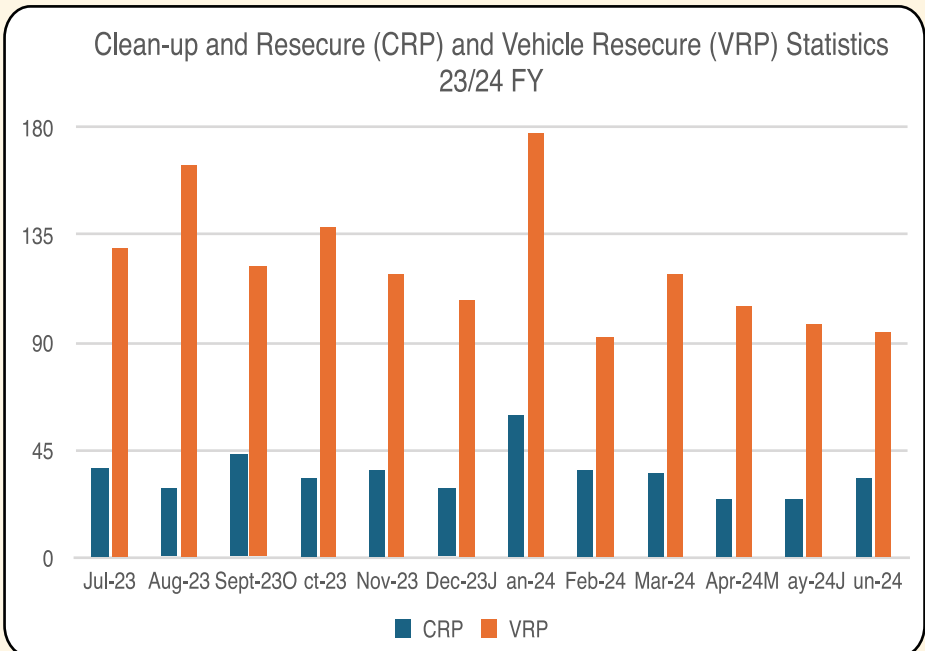
SIP - NUMBER OF HOMES WITH IMPROVED SECURITY

1461

VRP - NUMBER OF VEHICLES RESECURED

264

HSA - NUMBER OF HOME SECURITY ASSESSMENTS



Remote Community Projects

Over the year past we've enjoyed the privilege of working with First Nations Australians in communities in the Central Desert region and the top end. These projects have been led by members of respective communities including Elders with the support and resourcing of VoCNT. What seemed to be a common thread was that each of the communities wanted to build a sense of harmony to increase a felt sense of safety.

In the Southern End of Territory we partnered with Desert Knowledge Australia to complete 'Respected Women' workshops in Utju and Kintore which were attended by teenage young people. We also partnered with Aboriginal Owned organisation Kings Narrative to deliver a leadership skills program targeted to reducing recidivism.

In the Top End of the Territory we undertook much community engagement in Wugularr. Over a series of months this culminated in a partnership with Adam Thompson from Muso Magic and community members and services to create two music videos geared to build community pride and harmony.

We also decided to partner with the Burunga Festival and maintained a strong presence during the festival weekend promoting safety and giving out promotional material. At the festival our information stall was visited by some famous people that congratulated VoCNT for our work in community engagement with Remote First Nations communities.



Community	Project	Completed/ In progress
Central Desert region	Barber Blak Kings (Kings Narrative), co-contribution funding. Work and leadership skills program aimed at reducing recidivism	✓
Utju, Kintore	Desert Knowledge Australia - Respected Women workshops for young girls,	✓
Wugularr	Community Music Video promoting community harmony https://www.youtube.com/watch?v=qez2NihO5m8	✓
Wugularr	Youth Music Video promoting community harmony https://www.youtube.com/watch?v=f6nbNBGBTkw	✓
Burunga	Burunga Festival attendance https://www.youtube.com/watch?v=bu-4hhR4kAU	✓

A Focus On Prevention

Historically frontline team members are very busy responding to victims that are very often in crisis. This responsibility to clients leaves little time or emotional energy to focus on preventative work. Earlier this calendar year we made a strategic decision to recruit a Prevention Activities Officer that will prioritise our crime prevention work Territory wide.

This year our crime prevention activities included:

- Home Security Assessments
- Security Improvement Program
- Remote Community Safety Projects
- Weekly attendance at Community Safety Hub
- Coffee with a Cop events
- Generic Personal Safety Workshops
- Women's only Personal Safety Workshops
- Seniors Personal Safety Workshops
- Distribution of personal alert alarms
- General community safety meetings
- Stakeholder engagement
- Attendance at multiple Expos
- Partner with Chamber of Commerce

10

**PERSONAL SAFETY WORKSHOPS
CURRENTLY PROVIDED**



In partnership with Neighbourhood Watch NT and Personal Protection Strategies we've delivered several personal safety workshops this year. There is always a strong demand for these workshops which are designed and facilitated by Personal Protection Strategies. Together we've delivered these workshops all over the territory including Alice Springs, Tennant Creek, Rural Darwin, Darwin, Palmerston and Katherine.

In response to the growing needs of the community and focus on prevention, VoCNT have partnered with NT Carers and Berry Springs Seniors to provide tailored education sessions to their small groups. These sessions focus on how to keep safe whilst at home in their own property, and when venturing out into the community. These smaller group settings seem to be very popular, so we expect to be providing many more in the coming year.

We have actively travelled all over the Northern Territory to support the requests for safety education including local, rural and remote communities delivering services to Nhulunbuy, Tennant Creek, Alice Springs and regular trips to Katherine.

VoCNT have continued attending local community events to ensure a consistent and visible presence aimed at providing support, education and home security assessments. We are focused on developing and implementing prevention education tailored to the unique needs of different communities, creating and distributing educational material and resources to increase awareness and encourage proactive safety practices.

Community Engagement

3,654

NEWSLETTER SUBSCRIBERS
RECEIVED REGULAR UPDATES

34

NETWORK AND INTER-AGENCY
COLLABORATION MEETINGS

124

Promotional events increased awareness of services offered by VoCNT. These included expos, shopping centre stalls, agency visits, service profile presentations



NT Correctional Services – Sentence to a Job

Our longstanding partnership with NT Correctional Services (NTCS) provides support to our organisation and more importantly the healing, recovery and growth of victims. Through the NTCS Sentence to a Job (STJ) program VoCNT receives quarterly amounts that immeasurably supports victims of crime when they are experiencing a crisis, need emergency relief or other financial assistance to support their recovery.

Funded Support Provided to Victims

- Top up expenses to both vehicle and residential resecures for the most vulnerable clients.
- Crisis accommodation
- Crisis accommodation and travel for women and children fleeing domestic violence.
- Emergency food and clothing.

Business Resecure Program

Business Resecure Program is available to small businesses who have experienced an unlawful entry or attempted. Businesses can be provided \$1000 contribution to assist with the cost of repairs such as broken glass, damaged doors or locks. It is hoped that this supports the business to reopen and become operational again as soon as possible.

211

BUSINESSES RESECURED

242

**BUSINESSES PROVIDED SUPPORT
INFORMATION**

VoCNT Property Crime Team members are qualified auditors and can conduct Biz-Secure audits allocated through Department of Industry Tourism and Trade. These audits support businesses to review and improve their security measures. The demand of other property crime programs meant that we were only able to complete four of these over the past year. With the addition of our Prevention Activities Officer, we hope to be able to complete more over the coming year.

Clients from all the Property Crime Programs are offered and can benefit from our Victim Support team with managing their recovery, emotional and social wellbeing.

Restorative Youth Justice Conference

Restorative Youth Justice Conference (YJC) is a practice that utilises a relationship-based approach and aims to balance the needs of victims, the offending young person, and that of the community. It encourages a conversation to build understanding between those who have offended and those affected by the crime. This process can sometimes facilitate an effective justice outcome for all those involved.

VoCNT's role in the YJC is to support victims who choose to participate in the process to:

- Actively participate in the justice system
- Feel safe, have their voice heard and impacts of the crime addressed
- Hear the young person's explanation
- Promote mutual understanding between all involved about the consequences of the offence.
- Request a reparative gesture from the young person that offended against them in an attempt to makes things right.

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 (YDU), this section provides YDU officers with the ability to divert offending young people away from the criminal justice system and into a YJC involving the young offender and the victim.
- Section 64 – After attending court, and being assessed by the Judge, the young offender may be found suitable for diversion. The case is then passed to the YDU and dealt with under the above-mentioned section 39.
- Section 84 – in cases when the young offender pleads guilty, the court may order a conference to occur before the final sentence is delivered. As per section 39, the conference will be held and in attendance will be the young person, those affected by the offence, and supporting persons.

During the last financial year, we faced some challenges, especially in relation to receiving referrals and inter-agency collaboration and communication. Making use of the Sanctuary framework that guides our trauma-informed service delivery, we managed to keep communication channels open and work towards the best outcomes for those affected by the crime.

45

VICTIMS SUPPORTED

12

S39 REFERRALS
RECEIVED

34

S8 REFERRALS
RECEIVED

NT Police

The partnership between VoCNT and NT Police is incredibly important. VoCNT and NT Police have shared goals but different responsibilities on two important objectives. The first centres around prevention and the second on responding to victims. This obvious alignment between our two agencies necessitates collaboration at both strategic and operational levels, centering the experience of Victims as they engage with the Criminal Justice System.

At the strategic level our MOU enshrines Senior Officer leadership representation on the VoCNT Board. This has enabled us to build a deeper understanding of our work and precisely where we intersect with victims. Additionally, the strategic sharing of necessary information, capabilities and expertise as appropriate, support both agencies to work alongside one another as seen with our collaboration at the NT Police Community Safety Hub initiative in Casuarina. Our collective presence has aligned to decrease anti-social behaviour in the complex and increase the access of support to victims.

Additionally at the strategic level VoCNT has a standing invitation to support the training of new Police recruits, current members and detectives. Our training brings the experience of victims and their need for support to the forefront. We utilise our expertise of the impact of crime and the criminal justice system on victims to help police members gain greater insight into the needs of victims.

At an operational level, Police members can refer victims to VoCNT at the time of incident which enables trauma informed support to be available through their entire journey in the criminal justice system. For victims, this early support can change their experience and support their recovery, healing and growth.

Our ongoing partnership will continue to grow from strength to strength. All initiatives that come from this partnership will enhance the prevention of crime or the support to victims of crime. We extend our genuine gratitude to our NT Police colleagues. Thank you for the difficult work that you undertake in extraordinarily challenging circumstances. We look forward to assisting your commitment to building safe communities and supporting victims.





Our Supporters

We value our partner agencies who help us to provide high quality support to victims of crime throughout the Territory. Special thanks to our colleagues in the following organisations for their willingness to collaborate.

NT Police	Djilpin Art Centre
Crime Victims Services Unit	Danila Dilba
Witness Assistance Service, Department of Public Prosecutions	Outback Psychology
Neighbourhood Watch NT	Darwin Local Court
Personal Protection Strategies	EASA
Jesuit Social Services	NT Domestic, Family and Sexual Violence Reduction Division
Volunteering SA & NT, Volunteering NT Committee	One Tree Community Services Wadeye
Crime Victims Advisory Committee members	Thamarrurr Development Corporation LTD
Biz-Secure Team, Dept Tourism, Industry and Trade	CAWLS
Team Health	Wadeye Youth Services
Catholic Care NT	KWILS
The Mackillop Institute	Mission Australia
Chamber of Commerce NT	Sunshine House Respite Care
Anglicare NT	Attorney General and Justice, NT Correctional Services
Council of the Aging (COTA) NT	Industry, Trade and Tourism
Outback Tracks/Muso Magic	Territory Families, Housing and Communities
Association of Independent Schools NT	
Kings Narrative Pty Ltd	
Roper Gulf Regional Council	



Vict
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Victims of Crime NT
Supporting victims of crime



Great service and understanding of my frustration and fear of it happening again.

VICTIMS OF CRIME NT

L 2, 71 Smith St, Darwin City NT 0800

1800 672 242

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