

Victims of
Crime NT



Annual Report

24-25



Sanctuary

CERTIFIED ORGANISATION
AUSTRALIA

Acknowledgement

VoCNT would like to acknowledge the traditional custodians of the lands on which we work and live - the Larrakia (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 staff were very caring, helpful and sympathetic. Amazing to deal with in a distressing time.

About Victims of Crime NT (VoCNT)

As an Accredited Sanctuary organisation and the Peak Body for victims of crime across the Northern Territory, Victims of Crime NT continues to advocate at all levels of government and within the community sector to ensure the rights, interests, and needs of Territorians affected by crime are recognised and prioritised.

With offices in Alice Springs and Darwin, we are well positioned to extend our services across the Territory. In Central Australia, as well as support to Alice Springs our team has supported people in Papunya, Yuendumu, Kintore and Harts Range while maintaining a presence in Tennant Creek.

In the Top End, we have provided support in communities such as Borroloola, Lajamanu, Kalkarindji, Arnhem Land Wugularr, Gove, Wadeye, Ramingining, Naiyu, and Ngukurr, alongside a strong, regular presence in Katherine.

As one of the smaller NGOs in the sector, we are grateful for the dedication of our volunteers, who contribute their time and lived experience to strengthen our work. Their support is vital to our daily operations and our Darwin Local Court Courthouse Support Program.

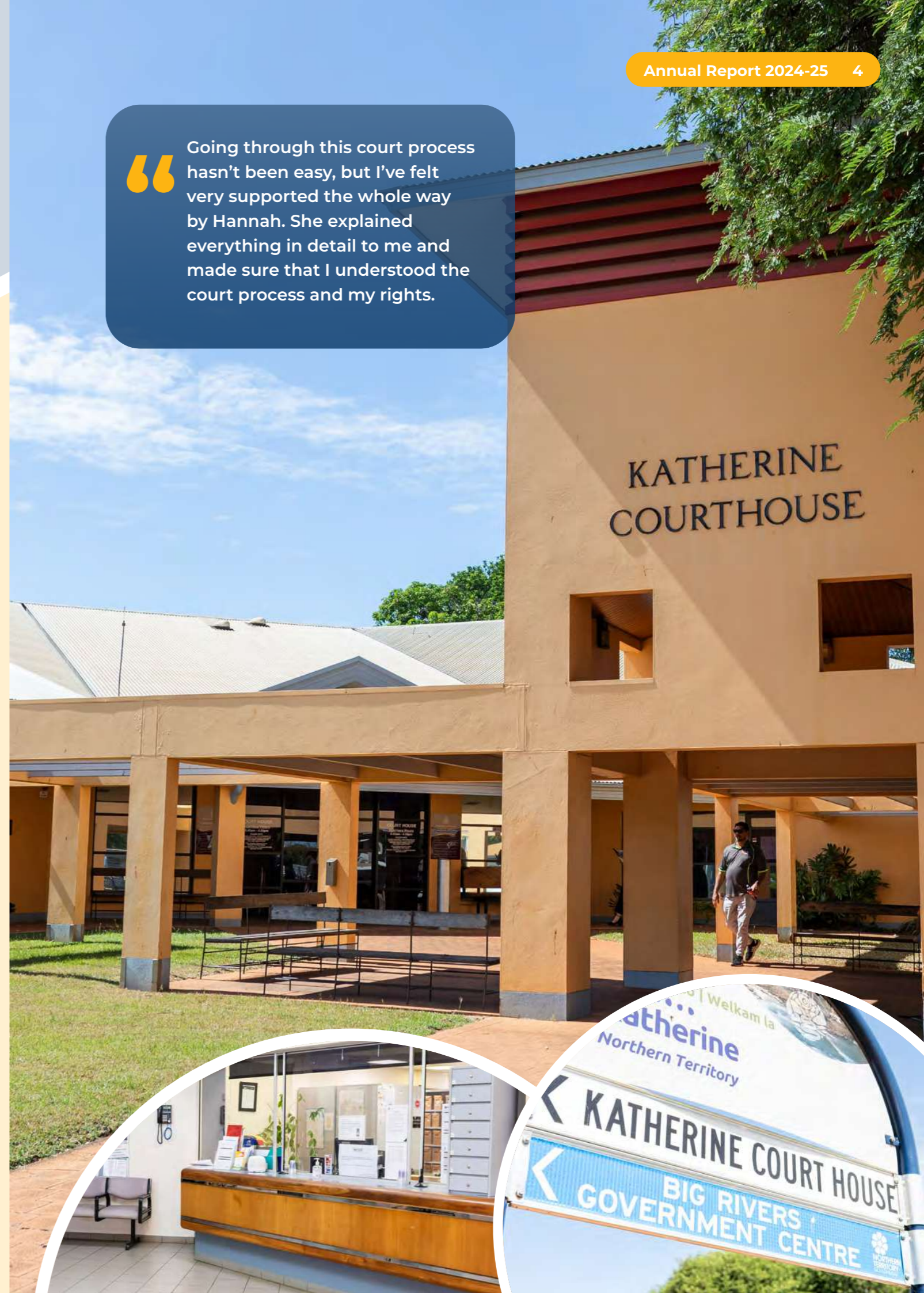
In partnership with the Northern Territory

Government, VoCNT provides a broad range of services, including:

- Information, referral, crisis support, and counselling
- Assistance with victim impact statements, CVSU applications, and court attendance
- Courthouse Support Program, Darwin Local Court
- Financial assistance to re-secure residential, business properties, and vehicles
- Free home security assessments and security improvement funding for at-risk or vulnerable victims of crime
- Business security audits
- Remote community safety projects
- Restorative Youth Justice Conferencing
- Crime prevention education activities and personal safety workshops
- Intensive Case Management Support and advocacy for victims of domestic violence and their families



“ Going through this court process hasn't been easy, but I've felt very supported the whole way by Hannah. She explained everything in detail to me and made sure that I understood the court process and my rights.



Chair Report



William Newell,
Outgoing Chairperson, Board of Victims of Crime Northern Territory (VoCNT) Directors

As I conclude my tenure as Chairperson of Victims of Crime NT, I am proud of our collective achievements and deeply grateful to all who have contributed to our mission. The past five years have brought significant growth, reform, and transformation, both within our organisation and across the communities we serve.

Honouring Leadership: A Tribute to Melinda Fleming

This year, we farewell our CEO, Melinda Fleming, whose leadership has been outstanding. Mel brought significant experience, strategic insight, and compassion to VoCNT. Her tenure advanced trauma-informed care, strengthened cultural safety, and reinforced our commitment to supporting victims with dignity and respect.

Under Mel's leadership, VoCNT expanded its reach, enhanced its impact, and strengthened its foundations. She led the integration of the Sanctuary Model, advanced our Reconciliation Action Plan, and fostered a culture of empathy, safety, and accountability. On behalf of the Board, I thank Mel for her dedication and leadership, and we wish her continued success.

Strategic Progress and Community Impact

Guided by our strategic pillars, We Lead, We Create, We Partner, We Grow, VoCNT has

made significant strides in responding to the evolving needs of victims across the Northern Territory. Our programs have expanded in scope and sophistication, including:

- Property Crime Programs that offer practical support and emotional recovery.
- Remote Community Projects that bring culturally responsive services to areas often underserved.

The Intensive Case Management Support (ICMS) program for survivors of Domestic, Family and Sexual Violence (DFSV), now operating in Darwin, Katherine, Alice Springs, Tennant Creek, and Wadeye.

In 2025 alone, VoCNT supported over 650 victims of crime, including more than 350 clients through our Property Crime Program. First Nations clients now represent 49% of our service base, up from 27% in 2020, reflecting our commitment to cultural safety and inclusion. These numbers reflect not just demand, but the growing complexity of the challenges facing victims and communities.

Governance, Sustainability, and Preparedness

The Board has worked diligently to strengthen governance, enhance risk management, and secure financial sustainability. We've welcomed new members with diverse

“
VoCNT is more than an organisation, it is a promise to stand beside those who have been harmed, to restore dignity, and to ensure that no one walks the path of recovery alone.”

expertise, ensuring VoCNT is equipped to navigate an increasingly complex landscape. We also secured \$2 million in operational funding, enabling service continuity and workforce development.

Although the future is shaped by factors beyond our control, VoCNT is prepared. We have built a resilient organisation, ready to adapt and respond with compassion and clarity. Our trauma-informed framework, cultural capability, and community partnerships ensure we can continue delivering vital support.

Looking Ahead: Addressing Stakeholder Questions

As VoCNT enters a new chapter, we remain committed to transparency and responsiveness. The Board's priorities for the coming year include:

- Strengthening trauma-informed practices across all programs.
- Expanding outreach to remote and underserved communities.
- Securing sustainable funding to ensure long-term service delivery.
- Investing in staff wellbeing and capability.

Following the departure of CEO Melinda Fleming, Gerard McGeough was promoted

to the role of Chief Executive Officer. Gerard's deep understanding of VoCNT's mission and his collaborative leadership style make him well-suited to guide the organisation forward. Under his leadership, VoCNT will continue to measure its impact through client feedback, service data, and independent evaluations, ensuring accountability and continuous improvement.

We remain committed to deepening community engagement by strengthening partnerships, facilitating forums, and ensuring lived experience informs our services. VoCNT will continue to support victims of crime and is prepared to meet future challenges with resilience and purpose.

Acknowledgments and Reflections

To our staff and volunteers, your dedication and professionalism drive the success of VoCNT. To our partners, funders, and allies, we extend our gratitude for your collaboration and trust. To the victims we serve, your courage inspires us, and we remain committed to supporting your recovery and pursuit of justice.

A Vision for the Future

As I step down as Chairperson, I am confident in VoCNT's future. While the path ahead may be uncertain, our purpose remains clear: to listen, support, and advocate. We envision a Northern Territory where victims are heard, empowered, and have access to healing and justice.

VoCNT will continue to be a trusted partner and advocate for those affected by crime. We are prepared to meet the future with compassion, courage, and clarity.

It has been an honour to serve this organisation and the Northern Territory.

William Newell
Chairperson, Board of Directors
Victims of Crime Northern Territory

CEO Report



It is with great humility and pride that I present the CEO Report for Victims of Crime NT for the 2024–2025 financial year. This year has been marked by significant progress, operational challenges, and above all, a renewed commitment to the individuals and communities we serve across the entire Northern Territory.

Strengthening Our Mission

Our mission remains clear and unwavering: to support, advocate for, and empower those impacted by crime. In 2024–2025, we received over 16,500 requests to support victims of crime providing a range of trauma-informed services including crisis support, case management, court support, community safety programs, counselling referrals, and financial assistance and advocacy. Our team continues to go above and beyond to ensure victims feel seen, heard, and supported at every stage of their journey within the criminal justice system and emotional recovery.

Responding to Challenges

The Northern Territory continues to face complex and persistent social and justice-related challenges, including some of the highest rates of violent and property crime in the country. These issues disproportionately impact vulnerable and marginalised groups many of whom experience multiple and compounding forms of trauma, disadvantage and criminal victimisation.

Responding to these realities' places significant demands on our team, with many people requiring immediate support in an emotionally complex situation. People frequently come to Victims of Crime when at their most vulnerable navigating not only the immediate aftermath of crime, but also its lasting impacts. These are often intensified by long-standing social challenges like housing insecurity, intergenerational trauma, drug and alcohol use and mental health complexities.

For many people, the justice system feels intimidating, alienating and retraumatising as their general exposure to it is very limited.

Supporting victims through these challenges requires more than simple service provision, it requires deep listening, cultural humility, and sustained advocacy to improve the systems that surround them. Our team often works with emotionally charged matters and balances compassion with professionalism, whilst walking alongside individuals on a difficult and unpredictable journeys toward their recovery and trying to achieve a sense of justice.

Given this is our core business, these complex demands have driven us to strengthen our service delivery, expand our reach into underserved communities, and push for more inclusive, trauma-informed responses across the justice and human services system.

We have also increased our focus on staff wellbeing, supervision, and reflective practice, recognising that vicarious trauma and burnout are real risks in our line of work. Ongoing training, peer support, and our commitment to the Sanctuary Model have been critical in ensuring our team remain resilient, supported, and equipped to provide safe and effective trauma-informed services to victims of crime.

Despite these challenges, our commitment remains steadfast to our mission: to support, and advocate for victims of crime with respect, integrity, professionalism and determination. Every challenge reaffirms the importance of our work and every individual we support reminds us of the strength and resilience that exists across the breadth of the NT.

A Significant Achievement: Sanctuary Certification

The most significant highlight of the year was our formal accreditation as a Sanctuary Certified Organisation, a milestone that marks the culmination of a three-year organisational change journey.

This achievement reflects our deep and enduring commitment to trauma-informed processes that build safe, resilient communities not only for the people we support, but also for our staff, volunteers, and the broader community as aligned with the Sanctuary Framework.

The Sanctuary Model has served as a powerful and evidence-based framework guiding our evolution as an organisation. Over the past three years, we have undertaken a deliberate, reflective process of cultural change – embedding shared values, practicing collective care, and building our capacity to respond to trauma, both internally and externally, in healthy and sustainable ways for the betterment of individuals and the community. This journey has involved training, leadership development, governance development, continuous reflection, and a willingness to do the deeper internal work required for genuine transformation.

Becoming Sanctuary Certified is more than a credential; it is a testament to the hard work, dedication, and openness of our entire team. It represents our belief that healing happens in safe, supportive environments and

that organisational culture matters deeply to how we support each other and how we serve our community to help it grow and change for the benefit of everyone.

Importantly, the Sanctuary principles have not only shaped how we operate internally, but have also deepened our advocacy for victims' rights, interests and needs. By centring trauma-informed knowledge and practice in everything we do, we are better equipped to respond to and affect change to the systems that retraumatise, and to advocate for responses that are compassionate, respectful and just.

As we move forward, we will continue to embed, model, and influence a culture of safety, emotional intelligence and social responsibility not only within our own services, but across systems and sectors throughout the Northern Territory. We are proud to be part of a growing movement for trauma-informed practice and remain committed to using the Sanctuary knowledge and principles to lead with compassion, clarity, and courage.

Reconciliation Action Plan (RAP) & Expanding Our Impact

Our commitment to our Reconciliation Action Plan (RAP) continues to influence and guide every part of our organisation. ▶



Over the past year, we have engaged in a range of initiatives that strengthen relationships, built trust, and improve access to our services.

During National Reconciliation Week, we partnered with Bridge Toyota and Darwin City Uniting Church to host a Countrymen's community breakfast, supported by Aboriginal Community Police Officers. Nearly 400 bacon and egg rolls were shared with community members, including those sleeping rough. Two of our Board members, Rochelle and Barry, also attended to show their support.

This event created meaningful connections, with around 15 people now receiving ongoing support from VoCNT who may otherwise not have accessed our services.

We partnered with Wadeye Community Elders and Yalu Aboriginal Corporation from Galiwin'ku to deliver three Coercive Control workshops. Yalu's qualified Aboriginal trainers brought cultural knowledge and community connection, ensuring the workshops were delivered by Aboriginal people, for Aboriginal people, in a way that was both meaningful and effective.

This initiative aligned our Intensive Case Management Support program and remote community safety projects and has already begun to make a positive difference in the lives of women and children affected by domestic, family and sexual violence.

In the Big Rivers Region, we promoted our services through an information stall at the Barunga Festival, strengthening connections with both service providers and individuals directly impacted by crime.

Our presence across the Northern Territory, from urban centres to remote communities, reflects our strong commitment to cultural humility and reconciliation. By working in partnership with Aboriginal-led organisations and local service providers, we continue to ensure that victims of crime, wherever they live, have access to the support they need.

Advocacy

This year, we continued to advocate for systemic change that places victims at the centre of the justice process. We've been able to influence the Restorative Youth Justice process by ensuring it places Victim consent at the very beginning working with the Children's Court, NT Police and Department of Corrections. Victims of Crime NT will continue to advocate for positive change that advances

the rights, interests, and needs of victims, while promoting trauma-informed justice process.

Acknowledgements

I extend my deepest gratitude to our dedicated staff, volunteers, and Board Members for their hard work and commitment. To our funding partners and collaborators, thank you from the entire VoCNT organisation. And most importantly, to the victims and survivors who entrust us with their stories, your resilience and strength continues to inspire everything we do.

Partnerships

I wish to express my sincere gratitude to the NT Government and NGO partners for their continued collaboration with VoCNT in advancing the rights, interests, and needs of victims of crime. Over the past year, your dedication and partnerships have been instrumental in strengthening our ability to deliver vital services and advocacy to ensure that victims of crime are supported with a trauma-informed lens. We hold particularly strong relationships with the CVSU, NT Police, Witness Assistant Service, Personal Protection Strategies and Neighbourhood Watch NT. Together, we have built pathways demonstrating the power of collective action in creating safer more resilient communities and a more just society.

Looking Ahead

As we look to 2026 and beyond, Victims of Crime NT is undertaking a new strategic planning cycle that will shape our priorities and strengthen our capacity to serve the community. This process reaffirms our unwavering commitment to sanctuary, innovation, professionalism, equity and inclusivity across all areas of our work.

We remain dedicated to building a safer and more compassionate Northern Territory, where the rights, needs and interests of victims are upheld and where individuals are supported not only to recover, but to heal and thrive. As always, we will hold ourselves accountable to government, NGO partners, stakeholders, and the victims we support, ensuring that our work continues to deliver meaningful impact and lasting change.

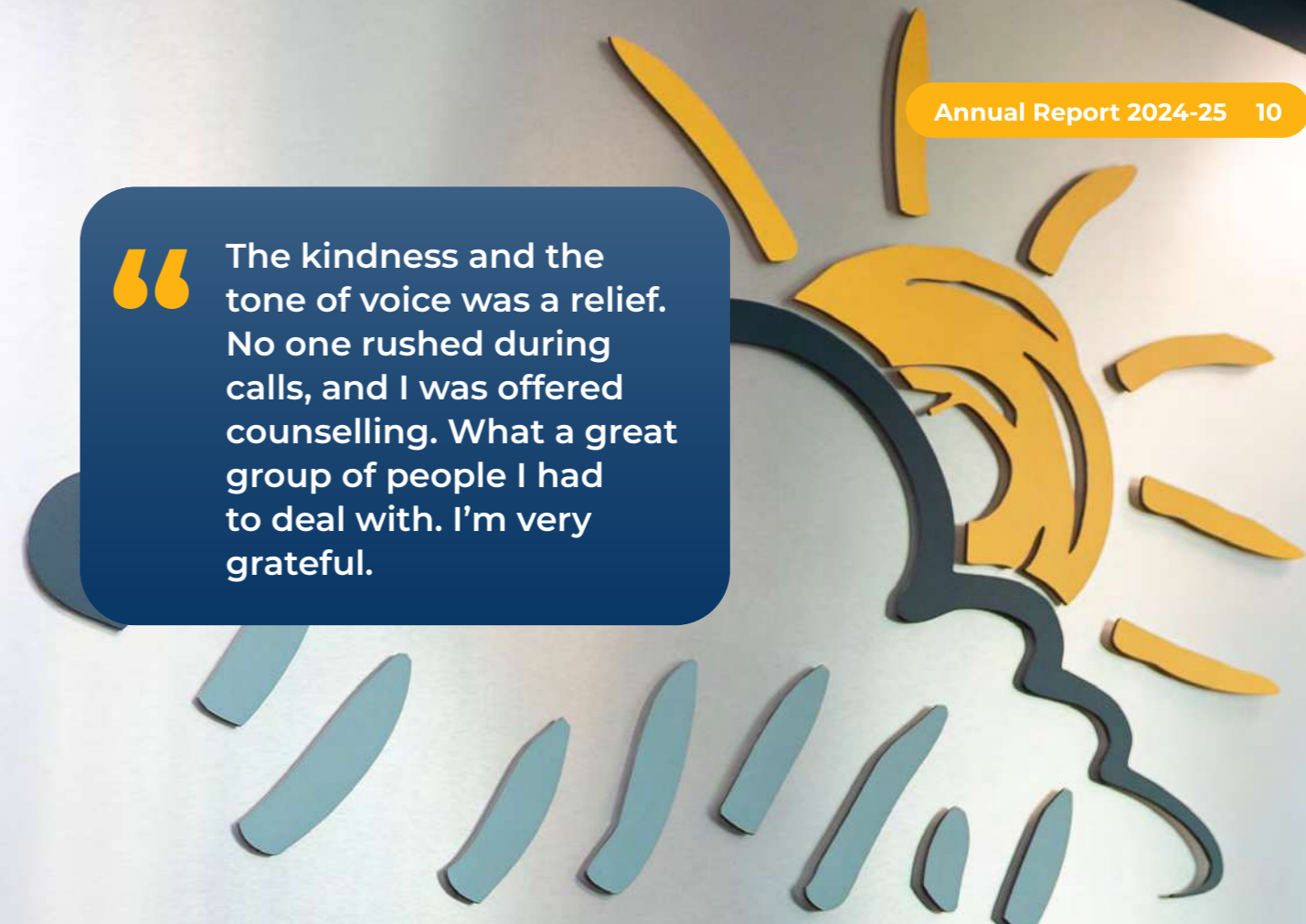
Thank you for your continued support.

Gerard McGeough
Chief Executive Officer

“ The kindness and the tone of voice was a relief. No one rushed during calls, and I was offered counselling. What a great group of people I had to deal with. I'm very grateful.

Victims of Crime NT

supporting victims of crime



Financial Statements

Victims of Crime NT engages BDO Australia to undertake our annual audit and prepare our financial statements. In fulfilling our contractual obligations, acquittals are provided to all funding partners, including the Attorney-General's Department, Department of Corrections and the Department of Trade Business and Asian Relations. We value our long-standing relationship with BDO and the depth of understanding they have developed of our organisation over time.

Our audited financial statements are presented at the Annual General Meeting and made available on our website. In addition, our Annual Information Statement will be submitted to the Australian Charities and Not-for-profits Commission (ACNC).



VoCNT Board

The VoCNT Board hold the overall strategic direction and governance of our organisation. They give their time and skills in a voluntary capacity.

A/CHAIRPERSON

Melinda Fleming

DEPUTY CHAIR

Chanel Baily

A/TREASURER

William Newell

PUBLIC OFFICER

Gerard McGeough

MEMBERS

Dr. Jane Ray, Barry Clarke, Rochelle Minberrignully Fejo-Tasker, Jennifer Reilly

POLICE REPRESENTATIVE

Commander Brendan Muldoon

CORRECTIONS REPRESENTATIVE

Louise Ogden

Patron

Patron Statement – Victims of Crime NT (VOCNT)

As Commissioner of the Northern Territory Police Force, I am honoured to serve as Patron of Victims of Crime NT.

Supporting victims of crime is a vital part of building a safer and more resilient community.

It is essential that all victims in the Northern Territory have access to the resources and assistance they need to reduce the physical, emotional, and psychological impacts of crime.

The Northern Territory Police Force is committed to increasing frontline presence to not only improve our response to crime but also to deter offending. However, policing is only one part of the solution.

VOCNT plays an integral role in helping individuals navigate the aftermath of crime.

Through the provision of emotional support, advocacy, and practical assistance, including financial aid for repairs, VOCNT significantly reduces the burden placed on victims during their recovery.

I value my role as Patron and am committed to supporting VOCNT in its ongoing mission to support victims of crime.

I extend my sincere appreciation to the VOCNT team for their tireless and compassionate work in supporting victims of crime.

Your efforts are deeply respected and make a lasting difference.

Martin Dole APM
Acting Commissioner
Northern Territory Police Force





Sanctuary

CERTIFIED ORGANISATION AUSTRALIA



“I had a pre-interview – I appreciated the informal chat with G. it gave me time to think – is this the job I want. If you aren't prepared to learn and grow with Sanctuary – this isn't the job for you... it was evidence of Open Communication – there were walking the talk. Even the interview itself – was not like I'd experienced before. I had time to read questions, so I was able to collect myself. Now I know that it was giving me time to regulate. It concreted for me this was a job I really wanted”



“it's not a reprimand; it's an opportunity for growth and change. To share feedback on holding each other accountable.”

“My favourite commitment is Cultural Humility. It keeps me grounded. It keeps me grounded and connected to my mortals and my family. Then nationally and worldwide – it keeps everyone's mind open to difference and change”

“I try to lean into my discomfort with people now to hold space for them and not reinforce them as a victim all the time. Not jump in. I'm relearning. It means a lot personal, and it's changed my family.”

“It comes down to being a safe place and knowing what to expect – previously I was anxious about supervision and being criticized. But because of Sanctuary people are clear and they know they're safe. It's what's working and not working. We discuss it and try and find a solution. It comes from a place of safety and accountability – it's both. And it's ok to ask for help.”

“Intake – we get the consent to release information at that time. I'm a good question asker and get it all down in 20 minutes and write a really good case note so we don't need to rehash it (trauma history) again.”



“I thought Sanctuary was too good to be true. It should be everywhere – so you just can't become a number. When I started here there was no judgment... In my last workplace they screamed at me because of my [x] and having a fuzzy day. Here I'm not judged or scrutinized... Now work is my happy place.”

“I love Sanctuary, and I really do try to embed it in everything I do, even at home. When I pass it onto clients and they get the benefit from the safety plans, I feel such reward.”

“Trauma with our clients—there is a lot of complexity, including Mental Health and Drugs and Alcohol to mask the pain... it can make client engagement difficult.”

“How good is it when your CEO says 'I'm not always right' How safe is it here!”



“The training helps them know and understand intergenerational trauma – the 'what's happened to you' – so they can build trust [with First Nations people].”

“A core goal is walking alongside – how we can empower the client. We will discuss cases and think through different possibilities”



ORGANISATIONAL CHART



Our Team throughout the year

BUSINESS SERVICES/VOLUNTEER DEVELOPMENT

Gerard, Trish, Kristie, Mitchell, Erin

VICTIM SUPPORT PROGRAMS

Elisabete, Carrie, Marissa, Kristie, Hannah T & Hannah S, Malathi, Renee

PROPERTY CRIME PROGRAMS

Jodie, Jess, Prabath, Vanessa

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.



“ Very grateful for the work you do. Your support was really helpful

Reconciliation Action Plan (RAP)

VoCNT's RAP remains firmly embedded within our Strategic Plan, reflecting our commitment to reconciliation as a core organisational priority. We made significant inroads during our 'Reflect' RAP, which laid the foundations for deeper engagement and growth. This important groundwork enabled us to progress into our current 'Innovate' RAP, which was formally endorsed by Reconciliation Australia and launched in March 2024.

Since its launch, the 'Innovate' RAP has provided a platform for meaningful activities and events, including cultural awareness sessions, participation in NAIDOC Week and National Reconciliation Week, and the strengthening of partnerships with Aboriginal and Torres Strait Islander community organisations. Our team has also embraced opportunities to celebrate and learn from cultural events such as Harmony Day and Sorry Day, while continuing to build cultural humility within our workplace.

The current 'Innovate' RAP is scheduled for renewal in March 2026. In preparation for this milestone, we have already commenced planning for the next phase of our reconciliation journey through a second 'Innovate' RAP, set to begin in 2026. This next stage will allow us to further embed reconciliation practices into all aspects of our work and organisational culture. Reconciliation Australia has formally approved this progression and continues to provide valued guidance and support as we strengthen our commitments and actions.



“

The process from start to finish was easy and friendly

Extremely helpful and grateful for this service

“

I was so pleased with the service. Both phone calls were extremely respectful and supportive. I received funding to help cover some costs and this was dealt with directly with the glass repair company. I've spoken highly of VOC to everyone I come across. Thank you for your service.



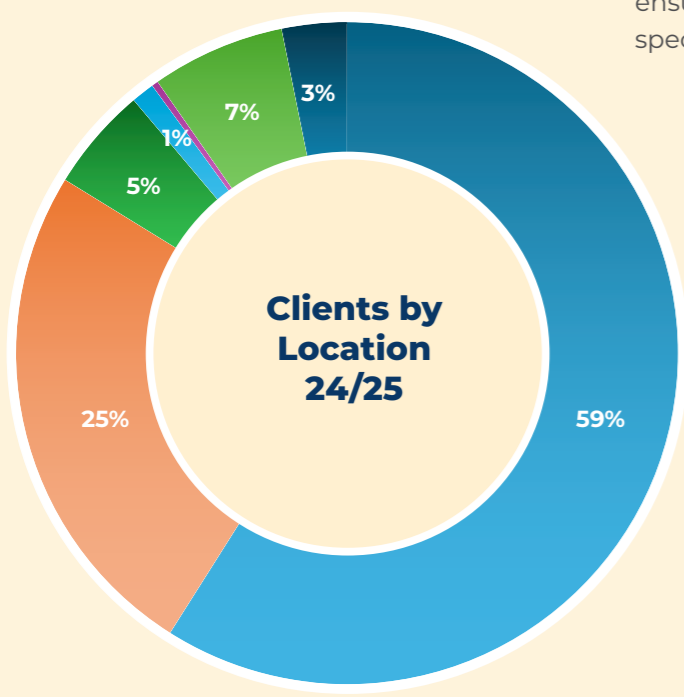
Restore, Recover, Protect (RRP)

RRP is our overarching funding from Attorney-General's Department that underpins our Victim Support, Property Crime, Prevention and Remote Community Safety Programs. Referrals come to us through a wide range of pathways, and we maintain a "no wrong door" approach, whether support is sought through partner agencies, direct phone calls, or community members walking into our offices. Outside business hours, pre-recorded messages guide callers to recognised support services or provide the option to leave a message, assuring one of our team can respond promptly on the next business day.

Our most regular referral pathways

2,005 NT POLICE REFERRALS VIA THEIR BRIOS/SERPRO SYSTEM RECEIVED	858 SUPPORTLINK REFERRALS RECEIVED
12,587 INCOMING CALLS	617 ONLINE SUPPORT SUBMISSIONS

We made **2,247** referrals to other agencies ensure that victims gain support from other specialist services.



■ Alice Springs	59%	1301
■ Darwin	25%	547
■ Katherine	5%	112
■ NT Balance	1%	25
■ Nhulunbuy	<1%	7
■ Palmerston	7%	144
■ Tennant Creek	3%	70

“Thank you, I felt lost in the system until I came across VOC. Marissa’s kindness has given me hope for a better future.”

Victims of Crime NT, Strategic Plan 23-25:

	Recognised as the NT’s peak victim support agency		
WE LEAD	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

Volunteers

Our volunteers are a vital part of our organisation, and we are deeply grateful for the generous gift of their time, skills, and commitment.

This year, we were fortunate to work alongside some incredible volunteers whose support made it possible to deliver services we could not have achieved alone. Their dedication strengthened our programs, supported our staff and clients, and contributed countless hours to our mission. Below is a snapshot of their invaluable contributions:

Court House Support Program

Operating three days each week, this program was staffed by a dedicated team of trained volunteers. They provided

court orientation, information, referrals, and support to victims of crime attending the Darwin Local Court.

Organisational Support

Our volunteers also contributed through events, stalls, and activities across the Northern Territory, helping us share preventative information widely. Highlights included participation in:

- CDU Student Orientations and events
- National Volunteer Week and awards nights
- Community Engagement events
- Barunga Festival

In addition, volunteers strengthened the day-to-day operations of our Alice Springs and Darwin offices, providing much-needed frontline support.

Training and Development

We are committed to investing in our volunteers by offering training to enhance their knowledge and skills. This year, opportunities included:

- Trauma-Informed Practices (Sanctuary Training)
- Court House Support training - Understanding the Criminal Justice System
- Personal Safety Habits
- Introduction to First Nations culture and First Nations Cultural Capability

We extend our heartfelt thanks to every volunteer for the difference they make in the lives of victims of crime and in strengthening our community.

VOLUNTEER Acknowledgements

2+ YEARS OF SERVICE
Fin, Arzu, Ana

GOLD VOLUNTEERS (100+ HOURS)

Heather Kelly, Fin, Keith, Wendy, Ana

SILVER VOLUNTEERS (50+ HOURS)

Liam, Miguel, Sumsun, Mostafa, Marylea,

“ Everything you do it’s very important and helpful I’m so glad I have attended your office in Alice Spring to help us out with the incident So many thank you to this organisation

2024/2025 Volunteer Snapshot

ROLE	TOTAL HOURS
Court House Support Program	265
Community Events and Promotional Activities	93
Victim Assistance and Administration Support	1806
Training	98
TOTAL HOURS	2262

Volunteer Feedback from Heather Kelly

I have served with VoCNT as a volunteer since April 2024. There’s something to be said about the quality of both a community service and team environment that keeps a volunteer coming for this length of time in my opinion! No matter who phones in for whatever need or reason, each team member’s manner in response is the same: Respectful, Affirming, and Present, with the intention that where possible the issue at hand will be attended to. As a significant member of this team, I love coming in to serve my weekly shifts. My confidence and competence have built, I am continually challenged and learning, and I am valued in my role as volunteer support.



Victim Support Programs

Over the past 12 months, our Victim Support (VS) Team has expanded significantly. We welcomed an additional Victim Support Officer, and First Nations Victim Support Officers, strengthening our capacity and bringing us close to full staffing.

The VS Team supported over 1,000 clients (including short term support) throughout the year. The majority of these clients were victims of serious offences, including assault, sexual assault, and domestic and family violence. Most new clients either self-referred or were referred by police. In comparison to the previous year, the volume of referrals increased substantially, keeping our team busy and highlighting growing demand for support services.

Our service model remains fully client-driven. Clients accessed support flexibly: some remained engaged continuously, others paused engagement, later re-engaging when needed. Urgent needs (crisis counselling and support) were addressed immediately. For most clients, support was more holistic, including:

- advocacy and coordinating both internal and external referrals
- managing cases through the lifespan of their recovery journey in the criminal justice system
- assisting with Victim Impact Statements (VIS)

- helping prepare applications for financial assistance via the Crime Victim Service Unit (CVSU)

Several challenges emerged more sharply this year:

- Increased complexity of mental health issues among clients, often connected with trauma from criminal victimisation.
- Severe housing insecurity, especially in regional and remote communities. Many clients were forced to remain in unsafe or risky environments due to lack of relocation or stable accommodation options.

In the coming year, we aim to build on our growth by fully staffing the team, deepening our reach across the Territory, and expanding support services. We also plan to enhance partnerships with health, housing, legal, and First Nations organisations to better address mental health needs and the housing barriers our clients face.



Over the coming year, we will continue regular travel to our service locations to maintain strong connections with clients and stakeholders. We will deepen implementation of Sanctuary and our Therapeutic Practice framework, embed best practices in all components of the program, and work to strengthen a trauma informed community across our service areas.

Our goal is not only to support more clients, but to ensure that every interaction promotes safety, healing, and empowerment.

Over the past year, our Intensive Case Management Support (ICMS) pilot program has matured substantially. From July 2024 the priority was implementation; establishing structures, staffing, and processes. At the beginning of 2025 we evolved focus toward consolidation and growth, refining our delivery across all target locations of Greater Darwin, Katherine, Tennant Creek, Alice Springs, and Wadeye.

The ICMS program provides intensive case management for clients who are victims of domestic and family violence. Our team has travelled regularly to each location to deliver direct client-support and to engage with local stakeholders. Referrals specific to the ICMS program have risen steadily over the year, reflecting growing awareness, trust in the service, and need. We anticipate continuing and expanding support for clients interacting with the criminal justice system in the year ahead.

This work is underpinned by our commitment to trauma informed practice, particularly via our Therapeutic Practice Model and Sanctuary toolkit, which create safety and an organisational culture that prioritises well being, healing and resilience. The Sanctuary Model emphasises shared values, emotional intelligence, open communication, and practices that reduce risk of re-traumatisation. Our Therapeutic Practice Model deepens this practice by: helping clients begin their journeys toward post-traumatic growth, centred on their readiness, dignity, and voice.

48%

OF CLIENTS WERE SELF-REFERRED

69%

OF CLIENTS WERE ABORIGINAL AND/OR TORRES STRAIT ISLANDERS

103

CLIENTS ASSISTED WITH CVSU APPLICATIONS

283

CLIENTS ASSISTED WITH COURT SUPPORT MATTERS

22

CLIENTS ASSISTED WITH VICTIM IMPACT STATEMENT

22

CLIENTS ASSISTED WITH COMPLETING VICTIM REGISTER

210

REFERRALS TO OTHER SERVICES FOR ONGOING CLIENT SUPPORT AND ADVOCACY

Excluding short term support we delivered **1319** services to **637** clients

294

OCCASIONS SUPPORTING CLIENTS AT COURT

166

CVSU APPLICATIONS SUBMITTED

761

INSTANCES OF SHORT TERM SUPPORT AND GUIDANCE

194

CRISIS COUNSELLING SESSIONS

665

ONGOING REFERRALS TO OTHER SPECIALIST SUPPORT SERVICES

TIME SPENT	NO. OF CASES	AVERAGE PER CASE
<1hr	77	36mins
1hr-2hr	146	1hr 26mins
2hr-3hr	109	2hrs 36mins
3hr-4hr	75	3hrs 25mins
>4hr	230	8 hrs 20 mins



Victim Support-Restorative Youth Justice Conference

Restorative Youth Justice Conference (RYJC) is a relationship based restorative practice that aims to balance the needs of victims, youth offenders, and the broader community. It provides a structured opportunity for those harmed by crime committed by young people to express the impacts of the crime, and for the young person to take responsibility for the impact on the victim. RYJCs can lead to outcomes that are more meaningful and healing for everyone involved.

Clients that participated in the RYJC process were supported to:

- Actively engage with the criminal justice system
- Share their experiences in a safe setting where their voice is heard and the impact of the offence is addressed
- Listen to the young person about what they need to take responsibility for
- Facilitate mutual understanding among all parties about the consequences of the offending behaviour
- Request a reparative gesture from the young person, to begin making things right

RYJCs are delivered within the legal framework set by the Youth Justice Act 2005 (NT). Key provisions include:

- Section 39 – Youth Diversion: Police Youth Diversion Unit (YDU) may divert eligible young people into a RYJC hoping to divert the young person away from court.
- Section 64 – Court referral to diversion: After court proceedings, a judge may assess a young person as suitable for diversion resulting in the matter being dealt with the YDU as above.

- Section 84 – Presentencing conference: When a young person pleads guilty, the court may order a conference before final sentencing. The offending young person, victims or other affected parties and respective support people.

These statutory sections ensure that offending young people and victims have options for restorative justice before final sentencing or as part of diversion, provided statutory criteria are met.

Over the past financial year, our implementation of RYJCs has met with some challenges, particularly regarding delays or gaps in referrals to the RYJC process and difficulties in inter-agency communication and collaboration, needed for successful preparation and delivery of conferences.

Using the Sanctuary framework to guide our trauma informed service delivery, we have worked to maintain open communication channels with agencies, support persons, and victims. This has helped us mitigate some of the challenges and aim for outcomes that are respectful, safe, and healing for those affected.

30 WE SUPPORTED 30 VICTIMS	10 s39 WE RECEIVED 10 s39 REFERRALS
3 s64 WE RECEIVED 3 s64 REFERRALS	17 s84 WE RECEIVED 17 s84 REFERRALS

Property Crime Programs

VoCNT provides vital crisis support to clients who have experienced unlawful entries and vehicle damage.

Property crime continues to be a major concern in our community, with consistently high levels recorded throughout the year. Incidents often rise during community events, festivals, and public gatherings, driven by anti-social behaviour such as vandalism, theft, and wilful damage.

Emerging patterns of opportunistic crime have highlighted the importance of strengthening prevention strategies and fostering greater community awareness of how to keep their property safe.

In the 24/25 year the Property Crime Team supported 5,536 clients, up from 4,745 the previous year.

Property crime services include:

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

- Assistance to engage a contractor to resecure or repair the premise of owner-occupier dwellings.
- Up to \$400 contribution towards the resecure or repair.



Vehicle Resecure Program (VRP) offers victims;

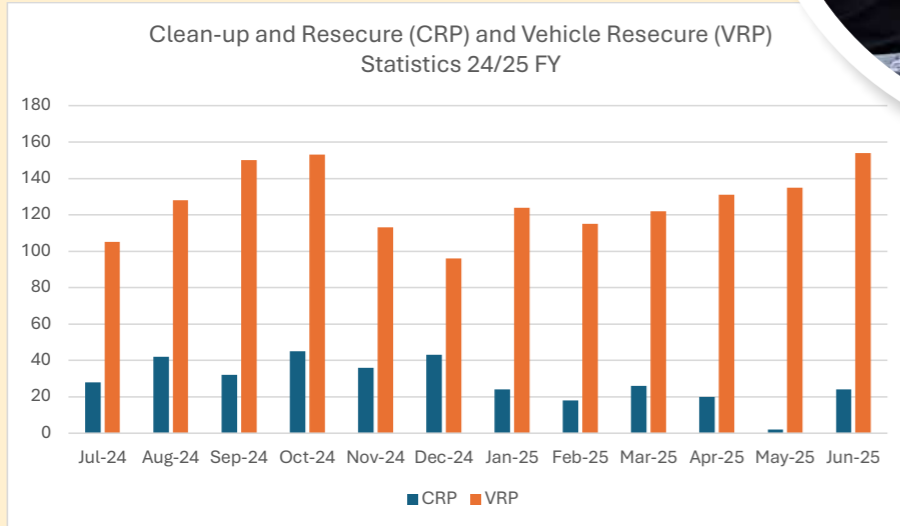
- Assistance to engage a contractor to resecure or repair damages that affect the roadworthiness of an NT registered car.
- Funding up to \$400 contribution towards these repairs.

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 written and provided to the client that outlines a series of recommended physical security improvements and behavioural changes.

362 CRP - NUMBER OF HOMES RESECURED	1493 VRP - NUMBER OF VEHICLES RESECURED
94 SIP - NUMBER OF HOMES WITH IMPROVED SECURITY	327 HSA - NUMBER OF HOME SECURITY ASSESSMENTS

- Clients that are particularly vulnerable or at significant risk may be eligible to receive up \$1000 contribution towards security improvements.
- Assistance is then provided to engage a contractor and obtain quotes.



Our property crime and victim support teams work closely together to provide coordinated support to clients affected by crime. By combining practical assistance such as resecuring homes or vehicle with emotional support from victim support team, we ensure clients receive the comprehensive care they need. This collaborative approach helps victims feel safe, heard and supported throughout their recovery journey.



Business Resecure

The Business Resecure Program provides timely support to local businesses impacted by unlawful entry. Our goal is to help businesses quickly secure their premises and return to normal operations with minimal disruption.

Support may include:

- Emergency repairs
- Lock replacements
- Glass window and door repairs

By restoring safety and reducing downtime, we aim to help business owners recover with confidence after an incident. In partnership with the Chamber of Commerce NT, we advocated to Department of Tourism, Business and Asian Relations for an increase in the financial assistance available to small business. Thanks to this increased, we can now offer an increased amount up to \$2,500. This enhancement allows us to better assist small businesses when they need it most.

The Chamber of Commerce are also busy advising small business of this increase ensuring that support reaches more local businesses in need. This collaboration strengthens our collective response and provides an integrated support pathway for businesses facing the impact of unlawful entry.

In addition, VoCNT's Property Crime Team also has qualified staff that can conduct Biz-secure audits, as allocated by the Department of Tourism, Business and Asian Relations. These audits help businesses assess and improve their security measures. While operational demands have limited the number of audits conducted recently, we are actively working to increase audit activity.

Remote Community Projects

We successfully completed a significant program in partnership with the Wadeye Community and Yalu Aboriginal Corporation from Galiwin'ku. Together with the qualified facilitators from Yalu, we delivered 2 Coercive Control workshops to women in the community. This was a great initiative, and it dovetailed nicely into our Intensive Case Management Support Service.



meaningful difference in the lives of the women and children impacted by DFSV who may otherwise have limited access to victim support services in their community.

Our presence across the NT, from urban centres to remote communities, ensures that no victim is left behind. We are proud of our commitment to Cultural

Humility and the strong partnerships we've formed with Aboriginal-led organisations and local service providers Territory wide.

This initiative has already begun to make a



COMMUNITY	PROJECT	COMPLETED/ IN PROGRESS
Wadeye	16 Days of activism (Strong Women, Strong Futures) – information stall with promotional material specifically for women.	✓
Wadeye	Days of activism (Strong Women, Strong Futures) - Women's Personal Safety workshop by Personal Protection Strategies	✓
Wadeye	Introduction to Violence - Coercive Control Part 1 – delivered by Yalu Aboriginal Corporation.	✓
Wadeye	Introduction to Violence - Coercive Control Part 2 – delivered by Yalu Aboriginal Corporation	✓
Burunga	Burunga Festival attendance	✓

Community Engagement & Prevention



We believe that prevention is a powerful tool in reducing crime. Through our education sessions, outreach and strategic partnerships, we are dedicated to crime prevention, by offering personal safety workshops, home security assessments, information sessions and collaborative networking.

Through our partnerships with Personal Protection Strategies and Neighbourhood Watch NT, we have been delivering personal safety workshops across the Northern Territory. These sessions aim to empower people to take an active role in their own safety whilst educating them about their rights, strengthen their personal safety skills, and build the confidence needed to manage potential risks in various situations.

Personal safety workshops have been presented in Palmerston, Alice Springs, Katherine, Bachelor, Maningrida and Darwin.

We also held information for our seniors to educate and empower with essential knowledge and tools to stay safe in their daily lives. These sessions encourage open discussion and share real-life examples to make the information relevant and easy to follow. Overall, the sessions are well received offering home security assessments, security ideas and awareness of the VoCNT programs available.

This year our crime prevention activities included:

- Home Security Assessments
- Security Improvement Program
- Remote Community Safety Projects
- Attendance at Community Safety Hub in Casuarina Square
- Coffee with a Cop events
- Generic Personal Safety Workshops
- Women's only Personal Safety Workshops
- Seniors Personal Safety Workshops
- Distribution of personal safety alert alarms
- General community safety meetings
- Stakeholder engagement
- Attendance at multiple Expos
- Completion of Biz-Audits.

Personal Safety Workshops provided: 11

We remain dedicated to continuously improving the delivery of information and education related to crime prevention and personal safety. Recognizing the importance of proactive community engagement, especially among vulnerable groups. We aim to expand our efforts through regular information sessions, more personal safety workshops, and increased collaboration with our stakeholders.

Department of Corrections

SENTENCE TO A JOB FUNDING

Our partnership with the Department of Corrections continues to make a significant difference in the lives of victims of crime. While this collaboration supports our organisation in many ways, its true impact is felt in the recovery, growth and healing of those who have been significantly impacted by crime.

Through their Sentence to a Job (STJ) program, VoCNT receives quarterly funds that provide immediate and practical assistance to victims at times of greatest need. These funds ensure that when someone is in crisis and facing financial hardship, emergency relocation, or has urgent safety concerns, support is available. For many victims, this assistance provides stability, restores safety, and offers a pathway to recovery during what is often one of the most difficult times of their lives.

Additional ways this funding has supported victims of crime:

- Covering extra costs to resecure vehicles and homes for our most vulnerable clients.
- Providing crisis accommodation when displaced because of the crime they've

endured.

- Ensuring safe accommodation and travel for women and children escaping domestic violence.
- Supplying emergency food and clothing when victims are left without basic necessities.

Our relationship with Department of Corrections extends into supporting them connect with victims that we are already working with. This connection supports victims' voices being heard in community-based sentencing outcomes.

At the strategic level, Department of Corrections demonstrates its commitment to victims through senior leadership representation on the VoCNT Board. Having a representative at the Board table strengthens collaboration, supports shared accountability, and ensures victim considerations are central to decision-making. This partnership approach bridges organisational boundaries, reinforcing our joint responsibility to ensure victims are supported, safe, and empowered throughout their recovery journey.

3,517

NEWSLETTER SUBSCRIBERS RECEIVED REGULAR UPDATES

166

NETWORK AND INTERAGENCY COLLABORATION MEETINGS

47

PROMOTIONAL EVENTS



“ Thank you for your service. Provided hope during a time of darkness. Was considering leaving the NT but for now I'm soldiering on.

NT Police

The partnership between VoCNT and NT Police is vital in ensuring that victims receive timely, trauma-informed support while also working together to reduce crime. Our agencies share common goals but with distinct responsibilities. While VoCNT isn't engaged in law enforcement, we partner purposefully in Restorative Youth Diversion, prevention and ensuring victims are supported from the earliest possible time after an incident and throughout their entire criminal justice system journey. These shared commitments makes collaboration at both strategic and operational levels essential, with the experience of victims always at the centre.

At the strategic level, our MOU formalises Restorative Youth Diversion processes and representation of a Senior Officer on the VoCNT Board, building mutual understanding of how and where we intersect in supporting victims. Information sharing, coordinated planning, and joint initiatives, such as the NT Police Community Safety Hub in Casuarina Square, demonstrates how working together can both reduce anti-social behaviour and improve victim access to support.

Importantly, VoCNT also contributes directly to NT Police training processes. By participating in recruit and detective training, we bring the voices and experiences of victims into formal training, helping police members understand the profound impact of crime and the importance of early, consistent support.

At the operational level, NT Police refer victims to VoCNT daily, ensuring support begins as early as possible. This prompt connection allows victims to access trauma-informed assistance right from the outset and continue receiving care through recovery, growth, and healing. For many, this early intervention transforms their experience of the justice system.

Our partnership with NT Police continues to strengthen, guided by a joint commitment to prevent crime and support victims. We deeply value the dedication of NT Police members in challenging circumstances and are proud to walk alongside them in building safer, more resilient individuals and communities ensuring victims are never left without support.



“ My experience with dealing with Victims of Crime was excellent. It was timely and easy. The person who helped me was very professional and understanding.

“ Thank you, Jodie, for following up with me and following up about the quotes. So helpful and I am grateful.

“ I am very grateful and like to thank the Victims of crime Team for the professional, friendly and swift support I received.



Our Partners and Supporters

- NT Police
- Crime Victims Services Unit (CVSU)
- Witness Assistance Service, Director of Public Prosecutions
- Neighbourhood Watch NT
- Personal Protection Strategies
- Jesuit Social Services
- Volunteering SA & NT, Volunteering NT Committee
- Crime Victims Advisory Committee
- Department of Tourism, Business and Asian Relations
- Team Health
- Catholic Care NT
- The Mackillop Institute
- NTCOSS
- Chamber of Commerce NT
- Anglicare NT
- Council of the Aging (COTA) NT
- Association of Independent Schools NT
- Yalu Aboriginal Corporation
- Roper Gulf Regional Council
- Djilpin Art Centre
- Danila Dilba
- Darwin Local Court
- EASA
- One Tree Community Services Wadeye
- Thamarrurr Development Corporation LTD
- CAWLS
- Wadeye Youth Services
- Relationship Australia
- Sexual Assault Referral Centre
- Ruby Gea
- KWILS
- Mission Australia
- Department of Attorney General and Justice
- Department of Corrections



“ I would like to say a big thank you to the whole team of Victims of Crime as it does take a team for all this hard work they provide us. I want to thank Carrie for all her efforts and so much support she has given me that has really helped me to move on with my life and I will be forever grateful.



Victims of Crime NT



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Sanctuary
CERTIFIED ORGANISATION
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