



Victims of Crime NT

Annual Report

2022-23





Acknowledgement

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

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

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

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



Contents	
About Us	1
Chair Report	3
CEO Report	5
Financial Statements, Patron, Governance Team	7
Strategic Plan	8
The Sanctuary Model	9-11
Organisational Structure	12
Our Team in 2022/23	13
Reconciliation Action Plan	15
Restore Recover Protect	17
Volunteer Support	19
Victim Support Programs	21
Property Crime Programs	23
A Focus on Prevention	25
Community Engagement	26
Business Resecure Program, Biz Secure Program	27
Victim Support Restorative Youth Justice Conferencing	28
NT Police	29
Our Supporters	31



This is an excellent service So easy and prompt when everything else happening at the time was chaotic. I am so happy to have experienced this. It's not really even the money which obviously helped but more so the assistance. Straight away felt like someone understood and cared. Thank you thank you thank you!

About Us

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

VoCNT offers a variety of practical and emotional support services and prevention activities. We advocate for and promote public and government awareness of the rights, needs and interests of victims of crime.

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

- Information, referral, crisis support and counselling
- Assistance to prepare victim impact statements, CVSU applications, and to attend court
- Darwin Local Court, Courthouse support program
- Financial assistance in re-securing residential and business properties, and 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

VoCNT provides support from offices in Darwin and Alice Springs, and maintains a regular presence in Tennant Creek, Katherine and Nhulunbuy. We have employees working a blend of full and part time hours. Volunteers play an essential role by supporting the governance of the organisation, providing the courthouse support program and assisting with VoCNT's promotional activities.



LOCAL COURT



→ Information, referrals and crisis support

→ Navigating the Justice System

→ Property crime financial help

→ Free Home Security Assessments

→ Crime prevention activities

CALL US
Darwin/Katherine: (08) 8941 0995
Alice Springs/Tennant Creek: (08) 8952 4466
Free call: 1800 672 242

VISIT OUR WEBSITE
victimsocrime.org.au

“ It is a shame that this service has to exist but the fact that it does and is so easily accessible for people who have experienced a crime event, I am very grateful. Thank you. ”



Chair Report

William Newell
Chairperson

Dear Board Members and Stakeholders,

I am honoured to present the Chairperson's Report for Victims of Crime Northern Territory for the fiscal year ending 2023. It has been a year filled with challenges and triumphs, and I am pleased to report on the progress and achievements of our organisation during this time.

Mission Impact:

At the heart of our organisation lies our mission: Committed to assisting those who have been or may be affected by crime by providing them with support, advocacy, and prevention strategies.

Throughout the past year, we have remained steadfast in our commitment to making a difference in the lives of those we serve. Through our various programs and initiatives, we have directly impacted the lives of individuals and families, providing them with wellbeing and support, property damage assistance, and home security assessments.

Financial Overview:

Financial stewardship is of paramount importance to us. I am pleased to report that our organisation has maintained a strong financial position, thanks to the dedication of our finance team and the work undertaken by our management team. We have continued to manage our programs effectively and continue to seek additional funding while ensuring responsible financial management.

Community Engagement:

Our organisation believes in the power of community. Over the past year, we have strengthened our ties with the community through outreach events, workshops, and collaborative projects. These efforts have raised awareness about our cause and fostered a sense of belonging and support among community members.

Partnerships and Collaborations:

Collaboration is critical to achieving our goals. We have forged strategic partnerships with local businesses, other non-profit organisations, and government agencies. These partnerships have enabled us to expand our reach and enhance the impact of our programs. We are grateful for the support of our partners and look forward to nurturing these relationships in the coming year.

Recognition and Awards:

I am delighted to share that our organisation has received recognition for its outstanding work in the community. These accolades are a testament to our team members and volunteers' dedication and passion. While awards are not the reason we do what we do, they remind us that our efforts are making a difference and are appreciated by the wider community.

Challenges and Opportunities:

While celebrating our successes, we are not blind to the challenges ahead. The landscape of the non-profit sector is constantly evolving, and we must adapt to meet emerging needs. We are actively exploring new funding sources, innovative programs, and technology-driven solutions to address these challenges. We also recognise opportunities for growth and improvement and are committed to exploring them in the coming year.

Gratitude:

I extend my heartfelt gratitude to our dedicated board members, passionate staff, and committed volunteers. Your time, expertise, and unwavering support have been invaluable to our organisation. I also want to thank the Northern Territory Government, stakeholders, and community partners. Your support has enabled us to continue our mission and make a meaningful impact.

In conclusion, I am inspired by the progress we have made and the potential that lies ahead. Together, as a united and passionate team, I am confident that we will continue to achieve our goals and create a positive change in the lives of those we serve.

Thank you for your continued support, commitment, and belief in our mission. Here's to another year of making a difference.

Warm regards,

William Newell

Chairperson, Board of Directors

Victims of Crime Northern Territory



CEO Report

Melinda (Mel) Fleming

Chief Executive Officer

Given the crime and justice landscape in the NT, and the high level of community frustration, there have been consistent challenges for our team in providing services throughout the year. VoCNT is regularly confused with being a government department, rather than the community organisation it is. With challenging communal sentiment in terms of attitudes towards crime and anti-social behaviour, this has reflected in large volumes of victims calling in crisis with heightened levels of frustration and anger. Our team does a superb job of listening, acknowledging, showing empathy, and trying their best to assist. There are many occasions where our team has to say no and cannot help, despite truly wanting to. Their skills in connecting with people, caring about their situation, and helping with recovery needs are admirable and I'd like to acknowledge them for the quality of service they have provided.

VoCNT's Strategic Plan has been in full swing, with early progress realised in each of our four goal areas - We Lead, We Create, We Partner, We Grow. Of note, the embedding of the Sanctuary model into all aspects of the organisation is building a solid trauma informed community and safe place for victims to recover and grow,



VoCNT's Strategic Plan has been in full swing, with early progress realised in each of our four goal areas - We Lead, We Create, We Partner, We Grow



and for our team to work. We've also completed a brand refresh, enjoyed opportunities to strengthen our organisational profile by sharing our expertise at two key national conferences, and topped off the year with the appointment of our first Identified, Cultural Capability role.

The steady transformation towards building and enhancing trauma informed practices via the implementation of the Sanctuary Model has been a major piece of work. Trauma informed approaches are evidence based and are utilised to create environments of safety in which healing and post traumatic growth can occur. VoCNT have invested in adopting an internationally recognised model and have now completed our first year of a 3-year accreditation journey. Sanctuary is not only innovative in the way it facilitates trauma informed practice in the delivery of services, but for how it positions the organisation to identify and prevent vicarious trauma within our workforce by embedding flexible, reflective and accountable supervision practices. Proudly, our momentum and leadership is building with the implementation of Sanctuary and we are gaining traction in sharing our experiences with other organisations, and promoting trauma informed processes and pathways to improve and support the journey of victims through the criminal justice system.

Our reconciliation commitment has been steadfast, and we've now welcomed a Cultural Capability Officer to the organisation. This role has been developed by the RAP Working Group, who have stood firm on the need for a First Nations staff member to lead our reconciliation journey further. It is satisfying to reflect on our victim support client statistics over the last 3

years, which reveal a strong upward trend in First Nations clients. This is sitting at 49% having increased from 27% in 20/21 and 31% in 21/22. This latest figure is of course an indicator of the level of need for victim support services for First Nations people, but also reflects our commitment to reconciliation and the practice of cultural humility in the delivery of our services.

After some timely advocacy and representation to the Attorney General, and perhaps a bit of luck, we were delighted to receive one-off funding of \$2M in October 2022. Half of this funding was allocated to direct financial support for property crime clients and remote community safety projects. Subsequently we've been able to expand our team and respond to the increasing volume of property crime matters and the increasing complexity of need for victims requiring emotional recovery support. It's important to mention that the number of victims of violent crimes against the person and witnesses to these crimes accessing VoCNT's support has increased significantly. With the \$2M funding we've also been able to meet operational and wage costs, namely Award and superannuation guarantee increases for staff, and inflated travel costs. Our most imminent risk is VoCNT's financial sustainability position in light of receiving these funds as a one-off. Whilst we are grateful that this has ensured continuation of our services for now, the future for the organisation and service delivery beyond EOFY 2024 will be bleak if we cannot secure ongoing additional funding. As I write this, we are preparing a Business case for consideration in the budget cycle.

Working collaboratively to benefit victims of crime and further their rights, needs and interests is one of our Strategic Goals. We can be 'better together' by creating efficiencies and sharing our expertise, funding, resources and wisdom to support

meaningful initiatives that lead to improved victim outcomes. Personal Safety Workshops, Personal Safety and De-escalation Workshops for frontline workers, and information and resources specifically for Seniors are some partnership initiatives. We've also developed a relationship with Charles Darwin University (CDU) International Student Support team and were able to provide advice and support during tragic and difficult times. Maintaining the relationships with our partnering organisations is a priority as we understand the value of leveraging our resources and expertise to reach people throughout the Territory who have been victimised or at risk of becoming a victim of crime. Special thanks to our colleagues at the Crime Victims Services Unit, NT Police, Witness Assistance Service, CDU and Neighbourhood Watch NT.

Representing the rights of victims at a systemic level is a vital piece of our work. We've been able to do this through membership on the Crime Victims Advisory Committee and are pleased that progress has been made to update the existing Northern Territory Charter of Victims Rights. A revised document and suite of resources is expected by the end of this year. Parole Board membership as a victim representative means we have an active voice in safeguarding the consideration of victim rights and views in parole applications and decisions.

My congratulations to the VoCNT staff and volunteer team, and of course our Board members for the unique and valued contribution they each make to our organisation and the positive culture that we enjoy.

Melinda (Mel) Fleming

Chief Executive Officer



Financial Statements

Our special purpose financial statements have been completed by BDO Australia, Darwin. They are available to members at our Annual General Meeting, will be posted to the VoCNT website and will be submitted with our Annual Information Statement on the Australian Charities and Not for Profits Commission (ACNC) portal. Acquittals have also been prepared by BDO for the Dept Attorney General and Justice, including Correctional Services NT, Territory Families, Housing and Communities, and the Dept Industry, Tourism and Trade. They will be submitted in line with funding agreement requirements.

Patron

The NT Police Commissioner is invited to be the VoCNT Patron, as per our By-Laws. We thank Jamie Chalker for his contribution during this FY and look forward to meeting with the new Commissioner, Michael Murphy APM.

Governance Team

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

CHAIR AND CORRECTIONS REPRESENTATIVE

William Newell

DEPUTY CHAIR

Kate Frost

TREASURER

Brett Hagan

PUBLIC OFFICER

Michael Myers (resigned 6/9/22)

MEMBERS

Kerry Muller

Dr. Jane Ray

Alia Intably (resigned 16/8/22)

Stephen Farrarwell (resigned 15/9/22)

Moogie Patu

POLICE REPRESENTATIVE

Commander James J O'Brien

Did not know the extent of support provided until becoming a victim of crime. Such a commendable, respectful & supportive service. Am very very thankful, cannot express my gratitude enough.



Strategic Plan

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





The Sanctuary Model

The values of Victims of Crime NT - Respect, Integrity, Commitment, Equity and Professionalism, are brought to life with the Sanctuary Model. Sanctuary is an evidence based, whole-of-organisation framework that is trauma-informed and focused on safety. The framework guides our response as an agency.

The Sanctuary model encourages us to rethink the way we work. It supports our team to form healthy communities and create a culture that prioritises safety and wellbeing at every level within our organisation. Sanctuary creates an understanding that adversity is universal, and how past adversity can continue to have an impact throughout life. It recognises that trauma has an impact not only on the people who have experienced it, but also on the staff who work with them, and on our organisation.

At VoCNT, we support Territorians who have been impacted by crime. In the implementation of Sanctuary, this means in the delivery of all our services, we are committed to creating safety in a range of ways to enable healing, recovery, and growth to happen. Sanctuary applies to everyone at VoCNT; from our volunteers at the local court, staff supporting victims in crisis or conducting home security assessments, and even our board members.

The Sanctuary model is based around four key domains:

1. Understanding Trauma - Shared knowledge: Promoting resilience by educating and empowering individuals to understand and implement trauma theory.

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

3. SELF Framework - Shared language - By utilising the S.E.L.F (Safety, Emotion, Loss and Future) Framework as a problem-solving resource, organisations can safely navigate complex situations and actively promote client, staff and team wellbeing.

4. Tools - Shared practice: The Sanctuary Toolkit comprises a range of practical skills that enable individuals and organisations to more effectively respond to difficult situations, build community and develop resilience to cope with adversity and trauma. Some of these are Community meetings, Safety Plans, Self-Care Plans, Sanctuary Core Team, Red Flag Meetings.

Our first full year of Sanctuary model implementation has been both exciting and challenging. We are learning how to integrate the 8 commitments into our daily interactions with others, and in the process understanding more about ourselves and our own experiences of adversity. Sanctuary holds us all accountable and this is something we have embraced as a team through the highs and lows of the year.

In summary, we've achieved:

- initial training for our team
- the development of an implementation plan
- allocation of resources and the appointment of a Sanctuary champion
- setting up of systems/structures, policies and procedures, and resources to support effective implementation
- observation and practice of the 8 Sanctuary Commitments
- the development of our initial VoCNT Sanctuary training program
- regular recording of certification evidence in readiness for accreditation
- the development of our Sanctuary Toolkit resources

With the first year under our belt, VoCNT is gaining traction in our quest to influence others to think more about the importance of trauma informed practices and processes for victims as they navigate the criminal justice system and sustain their coping abilities beyond a sentencing outcome. Conversations are frequent at a systemic level and we will continue to utilise the principles of Sanctuary to further the rights and needs of victims of crime.

Growth and Change

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

Open Communication

We are honest and say what we mean with kindness

Democracy

All voices and views are heard and respected

Non-violence

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

Emotional Intelligence

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

Social Responsibility

We help each other and take responsibility for our actions

Social Learning

We are curious and learn from each other and our challenges

Cultural Humility

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

Year 1 Sanctuary Wins

"We are way more connected as a team. Community meetings have made a difference, with more regular opportunities to connect."

"The toolkit in action and commitments have been the biggest learning win. I have made constant reference to them. Learning, without the responsibility of the implementation plan has been valuable"

"The Sense of accountability. Most recently bought on by a collective disturbance. Sanctuary has held us all to account. Recognising trauma, creating safety but accountability in action has been the joy"

"Noticed a better understanding of the Drama triangle for self, and clients. Transparency has been appreciated and valued around difficult conversations"

"The 8 Commitments have become my personal and professional framework. I have noticed when they are occurring in our interactions in the workplace. Thanks to the commitments, we can talk more easily and meaningfully about creating a trauma informed community of care. It feels as though the organisational reputation has been enhanced"

"Feels safe to express issues/concerns. A trusting space is there and is tangible. This has been eye opening as I am still new to VOCNT"

"Sanctuary has created a real space of safety. I now understand not all people are the same and can express in the same way"

"Feeling safe in the workplace has been the biggest win. Understanding/knowing that if things come up there are relationships to talk & deal with as they happen. Transparency/openness have been valued"

A GROWTH MINDSET



ORGANISATIONAL CHART



Our Team In 2022/23



VICTIM SUPPORT/VOLUNTEER DEVELOPMENT
Gerard, Carrie, Marissa, Ana, Bridget

BUSINESS SERVICES
Trish, Jake, Mel, Mitch, Ines, Alisson

PROPERTY CRIME PROGRAMS
Mandy, Rajiv, Jess S

CULTURAL CAPABILITY
Jody

VOLUNTEERS
Joanna, Rumana, Natalie, Navjot, Arzu, Finn, Charithri, Katie, Mingqiu, Urszula, Kira, Yueying(Iris), Jayani, Meng, Jianyi, Mondira and Yakupitiyage





48.7%
OF VICTIM SUPPORT CLIENTS WERE FIRST NATIONS PEOPLE

Reconciliation Action Plan



We have continued our reconciliation commitment, which is a key objective within our Strategic Plan. We have worked successfully towards the completion of our Reflect RAP for most of the year whilst acknowledging our greatest gap was the presence of First Nations lived experience within our team. Fortunately, with the additional AGJ funds, the RAP working group were able to create our first Identified role. The year culminated in the appointment of a new Cultural Capability Officer, Jody Clarke. We warmly welcomed Jody to our team and look forward to the next stage of our RAP journey

Some reconciliation highlights for the year:

- First Nations client numbers for victim support services have increased to 48.7%, with the overall client percentage at 28.75%
- Insights from the ongoing practice of Cultural Humility (one of our 8 Sanctuary commitments)
- Continuing to build relationships with First Nations providers and exploring partnership opportunities
- NTIBM (Northern Territory Indigenous Business Network) membership
- Regular team events, such as movies/documentaries with lunch that help us to understand more about First Nations history, the effects of colonisation and the ongoing experiences of First Nations people
- Participation in Reconciliation Week and NAIDOC week events.
- A Cultural Capability Officer!
- Positive and inspiring feedback in response to using our Acknowledgement to Country at a Better Boards National Conference in Brisbane, presented by Mel Fleming and William Newell.

The Cultural Capability Officer role will:

- Provide cultural leadership to ensure programs and services offered by VoCNT are culturally appropriate for First Nations people
- Facilitate greater cultural understanding and change within VoCNT to enable the ongoing improvement of services delivered to First Nations people
- Lead and facilitate VoCNT's reconciliation journey through the successful implementation of our Reconciliation Action Plan
- Engage with First Nations community stakeholders at strategic levels to build purposeful partnerships

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

Restore, Recover, Protect

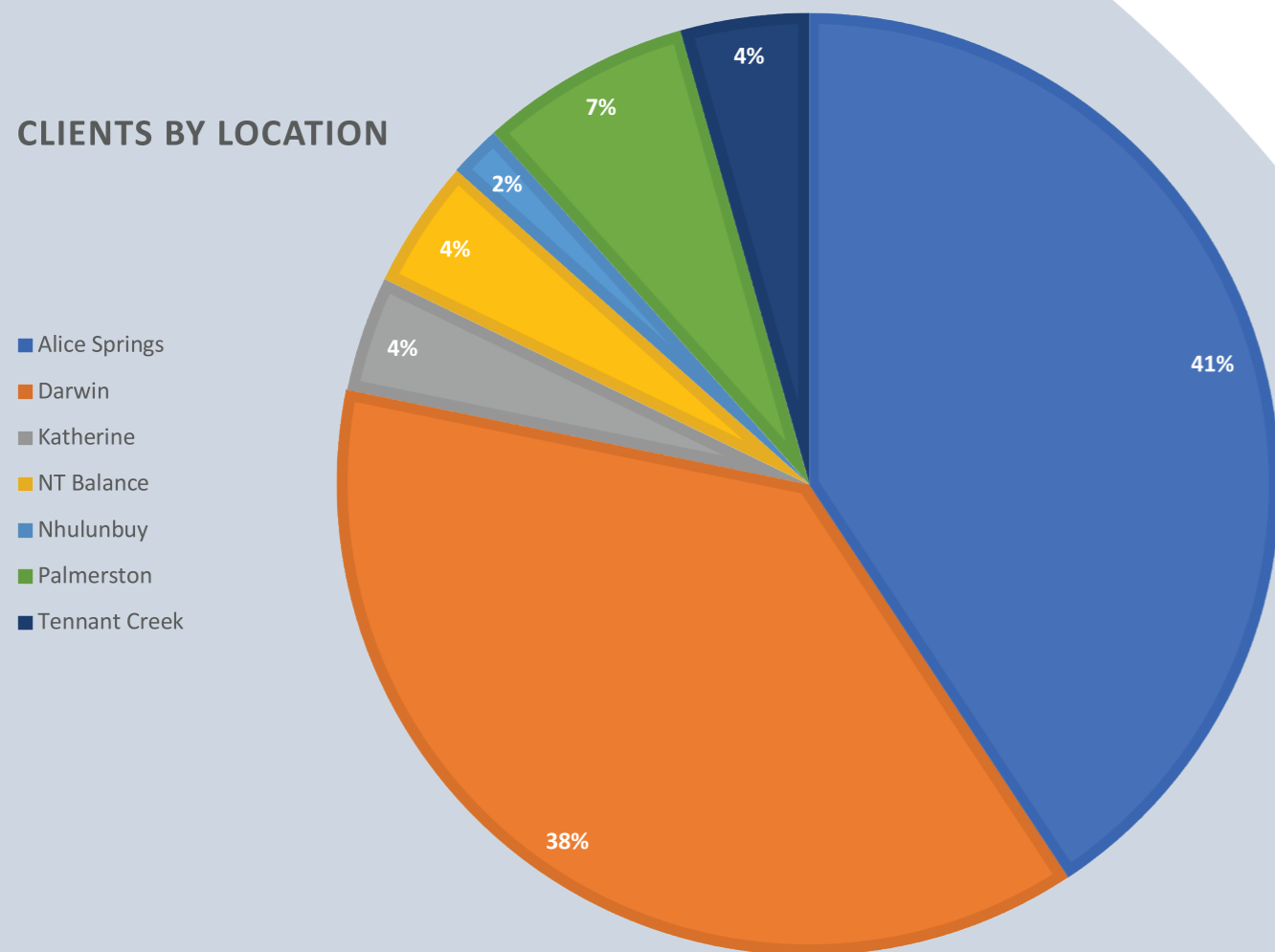
5818
TOTAL NUMBER OF SERVICES DELIVERED

10050
INCOMING CALLS

455
ONLINE ENQUIRIES / SUBMISSIONS

1295
EXTERNAL REFERRALS

CLIENTS BY LOCATION



Incoming client referrals continue to be received via a variety of channels that enable VOCNT to offer support promptly after an incident:

- Daily report from Police PROMIS business system
- SupportLink referral database
- The number of clients calling VoCNT directly has increased due to printed information (5000) being distributed to all Police stations and mobile units. The handing out of this material to victims at point of incident appears to have substituted for some BRIOS report referrals.
- We have participated in the development of a new system for Police - SERPRO to increase the number of referrals received. We anticipate a significant volume in the coming year as SERPRO rolls out in November.

After Hours Service

During the year, we undertook a review of our

afterhours phone service, which had been supported by volunteers for several years. We were experiencing several challenges, including the cost of afterhours contractors call out fees, availability of contractors and the challenges of maintaining a suitably trained and willing volunteer team to take crisis calls at all hours of the night and on weekends. After thoughtful consideration, we made the decision to cease the service as of November 2022. We backed this up with several changes to our website front page to clearly outline crisis support options and enable immediate support options to be realised. We guaranteed a callback the next business day if requested. We have continued to refine the online options and streamline financial assistance processes. To date, we've received no negative feedback about making this change to the afterhours service and believe the strategies implemented have enhanced the delivery of our services, particularly property crime financial assistance for vehicle and home resecures.

“Victims of Crime is such a vital and necessary service to the people in the community including the vulnerable, aged community members in making their home and sanctuary a safe and secure place again allowing them to continue to live in peace”

Volunteer Support

Our volunteer team have helped us to provide much needed services and we are grateful for their time and efforts. Team numbers and roles have changed throughout the year with staff movements and the changes noted in relation to after hours service.

We added the development of a victim support group model to the responsibilities of the Volunteer Development Officer role during the year. A user acceptance research phase was completed with excellent participation. Victims of Crime with lived experience will be invited to volunteer as peer moderators within the program. The Peer support groups provide a safe and understanding environment where victims can meet others with similar experiences and develop a sense of safety, support, and community on their path of healing and recovery. Community information sessions are in the planning stage to engage participants for the program roll out.

Our Courthouse support program continues

to help court users, with our volunteers visible and available for 3 mornings per week. This program has supported the operation of the courthouse by providing a warm welcome to court attendees and to make their time at the courthouse as comfortable as possible.

- 122 occasions, 290 contacts
- Helping victims and witnesses find their way around the court
- Providing safe waiting places
- Waiting with for emotional support
- Referral to specialist services
- Assistance with the completion of forms
- Providing property crime services information

Role	Total hours 22/23
VoCNT Promotion	150
Court house support	453
After hours support (to 11/22)	2512
Total	3115



Our volunteer team was fortunate to be invited to morning tea with His Honour Professor The Honourable Hugh Heggie, the Administrator of the NT and Ms Jones, at Government House. Our volunteers and staff enjoyed the conversations, which contributed to this being one of the highlights during Volunteer Week.



Victim Support Programs

The year past has presented significant challenges for the victim support team. Firstly we have tried without success to recruit a new Victim Support Officer (VSO). The strategic purpose for this was to have a new VSO well established in our systems, dynamics, culture and work before SERPRO comes online with NT Police. We project that we will receive a significant increase (up to double) in referrals by the SERPRO system becoming operational later this year. Without an additional VSO as a fixture in our team, moving forward managing this increase will place substantial pressure on our team to ensure we remain as responsive to victims needs as we currently are.

Dealing with the consequences of knife crime has been another challenge the Victim Support team has navigated. With these high end matters we tend to see a marked increase in referrals from multiple sources for many people including witnesses, family members and those directly harmed. In the matters that have resulted in the death of the victim, our ability to maintain continuity of care for these highly traumatised family members and witnesses, by providing responsive crisis counselling and ongoing case management has been a challenge. The seriousness of harm and the frequency for which these kinds of events have occurred has stretched our resources. It seems like our crisis response work has simply slipped from one significant event to another with little or no time between to reflect, learn, integrate and heal.

Our Sanctuary Commitments have been the like a Rosetta Stone to unlocking our strengths of having brave conversations between ourselves and with clients, realising new levels of resilience to deal with the inevitable difficulties of our work and actively holding humility with each and every client even in the face adversity. Aligned to this the Victims Support team has made concerted efforts to embed trauma informed principles and our Sanctuary Tool kit when working together and when applicable with clients.

We see the next stage in our team Sanctuary journey is to develop a set of tools and assessments that will be embedded into our case management systems.

We have delivered 1564 services to 725 clients

322

CLIENTS WERE ASSISTED WITH CVSU ENQUIRES OR APPLICATIONS

196

CLIENTS WERE ASSISTED WITH COURT SUPPORT (AS DISTINCT FROM COURTHOUSE SUPPORT)

429

CLIENTS WERE ASSISTED WITH CRISIS COUNSELLING

406

REFERRALS TO OTHER SERVICES FOR ONGOING CLIENT SUPPORT AND ADVOCACY

Time Spent	No. of Cases **	Average Per Case
<1hr	212	30min
1hr-2hr	191	1hr 30min
2hr-3hr	87	2hrs 30min
3hr-4hr	47	3hrs 30min
>4hr	103	9hrs

** Each case usually received more than one service type.

Service entry and exit is client driven. Clients are safe to do this as/when needed as they navigate through the criminal justice system. For example, a client may disengage after crisis counselling, then re-engage later when Hearing or Trial dates approach. Other trauma triggers for victims can include receiving phone calls from investigating officers, media coverage, parole applications.

Clients received a variety of service options, tailored to meet their specific needs. They have included:

- Information and advice
- Advocacy
- Short term crisis counselling
- Case coordination
- Internal and external referrals
- Court support
- Preparation of Victim Impact Statements
- Help preparing CVSU financial assistance applications for physical or psychological injuries

Gerard McGeough, Victim Support Programs Manager



Highly professional, courteous, timely and readily available.



Property Crime Programs

Activity across Property Crime Programs has been high, and the team has been under consistent pressure to manage the volume of requests for assistance. We have experienced a large increase in demand for our vehicle resecure program over the last six months. This increase meant we completed less Home Security Assessments due to the time needed to meet this demand. I would like to acknowledge the hard work and dedication of the team during this busy period.

Total number of property crime client cases was 4254, up from 3524 the previous year.

Property crime services include:

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

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

Vehicle Resecure program (VRP) offers:

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

Security Improvement Program:

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

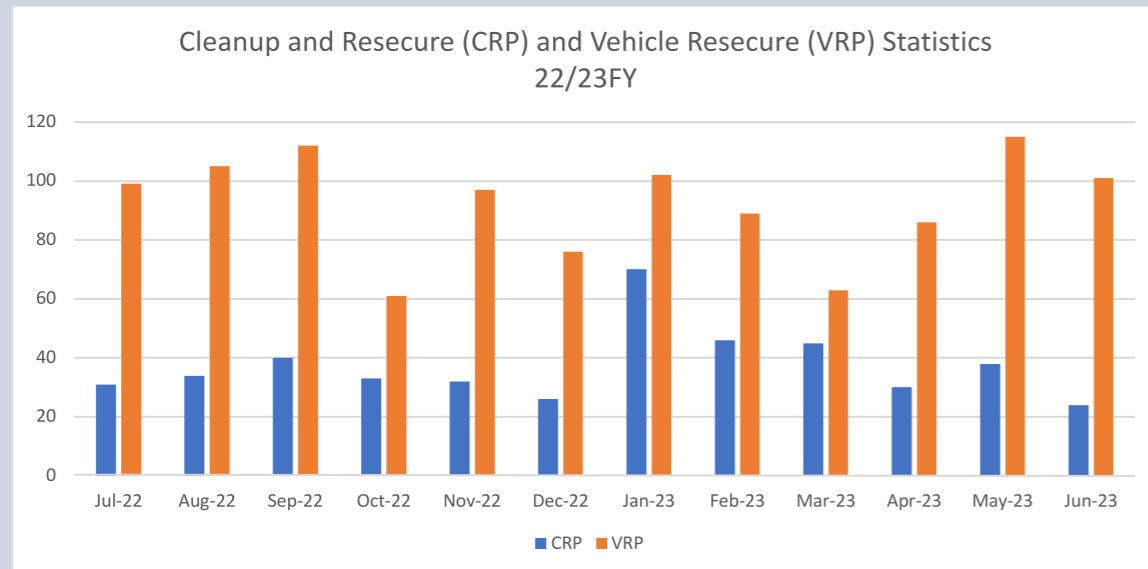
Jess Swinburne, Acting Property Crime Programs Manager

448
NUMBER OF HOMES RESECURED

1096
NUMBER OF VEHICLES RESECURED

123
NUMBER OF HOMES WITH IMPROVED SECURITY

328
NUMBER OF HOME SECURITY ASSESSMENTS



Remote Community Projects

A preventative focus has continued with 8 projects funded in remote communities throughout the year. The objective of these projects is to identify community safety issues and work towards improving them within a framework of community engagement.

We've enjoyed working with Adam and the team at Muso Magic to create several music video projects which have meaningfully and creatively engaged young people about their thoughts and feelings in relation to safety in their community. These projects also engage with Police, schools, and local services, and provide opportunities to build a greater sense of connection and belonging in community. We continue to explore ways in which these music video messages can be sustainable and long lasting within the community in which they were created and in other communities.

We look forward to the input of our Cultural Capability Officer on future remote projects.

Community	Project	Completed/ In progress
Alice Springs and Tennant Creek	Kings Narrative- Men's return to community program	✓
Santa Teresa	Youth music video on social issue- rock throwing https://youtu.be/dlplMdRlpjA	✓
Papunya	Youth / local music video on respecting and listening to country https://www.youtube.com/watch?v=MRzIQ7UPlng	✓
Milikapiti	Youth music video on social issue- gambling/cards https://www.youtube.com/watch?v=bxgOK9aRo0	✓
Yuendumu	Youth/local music video promoting being strong and staying out of trouble	✓
Milikapiti	Youth/local music video promoting good choices, emotional management and staying <i>Tiwi Strong</i> https://www.youtube.com/watch?v=uinnojnI3MI	✓
Utju, Kintore	Desert Knowledge Australia - Respected Women workshops for young girls.	In progress
Central Desert region	Barber Blak Kings (Kings Narrative), co-contribution funding. Work and leadership skills program aimed at reducing recidivism	In progress



A Focus On Prevention

This year we have started to realise the extent of our prevention activities and acknowledge the important role they play to support our work with victims of crime. These occur across our program areas:

- Home Security Assessments
- Security Improvement Program
- Personal Safety Workshops
- Personal Safety and De-escalation Workshops for businesses
- Remote community projects
- Information/fact sheets
- Distribution of personal alarms

Personal Safety Workshops have continued to be a popular preventative activity in partnership with Neighbourhood Watch NT and Personal Protection Strategies (Partners in Prevention). Workshops have been offered for seniors, women and general community and have been continuously refined and improved in response to participant feedback. These workshops are designed to:

- Support participants with information, education, and practical strategies to increase their sense of safety and wellbeing, whether it be in the home, school, work environment or in their communities
- Build a range of personal protective strategies and confidence to manage safety in a range of situations
- Help participants understand the importance of situational awareness

- Teach simple but effective daily tips about home security, with the option of a Free Home Security Assessment
- Assist in redirecting heightened emotional responses to the crime situation by acknowledging the existence of complex and challenging youth justice issues, whilst also empowering individuals to take responsibility for their own safety
- Meet the needs of participants with open conversation, questions and scenarios

In addition, and in response to some of significant offences at workplaces, Partners in Prevention teamed up with the Chamber of Commerce to customise workshops to suit the needs of businesses. These Personal Safety and De-escalation Workshops were incredibly popular and held in Alice Springs, Katherine and Palmerston.

7
PERSONAL SAFETY WORKSHOPS

3
DE-ESCALATION WORKSHOPS (BUSINESS)



Community Engagement



3311
NEWSLETTER SUBSCRIBERS RECEIVED REGULAR UPDATES

100
PROMOTIONAL EVENTS INCREASED AWARENESS OF SERVICES OFFERED BY VOCNT. THESE INCLUDED EXPOS, SHOPPING CENTRE STALLS, AGENCY VISITS, SERVICEPROFILE PRESENTATIONS.

29
29 NETWORK MEETINGS WERE ATTENDED TO PROMOTE OUR SERVICES AND MAINTAIN VICTIM REFERRAL PATHWAYS

Correctional Services NT - Sentenced to a Job funding

Our funding partnership with Correctional Services provides VoCNT with quarterly income amounts generated through the Sentenced to A Job Program. These amounts fluctuate, and although this poses budgeting challenges, these amounts are invaluable in providing urgent financial assistance to clients. Specifically, victims who are at higher risk and cannot be assisted through other emergency relief or financial assistance programs have been supported. Their needs have been diverse, and the availability of this funding supports the recovery process for vulnerable victims.

We've assisted clients with:

- Top up for multiple vehicle and residential resecures above \$400
- Top up for security improvements for at risk clients
- Crisis accommodation and travel
- Emergency Food & supplies

In addition, this funding has supported VoCNT to meet other costs associated with the delivery of our services. They have included:

- Supplementation of wages
- Personal Safety Workshop facilitation fees/travel
- Sanctuary consultancy fees
- Brand/style guide/website redevelopment



“ I wish to thank you for your support and assistance through a tough time. You all were amazing. Thank you so much.



Business Resecure Program (BRP)

309

BUSINESSES RESECURED BY VOCNT THIS YEAR

490

BUSINESSES PROVIDED INFORMATION FOLLOWING BREAK-INS

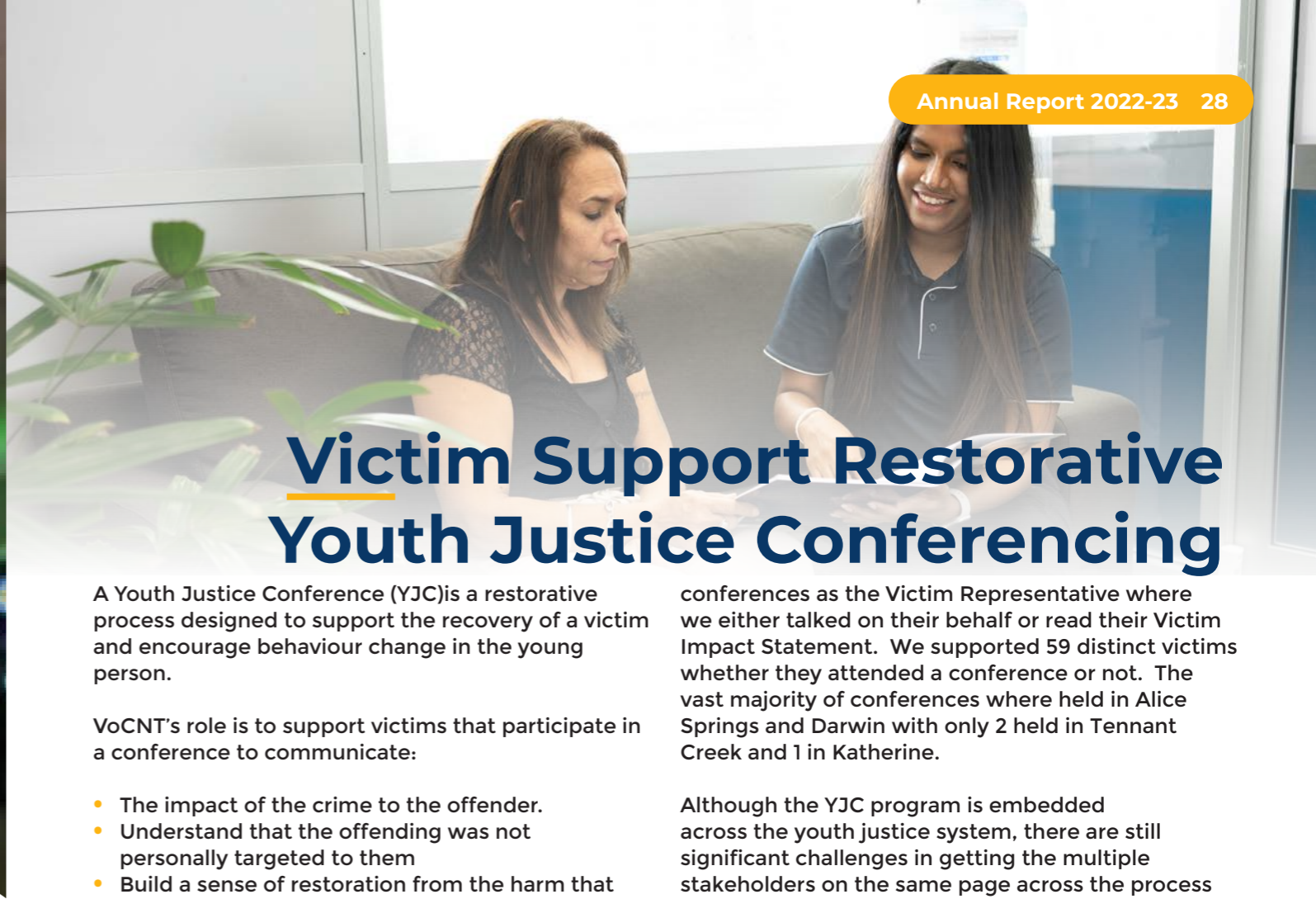
Business Resecure is available to businesses who have experienced an attempted or successful unlawful entry. \$1000 is available towards the cost of repairs eg. glass, locks to ensure businesses can reopen and get their business back on track as quickly as possible.

It's important to note that many businesses owners and their staff who have experienced unlawful entries have also benefitted from our victim support team being available to assist with their emotional and wellbeing recovery needs.

We've been pleased to expand on our partnership with the Dept. Industry, Tourism and Trade with a short-term Alice Springs Trial Taxi Re-secure program. The program was to assist licensed taxis and mini cabs with the replacement costs of damaged vehicle items as a result of antisocial behaviour or crime.

Biz Secure Program

VoCNT have maintained 3 qualified auditors throughout the financial year to be able complete Biz-Secure audits (Dept Industry Tourism and Trade program) to support businesses to review and improve their onsite security measures. The number of Biz-Secure audits performed this FY has decreased from 17 last year to 6. This has occurred due to the increased demand experienced within our property crime program area, and the challenges this has posed on staff availability for audits. This income stream is independent of our funding agreements and is a fee based service per audit arrangement.



Victim Support Restorative Youth Justice Conferencing

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

VoCNT's role is to support victims that participate in a conference to communicate:

- The impact of the crime to the offender.
- Understand that the offending was not personally targeted to them
- Build a sense of restoration from the harm that they have endured as a result of the crime
- Build empathy about the circumstances that contribute to the young person's offending as this supports emotional healing

Under a broad Restorative Justice banner, Youth Justice Conferencing is delivered within the Legislative Framework of the Youth Justice Act 2005. The Act holds three provisions for YJC to occur.

Section 39 - Delivered by the Police Youth Diversion Unit. This provides Police with the ability to divert offending young people away from the criminal justice system and courts by utilising a conference process between the offending young person and the victim. These young people are case managed and attend programs to help meet their criminogenic needs.

Section 64 - The offending young person has attended Court and the Judge has assessed that the young person is suitable for diversion away from the Court, and returns the matter to the Police Youth Diversion Unit as per above s39

Section 84 - The offending young person has pled guilty and the Court orders a Conference before delivering their sentence to the young person.

Across the 22/23 financial year VoCNT received 35 YJC referrals. This figures has moved backwards from last year and the year before that. Of the 35 referrals, we attended 11 conferences supporting victims to participate and an additional 8

conferences as the Victim Representative where we either talked on their behalf or read their Victim Impact Statement. We supported 59 distinct victims whether they attended a conference or not. The vast majority of conferences were held in Alice Springs and Darwin with only 2 held in Tennant Creek and 1 in Katherine.

Although the YJC program is embedded across the youth justice system, there are still significant challenges in getting the multiple stakeholders on the same page across the process of a conference. Our efforts to advocate for an appropriate balance between the rights and needs of the victim and offender, and for the presence of genuinely restorative gestures for victims, continue.

WE RECEIVED

14

s39 REFERRALS

WE RECEIVED

2

s64 REFERRALS

WE RECEIVED

19

s84 REFERRALS



NT Police

The strong and positive relationship that VoCNT maintains with NT Police at both strategic and operational levels has continued throughout the year. It has enabled effective and timely referrals for victims, and collaborative results in the youth justice arena.

Daily referrals have been made in the immediate crisis window following an incident in recognition of this being the most crucial time to engage and help counter the traumatic effects of victimisation. To keep VoCNT and our services at front of mind, and to promote empathy for the victim situation and experience, we've delivered 14 training sessions to Police groups at the college. We've also worked together to ensure a handy supply of VoCNT promotional cards are held in all mobile police units and this has further assisted access to our services.

We are grateful for the periodic collaboration over the last 2 years as the SERPRO business system has been developed. The result of this will be an 'opt out' option for referral to VoCNT, which is a positive step in ensuring we reach a greater number of victims. We know that this will dramatically increase incoming referrals when SERPRO is rolled out in November 2023. Our collaborative working relationship lays the foundation to manage the busy times ahead.

We extend our thanks to our Police colleagues at all levels. You do a remarkable job in difficult and challenging circumstances, and we value the commitment you maintain to Territorians impacted by crime.

To keep VoCNT and our services at front of mind, and to promote empathy for the victim situation and experience, we've delivered 14 training sessions to Police groups at the college



POLICE

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
- Crime Victims Services Unit
- Witness Assistance Service, Department of Public Prosecutions
- Neighbourhood Watch NT
- Personal Protection Strategies
- Jesuit Social Services
- Volunteering SA & NT, Volunteering NT Committee
- Crime Victims Advisory Committee members
- Biz-Secure Team, Dept Tourism, Industry and Trade
- Team Health
- Catholic Care NT
- The Mackillop Institute
- Palmerston Regional Business Assoc (PRBA)
- Chamber of Commerce NT
- Anglicare services across the NT
- Council of the Aging (COTA) NT
- Outback Tracks/ Muso Magic
- Association of Independent Schools NT
- Kings Narrative Pty Ltd
- Keep Australia Beautiful NT
- Roper Gulf Regional Council
- Djilpin Art Centre
- Danila Dilba
- Outback Psychology
- Darwin Local Court
- EASA



Attorney General and Justice, including NT Correctional Services

Industry, Trade and Tourism

Territory Families, Housing and Communities



“ Jess called me so swiftly after the incident, I hadn't even got my head around it. Then Gerard called me that same afternoon. I felt valued

VICTIMS OF CRIME NT

L 2, 71 Smith St, Darwin City NT 0800

1800 672 242

victimsofcrime.org.au

ABN 29 135 703 078

