



COUNCIL FOR ABORIGINAL ALCOHOL
PROGRAM SERVICES INC.

CAAPS IN 2011





Published by the Council for Aboriginal Alcohol Program Services Inc. 2011

www.caaps.org.au

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Printed by Zip Print NT

Aboriginal and Torres Strait Islander persons are warned that some images contained in this report may offend. CAAPS has carefully selected the photos included in this publication and taken all reasonable measures to ensure that the report does not contain photos of those deceased. We thank you for your understanding with this sensitive matter.



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“We’ve moved beyond our Berrimah campus and into more partnerships with other agencies....a lot of this work is happening because we’re choosing strong partners, like Roper Gulf Shire.

We work on our relationships first in a culturally appropriate way.

And then we do the business.”

Patrick Stephensen, Training Services Manager



CHAIRPERSON'S FOREWORD

On behalf of the CAAPS Board, I am pleased to give a report on CAAPS performance for the past year. CAAPS has continued to build on the good work of 2009/2010 by consolidating our position as a leader in the AOD field. We have very much strengthened our financial position as well as the knowledge base of our staff.

Throughout the year we held a variety of meetings with Federal and Territory politicians to let them know about the work that CAAPS does and how we may be of assistance when the government needs advice in the area of AOD. We are determined to maintain this initiative with invitations being sent out to a lot more politicians to visit CAAPS and talk to the staff and management about our organisation. The Board is committed to supporting CAAPS in the pursuit of increased resources including funding to ensure optimum staffing levels as well as enhancing the services to CAAPS clients.

The CAAPS Board has been receiving Governance Training throughout the year in an effort to ensure that the CAAPS Board is fully understanding of its responsibilities and obligations. It is through initiatives such as these that CAAPS is determined to maintain good governance and thus strengthen the reputation of indigenous organisations. Unfortunately, through the year the number of Board Members reduced, however, it is anticipated that this will be rectified at the 2011 AGM.

We would like to offer our thanks to our funding bodies OATSIH, AHL, DEEWR, DH&F, FaHCSIA and DEET. We would also like to express our thanks to Merit Partners, CDU and Barry Hansen.

Finally, the Board would like to extend its thanks to all the staff for their dedicated and conscientious work throughout the year.

Best Wishes

A handwritten signature in black ink, appearing to read 'Glenn Miller'. The signature is written in a cursive, flowing style.

Glenn Miller



WHO WE ARE

CAAPS is a community-based substance misuse service that supports Aboriginal and Torres Strait Islander families who are experiencing alcohol and other drug (AOD) issues.

CAAPS has an majority Indigenous Board, with members currently from Darwin, Galiwin'ku, Bathurst Island, Maningrida and Groote Eylandt; and an 80 per cent Indigenous staff body. CAAPS has been operating for more than 25 years with the support of the Northern Territory's remote communities and, importantly, the Territory's Catholic, Anglican and Uniting Churches.

Through our funding from the Office of Aboriginal and Torres Strait Islander Health's Substance Use funding program CAAPS provides:

- a residential rehabilitation service, the Healthy Families program, offering 36 places for a family-focused 12 week program
- an outreach service to the Darwin Palmerston region
- a Volatile Substance Abuse service with six beds for up to 16 weeks

We have been successful in gaining funding from other sources to complement these programs.

CAAPS also provides supported accommodation in the Dolly Garinyi Hostel for all CAAPS Healthy Families Program clients.

As a Registered Training Organisation, we offer nationally accredited training in Community Services and non-accredited courses, such as Life Skills and Work preparation to our rehabilitation clients. Courses can be on campus and in remote communities.





WHO WE ARE

VISION:

A community-based substance misuse service, supporting Aboriginal and Islander families who are experiencing alcohol and other drug issues.



Our Mission

To focus on providing an effective continuum of service provision through intervention assessment, treatment after-care and follow up support to urban and remote communities in the Northern Territory.

To work in partnership with other associated service providers to deliver effective cost efficient services.

To provide families, clans and community based groups with the training and support to establish their own services.



OUR PHILOSOPHY

The uniqueness of Aboriginal culture must be taken into account.

People have the right and should be encouraged to express themselves in their own language.

Everyone, no matter what culture, can experience personal and interpersonal problems through substance misuse.

Substance misuse is a major factor in the breakdown of family, and if the substance misuse is not worked on simultaneously with the other problems, then nothing constructive is achieved.

We believe that the person with the problem is the last to come to know how bad things are and the least likely to want to change. The people most wanting change are often family and community members. Our approach is to take the focus away from the person with the problem.

Everyone has the capacity to change and realise greater potential in their lives. The choice of change is not possible without an awareness of other opportunities.

The greater the crisis in anyone's lifestyle, the greater the possibility for change, given the understanding of how to change.





OUR PRINCIPLES

CAAPS recognises that alcohol and other drug misuse can be treated more effectively by involving the whole family. Family members experience health, emotional and spiritual harm as a result of a family member's use of alcohol or other drugs. They will be more motivated and responsive to making changes in their lives than the person using the substance and they need to be supported and empowered.

CAAPS has a long-term commitment to Aboriginal communities in the Top End of the Northern Territory. We recognise the diversity and uniqueness of those communities and we respond to their needs through differing models of intervention, including workshops, training, case management, individual and family counselling.

CAAPS recognises communities are serviced by a wide range of agencies often working in isolation of each other. If these agencies work closely together, they will be less of a burden on communities and will be able to operate more effectively. We place a high priority on networking with allied service agencies (like NT Departments of Health, Justice and Correctional Services, North Australian Aboriginal Justice Agency, Centrelink) to create better relationships and more effective services.

CAAPS works with people who are misusing alcohol or other drugs in a holistic way within the guidelines of harm minimisation.





OUR GOVERNANCE



CAAPS is governed by an elected 12 member Board which includes up to three nominations each from:

- the Catholic Church, Diocese of Darwin
- the Anglican Diocese of the Northern Territory
- the Uniting Aboriginal and Islander Christian Congress
- the Darwin Palmerston region

Each of these bodies must nominate at least two Aboriginal or Torres Strait Islander people and at least one man and one woman.

Membership of CAAPS is also open to Aboriginal and Torres Strait Islander people who live in the Northern Territory, who are accepted by their family and community as maintaining a culturally responsible and sober lifestyle and who agree with our policies, procedures and work practices.

NT residents who are not Aboriginal or Torres Strait Islander people may also be members, provided that they maintain a sober lifestyle, are accepted by Aboriginal or Torres Strait Islander people as sensitive to and supportive of their cultural identity and agree with our policies, procedures and work practices.



2010/2011 BOARD



Glenn Miller (Chair, Darwin)
Glenn is the Corporate Services Manager at NAAJA and has 30 years experience in Finance and Management.



Frank Ah Mat (Vice Chair, Darwin)
Frank has worked all of his life to improve the lives of Indigenous people in the NT and is actively involved with a number of local sporting associations.



Carol Stanislaus (Treasurer, Darwin)
Carol is the Government Business Manager for Bagot, Kulaluk, Minmarama and One Mile Dam communities in the NT.



Joanne Garngulkpuy (Secretary, Elcho Island)
Joanne is a Wangurri elder and Traditional Owner from Galiwin'ku who is an Executive Teacher.



Keith Mamarika (Groote Eylandt)
Keith is a councillor on the East Arnhem Shire Council who has worked for many years with the Substance Misuse Service in Angurugu



Claudia Kantilla (Bathurst Island)
Claudia was born in Nguui, she has worked extensively in both CAAPS and in Centrecare in field work and AOD



David Mirrawana (Maningrida)
David is a Traditional Owner and elder from Maningrida who works with the Bawinanga Aboriginal Corporation.



CAAPS AND FRIENDS







CAAPS MILESTONES

1984

CAAPS formed as joint initiative of the Uniting, Catholic and Anglican Churches

1985

Moves to the Gordon Symonds Hostel in Winnellie

1986

Introduces residential rehabilitation at Gordon Symonds

Starts Outreach program at Maningrida

1987

Liaison with Alcohol Awareness and Family Outreach, Nguju

1988

Liaison with program at Daly River (Naiyu Nambiyu)

1989

Residential rehabilitation program moves to Knuckey's Lagoon

1990

Starts Introduction to the Prevention and Treatment of Substance Misuse (IPTSM) training

1991

CAAPS incorporated 9th March

Community-based Program Team (CBPT) established to support residential rehabilitation

1993

Barbara Nasir appointed as CAAPS' first Indigenous Director

1994

Rehab and CBPT merge to form Healthy Families

1995

CAAPS Admin relocated from Winnellie to Knuckey's Lagoon



CAAPS MILESTONES

1996

Hostel relocated to present site at Berrimah

1997

All departments relocated to Berrimah campus

2000

CAAPS supports Kakadu Night Patrol

2001

All hostel bedrooms air-conditioned

CAAPS wins Certificate of Recognition in NT Employer of the Year category at NT Vocational Training Awards

2002

Kim Gates appointed as CAAPS' 2nd Indigenous CEO

All hostel bedrooms have ensuite toilets and showers

2003

Culture Course introduced under Ellen Gapany and Shirley Brown

2004

CAAPS Training introduces Certificate III courses

2005

Health Minister Hon Tony Abbott MHR opens Youth Wellbeing Program at Berrimah

2006

Hon Delia Lawrie MLA opens Volatile Substance Abuse building

2008

Matthew Bonson appointed CAAPS's 3rd Indigenous CEO

2009

CAAPS Silver Jubilee – Our First 25 Years

2011

CAAPS wins NT Training Organisation of the Year at NT Training Awards



ORGANISATIONAL CHART

CAAPS BOARD AND COUNCIL

CEO

Clinical Manager

Hostel Manager

Training Services Manager

Financial Controller

Healthy Families Program

Clinical Nurse

Outreach Workers

Family Counsellors

Children's Worker

Alcohol and Other Drugs (AOD) Support Workers

Youth Support (VSA Program)

Administration Support

Client Transport Officer

Dolly Garinyi Hostel

Assistant Hostel Manager

Admin Support Officer

Domestic Advisors

Training Department

Curriculum Development Advisor

Community Services Trainers

Admin Support

Administration

Accounts Assistant

Human Resources Officer

Receptionist/Admin Support





THE CEO



CAAPS faces major challenges every day of its life as an Aboriginal family-centred residential rehabilitation service. It operates in a complex policy environment and it constantly has to develop and refine arguments to justify its existence and approach.

There are five key elements in making CAAPS work: an informed and supportive Board; continuous improvement as a corner stone of CAAPS' work practices; skilled and committed staff; maintaining positive and effective relationships with funding bodies and other agencies; and supporting our client communities.

To help our Board operate more effectively, we have broadened its support base. Last year we started with the concept of a Board Advocate, who interrogates our financial affairs and report to the Board. This year we have engaged more high level support. Professors Don Fuller and Sue Banderis from Charles Darwin University are helping us develop our strategic planning processes and Professors Ted Wilkes and Dennis Grey from Curtin University are giving us advice on the changing policy framework in the Alcohol and Other Drugs arena.

The policy advice has helped us develop arguments to counter what we perceive as a trend to dismiss rehabilitation services and particularly residential rehabilitation services as inappropriate and unworkable. Our advice is that this may well be the case for mainstream clients. Residential rehabilitation remains the best option for people who are poor, and and who are marginalised – in other words, Aboriginal and Torres Strait Islander people, particularly those living in regional and remote Australia.

Following extensive review, we have embedded continuous improvement processes in our operations, with managers setting targets and regularly recording the improvement activities. This continues to be a useful tool in building a more efficient and effective organisation. Our financial practices have improved notably under the leadership of our Financial Controller and with the support of the Board Advocate and others.



THE CEO

We have continued the process begun last year of building a more skilled staff through targeted recruitment, a rigorous assessment of our skills base and in-house training to build the right mix of skills. We are already gaining impressive results in our Training Department, which this year was awarded the NT Training Organisation of the Year at the 2011 NT Training Awards. We have a strong management team and committed staff in all Departments. The concept of having a Clinical Manager to lead and develop staff in our Healthy Families and other AOD programs is proving to be successful and our Dolly Garinyi Hostel team is providing a high level of service.

Over the year we have maintained good relations with the AOD network. We are managing our reporting to funding bodies more effectively and government, local government and non-Government agencies are among our partners.

CAAPS is meeting the challenges daily, but we know that we cannot afford to relax if we are to continue to offer an effective service to people who are in serious need.

Matthew Bonson

**‘...five key elements in making CAAPS work:
an informed and supportive Board; continuous
improvement as a corner stone of CAAPS’
work practices; skilled and committed staff;
maintaining positive and effective
relationships with funding bodies and other
agencies; and supporting our client
communities.’**

Matthew Bonson, CEO



HEALTHY FAMILIES



The Healthy Families Program acknowledges that substance misuse can be more effectively treated if the whole family is involved in a holistic approach; and people who are trying to get over their substance use need a safe place to live, learn and grow. The program can take up to 36 people for a 12 weeks course. Clients get a full health check on entry through Danila Dilba Aboriginal Medical Service. An Alcohol and Other Drugs (AOD) support worker will help them set their own goals for dealing with alcohol or drug use, for continued abstinence, relapse management and recovery. Importantly, they also will get early help to sort through the day-to-day issues which can build up and appear overwhelming, like getting proper identification (ID) and sorting out housing, money, clothing and even schooling for children.

AOD support workers will work with clients in one-on-one sessions, but there are also group sessions on substance (alcohol, other drugs and solvents) issues, gambling, relationships and family violence. The program also explores the history of Aboriginal and Torres Strait Islander peoples before and after contact with Europeans and encourages clients to think about culture and its role today. They can take life skills and work preparation courses at Certificate I level with our RTO. Clients can also attend Alcoholics Anonymous meetings for additional support and exploration of their issues with substance use. Transport is also available for people who want to attend religious worship.



HEALTHY FAMILIES

There is a Parenting Program which runs parallel with Healthy Families, involving one-on-one and family conferencing, parenting and living skills, and follow-up. A Children's Program aims to help children understand how they can stay safe when people around them are drinking and taking drugs. A Volatile Substances program is also available for up to six unaccompanied minors at a time.

Clinical Nurse

The nurse does the basic work of helping people maintain general health and wellbeing. But an equally important part of the work is empowering clients to deal with their own health. As an example, the nurse is developing appropriate resources to help people understand that regular timing for taking medication is important for building and maintaining its therapeutic levels. Many clients entering CAAPS are diagnosed with diabetes and need information and support so they can manage the disease. This will in turn help them manage their recovery from addiction.

Outreach

CAAPS has this year begun an outreach service offering advocacy and support to the 29 small camps in the Darwin-Palmerston region and hopes to expand the service to the communities at Palmerston Indigenous Village, Minmarama Park, Kulaluk and One Mile Dam. It can help people get proper identification or help them make out housing applications and refer them to appropriate support for housing. The team can carry out AOD assessments and offer information, advice and, if required, referral to a suitable agency. It will set up living skills and personal development courses and help people plan for education, training and jobs.





HEALTHY FAMILIES PEOPLE

'It's great being back in Outreach after a spell in Admin. I enjoy the work...helping people in need out in the community where they live. They're people who might otherwise just fall through the cracks.'

Lana Miller
Outreach Coordinator



'There's no shame, no failure, no wrong and no right here. Healthy Families is firstly about dealing with **what is**. It's about change. Change is fearful and we want this place to be safe for people who are vulnerable. They're up against the odds and it's a privilege to work with them.'

Súin Ni Chrochuir
Clinical Supervisor/
Program Manager

'It's challenging and rewarding and at the same time it's often frustrating. But I love it. The clients are great and I learn a lot from them.'

Brian Moon
Client Transport Officer





TRAINING

In 2011, CAAPS won the NT Training Organisation of the Year Award for our success in delivering nationally accredited Certificate 1, II and III courses in community services and for our four key programs: Deadly Futures; the Youth Wellbeing program; Families as First Teachers; and Doing Business Across Cultures

We were also placed in the top three finalists for the Small RTOs Award in the National Training Awards.

Management and Operations

Our success is the result of hard work and properly managing a change of culture. Over the past 12 months we have completely reviewed the management and operations of the Registered Training Organisation (RTO). We are now working with a committed, effective and accountable staff group. With the support of the Department of Education and Training, we have also worked through the historical backlog of students who had not completed their qualifications for more two years. We have developed a Training Calendar to record all Training Department commitments and to help our annual planning, resource allocation and staff communication.

Programs

Curriculum Development Coordinator Sue Stanton helped us develop new training plans for our Certificate courses. We are making our courses more cost-effective, more relevant and appropriate for our students and their workplaces, without setting our expectations away from the mainstream. Our trainers now have a focus on building rapport and relationships with clients and students, acknowledging that all people bring valuable life experiences we can build on. This is particularly relevant for working with Healthy Families clients, our first priority. Seventeen HF clients have been able to complete a qualification over the past 12 months. We believe our training plays an important part in rehabilitation because it can get people involved and empowered.



TRAINING

Partnerships

The CAAPS RTO has moved beyond our Berrimah campus and into more partnerships with other agencies. We hope to build on this successful stage in our development. The results are:

- 12 young people from remote communities graduating with Certificate III in Community Services through a partnership between CAAPS and the Roper Gulf Shire
- 10 Youth Workers from Darwin/Palmerston graduating with Certificate III in Community Services – a partnership between CAAPS, Mission Australia, Save the Children and Larrakia Nation
- CAAPS is half-way through delivering Certificate III in Community Services to participants in DET's Families as First Teachers Program, with blocks of study at Berrimah, Nhulunbuy and Alice Springs
- Re-focusing the Youth Wellbeing program for the Darwin/Palmerston town camps, Roper Gulf Shire communities, Maningrida (with Malabam Health Board) and Galiwin'ku (with Marthakal Resource Agency). Trainer Timmy Duggan has joined the program and will use "Hoops for Health" to engage young people. We have also partnered with Curtin University to oversee the project and help analyse community survey data.





DOLLY GARINYI HOSTEL

CAAPS can accommodate up to 36 people at a time at the Dolly Garinyi Hostel in single, double and family units. Clients pay rent and for their own food and new software is helping staff and clients keep track of charges. With the support of the domestic advisers, clients do their own cooking, washing and cleaning. The grounds, which have a children's play area and a shaded common area, are kept in good condition by trustees from Berrimah Jail. CAAPS clients are doing their bit for the grounds – and their diets – by growing vegetables and fruit, like lemongrass, pineapples and chilis.



NOELENE BRISTON is one of CAAPS' longest serving staff members, with almost 20 years behind her since she first started with CAAPS.

As a domestic adviser at Dolly Garinyi Hostel, she does everything from helping people get back into the habits of cooking and cleaning for themselves to shovelling pipis and longbums out of a campfire. 'I'm there if people need a hand and sometimes they want to talk through a problem with me,' Noelene says.

'It's what I like most about the job – getting to know people. And I'm sad when they leave. But after they've left and you see them in the street, they still like to talk to you. Being at CAAPS you feel you're giving people real help.'

'We've had more than 100 people through this year so it's been pretty busy and there's always someone knocking on the office door. It's a challenge but I really enjoy the work I do.'

Kim Ellis, Acting Hostel Manager





FINANCIAL CONTROLLER

This report is a summary only and should be read in conjunction with our audited financial report.

CAAPS Board thanks for their continued support throughout 2010/2011:

- Office for Aboriginal and Torres Strait Islander Health (OATSIH)
- Department of Health and Ageing (DoHA)
- NT Department of Health and Family Services (DH)
- NT Department of Children and Families (DCF)
- Aboriginal Hostels Limited (AHL)
- Commonwealth Department of Families, Housing , Community Services and Indigenous Affairs (DFaHCSIA)
- Commonwealth Department of Education, Employment and Workplace Relations (DEEWR)
- NT Department of Education and Training (DEET)
- NT Department of Justice (DOJ)

Over the past 12 months CAAPS has continued to improve its financial practices and overall compliances in an environment where funds were limited. Like all NGOs, CAAPS is very much aware that existing funding streams are either time-limited or have no capacity for growth.

The budget for 2011/2012 has very little flexibility with wages and fixed costs virtually using all of the available funds. CAAPS needs to make it a priority to stabilize and expand the existing base levels of funding to cope with the increase in wage and operational costs. With the new financial year, responsibility for the core Substance Abuse funding passes from OATSIH to the Department Of Health and Ageing. Whether this does bring the promise of more funding opportunities remains to be seen.



FINANCIAL CONTROLLER

Merit Partners have continued to provide invaluable assistance to finance personnel over the year. Additionally my thanks must go to Barry Hansen who has continued in the role of Board Advocate, providing the Board with additional capacity to understand the often quite complex financial material presented to it. Each month the Board Advocate is provided with a detailed report on the current status of the financial affairs of CAAPS, can, and does, seek any clarifications or question any aspect of the report.

Christine Carter has again brought invaluable support and patience to the task of managing CAAPS' finances during the year.

John Robinson





LAST WORD



I love working at
CAAPS. It challenges
you to grow!

Alesha Edmonds,
Trainer



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