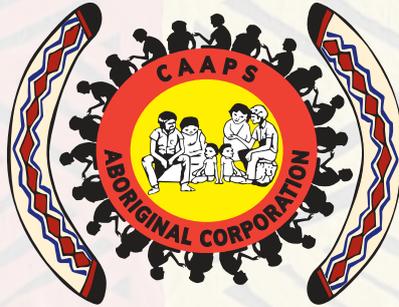


**CAAPS Aboriginal Corporation**



**ANNUAL REPORT**

**2020**

# About us

## Principles

CAAPS has a long-term commitment to Aboriginal and Torres Strait Islander people and their families, as well as the communities that our clients come from. CAAPS recognises the diversity and uniqueness of the people that we service and has strong systems in place to ensure that services, programs and activities are evidence based and culturally safe. CAAPS evidence based programs are underpinned by contemporary trauma informed-harm minimisation approaches offering client centred supports for individuals, their families and community. CAAPS places a high priority on relationships across a broad range of community services, with an aim to include sharing resources and creating better outcomes for all clients, focusing on individuals, their family and their community. CAAPS support our staff to place priority on inclusive practice as our clients and their families have likely experienced issues related to discrimination and inequality. Staff are expected to place a high priority around practices which empower people and encourage self-determination.

## Vision

Excellence in the areas of social and emotional wellbeing and alcohol and other drug treatment.

## Mission

CAAPS is a family and community oriented Aboriginal and Torres Strait Islander community controlled organisation whose mission is to provide evidence based assistance to improve social and emotional wellbeing, while raising awareness and advocating for individual, family and community need.

## Values

The CORE Values at CAAPS are:

- **Caring** for clients, culture and community.
- **Openness** honesty, accessibility, inclusiveness.
- **Respect** the rights and values of everyone.
- **Empowerment** of others to be the best they can.

## Services

- Healthy Families 12 week residential rehabilitation
- Youth Services Residential Assessment and Treatment programs
- Homelessness Outreach Service to the Darwin-Palmerston region
- Deadly Clever education program for young people
- Strong Steps counselling service in Darwin's rural area

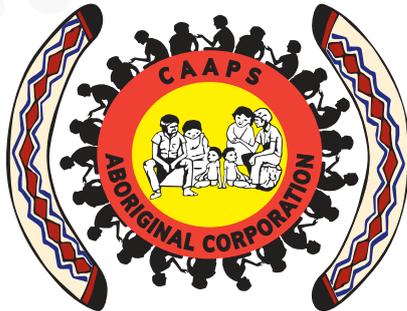


- HASI in partnership with Anglicare NT- providing comorbidity and tenancy support
- IFPS in partnership with Anglicare NT- intensive case management support- families at risk

Future CAAPS Programs include the Northern Suburbs Child and Family Centre.

## CAAPS Logo

This year the text on the logo was updated to better represent the organisations vision to provide a broader range of services. We continue to gratefully acknowledge William Parmbuck's contribution to the CAAPS Logo design.



## Accreditation

CAAPS has been accredited with QIC, a nationally recognised accreditation program, since 2015. The QIC Health and Community Services Standards support a wide range of organisations like CAAPS, to strengthen and develop a cycle of continuous quality improvement.



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# Board Messages



**Darren Johnson**  
**Chairperson**

As Chairperson on the Board of Directors I welcome you to the 2020 Annual Report. A large focus this year has been on building partnerships within our community.

CAAPS is proud to be a signatory to the Memorandum of Understanding with Darwin based Aboriginal Community Controlled Organisation's, which highlights the united approach of Aboriginal and Torres Strait Islander people who are well placed to provide quality services to our people.

This year has been a particularly challenging year with significant fundamental changes, which have affected the whole world. I am impressed with the way in which CAAPS Aboriginal Corporation staff and management have overcome these challenges. I would like to recognise and acknowledge all CAAPS Aboriginal Corporation staff for the continued commitment and contribution towards our programs.

I would especially like to recognise and acknowledge Ms Jill Smith and Ms Elizabeth Stubbs, who continually go above and beyond the responsibilities and functions of their roles to ensure that positive outcomes are assured for our organisation.



**Kay Gehan**  
**Vice Chairperson**

I would like to acknowledge and recognise CAAPS Staff for their hard work and their resilience throughout the year and particularly with the COVID pandemic being the most important issue in 2020. I understand the pressure it has created for Staff personally and in the workplace. Thank you.

I would like to also acknowledge the support and inclusiveness shown for our community partners, which is an important part of our community's growth in many ways.

Looking towards the future, CAAPS is excited to be more involved in our community with the opportunity to operate the Child and Family Centre in Malak. A wonderful opportunity to engage with people at another level.

Finally, I would like to thank Jill and Elizabeth for their outstanding leadership especially during these uncertain times. I would also like to thank the other Board members for their commitment and contribution in providing the way forward for CAAPS. I am genuinely looking forward to CAAPS future.



**Frank Ahmat**  
**Board Member**

It has been a big year with many challenges, COVID-19 has been one of the biggest challenges for all business and the wider community. I have watched as CAAPS has responded to these challenges and still continued to provide quality services. This is attributable to the resilience and commitment of our very capable staff.

I would like to thank all of the CAAPS staff for their dedication, it's clear to see that this is more than just a job and I acknowledge and thank our staff for going over and above to achieve outcomes for our clients. A big thank you to Jill and Elizabeth for their management and leadership.



**Ashum Owen**  
**Board Member**

My name is Ashum Owen. I am a proud Ngarrindjeri, Narungga, Kaurna woman from South Australia. I was born in Darwin and have family ties in both Darwin and Katherine. I moved back to the Territory in early 2019 to begin practicing as a lawyer, after graduating from Flinders University in 2018. I am proud to have joined the Board at CAAPS and am thoroughly enjoying my experience, gaining invaluable insight into governance and the operation of CAAPS.

I congratulate Jill, Elizabeth and the amazing staff at CAAPS on their resilience as an organisation during this unprecedented year; continuing to provide high quality service, support and care to CAAPS clients throughout this pandemic should be greatly applauded. CAAPS has seen some wonderful achievements in 2020 including the successful tender of the Northern Suburbs Child and Family Centre, as well as securing funding to provide some much needed upgrades around the site. No doubt these achievements would not be possible without the continuous hard work from all staff and management. I look forward to a (fingers crossed) calmer 2021 and more highlights and ongoing success for CAAPS staff, members and clients.



**Mike Levy**  
**Independent Board member**

I am privileged to continue to be engaged as an Independent Board member for CAAPS Aboriginal Corporation. I am proud to be associated with CAAPS and what it represents and achieves. In the three years that I have been involved in CAAPS, the Board, staff and clients have had to contend with cyclones, possums and rodents eating through electrical wiring, a migration of the accounting systems, a QIC re-accreditation process and now COVID-19.

Despite all this, together with the support of the Board and staff CAAPS has been able to continue to provide quality services to our clients. Through limited but well managed funding, CAAPS continues to be in a sound financial position to be well placed to meet future challenges.

# CEO Report

2019/20 was another year of intense activity and innovation partly brought about by a global pandemic. Once again CAAPS showed that we can be agile and responsive to ensure we give the best to those that we serve including our staff who deliver our programs. Initially we swung into action offering changes in working conditions for some staff who were at increased personal risk of infection and advising clients of their options to return to the safety of their home communities.

I invite you to review our section on the COVID-19 Pandemic and how CAAPS responded to the 'new normal' further along in this Annual Report. Despite a difficult start to 2020 there are great achievements and improvements to be celebrated.

Commencing in 2019 our clinical governance team led by Deputy CEO Elizabeth Stubbs continued with a comprehensive review of our youth AOD treatment program. This work was made possible through the support of the NT MHAOD Branch, and in consultation with Dr Howard Bath, we were able to propose a new program model to improve the level of assessment and type of therapeutic intervention experienced by young people referred to CAAPS.

We welcome our new Clinical Coordinator for Youth services Cassandra Fisk and thank Anupa Matthew for her perseverance and unwavering support during this 12 month phase of development, and for taking on the Social Work role to support the new program. We are on the verge of launching this new service and very excited to share more information about the model along the way.

Prior to the NT Election, the sitting Minister for Territory Families announced CAAPS as successful in the tender for the Northern Suburbs Child and Family Centre to be based



**Jill Smith**  
CEO

in Malak. This is exciting news and brings another dimension to CAAPS work with vulnerable families. We are very pleased to have the opportunity to build our scope of services and expand on the important work that CAAPS is known and respected for delivering with families and young people.

To manage the increased activity around recruitment of new clinical staff across programs and employment of additional youth engagement workers, CAAPS engaged a consultant to assist with the additional load on our small management team. We thank Kathryn Williams from KBK consulting for her support and professionalism.

This year we bid farewell to Aoife Connaughton, Ora Opai and Aunty Noely Briston. We sincerely thank them for their collective years of service and dedication to CAAPS. We welcome our new Office Manager Leah Cawood who has taken some pressure off others by managing CAAPS facilities, hostels and fleet.

We thank Nicola Coalter, Amity Community Services for her vision and commitment to establishing the Strong Steps partnership with CAAPS. We also extend thanks to Amity Counsellor Johanne who returns to Amity after 3 years of helping us to consolidate and continue the work at our Coolalinga site. Our external evaluation conducted by Dr Perry Morrison demonstrates that Strong Steps counsellors are delivering a range of therapeutic benefits to some of the most vulnerable people in our communities. This led to an extension of funding from NT PHN for the

program with CAAPS now employing 3 full time staff within this program.

We thank our volunteer Cultural Safety Committee in particular Michael Torres who went on to join our Board and was replaced by DIMS team member Warren Smith.

Crisis brings opportunity and while our client numbers have been down we have been busy in the background working on many different quality improvement initiatives:

- Our Board developed the new Strategic Plan 2020-2023 with support from Delphi Mentors- Bob Scott and set time aside to review our branding and our mission, vision and principles.
- CAAPS values were initially reworked with our staff and endorsed by the Board and our new CORE values rolled out to form the basis of our reward and recognition framework.
- CAAPS performed well in our mid-cycle accreditation assessment and received many commendations from our QIP assessor on our quality improvement action planning
- The Youth team rolled out SIGNAL- our first trial of a remote (online) program to youth clients in 3 different communities.
- With support of volunteer Mr Anthony Merlino, our managers developed a framework to support an evaluation of the NIAA funded adult and families AOD program. We look forward to identifying the impact this program is having on client outcomes.
- Through a new sub contract with Anglicare NT, CAAPS was able to employ another staff member to provide an element of cultural safety to the IFPS program. We welcome Millie Busch to this new role.

- We also celebrate the success of our staff engagement with Anglicare through the extension of the HASI program into 2021.
- Two of our senior managers Elizabeth Stubbs and Charlotte Taylor developed and delivered new online training packages for external service providers based on youth substance use.
- In readiness for the new youth services model the NTG resourced additional recreation/kitchen facilities to allow separation of young people in the assessment phase from the residential phase.
- While clients were unable to travel due to COVID 19 all other existing Youth spaces have been refurbished and updated.
- Our fitness equipment moved to an outdoor undercover area to allow us to house a new clinical team for the youth program. Thanks to a generous donation of furniture from AHPRA our Clinical Coordinator, Social Worker, Psychologist and Family Worker have a newly fitted-out office.
- CAAPS received an Aboriginal Benefit Account grant to allow for solar installation across our Boulter Road site which will significantly reduce ongoing utilities costs.

As you can see, everyone has been very busy doing their part working together to make CAAPS a gold standard service. I thank CAAPS Board, volunteers and staff for your commitment to our values; Caring, Openness, Respect, Empowerment, which has made a positive difference during these challenging times. With sincere gratitude for all that we have achieved together, bring on 2021!

# New Strategic Plan

## Introducing CAAPS new strategic plan for 2020-2023

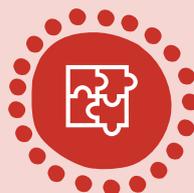
CAAPS Board of Directors worked hard alongside senior managers this year to refocus CAAPS planning processes to include even greater inclusivity in our practice, without losing our connection to our roots in AOD work. This process began by rethinking our position in the community services sector and the priority actions that flow from the gradual change to our reach and breadth of service delivery.



**Our new Key Result Areas are reflective of our Principles below;**



CAAPS has a long-term commitment to Aboriginal and Torres Strait Islander people and their families including the wider communities and recognises their diversity and uniqueness by responding to their needs, through differing models of intervention, and ensuring cultural competence of staff and cultural safety for clients.



CAAPS evidence based programs are underpinned by contemporary trauma informed-harm minimisation approaches offering client centred supports for individuals, their families and community.



CAAPS places a high priority on relationships across a broad range of community services, with an aim to include sharing resources and creating better outcomes for all clients, focusing on individuals, their family and their community.



CAAPS support our staff to place priority on inclusive practice as our clients and their families have likely experienced emotional and spiritual harm, and seek to be empowered to support significant changes in their sense of wellbeing and their lives.



To this end our new 2020 Key Result Areas fall under the three categories of



**Foundations**



**Services**



**Relationships**

Some of the newer priority actions under these KRA's have a strong focus on development such as:



**Developing a support framework for Aboriginal and Torres Strait Islander staff and ensuring culture is visible throughout the organisation.**

Work has already commenced on 'the Framework' through our Cultural Safety Committee and a site audit informed improvements to signage, recreation spaces and gardens within CAAPS grounds.



**Maintaining a culture of continuous improvement through accreditation and rewarding and recognising initiative through peer to peer awards based on our recently refined CORE values**



**Investing in the agility of staff to take on different roles through encouraging innovation and flexibility in services such as developing the Child and Family Centre and the Intensive Assessment Program for youth services**



**Developing social and emotional wellbeing services by seeking opportunities to broaden counselling and wellbeing across complementary sectors.**

Homelessness outreach and tenancy support, Intensive Family Support and mental health support. These connections are possible through our partnerships with other community services organisations such as Amity and Anglicare NT.



**Building alliances with other providers beyond the AOD sector and contributing to excellence in the community sector.**

CAAPS managers sharing their knowledge by providing online and face to face training in recognising and providing support for youth who are using substances.  
Inviting community members to participate in CAAPS Cultural Safety Committee and Social Inclusion Committee.



**Strengthening links with communities.**

Consulting with the Northern Suburbs community stakeholders on the establishment of programs for the Children and Family Centre. Providing information and support to workers in remote communities And increasing capacity for client follow up through our newly formed youth clinical team.

# Staff Stories

## Building Strong Futures

Over the past 12 months, CAAPS have teamed up with YouthWorx to provide the next generation of young Aboriginal leaders an opportunity to work within the Community Services Sector. Grace Haslett and Lena Paii have secured ongoing employment following their internships with CAAPS. Grace has supported our Children's Program and is now working in our Homelessness Outreach Program, while Lena has secured a traineeship as an Administration Officer and will aim to complete her Certificate III in Business.

In speaking with Grace about her experiences, she acknowledged that working with CAAPS has made her stronger as a person. Dealing with vulnerable people of all ages has given her the strength to develop her skills to effectively support those that she works with. Grace also added that supporting her people is a way for her to connect and help the wider community and that she is proud to be a role model for others who wish to achieve their own goals.

When asked about her experiences, Lena stated that she is very appreciative to CAAPS for giving her an opportunity to begin her career in an administration role. She has shown great achievement during her internship and is excited to complete her certificate over the coming months.



Lena and Grace working with clients

## Departing Staff

This year we say goodbye to two of our much loved, long serving staff members who after many dedicated years with CAAPS have decided to enjoy retirement.

After 27 years with CAAPS we say farewell to Aunty Noelene Briston. Aunty Noelene is the longest serving member of our staffing team and greatly respected by all who have had the pleasure of working alongside her. Aunty Noelene has spent the last 27 years supporting the residential needs of CAAPS clients and her efforts over this time have been appreciated by all.

We also bid farewell to Ora Opai who after almost 7 years with CAAPS decided to retire. Ora has had a long history with CAAPS from managing the AOD program in the 1990's to supporting casework with clients over the past 7 years. We wish Ora all the best and thank her for her commitment over her many years of service.



Ora Opai



Aunty Noelene

## Our People

Our staff are our greatest asset. We value their commitment, passion and contribution to our vision.

We support them by providing a safe and inspirational work environment that celebrates achievements and recognises talent.

In the 19/20 financial year we welcomed 13 new staff members, some of whom have been able to experience our improved processes around induction and initial support.

## Listening to our people

Implementing our employee engagement survey in 2020, we asked our staff what they enjoyed about working with us and where we needed to improve.

Overall, 81.8% of employees said they were passionate about working with us.

Staff told us that many of them were proud of

the work they are doing with CAAPS and felt valued as employees.

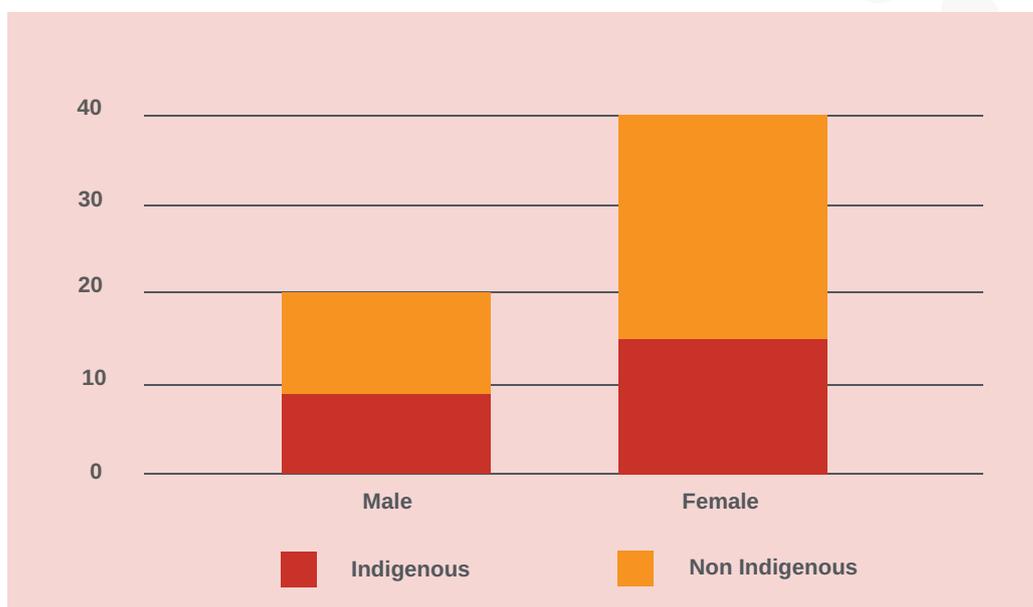
The area needing the greatest improvement was increasing opportunities to participate in learning and development which we are currently working on (see further down).

## Building our Aboriginal and Torres Strait Islander workforce

We want our workplace to better reflect the communities we support. To help achieve this, we have continued to include priority actions within our Strategic Plan to increase our identified workforce.

The Cultural Safety Plan enables the Cultural Safety Committee to be guided in their development and to monitor priority actions and has identified four focus areas. These focus areas include Program & Services, Grounds & Facilities, Publications and CAAPS Workforce. The committee provides ongoing consultation

CAAPS Workforce Profile 19/20



in line with the four focus areas and advocates for and promotes the Cultural Safety principles within the organisation. Furthermore the committee is working on development of a framework that will guide and support our efforts in the recruiting and career development of Aboriginal staff and we hope to implement this framework in 2021.

## Growing Great Staff

This year CAAPS have been engaging with Youthworx NT to provide young job seekers experiences in working at CAAPS. This partnership has seen 4 young people participate in internships or work experience with 2 of these young people going on to become part of the CAAPS staff team. Check out our article on Building Strong Futures in this report to learn more.

## Wellness of our people

Working in a not for profit, community service is challenging work and we recognise that. Apart from our values recognition program (below), there are some other ways that CAAPS supports the wellbeing of staff. We have policies that support staff experiencing difficulties such as compassionate leave and leave for staff effected by family violence. We also continue our partnership with Relationships Australia NT to provide therapeutic support to staff and their families.

Aside from these initiatives we have a great Team Building committee who organises opportunities for all CAAPS staff to come together in a fun environment and participate in activities that encourage relationship building. Despite the restrictions we have faced this year, many CAAPS staff were still able to come together and enjoy a day out at the Planet Ten Pin facility with a good time had by all!

## Recognising our people

Culture is critical to our success and our values are:



Caring for clients, culture and community



Openness honesty, accessibility, inclusiveness



Respect the rights and values of everyone



Empowerment of others to be the best they can

Our values have continued to evolve this year with staff reworking our original CIPHER values to develop our updated CORE values. This allows us to focus on four values that staff feel represents our organisations culture really well. Our CORE Value awards celebrate employees who received recognition for the significant contributions that demonstrate some or all of our CORE Values.

Employee of the year for 2019 was Aura Tipene. Aura was awarded this title based on nominations from her peers who said that her efficiency, her eagerness to assist her co-workers and caring attitude towards clients greatly reflected our values.

Aura -  
Employee of  
the Year



**This year's CIPHER/CORE award recipients include:**

Quarter	Staff Member	Received For
1	Aura Tipene	Helping co-workers, innovative, caring for clients.
	Charlotte Taylor	Integrity, caring, hardworking and excellence in performance.
	Jasmin Bartolome	Helping clients and co-workers, consistent, reliable, committed and friendly.
2	Michael Chan	Pride and has integrity, he is well respected by clients and peers, shows empathy towards all.
	Tommy Friel	Considerate & caring. Consistent team player.
	Sharlene Tipungwuti	Helps clients to become empowered and independent.
3	Jasmin Bartolome	Displays all the CORE values.
	Michael Chan	Compassionate and respectful, genuine concern for the wellbeing of clients. Professional.
	Katie Karamanakis	Kind and helpful towards staff and clients.
4	Dee Voysey	Caring, treats all clients with respect. Always willing to help others.
	Levi Aldenhoven	Cares for clients, culture and community. Supportive to clients and other team members, Supported work during COVID-19 pandemic.
	Martin Blakemore	Caring for clients and their culture and encourages caring for country. Empowers clients. Has led the restoration of CAAPS Culture Block.

## What we did and are going to do

- Improved recruitment efficiency by introducing pre-screening, welcome kits and electronic solutions for on-boarding our people
- Enhance CAAPS online learning platform
- Continually improve practice and processes to meet overall CAAPS needs while maintaining flexibility across our diverse service areas and ensuring we meet all our obligations as an employer
- Continue improvement in employee engagement reinforced by our Employee Feedback Survey
- Introduce individual development programs for all employees incorporating online learning
- Aligning passionate people to CAAPS CORE values



## A new challenge for 2020

Here at CAAPS we pride ourselves on being an adaptable service, working holistically to respond to client's individual needs. This adaptability was really put to the test this year, along with the rest of the world, when responding to the coronavirus pandemic. CAAPS remained true to form and adjusted our service delivery quickly, formulating a Pandemic plan in line with the ever-changing government guidelines. Our focus of course was to ensure that we kept our clients, staff and communities safe and included:

- Ensuring that clients entering as singles had their own rooms rather than sharing with another non related client.
- Screening procedures including a COVID-19 risk questionnaire and temperature checks for people entering our facilities.
- Adjusted programs and activities including transport of clients to ensure that social distancing guidelines were supported.
- Prepared resources for clients in residential programs who may have to self-isolate.

The required changes led to some great innovation! Youth Services launched the SIGNAL program (which you will read more about on the following page). With most external providers pulling back, we called upon internal staff to showcase their hidden skills and hobbies by providing more workshops for our residential clients. These included painting, craft, music, numeracy and literacy/work readiness for our adults, along with some great traction in rejuvenating CAAPS Culture block.

One of the highlights for some of our adult clients was to work with a personal trainer from Rich Life Health and Fitness to develop individual programs that clients could do from home with limited resources. Many of the clients who participated in this incentive reported that they felt physically and mentally better after only a few sessions.

Thankfully, we received some additional funding from NIAA towards some of these costs. This included scheduling frequent cleaning of high traffic areas, purchasing of hygiene products, purchasing resources for clients to address reduced external service provision. We also invested in staff training around infection control. There were also other unforeseen costs as a result of regulations which we were assisted to cover including the increased cost for client food/supplies due to supply restrictions and providing additional staff and vehicles to ensure that physical distancing during transportation of clients could be achieved. CAAPS was also supported during this time by the Northern Territory Department of Health through the provision of personal protective equipment and hygiene products, which were much needed but otherwise hard to obtain during the height of the NT restrictions.

Though things have settled somewhat in recent months, risk mitigation strategies are still in place and we are expecting them to be into the future.



Art



Covid cook up



Exercise

## Signal Program

The need for innovation was never more important than it was this year in 2020. The challenges that the COVID-19 pandemic brought us also offered CAAPS an opportunity for us to look at creative ways of delivering services to youth in community.

The introduction of temporary closures to remote communities which had been declared as Bio Security zones during the tightening of COVID-19 related government restrictions in March 2020, saw the return of youth residential clients to their home communities. With the uncertainty of when these restrictions would be lifted, staff began to dream up ideas about how we could continue to keep youth in communities engaged in positive AOD programs.

As a result of these circumstances our Signal Program was developed. This fully remote delivered program was developed to provide youth a technological way of being part of meaningful activities and accessing support through our Youth Services team.

Participants were assisted with on boarding using their mobile devices to access the Zoom platform which allowed them to interact with other young people in different communities

as well as our CAAPS staff. To encourage engagement, young people were assisted with data costs for their devices and we liaised with local businesses in the young person's community to provide them with lunch for each day that they participated.

Our educator Lee Frank and Social Worker Anupa Mathew designed and implemented the program which saw a total of 7 clients engage in short virtual sessions that aimed to improve social and emotional wellbeing and build skills to address AOD use.

The participants also participated in projects that they could complete in their community outside of the sessions which appeared to be well received by the group.

Signal was a great exercise in how ever evolving technology can find a place in AOD treatment for people residing in remote communities. We are further exploring how this program can continue to be accessible for youth who may not be able to attend traditional style treatment programs.



Signal in action



# Highlights 2019-2020 at a glance



**July 2019**

CAAPS registers with GIVIT Foundation and receives first donations to clients through the organisation. CAAPS Aboriginal Staff Survey completed which will feed into a framework to support the recruitment and career development for Aboriginal staff at CAAPS.



**October 2019**

Review of the VSU program completed by Dr Howard Bath which will lead to a redesign of CAAPS Youth Services in 2020 with the support of the Mental Health, Alcohol and Other Drugs Branch, DoH, NTG.



**March 2020**

CAAPS performs well in our mid-cycle assessment for our QIC Accreditation and receives commendations from assessor. Strong Steps evaluation demonstrates that engagement in the program is returning a range of therapeutic benefits to participants.



**April 2020**

CAAPS youth digital SIGNAL program is launched to youths in remote communities across the Top End. CAAPS is announced as the preferred provider of the Northern Suburbs Child and Family Centre.



**January 2020**

CAAPS expand our partnership with Anglicare NT to include a new staff member who is based with Anglicare's Intensive Family & Parenting Support team.



**February 2020**

CAAPS staff present on the youth Deadly Clever Program at the National Indigenous Youth Empowerment Summit at Cairns QLD. CAAPS CORE values and new Strategic Plan is launched.



**May 2020**

Emerging Minds in conjunction with CAAPS completed development of Family Resilience screen ready for pilot of tool.



**June 2020**

CAAPS and Amity finalise end of partnership for the Strong Steps program as CAAPS continue to manage the program post pilot phase.

## Northern Suburb Child and Family Centre (CFC)

In April 2020, CAAPS were delighted to be informed that we had been selected as the preferred provider for the Northern Suburbs Child and Family Centre (CFC) through the Reform Management Office (RMO), Northern Territory Government.

As part of the tender process CAAPS had participated in several consultations with the RMO and other Darwin ACCO's to discuss community needs and how the tender process would work.

The centre aims to assist and support families experiencing or at risk of vulnerability to address their needs, strengthen community leadership and capacity to support families to raise children and to put in place strong, accountable and sustainable systems for improving child and family wellbeing. This will include:

- Warm referrals to other services
- Facilitating access to other services and programs at the centre
- Identifying community needs and facilitating a community led approach towards the operations at the centre
- Providing a community space for community use
- Brokering a Child and Family Community Fund

All of these activities will be overseen by a Leadership Group which will consist of members from Darwin ACCOS and the

Northern Suburbs CFC will form part of a wider network of CFC's extending across the Northern Territory. CAAPS will also be participating in evaluation of the centre through the Australian Institute of Family Studies (AIFS).

Over the next few months CAAPS will be working hard towards the opening of this service by securing a lease, designing the layout of the centre, recruiting staff, developing systems to support operation and engaging with stakeholders.

CAAPS recognises the importance of this program and we look forward to building strong relationships with the community, service providers and other stakeholders to ensure that the CFC vision becomes a reality in the Northern Suburbs.

**“CAAPS Aboriginal Corporation are excited for the opportunity to establish the Child and Family Centre in the Northern Suburbs. We look forward to strengthening our partnerships with organisations as we all work together for the children, young people and families of the Northern Suburbs of Darwin.”**

**Quote from Darren Johnson – CAAPS Chairperson**

# Strong Steps

Strong Steps is now in its fourth year of operation in the Darwin Rural area with receipt of a further three years of funding confirmed mid last year. Strong Steps provides counselling, information and education, referral and brief interventions to people who are impacted either by their own or someone else's substance use.

Strong Steps is funded by the Northern Territory Primary Health Network through the Methamphetamine, Drug and Alcohol Treatment Services funding. Earlier this year Amity Community Services withdrew from the joint venture after assisting with the pilot phase of the program, and we are grateful for the input they have had in establishing this service.

## During this financial year we...

Provided services to



people (252 males & 143 females)

Provided



counselling sessions

40%

of people  
attended for  
methamphe-  
tamine use

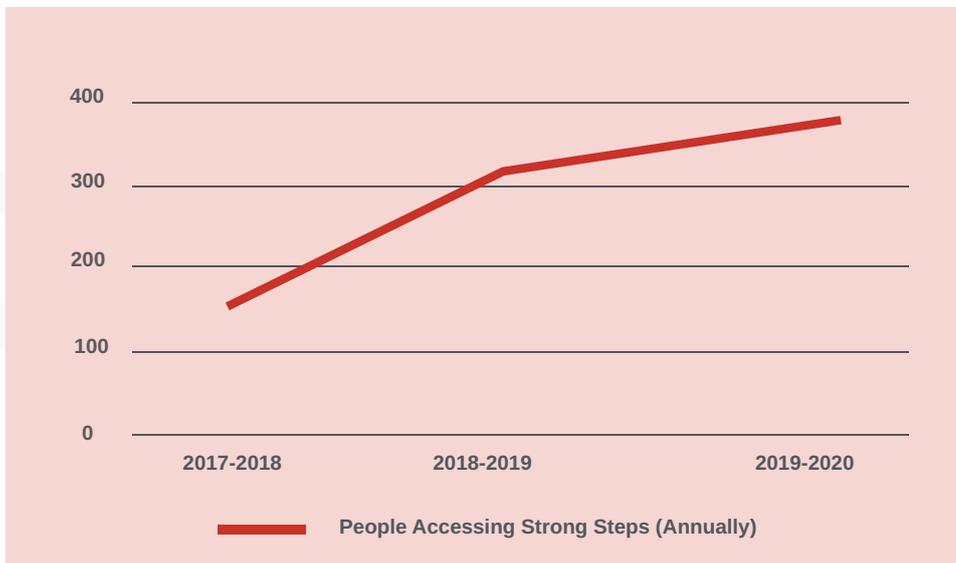
38%

of people  
attended for  
alcohol use

47%

of people identified as  
Aboriginal or Torres  
Strait Islander.

### People Accessing Strong Steps (Annually)



Strong Steps saw firsthand how Covid-19 prompted the growing demand for alcohol and other drug counselling. Activity peaked during March and April with 189 appointments booked in March and 199 in April with counselling attendance rates up to 81%. This is reflective of general community trends, showing an increase in drinking and drug use during COVID-19 as a result of increased stress and pressure in people's lives.

This year CAAPS also commissioned the second evaluation of this program which demonstrated the positive benefits that engagement has had for participating clients. This provided us with an opportunity to not only explore the service over the last 12 months but also allowed us to gain some insight in how the service had developed over the last few years by comparing both evaluations.

**“You were very responsive and catered to my specific needs at a time I was very vulnerable”**  
- Client



Stallholder at Come Walk with Me NT



SafeTALK and Sailing suicide awareness sessions hosted by Strong Steps.

# Homelessness Outreach Services

This year the HOS service continued to deliver a client centred, trauma informed and culturally responsive service to people and their families experiencing homelessness or at risk of homelessness in the Darwin and Palmerston area.

## This year we have....

- Assisted 27 people with Short term or emergency accommodation
- Supported 40 people into medium term/ transitional housing
- Provided 37 people with referrals for long term housing
- Supported 29 people to maintain their tenancy
- Assisted 36 people with crisis support including material aid/brokerage

Apart from the core work that we do around responding to accommodation needs and crisis, we also provide advocacy and support people to access community services such as financial counselling and social and emotional wellbeing.

CAAPS welcomed our new Homelessness Outreach Worker Grace Haslett who was offered the part-time position in June of this year. Grace has settled into the role with ease and has already made a great contribution to the HOS Program.

Another highlight of this year has been our partnership with the GIVIT organisation who are a not for profit organisation connecting people in need with donated support. It's a great service and we have already had many people and their families accessing much needed donations.

Just like many of our other services, HOS service delivery was impacted by the COVID-19

restrictions for a period of time. These impacts effected transport of community based clients, interruption to outreach activities and a pause to referrals to other Specialist Homelessness Agencies. Fortunately, HOS has resumed normal service delivery with the addition of COVID-19 safe practices.

## Testimonial

During assertive outreach activities HOS workers were approached by 66 year old man named Greg (not his real name) from Ngukurr who had been rough sleeping in the Casuarina area.

Greg was highly distressed and explained that his wallet, RM Williams boots and shirt was stolen from him while he was sleeping. Greg's distress and confusion about what had happened to him was profound and we were glad to be able to step in and help where we could.

HOS workers assisted Greg with accessing transport back to Ngukurr, overnight accommodation while in transit and some new clothes and shoes. Greg was very grateful for the assistance and is back safe at home in his community and we often hear from Greg who lets us know how he is travelling these days.



NAIDOC 2020

# AOD & Children's Program

CAAPS Alcohol and Other Drugs Residential Treatment (AOD) program has continued to work closely with other community stakeholders to holistically meet the needs of our clients (see [www.caaps.org.au](http://www.caaps.org.au) for more information about this program). We were able to have a Strong Steps Counsellor attend CAAPS site weekly to offer face-to-face counselling for our residential clients which allows improved access to AOD counselling in a familiar environment.

CAAPS relationship with Darwin Indigenous Men's Service (DIMS) has continued to grow from strength to strength. Our male clients attend weekly group sessions with DIMS, with the option for culturally appropriate one-to-one mentoring/counselling in addition to these. CAAPS female clients have attended Larrakia Nation Palmerston Culture and Family Centre to participate in their Women's Art and Craft activity sessions.

Though COVID caused some disruptions, Relationships Australia NT continue to attend CAAPS site to deliver Aboriginal Building Connection (ABC) Education Program to our adult clients, and Danila Dilba Health Services attended to present smoking cessation sessions.

In addition this year, Anglicare Resolve completed their 123 Magic parenting course with adult clients. Clients also had the opportunity to participate in the Mental Health Coalition "My Recovery" peer led education program.

Furthermore, clients had the option to participate in a Christian Group covering Bible studies weekly onsite, with the potential opportunity to attend a church service on Sunday's, this is all supported by volunteers.

This year has seen a lot of creativity from our clients! Starting off with some keen painters offering to paint some of the concrete tables and benches around CAAPS site, resources

were purchased and some of the ladies kept very busy painting various pieces around the grounds. They of course now look much better than they used to, and are more welcoming for new clients.

We have also seen a lot of progress with the Culture Block this year, primarily from our male adult clients, encouraged and supported by our Program Facilitator. There has been a lot of clearing and hard work put in to this area. It has since been utilised by clients again, including the DIMS Men's groups who have alternated between running their CAAPS group at DIMS and in CAAPS Culture block (billy tea included!).



Firepit cooking



Preparing kangaroo tail

**"I have completed the 3 month program and I feel I am now strong enough to cope with my life"  
- Client**



Darius, Rachel,  
Tyra and Timira

The men also created a space within the block for a Children's game, which some of the women assisted with painting stumps for.

CAAPS Children's program has been very busy! Whilst Protective Behaviour sessions and homework support has continued with the older children, CAAPS has also supported a large number of young children this year, with 50% of these children being 0 – 4 years of age. Our Children's workers have worked intensively with parents to assist in supporting healthy routines for Mum's and bubs.

**"I feel I am stronger  
and now I can say no  
to substance abuse"**  
- Client



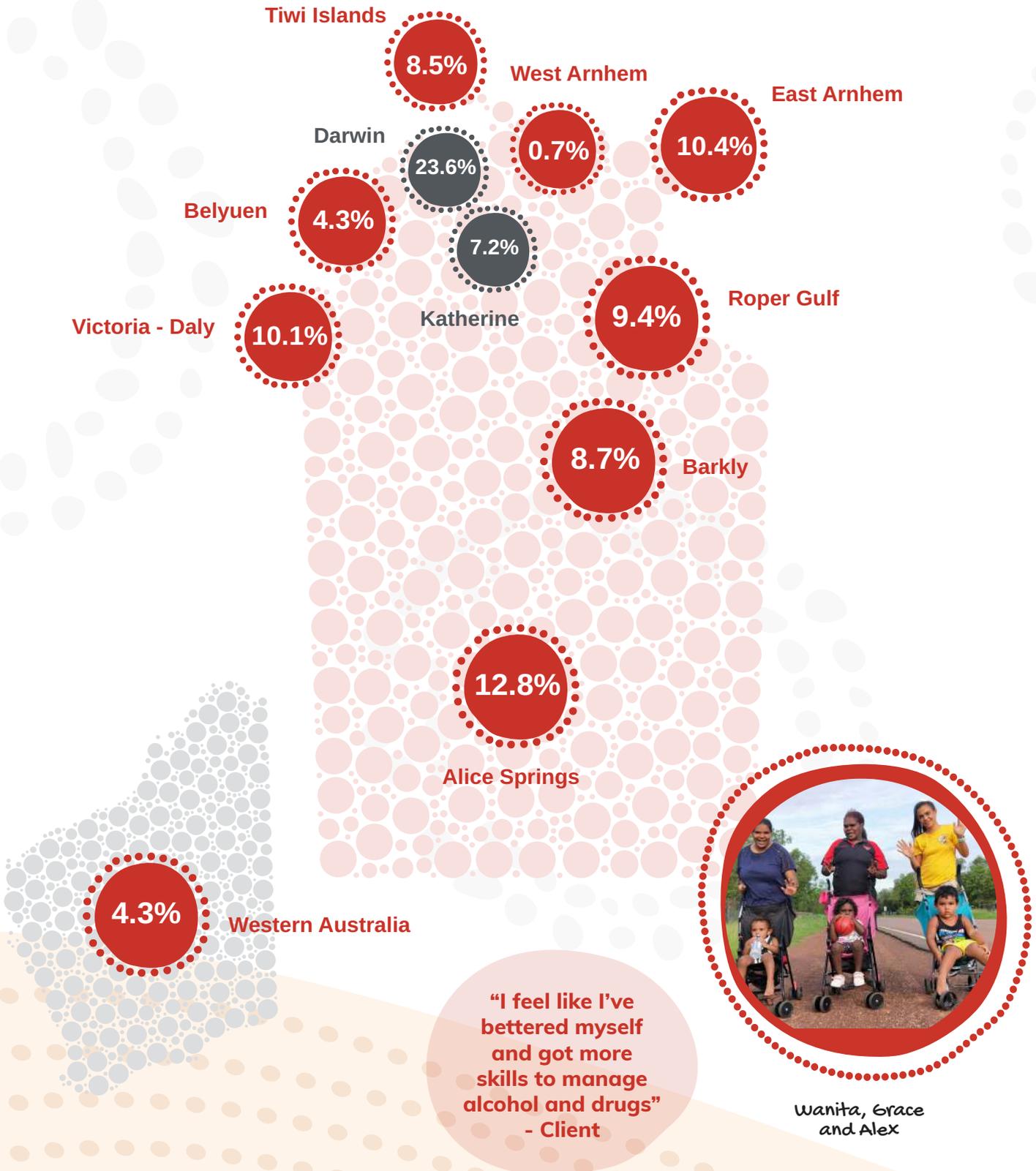
Clara's birthday



Bryce, Annalita and  
Akaylia

**"I learned to control my  
anger. I feel that I am a  
new person who learned  
from my mistakes."**  
- Client

## Where our AOD clients live



## Statistics

Overall participation included:



clients attending – 98 adults (42 Male, 56 female), 46 children.



out of 144 HF clients attended as part of 54 family units. (76%)



of clients attending the AOD program (Jan-Jun 2020) felt they were able to manage their AOD issues after completion

### Presenting substance of choice:



72.51%

Alcohol



15.3%

Cannabis



11.2%

Methamphetamine



0.99%

No substance used



children were supported over 19/20 ranging in age from 4 months to 14 years.



parents/caregivers were supported by the children's worker towards better outcomes for their children



school aged children were supported around enrolment in school / preschool



children below 4 were supported with early learning in the Children's Program

# Evolving Youth Services

Over the past 14 years, CAAPS has delivered a residential program aimed at supporting young people experiencing volatile substance use issues funded under the Department of Health (DoH, NTG).

In 2019, we approached the DoH to discuss some of our concerns around the effectiveness of the program in its current form and were funded to commission a review of the program. Dr Howard Bath conducted the review and we presented this report along with recommendations to the DoH in early 2020.

This led to discussions with the department around program redesign and we began to work on a model in consultation with key experts that would incorporate an evidence based approach which would be more effective for the young people that we work with.

After extensive work, this model was presented to the DoH who have graciously provided 2 years of funding to allow us to implement and evaluate the program. The key principles of this program include:

- Delivery of an Intensive Assessment Program (IAP) allowing up to 4 weeks (depending on the needs of the young person) to participate in assessment and screening towards an achievable plan which supports the young person in their community. This program will focus on the strengths of the young person, their family and community and how CAAPS and other services can support positive outcomes for the young person.
- Delivery of a Substance Treatment Program for young people who are unable to be supported in community. The length of the program will be dependent on the time taken to achieve treatment goals through a variety of tailored activities. This program moves away from the one size fits all approach to AOD programs

and focuses on a genuine client centred, strengths based approach.

Both programs are underpinned by several important principles including acute trauma informed care using the Three Pillars model of care and all activities undertaken are guided by our Cultural Safety Framework.

Assessment is supported by the Child and Adolescent Needs and Strengths (CANS) assessment tool which is an evidence based tool that supports decision making, including level of care and service planning. And our treatment program utilises The Outcomes Star (Teen) tool that has been developed for use with young people specifically in substance misuse services where young people have complex needs.

As part of the rollout of this program we have opened up several new positions to ensure that young people are adequately supported including a Clinical Coordinator, Psychologist, Social Worker and a Family Worker. The program continues to be supported by an Educator focused on improving numeracy and literacy based opportunities and support staff that facilitate engagement and support the daily physical and emotional needs of young people in the programs.

While we are transitioning to our new Youth Services programs, we have continued to deliver our Volatile Substance Use (VSU) program throughout 2019-2020. In this period we:

- Had 43 youth participate in our VSU Program.
- Supported 7 escorts/family members in our residential facilities.
- 15 young people completed a full 16 weeks in the VSU residential program.

Data collected between January to June 2020 identified that:

- 44% of clients participating in our Deadly Clever Literacy and Numeracy program reported an improved quality in their lives due to L&N gains
- 56% of clients attending the program with Volatile Substances as their presenting issue ceased VSU following program attendance.

Our clients came from a variety of communities this financial year including Gapuwiyak, Maningrida, Yirrkala, Gnyangara, Oenpelli, Tenant Creek, Fitzroy crossing , Darwin and Katherine.

Clients participating in the program partook in some of the following activities:

- One on one counselling through Strong Steps and other external providers
- Sporting activities such as midnight Basketball and training and games with local football team
- Beats of Culture program through The Youth Mill
- Art therapy
- CAAPS VSU Psychoeducation program



Waterfall



Cooking



Recreational outing



Drumming



Art

# Client Stories

Raylene attended our Residential AOD Program. Raylene completed the 12 week program and then extended her time at CAAPS, staying with us from March – August 2020, her 4 month old baby girl Jaydah was reunified with her during this time.



## Testimonial

**“I am really very happy at the moment and I am no longer looking at the negative side of life. (CAAPS Program) taught me so many things that I have now put into practice and I have made a lot of changes in my life.**

**All of these changes are sticking too because I learnt how to do that in the program.**

**I definitely know that I don’t want to live that old lifestyle anymore. CAAPS showed me another way and I am living that new life.**

**From time to time I still get a cravings however I remember all of the different things that Martin (CAAPS Program facilitator) suggested I could do to deal with them. I was a bit surprised at first because those things he taught me actually worked.**

**Once you know that you can control it, that you are the boss, things do become easier. Those cravings aren’t bothering me anymore. I know I can handle them.**

**Life is good at the moment and I get to see my boys more often and they are now coming to my house. I am glad that I went to CAAPS and it has helped me a lot.”**

*Raylene and Jaydah*

As CAAPS Aboriginal Corporation continues to grow and our scope broadens, Integrated Services now exists to manage both our partnerships with other community services as well as those activities which support a number of different CAAPS programs.

This includes supporting positions as part of Anglicare NT partnership in Housing Accommodation Support Initiative (HASI) and Intensive Family and Parenting Support (IFPS) programs and a number of our different internal services including CAAPS Homelessness Outreach Services, AOD Health program, CAAPS Program Intake and delivery of AOD psychoeducation in our residential programs.

## AOD Health Program

CAAPS continues to work closely with our medical provider Danila Dilba Health Services to support the health of our clients, with 177 of our clients being referred for an initial health check over the past year.

CAAPS Health Worker has also continued to liaise with other stakeholders and health providers and to make referrals to meet client needs, including Royal Darwin Hospital and Top End Mental Health Service. Our Health worker has also supported clients with dental issues, medication management, Mental Health management and maternal care.

CAAPS Health worker also supports the Children's worker with developmental milestone screening, and to work with parents and caregivers to support positive outcomes towards the health and wellbeing of children in their care.

The Health worker also delivered information sessions to AOD Clients covering hygiene topics such as awareness and management of scabies, and infection control with specific

information and education around COVID-19 safety practices.

In addition this year, our Health worker commenced conducting AOD Assessments for any young people (aged 12+) entering as dependents with their parent/guardians, in order to identify any additional needs or support required in this area.

## Intensive Family and Parenting Support

The Anglicare NT Intensive Family and Parenting Support program works intensively with vulnerable families to help keep them together and understand and address child protection concerns. This year CAAPS employed an Aboriginal Family Support Worker as part of this program in February 2020 to work with the Anglicare NT team. The primary goal of this position is to strengthen connection with Aboriginal families in the Darwin area to increase their self determination and bolster the cultural competency of the program.

From February to June, the Family Support Worker (FSW) worked intensively with 5 families. Two of these cases are now closed, with their children back in their care full time.

Milly Busch who is our FSW reported that she is enjoying this role, particularly when finding that families engage and start trusting her to work with them easily. She also said that it is satisfying work seeing families take one day at a time and work towards each goal that they have identified around strengthening their families. Another highlight reported by the FSW is when cases are closed with positive outcomes – seeing clients happy and with their child back in their care full time is a great achievement. Clients have been very appreciative of the IFPS service for the support

provided through their tough journeys. Milly also provides referral to CAAPS AOD services where appropriate and the team have worked on enhancing effective referral pathways from IFPS into CAAPS programs.

**“I did not realise when I hit rock bottom until I lost my child to welfare and for me it’s going to be a long tough journey to work on my problems to get my child back and I will do whatever it takes to get my child back with good support from networks (IFPS, CAAPS) and hard work from myself.”  
- IFPS Client**

Service (access to counselling and men’s healing groups) and Larrakia Nation Aboriginal Corporation, women’s groups.



*Clients receiving hygiene donations obtained through CIVIT NT*

## HASI

This year our Housing Accommodation Support Initiative (HASI) worker has been busy supporting clients to sustain their public housing tenancies through positive engagement with other services and building on their life skills.

Sharlene Tipungwuti, who is employed as the CAAPS HASI Aboriginal Liaison Worker, works closely with Key HASI Workers to identify which clients would benefit from engaging with AOD services and/or Aboriginal community services and programs.

Between January to June 2020, the CAAPS HASI Worker conducted 54 home visits and community supports and also referred 6 people to CAAPS residential AOD programs. The CAAPS HASI worker also facilitated clients to engage in programs that promoted health and wellbeing such as Darwin Indigenous Men’s

## AOD Program Facilitation

CAAPS Program facilitator has continued to provide consistency in the delivery of program sessions for AOD Clients. Having one position dedicated for this assists in improving both the quality of program delivery and with clients engagement in the program sessions, whilst the facilitator is then able to provide feedback to Case workers on an individual’s concerns and progress.

With the revolution of CAAPS Youth Services this year, the psychoeducation program facilitator role also diversified. Our facilitator now also delivers CAAPS Therapeutic program sessions to Youth Services clients. The sessions and topics covered for youth comes with a more individualised approach, in order to meet each of their needs, as identified weekly by their key worker.

“CAAPS is a good place to learn”  
- Client

“It’s a good program and a relaxed environment”  
- Client

“I believe that my self confidence, self esteem and motivation have improved a great deal.”  
- Client



Dignity donations received from GIVIT NT

“Feeling good. Want to be a strong man again and stop getting into trouble.”  
- Client

“I feel great and healthy for being here. I want to stay healthy for my kids.”  
- Client

### Integrated Services Infographics



177 clients were supported to receive initial medicals on entry to residential services



50 clients supported by CAAPS HASI Worker



5 families supported through IFPS worker to improve family functioning (Feb – Jun 2020)



292 psycho-education sessions delivered to clients enrolled in CAAPS AOD program

# Behind the Scenes

Our Administration and Support Service teams continue to provide assistance throughout CAAPS. These teams include our front of house administration officers, our domestic advisors and our transport officer. All of these staff members play an integral role across the organisation and work closely with clients and their families, stakeholders, visitors and other staff. Alongside these important roles, we also have a number of committees that oversee different areas to keep CAAPS staff, clients and stakeholders safe.

Our Administration Officers are always the first point of contact and provide front of service information, repairs and maintenance and corporate support. They work hard to ensure that enquiries are directed in the right direction, that all facilities are in good working order and that all administration requirements are delivered with efficiency.

Our transport officer is always on hand to make sure that clients get to where they need to on time including daily school pickups and drop offs and that all our vehicles are in safe conditions. In addition to safe vehicles, Kidsafe NT have provided us with a number of training sessions for staff and clients in how to safely secure car seats in vehicles. This training has been well received and we will continue to provide assistance and training in transporting clients and children safely in the future.

Our Domestic Advisors continue to support our clients with safe food handling, preparation skills and nutritional advice. They provide helpful advice to residential clients and their families around keeping accommodation units well maintained and respond to client's residential needs. Clients are given the opportunity to participate in community cook-ups, and our Domestic Advisors are always on hand to ensure that traditional foods such as kangaroo tails and magpie geese can be made available when in season. Clients are given the opportunity to utilise the community kitchen

or community fire pit to enjoy these delicious foods.

Our Workplace Health and Safety (WHS) Coordinator, Michael Chan heads up our WHS Committee who meet bi-monthly to address any related matters. As part of these meetings, the Committee members conduct regular site inspections to guarantee there are no ongoing risks across our sites and to assure that clients and staff remain safe.

Between August and May, a group of staff meet monthly to form our Cyclone Committee. These Committee members, as well as a number of staff volunteers are committed to ensure that clients and staff are supported in the event of a cyclone or emergency evacuation. Following advice from the Bureau of Meteorology, we are expecting a La Niña weather event this wet season, which suggests a strong chance of cyclones for this upcoming wet. So our committee are already gearing up for some windy weather!



Dee providing food supplies for Youth Services to Chrissy



Katie is welcoming Damien from Territory Fire Service to CAAPS to service our Fire Extinguishers

# Moving into another year

While the last 12 months have been full of many surprises and challenges, CAAPS board, management and staff have shown amazing resilience in facing a somewhat uncertain environment. The unexpected has provided us with opportunities for innovation and learnings which we will take into the next year with us.

As we move into 2021, we are already busy planning and commencing work in a number of areas which will be a focus for our organisation in the coming months. This includes:

- Preparation for the opening of the Northern Suburbs Child and Family Centre through recruitment of staff, design of the centre and stakeholder consultations.
- Finalising the implementation of our new Youth services Model including a roll out of internal and external training, finalising recruitment for this program and designing an evaluation framework.
- Commencing processes around reaccreditation under the QIC Health and Community Services Standards.
- Continuing to roll out training to other organisations and services related to working with people impacted by substance use.
- Implementing our Social Inclusion Action Plan to enhance the way that we deliver services to all populations.
- Continue our focus on relationships with key stakeholders to improve the experience of the people and communities that we work with.

We look forward to 2021 and the opportunities that it presents and are confident in our ability to continue to provide quality services and programs to the community.

# Thank you

CAAPS Board and Management would like to thank our supporters who have made it possible for us to continue to deliver meaningful services to the community over the last year.

This includes our funders, our volunteers and those people and organisations who have donated time, money and material goods to CAAPS.

## We would like to acknowledge and pay special thanks to:

- Those who have made personal donations including payroll giving through VIVA Energy and other generous individuals in the community
- Givit Foundation who supply critically needed donated items for our clients
- Australian Health Practitioner Regulation Agency for a large donation of office furniture
- Mr Anthony Merlino who continues to give his time and expertise toward the evaluation of our family program
- VIVA energy for additional funding to continue our Deadly Clever youth education program while we explore sustainable funding options.
- Darwin Correctional Centre for providing Trustees to help us manage our grounds maintenance
- National Indigenous Australians Agency who supported us to respond effectively within our COVID-19 Pandemic plan
- Department of Health, Northern Territory Government who also
  - assisted us with our redesign of the Youth Services program, and
  - funded a new recreation space/ kitchen to support our new Youth Services program
- NT PHN who provided us with one off funding for an additional AOD Counsellor within our Strong Steps program which was crucial to our Pandemic response
- Emerging Minds for facilitating the development of a Family Resilience Screening Tool for use with our CAAPS families

Client art



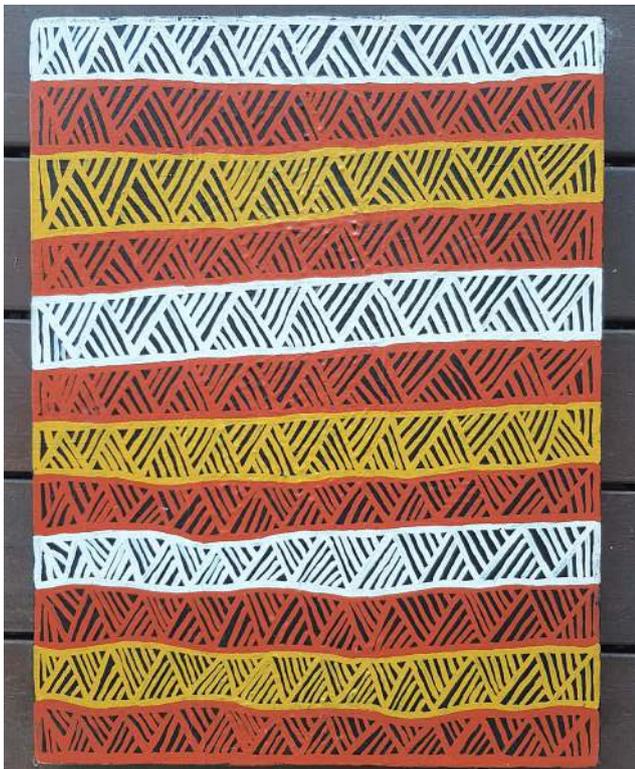
Mathew McCann from the Department of Local Government Housing and Community Development providing CAAPS with a generous donation raised from a morning tea.

# CAAPS supporters

We would also like to thank our supporters:



And, our partner Aboriginal Community Controlled Organisations based in Darwin



## Front Cover Art Description

Artist: Sharlene Tipungwuti

Sharlene is a CAAPS staff member

Region: Tiwi Islands

Story: This painting is about my tribe Wulinjuwula and my skin name Bidudumo which is female Crocodile and it represents crocodile body painting.

