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Reports From Tangentyere Council

Services & Enterprises

1. Vision

We are proud to be Town Campers. Our vision for the future is:

- That we live and come together in safety and harmony, managing our lands, our houses and our community for the benefit of every Town Camp Housing Association and Aboriginal Corporation member.
- That our families are proud and strong, walking in both worlds, connected with the past, contributing to the present and working for the future through education, training, employment and economic development.
- That the voices of Aboriginal people are heard and understood by all and there is respect and recognition for our history, cultural diversity, law and languages.

2. Mission

Tangentyere Council's Mission is to:

- Deliver culturally appropriate services and programs in a way that creates a sustainable, peaceful, safe and positive way of life for Aboriginal people living in the Town Camps of Alice Springs.
- Support and develop the community leadership within Town Camps so that Town Campers are working together with Tangentyere, other organisations and all tiers of Government.
- Promote the history, views, ideas, opinions, culture and values of the Aboriginal people of the Town Camps and Central Australia.

3. Guiding Principles

Tangentyere Council's approach is centred on enhancing and strengthening the capacity of Aboriginal people themselves to set their own agenda for social change and community-based development. These Guiding Principles set out the underlying conceptual, policy and legal framework that underpin the way in which Tangentyere Council goes about all aspects of its work with Town Camp families and residents.

United Nations Declaration on the Rights of Indigenous Peoples

On 3 April 2009 the Australian Government affirmed its commitment to the legitimate rights and aspirations of Australia's Indigenous people as set out in the United Nations Declaration on the Rights of Indigenous Peoples. The Declaration sets out the individual and collective rights of Indigenous peoples as well as their rights to culture, identity, language, economic and social development as recognised in international law.

The Declaration emphasizes the right of Indigenous peoples to self-determination, to freely determine their own destiny, to maintain and strengthen their own institutions. The Declaration also prohibits discrimination and promotes the right to full and effective participation in all matters that concern them together with the right to retain distinct cultural identities and to pursue their own development in keeping with their own needs and aspirations.

Free Prior Informed Consent

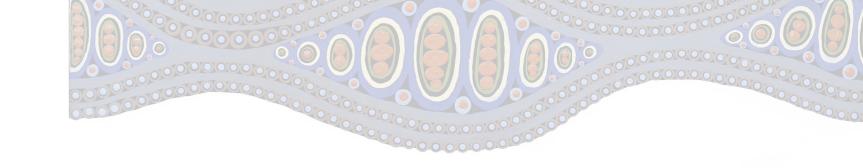
The principle of 'free prior informed consent' (FPIC) is recognised in the UN Declaration on the Rights of Indigenous Peoples. FPIC is fundamental to upholding the rights of Indigenous peoples to be informed (in appropriate and accessible language) about matters that affect them, their lands, territories and resources.

Free – consent is freely and willingly given without coercion or manipulation

Prior – meaningful, informed consent is given well in advance of any activity being undertaken

Informed – the process must involve consultation and active participation by people potentially affected with full disclosure of all relevant information in an accessible and understandable form

Consent – to give permission or to allow something to be done having given consideration to relevant issues.



Capacity Development

Social change takes place within a broad environmental context that involves individuals, families and community, differentiated by age and gender. Social change doesn't have a clear trajectory – a beginning, middle or an end – nor is it predictable or evenly paced. Social and behavioural change takes place over time and the imperatives for change must come from individuals and communities themselves.

Tangentyere Council's approach to capacity building and development is guided by the following:

Human rights – Active promotion and enjoyment of human rights – civil, political, social, cultural and economic is central to improving the lives of Aboriginal women, children and men. Inequality and marginalisation of Aboriginal people perpetuates disadvantage and dependency.

Self Determination – and Free Prior Informed Consent are necessary foundations for sustainable social, political and economic development.

Strengths based – Recognition of the strengths and capabilities of individuals, families and communities and to build on these assets.

Participation and Empowerment – Aboriginal people are empowered by their own efforts and active participation, not by what others do 'for' or 'to' them. Empowerment is gaining the strength, confidence and vision to work both individually and together with others, to bring about positive change.

People-centred – The design, delivery and implementation of programs, projects and services to improve the lives of Aboriginal people living in Town Camps must always be 'people-centred' and measured in terms of how they affect people's lives, in ways that are meaningful to them.

Interdependence – Aboriginal society and culture is deeply grounded in family and kinship relationships. The inter-dependence between women, men and children whose needs are variable and distinct must be taken into account in developing measures to improve peoples' lives. It is not possible to 'target' one group only without

also having an impact on the lives and wellbeing of everyone who relates to them. The particular needs of each group must be appropriately addressed.

Sustainability – The process of change must seek to promote equality between, and for all, and enhance the ability of everyone to lead a fulfilling satisfying life for themselves and future generations. Sustainability is more than financial self-reliance. It is the capacity and resilience of people to withstand the stresses and pressures of everyday events and challenges.

Collaboration and co-operation – There is an urgent need to work together to identify and implement evidence-based, community owned and led solutions to the particular challenges facing Aboriginal people living in Alice Springs and Central Australia. This can only be successful if all parties work together in a spirit of mutual respect and trust.

Evidence-based approach – Programs and services are planned, designed and informed by available research and evidence based practice. Tangentyere programs will draw on the wealth of practice material that it has access to including independent expertise and will respond to the differing needs of men and women.

4. Background

The Town Camp Movement was catalysed by the displacement of people from their traditional lands; the repeal of the Welfare Ordinance Act (1964); and the Equal Wages Case (1968); and steadily built momentum from early 1974 with the incorporation of the first Town Camp Housing Associations.

The Town Camp Housing Associations and Tangentyere Council were formed by Town Camp residents to support their efforts to gain access to land, housing, water, electricity, municipal services, community services and to address the shared experience of disadvantage. Tangentyere was incorporated in 1979 as a service provider and umbrella organisation for the Town Camp Housing Associations. The 16 Town Camp Housing Associations and Aboriginal Corporations are the Corporate Members of Tangentyere Council.

18 Town Camps¹ exist within Alice Springs. The conservative service population estimate for Town Camps is between 1,950-3300, 70% are permanent residents and 30% are either visitors or homeless².

In 2009, 14 Housing Associations entered into tripartite Alice Springs Living Area Subleases with the Executive Director of Township Leasing (EDTL) on behalf of the Commonwealth and the CEO of Housing on behalf of the Territory. The EDTL then entered a Housing Management Agreement (underlease) with the Northern Territory Government making the Department of Housing and Community Development (DoHCD) the Housing Authority for the Alice Springs Town Camps. The Alice Springs Living Area Subleases expire in December 2049 but the Housing Management Agreement (HMA) expired in December 2012. Since the HMA expired in 2012 it has continued as a periodical agreement being extended from month to month. The periodical HMA undermines certainty and the capacity for future planning.

The periodical status of the HMA means that there is a lack of strategic long term planning with respect to housing management; municipal services; and the development of housing and infrastructure. In addition the short term nature of the HMA and related subcontracts also undermines attempts by Town Camp Housing Associations to engage external parties in community led interagency responses to develop strategies for improving community safety.

Tangentyere Council is a community controlled Public Benevolent Institution delivering human services and social enterprise activities for the benefit of Aboriginal people from the Town Camps, Urban Alice Springs and Central Australia. Tangentyere Council was first incorporated in 1979. Between 1979 and August 2015 Tangentyere Council was incorporated under the Northern Territory Associations Act (2008). To comply with the Commonwealth Government requirement for Indigenous organizations to be incorporated under the Corporations (Aboriginal and Torres

Strait Islander) Act 2006 (CATSI) in order to receive Indigenous Advancement Strategy funding in excess of \$500,000, Tangentyere Council transferred incorporation to the CATSI Act. Tangentyere Council transferred incorporation on the 14th August 2015. The organization was a finalist in the 2016 Reconciliation Australia, Indigenous Governance Awards and is estimated to be one of the 15 largest Aboriginal Corporations in Australia.

Tangentyere Council was formed to assist the Housing Associations to gain legal tenure and in order to obtain water, electricity and housing. From 1979 Tangentyere Council operated as an Indigenous Community Housing Organisation (ICHO) and service provider. The Corporate Members of Tangentyere are the Housing Associations and the members of these Housing Associations are individual members of Tangentyere. Today, Tangentyere has 625 members. The Tangentyere Board of Directors is composed of the elected Presidents of the Alice Springs Town Camp Housing Associations and Aboriginal Corporations.

Tangentyere Council is no longer an Indigenous Community Housing Organisation but provides a broad range of Human Services including the following:

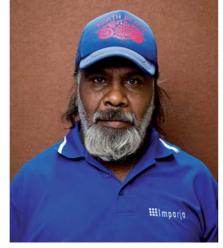
- Child Protection and Wellbeing;
- Community Safety and Wellbeing;
- · Aged and Disabled;
- Town Camp Secretariat Support;
- Youth;
- Chronic Disease Care Coordination;
- Employment and Training;
- Family Violence Prevention; and
- Family;
- Social Enterprise Development.
- · Community Development;

¹ This includes the 16 Town Camps that are members of Tangentyere Council, Ilpeye-Ilpeye (which resigned its membership) and Irklancha Atwatcha. Whilst Anhelke Aboriginal Corporation still exists as a body corporate Anhelke/Namatjira Camp has been closed.

² Foster, D, Mitchell, J, Ulrik, J and Williams, R 2005, Population and Mobility in the Town Camps of Alice Springs, A report prepared by Tangentyere Council Research Unit, Desert Knowledge Cooperative Research Centre, Alice Springs.







Left: Philip Miller Middle: Mervyn Rubuntja Right: Robert Hoosan Bottom: Doris O'Brian Photos by Rhett Hammerton



5. Town Camp Cultural Diversity

The Town Camps of Alice Springs are the home of Aboriginal people from a diverse number of language groups. In the majority of cases Town Camp residents are multilingual and it is uncommon for English to be the first language spoken in Town Camp houses.

The following table outlines the linguistic composition of the Town Camps:

LocalityAliasLanguageIlperle TyatheWarlpiriWarlpiriAper-AlwerrkngePalmer's CampArrernteMount NancyMount NancyArrernte, Kaytetye, Anmatyerr, AlyawarrAnthelk-EwlpayeCharles CreekArrernte, AnmatyerrNyewenteTrucking YardsArrernte, LuritjaAkngwertnarreMorris SoakArrernte, WarlpiriEwyenper-AtwatyeHidden ValleyArrernte, WarlpiriYarrenyty ArltereLarapinta ValleyArrernte, Pertame, Luritja, PitjantjatjaraAnthepeDrive InArrernte, Warlpiri, Luritja, PitjantjatjaraIlnarlengeLittle SistersArrernte, Warlpiri, Luritja, PitjantjatjaraIlyperenyeOld TimersArrernte, Warlpiri, Luritja, PitjantjatjaraIlparpaIlparpaArrernte, Pertame, LuritjaMpwetyerreAbbotts CampArrernte, Warlpiri, Luritja, Pitjantjatjara, WarumunguIlpeye-IlpeyeIlpeye-IlpeyeArrernte, KaytetyeKarnteKarnteLuritja, PitjantjatjaraLhenpe ArtnweHoppy's CampArrernte, Pertame, Luritja, Anmatyerr	Ilperle Tyathe Warlpiri Warlpiri Aper-Alwerrknge Palmer's Camp Arrernte Mount Nancy Mount Nancy Arrernte, Kaytetye, An	matyerr, Alyawarr
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	Lhenpe Artnwe Hoppy's Camp Arrente, Pertame, Luri	itja, Anmatyerr
Irrkerlantye White Gate Arrernte	Irrkerlantye White Gate Arrernte	







Left: Louise Abbott Middle: Tiara Foster Right: Basil Hayes Photos by Rhett Hammerton

6. Board of Directors

Tangentyere has board comprising the elected Presidents of each of the 16 Town Camps, a member of the Women's Committee and a member of the 4 Corners Committee. During the AGM the members elect a President and Vice President from amongst the directors. NB: The Tangentyere Council Aboriginal Corporation AGM was held on the 23rd February 2016.

Name	Start Date	End Date	Corporate Membership	Role
Mary Walker	14/08/2015	23/02/2016	Ilperle Tyathe Association	Director
Charlie Brown	23/02/2016	Ongoing	Ilperle Tyathe Association	Director
Kiwani Kruger	14/08/2015	Ongoing	Aper-Alwerrknge Association	Director
Melly Kruger	24/02/2015	14/08/2015	Aper-Alwerrknge Association	Director
Geoff Shaw	14/08/2015	Ongoing	Mount Nancy Association	Director
Maxine Carlton	14/08/2015	Ongoing	Anthelk-Ewlpaye Association	Director/Secretary
Tiara Foster	14/08/2015	Ongoing	Nyewente Association	Director
Chris Forrester	14/08/2015	23/02/2016	Akngwertnarre Association	Director
Carlene Lechleitner	23/02/2016	Ongoing	Akngwertnarre Association	Director
Rosario Young	14/08/2015	Ongoing	Ewyenper-Atwatye Association	Director
Mervyn Rubuntja	14/08/2015	28/06/2016	Yarrenyty Arltere Association	Director
Mervyn Rubuntja	28/06/2016	Ongoing	Yarrenyty Arltere Association	President
Philip Miller	14/08/2015	Ongoing	Anthepe Housing Association	Director
Baydon Williams	14/08/2015	Ongoing	Inarlenge Association	Director
Robert Hoosan	14/08/2015	28/06/2016	llyperenye Association	President
Felix Armstrong	14/08/2015	23/02/2016	Ilparpa Aboriginal Corporation	Director
Peter Armstrong	23/02/2016	Ongoing	Ilparpa Aboriginal Corporation	Director
Louise Abbott	14/08/2015	Ongoing	Mpwetyerre Aboriginal Corporation	Director
Leonard Burton	14/08/2015	23/02/2016	Karnte Aboriginal Corporation	Director
Shirleen Campbell	14/08/2015	Ongoing	Lhenpe Artnwe Aboriginal Corporation	Vice President
Basil Hayes	14/08/2015	Ongoing	Irrkerlantye Aboriginal Corporation	Director
Gwen Gillen	14/08/2015	Ongoing	Women's Committee	Director

Returning Town Camp Housing Association/Aboriginal Corporation Presidents continue as Directors;
Departing Town Camp Housing Association/Aboriginal Corporation Presidents cease to be Directors;
Newly elected Town Camp Housing Association/Aboriginal Corporation Presidents become Directors;
Town Camp Housing Association/Aboriginal Corporation Presidents employed by Tangentyere are not eligible to be Directors.

7. Governance Structure



8. Collaborative Relationships

Tangentyere Council has strong relationships with Government and NGO service providers and funding bodies including the following:

Department of Prime Minister & Cabinet	Department of Social Services	Office of Township Leasing
Department of Chief Minister	Territory Families	Department of Housing
Department of Health	Department of Attorney General & Justice	NTPOL
Department of Education	Department of Tourism and Culture	NTCOSS
NT Shelter	Desart	Central Australian Affordable Housing
Central Land Council	Health Habitat	Company
University of Western Sydney	Charles Darwin University	Baker Heart and Diabetes Institute
Australian National University	RMIT	Menzies School of Health
University of Sydney	University of Technology Sydney	University of Newcastle
Red Cross	Jesuit Social Services	University of Western Australia
SNAICC	No to Violence	Alice Springs Women's Shelter

9. Employee Demographics

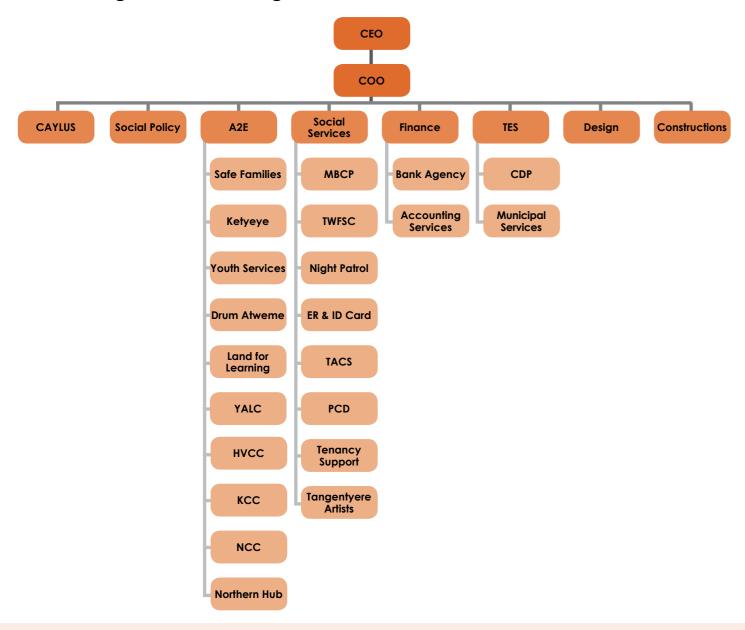
Tangentyere is committed to the employment and capacity development of the residents of the Town Camps and other Central Australian Aboriginal people. Currently ~59% of the Tangentyere workforce is Aboriginal and Tangentyere is committed to increasing the proportion of Aboriginal staff.

The following table outlines demographic information about the Tangentyere Council workforce:



Employment of Aboriginal Staff							
Employment Type		Aboriginal Staff	Aboriginal Staff		Non Aboriginal Staff		
	Gender	Number	%	Number	%		
Full Time	Male	29	12%	39	16%	68	
	Female	33	14%	34	14%	67	
Part Time	Male	12	5%	2	1%	14	
	Female	13	5%	10	4 %	23	
Casual	Male	25	10%	6	2 %	31	
	Female	30	12%	9	4%	39	
Total		142	59%	100	41%	242	

10. Organisational Diagram



Acronyms:

CEO Chief Executive Officer
COO Chief Operations Officer

CAYLUS Central Australian Youth Link Up Service

A2E Access to Education

TES Tangentyere Employment Service
Design Tangentyere Design (Architects)
Constructions Tangentyere Constructions

MBCP Men's Family Violence Behaviour Change Program

CDP Community Development Program
TWFSG Tangentyere Women's Safety Group
ER & ID Card Emergency Relief & Identity Card Service
TACS Tangentyere Aged and Community Services
YALC Yarrenyty Arltere Community Centre
PCD Chronic Disease Care Coordinator

PCD Chronic Disease Care Coordinator
HVCC Hidden Valley Community Centre
KCC Karnte Community Centre
NCC Nyewente Community Centre

11. Town Camp Governance and Tenure

Association/Aboriginal Corp.	Alias	Special Purpose Lease	Crown Lease	Parcel	Lot Number	Area (ha)
Ilperle Tyathe Association	Warlpiri	SPL-450		1	5149	8.72
Aper-Alwerrknge Association	Palmer's Camp	SPL-459		1	5180	0.917
Itwiyethwenge	Basso's Farm	SPL-554		1	5123	0.734
Mount Nancy Association	Mount Nancy	SPL-409		1	5135	4.25
Anthelk-Ewlpaye Association	Charles Creek	SPL-426		2	3702	1.82
					3704	0.718
Nyewente Association	Trucking Yards	SPL-449		1	5152	6.9
Akngwertnarre Association	Morris Soak	SPL-438		1	5150	2.76
Ewyenper-Atwatye Association	Hidden Valley	SPL-473		1	5189	28.55
Yarrenyty Arltere Association	Larapinta Valley	SPL-536		1	5195	90.61
Anthepe Housing Association	Drive In	SPL-412		1	5146	14.41
Inarlenge Association	Little Sisters		Crown Lease-1112	1	3701	8.9
llyperenye Association	Old Timers	SPL-550		1	5708	2.65
Ilparpa Aboriginal Corporation	Ilparpa	SPL-493		1	5713	3.57
Mpwetyerre Aboriginal Corporation	Abbotts Camp	SPL-543		1	2664	1.54
Karnte Aboriginal Corporation	Karnte		Crown Lease- 1111	1	7850	7.51
Lhenpe Artnwe Aboriginal Corporation	Hoppy's Camp	SPL-426		1	1733	10.92
Irrkerlantye Aboriginal Corporation	White Gate	n/a	n/a	n/a	n/a	n/a

12. President's Report

Tangentyere is an organisation that was founded by the grandparents and parents of Town Campers to build a better future for our children, grandchildren and great grandchildren. Today there are many organisations deliver services on the Town Camps but it is Tangentyere that sees residents as being more than clients. The strength of Tangentyere is about accountability, knowledge, relationships and culturally appropriate work practices.

Tangentyere continues to support the implementation of community led strategies to support families, children and the aged.

Tangentyere operates services that promote safety, healthy lifestyles, community development, economic participation and self-determination.

Programs like the community centres enhance the ability of residents to develop relationships with and to access mainstream service providers.

At the end of the 2015/16 financial year we still have many unanswered questions about our future. We continue to meet our obligations but feel that at times the Commonwealth and NT Governments fail to do so.

During the 2015/16 financial year Tangentyere transitioned from Association to Corporation at the insistence of the Commonwealth that all Aboriginal organisations in receipt of in excess of \$500,000 in Indigenous Advancement Strategy funding make this transition. Despite this requirement we can point to a long history of good governance. At the end of 2015/16, Tangentyere was shortlisted for an Indigenous Governance Award through Reconciliation Australia. We hope to be recognised as a finalist or overall winner.

We have yet again called upon the Commonwealth and Territory Governments to honour their outstanding obligations as outlined by the Alice Springs Living Area Subleases. We would like the Government to provide us with a report of what work has been done and what work is required to bring our communities in line with the Alice Springs Town Council Subdivision Guidelines. We would also like to know how the \$100 million in Strategic Indigenous Housing and Infrastructure Program funding has been spent.

Tangentyere has continued to play a lead role as an advocate for the community controlled housing sector. I am proud that Tangentyere precipitated the Public Accounts Committee Inquiry into Town Camp Repairs and Maintenance. Whilst Tangentyere is no longer an Indigenous Community Housing Organisation we continue to demonstrate that we are innovators in this space as founders of the Central Australian Affordable Housing Company (CAAHC), Tangentyere Design and Tangentyere Constructions. It is my aspiration that in the future the management of Town Camp housing will be returned to a community controlled consortium led by Tangentyere, CAAHC and our social enterprises.

Despite the changes of Government Policy that have had outcomes such as the loss of control of our land, houses and ability to determine who our neighbours are we still need Tangentyere and our Associations. It is through Tangentyere and the Associations that we can hold all levels of Government to account.

Many undertakings were made to us when we signed over control of our Town Camps to the Commonwealth and NT Governments and many of these have not come to fruition. We have more houses and arguably the work that was done to upgrade the existing houses has benefited us but we still don't have many of the basic community amenities that others living in Alice Springs take for granted.

Finally Tangentyere wants to work toward a genuine partnership approach to addressing issues such as visitor management, economic participation, community consultation/negotiation, alcohol management and improved housing allocations. We want to see more community centres, greater economic development (social enterprises), better schooling for our children, bilingual education, and more opportunities for our young men and women. In short we want the right to determine our own future.

Tangentyere Council will continue to support the Housing Associations so that they stay strong for the next 40 years so that we can resume control of our Special Purpose Leases and Crown Leases.



Walter Shaw, CEO

13. Chief Executive Officer's Report Walter Shaw

On the 31st December 2015 the Territory
Government announced the awarding of the
Alice Springs Town Camp Tenancy Management
contract to a for profit non-Indigenous business.
For Tangentyere, its corporate members and the
residents of the Alice Springs Town Camps this was
an incredible low point in our history. This decision
was not one that we could accept and the
leadership of the Alice Springs Town Camps soon
found it necessary to petition the opposition and
independent members for a parliamentary review
of this decision.

The Public Accounts Committee (PAC) responded with its Inquiry into Housing Repairs and Maintenance on the Town Camps. Whilst this inquiry was not what was initially requested we were grateful for the opportunity to participate in this inquiry as it provided a forum where we could outline our ongoing concerns about Town Camp housing under the Territory Government.

The recent history of the Alice Springs Town Camps has been dominated by housing management under the control of the Department of Housing. The first Sublease is the tripartite Alice Springs Living Area Sublease between each individual Town Camp Housing Association and the Executive Director of Township Leasing (on behalf of Commonwealth Government) and the

CEO of Housing (on behalf of Northern Territory Government). The second Sublease is the Housing Management Agreement between the Executive Director of Township Leasing and the Territory Government. The Housing Management Agreement installed the Department of Housing as the Housing Authority for each of the Alice Springs Town Camps (and catalysed the transition of Tangentyere from Indigenous Community Housing Organisation to Human Services Organisation). Town Campers however do not accept the role of tenant that this arrangement has bestowed upon us. We own the Town Camp Housing Associations and the Housing Associations hold Special Purpose and Crown Leases in Perpetuity over Town Camp land, housing and infrastructure. In our eyes we are the landlords and it is the Commonwealth and Territory that are the tenants.

The expenditure of \$100 million in Strategic Indigenous Housing and Infrastructure Program (SIHIP) money was conditional on the signing of the Alice Springs Living Area Subleases. The Commonwealth offered further inducement for the signing of the Alice Springs Living Area Subleases in the form of the threatened compulsory acquisition of Town Camp land. There is no denying that SIHIP delivered new houses and that there was a substantial investment in the upgrade and refurbishment of the majority of existing dwellings. In addition it is clear that SIHIP delivered improvements to the infrastructure



of Yarrenyty Arltere, Ewyenper Atwatye and Nyewente. These 3 Town Camps were designated as Tier 1, Town Camps. Whilst these Town Camps received a significant proportion of the SIHIP expenditure it needs to be noted that none of these Town Camps obtained the standards outlined in the Town Council Subdivision Guidelines. This admission is supported by the fact that the Alice Springs Town Council is unprepared to deliver Municipal and Essential Services on any Town Camp. For the 12 Town Camps designated as Tier 2 the reality of infrastructure upgrades is limited to street lights and playground upgrades. These two concessions were achieved through the advocacy of Tangentyere and the support of the Department of the Chief Minister.

Our submission to PAC was primarily about Housing Repairs and Maintenance on the Town Camps but it was impossible to completely separate this issue from the structural issues related to the Alice Springs Living Area Subleases, the periodical Housing Management Agreements and SIHIP. In addition to this list there must be a consideration of governance by Town Camp residents over their housing, land and services. Whilst governance has suffered badly at the hands of the Department of Housing it has survived and remains viable.

The years since the signing of the subleases can be divided into distinct periods according to the awarding of Tenancy Management and Property Maintenance Contracts. These contracts and their incumbent contractors also reflect distinct models of service delivery. In addition these periods also reflect the changing attitude of the Department toward contractors and tenants alike.

After the signing of the Subleases (December 2009), Tangentyere in collaboration with the Central Land Council, MLCS Corporate and Health Habitat founded the Central Australian Affordable Housing Company (CAAHC). During 2010 the Department entered into a single contract with CAAHC for the delivery of both Tenancy and Property Maintenance on the Town Camps. Until December 2012 CAAHC employed both Tenancy Managers and Housing Maintenance Officers. In addition, during the initial contract period CAAHC had a greater role in the procurement and coordination of external trades. The work of Property Maintenance was informed by the work of Health Habitat and was based on Safety and 9 Health Living Practices. The methodology of this work was based on environmental changes that would lead to maximum health gains, particularly in children aged 0-5 years. Health Habitat was recognised with a UN World Habitat Award in 2011. This award was for 'Improving the health of Indigenous Australians by ensuring access to safe and well functioning homes and an improved living environment'. So under a single contract CAAHC was operating both Tenancy Management and Property Management informed by the work of Health Habitat based upon international best practice.

In 2012 the Department made the decision to split Tenancy Management and Property Maintenance into separate contracts, leading to 2 separate providers being CAAHC (Tenancy Manager) and Ingkerreke (Property Maintenance Contractor). Initially no-one was funded to operate a Helpdesk. Ingkerreke was not funded to employ Housing

Maintenance Officers and the model required the Department to generate work orders before Ingkerreke could attend to any R&M issue. The role of Ingkerreke was analogous to a Panel Contractor. From our perspective this model was structurally flawed and the procurement of repairs and maintenance services slowed to the detriment of all residents. Tangentyere alleged during the PAC Inquiry that procurement and contract management were not a priority for the Department of Housing during this period. These arrangements were initially in place for 2 years but extended by 13 months until January 2016 despite the fact that the R&M on the Town Camp Housing had declined markedly.

In February 2016 Zodiac became the Tenancy Manager at the expense of the Central Australian Affordable Housing Company. Tangentyere Constructions became the Property Maintenance Contractor employing a team of Housing Maintenance Officers. Despite our misgivings about the loss of a community controlled tenancy manager the awarding of the property management contract to Tangentyere Constructions was welcomed. The employment of Housing Maintenance Officers with the capacity to attend to jobs below a \$100 threshold without reference to the Department was a structural improvement. For jobs costing in excess of \$100 the Department becomes involved in the procurement of the services from Panel Contractors and it is here that the system fails.

Tangentyere was concerned about the awarding of Tenancy Management to a non-Indigenous for-profit business and the overall reduction in expenditure for Tenancy Management on the Town Camps. The Department of Housing as the landlord, contract manager and procurement body needs to accept responsibility for the decline of Remote Public Housing stock including the Town Camps.

Tangentyere and the Town Camps believe that the Public Housing Management of Town Camps needs to end in favour of a Community Housing Model that both empowers and cares for the welfare of residents.

The role held by the Department relates to the HMA which has been a month to month agreement since December 2012. The fact that the HMA is month to month provides an opportunity for a Community Housing provider to enter into a Housing Management Agreement with the Executive Director of Township Leasing (on behalf of the Commonwealth).

Tangentyere proposes that the Territory recommend to the Commonwealth that the Executive Director of Township Leasing enter into a new HMA with Tangentyere. This would install Tangentyere as the Housing Authority for the Town Camps paving the way for the engagement of the Central Australian Affordable Housing Company as Tenancy Manager and Tangentyere Constructions as the Property Manager.

I would like to acknowledge that despite the challenges the diverse range of Tangentyere services and social enterprises continues to be a source of inspiration and I would like to thank the skilled and dedicated Tangentyere workforce who is responsible for the delivery of these projects and services. Our services include: children and schooling; child protection and wellbeing; youth services; community centres; chronic disease care coordination; aged and community services; employment and training; alcohol and other drug harm minimisation; tenancy support; case management; proof of identity; emergency relief; and a number of social enterprises. The success of these services and social enterprises is to the credit of those involved and demonstrates the strong community engagement of these projects.

Finally, I would like to thank our Board of Directors, the Town Camp Housing Association Management Committees and the membership of the Town Camp Housing Associations and Aboriginal Corporations for their hard work and commitment without which Tangentyere Council would not be able to operate. The strength of our governance and the governance of the Alice Springs Town Camp Housing Associations/Aboriginal Corporations is reflected in the short listing of Tangentyere Council by Reconciliation Australia for the consideration of Tangentyere Council for the 2016 Indigenous Governance Award. The announcement of the finalists is scheduled for the second half of 2016 and I am optimistic that Tangentyere Council will be announced as a finalist and possible winner.

14. Chief Financial Officer's Report Helen Williamson

In the year 2015-16 Tangentyere's operating Income increased by \$2.25 million.

Salaries represented 62% of annual expenditure for the 2015/16 financial year. The majority of the Tangentyere workforce is Aboriginal (59%).

The overall deficit after taking into account the depreciation of our assets was \$723,353. Depreciation of assets included in this figure was \$896,050; depreciation is not a cash expense so if it was removed it would show Tangentyere as having a small surplus for the year.

Tangentyere is audited annually by Deloitte.

Deloitte has issued us with a clean audit opinion which is also referred to as an unqualified audit opinion.

The independent auditor's opinion reads as follows:

"In our opinion, the financial report of Tangentyere Council Incorporated presents fairly, in all material respects, the entity's financial position as at 30 June 2015 and its financial performance for the year then ended in accordance with Australian Accounting Standards and the Associations Act."

If Deloitte had found any problems with regard to our finance procedures and controls they would have said so and would have stated that they were unable to form an opinion on the accounts. Tangentyere has a very tight purchasing process to ensure that its funds are all spent in according to the funding that it receives, no purchase must happen without a purchase order and all purchase orders requests must be authorised by the appropriate levels of authority prior to them being processed. In an uncertain environment it is important that Tangentyere provides good quality services to as many clients as possible to help improve their lives and futures and for this reason it is important that expenditure is tightly controlled.

Tangentyere's finance department also hosts a Westpac Community Banking Agency which allows Tangentyere's clients to be able to withdraw funds, check their balances and order replacement ATM cards. This facility is very important to our clients because it allows them to access banking services in a safe and familiar environment without having to go to the main Westpac branch in town.

15. Tangentyere Council Research Hub

Tangentyere Council's Research Hub was established in 2002 to enable Tangentyere to conduct its own research into issues of concern to the organisation and to Town Camp residents. The establishment of the Research Hub enabled the organisation to position Aboriginal knowledge and expertise in the centre of the social research process in Alice Springs Town Camps. It was an acknowledgement that research, properly conducted, is a key element of understanding issues so that effective and community owned solutions can be generated. The knowledge and expertise the TCRH holds is generated through the involvement of local Aboriginal researchers in all phases of the research projects we undertake. We believe that local cultural expertise is an important component of delivering quality research outcomes as well as something that contributes to the strengthening of Town Camps

The aim of the Research Hub at Tangentyere Council is to:

- Provide and develop Aboriginal expertise in areas of research and social services development;
- Protect Aboriginal peoples' rights in relation to research;
- Promote and conduct research that is meaningful and results in practical outcomes;
- Give Aboriginal people ownership in research; and,
- Use research to inform service delivery and policy development.

Aboriginal researchers design, conduct, collate and interpret findings and contribute to writing the final research reports. We work in partnership with our research partners sharing information and expertise.

Our research is about Aboriginal people taking the lead in research that affects their lives. This includes designing and implementing research projects, analysing data, producing reports and providing feedback to participants. The Research Hub also works with external researchers to provide an introduction to Aboriginal communities and to facilitate research projects initiated by external agencies. The Research Hub employs Aboriginal people to conduct research on Town Camps (primarily) that is done ethically, responsive to the

needs of Aboriginal people, and which makes a practical difference in people's lives.

During the 2015/16 financial year Tangentyere Research conducted a number of projects including the following:

Alcohol Management Plans

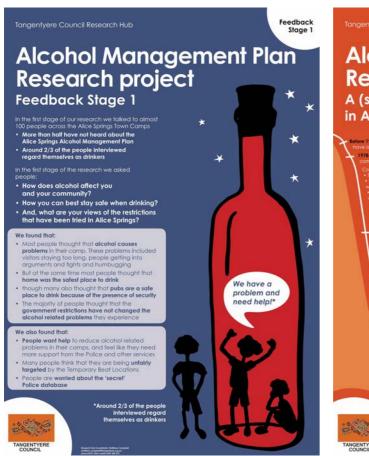
The Northern Territory Department of Business commissioned the TCRH to undertake research to inform the development of an Alcohol Management Plan for Alice Springs. AMPs are a legislative instrument intended to assist communities to better manage alcohol, based on supply reduction, demand reduction and harm minimisation principles. Given the potential impact of the Alice Springs AMP on Town Camp residents the TCRH agreed to conduct research in Town Camps to elicit people's opinions about alcohol management for the purposes of informing the development of the AMP.

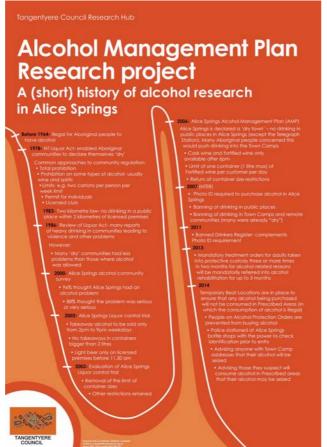
We conducted the first stage of this project in 2014/2015 when we interviewed around 100 people across the Town Camps in 2014/15. The interim report we produced formed the basis of the second phase of the project, which sought to provide feedback and build on the issues identified during the first stage.

In the second phase we interviewed a range of senior people from across the Town Camp community. The main areas identified in the first stage for further discussion included the impact of visitors. TBLs and Police relations.

The second stage found that people are concerned about the impact of alcohol on Town Camps and the ways it is currently regulated. We also asked about their ideas for how alcohol might be better managed through supply, demand and harm minimisation strategies.

The majority of respondents were concerned about the impact that alcohol has on Town Camps. While there is concern about the impact, there is a feeling that there is little anyone can do to address it. Part of this stems from cultural factors such as the importance of respecting others autonomy. However it also comes from the fact that Town Camp people do not feel like they are participants in the conversation about alcohol use, impacts and the generation of solutions. People want to be included in the process of making change, and the Research Hub is hopeful that this research will lead to further support and resourcing to implement some of the recommendations of the research.





We were assisted by the Menzies School of Health Research in this project. The project was finalised in December 2015 and the Final report completed in March 2016.

Indigenous Governance and Leadership (Ntaria)

In partnership with Charles Darwin University the TCRH is engaged in the Indigenous Governance and Leadership Development Project (IGLDP) at the Ntaria community west of Alice Springs. This project is being run in 5 communities in the NT, the others being Wurrumiyanga, Gapuwiyak, Milingimbi and Ramingining. The project is based on the knowledge that Aboriginal people have their own governance practices, and that the more that they can be recognised and worked with the better for Aboriginal people.

The project wrapped up early in the 2015/2016 financial year.

Remote Engagement and Coordination Indigenous Evaluation Research (RECIER)

The RECIER project, in which the TCRH and local Aboriginal researchers examine and evaluate government engagement and coordination practices, is occurring in Ali Curung and Ntaria. It is funded by the Department of Local Government and community Services and being managed by Charles Darwin University. It is also being conducted in Ngukurr and Galiwinku. It follows on from the IGLD Project and seeks to build the research capacity in the participating communities to allow them to more meaningfully provide feedback to government about the work they do.

The project began in March 2016 and is due to conclude early in 2017.

The TCRH will employ local people in the two communities to work with elders and community members to capture stories about the engagement practices of government workers, with the view to providing feedback about what people in the Ali Curung and Ntaria value. In the longer term it also seeks to build the skills of the researchers to conduct evaluation work in their communities so that they may be engaged in the future to undertake similar work.

BIRCH

The Better Indigenous Risk stratification for Cardiac Health project is being conducted by Baker IDI with input from the TCRH. The TCRH worked with Baker IDI to develop plain language statements and information flyers for the project which were then distributed across the Town Camps. The TCRH researchers are also assisting with recruitment and enabling people to get to screening.

The project is operating in Town Camps, offering a health check and a sleep study to try to develop better indicators for potential health issues. The screening work is being conducted in community centres and in a mobile caravan. Participants get health information from their screening on the day, and referral to health services if there are issues that need following up. The information from the project will inform how future work in this area may be conducted so that people with potential health issues are identified early and given information and assistance to enable them to lead healthier lives

UWS- Keeping Strong through mobiles

The Keeping Strong through Mobiles: Strengthsbased approaches to social and emotional health for Aboriginal and Torres Strait Islander young people using mobile technology ('Keeping Strong') is a project running through Western Sydney University (UWS) researchers in partnership with Aboriginal organisations and communities in Alice Springs and Western Sydney.

The project focuses around the question 'what is the role of digital technology in young Aboriginal and Torres Strait Islander persons' wellbeing?'. In answering this question the TCRH was also seeking to investigate the role that research practices and processes play in keeping communities strong.

Within Tangentyere the project was an opportunity to develop cooperation between divisions, in this case Access to Education (A2E) and Social Policy and Research. The rationale for developing cooperation was to enable the TCRH, with the assistance of UWS, to engage and assist other divisions to incorporate research into their core business. The three way project saw TCRH and A2E work together to get the views of young people using Tangentyere's after school programs on school and youth programs. This then informed a week long workshop series to produce digital stories and further data to illuminate the role that the youth programs play in the lives of young people.

The project has been completed, but all three parties (TCRH, A2E and UWS) are keen to develop the partnership further in 2016 and beyond.

Optimum Thiamine Intervention Trial

Denise Foster and Vanessa Davis are sitting on the Steering committee for the Menzies School of Health Research. They provide insight and advice on how to conduct the research project in ways that are culturally safe, while also ensuring that good quality data is produced. They have participated in the design of some of the research instruments to maximise their ability to be understood by Aboriginal people, and continue to meet to ensure the project is run in a culturally sensitive way.



16. Social Services Division

Tangentyere's Social Services Division aims to improve the quality of life of Town Camp residents and the wider community, through providing innovative, responsive and culturally appropriate services.

Our dedicated team of primarily Aboriginal staff work in close partnership with government and other non-government agencies to deliver these services and build community capacity.

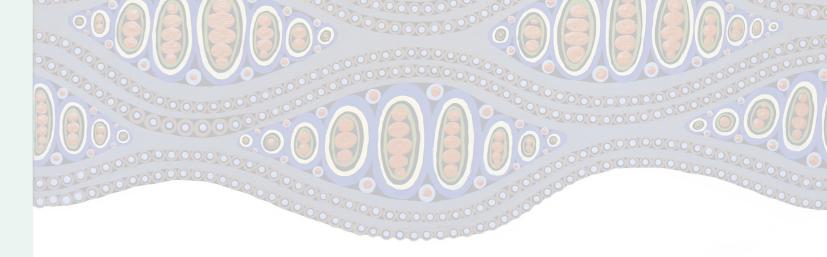
There have been some changes to the structure of the Social Services Division in this financial year. The Town Camp Community Centres moved to the A2E Division while Tenancy Support Program (TSP) has moved into the Social Services Division. Funding has been steady and the division has grown.

The Social Services Division includes the following programs:

- Men's Behaviour Change Program;
- Women's Family Safety Group;
- Night and Youth Patrol
- ID and Emergency Relief;
- Tangentyere Aged and Community Service;
- Chronic Disease Care Coordination;
- Tenancy Support Program;
- Tangentyere Artists

Some highlights for the Social Services Division for 2015/16 included:

- 'Putting Gender on the Agenda' conference;
- Major contributions to the National Indigenous Arts Show in Adelaide;
- The development of Ewyenper Atwatye Artists;
- Organised White Ribbon Day march;
- Organised Tangentyere Family Day;
- Official Ministerial opening of the MBCP;
- Official Ministerial launch of the Women's Family Safety Group Signs;
- Providing assistance to 11,000 clients through Night Patrol;
- Providing over \$50,000 in Emergency Relief to individuals and families;
- Ongoing assistance and support for 70 households through Tenancy Support;
- Ongoing assistance and support for 100 clients through Tangentyere Aged and Community Services:
- Ongoing assistance and support for 25 chronic disease clients



16.1. Emergency Relief and Identification Service

Despite funding cuts by the Northern Territory Government which ended the Intervention and Case Management Service (ICMS) in June 2013 Tangentyere has continued to offer Emergency Relief (ER) and ID card services.

The ER and ID services provide support to Alice Springs Town Camp Residents and Central Australian Aboriginal people who are in need of immediate financial assistance or identification to access banking or other services.

Tangentyere Card

Since March 2008; in excess of 12,500 clients have been assisted on over 130,000 occasions with identity verification services.

The ID service produces the Tangentyere card which follows strict policy and procedures to produce an identification card which can be used at Financial Institutions, Centrelink, Motor Vehicle Registry and other government services. Many Town Camp residents and visitors use the Tangentyere ID Card as their primary source of ID.

Emergency Relief

The Tangentyere Social Services Emergency Relief Program can assist clients facing financial hardship. In the 2015/16 financial year Tangentyere Council provided almost \$58,000 to individuals and families in need of emergency assistance. Eligible clients can receive assistance for:

- 1. Food (food vouchers)
- 2. Crisis Accommodation
- 3. Power Card Vouchers
- 4. Blankets

Despite funding cuts we are continuing to provide a vulnerable groups case management service. This involved providing intensive case management to individuals and families facing multidimensional disadvantage. A significant component of this position involved providing case management and advocacy to a large number of vulnerable, aged, homeless clients. This cohort required assistance in understanding and communicating with the NT Office of the Public Guardian, Primary Health Care services, the criminal justice system and Centrelink. Other assistance included support with service navigation and referral for social and emotional wellbeing; alcohol and other drugs; family violence; mediation and conflict resolution; and counselling. Tangentyere Council is fortunate to have had a skilled long term worker in the position. Vulnerable individuals and families receive support in various life domain areas such as:

- Housing / Tenancy Support
- Centrelink Income Issues
- Family Violence
- Substance Abuse
- Health Care
- Child and Family Support
- Aged Care
- Education / Training / Employment
- Legal Issues

The Emergency Relief and Identification service are open from Monday to Friday every week.

Return to Country

In this period a basic Return to Country service has started back up. This service was funded by a very generous donation by Centrecorp. Centrecorp recognised the importance of Tangentyere Council having the capacity to assist individuals and families to get back home. Bus tickets were available from Alice to other destinations.

16.2. Night and Youth Patrol

Tangentyere Patrols are prevention and acute intervention services, staffed by Aboriginal people who work to resolve disputes and intervene in situations of family conflict before harm is caused. They are Indigenous services, operating within Indigenous culture, and have no coercive powers.

Night and Youth Patrol maintains a workforce of between 9 and 14 staff throughout the year. The program emphasises the transition of casual workers to permanent part-time and fulltime roles. Additionally there is an emphasis on professional development and training. All team members have completed or are in the process of completing a Certificate 3 in Night Patrol. At peak times the service operates three vehicles to maximise the capacity of the patrols to engage with vulnerable people and to patrol multiple sites.

Night and Youth Patrol assisted people on over 11,000 occasions during the 2015/16 financial year. The majority of those assisted by Night and Youth Patrol received assistance to get home or to another safe place. The safe place can include a number of other locations, including the hospital or a sobering up shelter. Of the people assisted a majority were women and children.

Tangentyere Night Patrol has been operating since 1990, with Youth Patrol coming under Tangentyere's Social Justice Programs in 2007.

There is a strong base of evidence regarding the effectiveness and benefits of community patrolling in Aboriginal communities. Such benefits include reducing violence, including domestic violence, assisting in the prevention of child abuse, increasing community perceptions of safety, minimising the harm of substance misuse, creation of jobs and self-esteem for community members, and reducing the costs incurred by other services, such as incarceration and health care.

From March 2014 onwards the Night Patrol service was directed by the Department of Prime Minister and Cabinet to have a particular focus on school aged children. The Indigenous Affairs Minister told Tangentyere that our new priority for Night Patrol was getting school aged children home early so they could be prepared for school the next day. This meant that from March 2014 onwards we have had

a reduced ability to deal with intoxicated adults.

During 2015/16 Tangentyere successfully applied for and received philanthropic funding to employ a skilled youth worker to be embedded within Youth Patrol. The funds came from the Gandel Foundation and were to help us better engage with young people. We currently work alongside ASTC/ Congress at night time to get youth and children safely home.

Night and Youth Patrol assist in:

- Dealing with disturbances and causes of antisocial behaviour in order to minimise Aboriginal people entering the criminal justice system;
- Ensuring young people on the streets have a safe way to get home or to a place of safety;
- Educating people about laws and by-laws in order to empower them to make informed choices:
- Patrolling public areas of Alice Springs and Town Camps;
- Working in partnership with other service providers to create a safer community;
- Working to improve interagency collaboration and integrated service delivery.

Our focus is on assisting those people who are: sleeping rough, homeless, intoxicated, in vulnerable situations and getting young people home so they can be prepared for school the next day.

We help through providing brief interventions to assist people at risk or vulnerable to self harm, refer people to appropriate services to meet their needs and transporting people in vulnerable situations to a safe place where they can receive appropriate assistance and support.



Since 1979 the Tangentyere Aged and Community Services (TACS) team has provided an extensive range of services to the frail aged over 50, people with disabilities and their families living on the Town Camps and to those 'sleeping rough'.

2015/16 has been a challenging period for TACS due to significant changes to how aged care is administered. These changes centre on client choice, cost effectiveness and alterations to the focus of service outcomes. The Home and Community Care (HACC) program has been transitioned to the Commonwealth Home Support Program (CHSP) and the Community Aged Care Packages (CAC-P) is now known as Consumer Directed Care (CDC). TACS provides Commonwealth Home Support Packages (CHSP), Consumer Directed Care (CDC), as well as Individualised Support Packages to approximately 100 clients living on the Town Camps and sleeping rough.

All services provided are designed to meet each individual person and their family/carers cultural, social, medical and whole of life needs. TACS staff will sit down with the person and their family to work out how we can support them. The assistance we provide ranges from an hour a week to seeing high needs clients every day.

TACS is committed to:

- supporting people to live independently in the community;
- promoting peoples independence;
- assisting vulnerable people to make decisions about how they want to live their lives and to be able to choose where they want to live;
- supporting people to live their lives with dignity and as part of their community

TACS works to promote the best health, wellbeing and service delivery outcomes for our clients through liaising and collaborating with service providers:

- Alice Springs Hospital;
- Central Australian Aboriginal Congress;
- Aged Care Team (Commonwealth);

- Tenancy Support Services;
- Night and Youth Patrol;
- Public Housing Safety Officers;
- Police
- Town Camp Associations/Aboriginal Corporations

TACS collaborates with after hour services including Night and Youth Patrol, Public Housing Safety Officers and the NT Police to maximise the safety and wellbeing of our vulnerable clients. The engagement of these programs and the Town Camp Housing Associations is done in order to address the risk of elder abuse, a phenomenon present in the Territory and throughout Australia.

TACS has developed an onsite podiatry clinic for the benefit of our clients. We have also developed a collaborative partnership with a visiting geriatrician from Darwin to enable individual sessions for our clients.

TACS provide assistance with:

- Meal Delivery
- Food Box Delivery (Friday)
- Personal Care
- Personal Laundry
- Transport
- Assistance with Medication
- Domestic Assistance

During 2015/16 the position of Coordinator was vacant for an extended period; the position was successfully filled in February 2016. Tangentyere is fortunate that the majority of the TACS team are long term staff members that have gotten to know our clients' needs over many years of providing service. TACS has emphasised the recruitment and professional development of an Aboriginal workforce to care for the aged and disabled of our community. All team members have now completed a Certificate 3 in Aged Care and Certificates in Individual Support.



Tangentyere Artists is a vibrant and dynamic art centre belonging to the Town Camp residents of Alice Springs. The art centre studio is open and welcoming, providing artists a relaxed place to work and create, while the gallery provides a spacious and friendly environment through which visitors are able to enjoy and purchase Town Camp Art.

Tangentyere Artists was established in 2005 to support artists living on the Alice Springs Town Camps.

The art centre provides artistic skills training and development, professional development opportunities and marketing and sales support for artists. In line with industry best practice, Tangentyere Artists' vision is to provide, in a culturally sensitive manner, the highest ethical and professional standards in the provision of services to Town Camp artists.

This Aboriginal art enterprise fits into Tangentyere's whole of community approach to creating opportunities for families and individuals to improve their lives and at the same time to maintain their cultural knowledge and resilience.

Tangentyere Artists is located at 16 Fogarty Street across the road from the head office of Tangentyere Council. Tangentyere Artists is accommodated in a purpose built art centre with studio, art administration centre and gallery. In addition to the art centre at 16 Fogarty Street, Tangentyere Artists is the hub for Town Camp arts activities, providing training and professional development opportunities and marketing and sales support to artists of Yarrenyty Arltere Artists, Ewyenper Atwatye Artists and Town Camp artists working from community centres based at Karnte, Nyewente and the Northern Hub. The art centre now also oversees employment, training and development opportunities for multiple Aboriginal Art Workers. Art worker positions are based at

Tangentyere Artists and in the Community Centres.

A unique quality of Tangentyere Artists is representing the breadth and depth of Central Australian cultural diversity. Hence there is a huge variety in style and story, as well as medium. Tangentyere Artists is applauded for their figurative paintings, often including textual references, which offer the audience reflections of everyday life in the Alice Springs Town Camps, through the creation of painted wooden panels and acrylic on

The art centre strives to develop community partnerships and new opportunities for Town Camp artists, finding ways of communicating to broad audiences the artist's experience and perspectives. The art service empowers individual Town Camp residents beyond the everyday so they are able to achieve collectively what they could not do individually. The centre provides a platform from which artists can express themselves, their lives and cultural values, while enriching their community well being and family livelihoods.

We again enjoyed great support from philanthropist Pam Usher, who for the last seven years has supported Town Camp artists and art development at Tangentyere, our thanks to Pam for her ongoing contribution to art in Central Australia.

16.5. Chronic Disease Care Coordination

The majority of Tangentyere programs tackle the social determinants of health and the behavioural risk factors of preventable chronic diseases. The role of the Chronic Disease Care Coordinator is to provide support to those with a chronic disease to access primary health care and allied health services. A diverse range of chronic diseases are represented among the clients accepted to the program. The five targeted chronic diseases are: respiratory, cardiac, renal, diabetes and cancer, however anyone with a disease lasting greater than six months is eligible for the program. The current clients have been referred from a variety of sources, including Alice Springs Hospital, Tangentyere Aged and Community Services, Department of Health Adult Allied Health team and some self-referrals. The program currently has over 25 client's active clients on its caseload.

The Chronic Disease Care Coordination program allows clients to:

- access primary healthcare, including allied health;
- enjoy their optimum level of health;
- manage their chronic disease out of the acute hospital setting; and
- role modelling good disease management to the next generation

The purpose of the program is to assist people to access primary health care through the Closing the Gap scheme. Many of the clients have never utilised primary health care to manage their chronic disease. The program ensures that clients have support and assistance with accessing general practitioners (GPs) and specialist

appointments, as well as the availability of regular medications to manage their chronic disease. A goal of the program is to prevent unnecessary hospitalisations and to keep people well enough to manage their own healthcare.

A key success to care coordination has been the ability to provide transport to clients, ensuring appointments can be easily accessed. The care coordinator attends the appointments and assists clients towards self management by providing consistency and advocacy in the health setting. This ensures that clients have trust in the process and increased willingness to participate in their own healthcare.

The primary function of the program is to support clients to stay complaint with their Chronic Disease GP Management Plan. The program is successful with supporting clients to remain compliant with their management plan and with supporting service navigation and referral. It is more difficult to transition people to self-management. Of the 65 clients supported during the 2015/16 financial year only a minority have developed the capacity for



Community Life With Opal Fuel, 2016

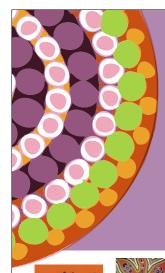
The artist: Margaret Boko Medium: Acrylic on Linen Size: 450 x 900 mm

Art Centre Catalogue Number: 7675-16

Community Life With Opal Fuel

'This is about life since that Opal come - tjitji [kids] happy, papa [dogs] happy, someone to play [with]. When tjitji around, tjulpu leave that papa wiima [small dog or puppy] alone. Tjulpu [birds] happy, play with plastic bags caught in the wind. Don't try steal that papa wiima away in the sky!'

'See tjitji play with ball. See mothers pushing babies - pram. Tjitji on foot scooter has streamer. One tjitji reach for titty bottle. Papa takes kuka [meat] from other hand. Poor mother for that tjitji! (Chuckles), no kuka now! CAYLUS and other good people there visiting Community. See their cars? Opal stickers there. More kids play football on the road there. Everyone happy in Community.'



The Alice Springs Town Camp women want to be FREE FROM FAMILY VIOLENCE

"Family and Domestic Violence makes us feel really small; it makes us sad and hurts our families and community. We feel sad for women and children and sad for our men. It makes us feel lost and worried and gives us a no good feeling. Experiencing violence makes us scared for our kids and worn out. We feel ashamed, blamed, embarrassed and lonely. Violence is isolating and means we cannot be ourselves; it chases all our happiness away."

"Living free from violence means our families can be happy We wish every day was Sunday..."





NO MORE FAMILY VIOLENCE!

Call 000 in an Emergency or Alice Springs Women's Shelter 8952 6075





16.6. Family Violence Prevention Programs self-management.

16.6.1. Men's Behaviour Change Program (MBCP)

In 2014 the Northern Territory Department of Attorney General and Justice funded a consortium of agencies to deliver the Northern Territory's first Men's Behaviour Change Program (MBCP). The MBCP is part of the broader 'Alice Springs Integrated Response to Family Violence', an initiative funded by the Australian Government.

The consortium has Tangentyere Council as the lead agency, the Alice Springs Women's Shelter (ASWS) providing partner contact for program participants and the Jesuit Social Services (JSS) providing ongoing program and participant evaluation. The MBCP is one component of Tangentyere's Family Violence prevention Program.

In developing the MBCP model of delivery Tangentyere Council contracted a prominent national violence prevention agency, Victoria's No to Violence, to assist us to develop our program. Tangentyere, ASWS and JSS developed a program that meets nationally recognised Minimum Standards for men's behaviour change programs. These standards include having a male and female group facilitator, minimum qualifications for group facilitators and a curriculum that is consistent with other best practise programs. Tangentyere Council also ensured that the program is culturally safe by employing a senior local male as a Cultural Consultant and have included advice from senior local Aboriginal men and women in the program development.

The MBCP accepts referrals from the police, community corrections, child protection services, Supportlink and many other sources. Men who wish to enter the program go thorough assessment during which they must show some capacity to accept responsibility for their violence and agree to allowing their partner to remain in contact with the Alice Springs Women's Shelter for the duration of the program. The length of the program is 24 weeks and is run in group sessions. Individual support is provided where necessary. During 2015/16 there have been 128 referrals to the program with around 43 of those men assessed as suitable and engaged with the program. Most men are in the 24 – 34 age group and we are finding that the men who do attend are participating really well in the group sessions and have no difficulty with the content.

The program enjoys wide support from the Tangentyere Board of Directors, Town Camp residents and the Territory Government. Tangentyere Council has been offered funding for a Domestic Violence Specialist Children's Service (to commence in 2016/17).

16.6.2. Tangentyere Women's Family Safety Group (TWFSG)

The Women's Safety group was developed to address the ongoing issues that women and children were experiencing in their day to day lives in the Town Camps as a result of Family Violence. The project has been the first of its kind at Tangentyere and the focus of the project has been on eliminating family violence towards women and children. The female leadership in this group are crucial to ensuring long term change regarding the issues of Family Violence for Aboriginal families in the Town Camps.

Some of the highlights and achievements of the program this year have included:

- Meeting with Rosie Batty, Australian Domestic Violence Campaigner and 2015 Australian of the
- Development, Implementation and Installation of Family and Domestic Violence Signs for every Town Camp;
- Participatory development and training for 23 women in domestic and family violence recognition, intervention and prevention;
- · Ran 'Putting Gender on the Agenda' conference:



- Successfully applied for funding to develop and distribute resources to raise community awareness of Domestic and Family Violence;
- Participation in the Council of Australian Governments Roundtable

The TWFSG is now widely recognised by government and partners as being a genuine voice for Town Camp women and children and is widely consulted by other agencies such as NT Police, Department of Health and Department of Housing and Community Development. Our women who are now trained in family violence continue to spread the word throughout the community that Family and Domestic Violence is not acceptable under any circumstances. We also want to raise awareness in the community that there are other forms of domestic abuse such as verbal abuse, controlling behaviours and financial abuse.

16.7. Tenancy Support

Tangentyere Council has provided a Tenancy Support Program to residents of Alice Springs Town Camps and other public housing residents since 2011. The Tangentyere Council Tenancy Support Program (TSP) is a one stop shop for individual clients and families who need assistance to maintain a sustainable tenancy. Our team includes a Financial Counsellor and a Social Worker as well as three Caseworkers. Tangentyere is able to provide a wraparound case management service to clients which means they don't have to attend multiple service providers to receive other support they may need. In the last reporting period TSP supported 197 individuals in 90 dwellings to maintain their tenancy. Two thirds of clients assisted were female.

TSP works in collaboration with a range of service providers including the Department of Housing, Central Australian Affordable Housing Company, and Tangentyere Constructions. The TSP assists people to understand their rights and responsibilities related to living in their home and the expectations of their landlord. The TSP is focused on the delivery of case management services and the provision of support to households, families and individuals that is focused but not limited to the following issues:

- 1. Financial Counselling;
- 2. Visitor and Crowd Management;
- 3. Household Orientation and Functionality;
- 4. Maintaining a Safe, Healthy and Hygienic Home and Environment:
- 5. Complex Case Management;
- 6. Referrals and Assistance with Service Navigation;
- 7. Domestic and Family Violence;
- 8. Assertive Outreach and Case Management;
- 9. Tenancy Inspections

Tangentyere Council provides case management support to clients for as long as is necessary to achieve outcomes that lead to successful, sustainable public housing tenancies resulting in reducing preventable exits from public housing and homelessness. Support is focused toward vulnerable or at-risk clients whose personal circumstances are impacting on their ability

to sustain a long term tenancy. The service is provided through an outreach model which sees TSP workers visit clients and deliver services in their own homes.

The Tangentyere Tenancy Support Program (TSP) contributes to the following outcomes:

- Reduce the levels of primary, secondary and tertiary homelessness in urban Alice Springs and the Town Camps;
- Improve the sustainability of public housing tenancies;
- Improve community safety and wellbeing;
- Reduce the negative impacts of visitors from remote communities and urban drift;
- Reduce the impact of financial exclusion and to promote employment, training and economic participation amongst tenants;
- Promote nutrition, health and appropriate recreational activities;
- Provide support, referrals and advocacy on domestic and family violence issues;
- Support integrated service delivery and referrals for issues such as domestic and family violence, alcohol and other drug misuse, antisocial behaviour and crime and multidimensional disadvantage.

In this financial year the Department of Housing has moved to referring all new housing applicants who have been offered a dwelling to the TSP program. This ensures that the TSP program is targeted to those who may need support the most.

In this application the Tangentyere TSP will be seeking additional funds to extend our service delivery to include providing case management and support to referred clients need assistance to apply for public housing, need assistance to navigate the housing service system, victims of family and domestic violence and young people.

The Tenancy Support Program (TSP) moved into the Social Services Division half way through the financial year in recognition of the synergy between this program and other Social Services programs including Tangentyere Aged and Community Services, Night and Youth Patrol and Emergency Relief.

17. Access to Education

Tangentyere Council's Access to Education
Division was developed through a restructure
to deliver an integrated service model which
aims to improve the quality of life of Town Camp
residents and the wider community. Utilising a
holistic community driven approach the Access to
Education Division provides innovative, responsive
and culturally safe services as well as continued
advocacy for programs that are important for
Town Camp residents.

In 2015-16 the Access to Education Division included the following programs:

- Yarrenyty Arltere (Larapinta Valley) Learning
 Centre
- Ewyenper Atwatye (Hidden Valley) Community Centre
- Karnte Community Centre
- Northern Camps Hub
- Nyewente Community Centre
- Youth Services
- Drum Atweme
- Ketyeye Program
- Land and Learning
- Safe Families

A large proportion of the employees of this division are Aboriginal and work in close partnership with government and other non-government agencies to deliver these services and build community capacity.

In addition, we continue to advocate for the interests of Central Australian Aboriginal people, particularly in relation to family and children's services, both on an individual level and a policy level.

Due to Northern Territory Government funding cuts we lost the Ketyeye Program at the end of June 2016 but we were successful in gaining the Intensive Family Preservation Service at this time and during 2015-16 the Access to Education Division has gone from strength to strength. Some of the milestones we have seen are:

- The opening of Nyewente (Trucking Yards) Community Centre;
- Full time operation at Karnte Community Centre allowing for support to nearby Town Camps;
- Regular contact in the Northern Camps through the use of a transportable office;



- A ten-fold increase in the number of children and youth engaged in programs;
- A four-fold increase in the number of active clients (increased capacity);
- 7 NAIDOC events first based on many Town Camps;
- Addition of ongoing Elders and cultural supports to all programs;
- Increased internal case support for clients in the Safe House;
- Growth in partnerships both internally and with external service providers;
- Increasing types of program and community engagement

The Department includes the following programs:



First starting in 2006, Ketyeye Family Support Program was a coordinated case management service, collaborating with Territory Services (TF) and many other service providers in the Alice Springs region. The service worked to keep children and young people safe, keep families together, and enhance child wellbeing.

Using a child centred, family focused approach the Ketyeye program was formally defined as an early intervention program, and indeed assisted many families who had no previous or current TF involvement diverting them away from the Child Protection system. However, due to the flexibility in the scope of the service as well as this early intervention work the Ketyeye program also offered family support to many families across the broad child protection spectrum including:

- Early intervention at intake/investigation stage.
 Referral to the Ketyeye program was often a protective factor used by DCF with families at both intake and investigation stage, meaning they were prevented from progressing into this system further, with referral to the service being viewed as sufficient grounds in terms of a protective factor to close statutory involvement.
- Crisis intervention as part of joined up work with the Strengthening Families Team. Again, ongoing Ketyeye involvement with a family was often used by DCF Strengthening Families team to form the basis of a safe case closure.
- Reunification work and supporting families involved in a DCF reunification process
- In a very limited capacity supporting Kinship carers in their role, whether formally assessed by DCF or through informal family arrangement.

After the A2E restructure there was a significant overhaul of both the practice and policies of the Ketyeye program and the Signs of Safety Child Framework was adopted as the theoretical approach of the program, meaning it was able to work in flexible but more outcomes focussed ways. This structured case plan model included:

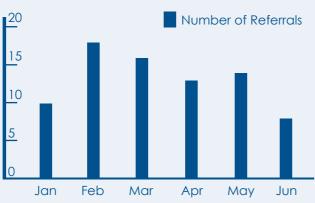
- Initial assessment around risk and safety.
- Full familial case plan draw up with the family and other services providers (including Territory Families) at a case planning meeting. This meeting used the Signs of Safety Framework

approach to work with families to identify strengths and needs as well as a focussed plan of action.

- Case plan was drawn up within 1 month of initial engagement and assessment.
- Case plan was then reviewed formally with family every 3 months and at weekly supervision.

At this time there was also a very significant increase in the number of referrals to the service from a wide range of sources including (1) families, (2) schools, (3) community centres, (4) primary health and allied health professionals and services, (5) youth justice and diversionary programs, (6) Tenancy Support and Management, (7) Night and Youth Patrol, (8) NTPOL and (9) Supportlink.

Number of Referrals to Ketyeye January 1st 2016 to June 30th 2016:



NB- the number of referrals declined when the imminent closure if the service was communicated.

A further breakdown of these figures:

- 79 total referrals were received from January 1st
 June 30th 2016
- 34 cases were successfully complete (opened/ support provided/closed) in this period
- 43 cases were still open at time of defunding
- 2 cases were on a waiting list at time of defunding
- 10 open cases were transferred to the Tangentyere IFPS program
- 33 open cases were closed as a result of defunding

17.2. Safe Families

Operating since 2003, the Safe Families program is a unique model which developed following consultations and workshops with local Indigenous leaders, community groups and service providers. This process was based on a need to enhance outcomes for Aboriginal children in a new approach to Out of Home Care (OOHC), aiming to both ameliorate the confusing transitional experience of OOHC through coherence with Aboriginal care-practices, whilst also building the capacity of children in an environment where physical, social, cultural and spiritual needs of children have been supported (CDU external evaluation, 2008).

Funded by Territory Families (TF), Safe Families operates a Safe House for children in the care of the Chief Executive of TF as an Indigenous Children's Crisis Accommodation program. The Safe House provides culturally appropriate care for Aboriginal children in care aged between five and twelve years with their siblings if applicable. Where known, it also provides information to TF to assist in the identification of appropriate carers from the child's family and community.

Staffed mostly with Aboriginal support workers, the program ensures the children's safety and accommodation needs are met as well as supporting their personal and educational needs. This provides the children with the opportunity to develop skills, knowledge, behaviours and attitudes which will improve their own wellbeing and positive future outcomes. A secondary objective of the program is the development of an Aboriginal workforce, with a career path in child and family support, accomplished through recruiting, training and supporting Aboriginal men and women with knowledge of local families, communities, cultures and languages as Safe House staff.

Ongoing work with TF around the length of stay for children occurs as concerns have been raised around the extended length of time some children have stayed in the house. Whilst Tangentyere Safe House sees the benefits of long term stays for some families, it is vital that TF and the Safe House work together to ensure any opportunities for children transitioning into kinship care arrangements or to be reunified with family are facilitated to take

place in a timely manner. Support workers in the house strive to work with TF and families to support the transition from care back to home or to an alternative placement.

Ongoing training and group supervision is being organised in order to strengthen staff's knowledge and understanding of childhood trauma and its effect on brain development. This also involves discussing strategies for dealing with difficult behaviours, debriefing as a group when incidents occur and discussing the requirements of a therapeutic care model. Group supervision assists staff to discuss matters that are important to them whilst building on their capacity to deliver a service aimed at meeting the needs of the children in the

Varied activities that ensure children keep connected to their culture have continued and have included, for example, a variety of trips to local waterholes and areas of cultural significance. Regular weekend outings as well as engagement with Aboriginal elders in the house have opened up important conversations and supported children and staff to connect and tell stories. Sporting activities continue and the Safe House is supported well through a close connection to the Tangentyere Youth Services program.

The Safe House relies on close communication and collaboration with a variety of services in Alice Springs. First and foremost is the connection with TF who place the children. Other services include the education department, health services at Alice Springs Hospital and Congress, social and emotional teams at TF and other sporting, social and cultural groups.

The Tangentyere Safe House remains one of only a handful of residential care services for Aboriginal children run by an Aboriginal Organisation and staffed by Aboriginal people in the whole of Australia and demonstrates a commitment by Tangentyere Council to ensure that Aboriginal children who are placed in care do not lose their connection to community.



17.3. Youth Activity Service

Tangentyere Council's Youth Services team have been offering young people a broad range of opportunities and support services for over 20 years. This early intervention and diversionary program offers young people the opportunity to learn and have fun in a safe, structured and supportive environment, fostering the development of self-esteem, communication skills, conflict resolution and personal responsibility. The youth services team encourage youth to realise their full potential. Youth Services also address issues of accessibility for participants by providing transport, mentoring, nutritious meals and all related equipment, clothing and fees associated with an activity.

Tangentyere Council's Youth Services offers a broad range of sporting, creative and recreational activities and projects to support the physical, social, cognitive and emotional development of children and young people from Alice Springs Town Camps. Sport and recreation activities include football, basic introduction into martial arts, netball, arts & crafts, music, basketball, carpentry, swimming activities and associated support for transport, uniforms and costumes, healthy food, equipment and personal encouragement.

Tangentyere Council's Youth Services continue to strive towards our motto of "Empowering Youth to Realize Their Full Potential". And it is in this motto that the very basis of everything that we do is built. Whether it is through sporting excellence, creativity, or just having a safe place to spend some time, we will continue to empower the young people we work with to make sure that they realize the amazing potential that they all have, and that their choices are built on the principals of hard work, ingenuity, and tenacity.

This is a service that highlights strengths, abilities, skills, enjoyment, fun, positive relationships between participants and outcomes of success for kids. It is the only avenue available to a lot of children and young people to participate in any type of sporting, music or recreational activities. It has also worked as a bridging program for young people to enter mainstream sporting teams and activities.

Tangentyere Youth Service after school and school holiday program has five key locations of operation:

- Nyewente Community Centre
- Karnte Community Centre
- Yarrenyty Arltere Learning Centre
- Hidden Ewyenper Atwatye
- 3 Brown Street, Alice Springs

Holiday Program Dec 2015 - Jan 2016

Our 2015 Summer Holiday Program saw 2885 engagements, over the 6-week period, averaging 111 engagements every day of operation. All participants were Indigenous, including residents residing in Town Camps and in urban Alice Springs Greater Region. This was a multifaceted program offering a wide range of activities including (1) Art and Craft, (2) Sport and Active Recreation, (3) Skating, (4) Cooking and Nutrition, (5) Bush Trips and Picnics, (6) Swimming, (7) Library and Museums, (8) Word Beat, (9) Film Making and Cinema, (10) Music Making and Hip Hop; (11) Discos, (12) Bowling, (13) Splash Parties; (14) Family Fun Days.

Youth Services form a significant part of our 'School Engagement Strategy'. Across this strategy, more than 250 individual children and youth have engaged regularly, in a total of 16,043 engagements. On average, we have engaged 105 children daily, with that number increasing to 135 daily during the recent school holidays.

17.4. Drum Atweme

Drum Atweme was formed to meet the needs of 'at risk' Aboriginal young people with an interest in music, especially. Drum Atweme is pronounced 'Atoom' which means 'to hit' in the Arrernte language.

The Drum Atweme program continues to deliver a professional quality program for disadvantaged children from Central Australia to support them to access education and achieve positive social outcomes in their lives. This allows them to contribute to their communities and families and the wider community in general.

Drum Atweme engages young people from the Town Camps, who often experience boredom, depression, low self confidence, violence and substance abuse. This project enables young people to be a part of a positive and publicly popular activity. This has strong benefits in enabling young people to realise that they can achieve public recognition for their abilities and talents.

The Drum Atweme project involves:

- Weekly lessons in music skills for groups of young people during school terms;
- Public performances by the Drum Atweme;
- Making and maintaining instruments.

The strategies on which this range of activities is based include:

 A model of early intervention based on working with young people aged 6 to 18 years to develop personal, social and music skills; mentoring them as individuals and members of a group, and supporting them to be role models for other young people;

- A structured environment for participants to learn tolerance, acceptance, communication and negotiation skills;
- Diversion from self-harm and other related behaviour with their peers;
- All participants must have regular attendance at school to participate in Drum Atweme

The Drum Atweme Project continues to deliver great results. Ongoing reviews and improvements to teaching methods deliver positive outcomes. This has been achieved by regular consultation with teachers in schools as well as students, also very importantly engagement and consultation with families.

The Drum Atweme program is a very accessible using a 'hands on approach' to learning through a school based program. We use literacy and numeracy and social values around rhythm, and this tool has seen very positive results in the development of attentive listening, absorption and comprehensive skills. We develop and use rhythms around cultural themes by using traditional language to tell stories in the rhythms. This has been very powerful and rewarding involving family members and elders to help with the translation of the words and how they can be put into context.

We maintain strong and ongoing relationships with other service providers, by providing workshops in music, performances for youth events and also positive role models for peer groups.



The statistics below highlight the continued success of the program for the period 2015-16. These are a combination of the Drum Atweme Schools program as well as the performance group:

Drum Atweme Support/Contact Periods

Participant Contacts						
Month	Male	Male		Female		
MOHIII	<13	<12	<13	<12	Total	
July	6	103	6	117	232	
August	6	209	10	358	583	
September	4	151	2	272	429	
October	2	218	2	342	564	
November	0	247	0	342	589	
December	0	65	0	93	158	
February	0	356	2	410	768	
March	0	444	4	589	1037	
April	0	196	15	353	564	
May	0	418	2	533	953	
June	0	309	2	419	730	
Sub Total	18	2716	45	3828		
Total	otal 2716		3	873	6607	

Drum Atweme Distinct Participants/Month

Number of Individual Participants					
Month	Males	Females	Combined		
July	57	67	124		
August	64	81	145		
September	72	94	166		
October	66	87	153		
November	77	105	182		
December	55	62	117		
February	123	132	255		
March	147	124	271		
April	101	124	225		
May	121	142	263		
June	121	144	265		
Total	1004	1162	2166		

These stats are only for the performance group Drum Atweme:

	Total	Still Performing	No Longer Performing			
	2004- 2016	Active in Education	Active in Education Employed	Employed	Education Inactive	Mothers
Males	58	6	22	8	22	
Females	214	39	91	7	55	22

17.5. Land and Learning

Land & Learning developed from education projects carried out by Tangentyere Landcare, based at Tangentyere Nursery, in the 1990s. Land & Learning provides on-ground support and resources for teaching two-way science about the bush in remote Indigenous community schools. Land & Learning has worked successfully on-ground with a total of 26 schools over the last 16 years, working intensively with 3 to 8 schools a year, depending on staffing. Major resources produced by the project include a 110-page Land & Learning activities booklet, an official resource for the NT Curriculum Framework; large format booklets, for Indigenous communities generally, on fire, camels, foxes and wetlands; and a local plant and animal photo-card series.

Land & Learning supports Central Australian remote Indigenous community schools to plan and deliver two-way natural science activities, based in the bush, with community elders. The project trains Indigenous and non-Indigenous teachers and assistant teachers in these activities; and produces engaging two-way resources about school projects and local ecological issues for Indigenous students and their communities.

Land & Learning was funded by the CSIRO Scientists in Schools program and worked with Watiyawanu (Mt Liebig), Ikuntji (Haasts Bluff), Papunya and Ltyentye Apurte (Santa Teresa) Schools.

17.6. Yarrenyty Arltere Learning Centre

Yarrenyty Altere Learning Centre (YALC) was designed and implemented in 2000 by the community and Tangentyere Council. It was set up to respond to the social, family and economic stress in the lives of the members of the Yarrenyty Altere Housing Association (Larapinta Valley).

YALC operates as a resource and learning environment and is based on Central Australian Aboriginal social and cultural structures. YALC recognizes the central role and importance the family plays in the lives of Central Australian Aboriginal people, and that work focused on wellbeing needs to address the whole of the life domains. YALC co-ordinates programs covering all areas of wellbeing including the health domains, education, safety, social support and culture and has a strong focus on inter-generational participation. It is central to the running of YALC that community members are engaged in the planning and direction for the Centre.

The Centre aims to improve the health, social, environmental and economic wellbeing of the community in a way that strengthens and respects culture. It focuses on addressing alcohol and substance misuse by providing coordinated programs and services. These aims are met through continual community consultation and the maintenance of strong and trusting working relationships with residents. The strength of YALC has been its ability to develop services in a flexible way to respond to the vision and strategies identified by the community to address the multidimensional disadvantage experienced by community members. YALC and its programs recognise change as something that requires both a long term commitment and a consistent approach over time that addresses the broad needs of the individual and the family.

An overarching mission statement has been developed, and time has been spent with the community governance committee and with staff, to determine how best YALC as a programme can assist achieving these aspirations:

- Maintaining the connection to the land, families and traditions of Arrernte culture, and the passing on of skills and knowledge to younger generations of the community;
- Ensuring that children are raised in a safe environment through the maintenance of strong and culturally appropriate parenting, improving safety levels within the community, and addressing misuse of various substances;
- Building vocational outcomes by supporting education and learning for all generations, growing the Yarrenyty Arltere Artists enterprise, and linking employment opportunities;
- Strengthening the community's voice and leadership;
- Support the coordinated delivery of service provision with the variety of human service agencies

Programs offered by YALC in the 2015/16 financial year have included the following:

- 'Youth at risk' program
- Women's and Men's groups
- Multimedia program
- Yarrenyty Altere Art Program
- Bike riding club
- Nutrition program
- Community Gardening Program
- Holiday Program
- Mums and Bubs Program
- Culture Program including Bush Trips
- Cultural Tour Program
- School engagement Program
- Casework support



YALC operated five days a week as a learning/
resource centre for families living at the Yarrenyty
Arltere providing a daily program of activities,
information and opportunities, as well as casework
support to families and individual residents. The
Multimedia program has run in conjunction
with IndigiMob and has been well attended.
It continues to offer community members
opportunities to develop computer and literacy
skills, with casual access for Centrelink reporting
and online banking, and group projects including
a family photo calendar.

The Yarrenyty Altere Cultural Tour had a busy season running twice a week, with trekking groups from 'World Expeditions' accessing a two hour cultural tour. Local residents employed by the Learning Centre as 'Cultural Sharers' took ownership of this initiative by being involved in all aspects of preparation, planning and hosting the tour group. As well as creating a number of employment opportunities for residents this program is aimed at building up community

Photo by Rhett Hammerton

pride and cohesion by focusing on culture and strenaths.

The Centre continued to have a very strong focus on educational attendance by children and young people.

The Centre worked collaboratively with families and schools around enrolments, attendance, teasing and behavioural issues. Mums and Bubs group included casual playgroup sessions run by families at the Centre as well as a weekly visit from Lutheran Community Care Mobile Playgroup. The purpose has been to instil positive parenting and interactions with children, and early childhood education in a casual setting.

Legal education sessions were run by CAWLS and CAALAS with the aim of allowing residents the space to learn about their legal rights and pathways for support.

17.7. Ewyenper Atwatye Community Centre

Ewyenper Atwatye Community Centre (HVCC) is a dynamic multipurpose family resource facility for families residing within Ewyenper Atwatye Town Camp that seeks to create and strengthen social, emotional and economic wellbeing through ongoing community consultation and shared cultural, educational and recreational pursuits. Ewyenper Atwatye Community Centre operates as a community hub that enhances connections between residents and services providers. Some key aims are for Ewyenper Atwatye are for residents to have better and more appropriate resident access to service provision, greater capacity to navigate the often complex mainstream services, departments and structures and, to progress community identified issues and ideas in ways which enhance self-determination.

HVCC provides a varied daily program of activities, information and opportunities to residents of 47 Homes within the town camp. This year these activities and opportunities have included:

- After School Program supported by Department of Prime Minister and Cabinet;
- School Holiday Programs supported by NT Department of the Chief Minister;
- Daily arts and crafts program;
- Social enterprise activities including a drawing and print making workshop by Tangentyere Artists;
- Weekly nutrition, hygiene and cooking program, including managing a food budget;
- Weekly women's bush medicine program with the support of the Mental Illness Fellowship and Anglicare Intensive Youth Support Service;
- Legal advice and community legal education with Central Australian Women's Legal Service (CAAWLS) and Centralian Australian Aboriginal Legal Aid Service (CAALAS).

Various service providers have also contributed to weekly educational and information programs on issues such as understanding police powers; understanding and dealing with domestic violence; identifying and treating common skin

infections; welfare and housing rights; and parent and carer rights and responsibilities in relation to children's education and school attendance.

The programs above run alongside a daily case work service which supports families and individuals work towards improving the health, social, environmental and economic wellbeing of themselves and the wider community in ways that strengthen and respect culture. There is a strong focus on addressing alcohol and substance misuse through the building of trusting relationships which can allow for free discussion and appropriate service referral and support.

It has been another exciting year as Ewyenper Atwatye residents continue hosting Grand Circle Tour Company groups for a cross cultural experience and economic development opportunity for residents.

Achievements:

- Increase in school enrolments and attendance;
- After School Program and School Holiday Program's run as successful and extremely well attended diversionary activities;
- · Ongoing employment of residents;
- Increase in literacy and computer skills;
- Ewyenper Atwatye Artists Enterprise

The Ewyenper Atwatye Community Centre mural project is a good example of the holistic approach adopted by the community centres. This project, which began in June 2015 was a great success and saw a significant increase in participation and enthusiastic engagement at the Centre from Ewyenper Atwatye families. Based on sound community development principals, the mural was driven by key Ewyenper Atwatye Artists and families and incorporated learning and participation from the youth as well. The mural project idea came into being after a break in at the Community Centre in April 2016 which saw the Ewyenper Atwatye residents come together to form a plan to reinvigorate the space at the community Centre and to engage and develop the at risk youth which had broken in to the Centre. The culmination of many meetings, creative planning sessions and cups of tea was a fantastic mural. Old and young came together and created a unique and special mural which



everyone who comes to the Centre now smiles at and is proud of. The mural project shows bush onions, landscapes of country, wildflowers and many more visual cultural components. As the mural project was partly run in the school holidays, it was also important to community members that youth and children were occupied and creatively engaged in this process as well.

17.8. Karnte Community Centre

The Karnte Community Centre is a meeting place for community members from Karnte, Anthepe and Ilparpa Town Camps to access activities, services, support and programs. The Community Centre collaborates with a wide variety of internal and external service providers which:

- focus on early intervention approaches aimed at bringing about positive family functioning, safety and child development outcomes for children and their families;
- have a community development focus on project and program design, development and implementation in order to create an environment of community ownership and sustainability for those projects and programs;
- are developing skills and providing training for participants to improve personal economic development opportunities and life skills;
- provide support and advocacy for families to navigate often complex systems, rules and structures of mainstream services, institutions, departments and/or laws;

The total service population of Karnte, Ilparpa and Anthepe is estimated to be approximately 500 people.

The Community Centre operates as a community 'hub' where residents from Karnte, Anthepe and Ilparpa Town Camps can:

- meet with service providers and each other to share messages and stories;
- · be involved in community events and meetings;
- access available support networks, and
- participate in community identified and developed activities, projects and programs.

The projects, programs and activities that run from the Karnte Community Centre aim to support and develop the social, emotional and physical wellbeing of residents and provide a space where positive activities, interactions and strengths are also supported.

There were several programs that run through the centre each week, these included the following:

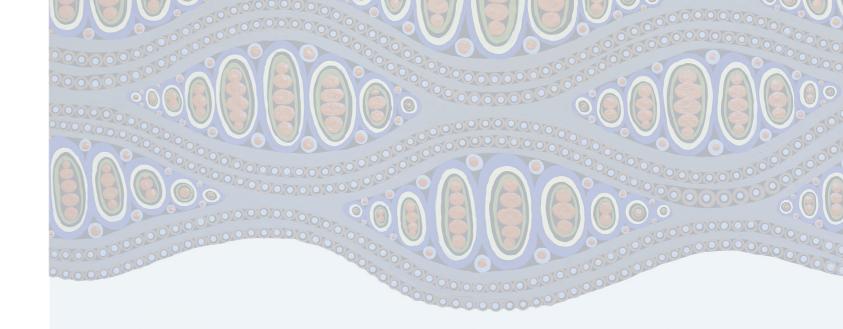
- Food Security
- Karnte Community Op- Shop
- Breakfast Program



- After School Program
- Vacation Care Program
- Kitchen Garden
- Construction Course
- Money Talk
- Art and Craft

A strong example of families working together is outlined at Karnte Community Centre, which is supporting young people, their families and the broader community to engage with education in positive ways. This is embedded in our programs; encouraging the community to utilize resources at the Centre to access education, to identify barriers and to develop innovative solutions.

Karnte Community Centre and the Southern Town Camps have continued to develop their food security program, in partnership with the Purple House and NPY Women's Council; this program provides a platform for intergenerational, culturally appropriate learning with embedded literacy, numeracy and life-skills. With further funding we are hoping to grow the food security program across the Southern region resulting in further learning, sharing, positive health outcomes and employment/enterprise opportunities.



17.9. Northern Camps Community Centre

Whilst there are no operational community centres at the Northern Town Camps, a Winnebago has been used as a moving community hub, delivering part time programs in this area. This strategy has been very successful in building community traction around further development of service delivery in line with the needs of these communities.

Some of these successes include:

- Residents at Warlpiri Camp have been meeting since January to talk about the need for a community centre at Warlpiri Camp. In the past month there have been 3 community meetings to develop the plans for a public fundraising campaign to restore and renovate their Community Centre.
- Through consultations between residents and architecture students from University of Newcastle, architectural designs and quotes were produced for the renovations of the community centres at Charles Creek and Warlpiri Camp. The process was facilitated by Tangentyere Design and the final reports will be used in applications for funding to carry out the works.
- Working alongside the Northern Camps Coordinator Baker Heart and Diabetes Institute, came out to the Northern Camps and offered residents free heart scanning and sleep pattern analysis services to about 40 residents across 8 Northern Camps.



During 2015 extensive renovations to the Nyewente Community Centre took place and on the 25th February 2016 we celebrated the reopening of the Centre. Over 60 adults and 40 children attended this opening. The Titjikala band performed, and there was a BBQ, jumping castle, face painting and a celebratory cake. The young men shot, cleaned and dressed two kangaroos for the celebration. All the Elders sat upon the stage and were acknowledged for the incredibly hard work they had undertaken to get the community centre refurbished and operational. Community stalls were set up with representatives from Kungkas against violence, Men's behaviour change, Bushmob, and Alukura.

The first two months were spent setting up new activities and programs for the new community centre. This involved:

- Overseeing the development, implementation and operation of a school holiday program;
- Collaborating with Tangentyere Employment Service to establish place based community development and work for the dole activities;
- Equipping to community centre;
- Finalising the playground rejuvenation;
- Coordinating the finalisation of a mural;
- Printing and framing photographs of key community stakeholders and elders; and
- Engaging early intervention programs to strengthen families

From March until June a multitude of activities took place at the Centre including:

- Community Development Program (CDP) activities;
- Art and craft workshops;
- Music workshops and recordings;
- Computer and multimedia activities;
- Housing Reference Group Meetings;
- Community BBQs;
- Breakfast Clubs;
- Coordinated sport and recreation (basketball, football and softball);
- Nutrition Programs;
- IndigiMob (IRCA) computer training;
- Submission writing workshops;
- Held a submission writing workshop for Tangentyere Research Hub (one day 2 women participants)
- Literacy and numeracy workshops;
- Liver, heart and kidney clinics with Baker Heart and Diabetes Institute

Challenges:

Unfortunately at present funding only allows for a part-time co-ordinator at Nyewente and Northern Camps. These new Centres are reporting a monthly increase in community engagement in the programs offered, however, without additional funding to employ full-time or more staff to deliver the programs, we cannot meet the demand on the ground. In order to keep the objectives of all stakeholders, funds had to be stretched across the region during the restructure. As a result, some of the programs can only operate in a part-time capacity. This includes the Northern Camps and Trucking Yards Community Centre.



18. Central Australian Youth Link Up Service (CAYLUS)

CAYLUS has operated since 2002. We have six staff. We continue to follow the three strategies that we have been following since we started: supply reduction, demand reduction and some casework/rehabilitation support.

Supply reduction

CAYLUS has worked with stakeholders to introduce Low Aromatic Fuel (opal) in the region. This work continues, with a small number of remote petrol stations refusing to stock Low Aromatic Fuel. We continue to have some success, with two petrol retailer in our region converting to Low Aromatic Fuel (Opal) early in 2015.

There has been a 94% reduction in inhalant abuse in our region, the greatest reduction in Australia.

When there is a sniffing outbreak, we work with communities and other stakeholders to respond, taking a co-ordinating role if no other agency has capacity.

CAYLUS also does work with retailers to make safer choices re supply of other over the counter inhalants. CAYLUS has had a dedicated position for this work, since 2004.

Demand reduction

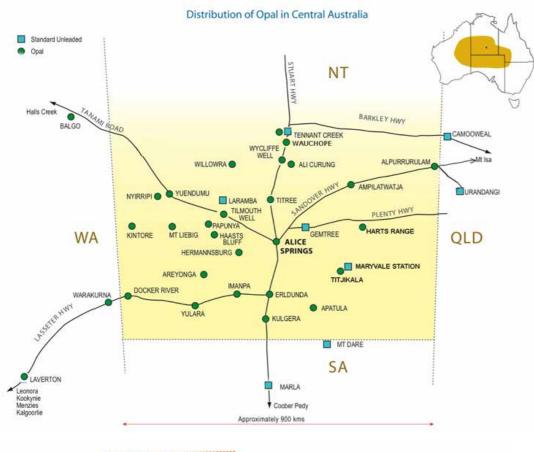
The two CAYLUS Managers support a number of community development programs.

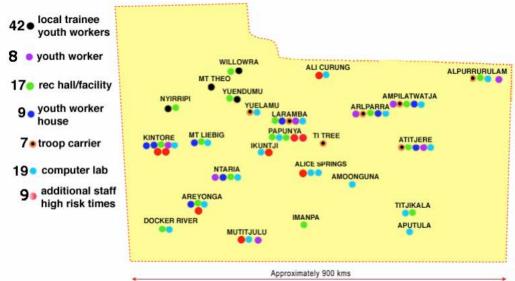
The following is a map that shows where we have put this support during the 2015/16 year. We have a specialist youth program support worker in CAYLUS for the youth program support aspect this work. We have attracted more than \$12 million in infrastructure funding to the region since 2002.

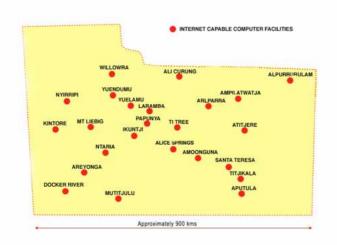
CAYLUS also supports computer rooms and internet access in communities and three Town Camps.

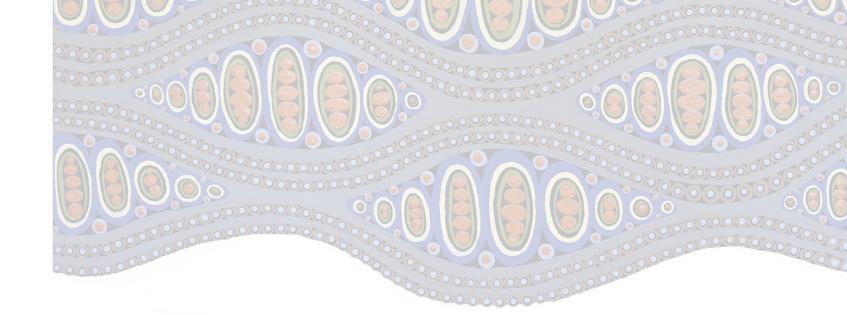
Rehabilitation/Casework

CAYLUS supports individuals to access rehabilitation, and supports some clients through casework. The rehabilitation is at registered centres such as Bush Mob, DASA and CAAPS, and also community placements in remote communities where appropriate. CAYLUS has one caseworker with a caseload of 63 clients, 56 of whom attended rehabilitation during the financial year.









19. Tangentyere Design

Tangentyere Design is an Aboriginal-owned architectural practice based in Alice Springs. For three decades Tangentyere Design has been providing architectural and project management services to Aboriginal Australians throughout the Northern Territory, as well as to Commonwealth and Territory Government Agencies, and to a range of commercial and private clients.

We have professional experience and expertise in a range of project types including health and housing, childcare and education, art and culture, recreation and administration.

Tangentyere Design's objectives broadly align with the stated policies of its parent organization Tangentyere Council, and derive from its status as a Public Benevolent Institution committed to the advancement of Aboriginal people in Central Australia.

This year saw the completion of construction work on the much anticipated Town Camp Playgrounds project. After many years of advocacy and patience, Tangentyere Council successfully secured funding to install new playground equipment on all town camps.

Tangentyere Design continued its work with Tangentyere Constructions on remote child care centres, including design for renovations to childcare centres at Minyerri and Barunga. Construction on these facilities is due to begin in July 2016.

In addition we began work with CAAHC to develop designs for renovations to 10 houses in Alice Springs and Tennant Creek for end-stage renal patients from remote communities needing a place to live while in town for dialysis.

Tangentyere Design continues to provide 'pro-bono' architectural advice to Tangentyere Council and Town Camp residents, and this year donated more than 100 hours of professional service.

As part of our ongoing Community Design Centre initiative, we completed a successful two-week program in July with the University of Newcastle architecture students. Working closely with Tangentyere's A2E and TACS programs, students met with Town Camp residents and developed design proposals for a number of projects, including community centres at Ilperle Tyathe (Warlpiri), Inarlenge (Little Sisters) and Anthelk-Ewlpaye (Charles Creek) as well designs for disability access. This is a program we hope to repeat in coming years.

The following list summarises the major projects undertaken by Tangentyere Design during 2015/16:

	9 7 7 1 1 1 9 1 1 9 1 1 7
Project:	Town Camp Playgrounds
Client:	Tangentyere Council
Project Location:	Alice Springs Town Camps
Project:	Remote Childcare Centres
Client:	Tangentyere Constructions
Project Location:	Minyerri; Barunga
Project:	Renal Accommodation
Client:	CAAHC
Project Location:	Alice Springs and Tennant Creek
	,

Tangentyere Council Inc Annual Report 2015/2016



20. Tangentyere Constructions

Tangentyere Constructions is a professional building contractor responsible for the management of residential and commercial construction projects within Central Australia. We offer construction and project management services with a strong social conscience.

Tangentyere Constructions was established back in 1999 by the Tangentyere Council. It was founded to develop and maintain a strong degree of self-determination for local Aboriginal people in the provision of quality and sustainable housing within the Town Camps of Alice Springs.

This founding principle has been the catalyst for the development of a project and construction management delivery system that allows for the concurrent management of complex building projects and the coordination of recognised training initiatives. This system has subsequently allowed us to assist our clients to generate residential and commercial building projects that have achieved significant local development milestones including high levels of local Indigenous employment and training.

With a track record of performance and a solid financial platform to work from, Tangentyere Constructions is perfectly positioned to grow and expand as we continue to deliver residential and commercial building projects throughout Central Australia.

We are also responsible for generating and coordinating high-levels of Indigenous employment and training within our projects.

The 2015/16 financial year was a busy year for Constructions some of our projects are outlined below:

Harts Range Church

Client: Department of Social

Services Aug-15

Location: Yarralin
Value: \$1,300,000

Description: Design and Construc

Shelter

Client: Central Land Council

Completed: Sep-15
Location: Urrermerne
Value: \$110,200
Description: Construction

Outstation Works

Client: Central Land Council

Completed: Nov-15
cocation: Karlu Karlu
/alue: \$316,200

Description: Construction and

Maintenance

Music Studio

Client: Central Land Council

Completed: May-16
Location: Docker River
Value: \$110,176

Description: Upgrade Music Studio

Description: Upgrade

Oval Upgrade

Client: Central Land Council

Completed: May-16
Location: Mutitjulu
Value: \$268,300

Vacate Works

Client: Department of Housing
Completed: 2015/16 (Ongoing)
Location: Alice Springs

Value: \$490,300

Asset Maintenance

Client: Department of Housing
Completed: 2015/16 (Ongoing)
Location: Central Australia

Value: \$538,420

Description: Panel Contract R&M Work

Housing Maintenance Officer (Central Australia)

Client: Department of Housing
Completed: 2015/16 (Ongoing)
Location: Central Australia

Value: \$800,000

Description: Housing Maintenance

Housing Maintenance Officer (Town Camps)

Client: Department of Housing

<u>Completed:</u> 2015/16 (Ongoing)

Location: Alice Springs Town Camp

Value: \$504,000

Description: Housing Maintenance

Tangentyere Constructions is currently project managing an extensive Repairs and Maintenance program in 11 remote communities in Central Australia. This is one of the larger Repair and Maintenance contracts in the Northern Territory. Under this contract Tangentyere Constructions is responsible for maintaining 470 houses across 11 remote communities. This includes maintaining the quality and lifespan of houses at Yuendumu, Yuelamu, Nyirripi, Laramba, Willowra, Wilora, Nturiya, Pmara Jutunta, Ti Tree, Engawala and Atitiere.

We have also just recently been awarded a Repairs and Maintenance Programme on Town Camps in Alice Springs which sees us maintaining another 270 houses. We have employed two Full time Indigenous Building apprentices for this programme.

Our roles in both programmes entails responding to R&M requests, maintaining R&M registers, undertaking housing inspections, liaising with tenants and reporting to stakeholders and authorities.

21. Tangentyere Employment Service

Tangentyere Employment Services helps people prepare for work, find jobs, and ongoing support to succeed at work. We do this though contracts from the Australian Government that were won in open competitive tendering. We are the only locally owned employment service in Alice Springs and work with around 750 job seekers.

Employment Services also delivers Municipal Services at 6 Town Camps; Hidden Valley, Larapinta, Palmers, Basso Farm, Mt Nancy, Abbotts and Karnte. Jobs in our MUNS teams are reserved for job seekers that we are working with and provide 6 months of paid workplace training.

21.1. Community Development Program (CDP)

Our contract with the Australian government for Remote Jobs and Communities Program (RJCP), which commenced in 2013, was changed to the Community Development Program on 1 July 2015. The service still covers the same area – the Town Camps of Alice Springs, Amoonguna and some Outstations and Family Blocks North around Yamba and Burt Plains regions. We are working with around 1000 job seekers.

This new contract has a heavy emphasis on work preparation activities through Work for the dole projects, with most job seekers required to attend up to 25 hours of activities each week.

Tangentyere has expressed some concerns about the new system and reporting obligations, noting that punitive approaches, such as cancelling or reducing people's income support, do not assist disadvantaged individuals, families or communities. Throughout the year we have been working with other Indigenous Organisations to improve the employment services available for remote Indigenous Job Seekers.

Employment Services Projects

To assist people to experience different work environments and develop new skills TES conduct a number of Work Preparation programs. These include Women's Craft, Women's Gardens, Digital Stories, Landscaping, Construction/Maintenance and wood work and metal working. Literacy and Numeracy assistance from The Institute for Aboriginal Development (IAD) is integrated into these programs. We also operate a Women's Centre and Men's Shed for our job seekers at Amoonguna and family based activities on the outstations.

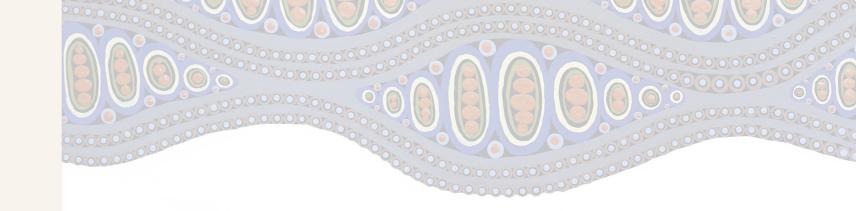
Tangentyere Employment Services coordinates service delivery with a number of Registered Training Organisations to provide referral and support pathways for its clients into accredited and non-accredited vocational training opportunities.

Tangentyere CDP has collaborated with the following organisations/programs:

- Batchelor Institute of Indigenous Tertiary Education (BIITE)
- Centre for Appropriate Technology (CAT)
- Charles Darwin University (CDU)
- IM Training
- Karen Sheldon Training and Development
- Eagle Training
- Red Cross
- St John's Ambulance
- Civil Train

Some of the courses facilitated in collaboration with these providers included the following:

- Cert II Construction
- Cert II Community Services
- Cert II Rural Operations
- Cert II Conservation and Land Management
- Introduction to Computers
- Heavy Vehicle Training and licensing
- Cert II Contemporary Art
- Future Stars Work Ready
- Learner's Permit Theory & Driver Training
- Hospitality Pre-employment
- Cert I Automotive
- Cert. II Security Operations
- First Aid & White Card
- Foundation Literacy and Numeracy



Enterprise Development

TES is currently exploring opportunities and potential markets for product and services produced through our work preparation activities. We aim to generate income that can be shared between the participants and used to build up sustainable businesses that could provide work opportunities. We have operated several 'POP UP' Shops at Yeperenye Centre and Adelaide House in Todd Mall, selling craft items made by the jobseekers, including coffee tables made by the men and then painted by the women. The Men's shed has been manufacturing furniture to order and developing nursery sales.

Remote Youth Leadership Development Corp

Our second Remote Youth Leadership
Development Corps project, Tang Youth Crew,
graduated in August 2015. This program combines
accredited training with literacy and numeracy
support, Work Experience, Indigenous Mentoring
and Leadership development for Indigenous Youth
under 25 years.

Tangentyere Employment Service partnered with Batchelor Institute to provide Certificate II training in Community Services and Literacy/Numeracy support. Work experience was arranged in the different Divisions of Tangentyere so that the trainees could see and understand all of the services Tangentyere provides.

The program also developed the confidence and leadership potential of the participants. The program included fitness, trips to country, "Selfies" Art workshops (in conjunction with Tangentyere Artists) and driver licence training.

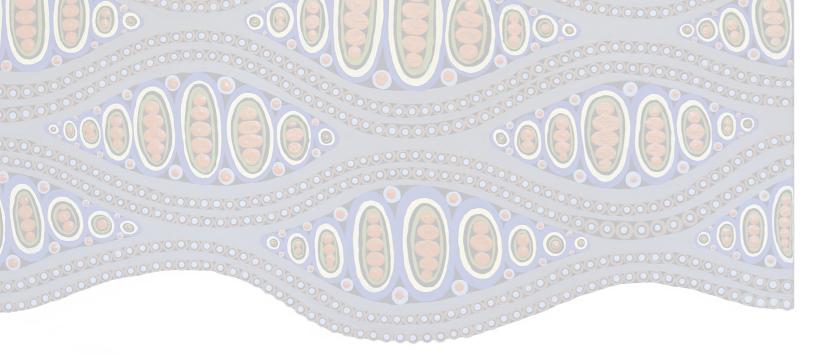
8 participants graduated from the program. This program is developing workers and futures leaders for Tangentyere.

Performance

Placements of job seekers into jobs increased from 81 last year to 110 this year. This increase was due to participants being employed by Tangentyere Council for short term projects such as refurbishing Town Camp playgrounds, clearing out the constructions shed and stores, and end of year project for TSP maintaining some Town Camp yards.

The contract definition of 6 month outcome changed with the new CDP service. Previously, we were measured on job seekers achieving 6 months of employment over a 12 month period. This changed to 6 months out of 7 months. This change makes it much more difficult for us to achieve continuous employment die to seasonal, family, and cultural obligations. 6 month outcomes fell from 28 last year to 23 this year.

Getting our job seekers short term work for projects is an area that TES will be developing. During this year 30 program participants gained paid work experience with Tangentyere Council through TES projects.



21.2. Municipal and Essential Services (MUNS)

Tangentyere carries out a range of municipal services across seven Town Camp localities including:

- Grass cutting, slashing, tree lopping and chemical weed control;
- Stormwater collection mounding and landscaping;
- Tree planting and maintenance
- Repairing community fences; and
- Building firebreaks around community perimeters.

peninereis.		
Target Localities	Occupied Dwellings	Area
Aper Alwerrknge (Palmers Camp)	7	0.917 ha
Mt Nancy	11	4.25 ha
Bassos	2	
Ewyenper Atwatye (Hidden Valley)	47	28.55 ha
Yarrenyty Altere (Larapinta Valley)	30	90.61 ha
Mpwetyerre (Abbotts)	6	1.54 ha
Karnte	19	7.51 ha
Total	122	677.127ha

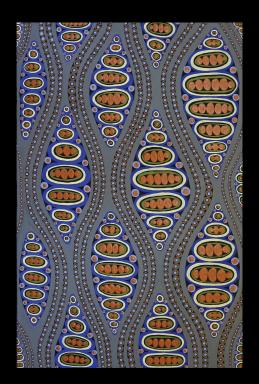
MUNS Intermediate Labour Market

Under our Municipal Services contract we are funded for 6 positions under the CDEP Replacement Jobs program. These positions are now filled by our job seekers on 6 month contracts. During this time the workers receive full wages, on the job training, licences and tickets and intensive mentoring. During the 6 months of employment we identify a permanent position with another employer and prepare our worker for the new position. 12 people move through this program each year.



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Front Cover, and internal details based on:

After Big Rain, Ulpanyali, 2017

Gwen Gillen

592 x 903 mm, Acrylic on Linen

Art Centre Catalogue Number: 8228-17

© the artist, courtesy Tangentyere Artists