



carpentaria

# ANNUAL REPORT

## 2022 - 2023







# CONTENTS

- 4** Chair Report
- 8** CEO Report
- 12** 2022 - 23 Highlights
- 13** Quality and Practice Governance
- 14** Harry's Place
- 16** The Café at Harry's Place
- 18** Therapy Services
- 24** Pathways Program
- 28** Ready for Home
- 32** Independent Living Services
- 36** Specialist Disability Accommodation
- 38** People and Learning
- 42** Assets and Facilities
- 43** Media Mentions
- 44** Financial Reports





## CHAIR REPORT

As always, the past year has once again been a year of challenges and highlights.

While COVID is largely behind us, the ongoing impacts continue to be felt, particularly in staffing. With travel now possible, some staff have taken the opportunity to move on while recruitment of replacements has become more challenging with increased demand across Australia. Notwithstanding, Carpentaria continues to attract outstanding candidates and we were also pleased to welcome 10 new staff members from Kiribati, through the Pacific Australia Labour Mobility scheme (PALM) scheme. These 10 qualified nurses have joined our team of Skill Development and Independent Living Coaches.

Carpentaria's involvement in this scheme, along with the continuous improvement of staff skills and opportunities, are part of the actions in train to meet the fourth pillar of our Strategic Plan, Invest in our People.

The Carpentaria team have also been extremely active in meeting our other Strategic Priorities.

Over the last year we have responded to meeting service needs and closing gaps in a number of ways. Earlier this year I was very pleased to join our CEO, Annie Rily, NT Minister for Disabilities, the Honourable Ngaree Ah Kit and others to officially open our Alice Springs office. This

marked our permanent return to Alice Springs after more than 10 years and was another step in meeting the need in the NT.

At that opening the Minister announced the release of a block of land in Alice Springs to Carpentaria for the construction of a third Specialist Disability Accommodation (SDA) property. In August this year, the Minister for the NDIS, the Honourable Bill Shorten, accompanied by Minister Ah Kit and Senator Malarndirri McCarthy, officially opened our first two SDA properties in Darwin. Minister Ah Kit also announced the release of a further two blocks of land in Darwin. Together, these five SDA properties will provide high quality, above standard homes for up to 15 participants and the Board looks forward to further opportunities to sustainably grow and meet this need across the NT.

The Supported Employment and Training Program continues to provide opportunities for participants to develop skills and find open employment. Recently we were pleased to celebrate Commis Chef Jack Auld achieving runner up in the Austin Asche Apprentice of the Year Awards. Jack started working in the Café at Harry's Place over 2 years ago and has completed his Certificate III in Commercial Cookery while training there. Jack is kicking goals and is now expanding his skillset working part time at the Darwin Trailer Boat Club and starting his Certificate IV studies.

The Nailed It program is another great success within our Pathways programs and provides an excellent creative opportunity and many gifts and creative pieces for purchase throughout the year.

Partnerships continue to be developed and enhanced with the Therapy Services team providing advice and support for BASSINTHEGRASS, the V8 Supercars and the Darwin Festival to ensure a safe, accessible and enjoyable experience for all attending these iconic events.

By the time you read this report, both the NDIS Review and Disability Royal Commission Final Reports would have been released. While much of the probable detail of these reports is known, these will be closely studied to ensure that we continue to meet the highest standards and provide the quality services and supports that participants deserve so they can achieve their personal goals.

Financially Carpentaria continues in a very strong position. As in previous years, NDIS payments for services remains our most significant revenue source, providing \$25,097,240 or 80% of the total revenue (\$31,560,238) for the year. While this is a good outcome, NDIS funding is an area we closely monitor to ensure we meet all costs. Expenditure increased this year, at \$29,415,331, with wages our highest expense at \$25,474,101, or 81% of revenue, slightly up from last year. After depreciation and including the capital grant funding, the surplus for the year was \$1,008,269 or 3.19% of total revenue



which is a continued healthy result. Our Current Ratio of Assets to Liabilities is 2.37 compared to 2.64 last year but also remains healthy. Thank you to our Finance team, led by Yugesh Soni, for their diligence and hard work to ensure that our financial position remains sound. As a not-for-profit organisation, these surplus funds are regularly reinvested into new programs, expansion of current programs and ongoing staff development. Indeed, at our most recent Board meeting we agreed to reinvest in additional new vehicles and the purchase of additional housing to support our programs.

This year the Board, particularly to ensure the involvement of our interstate directors, has shifted to a full day schedule to include professional development as well as the board meeting. This Board professional development has included sessions on governance and cultural awareness training, as well as presentations from staff members.

The Board recruitment program has been very successful with Wendy Ah Chin, Marie-Louise Pearson and Sarah Skopellos being appointed to vacancies over the year. The Company Secretary also received the resignation of Director Glenn Foard in September. The Board thanks Glenn for his commitment and efforts over the last year and wishes him the very best in his future endeavours.

The Board sub-committees, including the Finance, Risk, Audit and Governance Committee, the Assets Committee, and the Quality and Safeguarding Committee remained focused on continuous quality improvement, ongoing oversight and good governance, as well as efficient information provision to the broader Board meetings.

Thank you to all Carpentaria team members for your continued commitment to participants across all of our programs. I always enjoy the opportunity to talk with you and witness your commitment to your role – the work you do each and every day is very much appreciated and recognised.

To Annie Rily and the Executive Team, thank you for your continued professionalism and dedication to our staff and participants, and for your support to the Board.

To all Board members, it has been another enjoyable year working with you, I value your contribution and thank you for your ongoing commitment to Carpentaria.

For myself, it has been an honour to continue in the role of Board Chair, I am very proud to be associated with Carpentaria and all it has and continues to achieve.

All the best.

**Grant Lindsay**  
Board Chair







## CEO REPORT

The 2022/23 financial year has been another busy and dynamic year of growth across programs.

As we have increased our workforce to meet demand for additional supports, we have continued to make progress against the key objectives highlighted in the 2022-2025 Strategic Plan. It gives me great pleasure to report upon our activities over the past 12 months.

### **Respond to service needs and gaps in the Territory**

We were excited to officially open a permanent office in Alice Springs in April 2023, after delivering fly-in fly-out Therapy Services for four years. This move highlights Carpentaria's ongoing commitment to delivering high quality services in central Australia, with scoping currently underway for the additional services we will start to offer in the coming months.

Our committed team of Allied Health professionals continued to provide consistent Speech Pathology, Occupational Therapy and Allied Health Assistant services to six remote communities, with excellent outcomes and positive feedback from families and community stakeholders.

In addition, the construction of two very high quality Specialist Disability Accommodation homes was completed this year and I am extremely proud of the benchmark we have set in the delivery of suitable and appropriate housing for Territorians with disability.

### **Continuously improve the quality and excellence of our services**

Carpentaria's Quality and Practice Unit increased in scope and team members to reflect the additional focus placed on clinical and practice governance. The completion of Maybo Training by several members of the team, as well as the continued implementation of our Practice Governance Framework, provides the best practice guidelines for us to continue to exceed the expectations of families and of the NDIS Quality and Safeguarding Commission.

A key finding from the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability focuses on Active Support and the importance this plays in the delivery of high quality supports. Active Support is one of Carpentaria's Principles of Good Practice and something I am very passionate about. All team members participate in induction training which focuses on Active Support, and ensuring this remains embedded in everything we do continued to be a priority throughout the year.

Another initiative I am proud to report on is the development of our Reflect Reconciliation Action Plan (RAP) through consultation and contribution from team members representing all program areas. Carpentaria is a strong supporter and advocate for equitable access to NDIS services for all Territorians and the development of our RAP highlights our ongoing commitment.

The Nous Group completed an extensive evaluation of our Ready for Home program which highlighted the positive aspects of the program, including the shared clinical governance approach, as well as areas we can improve upon as the program evolves to meet demand for transitional housing and supports.

### **Develop partnerships to enhance opportunity**

The development of partnerships with Territory organisations and businesses has seen positive results this year. Apprentice Chef Jack Auld has commenced part time work at the Trailer Boat Club as he progresses his hospitality career through training at the Café at Harry's Place and into open employment.

We have also established a strong partnership with Charles Darwin University for our training and study requirements and look forward to strengthening this partnership in the months to come.



### Invest in our people

Training and the opportunity to access ongoing professional development opportunities continues to be a focus across all programs. I am pleased to report that Carpentaria supported 20 team members to complete Certificate III and Diploma level studies.

Another highlight this year was welcoming 10 qualified nurses from Kiribati through the PALM Scheme. The team have settled into Darwin life and are currently working as Skill Development Coaches in the Pathways Program while they complete their training and qualifications.

As we continue to increase our team capacity and capability to achieve the outcomes highlighted in the Strategic Plan, we have recruited to new roles to support increased service delivery and demand for services.

Individual and team successes have been highlighted within this Annual Report, and I am so proud to see so many exceptional team members excelling in their careers.

### Grow sustainably

Growing sustainably remains a focus across all programs and activities as we grow to meet the needs of Territorians. We continue to take the time required to assess opportunities and ensure they are financially, socially and environmentally sustainable. The opportunities that come with ongoing growth always need to be balanced by financial scrutiny and assessment to ensure sustainability and to allow us to continue re-investing our profits back into service delivery and greater participant outcomes.

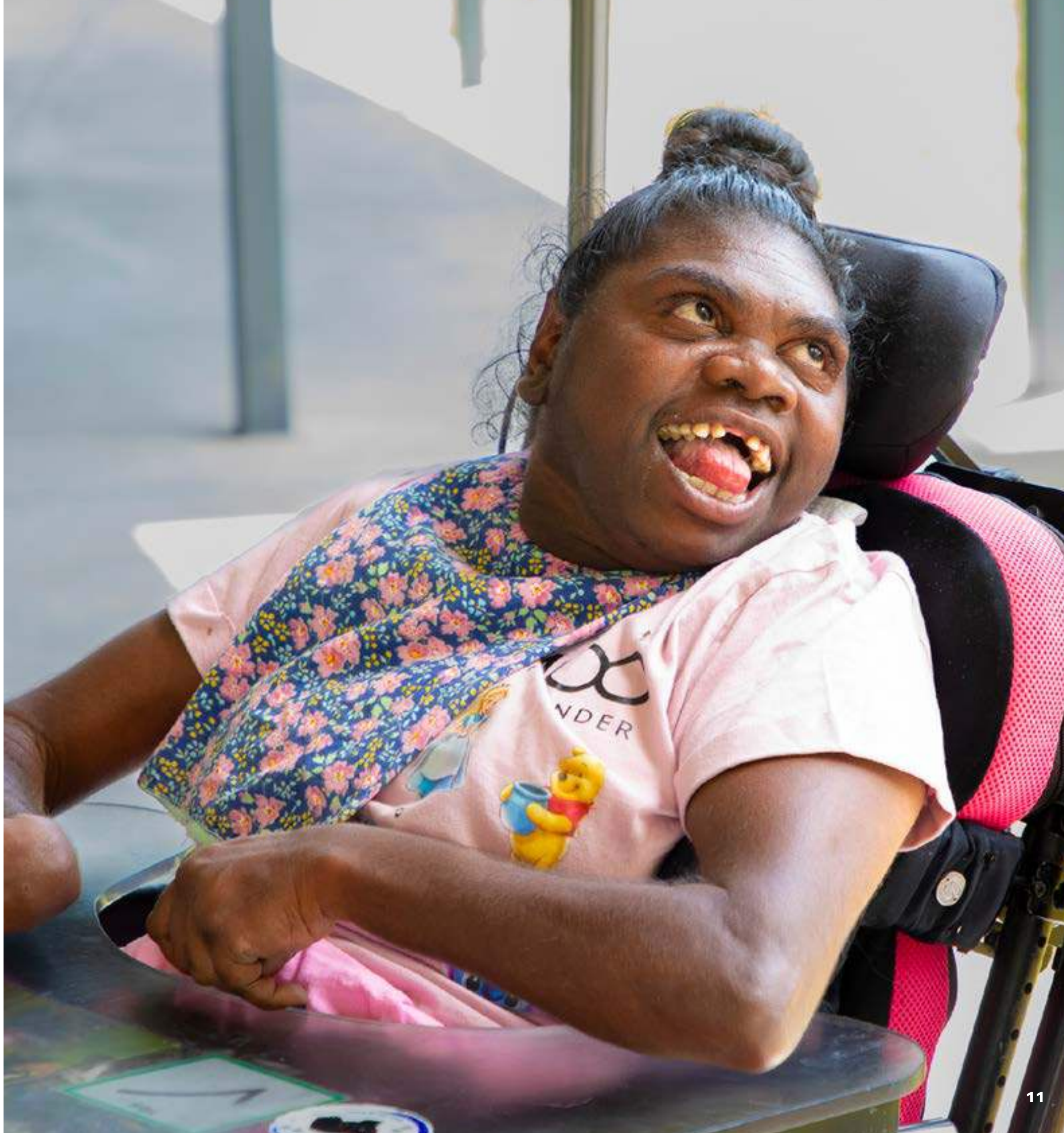
### Thank you

When we have the opportunity to reflect on our achievements as a group, such as at the End of Year Awards dinner, I continue to be impressed by the commitment, enthusiasm and depth of knowledge we have across the team. Thank you to all Board members for their ongoing governance and support. Thank you to the 329 members of our team, who remain so committed to delivering high quality services and support across the NT.

I also appreciate the support from disability sector representatives – we are a small and connected sector who work collectively to support Territorians and the opportunity to collaborate and achieve outcomes is always welcome.

Finally, thank you to participants, guardians and families – whether you are new to Carpentaria, or have been receiving supports for a number of years, you are always at the forefront of why we do what we do.

**Annie Rily**  
Chief Executive Officer





# 2022 - 23 HIGHLIGHTS

Delivery of supports  
to **770+**  
participants

**18%**  
increase in  
employees

Establishing a  
permanent office in  
**Alice Springs**

Official opening of  
**Paediatric  
Equipment  
Program**

Design and construction of  
**2 SDA homes**

Consistent  
Allied Health services  
delivered in  
**6 remote  
communities**

Implementation of our  
**Practice  
Governance  
Framework**

**25**  
student  
placements



# QUALITY AND PRACTICE GOVERNANCE

The capacity and scope of Carpentaria's Quality team increased this year, with the addition of a Quality and Compliance Officer, Occupational Therapist and Quality and Compliance Administration Officer joining the Quality and Practice Manager to develop and deliver a range of quality and clinical governance improvements.

Completed initiatives during 2022 - 23 include:



**Successful completion of the mid-term NDIS Practice Standards audit** and the addition of Specialist Behaviour Support and Specialist Support Coordination as new registration groups



**Development of Carpentaria's Practice Governance Framework** and establishment of the Practice Governance Committee



**Implementation of the Comprehensive Health Assessment Tool (CHAP)** for participants in Supported Independent Living and Medium Term Accommodation programs



**Inclusion in the NDIS Quality and Safeguards Commission 'Provider Spotlight'**, highlighting the successful implementation of the CHAP tool



**Comprehensive audit of Restrictive Practices**, resulting in the reduction and cessation of multiple chemical and environmental restraints, and the cessation of all physical restraints within Supported Independent Living



**Development and implementation of streamlined data collection methods** across programs to identify risk and highlight participant support needs



**Development and implementation of a process to resolve issues** with restrictive practice authorisation and behaviour support plan development

"I don't have any other implementing providers doing what you are doing with the implementation of my Behaviour Support plans, I am very impressed."



# HARRY'S PLACE

As the landlord and lead tenant at Harry's Place, Carpentaria is proud to nurture a thriving hub of community sector organisations. The precinct includes:

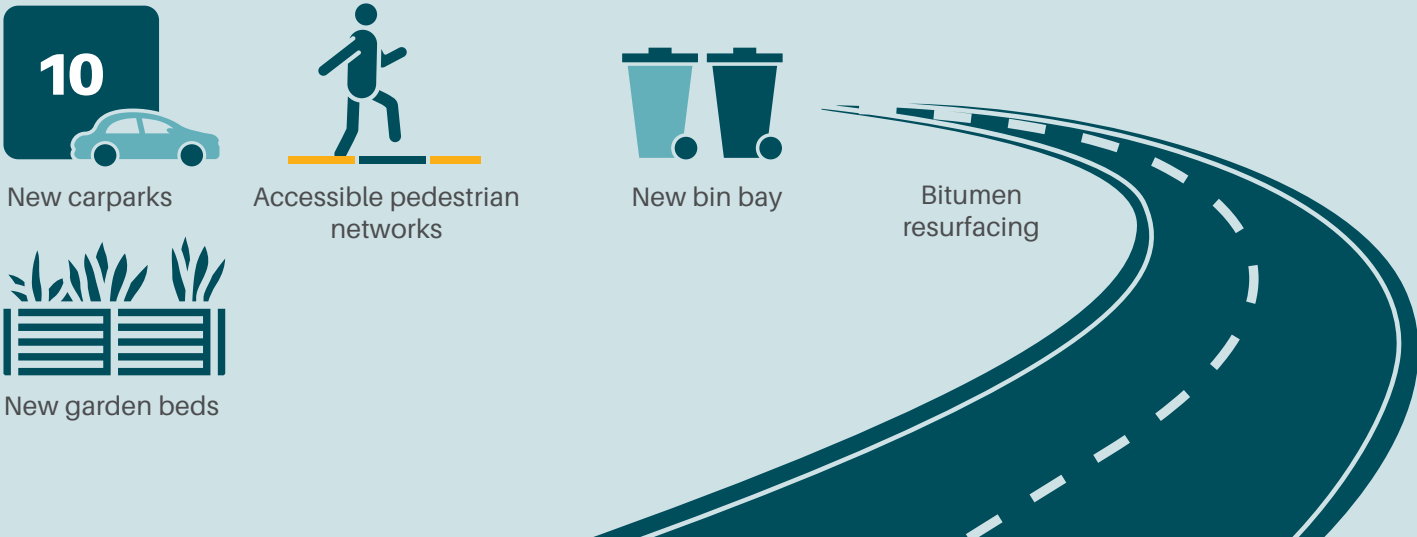
**16** organisations delivering community, therapy, disability and health services



**Conference facilities** Demand for conference and meeting rooms continued throughout the year, with consistent bookings from across the community, government and private sectors.



**Car park upgrades** Stage 3 of the Harry's Place car park upgrades were completed during the year, with the addition of:



## Staff Profile



**Rowie Bijasa**  
Reception & Events Officer

The most enjoyable part of my job is putting smiles on people's faces when they approach the front desk. I am proud to represent and be a role model at Carpentaria and love providing support in small and big ways to make a difference in the lives of others. I think it's important to be limitless when it comes to supporting others, not just for people with a disability, but for anyone who needs support.

I am motivated and dedicated to what we do as an organisation because I can be a part of the outcome of Carpentaria's projects and goals.

Carpentaria has great values and is respected by participants, employees, clients and the community. The organisation is willing to go beyond expectations and has set a great example in the disability sector.

**"Helping people is not just a job for me, it is truly fulfilling."**



"Harry's Place is a great space where everyone is working together to support the wider community. Being a tenant here has given us more opportunities to connect in with other likeminded organisations."

"Rowie and Shielanie were super helpful. They assisted as needed with IT, changed the timing of the catering (which was also excellent) and assisted to get left over catering to local services."

"Thank you so much for your help over the two days of our conference, and for the professionalism and kindness of staff. I am very grateful for the way you go about your work."

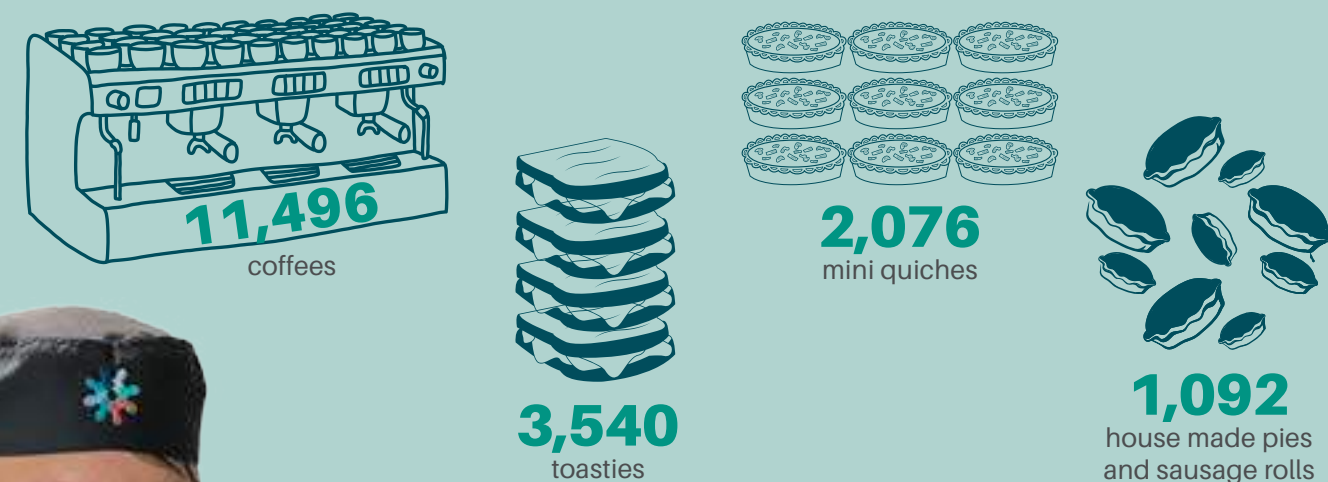


# THE CAFÉ AT HARRY'S PLACE

The Café at Harry's Place not only serves as the central meeting point for Harry's Place staff and visitors, but it also services the local community while continuing to provide employment and training opportunities for people with disability.

Long term Café employee Jack Auld was named runner up in the 2023 NT Training Awards Austin Asche Apprentice of the Year, a direct reflection of his commitment to completing a Certificate III in Commercial Cookery while working in the Café. In addition, he has commenced working two days per week at the Darwin Trailer Boat Club as he progresses his career and moves towards open employment.

Café Trainees contributed to the preparation, cooking and sale of approximately:



"I was very happily surprised with the best lunch I've had in the 3 years of working at Harry's Place."

"What a fabulous spot you have there... loved the Christmas gift we bought plus the food and service was spot on. Thank you!"

"The new changing menu is delicious."

"The mini quiches are the best!"

## Staff Profile



**John Heffernan**  
Café Trainee

I have worked in the Café since the start of 2022. I work as a Café all-rounder and I love my job. I really like the smoothies and sometimes I do a Juice Bar for customers.

The Café is good at supporting people with disability and the Café team help me do my job. My favourite part of working in the Café is serving customers and meeting new people.

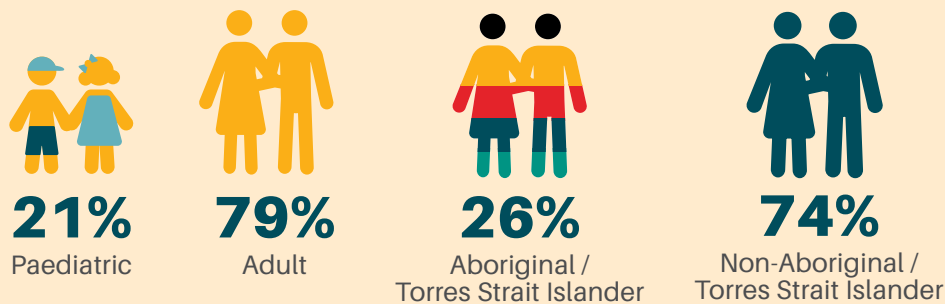
**"One day I might go and work in another Café, but right now I like it here and I would like to work here for a long time."**





# THERAPY SERVICES

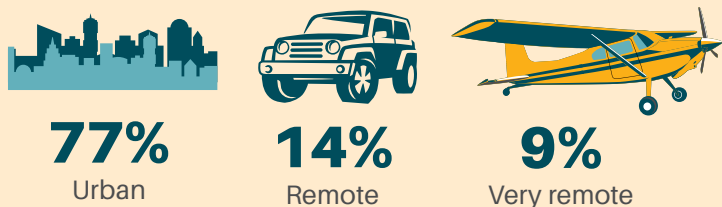
## Participants



## Services delivered



## Service location



## Service delivery



Consistent services were delivered in

Darwin  
Maningrida  
Ramingining  
Millingimbi  
Galiwin'ku  
Katherine  
Alice Springs

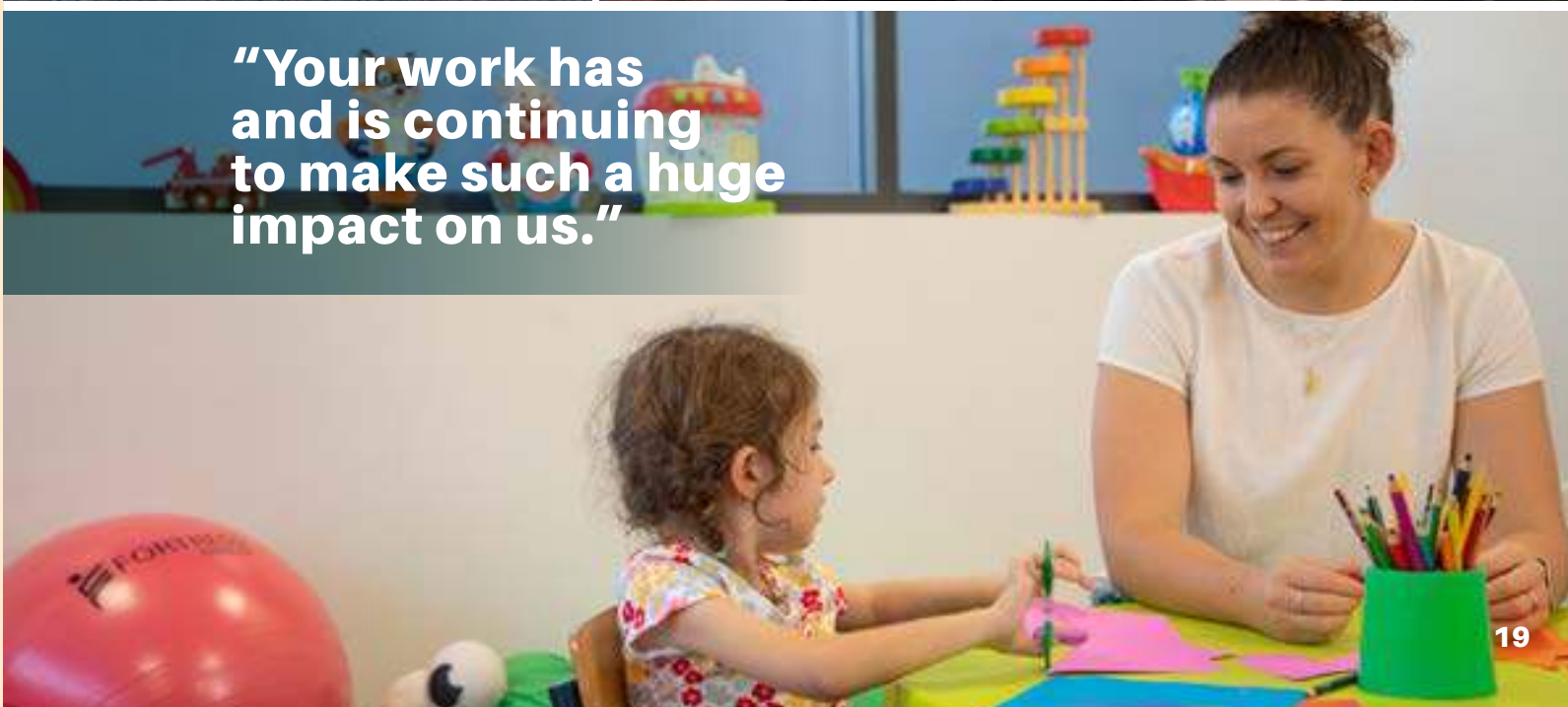
## Session location



## The team



"Your work has and is continuing to make such a huge impact on us."





# HIGHLIGHTS



**Paediatric Equipment Program**  
Official opening



**Commencement of Counselling**  
services for young people and adults



**Katherine and Ramingining**  
added to remote service schedule



**Alice Springs office**  
Official opening



Delivery of **accessibility and inclusion training**  
for City of Darwin and NT Major Events



**Training for support staff** in Manual Handling, Mealtime Management and Active Support



Introduction of **sensory bags**  
for BASSINTHEGRASS attendees



**Facilitation**  
of the first NT Allied Health Assistants networking event



**FIM accreditation**  
(Functional Independence Measure) completed by all Occupational Therapists



**Vocational Engagement Program**  
launched

# AWARDS

**Paediatric Equipment Program**

Excellence in Innovation in the 2022 NT Disability Inclusion Awards



**Therapy Aid Assistant Alishia Lindsay**  
Excellence in Rights Promotion and overall Award for Excellence in the 2022 NT Disability Inclusion Awards

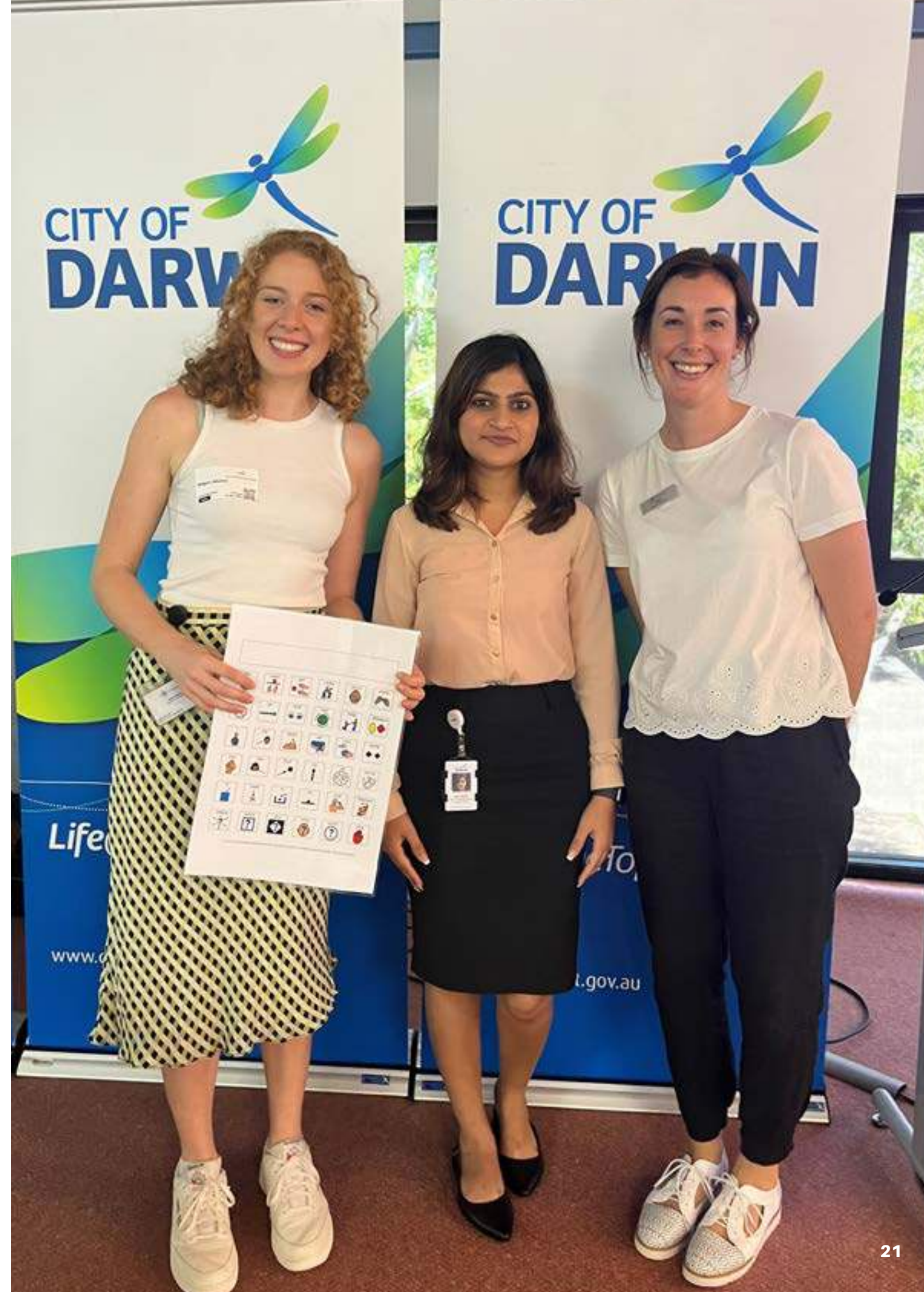


**Alex Murrell**  
PHN Allied Health Practitioner of the Year 2022

**Alex Murrell and Sarah McGuire**  
2022 Speech Pathology Australia Innovation Award



**Genna Stiles and Sarah McGuire**  
Flinders Supervisor Award





## Case studies

### Specialised equipment supports development

Logan\* was born with hydrocephalus (fluid build-up within the brain) and his medical team anticipated an extremely short life expectancy. However, Logan was fortunate to make a stable recovery and a cohesive multi-disciplinary approach was established to meet his needs and enable him to continue to live with his family in a remote community. A Carpentaria Occupational Therapist, a Physiotherapist from Nhulunbuy and the community health care team were engaged to provide ongoing support.

Logan and his family accessed loan equipment from Carpentaria's Paediatric Equipment Program (CPEP) to manage their immediate needs whilst in community. This facilitated safe bath, meal and play time in between therapist visits. Access to the equipment allowed Logan's family to become confident using each piece, and to see how these items benefited Logan, and the trialled equipment was purchased for continued use.

On a recent visit to Darwin, Logan and his family trialled additional CPEP equipment to meet his changing needs. As Logan grows, larger items will be ordered and equipment that is no longer suitable will be returned to CPEP to support another child's development.

\*Name changed

### Communication improves quality of life

As a young non-verbal boy with cerebral palsy and an intellectual disability, Noah\* did not have the opportunity to access Speech Pathology or other Allied Health therapy to support his development. He was reliant on the people around him to interpret his facial expressions, vocalisations and body language to address his needs.

Now as a middle-aged man living in Supported Independent Living, Noah's NDIS plan allows for regular visits from a Carpentaria Speech Pathologist and Occupational Therapist to build his communication systems and enhance his interaction with his flatmates and the wider community.

Through regular and scheduled visits, Noah's therapists have facilitated the use of a switch for Noah to communicate, allowing greater choice and autonomy during his day. Noah can also use a switch to control items such as an iPad, fan, lights and a blender, providing him with an improved sense of wellbeing. Noah's Speech Pathologist is supporting him to continue to explore other forms of Augmentative and Alternative Communication tools to communicate with those around him.

\*Name changed



## Staff Profiles



**Maddi Hammet**  
Occupational Therapist

I enjoy working in a flexible role where I can support people to live their best life every day in various environments. I particularly enjoy working in the remote communities I regularly visit, and I feel lucky to have the opportunity to experience such beautiful parts of the Territory. It's always a great day when I can deliver a therapy session on the beach!

I feel very fortunate to work alongside a passionate and dedicated therapy team of OT's, Speech Pathologists, Psychologist, Physiotherapist and Allied Health Assistants. They are a great group of hard-working individuals who always support each other.

**"The most rewarding part of my job is assisting people to build their capacity and watching them grow as individuals to achieve their goals."**



**Megan Adams**  
Speech Pathologist

I love being part of such a broad multi-disciplinary team of passionate therapists. Carpentaria is open to innovation and has a supportive team culture, which means we can develop and offer programs tailored specifically for participants.

It is so rewarding to work with a person and their family to support positive changes in their lives, like watching a child's confidence grow as they can better express themselves and watching parents and their children connect through communication.

My favourite days at work involve a range of activities – home and school visits, clinic sessions, liaising with a person's care team and opportunities to learn from others in the team.

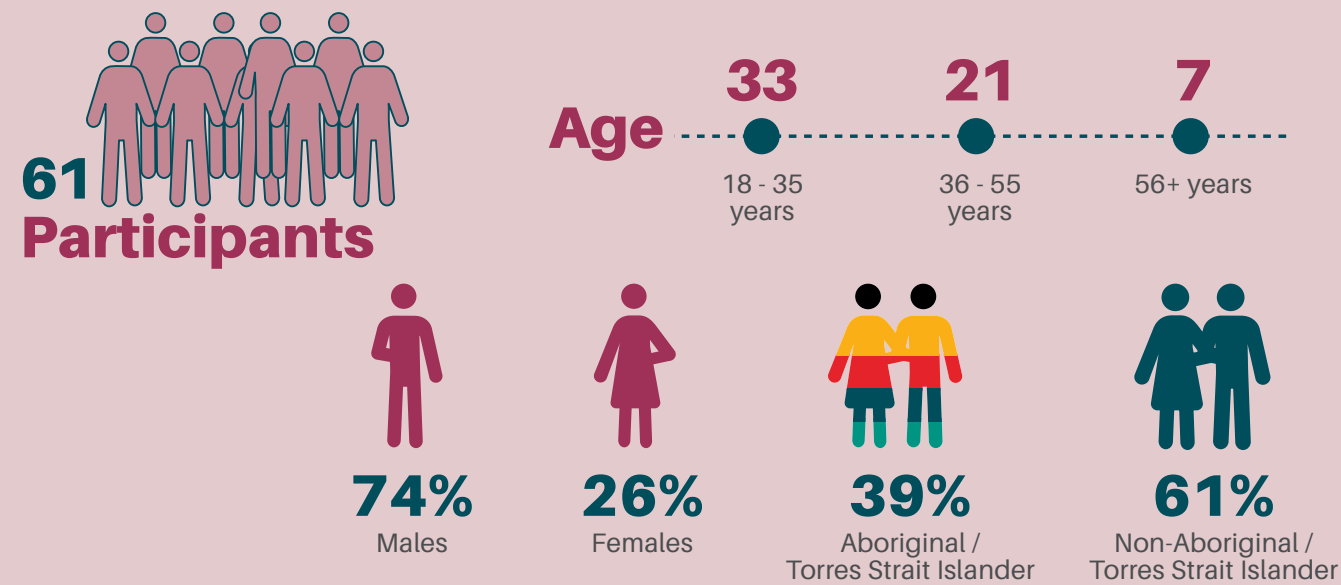
**"It is always a good day when a client achieves a new goal – recently a 7-year-old client of mine said 'mum' for the first time which was really special."**

**"In practice, your ideas work every time we put it to the test."**

**"The inclusion and accessibility training session was really well received by everyone in the office. It was really engaging and educational. The activities helped us to think about what we can do at our events and I look forward to implementing some of the tips discussed."**



# PATHWAYS PROGRAM



## ★ ★ HIGHLIGHTS ★ ★

- ★ ★ Participation in the **Rising Stars Basketball Competition**
- ★ ★ Creation of **wooden Christmas decorations** sold through the Café at Harry's Place
- ★ ★ Continued growth of **Nailed It woodworking** program
- ★ ★ Re-introduction of **Media Program**
- ★ ★ Comprehensive onboarding of 9 new participants into program activities
- ★ ★ Implementation of 10 cent return **recycling program**



“It is wonderful to see such a focus on support for decision-making in the program”





## Case studies

### Sales success in Nailed It

Shannon and Jeff have enjoyed Nailed It activities over the past four years and have consistently built their woodworking skills and the intricacies of their creations. They were pleased to participate in the Christmas decoration sale through the Café at Harry's Place and entered beautifully crafted items into the Royal Darwin Show.

After becoming inspired to sell their work directly to a customer base, Shannon created a website to sell items online, and opened a market stall at Tactile Arts, while Jeff developed a social media presence to sell creations to family and friends.

Supported by a talented team of Skill Development Coaches who are passionate about woodwork, Shannon and Jeff are busy planning their next wooden creations and look forward to sharing these with the broader community.

### Rising basketball stars

When Pathways Program participants were first approached about entering a team in the Basketball NT Rising Stars Basketball Competition, many in the group were unsure and unwilling to get involved.

Several team members spent the first few games watching from the sidelines and disengaged in the game and in the team. Through encouragement from Skill Development Coaches, players started to join the game and realised how enjoyable basketball could be. Once goals were scored, the excitement built and everyone in the team enthusiastically joined in. 'I am so proud of myself. Thank you so much,' said one participant, whose confidence grew throughout the competition.

The team are looking forward to the next Rising Stars season and are using the mini hoop in the Pathways gym to keep up their skills during the break.



## Staff Profiles



### Marie Mann

Team Leader / Skill Development Coach

I really enjoy working in the disability sector as it allows me to make a real difference in people's lives. The Pathways Program is a happy place to work, with a focus on meeting individual needs and building skills and independence, while maintaining the dignity and respect of everyone we support.

I especially enjoy dancing, going fishing and doing woodwork with participants. Teaching cooking is also fun!

It is so rewarding to see participants engage in meaningful activities that build skills and independence and to watch participants achieve their individual goals.

**"My work has taught me there are no limits on what you can achieve with your life."**



### Piyush Patel

Skill Development Coach

I have had the privilege of working in Carpentaria's Pathways Program for nearly three years and it has been an incredibly rewarding experience. I enjoy supporting people of all ages to develop skills and abilities through the various activities offered each week.

I have developed a deep understanding of participant challenges, fostering patience and empathy from my job. Every day is a new chance for growth and achievement, not only for me personally, but for the participants I support.

**"Working at Carpentaria is not just a job, it is a calling that requires adaptability and a genuine desire to make a positive difference in the lives of those who often face unique challenges."**

**"From the very first interaction with Katelyn and the Carpentaria team we were at put ease, we felt heard, understood and fully supported. Entrusting the care of a family member to an organisation is daunting, however we left our orientation visit feeling confident that the dedicated staff at Carpentaria would provide everything we need and more. We are so impressed with every aspect of Carpentaria and we couldn't be happier with our decision."**



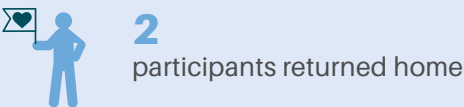
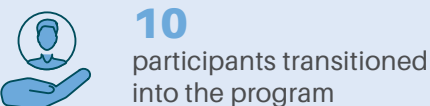
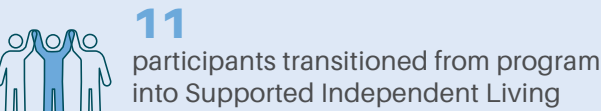
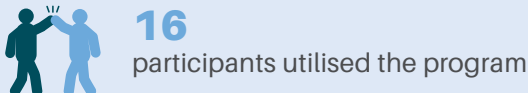
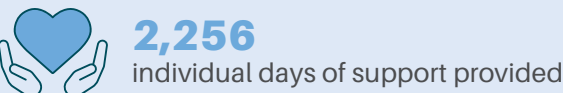
# READY FOR HOME

Carpentaria’s Medium Term Accommodation, Ready for Home program provides high quality supports and accommodation for patients transitioning from hospital and awaiting NDIS plan activation. The program continued to support individuals who had been discharged from hospital, but needed additional time to prepare for or identify the location of their longer-term home.

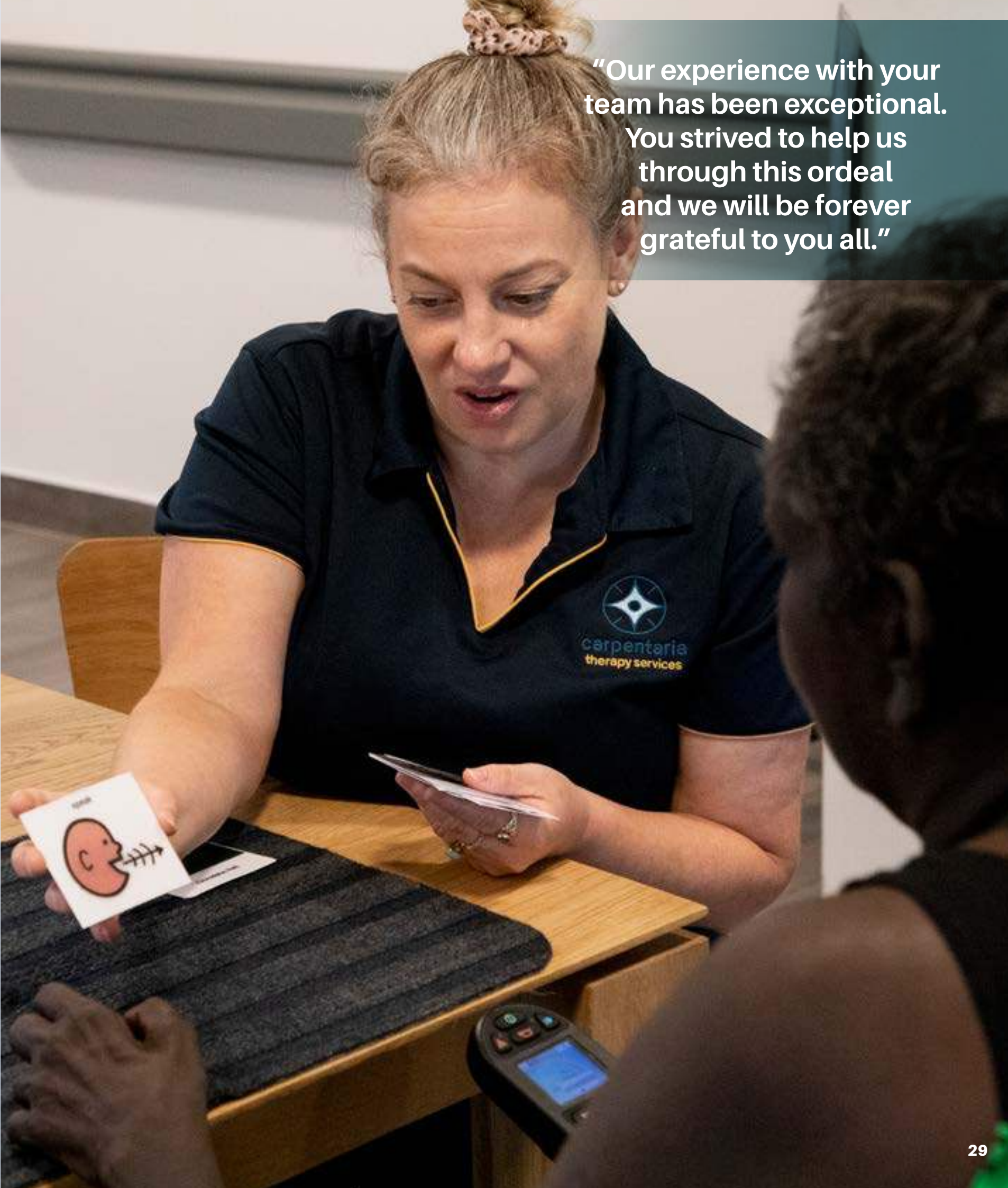
Throughout the year, all funding for supports transitioned to NDIS medium term accommodation funding.



## HIGHLIGHTS



“Our experience with your team has been exceptional. You strived to help us through this ordeal and we will be forever grateful to you all.”





# Case studies

## Staying connected in Darwin

Four women from the same remote community transitioned from hospital to Carpentaria’s Ready for Home program. Unable to return home due to their complex disabilities, and with their NDIS plan activation completed, they moved into the Supported Independent Living program and started to settle into the Darwin community.

Supported by intensive input from Carpentaria’s Occupational Therapist, appropriate wheelchairs, hoists and other specialised assistive equipment were secured to maximise independence. Staff completed additional training to equip them with the necessary skills to use the new equipment and to manage everyone’s complex medical requirements.

Life in Darwin is now filled with regular visits from family, shared meals, shopping and a lot of laughter.

## Transition to home

Roger and John\* had lived with their families for many years, before a deterioration in mobility and a long hospital stay resulted in them both being unable to return home to live. They transitioned into the Ready for Home program while their NDIS plans were reviewed to meet their increased needs.

Initially hesitant about engaging with others, the two men slowly formed a friendship and a plan to transition into a SIL home together commenced. Allowing time to get to know each other and regular stakeholder discussions were critical to the successful transition process.

Roger and John have now settled into a home together and enjoy spending time in the community, having lunch in the park and visiting with family.

\*Names changed

# Staff Profiles



**Sita Panta**  
Independent Living Coach

It is so rewarding to support participants so they can live a meaningful life. Every day is a learning opportunity and a chance to upgrade my skills. When I see a participant smile, that makes my day special and I feel satisfied that I work in this role.

My work with Carpentaria participants has taught me that life is beautiful and we should enjoy it, whichever way we can. The way we all achieve our goals may be different, but nothing is impossible.

**"I am supported by friendly and supportive staff members and flexible management, and I really enjoy making a positive contribution."**



**Sunita Bhandari**  
Team Leader / Independent Living Coach

Carpentaria is a great place to work. It has an outstanding work culture and the opportunities for professional growth are abundant. What truly sets Carpentaria apart is the genuine care shown towards both participants and staff. It creates an environment where everyone feels valued and supported.

Having a close family member with a disability makes this work feel like a natural calling for me. My role contributes to a more inclusive and accepting society, fostering a sense of belonging for everyone.

**"I enjoy every moment I spend with participants. Taking a participant to Cullen Bay after she had eye surgery this year was really memorable - her joy at being able to see everything clearly again was tangible."**

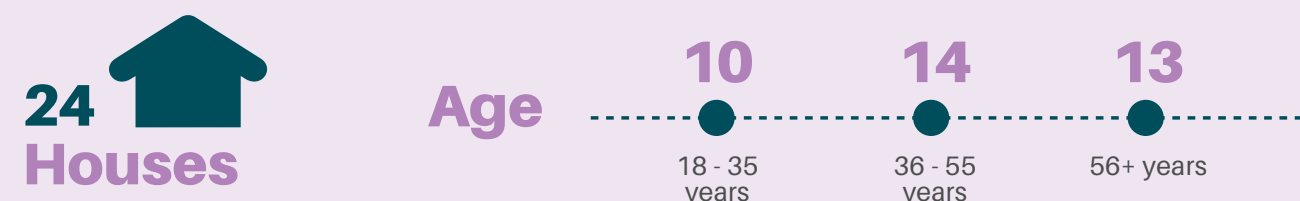
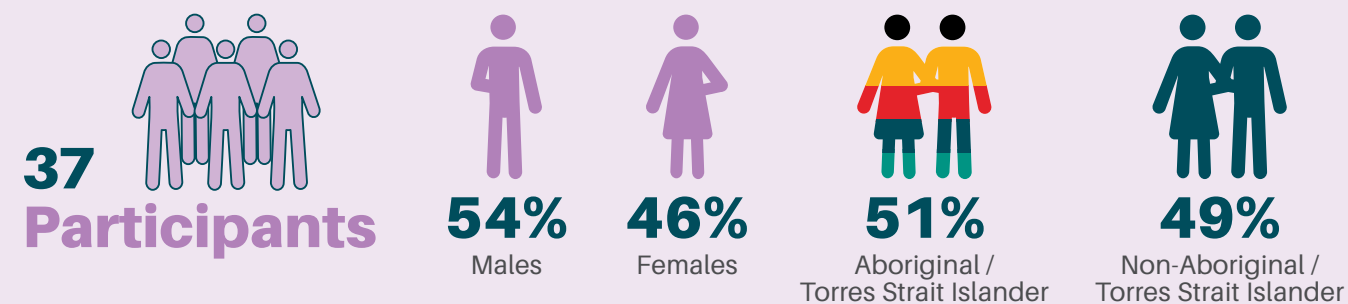


**"In Carpentaria I grew a lot as a person because of the very strong support I got from the carers."**

**"A massive thank you for all your assistance during the transition to SIL. The team at Carpentaria have been so supportive of our staff and it's greatly appreciated."**



# INDEPENDENT LIVING SERVICES



## HIGHLIGHTS



**Event attendance**  
at BASSINTHEGRASS, Darwin Supercars, AFL matches, Royal Darwin Show and Club Krock All Abilities Disco

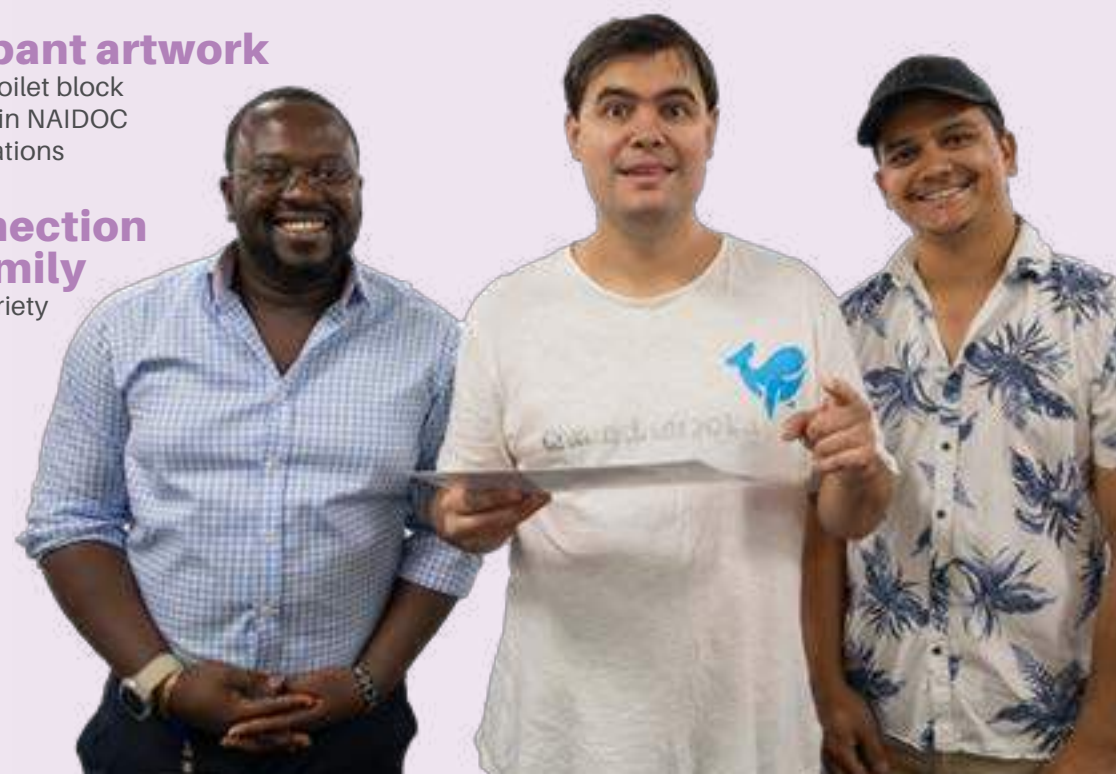
**3 Successful SDA**  
applications completed

**Participant artwork**  
featured on toilet block designs and in NAIDOC week celebrations

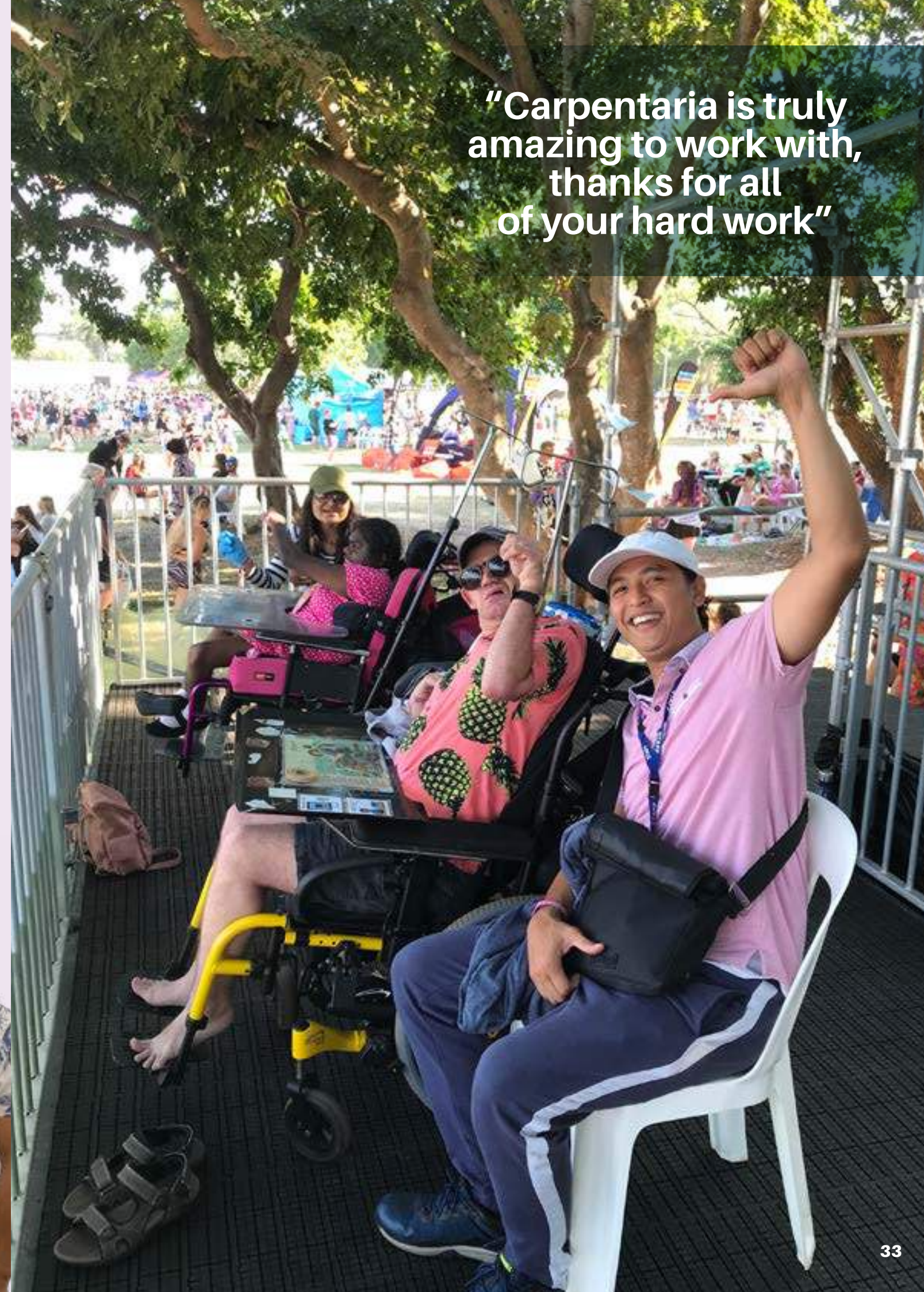
**Reconnection with family**  
through a variety of activities

**Reassessment of NDIS**  
support ratios to maximise independence

**Birthday celebrations**  
including hiring a limousine to celebrate a 50th birthday



"Carpentaria is truly amazing to work with, thanks for all of your hard work"





# Case studies

## House move increases quality of life

Dave\* was showing increased signs of agitation and distress when spending time in his home. He had also suffered from increased falls and this impacted upon Dave's willingness to engage in community activities and as a result, his wellbeing declined.

The support team identified that a different home layout would be more suitable for Dave. When a home in the northern suburbs became available, plans commenced for Dave to relocate.

Dave has settled into his new home and has everything set up the way he likes it. A home-based physiotherapy program and weekly hydrotherapy session are scheduled to build strength and reduce the risk of falls. Dave's agitation has subsided and he is again enjoying his regular activities and connecting with friends and family.

\*Name changed

## Active support takes centre stage

Julie, Kate and Sarah\* share a lovely home in Darwin's northern suburbs. Supported by a dedicated team of experienced and skilled Independent Living Coaches, the women love to try new things and get involved in community activities.

Tie-dying was identified as an at-home activity everyone could take a role in. Support staff facilitated the purchase of materials and printed the step-by-step instructions. They also broke each task down into easy-to-understand micro-steps to ensure everyone could fully participate in the activity.

At the end of the project, a beautiful range of colourful t-shirts attracted a lot of attention, with several requests from friends and family to purchase a t-shirt. Plans for additional tie-dying sessions are now underway.

\*Names changed



# Staff Profiles



**Padam Dhakal**  
Independent Living Coordinator

A good day at work is when I see participants enthusiastically engaged in their activities, achieving milestones, and building confidence. It's a day filled with laughter, shared accomplishments, and a sense of fulfillment. Building connections and being part of the journey towards greater independence is immensely rewarding.

I am passionate about making a positive impact and my work reminds me that every person, regardless of their ability, has unique strengths and the potential to achieve their goals.

I work with incredible individuals, I am part of a supportive team and we witness positive changes every day.

**"Working at Carpentaria is not just a job; it's a calling to make a difference"**



**Rogeirma Camille Vilbar**  
Team Leader / Independent Living Coach

My work with Carpentaria participants has taught me that every individual has the potential of being the best version of themselves, regardless of their disability. I really enjoy working with participants and seeing the progress they make every day towards their goals and dreams.

Carpentaria look after participants really well and it is my passion to support others to live a full and happy life. Supporting participants to engage with the activities they are interested in is really rewarding.

My most memorable moment this year was getting promoted to Team Leader.

**"I am really proud, and I look forward to continuing to support participants to achieve their goals."**





# SPECIALIST DISABILITY ACCOMMODATION

Carpentaria's first two Specialist Disability Accommodation (SDA) homes in Wanguri and Wagaman were completed this year. The high-quality homes were officially opened by the Honourable Bill Shorten, Minister for the National Disability Insurance Scheme and welcomed by Carpentaria participants, guardians, stakeholders and staff.

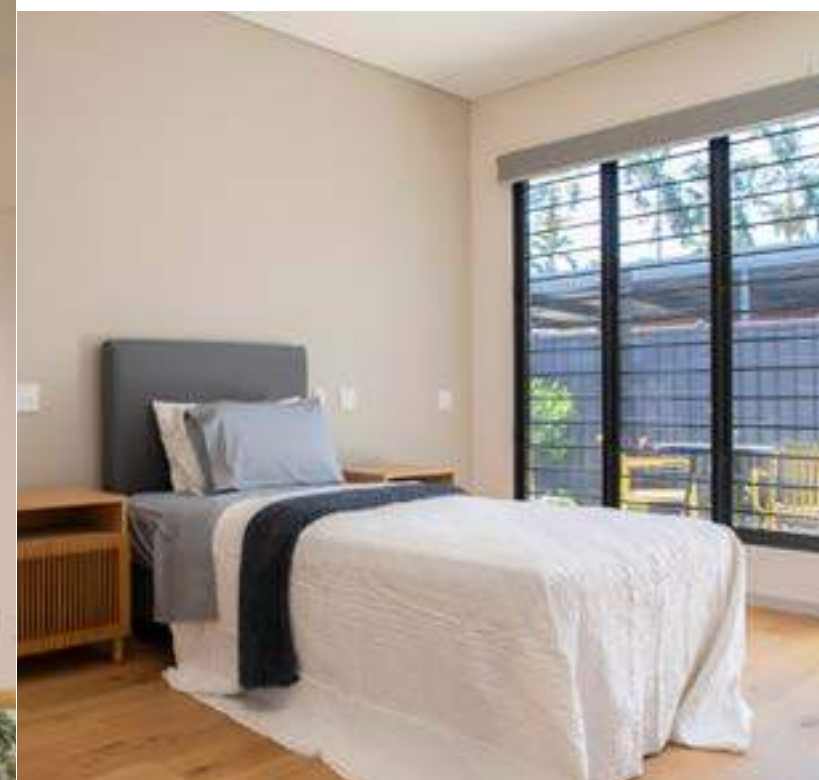
Carpentaria is committed to providing sector leading accommodation options for people requiring disability supports, through innovative and boutique designs which are complemented by the latest assistive technology and construction practices. Our homes exceed SDA design standards and provide ample room for individuals as well as comfortable and large common spaces.

The NT Government has confirmed that three additional blocks of land have been allocated to Carpentaria to develop SDA homes in Rapid Creek and Jingili in Darwin's northern suburbs, and in Gillen, Alice Springs, with the design phase currently underway.



**"I travel all around Australia and haven't seen an SDA house any better than what I've seen here today. It's a real tribute to the ingenuity of the Territory"**

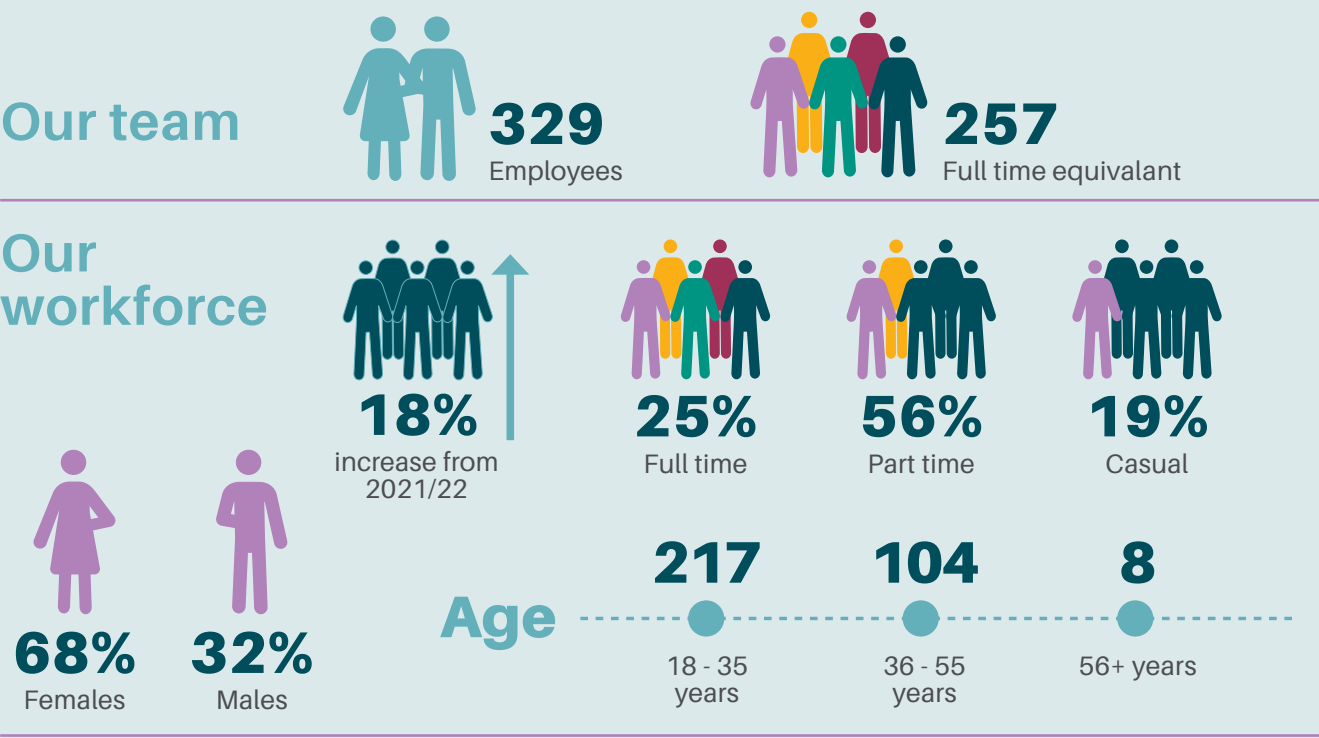
**Bill Shorten MP / Minister for the NDIS**



**"We appreciate the design, technology and attention to detail, that go over and above the minimum requirements."**



# PEOPLE and LEARNING



## Staff by service area



## Training



## Staff Profile



**Kazi Faieq**  
Systems Support Officer

I am incredibly passionate about making a meaningful impact on the lives of individuals in our community. Working in the disability sector gives me the opportunity to contribute my IT and Systems expertise to empower both staff and participants. Knowing that my work directly contributes to enhancing quality of life fills me with a deep sense of purpose and fulfillment.

A good day at work is when I receive feedback from participants about how our technology support has made their lives more accessible and enjoyable.

Working at Carpentaria feels like being part of an extended family united by a common goal of making a positive impact. The stories of growth that emerge from participant journeys are a testament to the supportive and nurturing environment we have cultivated.

**"Knowing that I can make a participant feel valued and supported truly reaffirms the purpose behind my role."**

## HIGHLIGHTS





# THANK YOU TO OUR CYCLONE HEROES!

Thank you to the 33 team members who volunteered to support participants during the 2022/23 Cyclone Season. All volunteers attended training sessions on Carpentaria's Cyclone Plan as well as an NT Emergency Services Cyclone Safety Briefing, however were not required to be deployed during the season.

Sarah Adams

Binod Adhikari

Sabin Baral

Shreeya Bist

Anil BK

Precious Denere

Bishal Dhakal

Deepika Dhimai

Sangita Gautam

Anita Ghimire

Pramod Ghimire

Chandrika Giri

Amar Gurung

Karisma Gurung

Husnain Kamil

Anupreet Kaur

Ni Gusti Kembarani

Majad Khan

Asmita Khanal

Rita Dahal Khatri

Gunveer Mann

Stella Mutezo

Chiranjivi Neupane

Reena Pandey

Sita Panta

Debra Poe

Ceah Raymond

Surya Regmi

Vijay Sheokand

Ayanda Sibanda

Sabita Subedi

Angela Wang

Merely Zacarias



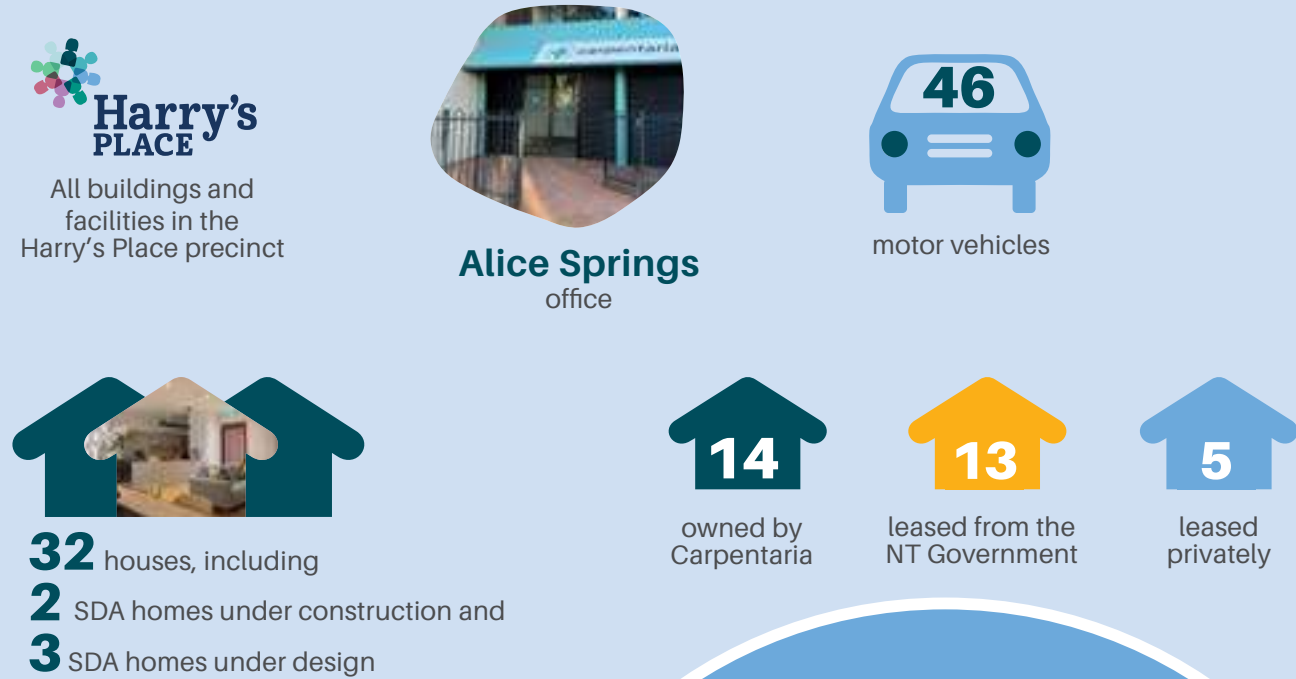
"It was so wonderful to see the genuine care, enthusiasm, proactive and communicative work the support worker provided. He was efficient and present and it was very good to see his relationship with the participant."



# ASSETS AND FACILITIES

Carpentaria’s Assets and Facilities grew this year, resulting in an additional Grounds Maintenance Officer joining the team. We continued to support local NT businesses for all related maintenance and sanitation requirements, including periodic cleaning, waste removal and building maintenance.

## Assets and Facilities



## Fleet expansion



“As a local family business, we are passionate about supporting organisations like Carpentaria who provide much needed services within our community.”



# MEDIA MENTIONS





# FINANCIALS

Extracted from the full financial report for the year ended 30 June 2023. The full report is available at [carpentaria.org.au](http://carpentaria.org.au).

## AUDITOR’S INDEPENDENCE DECLARATION

### TO THE MEMBERS OF CARPENTARIA DISABILITY SERVICES LTD

In accordance with the requirements of subdivision 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012*, I declare that, to the best of my knowledge and belief, during the audit of Carpentaria Disability Services Ltd for the year ended 30 June 2023 there have been no contraventions of the independence requirements of the Accounting Professional and Ethical Standards Board’s *APES 110 Code of Ethics for Professional Accountants (including Independence Standards)* in relation to the audit.



MOORE AUSTRALIA AUDIT (SA/NT) PTY LTD



STEPHEN CAMILLERI  
Director

Adelaide, South Australia  
Dated: 29 September 2023

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2023		
	2023	2022
	\$	\$

<b>Revenue and Other Income</b>		
Boarding fees	471,807	471,455
Contract services	25,097,240	21,459,967
Grants	4,626,250	4,143,286
Harry’s Place income	641,417	610,180
Harry’s Place - Conference Rooms	90,957	74,669
Cafe	325,973	222,737
Miscellaneous income	191,295	337,419
<b>Total Revenue and Other Income</b>	<b>31,444,939</b>	<b>27,319,713</b>
<b>Expenditure</b>		
Audit, legal and consultants expenses	332,917	803,383
Direct client expenses	470,545	453,223
Insurance	180,386	149,188
Interest expense	11,458	2,176
Motor vehicle expenses	277,586	275,103
Repairs and maintenance	316,729	382,582
Salaries and wages	25,474,101	21,185,417
Other staff costs	557,331	325,969
Telephone	81,334	78,489
Utilities and waste removal	382,244	375,968
Miscellaneous expenses	1,330,700	958,413
<b>Total Expenditure</b>	<b>29,415,331</b>	<b>24,989,911</b>
<b>Current year operating surplus before depreciation</b>	<b>2,029,608</b>	<b>2,329,802</b>
Depreciation	1,136,638	981,089
<b>Net current year operating surplus</b>	<b>892,970</b>	<b>1,348,713</b>
<b>Other Revenue</b>		
Capital grant	115,299	93,828
<b>Net current year surplus</b>	<b>1,008,269</b>	<b>1,442,541</b>
Other comprehensive income	-	-
<b>Total Comprehensive Income</b>	<b>1,008,269</b>	<b>1,442,541</b>

## Director’s Declaration

The Directors of the Company declare that:

- The financial statements and notes, as set out on pages 2 to 21, satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and:
  - comply with Australian Accounting Standards - Simplified Disclosures applicable to the entity; and
  - give a true and fair view of the financial position of the registered entity as at 30 June 2023 and of its performance for the year ended on that date.
- There are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

This declaration is signed in accordance with subs 60.15(2) of the *Australian Charities and Not-for-profits Commission Regulation 2022*.

Name: Grant Lindsay

Name: Steven Porter



Dated: 29th day of September 2023



Dated: 29th day of September 2023

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2023		
	2023	2022
	\$	\$

<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	5,187,862	5,448,502
Trade and other receivables	3,133,710	3,355,294
Prepayments	154,781	21,162
<b>TOTAL CURRENT ASSETS</b>	<b>8,476,353</b>	<b>8,824,958</b>
<b>NON-CURRENT ASSETS</b>		
Property, plant and equipment	30,848,140	29,304,819
Right of use assets	203,080	215,136
<b>TOTAL NON-CURRENT ASSETS</b>	<b>31,051,220</b>	<b>29,519,955</b>
<b>TOTAL ASSETS</b>	<b>39,527,573</b>	<b>38,344,913</b>
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Trade and other payables	1,544,944	1,120,326
Borrowings	92	250,051
Lease liabilities	145,117	108,648
Provisions	1,878,869	1,740,682
Contract liabilities	9,311	120,288
<b>TOTAL CURRENT LIABILITIES</b>	<b>3,578,333</b>	<b>3,339,995</b>
<b>NON-CURRENT LIABILITIES</b>		
Borrowings	315,000	315,000
Lease liabilities	58,512	105,177
Provisions	402,013	419,295
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>775,525</b>	<b>839,472</b>
<b>TOTAL LIABILITIES</b>	<b>4,353,858</b>	<b>4,179,467</b>
<b>NET ASSETS</b>	<b>35,173,715</b>	<b>34,165,446</b>
<b>EQUITY</b>		
Retained earnings	35,078,855	34,070,586
Reserve	94,860	94,860
<b>TOTAL EQUITY</b>	<b>35,173,715</b>	<b>34,165,446</b>

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2023			
	Retained Earnings	Leave Reserve	Total
	\$	\$	\$
<b>Balance at 1 July 2021</b>	32,628,045	94,860	32,722,905
Surplus for the year	1,442,541	-	1,442,541
<b>Balance at 30 June 2022</b>	<b>34,070,586</b>	<b>94,860</b>	<b>34,165,446</b>
<b>Balance at 1 July 2022</b>	34,070,586	94,860	34,165,446
Surplus for the year	1,008,269	-	1,008,269
<b>Balance at 30 June 2023</b>	<b>35,078,855</b>	<b>94,860</b>	<b>35,173,715</b>

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2023		
	2023	2022
	\$	\$

<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Income from contracting services	26,372,142	22,169,474
Receipt of grants	5,884,324	4,137,458
Payments to suppliers and employees	(29,675,887)	(24,676,036)
Interest received	93,297	5,428
Finance costs	(11,458)	(2,176)
<b>Net cash generated from operating activities</b>	<b>2,662,418</b>	<b>1,634,148</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Proceeds from sale of property, plant and equipment	5,000	-
Payment for property, plant and equipment	(2,502,370)	(1,327,908)
<b>Net cash used in investing activities</b>	<b>(2,497,370)</b>	<b>(1,327,908)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Repayment of borrowings	(249,959)	(500,050)
Repayment of lease liabilities	(175,729)	(75,980)
<b>Net cash generated by/(used in) financing activities</b>	<b>(425,688)</b>	<b>(576,030)</b>
<b>Net cash increase in cash held</b>	<b>(260,640)</b>	<b>(269,790)</b>
Cash and cash equivalents at beginning of financial year	5,448,502	5,718,292
<b>Cash and cash equivalents at end of financial year</b>	<b>5,187,862</b>	<b>5,448,502</b>

## Auditor’s Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor’s report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located on the Auditing and Assurance Standards Board website at: [www.auasb.gov.au/auditors\\_responsibilities/ar4.pdf](http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf). This description forms part of our auditor’s report.



MOORE AUSTRALIA AUDIT (SA/NT) PTY LTD



STEPHEN CAMILLERI  
Director

Adelaide, South Australia  
Dated: 29 September 2023

## INDEPENDENT AUDITOR’S REPORT TO THE MEMBERS OF CARPENTARIA DISABILITY SERVICES LTD

### Opinion

We have audited the financial report of Carpentaria Disability Services Ltd (“the Company”) which comprises the Statement of Financial Position as at 30 June 2023, the Statement of Profit or Loss and Other Comprehensive Income, the Statement of Changes in Equity and the Statement of Cash Flows for the year then ended and the Notes to the Financial Statements, including a summary of significant accounting policies and the Directors’ Declaration.

In our opinion, the accompanying financial report of Carpentaria Disability Services Ltd is in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- giving a true and fair view of the Company’s financial position as at 30 June 2023 and of its financial performance and its cash flows for the year then ended; and
- complying with Australian Accounting Standards – Simplified Disclosures and the *Australian Charities and Not-for-profits Commission Regulations 2022*.

### Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor’s Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Company in accordance with the auditor independence requirements of the Accounting Professional and Ethical Standards Board’s *APES 110 Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Board of Directors’ Responsibility for the Financial Report

The Board of Directors of Carpentaria Disability Services Ltd are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Simplified Disclosures and the *Australian Charities and Not-for-profits Commission Act 2012*. This responsibility includes such internal control as the Board of Directors determine is necessary to enable the preparation of the financial report that gives a true and fair view so that it is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Board of Directors are responsible for assessing the Company’s ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Board of Directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.





**Delivering  
innovative and  
flexible services  
to empower people  
to thrive and live  
a great life**







**carpentaria**

Therapy Services  
Pathways Program  
Independent Living Services  
Employment and Training  
Specialist Disability Accommodation

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**P: 08 8920 9400**

**E: [info@carpentaria.org.au](mailto:info@carpentaria.org.au)**

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2/9 Parsons Street, Alice Springs NT 0870

PO Box 63 Karama NT 0813

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**[carpentaria.org.au](http://carpentaria.org.au)**

Carpentaria is a registered NDIS service provider

