



Australian Government

**Department of Families, Housing,
Community Services and Indigenous Affairs**

Closing the Gap in the Northern Territory

January 2009 to June 2009

Whole of Government Monitoring Report

Part Two
Progress by Measure

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Closing the Gap in the Northern Territory

Whole of Government Monitoring Report – Two Year

Introduction

This Closing the Gap in the Northern Territory (previously the Northern Territory Emergency Response) Monitoring Report brings together performance information for each measure under the Northern Territory Emergency Response (NTER) for the period 1 January 2009 to 30 June 2009. In most cases, information since the start of the NTER (June 2007) is also provided.

Report Structure

The Monitoring Report is comprised of two parts. Part One provides an overview of the monitoring data, as well as a background on the NTER, and the changes that have occurred since it began and includes all of the main achievements in dot point.

Part Two (this report) provides detailed information and analysis by sub measure. This includes the progress and associated issues in relation to each identified performance indicator, including the necessary caveats. All Australian Government information was provided by the agencies responsible for the relevant sub measure. This report also contains data from the Northern Territory Government (NTG).

Analysis provides:

- summaries of achievements and progress
- reasons for the non-achievement of milestones or targets
- any 'lessons learned' and challenges
- any changes in policy direction
- data limitation and action in place to rectify these.

1. Improving Child and Family Health

A healthy start in life is clearly an essential building block for achieving successful early childhood development. Child health checks identify and treat conditions to help children thrive and learn. If any issues are identified, follow-up service delivery ensures that the child is referred to a specialist for treatment.

1.1 Expanding Health Service Delivery Initiative

Achievements

- In the period 1 January to 30 June 2009 the Remote Area Health Corps (RAHC) placed 8 general practitioners, 76 nurses and 9 allied health professionals in the NTER communities.

Background

In June 2008, the Minister for Health and Ageing, Nicola Roxon approved the Investment Plan for 2008-09 totalling \$38.9m and agreed to an allocation of funds for the following elements: up to \$20.2m for Expanded Core Primary Health Care; up to \$6m for Infrastructure; up to \$7m for Regional Reforms; up to \$5m for the Remote Area Health Corps (RAHC) and \$0.7m for Evaluation.

The move to regionalise primary health care services provides a mechanism for strong community engagement through the Health Service Delivery Areas (HSDA) Steering Committees. The committees will ensure communities have a say in how these services will be governed in the future. The future primary health care delivery systems in the Northern Territory will be based on the 14 new HSDAs. These provide a planning framework and create regional services that have sufficient reach to enable the continuation of locally accessible services based on an agreed core services policy. This means that local services will still exist, but there will also be effective health systems at the regional and jurisdictional level to address the full range of health care needs.

To assist the delivery of increased primary health care services, the RAHC was established to supplement the recruitment efforts of Aboriginal Community Controlled Health Services and the Northern Territory Department of Health and Families (NT DHF). The primary focus of the RAHC is recruitment of urban-based health professionals to provide increased primary health care targeting priority health needs for Indigenous people of all ages.

During the period 1 January to 30 June 2009, there was steady progress in the health system reform process driven by a high level of cooperation between NT DHF partners. Key outcomes included:

- Consolidation of tri-partite governance of the implementation of the Expanding Health Service Delivery Initiative;
- Further development of a Continuous Quality Improvement strategy to build a sustainable and robust primary health care system;
- The commencement of regional reforms with at least five regional steering committees established in the newly defined HSDA;
- Continuing development of core primary health care services policy to consolidate the nature and type of comprehensive primary health care services provided under EHSDI;
- Agreement to Memoranda of Understanding to guide monitoring and evaluation of the Northern Territory Primary Health Care Expansion Report 2008-09 – 2012-13. Under these MoUs, evaluations of the Child Health Check Initiative and the EHSDI will be completed in 2009-10;
- Infrastructure and capital development to underpin and enable increased service delivery which has delivered refurbished clinics and will provide additional health staff accommodation facilities; and
- Commencement of the development of 'hub' services policy which will support the delivery of more specialised service types to remote locations from regional hubs.

1.2 Child Health Check Initiative

Achievements:

- Between July 2007 to 30 June 2009, 14,610 first Child Health Checks (this includes checks funded through the MBS) were undertaken.

Participation in CHCI

The main focus of the Child Health Check Initiative during the period 1 January to 30 June 2009 was the provision of follow-up care to children who had referrals from checks in earlier time periods. While data show that follow-up in primary health care has reached 80% of children, follow-up in more specialised areas which requires the deployment of special facilities and staff is progressing more slowly.

Between January and June 2009, 1,356 audiology checks were provided to 1,208 children and 2,060 dental services have been provided to 1,440 children. While 140 CHCs were provided during this period, the number was significantly less than in the three previous reporting periods as the bulk of children and communities had had access to checks during those earlier times.

In total, 10,603 first valid Child Health Checks have been provided in the period from July 2007 to 30 June 2009. This does not include checks provided through the Medicare Benefits Schedule. When these are included, an estimated total of 14,610 valid CHCs have been performed through the NTER and MBS Item 708 since 1 July 2007. The number of Medicare Benefit Scheme checks provided between 1 January 2009 and 30 June 2009 was 1,520. The estimated CHC coverage (both NTER and MBS) as at 30 June 2009 is 33%. The coverage figure counts only one CHC per child and excludes checks more than 15 months old due to declining clinical relevance. The peak CHC coverage was 74% which was reached in the period ending 31 October 2008.

While the peak of 74% coverage was an excellent result during 2007 and 2008, it was achieved due to an extraordinary effort with additional CHC teams deployed to conduct CHCs in response to a high level concern about the health status of children in the prescribed communities. It does not signal a target or benchmark that needs to be maintained.

Targets and Milestones

There is no target set for the proportion of children that should receive a CHC, nor is it expected that a child should receive a CHC every year. The CHC is a tool to support clinicians in the exercise of their judgement and responsibilities with respect to the health of individual children and the population of children within their service area. Participation in the NTER CHCs in the period 1 July 2007 to 30 June 2009 compares favourably with other voluntary screening programs.

Health Conditions

The purpose of the CHCs is to identify and treat health problems, or refer children to other primary, specialist or allied health services for treatment. It is important to note that data have been collected as a by-product of a clinical process and they are not a substitute for rigorous, scientific research on the prevalence of disease. Detailed comparisons of the findings from the NTER CHCs and other data sources on disease prevalence can be found in the Progress Report published on

the Department of Health and Ageing and the Australian Institute of Health and Welfare websites in May 2008¹.

Since the CHC data collection commenced in July 2007, there has been little change in the proportions of children identified with various health conditions. A detailed analysis of 8,997 children (as at 17 October 2008) who had received at least one valid CHC reported the following:

- three in four (75% or 6,760) children were identified as living in a household with a smoker;
- 73% (483) of children aged less than 1 year were at risk of Sudden Infant Death Syndrome (SIDS) due to bed sharing; 35% (229) were at risk due to soft sleeping surfaces and loose bedding; and
- 43% (3,883) of children had at least one type of oral health condition. In particular, 40% (3,618) of children were reported to have untreated caries.

Referrals

Just over two-thirds (69%) of children who received a CHC were referred for further services. The most common service need was for additional primary health care (39% of all referrals) and dental services (34%).

Table 1.2.1

Number of Children with Referrals

		1 Aug 07 – 30 Jun 08	1 Jul 08 – 31 Dec 08	1 Jan 09 – 30 Jun 09
Number children with referrals, by treatment type^{^^}	Children with one or more referrals	5,657	813	25
	PHC Referrals	3,187 (39%) ⁽¹⁾	429 (39%) ⁽²⁾	16 (34%) ⁽³⁾
	Paediatrician	990 (12%) ⁽¹⁾	139 (13%) ⁽²⁾	0 (0%) ⁽³⁾
	Dental	2,796 (34%) ⁽¹⁾	466 (43%) ⁽²⁾	19 (40%) ⁽³⁾
	ENT	742 (9%) ⁽¹⁾	137 (13%) ⁽²⁾	6 (13%) ⁽³⁾
	Tympanometry & audiology	1,082 (13%) ⁽¹⁾	226 (21%) ⁽²⁾	0 (0%) ⁽³⁾
	Other	820 (10%) ⁽¹⁾	144 (13%) ⁽²⁾	4 (9%) ⁽³⁾

* Based on first valid Child Health Check

^ Unless otherwise specified figures relate to number of children with referrals. The % is the proportion of total referrals not the % of children referred. Some children had more than one referral.

¹ Progress of the Northern Territory Emergency Response: Child Health Check Initiative: Health Conditions and Referrals, AIHW, May 2008 <http://www.health.gov.au/internet/main/publishing.nsf/Content/nterchciProgressReport>

⁽¹⁾ Includes July 2007 data and is based on the 8,212 children who had a standard CHC in this period.

⁽²⁾ This figure is based on 1,093 children who had a standard CHC during this period.

⁽³⁾ This figure is based on 47 children who had a standard CHC during this period.

Source: Australian Institute of Health and Welfare (AIHW) CHCI database

During January to June 2009 as only 47 new CHC forms were collected via NTER CHC which means there were only a small number of referrals in this period. Sixteen children were referred for Primary Health Care follow-up while 19 children were referred for dental care and 6 for specialist Ear Nose and Throat specialist follow-up.

Follow-Up Health Service Delivery

Follow-up of CHC referrals through existing Primary Health Care (PHC) or specialist services available in the Northern Territory often commenced soon after the checks were completed. The Australian Government provided additional follow-up funding to both Aboriginal Community Controlled Health Organisations and the Northern Territory Department of Health and Families.

Data on follow-up service delivery is currently available from three sources:

- **Chart Reviews:** As part of the follow-up care, chart reviews are being conducted for those children who had a CHC. These chart reviews involve assessment of the health records of children who had had a CHC to ascertain whether the children had the follow-up care that had been recommended during the CHC. By the 30 June 2009 89% of children who had undergone a CHC had had a chart review.
- **Audiological Testing:** Audiological testing is done to assess hearing and is repeated during the course of care provided for children with ear disease to measure change in response to treatment. Audiology is not in itself a therapeutic intervention but part of a larger process of care. It is expected that the need for further action following audiological assessment will be a common occurrence. These services are being provided to children who had a CHC, as well as other Indigenous Australian children aged 15 years or less who live within the prescribed areas of the Northern Territory.
- **Dental Services:** The Northern Territory Department of Health and Families and Aboriginal Community Controlled Health Organisations have been funded by the Australian Government to undertake follow-up dental services as part of the CHCI. These services are being provided to children who had a CHC, as well as other Indigenous Australian children

aged 15 years or less who live within the prescribed areas of the Northern Territory.

Follow-up Services

The CHC figures for the current reporting period are lower than in the previous two reporting periods. This is due to the bulk of children and communities having had access to a CHC in the previous reporting periods and to the fact that the focus of attention has moved to the delivery of follow-up services.

Table 1.2.2

Number of Audiology and Dental Follow-Ups

	1 Aug 2007 – 30 June 2008	1 Jul 2008 – 31 Dec 2008	1 Jan 2009 – 30 Jun 2009
Number of children who have received audiology follow up*	974 checks for 904 children	2,167 checks for 1,991 children	1,356 checks for 1,208 children
Number of children who have received dental follow-up^{^(2)}	861 dental services for 748 children	2,185 dental services for 1,626 children	2,060 dental services for 1,440 children

*Services commenced in February 2008

^Services commenced in August 2007

Source: AIHW CHCI database & DHF AGI Audiology database

Data on follow-up service delivery was published on the Department of Health and Ageing (DoHA) and Australian Institute of Health and Welfare (AIHW) websites in December 2008 and was based on activities up until the 17 October 2008. These data have now been updated and this report provides data available to the AIHW up until 30 June 2009. Analysis of this data for 9,028 children who have had a CHC followed by a Chart Review, shows the following proportions of children with specific referrals for follow-up:

- 80% of the 2,656 children referred to Primary Health Care Clinic;
- 58% of the 858 children referred to a Paediatrician; and
- 57% of the 666 children referred to an ENT specialist.

Data from the audiology and dental databases shows that the following proportions of children:

- 42% of the 1,282 children referred for tympanometry and audiometry²
- 38% of the 3,218 children referred for dental follow-up.

² There have been more children who have received audiology checks than had an audiology referral. This is because children are not required to have an audiology referral to have an audiology check. The eligibility is that the children are less than 16 years old and live in an NTER prescribed area.

It is not possible to disaggregate these Chart Review data into follow-up that occurred during the reporting period versus follow-up that occurred in early reporting periods.

While these figures demonstrate that services are reaching those who require follow-up, they also show the extent to which further follow-up services are required. Many children have yet to be seen for referrals and for those who have been seen, there is a continuing need for follow-up care, particularly for more specialised services.

The fact that many of the children who have received some follow-up care require further action is due to the chronic nature of many of the conditions being treated. Fundamentally, many ear, skin, physical growth and oral health problems are the result of poor living conditions, poverty, overcrowding and lack of adequate nutrition. While these conditions can be ameliorated through health interventions, their prevention requires change to these broader determinants of health.

Evaluation of the CHCI and the EHSDI

On 15 June 2009 Allen and Clarke Policy and Regulatory Specialists Ltd were engaged to undertake an independent evaluation of the CHCI and EHSDI during 2009-10. The objective of the evaluation is to address the performance of these initiatives in relation to their appropriateness, effectiveness and efficiency and to contribute to the refinement of policy and practice. The evaluation of the CHCI component will build on the data collections developed to monitor the implementation of the Child Health Checks and follow-up services. The evaluation of the EHSDI will draw on and foster the continuing development of the Northern Territory Key Performance Indicators for primary health care.

As part of the project initiation the consultants participated in a series of meetings with key stakeholders in June 2009. They will be reporting on progress and key learnings regularly during the evaluation.

The evaluation design is expected to be finalised during September 2009. It will consider each of the evaluation objectives and outline an approach which clearly links the objectives to the proposed data collection, analysis and reporting, including a proposed timeline for reporting against each objective. It will also address how the evaluation will take account of variations in regional and community contexts and their impact on primary health care planning and service delivery.

1.3 Child Special Services

Background

The establishment of a Child Special Services response to child abuse-related trauma proceeded following analysis of existing service delivery, and extensive consultation with the Northern Territory Government and the Community Controlled Health sector. The Sexual Assault Mobile Outreach Service (MOS) has extended the reach of services to respond to child sexual assault and related trauma in remote communities that had not previously received a service from Northern Territory's Sexual Assault Referral Centre. MOS teams consist of sexual assault counsellors and Aboriginal sexual assault workers and are available to children and families in all remote areas across the Northern Territory. MOS teams can provide casework services, community education and professional development services.

Achievements

Since the commencement of MOS in April 2008 to 31 July 2009 MOS teams have made a total of 149 visits to 46 communities and town camps in 11 of 14 Health Service Delivery Areas across the Northern Territory. These visits were comprised of one or more of the following: casework services to children and families; professional development to service providers; and/or community education to community members.

Most recent case-related and non case-related service data available from DHF for 2008–09 indicates that in the six month period 1 January to 30 June 2009 MOS teams made a total of 83 visits to 42 communities and town camps across the Northern Territory; provided 133 case-related services³ to children and/or their family members; and delivered 74 community education or professional development sessions to service providers and community members.

The Child Special Services program has also provided funding for training and information on child abuse and trauma issues, including mandatory reporting obligations. This includes a training program for primary health care staff currently being delivered by the Centre for Remote Health and information sessions for other community workers provided by the Department of Health and Families.

The Central Australian Aboriginal Congress (Congress) submitted a final report on the 'Taking care of our children' Male Health Summit held in Central Australia.

³ Summation of case-related data for Quarters 3 and 4 in 2008-09 are preliminary and subject to change. Data on case-related services should not be interpreted as number of children.

The Department of Health and Ageing provided an initial response to Congress on the Summit Report in November 2008. The Government provided a more comprehensive response on 13 February 2009⁴.

1.4 Drug and Alcohol Treatment and Rehabilitation Services

Achievements

- Fourteen Alcohol and other Drugs (AOD) positions funded in six Aboriginal Medical services
- Eight ongoing AOD positions funded in four Aboriginal Medical services and four Northern Territory Department of Health and Family centres

The Alcohol and other Drugs (AOD) Response commenced in September 2007 with the provision of two dedicated hospital beds for detoxification at both Katherine District and Tennant Creek Hospitals. This included the rapid deployment of specialist AOD teams to support these beds in the initial six weeks, as well as increased support for selected residential rehabilitation services in the five regional centres of the Northern Territory.

The second phase of the response, January to June 2008, included a wide range of measures to support expanded service delivery and workforce capacity including the deployment of 28 outreach workers in primary care and substance use services in the Northern Territory, the engagement of an AOD Clinical Director, workforce training and community education initiatives.

Key elements of the AOD response introduced in 2007-08 were continued in 2008-09 with \$2.6 million allocated under the *Closing the Gap – NT – Follow Up Care* measure. This included increasing the AOD workforce in the primary health care setting, increasing the capacity for substance use treatment and rehabilitation services, delivery of workforce support and development initiatives, and an independent evaluation of the measure.

Two AOD registered nurses and 12 Indigenous Community Support Worker positions were funded in six Aboriginal Medical Services across the Northern Territory during 2008-09. These positions continue from those funded under the NTER in 2007-08. This workforce is complemented by an additional eight ongoing AOD positions, in four Aboriginal Medical Services and four Northern Territory Department of Health and Families centres across the Northern

⁴ Government response to Aboriginal Male Health Summit, 2009.
http://www.fahcsia.gov.au/sa/indigenous/pubs/general/Pages/male_health_summit.aspx

Territory, funded through the 2006 Council of Australian Governments (COAG) Substance Use measure.

During 2008-09, organisations have continued to work towards developing models of service delivery specific to the requirements of their communities and regions. The creation of employment opportunities targeting Indigenous Australians has been a significant achievement. Difficulty recruiting and retaining staff in some locations has meant that a number of positions were unfilled during 2008-09. Workforce support and development remain essential to building a sustainable workforce and supporting primary health care services to integrate substance use interventions into core business.

Substance Use Treatment and Rehabilitation Services

Additional funding was provided in 2008-09 to seven substance use treatment and rehabilitation services across the Northern Territory to enhance capacity and continue services provided under the NTER in 2007-08. This funding has supported 16 additional positions and enhanced service delivery in a range of residential treatment services, including a family program in Tennant Creek and a women's residential program in Alice Springs.

Workforce Support and Development

A range of workforce support and development initiatives were delivered by the Northern Territory Department of Health and Families (DHF) in 2008-09. This included continuation of the AOD Clinical Director position, creation of a Workforce Training and Development Officer position, and on-site delivery of certificate level training modules tailored to the needs of individual workers. These activities were complemented by the work of the AOD Remote Workforce Coordinator, funded under the COAG 2006 substance use measure.

Workforce training delivered to workers between January to June 2009 included Certificate III and IV AOD modules and courses on brief intervention, volatile substance abuse, first aid, smoking cessation and cultural awareness. Workers and service providers also received professional support from the AOD Clinical Director and Remote Workforce Coordinator, including regular teleconferences for all workers. Work continued on developing continuous quality improvement practices. Data collection for this innovative service model is still in development and is not available for this reporting period.

Evaluation of the Alcohol and Other Drugs (AOD) Response Measure

On 1 August 2008, Origin Consulting and Bowchung Consulting were engaged to conduct an independent evaluation of the NTER AOD Response Measure. Findings from the evaluation will be available in the next reporting period.

The overall evaluation objective is to assess how well the Measure has been implemented and the extent to which it has achieved its goals. In order to answer the overall evaluation objective, the consultants are to:

- assess the extent to which appropriate AOD related health and substance use services were put in place in the Northern Territory to support individuals and communities affected by the new Commonwealth alcohol legislation; and
- assess the extent to which innovative opportunities were created to reduce harmful drinking levels among individuals and communities affected by the new Commonwealth alcohol legislation in the Northern Territory, through the introduction of Measures under the NTER AOD Response Measure.

During the period 1 January to 30 June 2009, consultations continued with key stakeholders who were involved in the implementation of the Measure. This included the Northern Territory Department of Health and Families and non-government organisations such as Aboriginal community controlled health organisations.

1.5 Northern Territory Hospitalisation Data

Analysis

Hospital separations have been obtained from the Northern Territory Department of Health for Indigenous people in the NTER communities.

Table 1.5.1 below gives data relating to children aged 0 – 5 years. For those categories highlighted in grey, there was a statistically significant decrease in incidence in 2007-08 compared to 2006-07. Much more detailed analysis must be undertaken before any links and/or causal association to the NTER measures (or other programs) can be identified and analysed.

As the coding for 2008-09 is incomplete, numbers are not provided for this period. However, the top three categories for 2008-09 of the coded data – certain infectious and parasitic diseases, diseases of the respiratory system, and diseases of the skin and subcutaneous tissue – have not altered since 2007-08

Table 1.5.1**Number of Hospital Separations for preventable injury or disease or ear, eye, dental and environmental health conditions for children aged 0 - 5 years**

Count of diagnosis for:

	06/07	07/08	08/09*
Certain infectious and parasitic diseases	1305	1132	790
Nutritional anaemia's	284	181	158
Malnutrition	129	146	135
Diseases of the ear and mastoid process	315	253	248
Diseases of the respiratory system	743	655	638
Diseases of oral cavity salivary glands and jaws	74	85	120
Diseases of the skin and subcutaneous tissue	359	298	282
Injury, poisoning and certain other consequences of external causes	293	295	202
Transport accidents	5	5	6
Other external causes of accidental injury	143	143	100
Assault	16	20	5
Complications of medical and surgical care	42	28	13
Total Unique Separations	2954	2523	2171

*Only 80% of records coded as at 1 September 2009

Source: Northern Territory Government 2009

Table 1.5.2 below gives data for the number of hospital separations for diseases associated with a poor living environment for all age groups for people in the NTER prescribed areas. There was no statistically significant change between 2007-08 and 2006-07 in any category. Again, as coding for 2008-09 is incomplete, it is not possible to comment on numbers of incidence for this year. Influenza and pneumonia continues to have the highest level of incidence, followed by intestinal infectious diseases and bacterial diseases.

Table 1.5.2**Number of hospital separations for people with a disease associated with poor environment – Primary diagnosis**

Count of primary diagnosis for:			
	06/07	07/08	08/09*
Intestinal infectious diseases	326	262	99
Tuberculosis	10	16	7
Bacterial disease	114	119	82
Trachoma	0	0	0
Acute hepatitis A	*	0	0
Acute hepatitis B	*	0	0
Scabies	61	49	32
Acute rheumatic fever	19	39	22
Chronic rheumatic heart diseases	25	36	16
Acute upper respiratory infections	81	67	80
Influenza and pneumonia	464	412	376
Total Unique Separations	1100	1000	714

*Only 80% of records coded as at 1 September 2009
Source: Northern Territory Government 2009

2. Enhancing Education

Parents of Indigenous children need to be involved in ensuring their children get a complete education. Children need to be encouraged to expand their expectations of themselves. Children of all ages will face learning difficulties if they are tired or hungry, both of which make them unable to fully concentrate on the tasks set by teachers. Regular school attendance is clearly essential for learning.

2.1 School Attendance

Achievements:

- Attendance rates for primary and Secondary schools in June 2009 improved compared to June 2008 outcomes:
 - There was an improvement of 2.1 percentage points for primary students
 - There was an improvement of 3.5 percentage points for secondary students

The data table 2.1.1 includes students in both government and non government school in the NTER prescribed areas.

Overall NTER school enrolments (i.e. combined preschool, primary and secondary) increased by 610 students between June 2007 and June 2009 (from 8,062 to 8,672).

Average attendance rates for ⁵primary and secondary school (combined) reduced marginally from 63.1% in June 2007 to 63% in June 2009.

There was a large increase in secondary enrolments between June 2007 and June 2009. This increase could be attributable to the roll out of Middle Years schooling (whereby Year 7 students were counted as secondary students instead of primary students from 2008). Whilst a corresponding decrease in primary enrolments for the same period was anticipated, it did not eventuate (primary enrolments increased by 36 between June 2007 and June 2009). Northern Territory DET have suggested that this may be due to an overall increase in enrolments in the same period – largely at the primary level – cancelling out the decreased enrolments caused by the Middle Years effect.

⁵ Care is required when comparing attendance rates for primary and secondary school due to 'Year 7' becoming a secondary school grade from a primary school grade from January 2008.

Table 2.1.1

Enrolment and Attendance for NTER Schools

	June 2007		June 2008		% Points Change Jun 07-June 08	June 2009		% Points Change Jun 07-June 09
	E*	A*	E	A		E	A	
Preschool	840	55.5	812	55.7	0.2	883	55.5	0
Primary	5,600	64.9	5,366	63.1		5,636	65.2	0.3
Secondary	1,622	56.8	2,371	53.6		2,153	57.1	0.3
TOTAL	8,062	62.3	8,549	59.8	-2.5	8,672	62.2	-0.1

Note: E = Enrolment A = Attendance
 Source: Northern Territory Government.

2.2 School Nutrition Program

Achievements

- As at June 2009, 68 schools (59 Government, five Catholic and four independent) across 73 prescribed communities were supported by the School Nutrition Program⁶.
- As at June 2008, 55 schools were supported by the School Nutrition Program.

The School Nutrition Program (the Program) is a breakfast and/or lunch service for school-aged children from remote communities of the Northern Territory which aims to support better school attendance and to help with learning and engagement in education. The Program also provides job opportunities and training for local community members.

It is estimated that in June 2009 the program was preparing 8,900 meals each school day (3,600 breakfasts and 5,300 lunches).

The Program is administered by the Department of Education, Employment and Workplace Relations (DEEWR) on behalf of the Australian Government. The Department works with each community to establish and fund SNP Providers so they can employ local workers to prepare and deliver the meals, to ensure adequate kitchen facilities and equipment are available, and to support any

⁶ School Nutrition Program refers only to those schools which directly benefit from the services of an Australian Government funded School Nutrition Program provider. This measure does not include any other nutrition programs that may be operating without Australian Government funding.

related professional development activity. In June there were 185 people directly employed by the program, 149 of whom (or 81%) were local Indigenous people.

Parents and carers are expected to contribute to the cost of the food for each child they support by making contributions via Income Management (IM), Centrepay or cash. As at 23 June 2009 82% of all Income Managed parents with school aged children were voluntarily contributing to the program.

3. Supporting Families

Families and communities are the building blocks of our society. For a community to thrive the family unit must feel safe and protected from harm. Children need to be supported in functional and resilient families that are healthy, free of violence and culturally vibrant.

Strengthening parenting skills in families and communities can help build their resilience and their support networks. Childcare facilities and services support early childhood development and growth and promote early childhood engagement.

Positive youth diversionary activities have the potential to contribute, either directly or indirectly, to broader social goals by reducing substance abuse, increasing school attendance and creating social cohesion. They can assist in building youth leadership, confidence and self-esteem.

3.1 Safe Places⁷

Achievements

- In the period 1 January to 30 June 2009, **19 of the 22 Safe Places were opened**. As at 30 June 2009, only Darwin and the two Angurugu Safe Places remained to be opened.

Family Support Package

Angurugu women's Safe House is currently awaiting refurbishment; however their men's Cooling Off Place has been constructed. The men have given permission for the women to use their Safe Place until the women's Safe Place is available. The delay in retrofitting the Angurugu women's safe house is due to building issues.

Safe Places are generally staffed by a mix of full time, part time and casual workers who are available for call-out overnight. All staff are people living in the community with a clear reputation for non-violence. The Northern Territory Government has committed to re-examining Safe Place procedures outside of opening hours and working with staff to ensure the facilities are opened when they are needed. Safe Place staff are recruited, trained and managed by the

⁷ The main purpose of the Safe Places is to provide a safe place for families to go when fleeing family violence. Each Safe Place facility is either a women's Safe House or a men's Cooling-Off Place.

Northern Territory Government's Safe Place Team based in Darwin. Safe Place staff are supported through supervision visits and daily telephone calls from the Safe Place Team, as well as on the ground support through liaison with local Government Business Managers.

Negotiations around the next three years (2009-10 to 2011-12) Family Support Package funding are well progressed, and centre around a longer-term management model for the Safe Places, which will involve third parties undertaking direct supervision of staff.

3.2 Child Protection

Achievements

- In the period January to June 2009, there were **seven MCPT (Mobile Child Protection Team) positions filled**. This included five Child Protection Workers (Investigative staff), one manager, and one administrative officer;
- In the period January to June 2009, **40 communities were visited by the MCPT**, with some communities being visited on multiple occasions;
- **236 cases were investigated by the MCPT** and 28 children were taken into care.

Mobile Child Protection Team

The Northern Territory Government has reported difficulties in recruiting and retaining staff for the MCPT, as there is a national shortage of child protection workers. The Australian and Northern Territory Governments are discussing the best way to provide staff to support women and their children in remote communities, as part of the negotiations around the next three years (2009-10 – 2011-12) funding.

3.3 Supporting Families

Achievements

- At May 2009, **23 RAFCW** (Remote Aboriginal Family and Community Workers) **staff were employed and operational in nine communities.** There were also three team leaders, one manager and one administrative officer employed.
- From 1 February to 1 May 2009, **162 referrals were received by RAFCWs.**

Remote Aboriginal Family and Community Workers

Remote Aboriginal Family and Community Workers (RAFCWs) provide a link and liaison between families, local service and regional services, particularly the child protection system.

As of October 2009, RAFCWs are recruited and operational in 10 communities - Galiwin'ku, Borroloola, Elliot, Daly River, Oenpelli, Ti-Tree, Nguiu, Yuendumu, Papunya and Hermannsburg. Recruitment in the other three communities is ongoing. At this point it is intended to also place RAFCWs in Docker River, Kalkarindji and Santa Teresa.

3.4 Parenting

Achievements

Between 1 January and 30 June 2009:

- **152 children and 76 parents/caregivers** participated in Intensive Support Playgroups (ISP) sessions
- **27 children and 26 parents/caregivers** participated in Locational Supported Playgroups (LSP)
- **50 parents/caregivers** participated in the Invest to Grow (ITG) Child Nutrition Program
- **10 children, 10 parents/caregivers** participated in the (ITG) Let's Start Exploring Together for Indigenous Preschools Program
- **54 parents/caregivers** have participated in the (ITG) Core of Life program and **250 children** have been assisted

Intensive Support Playgroups (ISP)

In the six months to 30 June 2009, 84 children and 36 parents/caregivers participated in Katherine's ISP sessions in the Binjari, Rockhole and Kalano communities. Positive feedback directly from participants and community members has provided playgroup staff with optimistic encouragement. A focus on ensuring that school aged children attend school, rather than attend playgroup or play truant has resulted in a decline in school aged children attending the ISP. Parent's involvement has progressed from watching to actively participating. ISP staff have observed parents are offering their children praise and encouragement while they assist their children with the activities.

In the six months to 30 June 2009, 68 children and 40 parents/caregivers participated in Tennant Creek's ISP sessions at Mulga Camp, Tingkarli Camp, Wuppa Camp, Kargaru Camp, Haddock Park and Village Camp (Nyinkkanyunu Nyinkkanyuny). Through ISP team meetings and daily reporting, the team has observed the willingness of parent/caregivers to engage freely and comfortably with the development of their child. Parents participate in story and song time in language, reinforcing to them how their children learn and the importance of learning together. Children that have been attending the playgroup have demonstrated improved self esteem and cognitive development through regular attendance at the ISP service.

Locational Supported Playgroups (LSP)

Between January and May 2009, service providers were selected to deliver 3 LSP programs in Numbulwar, Milingimbi and Yuendumu. Funding arrangements are in place for the period 1 May 2009 to 30 June 2011.

After delays experienced due to difficulties with recruiting suitable staff the Yuendumu LSP commenced operation in May 2009. Twenty six participants/caregivers and 27 children have attended the playgroup sessions at the Mt Theo night school in the childcare centre and the Yuendumu School between 20 May and 30 June 2009. Promotion of the playgroup through community picnics for example has impacted positively on playgroup numbers and heightened community interest.

The service provider, World Vision Australia, and the playgroup staff have built strong relationships with other service providers. The playgroup team have begun to see families attend the playgroup sessions on a regular basis and have seen a positive response to their encouragement of parents/caregivers (including men) to attend playgroup with their children.

The LSP in Numbulwar has been operating for 7-8 weeks. Twenty children attend each morning with their parents / carers. It has been reported that the LSP has been a hive of activity since opening.

Currently the LSP is operating from the veranda of the Numbulwar Pre-school, a temporary measure until more permanent facilities are made available. The Northern Territory Government has provided funding for a pre-fabricated building, which will co-locate the LSP and the Family as First Teachers (FAFT) Team. This facility will be located in the school grounds, with its own street access opposite the Health Clinic. The aim is to have a very vibrant, happy, active and welcoming facility.

The LSP has experienced excellent support from the School Principal and Early Childhood Teacher. The physical location of the LSP within the school is viewed as mutually beneficially to all parties in this community. The LSP is working well in partnership with the FAFT worker and the resources provided from both programs compliment each other, for example the LSP will be co-located with the FAFT team.

A community BBQ has been organised for the 23rd October to launch the opening of this LSP.

The LSP located in Milingimbi has been operating for 2 weeks. One of the major obstacles has been identifying and accessing a suitable venue. As a temporary measure the LSP is currently located downstairs in a community house. A secure and easily accessible location has been identified to store the playgroup equipment.

Invest to Grow (ItG)

Three ItG projects are being undertaken under the NTER:

1. The **Child Nutrition Program** provides prevention and intervention sessions to families with children at risk in the Northern Territory and is delivered by the NPY Women's Council.

From January 2009 to May 2009 the NPY Women's Council Nutrition team delivered 13 prevention and intervention sessions for children at risk in the Northern Territory to 111 participants (50 parents/caregivers and 61 children), and assisted 75 children and their families with essential food and health requirements in emergencies.

The number of children and families being assisted through NTER funding decreased during the second half of the 2008-09 financial year due to the temporary closure of a delivery site in Alice Springs.

2. The **Let's Start Exploring Together for Indigenous Preschools Program**, delivered by Charles Darwin University, School for Social and Policy Research, aims to develop a preschool program in communities to support parents, enhance parenting practices, strengthen family units, develop children's social skills and reduce problematic behaviour.

Service providers have been laying ground work and developing contacts with target communities in preparation for running programs. These communities included Alice Springs/Haast's Bluff, Tennant Creek, Peppimenarti School, and Belyuen.

The program was delivered in Pirlangimpi in Term One and Palumpa in Term Two of 2009. A total of 10 children, 10 parents/caregivers and 2 other siblings (not referred to the program) participated in the program. The establishment of the new site at Pirlangimpi required intensive input from the Let's Start team members, with the team visiting the community 6 times prior to commencement of the program. A number of visits consisting of semi-formal information sharing at the Women's Centre, playgroup and preschool for families were also undertaken before the commencement of the program at Palumpa.

Let's Start has developed a close working relationship with Danilla Dilba Aboriginal Medical Service in order to engage clients in the Darwin area.

3. The **Core of Life Program** that provides information about pregnancy, breastfeeding, and early parenting is supported by Menzies Inc.

This program experienced a disruption in service delivery during the year. A new work plan was submitted in January 2009 which included delivering the program in three communities (Oenpelli, Tennant Creek and Alice Springs).

Fifty four parents/caregivers have participated in the Core of Life program over the period January to June 2009, and 250 children have been assisted.

From 1 July 2009, the Core of Life project will be delivered by Youth and Family Education Resources Pty Ltd.

3.5 Childcare

Achievements

- A total of **204 Indigenous people have been placed in employment** through the Jobs Package in existing childcare jobs.

Crèches

Funding under the Supporting Families Measure for NTER Crèches provided for nine new crèches and upgrade of 13 existing crèches to address urgent health and safety issues.

As at 30 June 2009, three of the nine new crèches being established were operations:

- Lajamanu – operating from a refurbished building within the school and
- Peppimenarti and Robinson River – operating from a temporary venue while new building is being completed and

Five services were in the final stages of establishment pending operation in next few months at Areyonga, Docker River, Papunya, Yarralin and Milikapiti. Work on the remaining new crèche at Timber Creek will commence in next few months.

Of the 13 crèche upgrades, eight have been completed, in Ntaria, Nyirripi, Santa Teresa, Oenpelli, Borroloola, Maningrida, Minjilang and Minyerri.

Completion of four upgrades is expected in the next few months in the communities of Gapuwiyak, Pirlangimpi, Wugularr and Hart's Range and an upgrade at Warruwi will be undertaken during 2009-10.

Two transported buildings have been completed in Queensland and relocated to Peppimenarti and Milikapiti communities in the Northern Territory.

Training

DEEWR, through a contract with Batchelor Institute and Charles Darwin University, has provided training to local women in basic child care including the areas of hygiene, food handling and safety. These women provide the base for a local early childhood education and care workforce and help to reinforce the importance of the early childhood years to the local community and build the demand for early childhood services.

The level of interest shown in communities where new crèches are being established suggests there will be ongoing and growing demand for the services into the future.

Government Business Managers have been supportive of early childhood services in most communities and provide a useful point of contact when discussions are held in communities or contractors visit to finalise quotations for works.

Challenges

Barriers affecting the establishment of new crèches have included:

- Access to communities during the wet season and community business;
- Lack of accommodation for staff and contractors;
- Delays to services becoming operational due to staff recruitment problems.

3.6 Youth Diversion

Achievements

- In total, from June 2008 to June 2009, **61 projects were implemented**.
In the January to June 2009 period **33 projects were implemented**.

In 2008-09 a total of \$8.8 million was spent on the NTER Youth Alcohol Diversion measure, building on the progress achieved under this measure in 2007-08. Funded projects engaged young people aged primarily 12-18 in a range of culturally, age and gender appropriate social and recreational activities to protect their physical, mental and social health and counterbalance the adverse influences that can lead to substance abuse and other at-risk behaviours. This measure comprised two components:

1. Continuation of the Northern Territory Youth Development Network

This component aims to develop sustainable youth services by improving the quantity, quality and cohesion of youth activities. Approximately \$2.3 million was spent on 46 projects in the northern region of the Northern Territory over 2008-09, many through the continuation of the Youth Development Network in the Victoria/Daly and West Arnhem Shires.

This network provided 35 locally driven initiatives in 13 Indigenous communities and was coordinated by the Australian Red Cross (ARC). Progress over the reporting period included the continued roll out of projects and monitoring of service providers. Volunteer local coordinators in the 13 communities assisted service providers with program implementation and evaluation.

A significant outcome has been the development of community engagement and enthusiasm between communities and the ARC in creating collaborative activities for young people. Through their engagement with targeted remote communities, ARC was able to enhance its understanding of the needs of youth and develop a Community Information and Notification pack. This pack identifies key contacts and procedures for entering and conducting programs within Indigenous communities.

Projects delivered under the Youth Development Network include sport, arts, music, dance, education and training and other youth development activities. ARC also assisted and supported local community events including the Merrepen Festival, Timber Creek Festival and Maningrida Youth Festival.

In addition to the Youth Development Network, progress over the reporting period included the planning and implementation of eleven additional projects managed by the FaHCSIA Northern Territory State Office and totalling approximately \$220,000. These included Indigenous hip hop workshops, traditional dance workshops, youth camps, youth housing forums, scoping projects, residency art programs and infrastructure projects.

Post-implementation reports for projects under this component are expected from service providers by 30 September 2009.

2. Infrastructure and Youth Programs in Central Australia

This component aims to provide learning and recreational activities and infrastructure to support young people, while building community capacity through training and employment opportunities. Approximately \$6.5 million was spent on 15 projects across communities in the Northern Territory over 2008-09.

Three of these 15 projects were based in Arnhem Land and the remainder were in central Australia. All projects under this component were managed by the Central Australian Petrol Sniffing Strategy Unit, which is based in Alice Springs and has expertise in working with a wide range of substance abuse issues.

Progress over the reporting period included delivery of activities such as blue light discos; holiday programs over the January, April and June/July school holiday periods; Learning Support programs which used music to improve school

attendance across eight communities; and a cultural horse work camp for users of volatile or other substances.

Infrastructure projects included the purchase of sporting equipment, construction of seven BMX tracks and large scale refurbishment works to support the Mt Theo Substance Misuse Program. In addition, funding was provided for a visit by East Arnhem Traditional Owners and Elders to the Mt Theo Outstation to learn about this rehabilitation model and build support networks.

Post-implementation reports for projects under this component are expected from service providers by 30 September 2009.

4. Promoting Law and Order

The NTER was principally addressed to the safety and well-being of children. It is particularly difficult to collect and report outcomes for this objective, however, some data are available and are reported below. Of course, the short-term impact of the NTER may be to increase reported crime and it is important to 'see through' such a short-term effect. If people in the NTER areas are more able to report crimes, then in the long run this is likely to have a positive effect as perpetrators will be more likely to be apprehended.

While data on assault and violent crime largely reflects crimes committed against adults, a general normalisation of violence is not good for children or adults and creates an environment in which crimes against children are more likely to occur. There is significant evidence that violence is normalised in many remote Indigenous communities⁸. Much violence remains unreported in official data and this needs to be kept in mind in interpreting the data provided below.

The consequences of substance misuse for an individual can be devastating, such as poor parenting, neglect of children, violence and sexual abuse and imprisonment.

Increased policing is a critical element to making communities safer, particularly for women and children. This measure represents a continuation of funding for promoting law and order activities and will help to ensure the protection of Indigenous children.

⁸ ABSTRACT Address by the CEO of the Australian Crime Commission, Alastair Milroy, to the 2008 Bennelong Society Conference - 20 June 2008

4.1 Police⁹

Achievements

- **Police Presence:** At 24 June 2009, there are **61 additional police** deployed to communities - 43 Australian Federal Police (AFP) and 18 Northern Territory Police.
- **Permanent Station Upgrade:** Four permanent police station upgrades have been completed.
- **Themis Stations:** Eighteen Themis Stations have been installed in Northern Territory communities and are currently operational. A permanent police station opened on 9 March 2009 in Galiwinku, replacing the Themis Station. The Galiwinku Themis Station infrastructure was transported to other communities; the custodial facilities became part of the establishment of a Themis station at Finke.
- Over fifty million dollars has been allocated over three years to build five new, permanent police stations in Northern Territory priority areas of Gapuwiyak, Ramingining, Yarralin, Arlparra and Imanpa.

Data Notes

Northern Territory Police data are subject to revision and may have changed since the previous revised since previous reports. This report, unlike previous reports, has excluded incidents reported to Operation Themis Stations that occurred outside the NTER communities (List of communities in Appendix A). For that reason some incident categories show lower numbers than in previous reports. The Northern Territory Police have improved their recording of alcohol related incidents and as a result the number of alcohol related incidents are higher than recorded in previous reports.

4.2 Alcohol, Drug and Substance Related Incidents

Incidents involving alcohol, substance abuse and drug related incidents continue to be of concern in the NTER communities. Table 4.2.1 below shows the number of alcohol related incidents over the past three financial years in the NTER communities.

⁹ The NTER communities referenced in this section do not include town camps.

There was a significant increase in the number of alcohol-related incidents reported to the police across the NTER communities, from 2,271 in 2006-07 to 3,047 in 2007-08. This may reflect the imposition of the alcohol bans, as alcohol-related incidents are now more likely to be recorded as the possession and consumption of alcohol is illegal across the NTER areas. It is worth noting that 34% of the increase in the number of alcohol-related incidents reported to police over this period was accounted for by the Themis communities.

The number of alcohol related incidents is still increasing, an increase of 29% or almost 900 during 2008-09. In the Themis communities the number of alcohol related incidents increased from 436 in 2007-08 to 727 in 2008-09..

Table 4.2.1

Alcohol Related Incidents

	2006-07	Jul - Dec 07	Jan - Jun 08	2007-08	Jul - Dec 08	Jan - Jun 09	2008-09
TOTAL	2,271	1,672	1,375	3,047	1,907	2,033	3,940

Source: Northern Territory Government.

Note: Data have been revised since the previous Monitoring Report due to improved reporting systems.

Substance abuse incidents are recording similar change trends to alcohol abuse related incidents. Since the introduction of the NTER, substance abuse related incidents have increased by 77%. Substance abuse incidents in THEMIS communities increased from 90 in 2007-08 to 114 in 2008-09.

Table 4.2.2

Substance Abuse Related Incidents

	2006-07	Jul - Dec 07	Jan - Jun 08	2007-08	Jul - Dec 08	Jan - Jun 09	2008-09
TOTAL	280	168	211	379	222	259	481

Source: Northern Territory Government.

Note: Data have been revised since the previous Monitoring Report due to improved reporting systems.

Table 4.2.3 shows that drug related incidents seemed to have slowed during the past financial year.

Table 4.2.3

Drug Related Incidents

	2006-07	Jul - Dec 07	Jan - Jun 08	2007-08	Jul - Dec 08	Jan - Jun 09	2008-09
TOTAL	114	123	104	227	108	90	198

Source: Northern Territory Government.

Note: Data have been revised since the previous Monitoring Report due to improved reporting systems.

4.3 Domestic Violence

The level of domestic violence reported to police across the NTER communities continues to increase with a 42% rise in domestic violence incidents from 2007-8 to 2008-9 (see table 4.3.1). From 2006-07 to 2008-09 there has been a 61% increase in the number of domestic violence incidents reported to police in the NTER communities. This is almost three times higher than the change of Total Incidents in the NTER communities which grew by 21% over the same period. Reporting in THEMIS communities accounted for 40% of the increase in domestic violence incidents between 2006-07 and 2008-09.

Table 4.3.1

Domestic Violence Related Incidents

	2006-07	Jul - Dec 07	Jan - Jun 08	2007-08	Jul - Dec 08	Jan - Jun 09	2008-09
TOTAL	1,281	749	702	1,451	989	1,069	2,058

Source: Northern Territory Government.

Note: Data have been revised since the previous Monitoring Report due to improved reporting systems.

A significant proportion of domestic violence incidents are alcohol related (36% in 2008-09). Table 4.3.2 shows domestic violence incidents related to alcohol. The number of incidents has increased by 86% from 394 in 2006-7 to 734 in 2008-09. The THEMIS communities account for 18% of this increase.

Table 4.3.2

Domestic Violence and Alcohol Related Incidents

	2006-07	Jul - Dec 07	Jan - Jun 08	2007-08	Jul - Dec 08	Jan - Jun 09	2008-09
TOTAL		337	224	561	341	393	734

Source: Northern Territory Government.

Note: Data have been revised since the previous Monitoring Report due to improved reporting systems.

Confirmed breaches of Domestic Violence Orders remained similar from 2006-07 to 2008-09 (Table 4.3.3).

Table 4.3.3

Confirmed Breaches of Domestic Violence Orders

	2006-07	2007-08	2008-09
Breach – DVO	117	122	124
Breach – Other Order/s	35	34	38
Total	152	156	162

Source: Northern Territory Government.

Note: Data have been revised since the previous Monitoring Report due to improved reporting systems.

4.4 Assault

Relative to population size there is a high level of assault across the NTER communities and the Northern Territory.

Excluding assaults related to or against children, and assaults that are domestic violence-related, the number of assault incidents reported to police across the NTER communities rose, from 91 in 2006-07 to 125 in 2007-08 and to 145 in 2008-09. (Table 4.4.1). The number of aggravated assaults rose from 187 in 2006-07 to 229 in 2008-09.

Most categories of personal harm reports showed significant increases from 2006-07 to 2008-09. Much of this increase is a function of increased reporting particularly in the Themis communities.

A high proportion of assault incidents are alcohol related. For example in 2008-09, 38% of aggravated assault incidents were alcohol related.

Table 4.4.1

Personal Harm Incidents Reported to Police

Personal Harm reports – Original Incident Type	2006-07	2007-08	2008-09
Armed Person	59	80	123
Assault	91	125	145
Assault - Aggravated	187	171	229
Assault - Indecent	10	13	18
Assault - Sexual	45	49	36
Attempt Suicide / Self Harm	97	131	181
Behaviour - Indecent	2	8	7
Death	10	84	65
Mentally Ill Person	65	104	109
Missing Person	29	35	32

Source: Northern Territory Government.

Note: Data have been revised since the previous Monitoring Report due to improved reporting systems.

Table 4.4.2 shows that the numbers of assault cases lodged with the courts across the last four financial years has fluctuated. For the NTER communities the data shows a decrease in lodgements of 12% from 2006-07 to 2007-08 year, followed by an increase an increase of 128 lodgements (+26%) in 2008-09. Over two years since the introduction of the NTER the number of assault cases lodged in court in the prescribed areas of the Northern Territory was higher 7% higher than it was in the previous two years. The number of lodgements for assault incidents committed in the NTER communities was significantly higher in 2008-09 than it was in any of the previous years.

Table 4.4.2 also shows that the number of convictions for assault for incidents committed in the NTER communities has fluctuated over the last four financial years. The number of convictions for assault in 2008-09, however, is significantly higher than in the three previous years. This does not reflect a general trend in the Northern Territory. Over the same period, the number of assault cases lodged in court for the rest of the Northern Territory was only 54 (1%) higher than the previous two years. The number of lodgements for assault incidents

committed in the rest of Northern Territory was slightly lower in 2008-09 than it was in any of the previous years.

Table 4.4.2
Assault Lodgements and Convictions

	2005-06	2006-07	Pre NTER	2007-08	2008-09	Post NTER
Prescribed Communities						
Lodgement	479	553	1032	488	616	1104
Convictions	307	345	652	311	406	717
Rate	64%	62%	63%	64%	66%	65%
Northern Territory - Other						
Lodgement	2153	2211	4364	2272	2146	4418
Conviction	1241	1269	2510	1250	1426	2676
Rate	58%	57%	58%	55%	66%	61%

Source: Northern Territory Government

In 2007-08 there were 49 (6%) fewer hospital separations for all injury categories considered as resulting from assault or interpersonal violence since the introduction of the NTER measures than in 2006-07¹⁰. This may appear inconsistent with the police data cited above, however, it is important to note that reported incidents to police are affected by the number of police not just the underlying incidence of crime.

Restraining Orders

In the NTER communities the number of Police instigated Restraining Orders between 2007-08 and 2008-09 dropped from 293 to 226, a 23% reduction.

Over the same time, the number of Restraining Orders issued by the Courts increased from 390 to 442, an increase of 13% and, instances of sentencing for a breach of a restraining order in NTER communities dropped by 15% (110 to 94) over the same period.

Sexual Assault

¹⁰ Numbers previously reported will have changed as coding is completed, and because the number of communities being reported on has been increased.

The Northern Territory Department of Justice have provided data on lodgements in court for sexual assault across the NTER communities and the non prescribed areas of the Northern Territory on a consistent basis back to the 2005-06 financial year. See Table 4.4.3 below.

Table 4.4.3
Sexual Assault Lodgements

	2005-06	2006-07	Pre NTER	2007-08	2008-09	Post NTER
Prescribed Communities	16	36	52	20	37	57
Northern Territory - Other	95	109	204	91	113	204

Source: Northern Territory Government

It is hard to discern any clear pattern in these data – the number of lodgements in court for sexual assault offences was very similar (57) across 2007-08 and 2008-09 to its level in the previous two years (52).

While Indigenous Australians are over-represented in lodgements in court and convictions for sexual assault it is important to note that most convictions in the Northern Territory relate to offences committed outside the NTER communities.

4.5 Child Sexual Assault and Abuse

Child Sexual Assault

The number of convictions for child sexual assaults committed in the NTER communities in the two years since the introduction of the NTER measures is 22. This compares to 15 convictions in the two years prior to the NTER. In 2005-06 and 2006-07 none of the convictions involved non Indigenous people. However, in the last two years (2007-08 and 2008-09) four non Indigenous people have been convicted for Child Sexual Assault committed in the NTER communities.

The conviction rate for child sexual abuse is likely to understate the actual level of abuse and it is misleading to view it in isolation.

Child Abuse

Issues of child welfare go well beyond sexual abuse, indeed, sexual abuse is a subset of behaviours that can have a lasting negative effect on children's' future.

There is evidence that child neglect is a more common issue¹¹ than sexual assault in the NTER communities. This is confirmed by Northern Territory police data.

The data in Table 4.5.1 should be treated with some caution as they are based on the assessment of police – child protection authorities may reach a different conclusion.

The total number of confirmed incidences of child abuse in the NTER communities rose, from 66 in 2006-07 to 227 in 2008-09. The 18 Themis communities accounted for around 39% of the increase in the number of child abuse reports made to police from 2006-07 to 2008-09.

The vast bulk of these confirmed reports across the NTER communities were accounted for by the category ‘child welfare’ (78% in 2008-09). The category ‘child welfare’ relates to issues that would generally be considered to be child neglect. There has been a significant increase in the confirmed incidence of abuse relating to child welfare across the NTER communities, from 63 confirmed incidents in 2006-07 to 177 in 2008-09.

Table 4.5.1
Police Incidents – Outcome of Child Abuse Investigation

Outcome of Investigation	2006-07	2007-08	2008-09
Child Abuse Material	2	1	2
Child Welfare	63	134	177
Child Welfare - Pregnancy	1	12	23
Child Welfare - STI		17	14
Prohibited Material (Prescribed Area)		7	9
Unclassified Adult Material		1	2
TOTAL	66	172	227

Source: Northern Territory Government

4.6 Child Protection Data

Actual child protection data are not available at the NTER community level. However data for 2007-08 are available for Indigenous children across the whole Northern Territory.

¹¹ Nettie Flaherty and Chris Goddard, Child neglect and the Little Children are Sacred Report, Children Australia, Volume 33, Number 1, 2008

In 2007-08, Indigenous children in the Northern Territory were six times as likely as other children to be the subject of a substantiation of a notification of abuse and neglect.

In addition, the rate of substantiation of a notification for Indigenous children aged 0-16 in the Northern Territory rose from 16.8 per 1,000 children in 2006-07 to 23.7 per 1,000 children in 2007-08. Substantiations for Indigenous children in the Northern Territory were most likely to reflect neglect (36.5%), followed by emotional (27.1%) and physical abuse (21.8). Sexual abuse accounted for 14.5% of substantiations for Indigenous children in the Northern Territory in 2007-08, which is an increase of 4.6 percentage points from 2006-07.

4.7 Night Patrols

Achievements

- As at 30 June 2009, there were **80 active night patrols**. From 1 January to 30 June 2009, 9 night patrols had become active.
- For the period 1 January to 31 March 2009, the total number of people (men and women) **transported by a night patrol service was approximately 39,000¹²**.

The Attorney-General's Department provides funding for night patrol services in 81 communities across the Northern Territory including the 73 NTER identified communities, urban Aboriginal living areas in Alice Springs, Tennant Creek and Katherine and communities affected by the NTER.

Night patrols assist people at risk of either causing or becoming the victims of harm in order to break the cycle of violence and crime in the communities. The service patrols local community areas, identifies people who may be at risk of coming into adverse contact with the criminal justice system and takes them to an appropriate place.

Progress

There were 80 active night patrols as at 30 June 2009 including 72 NTER communities. Over the period, 9 night patrol services in NTER communities have become active. The remaining NTER communities are in consultation. Patrols operate at least five nights per week with a minimum of two patrollers.

¹² Note: This figure is based on information provided by service providers, data collection is problematic and continues to be refined

Providers report that community discussions about their night patrol is ongoing and seen as key to the success of the patrols. Community identification of trouble areas, appropriate people to participate in the night patrol and support services within community are essential to the successful operation of the night patrol. Patrols are continuing to build relationships with service providers in their community as well as region. The interaction with patrols from other areas is also seen as important.

Providers are working to establish night patrol offices in each community. A functioning night patrol office allows staff to provide a more comprehensive service as well as create a greater awareness of the patrol in the community. Community members and other stakeholders are also able to easily identify the night patrol office.

Night patrol staff continued to receive training over the period. Training is essential to the operation of the night patrol and the safety of patrollers. Training has included modules on personal security, Occupational, Health and Safety, First Aid, dealing with conflict situations and reporting. The Department is currently undertaking an audit of training provided to night patrol so as to get some consistency across the Northern Territory.

Challenges

Recruitment and retention of night patrol staff continues to be an issue in some regions. Providers are working with communities to recruit night patrol staff as well as promoting the benefits of salaried night patrol positions, such as, long service leave, sick leave and superannuation.

Service providers continue to improve the quality of the data collected by night patrol staff. Capacity building through training and mentoring is assisting staff to gain a better understanding of the information to be collected. The Attorney Generals Department is considering options for improving data collection.

Providers report that in some instances communities and other stakeholders do not understand the role of night patrol. The Department is working with service providers to improve the understanding of the role of night patrol through community education and awareness.

The Attorney Generals Department has identified capacity issues with a number of service providers to manage night patrol services. The Department is working with providers to overcome issues including conducting workshops and field visits as well as continuing to monitor the performance of service providers in line with requirements of the funding agreement.

Next Steps

Emphasis will be placed on strengthening the night patrol services in the Northern Territory. The Department will continue to work with service providers to build capacity and support service delivery. The overall objective is to provide a service which is responsive to the needs of the community, delivers high quality services and that through partnerships with other services supports safer communities.

The Department is currently reviewing the *Night Patrol Services in the Northern Territory Operational Framework* in conjunction with service providers represented by night patrol managers. The Operational Framework sets out the minimum standards requirements for the operation and management of night patrol services in the Northern Territory. The purpose of the review is to increase the effectiveness of the Operational Framework in guiding service providers to deliver consistent services across the Northern Territory. It also provides a forum to discuss program, policy and service delivery issues as they relate to the Operational Framework, as well as ensuring effective consultation between the Department and service providers.

4.8 Legal Services

Achievements

- Between 1 January 2009 and 30 June 2009 legal service providers handled 625 NTER related matters, including 154 advices, 197 duty lawyer services and 274 cases.
- Legal service providers undertook 90 outreach visits to communities.

Progress

The Attorney-General's Department received funding of \$2 million for Aboriginal and Torres Strait Islander Legal Services (ATSILS) and Community Legal Centres (CLCs) in the Northern Territory and the Northern Territory Legal Aid Commission (NTLAC) to provide legal assistance to Indigenous Australians for matters arising under the NTER in 2008-09. Further one-off additional funding of \$2.9 million was provided in 2008-09 by the Department to the ATSILS to meet the increasing demand for services and to an additional CLC to provide welfare, tenancy and post-imprisonment services specifically related to the NTER.

Legal needs arising from the intervention continue to increase. Services report that increased police presence in communities is resulting in outstanding warrants in communities where there are police present but there is no court.

Services report that there are still operational issues with income management, and as a result there is high demand for legal assistance in the area of welfare rights.

It appears that many communities still do not understand the range of legal services available to them. Services are still undertaking large numbers of legal education and information sessions in communities and town camps to build the knowledge base about legal services and related support services which can assist them with legal problems that they have.

Legal assistance providers are continuing to collaborate on initiatives and work with other stakeholders, such as Consumer Affairs; Anti-discrimination Commission; Northern Territory and Commonwealth Ombudsmen, in a coordinated approach to address the legal issues arising. Issues that do not have a legal remedy are referred to the relevant agency or provider.

Challenges

Recruitment of new staff has been a consistent issue and remains so. The uncertainty of the continuation of funding from one year to the next has meant that services have only been able to offer one year contracts, which decreases the attractiveness of the position to potential applicants. Services have indicated that three year funding would help to resolve this issue.

4.9 Alcohol Restrictions

Achievements

- All highway and boundary signs have been installed and 109 community signs have been installed

4.10 Alcohol Management Plans

Alcohol Management Plans that are based on supply reduction measures in the form of an alcohol permit system are in place in Groote Eylandt (implemented in July 2005) and Nhulunbuy (implemented in April 2008).

Alcohol Management Plans that are based on 'harm minimisation' strategies are being implemented in Alice Springs, Tennant Creek, Palmerston and Katherine. The principle 'harm minimisation' includes demand reduction, supply reduction and harm reduction strategies.

FaHCSIA is also working with the Australian Government Attorney-General's Department and other relevant Government and non-Government organisations in Galiwinku in relation to the development of a local Law and Order Strategy. Measures to address alcohol related harm are included in the Strategy.

4.11 Audit of Publicly Funded Computers

The first audit of publicly funded computers in the Northern Territory took place on 2 June 2008. 264 organisations were contacted in relation to the 2 June 2008 audit.

The organisations were required to complete the audit, or provide a declaration that the computers referred to are not ordinarily situated in the NTER area.

At 19 June 2009, 52 responses had been received from the 118 canvassed organisations, equating to a response rate to date of 44 per cent. Eight of these organisations declared they do not have publicly funded computers in a prescribed area. The remaining 44 organisations have returned audit reports in respect of 209 computers. The due date for the non responding organisations to return their audit was 15 June. The majority of these organisations will require following-up.

4.12 Northern Territory Aboriginal Interpreter Service

Achievements

- In the period 1 January to 30 June 2009 **2,934 people sought access to an interpreter.**

The Northern Territory Aboriginal Interpreter Service (NTAIS) is funded under a Memorandum of Understanding (MOU) between the Australian and Northern Territory Governments for interpreter services to Indigenous people. In 2008-09, NTAIS received additional funding to meet the increased demand as a result of the NTER. The funding allowed NTAIS to recruit a Project Manager to coordinate all NTER activities and services as well as Community Liaison Officers in Katherine, Alice Springs and Darwin to assist with better understanding of policies, programs and initiatives.

Progress

NTAIS reports that for the period 1 January to 30 June 2009, 2,934 people sought access to an interpreter which is a 38% increase for the same period in

2008. The number of hours interpreting provided for the NTER for the period totalled 1,468 hours.

Community Liaison Officers based in Katherine, Alice Springs and Darwin have undertaken community visits, language assessments of potential interpreters and induction courses. The Officers have also met with various stakeholders including representatives from the Australian and Northern Territory Governments to establish stronger relationships as well as identifying needs or areas in which interpreter services can be improved.

Staff have been recruited to provide training in Alice Springs, Katherine and Darwin regional areas. Training materials have been developed to assist interpreters including lesson plans and activities for induction, flash cards, mentoring check lists, bush court worksheets and language specific material.

NTAIS has also been working closely with Australian Government representatives over the period to ensure that interpreters are available and understand the changes to CDEP and the NTER re-design. Interpreters from 12 different language groups received training on the changes to CDEP and accompanied Australian Government staff to community meetings. Interpreters received training on the NTER re-design community consultations and attended 46 communities covering 20 major languages across the Northern Territory.

The additional funding has allowed NTAIS to focus on strengthening the service resulting in increased access to interpreters for Indigenous Australians in the Northern Territory. Australian Government agencies have also increased their use of interpreters ensuring that Indigenous people understand their rights and responsibilities.

Challenges

NTAIS has identified a number of challenges which impact on service delivery including difficulties with recruitment and retention of interpreters, the lack of literacy and numeracy skills of potential interpreters and the need for accredited interpreters for legal proceedings.

The additional funding is assisting to overcome these challenges. The funding has allowed NTAIS to more effectively respond to the need to provide bilingual interpretation in the roll-out of policies, programs and initiatives associated with the NTER.

Next Steps

NTAIS will continue to strengthen service delivery with a focus on recruitment and training and development. This includes developing a number of training

packages relating to the NTER initiatives and programs for interpreters, increasing specialised training provided to interpreters, employing additional staff to deliver training, increasing the interpreter and language pool and providing assessment, induction and professional development training for interpreters. NTAIS will also develop and implement ongoing assessment and mentoring programs to ensure that interpreters are supported and developed professionally.

5. Land Reform

The Australian Government is committed to pursuing land reform for townships on Indigenous land in a manner that respects cultural links to land and traditional land holding systems, but delivers a system of improved housing, infrastructure and service delivery. Land reform is also essential to ensure a solid basis is established for future economic development, private investment and home ownership.

5.1 Five Year Leases

The Australian Government currently holds five-year leases over 64 Northern Territory Emergency Response (NTER) communities by operation of the Northern Territory National Emergency Response Act 2007. These leases were acquired to facilitate the administration of the NTER, providing security of tenure and prompt access for the delivery of services, repair of buildings and development of infrastructure in communities. Twenty-six of the leases commenced 18 August 2007 while the balance of 38 leases commenced 17 February 2008.

In October 2008, the Government asked the NT Valuer-General to determine reasonable amounts of rent to be paid by the Commonwealth for the five-year leases that had been compulsorily acquired under the NTER

- the Valuer-General has now determined appropriate rent levels for the two five-year leased communities on the Tiwi Islands (Milikapiti and Pirlangimpi)
- rental payments for these Tiwi communities commenced in September 2009.
- rent for the remaining communities will be paid immediately following the conclusion of the current consultation process between the Valuer-General and the Central and Northern Land Councils.

Government Facilities within NTER Communities

The five-year leases have been used to underpin NTER measures including:

- the installation of safe houses;
- the improvement of conditions through the Community Clean-Up Program;

- the installation of night patrol bases; and
- the installation of government accommodation complexes.

The five-year leases will also underpin housing refurbishments in 52 communities under the Strategic Indigenous Housing and Infrastructure Program (SIHIP) and reformed property and tenancy management arrangements.

Land Use Approvals

As leaseholder the Australian Government (through FaHCSIA) has a range of responsibilities including the management of five-year leased land. Prior to the five-year leases:

- Neither Land Councils nor land owners were involved in the day-to-day regulation of land in townships;
- the Northern Territory Government's Department of Planning and Infrastructure (DPI) performed town planning functions, allocating administrative lots notwithstanding the absence of any underlying legal right to occupy the land; and
- a large proportion of those occupying land did so with no legal basis.

From 1 July 2008 FaHCSIA implemented a new process requiring all parties to seek Australian Government approval (through FaHCSIA) for proposed new and altered uses of five-year leased land. As a result, for the first time a consistent and transparent process is in place to allocate land and provide certainty to users. Parties using land immediately before the commencement of five-year leases have not been required to seek approval to continue using those areas, as all existing arrangements were generally retained.

From the commencement of the NTER to 30 June 2009 FaHCSIA received requests for approval to use approximately 160 areas of land, of which approximately 80 have been approved. Longer term leases over five-year leased areas can still be negotiated with land owners but will not take effect until approved by the Minister for FaHCSIA.

The process FaHCSIA follows to consider approving proposed uses of five-year leased land is varied depending on the specific proposal but usually involves FaHCSIA:

- assessing whether the proposed land use is consistent with the objective of the NTNER Act;
- working with the Northern Territory Government's Department of Planning and Infrastructure to allocate appropriate lots (if required);

- ensuring competing claims to the land are considered;
- seeking information regarding community views through Government Business Managers;
- undertaking an environmental assessment process; and
- issuing Commonwealth approval to use land if appropriate (for up to a period equivalent to the remainder of the Commonwealth's five-year lease).

The form of approvals varies depending on the level of risk associated with proposed land uses. All approvals are made subject to conditions including obligations for developers to:

- comply with the provisions of all relevant legislation including the *Northern Territory Aboriginal Sacred Sites Act*;
- maintain the land and/or buildings; and
- insure buildings appropriately.

Permits

The permit system manages the control of access to Aboriginal land held under the Aboriginal Land Rights (Northern Territory) Act 1976. Prior to the NTER, it was generally an offence to enter or remain on any Aboriginal land, including townships without a permit. The *Aboriginal Land Act* (Northern Territory) allows the Northern Territory Land Councils, traditional owners, and in some cases, the NTG to issue and revoke permits. The police have the power to remove people where they are in violation of permit requirements.

The 2007 NTER legislation package made various changes to the permit system removing the necessity to obtain permits for certain people in certain circumstances. These changes were permanent and do not lapse at the conclusion of the five year NTER period.

Government employees and contractors no longer require a permit to enter Aboriginal land in the Northern Territory to perform relevant duties. This change took effect with the commencement of the NTER legislation in August 2007. In addition, all those involved with the NTER, including medical teams and volunteers, do not require a permit for the period of the NTER.

Further changes introducing limited public rights of access were delayed by six months and took effect from 17 February 2008. As a result, common areas in 52 major communities are now accessible by members of the public without the

need to obtain a permit if arriving by air, sea, public roads or roads listed by Ministerial determination.

The day to day operation of the permit system remains the same as before the NTER took effect. The issuing and revocation of permits remains a matter for the Land Councils, traditional owners and the police as required. The process for responding to a person who is in violation of the permit requirements (by contacting the relevant Land Council and/or the police if necessary) is also unchanged, and the police still have the power to remove people where they are in violation of permit requirements. The Government has encouraged people wishing to access Aboriginal land to continue to contact the relevant Land Council regarding visits to communities even in relation to areas where a permit is not strictly required.

In summary, the current status in relation to permits is as follows:

- Government employees and contractors do not require a permit to perform relevant duties.
- All those involved with the NTER including the above and also including medical teams and volunteers do not require a permit for the period of the NTER.
- The public can access the common areas of 52 major communities.
- The public can reach major communities by air, sea and public road.
- The public require permits for non-public roads outside the 52 major communities.
- The public still require a permit to visit the vast majority of Aboriginal Land.

5.2 Cadastral Surveys

In its response to the NTER Review, the Australian Government committed to examine the scope to reduce the five-year lease boundaries¹³.

A cadastral survey project was undertaken to define the final lease boundaries for the 64 five-year lease communities acquired under section 31 of the Northern Territory National Emergency Response Act 2007 (NTNER). Once the surveys were complete, Minister Macklin decided to significantly reduce the boundaries.

The revised boundaries excluded unnecessary land and more closely reflected the actual town footprint. These reduced boundaries came into effect on 1 April

¹³ http://www.fahcsia.gov.au/sa/indigenous/pubs/nter_reports/response_to_reportNTER/Pages/default.aspx

2009 and decreased the total area held under five-year leases (an overall reduction of approximately 50 per cent).

The surveys involved the placement of permanent survey markers in communities. Access to permanent markers will significantly reduce the time and cost of future surveys associated with construction of housing and infrastructure and other development and will improve long term accuracy of survey data.

Cadastral surveyors also placed additional ground controls to enable separate aerial survey work to be undertaken in conjunction with the Northern Territory Department of planning and Infrastructure (NTDPI). The placement of these ground markers at this time provided considerable cost savings for the Office of Indigenous Policy Coordination (OIPC) Aerial Photography Program.

5.3 Voluntary Leasing Arrangements

Secure tenure is required before construction can commence in the communities and town camps identified for major works, including new housing under SIHIP. There are two types of leases that would be sufficient for construction to proceed - a housing precinct lease or a whole-of-township lease. The key requirements for investment applicable in the Northern Territory are that:

- o Government must have access to and control of the land on which construction will proceed for a minimum period of 40 years. A longer period has additional advantages;
- o Tenure arrangements must support the implementation of tenancy management reforms, including the issue of individual tenancy management agreements between the Housing Authority and tenant without requiring further consent from the underlying owner; and

Current long-term lease negotiations focus on the 16 communities identified for major SIHIP capital investment.

Three Groote Eylandt region communities (Angurugu, Umbakumba and Milyakburra) and the community of Nguiu in the Tiwi Islands have tenure secured under whole-of-township lease arrangements.

Housing precinct leases with effective 40 year terms were executed in relation to Maningrida, Gunbalanya and Wadeye on 31 August 2009 to support major housing investment. A similar lease for Galiwin'ku was executed on 9 October 2009. In-principle agreement for a 40 year housing precinct lease at Ngukurr was conveyed in July 2009 and for Lajamanu in October 2009 (subject to full Land Council approval.)

Negotiations are well advanced for leases at Numbulwar, Milingimbi and Lajamanu and are in train in relation to Gapuwiyak, Yirrkala, Yuendumu, and Hermannsburg.

Town camps are also a priority for housing and infrastructure upgrades, with a sublease over Tennant Creek town camps in place. In relation to Alice Springs, the relevant Housing Associations (under the umbrella of Tangentyere Council) have agreed to the Government's proposed 40 year subleases over 16 of the town camps. However, the Federal Court has granted a temporary injunction preventing the execution of these leases until a court case brought by some town camps residents is resolved.

6. Welfare Reform and Employment

The aim of the Welfare Reform and Employment measures is to protect children, reduce reliance on welfare and build stronger communities.

The Welfare Reform measures include Income Management which is a central measure in the NTER. Income Management assists community members purchase household needs and expenses. It sets aside a percentage of certain income support and family payments to be spent on priority goods and services such as food, housing, clothing, education and health care.

The BasicsCard is a PIN protected card, which allows customers to access their income managed money through existing EFTPOS facilities at approved stores and businesses. The BasicsCard provides customers on Income Management with a greater choice and flexibility to purchase priority goods and services from a broad range of merchants.

6.1 Income Management

Achievements

- As at 30 June 2009, **73 communities and ten town camp regions were participating in income management.**
- Since July 2007, **\$197.7 million has been income managed** as part of the NTER.
- As at 26 June 2009, **95.9 % of Income Management customers had a Basics Card.**

Background

Income management is a central measure in the Northern Territory Emergency Response. It ensures that Commonwealth Income Support and Family Assistance payments are used for the benefit of children and to increase the financial security of people raising children.

Income management funds cannot be used to purchase alcohol, tobacco, pornography or gambling products. In parallel with income management, better food supply is being supported through the licensing of community stores to improve communities' access to fresh and affordable food.

Income management affects people (Indigenous and non-Indigenous) who live in the 73 prescribed communities, their associated outstations and the 10 town camp regions of the Northern Territory, who receive income support payments. Every community member who receives a relevant Centrelink payment is paid 50% of the total amount in the usual way, while the other 50% is reserved to pay for priority needs, such as food, clothing, housing, transport and utilities.

Analysis

Between 2 January 2009 and 30 June 2009 (inclusive), the most common payments for income management customers were Newstart Allowance (35%) and Parenting Payment (23%). At 26 June 2009 1.9% of customers were auto income-managed

As at 26 June 2009, the number of Income Management customers was 15,182 – a net decrease of 2.0 % since 2 January 2009.

Almost a third (31%) of Income Management customers between 2 January 2009 and 30 June 2009 were also Family Tax Benefit (FTB) customers.

Monitoring

The Final Stores Post Licensing Monitoring Report found that the overall impact of income management has been positive for NTER communities.¹⁴ The report also found that:

- Customer shopping habits have changed significantly in most stores, with 68.2% of store operators reporting an increase in the amount of healthy food purchased. This includes items such as fruit and vegetables, as well as dairy foods and meat.
- Responses suggest that sales of some goods, such as cigarettes, are unchanged (73.3% of operators who answered this question reported no change).
- Community residents, particularly women, are telling store operators that they now have more control over their money, with greater capacity to manage humbug.
- Initial mistrust and confusion about income management has abated over time.

¹⁴ Final Stores Post Licensing Monitoring Report, Department of Families, Housing, Community Services and Indigenous Affairs 2009.
http://www.fahcsia.gov.au/sa/indigenous/pubs/nter_reports/final_monitoring_report/Pages/default.aspx

- Store operators are reporting that feedback is generally positive, especially from women, once people understand how it works.
- Most operators reported that people had a good understanding of income management. Older people were said to have most difficulty understanding income management.

The report also found that the overall impact of income management has been positive for stores, and that:

- Many stores reported an increase in turnover (63.6%) with a consequent capacity to stock a wider range of goods, including fresh fruit and vegetables.
- Greater certainty about future turnover has meant that store operators are more confident about ordering in a wider range of goods.
- The transition to income management for stores was difficult in most cases, with increased workloads (50.1% of operators who answered the question). The workload became easier over time as the understanding of income management improved and automated processes were established.
- The support provided to store operators during the transition to income management through the on-site presence of Income Management Officers (IMOs) for the first few weeks of income management was helpful overall (65.2% of operators).

6.2 Expenditure through Income Management

Achievements

- As at 26 June 2009, since July 2007 **a total of \$197.7 million had been income managed** and **\$198.5 million had been spent**.
- Most money was allocated to food (65.4%), community housing rent (8.4%), clothing and footwear (5.9%) and store cards (5.3%). School nutrition accounted for 2.9%.

At 26 June 2009, unallocated funds only accounted for 1.4 % of all Income Management funds.

6.3 BasicsCard

Achievements

- As at 26 June 2009, **95.9% (14,556 out of 15,182) income managed customers had a BasicsCard.**
- As at 26 June 2009, customers have **spent \$74.25 million through these BasicsCards** – primarily on food (70.0%) and clothing (19.8%).

Analysis

Of the 41,514 BasicsCards that have been issued, 22,902 were replacement cards for lost cards (81.4%), damaged cards (11.6%), and stolen cards (4.0%). Of the almost 1,709,415 attempted transactions to 26 June 2009, 17% resulted in an unsuccessful transaction. The majority of the unsuccessful transactions were due to insufficient funds on the card.

Since the introduction of the BasicsCard, there have been occasional outages to the EFTPOS system or for other reasons. This has highlighted the need to ensure that comprehensive contingency arrangements are in place when customers are not able to use the BasicsCard.

Monitoring

The Final Stores Post Licensing Monitoring Report found that the BasicsCard has been overwhelmingly seen as a positive by stores¹⁵. The report also found that:

- Eighty per cent of stores interviewed (after the introduction of the BasicsCard) stated that the BasicsCard is a good thing for stores and communities.
- This is primarily because the BasicsCard allows income management customers more portability between stores and regions with their funds.
- Determining a customer's BasicsCard balance is a major issue for many stores. The BasicsCard balance issue can be burdensome for stores when customers do not know their balances as customers often try to purchase more than they can afford or use the store's phone to contact Centrelink about the balance.

¹⁵ Final Stores Post Licensing Monitoring Report, Department of Families, Housing, Community Services and Indigenous Affairs 2009.
http://www.fahcsia.gov.au/sa/indigenous/pubs/nter_reports/final_monitoring_report/Pages/default.aspx

6.4 Enhanced Food Security

Achievements

- At 24 June 2009, a total of **85 community stores have been licensed**.

Background

The operation of community stores and the quality of food they provide is critical to the Australian Government's efforts to improve the lives of Indigenous people in remote communities of the Northern Territory.

There are longstanding concerns about the management of stores and the quality of food available in some remote stores. The community stores licensing process addresses these concerns by setting standards for food, grocery quality and store governance. Community stores are those that are primarily concerned with the provision of grocery items and drinks. Stores that are solely takeaway food shops or fast food shops are not licensed in this process.

Monitoring

The Final Stores Post Licensing Monitoring Report¹⁶ monitored the impact of income management on community store operators and their perceptions of the effect for community residents who purchase food from the store, using Income Managed funds.

Store operators often noted that shopping habits had changed since the introduction of income management. The primary manifestation of the change in shopping habits, in particular the increased consumer spend, is seen in the reported increase in store general turnover. Of the 66 stores interviewed, 42 reported (63.6%) an increase in turnover, while 7 stores (20.6%) reported a decrease.

Store operators were also asked about the shopping habits and composition of purchases. Customer behaviour has not only changed in the quantity of purchases. Store operators have also reported substantial shifts in the composition of purchases. Store operators reported increased sales of priority items:

- 45 store operators (68.2%) reported an increase in fruit and vegetable sales, while 13 operators (19.7%) reported a decrease;

¹⁶ Final Stores Post Licensing Monitoring Report, Department of Families, Housing, Community Services and Indigenous Affairs 2009.
http://www.fahcsia.gov.au/sa/indigenous/pubs/nter_reports/final_monitoring_report/Pages/default.aspx

- 45 store operators (68.2%) reported an increase in healthy food in general, while 13 operators (19.7%) reported a decrease; and
- 31 store operators (47.0%) reported an increase in clothing sales, while 17 operators (25.8%) reported a decrease.

6.5 Increased Participation Opportunities

Achievements

- RAEs have been removed for all job seekers.
- Since the start of the NTER, Job Network members have brokered nearly 2000 job placements.
- There have been 494 Structured Training and Employment Program (STEP) and 2229 Structured Training and Employment Program and Related Services (STEP ERS) commencements since the start of the NTER. Both STEP and STEP ERS assist job seekers with pre employment, assist employers with ongoing employment and provide on the job mentoring.
- There has been 156 WfD activities delivered across the NTER communities.

Background

DEEWR's main aims during the first year of the NTER included moving job seekers from CDEP into jobs and increasing job seeker participation and work ready skills (including literacy and numeracy).

As at 30 June 2007, job seekers in 61 of the 73 NTER prescribed communities were deemed under the Social Security Act 1991 to have a 'Remote Area Exemption' (RAE) as it was considered that these job seekers did not have access to a local labour market or labour market services. Job seekers with an RAE are not required to satisfy participation requirements. The RAEs which applied to 5,325 job seekers were removed, by 12 November 2007.

As part of the RAE removal process, job seekers were assessed by Centrelink, placed on the correct income support payment, assessed by a Job Capacity Assessor (JCA) where applicable and referred to the appropriate employment services. CDEP participants who transitioned to income support were similarly assessed.

Analysis

The same suite of employment services that are available in urban and regional locations are now being delivered in the NTER prescribed communities.

Solid progress has been made towards increasing the participation of job seekers, in light of their limited work experience and limited infrastructure available in very remote communities.

Key outcomes to 30 June 2009:

- As at June 2009, approximately 7,000 job seekers have been referred to Job Network services.
- As at June 2009, there have been a total of 1,705 referrals to the Language, Literacy and Numeracy Program and 282 clients commenced in training.
- Remote Area Exemptions (RAEs) have been removed for all job seekers.
- Since the start of the NTER, Job Network members have brokered nearly 2000 job placements.
- There have been 494 Structured Training and Employment Program (STEP) and 2229 Structured Training and Employment Program and Related Services (STEP ERS) commencements since the start of the NTER. Both STEP and STEP ERS assist job seekers with pre employment, assist employers with ongoing employment and provide on the job mentoring.
- There have been 156 Work for the Dole (WfD) activities delivered across the NTER communities.
- There have been 2602 WfD commencements.

As at June 2009, there are approximately 1000 job seekers referred to Specialist Services. Job seekers who were assessed by Centrelink as having multiple barriers to employment were referred for a Job Capacity Assessment and referred to specialist programs including Disability Employment Network (DEN), Vocational Rehabilitation Services (VRS), Personal Support Program (PSP) or Job Placement, Employment and Training (JPET) if appropriate. DEEWR also worked with employment service providers to ensure they provide effective services to job seekers in DEN, VRS, PSP and JPET in remote communities. DEEWR also worked with the Department of Human Services and with providers of remote service to ensure job seekers are referred to the correct program and there are no blockages to the referral process.

Job Services Australia replaced Australian Government employment services such as Job Network, on 1 July 2009. The changes simplify, streamline, and

improve the services and provide a greater emphasis on skills development and training.

6.6 Income Support

Individuals are assessed for income support against a standard set of criteria. Age, family and financial circumstances are the main considerations when assessing a person for income support.

People aged 16 to 65 will be assessed against the working age benefits such as Newstart Allowance (NSA, Parenting Payment (PPS or PPP) and Youth Allowance (YA). These payments are the responsibility of DEEWR.

People aged over 65 are assessed for the Age Pension (AGE) or similar benefits. The Age Pension is the responsibility of FaHCSIA.

People who are of working age but for caring or health reasons are unable to participate in the labour force will be considered for a benefit such as carer's Payment or Disability Support Pension (DSP). These payments are the responsibility of FaHCSIA.

Table 6.6.1
Income Support Recipients in the NTER Prescribed Areas

	June 08	June 09	Change (#)	Change (%)
Newstart	7,654	6,133	- 1,521	- 20%
Parenting Payment Partnered	2,456	2,251	- 205	- 8%
Parenting Payment Single	2,398	2,233	- 165	- 7%
Youth Allowance (other)	1,188	947	- 241	- 20%
Age Pension	2,561	2,770	+ 209	+ 8%
Disability Support Pension	3,477	4,525	+ 1,048	+ 30%
Carer Payment	329	432	+ 103	+ 31%
Other	307	799		
TOTAL	20,307	20,090	- 217	- 1%

Source: DEEWR Centrelink data extraction

The number of income support recipients in NTER prescribed communities decreased by over 770 (4% between June 2008 and June 2009).

- The number of Newstart allowees dropped by 20%, Youth Allowance (other) by 20%, Parenting Payment Partnered by 8 % and Parenting Payment Single by 7%.
- Between June 2008 and June 2009, over 1000 additional customers were receiving the Disability Support Pension and the number of Carer Pensioners had increased by 103.

6.7 DEEWR Income Support

Table 6.7.1

Total Numbers Engaged in DEEWR Services and Activity Tested

	28 Sept 07	26 Oct 07	25 Jan 08	27 Jun 08	26 Dec 08	26 Jun 09
Number of people engaged with DEEWR services	5,448	7,252	10,543	10,590	9,630	8,778
Number of job seekers on activity tested payments	3,827	5,665	8,806	8819	7,787	6,778

Source: DEEWR, 2009

Between 28 September 2007 and 27 June 2008 the total number of people in the NTER communities engaged in DEEWR programs increased from 5,448 to 10,590 before declining steadily to 8778 by 26 June 2009.

The change in the numbers of people engaged by DEEWR is the result of changes in participation in the following programs:

Table 6.7.2

Total Numbers Referred to JN, Work for the Dole and Specialist Programs

	28 Sept 07	27 Jun 08	26 Dec 08	26 Jun 09
Job Network Only*	4,093	8,119	7,554	7,107
Work for the Dole	482	1,055	971	660
DEN, PSP, VRS, JPET	684	1,189	1,093	1,003
Other (eg CDEP Transition**, Green Corps)	189	227	12	8

*Job seekers defined as Job Network only may also be engaged in complementary programs including Language, Literacy and Numeracy Program.

** CDEP Transition ended on 30 June 2008.

Source: DEEWR, 2009

Lack of participation by job seekers has been an ongoing issue. Attendance rates for Work for the Dole (WfD) activities delivered under the NTER are around 30%, that is, of those who commence in an activity only about a third of them attend at least once per fortnight. Nationally attendance is around 60%.

WfD providers and Community Employment Brokers (CEBs) have worked with individual job seekers (CEBs ceased on 30 June 2009) and communities since the commencement of the NTER to encourage greater participation and attendance in activities. Attendance is also encouraged by making activities attractive to participants and relevant to their communities as well as through the compliance system. There is anecdotal evidence to indicate that compliance action has had little impact as an incentive to ongoing participation in employment programs.

An explanation for the decline in total numbers engaged in DEEWR services from 27 June 2008 to 26 June 2009 includes:

- o The number of income support recipients receiving non-DEEWR payments (eg Disability Support Pension) has increased by more than 1,800 since 27 June 2008¹⁷. (source: DEEWR ISIS records).
- o More than 1,000 jobs have been created during this period – facilitated either by employment service providers or by converting CDEP jobs into ‘real positions’.
- o Since the NTER began some Indigenous population movement from remote communities into Darwin, Alice Springs, Katherine and other regional centres as well as between prescribed areas and other States has been reported (Charles Darwin University noted that populations are on the move regardless of the NTER and not necessarily because of it¹⁸).

The movement of people between communities and regional centres may mean that some job seekers are recording a non-NTER address even though they still reside in a NTER community.

¹⁷ Source: DEEWR Administrative data.

¹⁸ <http://ext.cdu.edu.au/newsroom/a/2008/Pages/171208-Intervention-urban-drift.aspx>

Seasonal factors (eg. the wet season) and the re-introduction of CDEP in communities are expected to have had only a minor influence on the numbers on Income Support.

6.8 Jobs Package

Achievements:

- As at June 2009, there are a total of **1,752 positions filled under the Jobs Package**. This includes 204 childcare jobs and 197 education support jobs.

Background

The intention of the Northern Territory Jobs package is that positions/jobs are to be filled by Indigenous Australians who were previously supporting government service delivery through the CDEP program.

Analysis

The Northern Territory Jobs Package provided \$91 million in funding for around 1,670 jobs in Australian Government-funded service delivery and around 400 jobs in local government service delivery across the Northern Territory. These figures were based on initial agency estimates about the number of sustainable jobs that could be created out of CDEP.

The Northern Territory jobs package has exceeded original funded positions targets with over 2,090 positions funded. This number is composed of 1,683 jobs in Australian Government service delivery and 407 in local government service delivery.

DEEWR facilitated an Agency data review to confirm the number of positions filled. At 30 June 2009, 1,752 positions were confirmed as filled in Australian Government or local government service delivery.

Information provided by agencies as at 30 June 2009, indicated there were a number of unfilled funded positions across some agencies. DEEWR has been working closely with agencies and the Northern Territory Government to fill the positions. It is anticipated that the 30 September 2009 quarterly report will show the majority of positions have been filled.

DEEWR is currently conducting further data analysis of positions and is working with Agencies in reviewing barriers and challenges to the filled positions.

6.9 Job Placements

Achievements

- Between January and June 2009 there were **217 Job Placements** in the prescribed communities, town camps and outstations.
- Between 1 July 2007 and 30 June 2009, there have been a **total of 1,782 Job Placements**.

Analysis

The above data series is a measure of successful job referrals made by Job Network members for job seekers (Indigenous and non-Indigenous) who resided in a prescribed community at the time of the job referral. It is not a complete measure of job placements that have occurred in these communities, nor does it capture all placements into positions that have been created as part of the CDEP conversion Jobs Package - only those where a Job Network member has played a role in the job brokerage process.

The Department's administrative dataset does not record whether a job placement is part of the CDEP Conversion Jobs Package, but by cross correlating known factors such as employer name and job description against other external data sources we can assess whether a job placement is highly likely to be part of the Jobs Package.

6.10 Work for the Dole (WfD)

Achievements

- Since the NTER commenced, there have been a total of **156 Work for the Dole (WfD) activities delivered across the NTER communities**. Of these 109 have been delivered to 57 of the prescribed communities, 43 to town camps, and four to outstations.
- There have been a total of **2,602 commencements** against these activities.
- For the period 1 January 2008 to 30 June 2008, a total of **23 activities were delivered to the NTER** which is comparative to the same period January to June in 2009 which delivered a total of 21 activities.

Analysis

The activities data shows the number of activities open on the last day of the Employment Service Contract 2006-2009 (ESC3) contract period 30 June 2009. The commencement data shows all commencements recorded throughout the period 1 July 2007 - 30 June 2009. Participant numbers in Work for the Dole activities are mapped against the community they live in rather than by the activity they are attending.

Previous reports to FaHCSIA considered only prescribed communities and excluded town camps or outstations. This report contains no exclusions.

As at 31 December 2007, there were a total of 65 activities being delivered to NTER prescribed communities, town camps and outstations. There were a total of 677 commencements across these activities.

Since the NTER commenced, there have been a total of 156 activities delivered across the NTER. Of these activities, 109 have been delivered to 57 of the prescribed communities, 43 to town camps, and four to outstations. There have been a total of 2,602 commencements against these activities.

Adjustments

The increased cost of delivering Work for the Dole to remote communities under the NTER, particularly the increased costs associated with engaging supervisors; developing provider infrastructure, and the cost of delivering services and materials to remote communities, significantly impacted on program delivery. To address this, the department used two key measures to recompense providers; allocation of additional places which provided an increase in service fees and total Work Experience Funding provided; and additional funding for reasonable unexpected costs arising out of the provision of Community Work Coordinator services in NTER locations (ancillary payments) up unto 30 June 2009.

Contract Managers have been monitoring provider performance. CEBs were assisting in identifying new Work for the Dole activities and encouraging job seekers to attend activities until they finished their term. New Job Services Australia (JSA) employment servicing arrangements, in place from 1 July, has expanded Work Experience and made it more flexible. Under the Deed, JSA Providers will deliver a range of Work Experience activities to NTER communities including Work for the Dole, Green Corps, vocational and non vocational training, and placement in unpaid work experience and part time employment, and referral to other government programs including CDEP and Language Literacy and Numeracy.

Training programs to recruit and train local Indigenous job seekers as Work for the Dole supervisors were also undertaken and expanded.

Policy Changes

Under the initial NTER framework CDEP, as an alternate employment program, was being phased out and job seekers with an Activity Test Requirement were referred to a range of employment programs with Work for the Dole being the default program. The moratorium on CDEP (10 December 2008), ceasing the phasing out of the program, impacted on the delivery of Work for the Dole.

Community Clean Up (CCU) initially relied on Work for the Dole as a major delivery mechanism. This changed with STEP Employment and Related Services (STEP ERS) identified as the most appropriate employment program to support the CCU. Work for the Dole activities may still include clean up elements.

Challenges

A lack of accommodation and infrastructure for providers and their staff has presented a significant hurdle to servicing job seekers in many communities for several months.

Service providers initially experienced difficulties in their capacity to deliver with a short lead up time to set up activities and increased workload and cost of delivering Work for the Dole activities under the NTER. This was due to a significantly increased expectation placed upon providers to roll out services quickly to geographically disparate remote areas.

Engaging sponsors and supervisors has been an issue for communities. Work for the Dole supervisor training, including sourcing Indigenous supervisors, served a dual purpose by increasing immediate participation in Work for the Dole and ensuring future participation in activities run by trained supervisors. Employment service providers also appointed mentors to Work for the Dole supervisors in the community.

Lack of participation by job seekers has been an ongoing issue. Attendance rates for Work for the Dole activities delivered under the NTER are around 30%. Of those who commence in an activity, only about a third attend at least once per fortnight. Nationally attendance is around 60%. Work for the Dole providers and Community Employment Brokers worked with individual job seekers and communities to encourage greater participation in activities. Attendance is also encouraged by making activities attractive to participants and relevant to their communities as well as through the compliance system. There is anecdotal evidence to indicate that compliance action has had little impact as an incentive to ongoing participation in employment programs. A new compliance model from 1

July 2009 will include greater Provider flexibility and discretion in determining whether participation reports are the most suitable approach to re-engage job seekers.

The wet season impacted on the capacity of some activities to proceed as normal and providers to visit and monitor activities.

Winding down of the ESC3 contract has had a significant impact on the number of activities established in the NTER. The period 1 July 2008 to 31 December 2008 saw a significant increase in the number of activities (54 new activities in total) delivered across the NTER. Due to ESC3's impending completion as at 30 June 2009, Providers that did not win a contract under Employment Services Contract 2009-2012 wound down their core business which resulted in a significant decrease in the number of activities that were established (21 activities for 1 January 2009 – 30 June 2009).

Activities with an end date post 30 June 2009 were reviewed and many had their end dates amended to 30 June 2009 to end in line with the completion of the contracting period.

6.11 Structured Training and Employment Projects (STEP)

Achievements

- In total, from 1 August 2007 to 30 June 2009, there have been 494 STEP and 2229 STEP ERS commencements.
- Of the 494 STEP commencements, there were 360 employment commencements.
- Of the 2229 STEP ERS commencements, there were 260 employment commencements.
- In the period January to June 2009, there have been 81 STEP and 405 STEP ERS commencements.

Background

Structured Training and Employment Projects (STEP) program assists employers to provide ongoing employment for Indigenous Australians, particularly in the private sector. STEP funding can be paid directly to employers or to organisations authorised to deliver STEP Employment and Related Services (STEP ERS).

Where an organisation will be the employer of the STEP participants, DEEWR can directly support activities related to the recruitment and retention of their

Indigenous employees. Where an organisation is not employing the participants, an organisation must be on the STEP ERS Panel in order to receive STEP funding.

Analysis

Experienced staff from other States were provided to the Northern Territory to assist in the development of STEP activities and work with employers and communities. Additional organisations were added to the Panel of STEP ERS providers in the Northern Territory from May 2008.

6.12 Non-Payment Periods

Analysis

Between 1 August 2007 and 30 June 2009, 130 eight week Non-Payment Periods (NPPs) have been applied to 121 job seekers.

The number of NPPs in each of the above periods has decreased consistently throughout the duration of the NTER. In April 2008 and August 2008 DEEWR wrote to all employment service providers and outlined a number of steps to ensure the fairer application of the current job seeker compliance framework, prior to the implementation of the new compliance system on 1 July 2009. The proportion of NPPs as a percentage of applied NTER Participation Reports (PRs) has also decreased over time. The analysis also identified that the proportion of NPPs as a percentage of all applied PRs is lower for NTER communities than nationally. For example, during the period 1 January to 30 June 2009, 6.5% of PRs applied nationally resulted in a NPP, whereas it was only 2% for NTER communities.

The table below shows that the proportion of applied PRs resulting in NPPs has decreased since the start of the reporting period.

Table 6.12.1

Applied PRs resulting in NPPs*

Period	Total Applied PRs	NPPs	NPPs as % of applied PRs
1 Aug 07 to 31 Oct 07	442	36	8%
1 Nov 07 to 31 Jan 08	778	30	4%
1 Feb 08 to 30 Jun 08	1 301	33	2.5%
1 Jul 08 to 31 Dec 08	909	19	2%
1 Jan 09 to 30 Jun 09	539	12	2%

* The job seekers represented in this data resided in the 73 prescribed communities, their outstations and town camps at the time the NPP was applied.

Source: DEEWR, 2009

The number of PRs raised by employment service providers for job seekers living in NTER communities increased steadily until April 2008. Since then the number of PRs raised has declined – over 1000 PRs were raised in April 2008 compared with 522 in January 2009 and 192 in June 2009. The number of applied PRs and non-payment periods has also declined over this period and the percentage of PRs rejected has increased. In the period from 1 January to 30 June 2008 62% of PRs were rejected compared with 73% in the period from 1 January to 30 June 2009.

6.13 Off-Benefit Outcomes

Background

The analysis of trends in 'off benefit outcomes' uses longitudinal data to examine changes in income support receipt for people who have been in receipt of the main activity tested allowances, Newstart Allowance (NSA) and Youth Allowance – other (YAL), at some time during each of the four periods. An exit from benefit occurs when a recipient advises they no longer require income support, they transfer to another benefit or have their benefit cancelled due to a failure to meet allowance eligibility requirements.

For the purpose of this analysis a maximum of one exit is counted for an allowee in an analysis period. As allowees who have an exit may subsequently return to income support, the analysis is based on the first exit reason in the period. Allowees can be on NSA or YAL and participating in CDEP.

As this analysis is based on the allowee's community at either the start of the period or at the start of receipt of an allowance, whichever is later, the exit from income support may have occurred at another community.

Analysis

Examination of exits for the periods 1 January 2008 - 30 Jun 2008 and 1 January 2009 - 30 June 2009 shows that the proportion of NSA/YAL allowees with at least one exit from income support increased from 22% (2,381 recipients) to 30% (2,504 recipients).

The number of exits from transitioned communities increased slightly from 758 to 775 and the proportion of allowees with an exit increased slightly from 25% to 33%. For non-transitioned communities both the number and proportion of allowees with an exit increased (from 1,602, 21% to 1,712, 28%).

As many exits are for unknown reasons it is not possible to make a reliable assessment of the impact of the NTER initiatives on employment outcomes. Around 2% of exits from NSA/YAL during January to June 2009 were to employment. The exits to employment are likely to be understated, as many allowees fail to notify Centrelink when they no longer require income support (this generally accounts for over half of all exits reported). Previous research has shown that for job seekers, in general, up to 75% of such exits result from commencing employment. It is not possible to estimate the equivalent figure for these communities at this time.

6.14 Increase Literacy and Numeracy

Achievements

- As at 30 June 2009 there were **1,705 referrals to Language, Literacy and Numeracy Program (LLNP)** in the NTER communities of which 1,596 have been actioned by LLNP providers.

Analysis

Of the 1,596 actioned referrals, 282 clients have commenced in training reflecting the poor translation rate for referrals into commencements experienced in the roll-out of the program as part of the NTER (about 18%).

The poor translation rate reflects the multi-dimensional challenges of servicing Indigenous clients in remote communities including:

- the logistics of providing cost-effective LLN assessment and training services in remote Indigenous communities;
- the multiple disadvantage experienced by the client group and, often, the lack of understanding of the potential benefits associated with undertaking this type of training which has contributed to poor attendance;
- the lack of a competitive provider training market especially in the specialised LLN market; and
- a general skill shortage of appropriately qualified LLN trainers and assessors throughout Australia but particularly in remote areas.

In 2009-10, the Department anticipates improved outcomes as the lessons of the NTER roll-out as noted above are addressed. Specifically, the Department has already instigated a changed approach to LLNP delivery in NTER Indigenous communities which emphasises strong engagement between the LLNP provider and the Indigenous community before training commences as well as developing LLNP training which is relevant to participants.

The three providers contracted to deliver LLNP services under the NTER in 2009-10 are already showing substantial improvements with referral to commencement translation rates now at around 27% which is well above the 18% average program level.

A new LLNP provider STEPS is delivering this very successful LLNP approach in the Central Deserts, particularly in Yuendumu and Areyonga.

In Yuendumu the LLNP provider is working with the local CDEP to incorporate practical vocational skills coupled with LLNP – nine LLNP participants have completed their first block of training (160 hours) and are working with the local Shire demonstrating their new skills.

Indigenous women in Areyonga are also thriving in the LLNP that has incorporated local art and craft skills with LLNP needs. During the production of their art work the women wrote their names on their work and wrote stories relating to their art work. The artwork was later sold to tourists at Watarrka (Kings Canyon) National Park (310 km from Alice Springs). During the selling process women conversed with tourists to explain their artwork and negotiate a selling price. Feedback from the women was that the program is worthwhile and proved successful as they could put into practice to the theory they had learnt.

The Northern Territory office is looking to replicate these models in other communities with a view to achieving better outcomes across the Program.

6.15 Community Development Employment Program (CDEP)

Achievements

- In the period between 1 January and 30 June 2009, **CDEP participant numbers in the Northern Territory increased (8%).**
- At the end of June 2009 the total number of **CDEP participants in the Northern Territory was at 5,897.**
- At 20 September 2009 there are **5,163 CDEP participants in the Northern Territory.**

Analysis

In the period between 1 January and 30 June 2009, CDEP services were being delivered in the Northern Territory ICC regions Alice Springs, Darwin, Katherine, Nhulunbuy and Tennant Creek. CDEP services in the Northern Territory were delivered by a total of 28 CDEP providers throughout the entire reporting period.

At August 2009 CDEP services were being delivered in the Northern Territory ICC regions Alice Springs, Darwin, Katherine, Nhulunbuy and Tennant Creek. CDEP services in the Northern Territory were delivered by a total of 27 CDEP providers throughout the entire reporting period.

The CDEP program 2008-09 supported the development of viable businesses through the provision of activities that meet a demand in a community and have the potential to become self-sustaining. From January 2009, 8 commercially viable businesses were recorded as progressing in the Northern Territory.

The CDEP Program 2009-10 has reformed and the focus is on work readiness and community development. Business development is no longer a performance indicator of the CDEP program (2009-10)

As per 1 July 2008 CDEP services were reintroduced into the previously transitioned communities.

Under the reformed CDEP program, which will start on 1 July 2009, there are two main ways ('streams') that CDEP providers assist Indigenous job seekers. These streams are called '*Work Readiness*' and '*Community Development*'.

Work Readiness Services - helps job seekers to develop their skills, improve their chances of getting a job, and move to work outside of the CDEP program

Community Development - focuses on supporting and developing Indigenous communities and organisations

In the reformed program CDEP providers will work in partnership with Employment Service and Indigenous Employment program providers. Employment service providers work in partnership with individual job seekers to develop Employment Pathway Plans. These plans include what participants can do under the CDEP program to help get a job.

6.16 Community Employment Brokers

Achievements

- As at 24 June 2009, **22 Community Employment Brokers (CEB) were servicing 37 communities** and associated outstations.
- As at 1 April 2009, **29 CEBs service 61 communities**, associated outstations and two town camp regions.

Analysis

CEBs were instrumental in developing place based service delivery in NTER communities. Their on-site presence assisted in increased identification of local employment opportunities, increasing participation in training activities, identifying opportunities for local enterprise development and working with employers and job seekers to place Indigenous people in sustainable employment.

The role of CEBs was announced as not continuing beyond 2008-09 in March 2009. The announcement resulted in a gradual reduction in CEB numbers as they secured alternate employment, which is the reason for the reduction in CEBs between April and June this year. All CEB appointments were made on short-term contract. All contracts had ceased by 30 June 2009.

7. Coordination

The NTER is a whole-of-government initiative involving six Australian Government portfolios working in partnership with the Northern Territory Government. The Department of Families, Housing, Community Services and Indigenous Affairs is the lead coordination agency. An inter-agency group chaired by FaHCSIA oversees implementation at the national level. The Commonwealth Ombudsman's office is a member of this group and provides independent oversight of the initiative.

The primary objective of the Coordination measure is to provide administrative, logistical and other procedural support for implementation of the NTER measures.

7.1 Government Business Managers (GBMs)

Achievements

- As at 30 June 2009, there were **59 GBMs servicing 72 communities** and town camps.

The Government Business Managers (GBMs) work with the FaHCSIA Northern Territory State Office to ensure that services are coordinated and tailored in the prescribed communities in the Northern Territory. GBMs are managed and supported by Regional Directors in Alice Springs and Darwin.

To provide support for the NTER, staff from across Government agencies, at both the Commonwealth and Territory level, in areas such as health, employment, education and social services work in partnership with the GBMs.

The GBMs role is to develop a detailed understanding of the community in which they work, the service delivery and funding arrangements, and ensure that Australian Government objectives are achieved. The scope of GBM work varies depending on the level of response and range of services applied in individual communities. They live in and work with communities, coordinate government programs and services and ensure that local issues and concerns inform government action.

7.2 Community Engagement

Achievements

- During the period 1 January 2009 to 30 June 2009 there were **21 Indigenous Engagement Officers (IEOs) in 21 communities** across the Northern Territory.

Background

The *2008-09 – NTER Community Engagement* Budget measure initially provided funding for the employment of up to 20 Indigenous Engagement Officer (IEO) positions throughout the Northern Territory. As of 30 June 2009 there were 21 IEOs. The additional position was due to a greater interest in the role than anticipated and availability of funding.

The IEOs provide feedback about NTER measures to communities and government; promote their community's role in defining needs, setting goals, and formulating policies and plans; and work with community groups to bring about greater community input into Government decision-making.

Lessons Learned and Challenges

The measure successfully created local employment opportunities and helped to forge better community-government relationships. The IEOs provided weekly reports and other valuable information about their communities to Government, and the communities in return gained a better understanding of Government initiatives. The measure has the potential to boost Government credibility and build trust with communities.

Training & Development

An Indigenous community engagement training program was developed in partnership with Charles Darwin University. This training was designed using participatory action research methodologies and was successfully delivered to IEOs between January and June 2009.

7.3 Northern Territory Indigenous Interpreters

Achievements

- Between January and June 2009 there were **approximately 280 people being utilised for interpreting services in the NTER communities.**
- Between January and June 2009, **2899 interpreting sessions were delivered** by trained interpreters: an 11.5% increase by comparison with the period July to December 2008.

Background

On 21 January 2009, the FaHCSIA signed a Memorandum of Understanding (MoU) with the Northern Territory Department of Local Government and Housing to improve communication between Government and Indigenous people in the Northern Territory. Under the MoU, the Northern Territory Aboriginal Interpreter Service (NTAIS) was funded to develop specialist training for Indigenous interpreters on various government initiatives; design and implement a strategy for raising awareness of the importance of interpreting services; and employ interpreters and interpreter community liaison officers/coordinators in the Warlpiri and West Arnhem regions.

Progress

The funding provided under the MoU allowed NTAIS to recruit two community liaison/coordinators who operated from the two regions (Warlpiri and West Arnhem) and were based in Maningrida and Yuendumu. They coordinated and supported the work of Indigenous interpreters who provided interpreting services in these regions.

NTAIS developed training programs for interpreters and trained interpreters on CDEP reforms and the NTER redesign-related initiatives to increase the skills of Indigenous interpreters and to improve communication between Indigenous people and government agencies.

NTAIS has advised that it was able to secure 65% of interpreting bookings for the NTER redesign community consultations. Although not optimal, this does represent progress in using interpreters for government consultations.

NTAIS has developed promotional products to attract interpreters into the interpreting profession. These products include interpreter recruitment

advertisement for television (aired on Channel 7, 7 Central and Imparja), and radio advertisements on local radio.

NTAIS has also developed a promotional campaign and a training package for potential interpreter users and a campaign for the broader Aboriginal community on why interpreters are important and how to use them. The campaign was delivered through various means, including radio, television, DVD and community education.

NTAIS has advised that as a result of the recent promotional campaign and recruitment process, there are 172 newly recruited interpreters.

Challenges

NTAIS has identified a number of challenges that affect the supply of qualified, trained Indigenous interpreters:

- The pool of potential interpreters is small
- Many people who would be suitable as interpreters are already employed in other jobs
- As interpreting can be irregular, it is sometimes not an attractive career option
- Cultural factors can influence the capacity of interpreters to accept work.

Next Steps

Through the Closing the Gap in the Northern Territory National Partnership Agreement, interpreter services in the Northern Territory are being further developed and strengthened.

7.4 Commonwealth Ombudsman Support for the NTER

Background

The Ombudsman's office has been funded to investigate complaints arising from the NTER and to provide an independent oversight role in relation to the implementation and administration of the NTER measures. The Ombudsman's office focus is not limited to NTER but extends to other Indigenous programs in the Northern Territory. The Ombudsman's office role includes:

- Conducting outreach to Indigenous communities in the Northern Territory to provide information about the role of the Ombudsman's office and to ensure that an independent complaints mechanism is accessible to

community residents who may wish to make complaints about the NTER and other Indigenous programs in the Northern Territory.

- Investigating complaints from individuals in order to achieve remedies and to provide feedback to agencies on problems identified.
- Through the outreach activities, liaison with government agencies, engagement with community stakeholders and complaint investigation work, identifying and pursuing systemic issues which may emerge in the administration of the NTER or other Indigenous programs in the Northern Territory.

During the period January to June 2009, the office received 214 complaints about the NTER and other Indigenous programs in the Northern Territory. The majority of the complaints were taken during the 43 outreach visits conducted by the Ombudsman's office. Nine of these visits were to communities that this office had not previously visited, the others being repeat visits.

These outreach visits also included observing work undertaken by FaHCSIA and Centrelink in communities. The Ombudsman's office has observed Centrelink's Income Management continuation processes and has also observed some of FaHCSIA's Future Direction consultations.

Complaint Issues

Complaints received by the Ombudsman's office continue to draw attention to the need for government agencies to explore ways to effectively communicate, consult and engage with Indigenous Australians in remote communities. It has been more than two years since the NTER commenced and yet, a consistent source of complaints to this office continues to be concerns from people that they do not fully understand the workings of Income Management and the BasicsCard.

The Ombudsman's office acknowledges the steps taken by government agencies to increase options for people to obtain balances on their BasicsCard and the production of additional material to explain Income Management and BasicsCard. However, complaints continue to indicate that there is more to be done. The Ombudsman's office is continuing to monitor this issue and work with agencies to highlight the experiences of individuals affected by these measures.

An extension to the issue of communication is the explanation that agencies provide to people about decisions or actions affecting them. Investigations by this office have highlighted deficiencies in this area. The provision of timely, relevant information to people directly affected by government action or decisions should be a minimum requirement for agencies. Areas where complaints identified that this was not achieved include housing and feedback on the outcomes of the

government's asbestos surveys. These complaints showed that many Indigenous people in the prescribed communities in the Northern Territory were not informed about the impact of these measures on their communities and further that the communication strategies were inadequate.

Complaint themes also highlight concerns about community stores and bush orders. People often complain that the pricing of fresh and healthy food in their local community store is too high and that they cannot afford to buy their groceries at these stores. People have also raised concerns that the insufficient opening hours of some stores makes it difficult for people to access food particularly for those in employment. The Ombudsman's office is considering the difficult issues around FaHCSIA's role in these matters and how it relates to the broader Food Security policy.

Challenges

The complaints to the Ombudsman's office highlight the challenges faced by Indigenous people living in the Northern Territory in accessing government services and obtaining information. There are difficulties in finding solutions where complex cross-jurisdictional arrangements are a feature. Agencies need to reflect on how such arrangements impact on individuals and the need to take a citizen centric approach to implementation of programs. For example, although the Northern Territory Government may be responsible for delivering a service, if the Commonwealth has provided funding, set the broad agenda and is also part of the decision making process, the Commonwealth too has a responsibility to ensure that services are being delivered in accordance with government policy and announcements. It needs to take responsibility for ensuring that the expected benefits are realised.

The level of integration between Commonwealth, Territory and local government decision making and service delivery in Indigenous programs in the Northern Territory presents a significant challenge to citizens (and, of course, to government). It also presents a challenge in complaints investigation. As part of addressing this challenge the Ombudsman's office has established a positive working relationship with Australian Government departments and agencies and the Northern Territory Ombudsman in order to investigate the increasingly complex nature of complaints. It is often difficult to determine which level of government has responsibility and is accountable for results. There is a risk that gaps in agency responsibility may appear in such circumstances. The Ombudsman's office is also continuing to explore with agencies how Indigenous people can best make inquiries about responsibility for program delivery and outcomes.

The overarching challenge is to continue to support the delivery of effective programs in an extraordinarily challenging environment through identifying issues for Indigenous Australians which come to light mainly through complaint investigations, while working with agencies to deliver solutions.

APPENDIX A

List of NTER Prescribed Communities

All incidents reported between 01/07/2007 – 30/06/2009,

Where Suburb =

1. Alcoota
2. Alpururulam
3. Ali Curung
4. Ampilatwatja
5. Angurugu
6. Areyonga
7. Barunga
8. Belyuen
9. Beswick
10. Bickerton
11. Bulla
12. Bulman
13. Canteen Creek
14. Croker Island
15. Daguragu
16. Daly
17. Daly River
18. Docker River
19. Epenarra Station
20. Eva Valley
21. Finke
22. Galiwinku
23. Gapuwiyak
24. Goulburn Island
25. Gunbalanya
26. Gunyangara
27. Haasts Bluff
28. Harts Range
29. Hermannsburg

30. Hodgson Downs
31. Imanpa
32. Jilkmिंगgan
33. Kalkarindji
34. Kaltukatjara
35. Kildurk
36. Kintore
37. Lajamanu
38. Lake Nash
39. Maningrida
40. Maryvale
41. Milikapiti
42. Milingimbi
43. Minjilang
44. Minyerri
45. Mount Allan
46. Mount Ebenezer
47. Mount Liebig
48. Murray Downs Station
49. Mutitjulu
50. Napperby
51. Neutral Junction
52. Nguiu
53. Ngukurr
54. Ntaria
55. Numbulwar
56. Nyirripi
57. Oenpelli
58. Peppimenarti
59. Papunya
60. Ramingining
61. Santa Teresa
62. Ti Tree
63. Umbakumba
64. Urapunga

65. Utopia
66. Wadeye
67. Warruwi
68. Weemol
69. Willowra
70. Yarralin
71. Yirrkala
72. Yuelamu
73. Yuendumu

OR

Common_Place_Name =

Ali Curung Police Station
Amoonguna
Robinson River Community
Daly River Inn
Daly River Police Station
Belyuen Community
Santa Teresa
Lake Evella
Lake Evella
Elcho Island
Nhulunbuy Ski Beach
Ali Curung Bakery
Ali Curung Council
Ali Curung Airstrip
Murray Downs Community Outstation
Murray Downs School
Epenarra Station
Epenarra Community Outstation
Epenarra School
Owairtilla Council
Owairtilla School

Canteen Creek Store
Canteen Creek Store
Canteen Creek Health Clinic
Canteen Creek Health Clinic
Ali Curung Bus Shelter (Do Not Use)
Binjarri Community (Do Not Use)
Old Binjarri Community
Santa Teresa Community
Dagaragu Council Office
Dagaragu Recreation Hall
Dagaragu Health Clinic
Dagaragu Store
Pigeon Hole Health Clinic
Pigeon Hole Outstation
Kybrook Farm
Yarralin Health Clinic
Bulla Health Clinic
Kildurk Health Clinic
Yarralin School
Bulla School
Kildurk School
Bulla Church
Yarralin Church
Yarralin Turnoff
Groote Eylandt Picnic Beach
Groote Eylandt Six Mile
Groote Eylandt Eight Mile
Groote Eylandt South Point
Groote Eylandt Airport
Groote Eylandt Re-Hab
Pirlangimpi Community
Bathurst Island
Angurugu Council Office
Umbakumba Council Office
Angurugu Store

Umbakumba Store
Umbakumba School
Numbulwar Health Clinic
Numbulwar Council Office
Bickerton Island Council Office
Numbulwar School
Bickerton Island School
Umbakumba Boat Ramp
Finke Community
Titjikala Community
Finke River Mission Store
Hermannsburg Heritage Precinct
Areyonga Council Office
Areyonga School
Wallace Rockhole Council Office
Wallace Rockhole Store
Nyirripi Community
Mount Liebig Community
Mount Liebig Clinic
Mount Liebig School
Mount Liebig Council
Mount Liebig Store
Haasts Bluff Community
Haasts Bluff Council Office
Haasts Bluff Store
Haasts Bluff School
Haasts Bluff Womens Resource Centre
Docker River Community
Docker River Store
Docker River Health Clinic
Docker River School
Docker River Council Building
Imanpa Community
Ali Curung Church
Ali Curung Store

Ali Curung School
Ali Curung Womens Resource Centre
Ali Curung Womens Shelter
Ali Curung Home Makers
Ali Curung Council Flats (Do Not Use)
Ali Curung Recreation Hall
Ali Curung Health Clinic
Ali Curung Mechanic Workshop (Do Not Use)
Peppimenarti Out Station
Beswick Community
Alpurrurulam Community
Ntaria (Hermannsburg) Community
Urapunga Health Clinic
Urapunga Homestead
Urapunga School
Urapunga Yuppangala Store
Urapunga Wilton River Crossing
Urapunga Flat Rock
Numbulwar Policemans Crossing
Minyerri Community
Minyerri School
Minyerri Health Clinic
Atitjere Community
Mount Liebig
Areyonga Community
Croker Island
Milikapiti
Ampilatwatja Outstation
Yarralin Community
Jilkminggan Community
Barunga Community
Milingimbi Community
Willowra Community
Peppimenarti Community
Imampa Community

Bulla Community
Binjari Community
Daguragu Community
Daguragu Community
Milikapiti Primary School
Pirlangimpi Primary School
Pirlangimpi Golf Club
Pirlangimpi Barge Landing
Milikapiti Barge Landing
Ti Tree Community
Ti Tree School
Ti Tree Health Clinic
Ti Tree Roadhouse
Laramba Community
Ti Tree 6 Mile Community
Ti Tree Station
Tara Community
Barunga Store
Barunga Health Clinic
Barunga School
Barunga Council Office
Barunga Workshop
Beswick Store
Beswick Council Office
Beswick Health Clinic
Beswick School
Bulman Community
Bulman Store
Bulman Health Clinic
Bulman School
Eva Valley (Manyallaluk) Community
Manyallaluk (Eva Valley) Community
Manyallaluk (Eva Valley) Store
Hermannsburg Cultural Centre
Hermannsburg Drop In Centre

Hermannsburg Service Station
Hermannsburg Football Oval
Hermannsburg Power House
Hermannsburg Cemetery
Hermannsburg Airstrip
Finke River Crossing
Hermannsburg Cdep Workshop
Hermannsburg Acpo House
Hermannsburg Doctors Residence
Ali Curung Cemetry
Ali Curung Rubbish Tip
Engawala Community
Pirlangimpi Police Station
Atitjere Store
Ampilatwatja Council Office (Do Not Use)
Engawala Community Council Office
Engawala Store
Engawala Store
Numbulwar Store
Bickerton Island Store
Numbulwar Barge Landing
Umbakumba
Angurugu
Angurugu Pump Station
Bickerton Island Barge Landing
Bickerton Island
Milyakburra
Umbakumba Barge Landing
Angurugu River
Daly Waters Pub
Areyonga Community Store
Ti Tree Holiday Apartments
Angurugu Community
Naiyu Community
Daly River Community

Daly River Crossing
Daly River Mango Farm
Murray Downs Station
Minjilang Community - Croker Island
Numbulwar Community
Bulman Emu Springs Outstation
Beswick Mountain Valley Station
Naiyu Store
Ali Curung Community
Amanbidji Station - Timber Creek
Naiyu Club
Naiyu Clinic
Naiyu Airstrip
Naiyu Drinking Paddock
Angurugu School
Angurugu Health Clinic
Angurugu Health Clinic
Milyakburra Health Clinic
Umbakumba Health Clinic
Umbakumba Area School
Wallace Rockhole'
Wallace Rockhole Community
Wallace Rockhole Region
Palumpa Community
Bickerton Island Health Clinic (Do Not Use)
Peppimenarti Social Club
Ti Tree Creek Camp
Daly River Mouth
Pirlangimpi Airport'pirlangimpi Medical Centre
Pirlangimpi Social Club
Pirlangimpi Progress Association
Pirlangimpi Council Office
Milikapiti Airport
Milikapiti Medical Centre
Milikapiti Council Office

Milikapiti Acpo Office
Milikapiti Social Club
Daly River Mission
Angurugu Cemetery
Umbakumba Cemetery
Angurugu Oval
Umbakumba Oval
Angurugu Police Station
Alpurrurulam Community Council
Alpurrurulam Community Health Clinic
Alpurrurulam Community School
Alpurrurulam Community Store
Alpurrurulam Community Womens Centre
Ti Tree Native Gap
Ti Tree Laramba Intersection
Ti Tree Aileron Roadhouse Intersection
Ti Tree Prowse Gap
Ti Tree 40km South Of Ti Tree
Ti Tree 30km South Of Ti Tree
Ti Tree 20km South Of Ti Tree
Ti Tree 6 Mile Intersection
Ti Tree Willowra Access Road Intersection
Ramingining Community
Milikapiti Police Post
Gapuwiyak Police Post
Yarralin Police Post
Barunga Police Post
Beswick Police Station
Finke Police Station
Numbulwar Police Post
Minyerri Police Post
Wilora Community
Groove Cafe
Peppimenarti Police Station
Peppimenarti School

Peppimenarti Airstrip
Pepimenarti Power Station
Wurruwi Council Office
Ramingining Police Station
Ramingining Power Station
Barge Landing Croker Island
Hermansburg Police Station
Groote Eylandt Police Station
Nyirripi Police Station
Gapuwiyak School
Gapuwiyak Store
Gapuwiyak Clinic
Gapuwiyak Workshops
Gapuwiyak Power Station
Gapuwiyak Airport
Gapuwiyak Hall
Gapuwiyak Maintenance Storage Yard
Gapuwiyak Oval Top
Gapuwiyak Council Office Womans Centre
Gapuwiyak Turn Off - Central Arnhem Road
Ramingining Turn Off - Central Arnhem Road
Willowra Police Station
Ti Tree Dbird Experimental Farm
Ti Tree Dloog Grape Farm
Ti Tree Kahl Table Greens
Ti Tree Red Centre Farm
Ti Tree Farm
Ti Tree Wedgetail Grape Farm
Ti Tree 10kms South Of Ti Tree
Gapuwiyak Community
Haasts Bluff Police Station
Groote Eylandt
Alpurrurulam Community Centre
Gapuwiyak Mirrngatja Turn Off
Gapuwiyak Donydiji Turn Off

Gapuwiyak Gan Gan Turn Off
Gapuwiyak Baniyala Turn Off
Gapuwiyak Raymangirr Turn Off
Gapuwiyak Mapurru Turn Off
Nhulunbuy Croc Farm Ski Beach
Nhulunbuy Ski Beach Air Strip Marngarr
Nhulunbuy Ski Beach Marngarr Office
Nhulunbuy Ski Beach Preschool Marngarr
Nhulunbuy Ski Beach Oval Marngarr
Nhulunbuy Ski Beach Afma Burn Site
Nhulunbuy Ski Beach Health Clinic Marngarr
Nhulunbuy Ski Beach, Gunyangara, Marngarr
Peppimenarti Safe House
Gapuwiyak Barge Landing
Ti Tree Stuart Hwy/Plenty Hwy Intersection
Bulman Police Station
Ramingining Airport
Ramingining Outstation Airport Camp
Ramingining Outstation Ring Camp
Ramingining Outstation Yathalmarra Camp
Ramingining Outstation Tank Camp
Ramingining School
Imanpa Community School
Milingi Outstation

**And
Additional information answers of Alcohol, Domestic Violence, Substance Abuse and Drug
involvement.**

**And
Whether or not an Offence is attached to the case.**