

FORWAARD Aboriginal Corporation

*Foundation Of Rehabilitation With Aboriginal Alcohol Related Difficulties*



# FORWAARD Aboriginal Corporation



**2017**

**Annual Report**

# FORWAARD Aboriginal Corporation

*Foundation Of Rehabilitation With Aboriginal Alcohol Related Difficulties*



FORWAARD Aboriginal Corporation - Established 1967

AGM - Tuesday 31 October 2017

5:00pm: 33 Charles Street Stuart Park



Four of our Founding Members

50 Years Strong – 50 Years Proud



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## Purpose of this Annual Report



This Annual Report covers our activities and performance for the period 1 November 2016 to 31 October 2017 and financial year July 2016 to June 2017. This report is one of the ways in which we seek to demonstrate our accountability and obligations to all our stakeholders, including our contract managers, partners and supporters.

One of FORWAARD Aboriginal Corporation's core values is accountability, we believe this is crucial for our sustainability and therefore our ability to fulfil our mission. By holding ourselves accountable, we demonstrate that we are worthy of the trust our stakeholders place in us.

## Our History

In 1967 a group of Darwin Indigenous women began providing meals and counselling to Indigenous men living in the long-grass in and around Darwin. This small group of volunteers developed a network of homes to provide food, showers and a bed to Indigenous men having a hard time with the combined effects of alcohol and homelessness, meeting all costs out of their own pockets.

The Founders (Vai Staton Barbara Cummings, Veronica McClintic, Kathy Mills and Betty Pearce) named the organisation FORWAARD as they wanted to go forward and continue assisting the less fortunate Indigenous men in the community who were suffering from effects of alcohol and homelessness. This was done through offering ongoing support and assistance in the areas of accommodation, meals and making themselves available to listen to, and to be a friend, to many.

On September 5, 1978, the organisation, with the aid of a grant from the Commonwealth Department of Aboriginal Affairs, purchased the freehold title to their current premises at 33 Charles Street, Stuart Park.



On the 1 November 1988 the Larrakia people, the traditional owners of the Darwin region, bestowed the name "Gwalya Goolmora" for the premises, which means: "No Grog" and symbolised the philosophy that the premises is a place free from alcohol. The FORWAARD facility now accommodates up to 16 residents catering for both males and females with drug and alcohol-related problems. The facility offers a holistic approach to the treatment and recovery of Indigenous clients through ongoing support and care.



## Mission Statement

Provide culturally appropriate specialised care and support services in the rehabilitation areas of, treatment, recovery, healing and education to “minimise substance misuse and dependency amongst Indigenous people through delivering culturally appropriate education, prevention and recovery programs.”

## Vision Statement

To be a leader in the field of alcohol and other substance misuse rehabilitation and be the provider of choice.

## FORWAARD Values

**Excellence:** We strive to provide the best service with continuous improvements to address the needs of our clients, their families and the community.

**Governance:** Good governance and effective organisational management.

**Accountability:** We are accountable for our actions and behaviours, both as individuals and as an organisation.

**Quality of Service:** We aim to provide high-quality treatment and care by always placing our clients at the centre of our services and programs

**Communication:** FORWAARD values communication which is respectful, transparent and culturally appropriate

**Culture:** The heritage and cultural needs of Indigenous people are respected and that FORWAARD’s programs are culturally appropriate.

**Client Satisfaction:** We strive to provide excellent standards of care and service to meet the expectations of others.

**Safety:** We will provide our clients and staff with an environment which is safe and free from judgement.

**Teamwork:** We take pride in recognising and empowering staff in the importance and value of teamwork in keeping FORWAARD’s commitments to our clients.





## 2017 FORWAARD Board of Directors

Director	Position
Ms Margaret Rajak	Chairperson
Mr Joe Brown	Deputy Chairperson
Ms Margaret Friel	Secretary
Mr Leon James	Treasurer
Ms Lorraine Tomlins	Director
Ms Rosie Tipiloura	Director

## 2017 at a Glance

2017 activity
FORWAARD Aboriginal Corporation Celebrated 50 years of continued operations
Working towards ECAAS ISO 9001:2015 Quality Management System Accreditation
Evaluation of our quality processes to ensure we were meeting our stakeholder/client expectations
From April until the AGM we have had an average of 14 residents per night - equates to 100% occupancy
Introduced the COMMIT pilot program for corrections clients from set 2017 to September 2019
Because of the COMMIT program, we have secured nine additional beds at 3 Helpman Street
In meeting our contractual obligations of the COMMIT program, 3 additional staff have been appointed
Continuation of the Prime Minister and Cabinet contract has been secured until 2020
Continuation of the Department of Health contract has been secured until 2020
Introduction of a branding awareness ad which commenced airing on channel 9 in May
Introduction into Social media with, Facebook, Instagram and Linked In
Undertook an organisational restructure to better meet the requirements of the Corporation
Engaged with an RTO to provide better support to staff with their training requirements
Introduced a training program to assist external students undertake workplace training with FORWAARD
Introduce 2017 to 2018 Staff KPIs
Engaged Employsure to support the company's WH&S and ER activities
Received laptops from the NTG computer gifting program
Had a staff turnover rate of 17.6% - this is 2.5% better than the National average for this sector
Have undertaken over 90 stakeholder visits, presentations or meetings
Introduced a feedback link on staff emails enabling stakeholders to provide feedback directly to the ED
Produced a Workforce Development and a Corporate and Client risk plans
Introduced the Grammarly program to assist staff with high-level correspondence
Entertained two ministers during this period – the local member and the Minister for Health
Undertook a staff survey to review the health of the organisation from a staff members perspective





## 3.1 Chairperson’s Report

I would like to take this opportunity to welcome everyone here today, our clients, staff, visitors and the current FORWAARD Board Members.

Firstly, I would like to pass on my sincere thanks to the current FORWAARD Board Members, Joe Brown the Deputy Chairperson, Meg Friel our Secretary, Leon James our Treasurer, Lorraine Tomlins and Rosemary Tipiloura.

The Board Members have put in a considerable amount of time and effort over the past 12 months to ensure that FORWAARD remains and continues to be a strong and successful Indigenous Community based Corporation.

Secondly, I would like to personally thank the all the staff of FORWAARD, for a great year, their demonstrated commitment and contributions towards the organisation's success, and continued growth is a testament to their collective determination to support and help our clients towards achieving their goals in returning to health.

In February 2017 we employed Executive Director, Steve Versteegh. Steve has come from the Training and Education field into an Alcohol and other Drug Rehabilitation Centre.

In this short period of time, Steve has clearly demonstrated his knowledge of the Organisation plus the competitive issues and pressure that comes with this position.

As a team, FORWAARD has achieved some significant outcomes over the last twelve months. Throughout this period, we have been prominent in fostering our working relationships with key stakeholders and improving our brand within the community. The following outlines just a few of the noteworthy accomplishments undertaken by the FORWAARD team throughout 2016 and 2017.

1. Contract extensions with DoH, PM&C and DSS
2. Implementation of the Corrections NT, COMMIT Pilot program
3. Standardisation of all corporations systems
4. Responsive processes ensuring improved communications with all stakeholders
5. 100% Audit compliance

The dedication and commitment shown by all the FORWAARD team has been admirable, and I can certainly state that with the team that we have FORWAARD Aboriginal Corporation is in good hands.

### Statistical information: Client activity form November 2016 until October 2017

	Assessments completed/requested	New Clients	Clients graduated	Clients exited due to rule breaking	Clients taking own leave
Total clients	672	93	42	13	11
Average/month	56	7.5	3.5	1.08	.9

We can take heart in that these figures demonstrate that we definitely “Punch above our weight” with regards to how we deliver and achieve results from our programs. However, these fabulous outcomes do not allow for

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any complacency, we need to ensure that we use our 2016/2017 activity as building blocks for the future and ensure that we are able to improve on this position throughout 2018.

The current Board of Directors has already approved in principle the progression of an aftercare program including a transitional house. Further we are working with other agencies to investigate how we can efficiently support the fight against ICE. With all of this and several other projects that have stemmed from the, 2015 to 2020 strategic plan, I for one am looking towards next year with excitement and anticipation and I'm expecting an even better year, with stronger outcomes for all our clients and stakeholders.

In conclusion, I would like to once again thank my fellow Board of Directors, the Executive Director and our dedicated staff. For what has been a hectic and productive year in our small but very effective Corporation, well not so small since the expansion of the Correction's program.

Margaret Rajak

Chairperson

FORWAARD Aboriginal Corporation - October 2017







## 3.2 Executive Directors Report

Fifty years ago, six amazing Aboriginal women recognised that in and around Darwin, there was a need to provide support and care for people who were struggling with their alcohol and drug related difficulties. These ladies had the foresight, determination and compassion to cultivate a program that provided hope and a sense of direction in what was otherwise a seemingly desperate situation for so many people. Because of the energy and drive that these ladies exhibited, and their willingness to confront any obstacle that may have presented itself, FORWAARD, the Foundation of Rehabilitation with Aboriginal Alcohol Related Difficulties was derived.

The legacy and passion that was forged by these ladies all those years ago is still prevalent today, with a team of up to 17 highly skilled, motivated and focused staff members, working to encourage and support our clients through their recovery journey. Regardless of their role within the Corporation, each team member has a burning desire to see our clients achieve their individual goals and reconnect with their, culture, community and families.

At the commencement of 2017, the Board of Directors confirmed that as a Corporation we would continue to provide a highly successful and culturally appropriate program to our clients, as had been the case throughout the fifty preceding years. Accordingly, the Board of Directors tasked the team with three objectives for 2017, these objectives were to:

- 1) grow and strengthen the business
- 2) become an employer of choice and ensure we retain our current workforce and attract high-quality personnel when required
- 3) build on our existing quality system to provide rigidity and flexibility to cater for an ever-changing external environment.

I am pleased to report that we have met two of the three objectives that were set by our Directors, and we are on track to complete the third by years end. The following outlines how these goals have been achieved:

### **Grow and strengthen the business**

This goal has been achieved by:

- Renegotiating both the Department of Health (DoH) and Prime Minister and Cabinet (PM&C) contracts and extending them through to June 2020
- Commencing the COMMIT pilot program, a two-year contract for nine additional beds, funded by Corrections NT
- Restructure of the organisation to include a Communications and External Relations Manager. This position is primarily responsible for the strengthening and promotions of the Corporation to external stakeholders from both the public and private sectors.

### **Be an employer of choice**

This goal has been achieved through the:

- Organisational restructure, which now includes both a Business Manager and a Treatment Coordinator. The introduction of these two positions has provided more defined lines of responsibility, therefore, ensuring a high quality level of service to Clients and the Workforce alike.
- Engagement with an RTO to provide better training pathways for our staff, enabling a streamlined and efficient training program which reflects the activity undertaken on site.
- Introduction of a workforce development plan, to ensure that the training and developmental requirements of the team are identified and that a program is in place to address these. Coincidentally this plan has been provided to both Banyan House and NT PHN
- Recognition of team members and their achievements, for example, the gifting of movie tickets as recognition of 12-months of continued service at their commencement anniversary
- The holding of an all staff forum, to review the new contracts and to meet our contract managers
- Engagement of Emplisure to provide quality ER and WHS processes for the Corporation

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## Build on our existing quality system

This goal is still to be completed. However, the following outlines what is being undertaken to ensure that we will have a robust, flexible and standardised Quality System by the end of 2017. We will have finalised the following activities by December this year:

- Participated in an ISO accreditation program to become ISO 9001:2015 compliant by December 2017
- Restructured the quality system across all sectors of the business, to provide clear and concise instructions for all company tasks.
- Developed staff operational manuals which contain a hard copy of the essential requirements for each position in the organisation.
- Introduced annual staff KPI's which are a derivative of the corporation 2015-2018 business plan
- Established an electronic storage technique and a paperless office, to assist with staff processes as well as providing an ROI for both the organisation and the environment.

Whilst the above reflects a solid start to our sixth decade; there is still much more to be achieved, particularly over the next twelve months. Consequently, the Board of Directors have approved in principle, the following specific activities, that are planned for progression in 2018. These are:

- To consolidate our COMMIT program to ensure that it can continue beyond 2019
- To establish an aftercare or transitional house to assist those clients who have graduated from our residential program
- To develop a Men's shed and a Women's sewing room
- To investigate our capability and capacity to support youth and their families who are suffering from ICE addictions
- To examine the development of a business enterprise for clients, and to assist them with employment opportunities post-graduation
- To seek funding and a location for a FORWAARD Aboriginal Corporation Sobering up Shelter.

The above is unquestionably a very ambitious plan, yet I know, with the dedicated and professional team that we have here at FORWAARD Aboriginal Corporation, we will be able to accomplish each of these goals. I know this because of what we have been able to achieved this year.

The capacity for our team to achieve what did, in the timeframe that we have, is something that I am particularly proud of, and I hope that our Founding Members can see that we have been faithful to the legacy that they created fifty years ago.

Presented by Steve Versteegh

Executive Director





## 3.3 Financial Audit report (summary)

Note the 2016/2017 audited document is available

### Statement of profit or loss and other comprehensive income

for the year ended 30 June 2017

	<i>Note</i>	<b>2017</b>	<b>2016</b>
		\$	\$
<b>Revenue</b>			
Grant income	5	1,422,865	1,299,871
Other income	6	137,847	141,143
		-----	-----
<b>Total revenue</b>		<b>1,560,712</b>	<b>1,441,014</b>
		-----	-----
<b>Expenses</b>			
Employee costs		1,045,041	897,004
Depreciation expense		87,438	75,080
Repairs and maintenance and motor vehicle expenses		56,720	57,350
Utilities expense		50,732	52,342
Staff training, uniforms and recruitment		10,923	13,272
Legal and consultancy fee		1,151	
Client support costs		100,719	86,518
Equipment rentals and purchases		19,186	11,293
Computer expenses		15,066	12,001
Telephone expenses		10,867	10,360
Quality accreditation fees		12,493	8,766
Insurance		15,749	26,201
Accountancy/audit fee		26,080	20,420
Cleaning, pest control and laundry costs		16,912	12,133
Other expenses		48,688	40,560
		-----	-----
<b>Total expenses</b>		<b>1,517,765</b>	<b>1,323,300</b>
		-----	-----
<b>Surplus for the year</b>		<b>42,947</b>	<b>117,714</b>
		-----	-----
Other comprehensive income		-	-
		-----	-----
<b>Total comprehensive income for the year</b>		<b>42,947</b>	<b>117,714</b>
		=====	=====



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## Statement of financial position

at 30 June 2017

	Note	2017 \$	2016 \$
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	7	387,577	431,168
Trade and other receivables	8	3,380	883
		-----	-----
<b>Total current assets</b>		<b>390,957</b>	<b>432,051</b>
		-----	-----
<b>Non-current asset</b>			
Property, plant and equipment	9	975,245	994,501
		-----	-----
<b>Total non-current assets</b>		<b>975,245</b>	<b>994,501</b>
		-----	-----
<b>Total assets</b>		<b>1,366,202</b>	<b>1,426,552</b>
		-----	-----
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	10	81,427	49,382
Unexpended grants			- 118,711
Employee benefits liabilities	11	64,241	69,254
		-----	-----
<b>Total current liabilities</b>		<b>145,668</b>	<b>237,347</b>
		-----	-----
<b>Non-current liabilities</b>			
Employee benefits liabilities	11	12,275	23,893
		-----	-----
<b>Total non-current liabilities</b>		<b>12,275</b>	<b>23,893</b>
		-----	-----
<b>Total liabilities</b>		<b>157,943</b>	<b>261,240</b>
		-----	-----
<b>Net assets</b>		<b>1,208,259</b>	<b>1,165,312</b>
		=====	=====
<b>Equity</b>			
Accumulated surplus		758,259	715,312
Reserves	17	450,000	450,000
		-----	-----
		<b>1,208,259</b>	<b>1,165,312</b>
		=====	=====



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## Statement of changes in equity

for the year ended 30 June 2017

	<b>Accumulated Surplus</b>	<b>Reserve</b>	<b>Total</b>
	\$	\$	\$
<b>Balance at 1 July 2015</b>	597,598	450,000	1,047,598
Surplus for the year	117,714	-	117,714
Other comprehensive income	-	-	-
<b>Balance at 30 June 2016</b>	<b>715,312</b>	<b>450,000</b>	<b>1,165,312</b>
<b>Balance at 1 July 2016</b>	715,312	450,000	1,165,312
Surplus for the year	42,947	-	42,947
Other comprehensive income	-	-	-
<b>Balance at 30 June 2017</b>	<b>758,259</b>	<b>450,000</b>	<b>1,208,259</b>



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## Statement of cash flows for the year ended 30 June 2017

	Note	2017 \$	2016 \$
<b>Cash flows from operating activities</b>			
Receipts from grants		1,340,296	1,262,751
Receipts from other income		106,783	132,349
Interest receipt		6,317	7,911
Payments to employees and suppliers		(1,451,055)	(1,213,077)
<b>Net cash from / (used in) operating activities</b>	<i>12(b)</i>	<b>2,341</b>	<b>189,934</b>
<b>Cash flows from investing activities</b>			
Purchase of property, plant and equipment		(68,182)	(71,933)
Proceeds from sale of property, plant and equipment		22,250	-
<b>Net (used in)/from investing activities</b>		<b>(45,932)</b>	<b>(71,933)</b>
<b>Net change in cash and cash equivalents</b>		<b>(43,591)</b>	<b>118,001</b>
Cash and cash equivalents at the beginning of the year		<b>431,168</b>	<b>313,167</b>
<b>Cash and cash equivalents at the end of the year</b>	<i>12(a)</i>	<b>387,577</b>	<b>431,168</b>

