



COTA 
NORTHERN TERRITORY
for senior Territorians

Annual Report
2020–21



About COTA NT

COTA NT is the peak body representing the interests and rights of people aged 50+ in the Northern Territory. For over 50 years, we have led government, corporate and community thinking about aspects of ageing.

COTA NT is a not-for-profit community organisation. We fund our activities with the support of government, members and stakeholders.

Our vision

A just, equitable, age-friendly and humane community in which people are enabled to contribute and grow to their fullest capacity, and have access, with dignity, to appropriate care and support.

Our purpose

To empower older people, those who work with them, government and the community into achieving well-being and social justice for older people.

Our values

Respect, inclusivity, integrity, professionalism.

Our cover: Dave Oakes, the winner of the Alice Springs Town Council's "Still Got Talent" competition at Seniors Expo 2020.

Photograph: Kate Pepper

Annual Report Editor & Project Manager: Stephanie Kendall

Graphic Design Concept: Carly Cord-Udy



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Chair Report

Following on from last year's annual general meeting (held during the COVID shut down), the year to July 2021 was also filled with unforeseen circumstances that had such a large impact on the lives of all Australians, especially seniors.

We are unable to travel and to be with loved ones interstate and overseas, or to receive them here in the Northern Territory as visitors. On the other hand, we have been lucky to experience only two short shutdowns and, therefore, we have been able to be active in our communities and live 'normally'.

COTA NT staff in Darwin and Alice Springs have risen to the occasion and have been able to help thousands of seniors who have contacted the organisation by phoning, emailing and walking into our offices. On behalf of the Board and myself, I would like to

thank our Chief Executive Officer, Sue Shearer and all our staff and volunteers for a job well done under sometimes daunting circumstances.

COTA NT continued to represent and advocate for all seniors in the Territory with Sue Shearer and myself sitting on numerous government and non-government committees and boards, as well as the COTA National Policy Committee, that discuss various issues relating to seniors.

Finally, I would like to express my appreciation to the Board of COTA NT and thank them for all their help in steering this wonderful organisation in its quest to support senior Territorians.

Jan Jewell,
Chair – COTA NT
Chair- COTA Coomalie



Board



Michael Walker

Treasurer



Kerryn Stewart

Berry Springs Member



John Whyte

Public Officer



Dr Sadhana Mahajani

Board Member



John Carriere

Board Member



Dr Vino Sathianathan

Board Member
(to February 2021)

CEO Report

For COTA NT this year has been one of resilience, innovation and purpose.

We developed new ways of delivering our programs and support to seniors, we listened to what people wanted and needed and we made sure our voice for senior Territorians was heard in the media melee.

In a society 'shut-down' it very soon became apparent that practical steps needed to be taken to prevent seniors' health and well-being declining due to loneliness, isolation and lack of connectedness.

Our year included developing an *Industry Code for Visiting Residential Aged Care*, launching a Petition calling for the rights of Territorians to enact Voluntary Assisted Dying Laws to be reinstated; lobbying government to make-good on election promises relating to provision of residential aged care and affordable retirement living options; ensuring every opportunity to stay connected with seniors was utilised both on and off line.

It has been a pleasure and a privilege to serve as the organisation's CEO and I look forward to another productive year.

Snapshot

- Over 45 000 visitors to our websites.
- 140 830 people reached through our social media.
- 295 face-to-face events and activities in Darwin, Darwin Rural, Alice Springs, Katherine, Nhulunbuy and Tennant Creek.
- Over 2 000 people attended COTA hosted events in Darwin alone.
- Over 500 Members and 33 Club and Associate Members.
- 11 mostly part-time staff.
- Supported by 30 Volunteers including our Board.
- 26 newsletters, 14 media releases, 8 social media pages, 3 websites.

**Sue Shearer,
Chief Executive Officer
COTA NT**



Strategy

Throughout 1 July 2020 to 30 June 2021, COTA NT worked hard to realise the 6 main objectives outlined in its [Strategic Plan 2018 -2021](#).

1. Enhancing our Governance

COTA NT has increased its membership and supported staff and programs located in Darwin, Berry Springs, Coomalie and Alice Springs.

2. Enhancing our Peak Body Status

Our advocacy work included: five surveys, one major petition, representation on 15 consumer groups and advisory committees, collaborations on six major awareness raising projects and event

collaborations with NT and interstate service providers.

3. Actively promote COTA to all stakeholders

We reach out to over 30 000 Territory seniors through delivery of our Programs both on and offline.

4. Provide a diverse and interesting range of programs and events that appeal to Senior Territorians

We delivered over 295 activities and events including information and hobby workshops, Zoom forums and webinars, COTA in the Community, Fit for Life and Seniors Month activities.

Staff



Sue Shearer
CEO



Stephanie Kendall
Events & Marketing



Cecilia Chioloro
PICAC NT & Office Manager



Suzanne Kendrick
Activities Coordinator



Janis Adair
Administration & Reception



Lorna McLaughlin
Membership Coordinator



5. Develop income initiatives to enable COTA to grow towards financial independence

We continued work to attract sponsors, financial Members and offered advertising opportunities within the Seniors Card program.

Details of ways to support the organisation through in-kind and financial contributions were published to the website including secure online payment forms.

6. Enhance the effectiveness of COTA through systems, skills and working environment.

We enhanced communications and improved 'virtual' working environments, especially for staff outside of Head Office.

Training was provided by volunteer and staff peer educators (e.g. Outlook, photography, social media basics), through October Business Month and out-house (e.g. Desktop Training).



Janet Brown
Aged Care Navigator



Yvonne Smith
Projects Officer



Christine Mills
Accounts



Fran Kilgariff
Alice Springs Coordinator



Debbie Pepper
Aged Care Navigator



Tania Roberts
Seniors Card NTG

Year in Review

Our yearly schedule is determined by program requirements, grant funding rounds, staff and volunteer resource and set calendar dates. *Below:* Fit for Life, Alice Springs Health & Wellness Day (Aug), Zoom classes, International Day of Older Persons (Oct), Harmony Day (Nov), Members Christmas Functions, COTA in the Community, Katherine Seniors Expo (March), Healthy Living (April), Up Here Photography Peer Education and World Elder Abuse Awareness Day (June).

July 2020

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12	13		17	18			
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26	27	28	29	30	31		

August 2020

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September 2020

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October 2020

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November 2020

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29	30						

December 2020

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27	28	29	30	31			

January 2021

31						1	2
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February 2021

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28							

March 2021

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April 2021

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May 2021

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June 2021

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13							19
20							26
27	28	29	30				

COTA Members Belong. Are heard. Are informed.

Join COTA NT today!
visit www.cotant.org.au or call
08 8941 1004 for more info



Join
the COTA
movement
for change



Membership

As the voice of Senior Territorians, our members are a vital part of everything we do. Our membership keeps us informed of issues affecting senior Territorians and is part of our movement for positive social change.

We worked hard to keep our Members connected to the organisation. During this period, we paid particular attention to communication channels that gave every Member access to our information (12.75% of our Members do not have an email address).

Our strongly-branded communication channels included: telephone, face-to-face meetings and activities, website, social media, email, Members Only website, Members only newsletter, Tidio webchat, newspaper and social media advertising, print-and-post publications.

Every Member receives a COTA NT-issued membership card with its own unique number. These cards provide access to discounts, giveaways and the Members only website.

New Members are sent a copy of the Members Brochure which outlines what membership includes.

- **COTA Members Brochure** (published November 2020) - is sent to new Members in the post.
- **COTA News for Members** (first issued January 2021) - is emailed as a PDF to Members with email addresses and as a printed newsheet is posted for those Members without.

These publications inform our Members about news and policies that affect them, what COTA is doing within its programs and projects, and how to contact us.



Home maintenance service

This scheme is managed by COTA NT staff and Board Member, Steve Thomas. It helps our Members to engage qualified, safe, reliable, and trustworthy tradespeople.

It is designed to connect a COTA NT member and a local tradesperson, to ensure both parties get the job done at a fair price. During FY 2020-21 over 30 requests for were actioned for home maintenance, electrical maintenance, lawn mowing, tree maintenance, air con cleaning, plumbing and general cleaning.

Members Only Website

Membership numbers and user ID grant access to annual reports, the Home Maintenance Service, COTA NT News for Members back issues, ONE COTA online and a White Papers Resource Library.

Snapshot

- Over 500 Financial Member including over 111 couples and 237 individuals.
- 33 Club and Associate Memberships.
- Online application and payment forms published.
- New Members and Club and Associate Members brochure (online and in print).
- New format for COTA NT News for Members launched (online and print).
- Members only section of the website.
- Home Maintenance Service for Members developed and over 30 requests dealt with.
- Benefits included discounted classes, exclusive events, competitions and prizes.



Club & Associate Members

In the 2019-20 financial year, we had three Club and Associate Members. By 30 June 2021, this number had grown to 33.

Membership has been re-designed to be within financial reach of any club, organisation or business with tiered joining fees starting from \$25 per year.

A formal Club and Associate Membership program is of huge importance to us.

- It helps us to easily identify, acknowledge and promote those Members we are working with, and who are actively supporting the organisation's aims.
- It helps us to become independent and enjoy greater versatility in our budgets.
- It means that we are kept informed by Members.

For Club and Associate Members, they benefit from:

- A web-advertorial on the COTA NT website.
- Free exhibitor fees at Expos.
- Discounts on room costs.
- Event, social media and marketing partnership.
- Invitations to be involved in our surveys, polls and events.

A Club & Associate Membership booklet was published this period and an index of Members published to the website.

At the end of the financial year, a badge was created for Club & Associate Members for use on their online and print collateral.



Advocacy

COTA NT has advocated for all Territory seniors for over 50 years and in the last financial year (2020-21) focussed its efforts on ensuring that seniors' voices were heard.

With huge competition for air-time and space in local, Territory and state media, this was particularly challenging.

COTA NT also took action by providing very practical support and assistance to people including making phone calls to its Members asking 'are you okay?'

We addressed numerous issues affecting and of interest to Territory seniors including: ageism, voluntary assisted dying legislation, concession schemes, aged care and dementia

support, elder abuse, affordable retirement living, public housing asset testing, seniors' policy at Territory and local government level, retirement village options and healthy ageing activities and recreation.

Despite lack of funds for a print and post survey, the organisation made every effort to hear seniors' voice with the launch of four surveys and polls aimed at Members and stakeholders. Five findings reports were published during this financial period.

What we learnt

- We had to do more to help people understand and access government services, especiall in regard to assistance with finances.

continued on page 14

Snapshot

- CEO is widely recognised as one of the strongest advocates for seniors in the Northern Territory.
- CEO nominated as the 24th most powerful woman in the NT by the NT News to mark International Women's Day 2021.
- CEO nominated as the 50th most influential person in the NT by the NT News in 2020.
- Over 30 radio and press interviews with NT media (ABC Darwin and Alice Springs, 104.1 Territory FM, Mix FM, Katherine Times and the NT News) on seniors' issues including housing, aged care, COVID-19, the budget and economy, human rights and concessions.
- Over 45 000 website visitors through 2 websites.
- 140 830 people reached through 8 social media pages, with 2 071 Facebook followers.
- Published 59 news posts, 14 media releases, 26 newsletters, one video, one new website (ntseniorsvoice.org.au), eight open Letters.
- Over 295 face-to-face activities held across the NT with over 2 000 attendees in Darwin alone.
- Two Seniors' Days/ Expos held in Alice Springs and Katherine.
- Launch of online engagement hub, NT Seniors Voice to garner stakeholders' opinions and engage them in COTA NT projects and conversations.
- Five survey and poll results from Members and stakeholders.
- Launch of major petition online, in print and on the Federal Government website requesting the right for the NT legislature to enact laws for assisted voluntary dying.
- Attended over 100 forums and committees representing seniors, especially in rural areas in person and via Zoom. Attended the Minister's Advisory Council for Senior Territorians.
- Formed and sustained partnerships with FECCA, Public Health Network (PHN), NDS, NTCOSS, DCLS, Mission Australia, EveryAgeCounts, National Seniors, Larrakia Nation, Mental Health Coalition, Tangentyere Council Congress, nbn, Telstra and others.
- Six major awareness collaborations: Step Up for Dementia Research, Scams Awareness Week, EveryAGECounts, National Volunteer Week, World Elder Abuse Awareness Day, International Day of the Older Person.



continued from page 12

We needed to lobby, and continue to lobby, for:

- improved pensions and concessions to help seniors keep up with the rise in cost of living expenses.
- provision of better financial aid and help to seniors.
- continue provision of better housing options.
- better hospitals and medical access.
- discount on council rates.
- more affordable or concessional drivers licence and registration fees.

NT Seniors Voice

The absence of our Seniors Voice column published in the community section of the NT News until June 2019 had a profound effect on our reach to seniors across the NT, especially in regard to the delivery of news.

In response, we rebranded our newsletter to NT Seniors Voice in March 2021. Two quarterly editions have been published online and in print. Printed copies were distributed to electoral offices, libraries, community centres and 'hotspots'.

Engagement Hub

NT Seniors Voice was also realised as an [online engagement hub website](#) following Board approval which we launched on 17 May. This ensured our first project, a survey of seniors' volunteering, tied in with National Volunteer Week.

Since the first survey, the hub has been used to:

- Promote awareness of World Elder Abuse Day.
- Get seniors' perspectives on a local council municipal plan.
- Get community involvement in the first NT Grandparents Day.
- Promote a major Seniors Expo event.
- Publish a stakeholder survey, results of which will inform our next strategic plan.

The hub will continue to be used to survey the opinions of our Members and NT stakeholders; to raise awareness of specific projects and events; and will be marketed to businesses, service providers and organisations who need to survey a highly targeted demographic.



A lot of people are going to put you up high on a pedestal. This news has made my day.

In regard to publication of the petition EN3052.

This is about the Territory's right to make decisions for itself

www.aph.gov.au/e-petitions/petition/EN3052

Sign Petition EN3052



Thank you for pushing this. I am in the group that will consider leaving the territory in order to find 'pleasant' seniors accommodation as the shortage and quality available here is profoundly underwhelming.

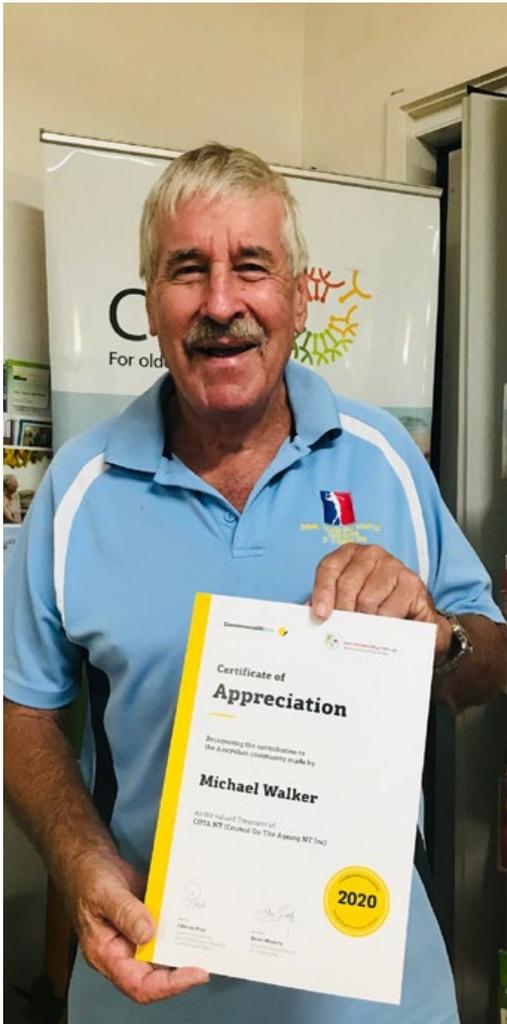
Well said Sue... I

It's necessary to call them out on broken promises...

Regarding lack of affordable retirement options in rural regions.

Friends at COTA, Thank you for extending the spending range of the NT Senior recognition scheme.

Regarding lobbying to extend providers in concession scheme.



“ No wonder we get so many more people retiring and staying in the territory, with such great organisations like you guys. ”

Nikki Higgins







Volunteering

In the last financial year, COTA NT volunteers have delivered the Home Maintenance Service, enabled the Multicultural Affairs Sponsorship Program, facilitated activities (e.g. Musical Jam and Tai Chi) and supported our many programs and projects “behind the scenes” in data entry and administrative tasks.

The Volunteer Program Manager engaged with Volunteering SA/NT for advice on recruitment and retainment of volunteers.

We revised information about our volunteering program on our website including adding an online application form.

To raise awareness of the volunteering opportunities at COTA NT, we use a variety of channels including, email, newsletter, social media advertising and website editorial.

Volunteering Survey

In May 2021, to raise awareness of the contribution seniors make to the Territory through volunteering in the Territory for National Volunteers Week, we published a survey on the new NT Seniors Voice engagement hub.

Findings

- Each volunteer who participated in

our survey contributes a minimum average of 4.7 hours a week and up to 9 hours maximum on average per week.

- This has a minimum monetary value of \$244.40 per week, \$12 708 per year per volunteer; and a maximum of \$468 per week, \$24 336 per year per volunteer.
- 73% of volunteers surveyed believe that organisations with volunteer programs need more support.

Snapshot

- COTA NT had 25 regular, rostered volunteers.
- Board Members are all in Volunteer positions.
- Volunteers delivered COTA NT Members’ Home Maintenance Service.
- Volunteer drivers enabled our multicultural engagement programs.
- First survey held to establish the value provided by seniors in volunteering roles.
- Our Volunteers were thanked for their time and commitment with a Christmas lunch.



Alice Springs

During FY 2020-21, two staff in Alice Springs delivered two major programs in Central Australia, NT Seniors Card and Aged Care Navigators Trial.

They raised awareness of these programs and of COTA NT's work through face-to-face meetings, networking, public speaking, representation and event marketing.

Some of the activities facilitated and supported included:

- Walking Netball
- nbn Digital Literacy session
- Flood Briefing (with NTES)
- Community Christmas Function
- APP, Wills & Future Planning Sessions.

Snapshot

- 1 major Expo, Health and Wellness Day - held as part of Seniors Month sponsored by Alice Springs Town Council and NTG.
- World Elder Abuse Awareness Day awareness raising campaign in partnership with Alice Springs Town Council and service providers.
- Seniors Month calendar event organisers contacted personally for event data.



Coomalie & Berry Springs

Seniors in the Coomalie and Berry Springs regions are supported by two branches led by volunteers, Janette Jewell (also Chair of COTA NT) and Kerryn Stewart respectively.

Both branches enable people to meet regularly through morning teas to socialise and find out what news, events, policies, initiatives from COTA, government and service providers are of interest and relevance to them.

Coomalie Branch also runs a regular monthly transport to Gateway and Coolalinga shopping centres with the help of volunteers and the provision of a COTA shuttle bus.

Both branches held Seniors Month activities. In Batchelor, the Seniors Lunch event included lunch at the

Litchfield Motel, performances by the Grey Panthers, Age Moves Coomalie, bush skittles, games, a visit to Batchelor Museum and lawn bowls. People from Darwin, Palmerston and other rural areas were welcomed and a bus provided for them.

In Berry Springs, the group celebrated their 3rd Birthday with lunch and enjoyed regular networking opportunities.

Both groups have their own dedicated Facebook pages, list events on the COTA online event calendar and Coomalie publishes a monthly newsletter distributed to over 100 people.

Many thanks to Prue King for her editorial work on the Newsletter.



Events and Activities

In September 2020, an Activities Coordinator was employed to manage the workload of coordinating events in and outside of Spillett House, providing support for branches and Alice Springs staff.

Throughout the year, health and wellness activities were delivered or facilitated by COTA with the support of:

- 3 program sponsors
- 5 event supporters
- 14 collaborations

(see page 31 for details).

Covid Response

The ever-changing landscape of Covid response measures resulted in agile event management. In July 2020, we

continued hosting ZOOM classes for SuperAgeing classes and hosted our first webinar.

Seniors Month activities for August 2020 went ahead largely as planned (see page 23 for details).

Seniors Expo in Darwin

Unfortunately Covid-19 meant that this Expo 2020 planned for October was cancelled, with support from Department of Health, the Board and Members.

Katherine Expo

A particular highlight in March was the first Katherine Expo, however, which went ahead in March 2021.



Seniors Month 2020

Seniors Month in August 2020 went ahead largely as planned following months of disrupted event and activities due to Covid.

During August 2020, COTA staff and partners delivered:

- Pilates and Seated Aerobics (face to face and via Zoom)
- COTA in the Community (visit to Northlakes Shopping Centre)
- Aged Care Information Sessions
- Walking Netball and Tai Chi
- Love Thy Body 3 Workshops
- Seniors Lunch in Batchelor
- Advanced Personal Care Plans and Wills Information Seminar
- Watercolour Painting Workshops

Minor changes to our original plans included new dates for Alice Springs' Health and Wellness Day and two Photography Workshops.

Seniors Month Calendar

COTA NT also produced its fourth Seniors Month Calendar for the Northern Territory Government in print and online.





National Volunteers Day

To mark National Volunteer Week 2021 COTA NT helped to raise awareness of the importance of volunteering throughout the Northern Territory and Australia via our media channels.

Your Volunteering Survey

The “Your Volunteering” survey was open between 17 May and 17 June 2021 and published to NT Seniors Voice Engagement Hub and promoted via email, social media and the NT Seniors Voice print and electronic newsletter.

Key findings:

- Each volunteer contributed a minimum of 4.7 hours a week.
- 73% of volunteers surveyed believed that organisations with volunteer programs needed more support.

Full results are published in Your Volunteering 2021 (see page 30 for details).

Snapshot

- The theme for National Volunteers Week 2021 was Recognise. Reconnect. Reimagine
- Volunteering NT invited people to put a hand up and thank for the millions of volunteers around Australia with a special smiles and a wave.
- COTA NT launched NT Seniors Voice Online Engagement Hub for National Volunteers Week. Its inaugural survey aimed to collect data to analyse, recognise and celebrate seniors’ contribution to the NT through volunteering.
- In FY 2019-20 COTA NT volunteers’ contribution could be valued at over \$40,000.
- Each volunteer hour can be valued at \$52.



Elder Abuse Awareness

COTA NT marked World Elder Abuse Awareness Day 15 June 2021 in its offices and communications channels in partnership with other agencies.

We promoted awareness of the day and the issue of elder or older persons' abuse through a community BBQ attended by the Hon Lauren Moss MLA Minister for Seniors and Ms Sally Sievers, Anti-Discrimination Commissioner for the NT. Staff wore symbolic purple (the designated colour of WEAAD), released a media statement through email, website and social media channels which shared information about the work being done in the Northern Territory by COTA NT and other agencies.

Snapshot

- COTA staff in Darwin and remote offices wore purple, to symbolise the day.
- Media statement released through social media, newsletter and website news.
- Joint event held in Darwin with service providers.
- Alice Springs staff promoted day through joint initiatives with Alice Springs Town Council and service providers.



PICAC NT
Partners in Culturally
Appropriate Care

PICAC NT
Partners in Culturally
Appropriate Care
Advocating for
multicultural seniors
in the NT



PICAC & MASP

The PICAC program is funded by the Commonwealth Department of Health until June 2022.

The national program has been funded by the Australian Government since 1998 to equip aged care service providers in the delivery of culturally appropriate care to older people from culturally and linguistically diverse (CaLD) backgrounds. Collectively the PICAC programs in Australia have accrued 150 years of experience and expertise in the aged care sector.

This year, PICAC has been promoted at Expos and multicultural events.

Awareness of the program and its services has been raised in aged care services and within the wider community.

Snapshot

- New edition of Cultural Background Resources.
- 6 CaLD Events, 7 training sessions, 9 information sessions, 3 webinars.
- Advocacy at 11 forums, 6 committee meetings, 6 consultations.
- Over 700 resources shared.
- Training and translation resources developed.
- 24 news bulletins sent.
- 3 initiatives at national level.
- Multicultural COVID line trial.



Aged Care Navigators

The Aged Care System Navigators Trial 2019 – 2021 was completed and the COTA Australia-led Consortium of the Aged Care System Navigator (ACSN) Trial was invited by the Department of Health to apply for an 18-month continuation, commencing 1 July 2021.

COTA NT was successful in its application to continue this service. The project remains a trial, with a focus on individual consumers who are most isolated and vulnerable.

It is anticipated that the Primary Health Networks will begin to prepare for their commissioning of services from July 2022 in advance of commencing service delivery from January 2023. A network of Community Care Finders (CCF) will undertake targeted activities to engage with vulnerable 'hard to reach' older Australians.

Since the 2019-20 COTA NT Annual Report, COTA NT Aged Care System Navigators continued to provide:

- Individual support and group information sessions.
- Shopping centre sessions in Darwin and Palmerston, rural and regional area visits including Coolalinga, Adelaide River, Coomalie, Batchelor, Pine Creek, Katherine, Tennant Creek and Alice Springs.
- Attended COTA NT Seniors Expos.
- Networking including Darwin Aged & Disability meetings, Relationships Australia Seniors Program, Larrakia Aged Care and other Seniors events.
- Information for COTA newsletters and social media pages.
- Fact sheets supporting the Aged Care System Navigator Trial.



SENIORS CARD



NT Seniors Card

The objectives of the NT Seniors Card program are to increase membership of seniors to the program and participation from local businesses by increasing awareness of the Seniors Card program; promoting buy local and encouraging senior friendly business practices across the Territory.

NT Seniors Card participated in numerous activities and events to promote Seniors Card to Territory seniors and businesses. There was some impact from COVID with some events and activities cancelled or postponed at times.

Information stalls were held in shopping centres in Darwin, Palmerston, Darwin Rural and Alice Springs to promote NT Seniors Card

along with COTA NT initiatives.

During eight shopping centre days an average of 30 seniors met face-to-face talking on a range of topics including Seniors Card and COTA NT membership, NT Concessions and Recognition Schemes, housing and aged care.

Seniors Card increased its program reach to Territory seniors through its website and facebook pages and quarterly e-Bulletins via email.

We also trialled a new Xmas Promotion where Business Partners advertised special offers for Territory Seniors and special Tourism and Events direct marketing, these initiatives will be built on in future years.



NT Seniors Card welcomes new Business Partners

[HTLH Code](#)
[Wheelie Bin Cleans](#)

For an up to date list of business partners visit our [Online Discount Directory](#).

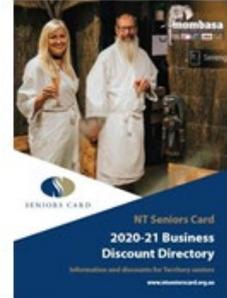
It is easy to join the NT Seniors Card program as a business partner, simply fill in the [online registration](#) form or call our office on 1800 441 489.

NT Seniors Card 2020/21 Business Discount Directory

Directories are available at Electoral Offices, Libraries, Council Offices, Tourist Information Centres and Territory Families Shopfronts.

All [distribution points](#) are listed on our website for your information.

We now have over 420 business partners listed with the NT Seniors Card program.



Snapshot

- In 2020-21 there were 1,948 new cards and 956 replacement cards issued.
- 28 884 active members at the end of June 2021.
- 408 businesses listed with the program at the end of 2021 financial year.
- Four e-Bulletins delivered via email.
- New Christmas promotion for Business Partners.
- Seniors Card visited Katherine and Nhulunbuy for the first time for Expo and an information meet-and-greet respectively.
- Over 13 100 users on the NT Seniors Card website, ntseniorscard.org.au.
- 728 followers of the NT Seniors Card Facebook page, a steady increase from 289 in July 2019 and 531 in June 2020.
- Specially designed and printed birthday cards sent for Seniors Card members turning 80, 90 and 100.
- NT Seniors Card 2020/2021 Business Discount Directory published in August 2020 and 10 000 copies distributed across the Territory.

Further Reading

Advocacy

- [Petition To Repeal Section 50A of the Northern Territory \(Self Government\) Act 1978](#)
- [Cultural Background Resources to help Seniors from CaLD Backgrounds](#)

Membership

- [COTA NT Members Brochure](#)
- [COTA NT Club & Associated Members Brochure](#)

Research

- [Your Volunteering Survey 2021](#)
- [COTA NT 2020 Members Surveys and Polls](#)
- [COTA NT 2021 Cost of Living Survey Report](#)
- [COTA NT 2019 Survey Report](#)

Support

- [Get Involved: Volunteer, Membership, Sponsorship, Supporters, Donors](#)

Strategy

- [COTA NT Strategic Framework 2018 - 2021](#)

Accessibility

All these documents are available online on the [COTA NT website](#) and can be downloaded by clicking on the links above and in print by request.

Supporters

We would like to thank and acknowledge the support received by the organisation during FY 2020-21 from the following individuals, groups and organisations.

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- Office of the Public Guardian
- OPAN (Older Persons Advocacy Network)
- PICAC Alliance
- Red Cross Migration Support
- Relationships Australia NT
- Services Australia (Centrelink)
- Step Up for Dementia Research
- Tennant Creek Senior Citizens Association
- Victims of Crime NT
- Up Here Photography



COTA

NORTHERN TERRITORY

for senior Territorians

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