

# Annual Impact Report

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2024-2025



# Acknowledgements

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**KWILS acknowledges all Nations across the Big Rivers region as the Traditional Owners of the Country we live and work on. We particularly celebrate the strength of the women who have cared for their children, families, and country for countless generations, and continue to do so.**

KWILS recognises and thanks the women, families and communities who trust us with their stories. Your courage and resilience guide our work and strengthen our purpose.

We also thank our funders, partners, and community supporters for walking alongside us. Your commitment and collaboration make it possible for KWILS to continue providing vital legal help, education and advocacy across the Big Rivers region.



KWILS is committed to acting with integrity, accountability and transparency with our communities, partners and funders. We are a member of Community Legal Centres Australia and accredited under the National Accreditation Scheme, which recognises good practice in our sector. KWILS is also a registered charity with the Australian Charities and Not-for-profits Commission and endorsed by the Australian Taxation Office as a Deductible Gift Recipient.



**Katherine Women's Information and Legal Service (KWILS)**

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## Our purpose, region & approach

At KWILS, we exist to support women and gender diverse people across the Big Rivers region – a vast, remote area of more than 340,000 square kilometres, stretching from Katherine through Victoria Daly to Roper Gulf. It's home to small, dispersed communities with limited access to essential services. In places where reaching support can be a challenge, our work makes a real difference.

**What sets KWILS apart is our wraparound, client-centred approach. We know legal solutions alone are never enough. This year, our teams worked side by side to ensure clients received not only legal advice and casework but also advocacy with government and service providers, help accessing safe housing, emotional support, safety planning and warm referrals to culturally safe, trauma-informed services.**

KWILS is also a safe space. Women come to us not only for legal guidance but for a place to be heard, to rest, and to feel safe – without judgement. Our clients trust us, return to us, and recommend us to others. That trust is the strongest measure of our impact.

Through our commitment to holistic, culturally safe and trauma-informed support, KWILS continues to help people navigate complex challenges, achieve safety, and feel seen, heard and supported, wherever they are in the Big Rivers region.







# Message from the Chair



It is my pleasure to present this Chair's Report for the Katherine Women's Information and Legal Service.

KWILS continues to deliver vital, trauma-informed legal and support services to women, gender diverse people, and their families across the Katherine region. The organisation is governed by a dedicated Management Committee that provides strategic oversight and ensures KWILS meets its legal and ethical obligations. Cultural safety, especially for First Nations women, remains central to our approach.

This diverse team of women brings strong community knowledge and commitment to the Big Rivers region. Over the past year, the Committee has focused on:

- **Finalising the KWILS Strategic Plan 2025–2030**
- **Ensuring Community Legal Centres Australia accreditation**
- **Providing governance for a new Risk Management Framework**

This year also marked a significant leadership transition. We farewellled Siobhan Mackay, whose dedication and leadership as CEO over the past three and a half years have been instrumental in strengthening KWILS. We sincerely thank Siobhan for her contribution

and acknowledge the lasting impact she has made on the civil legal profession in the Big Rivers region.

We are pleased to welcome Hannah George as the new CEO. Hannah brings energy, expertise and a deep commitment to the values of KWILS. The Committee looks forward to working closely with her as we guide the organisation into its next phase.

With this leadership change have come other transitions across the organisation. I would like to thank the staff of KWILS for their dedication, openness and ongoing commitment to supporting all those we serve across the Big Rivers region.

Finally, thank you to our community and stakeholders for your ongoing support. It is a privilege to serve as Chair and to support the critical work that KWILS delivers every day.

**Kaitlin Fitzpatrick**

**Chair | Katherine Women's Information and Legal Service (KWILS)**





# Message from the CEO



Stepping into the role of CEO at KWILS has been an exciting ride – full of energy, challenge and opportunity.

A huge thank you to Siobhan Mackay, KWILS' CEO for over three years (and previously a Management Committee member), who handed over the reins to me in January 2025 – right as the mercury hit a relentless 40 degrees. Siobhan, your passion, drive and expertise have shaped this organisation, and we're thrilled you've stayed close.

Moving to the Northern Territory after many years overseas and on the east coast has been a unique and formative experience. KWILS is truly at the frontline, supporting communities from our Katherine base to remote towns like Kalkarindji and Ngukurr. It's been a steep learning curve, but every day I see the impact our work has on the lives of women and gender diverse people across the Big Rivers region.

Our legal team may be compact, but it is mighty. What we need most are skilled legal professionals ready to bring their expertise, walk alongside communities and make a real difference. The opportunities here are enormous – and the potential for meaningful impact is what drives all of us at KWILS.

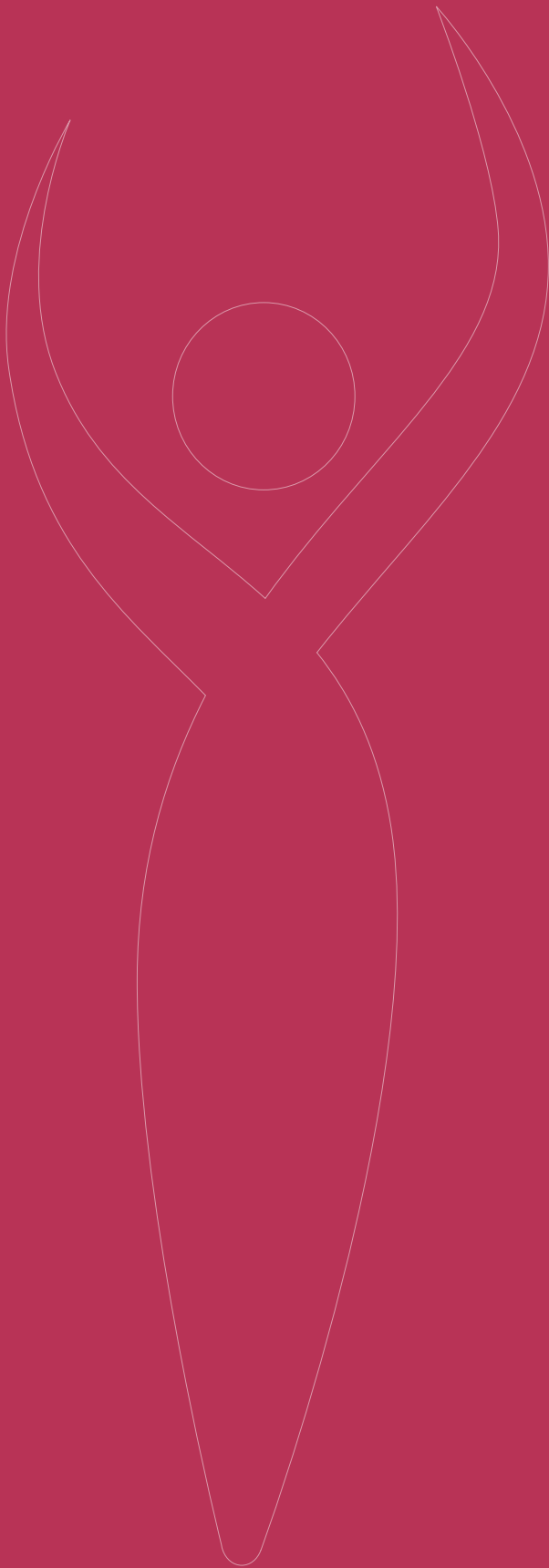
As Siobhan wrote in last year's report, "KWILS does law different". Our relationship-based model, guided by feminist and community-centred principles – self-determination, authenticity and always understanding and sharing "the why" – remains at our core. You left something special, Siobhan, and as you predicted, we did indeed work with more women than ever before.

What follows, with thanks to my dedicated colleagues, reflects this past year's achievements, challenges and lessons. I am deeply grateful to them, to our volunteer Management Committee for their expertise and time, to our allies and friends, and most especially, to our clients for their trust. As Kaitlin mentioned on the previous page, we hope our new strategic direction continues as a shared journey toward justice and equity.

With eternal thanks and hope.

**Hannah George**

**CEO | Katherine Women's Information and Legal Service (KWILS)**







# 01

## Our Impact



# Our impact at a glance

## (2024–25)

In 2024–25, KWILS supported 450 women, children and families through more than 1,500 instances of legal help, advocacy and practical support. Across the Big Rivers region and beyond, our work provided safety, connection, and real pathways to justice for those experiencing – or at risk of – violence and disadvantage.

### Who we worked with

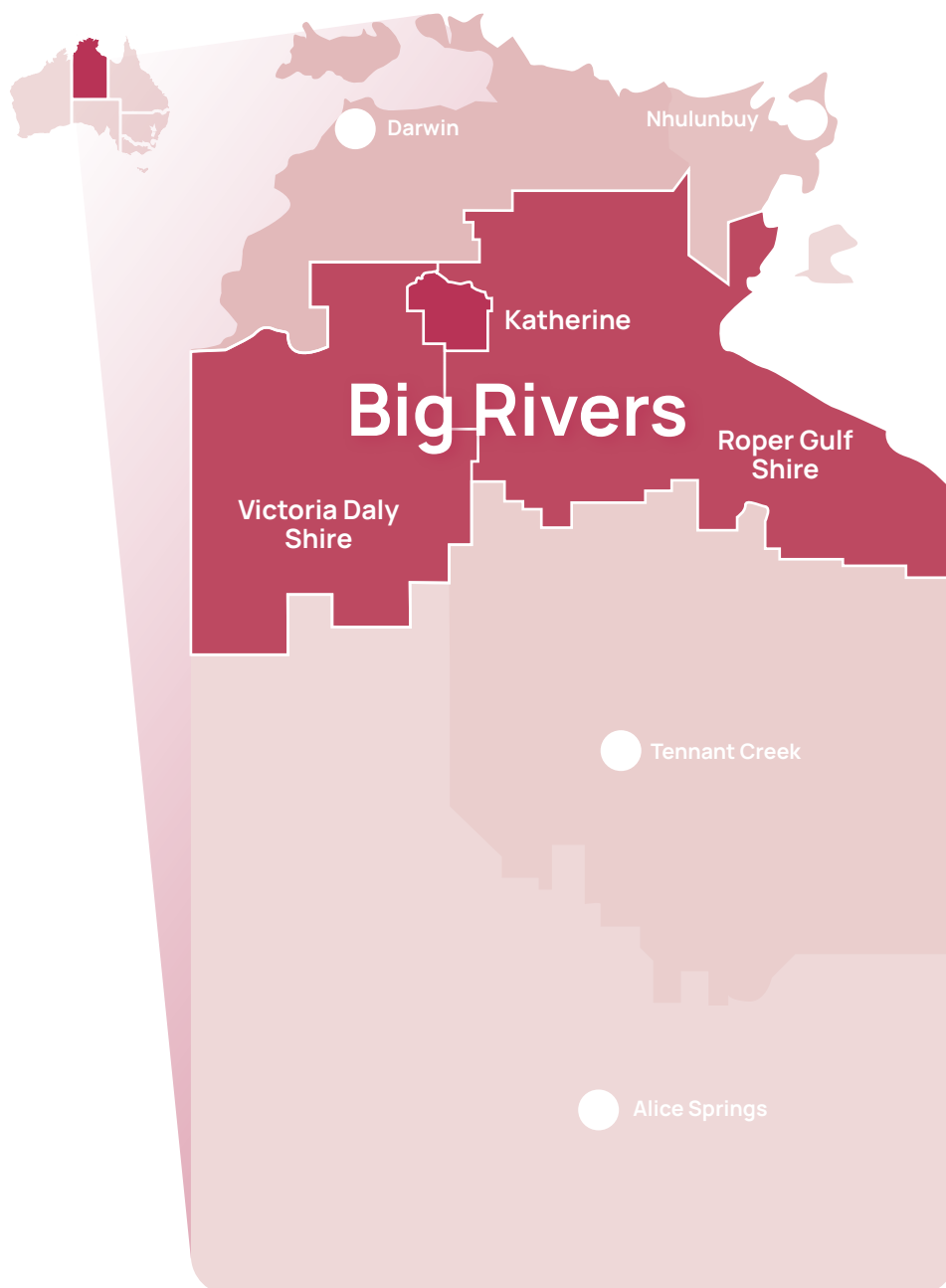
<b>4 in 5</b> of our clients were Aboriginal or Torres Strait Islander.	<b>All</b> came from remote or very remote areas	Nearly <b>all</b> were experiencing financial disadvantage.
Almost <b>every client</b> was experiencing or at risk of domestic and family violence.	<b>2 in 5</b> were single parents or carers.	<b>1 in 8</b> lived with disability or mental illness.
Nearly <b>1 in 3</b> were experiencing homelessness.	<b>1 in 4</b> spoke a main language other than English.	<b>1 in 9</b> were under 25 years of age.



## Where our clients live

KWILS' work spans the Big Rivers region, which includes the local government areas of Katherine, Roper Gulf and Victoria Daly, covering an enormous **340,000 square kilometres**.

Our clients are spread across towns, communities and remote areas, reflecting the diversity and reach of the region. While Katherine is our base, we also support people in more distant communities, ensuring access to safety, legal assistance and connection regardless of location.



## What we helped with

In 2024–25, KWILS supported women, children and families across a wide range of legal and practical issues.

# 2 in 3

Nearly 2 in 3 matters involved domestic, family, or sexual violence.



# 1 in 4

Around 1 in 4 were family law matters.



+

# 1 in 5

1 in 5 involved child protection.



# 1 in 5

1 in 5 related to victims of crime compensation.





# 1 in 7

1 in 7 involved  
employment, debt, or  
social security issues.



# 1 in 9

1 in 9  
concerned  
housing.

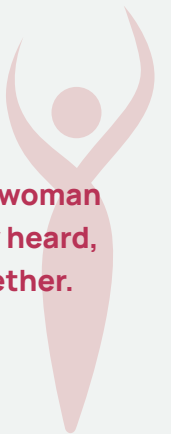


# 38 women

38 women were provided  
emergency financial support.



Every number represents a woman  
or family supported, a story heard,  
and a safer future built together.



# Safety and justice

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## Protecting women's safety and rights

In 2024–25, KWILS remained steadfast in its mission to uphold the safety, dignity and legal rights of women, children and gender diverse people across the Big Rivers region and beyond. As a specialist gendered violence legal service, we recognise that violence impacts all areas of life – family, safety, housing, parenting, and more. Every legal matter is deeply personal, often touching multiple aspects of a client's life, which is why KWILS approaches each case with compassion, expertise and a commitment to holistic outcomes.







S  
Katherine  
**KWILS**  
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E [info@kwils.com.au](mailto:info@kwils.com.au)  
[www.kwils.com.au](http://www.kwils.com.au)

**PASSPHRASES**  
HELP KEEP OUR MOB  
SAFE ONLINE









Our team prioritised legal advice and casework for clients affected by domestic and family violence, child protection, family separation, and broader community safety issues. Often described as the place people turn to when legal issues arise from their relationships, KWILS supports clients from all socio-economic backgrounds, walking alongside them during some of the most vulnerable and complex periods of their lives. Many clients face additional barriers, including geographic isolation, limited services and systemic inequities, which can compound trauma and create significant legal challenges.

This year, KWILS provided urgent Domestic Violence Orders, family law support, and child protection advocacy, often coordinating emergency relocations, securing short-term accommodation, and liaising with police and other services. Our legal team works collaboratively with clients to assess options, identify risks, and make informed decisions that prioritise safety and agency. Beyond direct legal assistance, we provide guidance on intersecting issues, including housing, employment, and social security access, recognising that safety and justice extend beyond the courtroom.

**“[I] want to thank you again for all of your assistance with my matter. You showed compassion and empathy towards me as a human whilst providing me with all the legal options I had with great detail and professionalism. I (unfortunately) have seen a few different lawyers for this matter and you have been by far the best I have worked with. Anyone is very fortunate to have you as their lawyer. Truly thank you. You made me genuinely feel safe and heard.”**

#### **- KWILS client**

Clients trust KWILS to guide them through complex legal processes while maintaining their dignity, safety, and independence. For many, KWILS is the first – and sometimes only – service they can rely on when facing immediate threats or enduring systemic barriers. Every action, from advocacy to case management, is rooted in trauma-informed and culturally safe practice, reflecting our unwavering commitment to access to justice for all, regardless of income, identity or location.

# Healing and support

## Trauma-informed, culturally safe practice

KWILS recognises that legal issues do not exist in isolation. Many women we support are navigating complex social, cultural and personal challenges alongside legal matters. Our Support Team provides trauma-informed and culturally safe assistance designed to strengthen wellbeing, build confidence, and enable clients to engage effectively with the legal system.





In 2024-25, the team worked alongside clients to address non-legal issues affecting their legal matters – housing insecurity, financial stress and personal safety – while offering practical guidance and emotional support during appointments. By embedding culturally responsive approaches, the team ensures clients feel heard, respected and empowered. These practices are particularly crucial in remote communities, where barriers to services and historical inequities can exacerbate vulnerability.

The Support Team provides vital cultural leadership and lived-experience expertise, bridging clients and the legal team. Trauma-informed practices were refined this year to ensure they are meaningful for clients and sustainable for staff. KWILS supported a number of events that bring our community together, including NAIDOC, Barunga Festival and the Big Rivers Youth Careers Expo, as well as participated in the Indigenous Allied Health Australia National Conference, sharing KWILS' work and strengthening professional knowledge. Cultural awareness sessions for staff focused on safe and respectful community engagement.





Ongoing training and process improvements reduce duplication, so clients only share their stories once. Looking ahead, the Support Team will continue expanding mental health and wellbeing capability, ensuring women across the Big Rivers region receive holistic, culturally safe support.

**“Attending the IAHA Conference reminded me how powerful our voices are as First Nations workers. Presenting our session about the KWILS Support Team gave others insight into our work with women across the Big Rivers region and how we walk alongside them in healing. It built my confidence and showed me that our stories, our ways of working, and our culture are our biggest strengths.”**

**- Sharlene Phillips,**  
Indigenous Client Support Worker







Annual Report 2024-2025

# NATIONAL EXC ALLIED HEALTH



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# Community engagement and partnerships

## Walking alongside community

**KWILS recognises that lasting change begins with relationships grounded in trust, respect and cultural understanding. In 2024–25, our engagement and partnership work strengthened these connections, ensuring women and families across the Big Rivers region could access support that is safe, responsive and culturally informed.**

Key partnerships this year included ongoing collaboration with the Ngukurr and Wugularr Safe Houses, the Banatjarl Strongbala Wimun Grup, the Katherine Women's Crisis Centre, and other local women's groups and community allies. These relationships have strengthened referral pathways, deepened cultural understanding, and ensured our services meet the real needs of the communities we serve. By working closely with trusted partners, KWILS is able to provide holistic support that combines legal assistance with community-led initiatives promoting safety, wellbeing and self-determination.

At KWILS, we understand that sustainable change cannot be imposed; it must be built in partnership with communities. We approach engagement deliberately, going only where invited, and prioritising collaboration with like-minded feminist organisations that share our values. This approach ensures that our presence is meaningful, respectful and long-lasting, avoiding “service fatigue”.

Our relationship-based approach takes many forms. During visits to women's safe houses, staff prioritised connection through everyday activities – like shared fishing trips – which created space for open conversation in a relaxed environment. We also partnered with the Aboriginal Interpreter Service to deliver two-way language learning, improving our ability to listen, understand and communicate effectively across cultures.

These partnerships are not just about service delivery – they are about building trust, understanding and agency. By walking alongside communities and their local leaders, KWILS ensures that women feel seen, heard and supported. These strong connections lay the foundation for advocacy, coordinated responses to gendered violence, and community-led solutions that create lasting impact.









# Advocacy and systemic change

## Influencing policy, law reform and community outcomes

**At KWILS, we recognise that legal issues rarely exist in isolation. Social, economic and cultural factors – including housing insecurity, income inequality, and the ongoing impacts of colonisation – directly shape justice outcomes. Our advocacy work aims to address these intersecting challenges by combining legal expertise with deep community engagement.**

In 2024–25, KWILS strengthened partnerships at both territory and national levels, engaging with our NT women's legal and social service partners, the national women's legal network, and both the NT and national community legal centre associations. Through these and other collaborations, we have contributed our practical insights from working in the Big Rivers region to consultations, research projects and law reform submissions.

Our advocacy efforts are firmly grounded in local experience. We work closely with community allies and women's groups, including safe houses and grassroots organisations, to ensure that the voices of those most affected by gendered violence and legal inequities inform policy change. This year, KWILS contributed to law reform and policy initiatives on many issues including:

- Proposed amendments to the Care and Protection of Children Act and the Domestic and Family Violence Act
- Forced marriage and youth justice reform
- The Northern Territory Homelessness Strategy
- Development of the National Aboriginal and Torres Strait Islander Family Safety Plan
- Addressing coercive control for First Nations women
- Police training programs and reforms to improve responses to domestic, family, and sexual violence
- Reviews of the Aboriginal Child Placement Principle and related child protection legislation



KWILS also collaborated with the Katherine West Health Board on the early design of a remote-area Health Justice Partnership, a pilot model that integrates legal and health services to provide culturally responsive support in the very remote communities of Lajamanu and Kalkarindji. This partnership exemplifies our commitment to solutions that are co-designed with communities, recognising that systemic change is most effective when led by those directly impacted.

Our dual approach – working with peak legal networks while maintaining close connections with local women’s groups and community allies – ensures that our advocacy is informed, practical and grounded in lived experience. Whether contributing to parliamentary submissions, supporting joint advocacy campaigns, or engaging in community-led initiatives, KWILS is committed to amplifying the voices of women in Katherine and the Big Rivers region and achieving meaningful, lasting systemic change.









02

# Our Team



# Our staff

## Building skills, supporting our people

**At KWILS, we know that a strong, supported team is the foundation for better outcomes for our clients. In 2024–25, we continued to invest in our people through professional development, wellbeing initiatives, and opportunities for reflection and growth.**

This year:

- Team members participated in a range of development opportunities, including targeted legal and soft skills training, designed to build confidence and capability. These opportunities ensure our workforce remains skilled, informed, and grounded in best practice.
- Wellbeing was supported through Employee Assistance Programs (EAP), external supervision, regular check-ins, and informal connection opportunities such as afternoon teas and team days.
- Workforce sustainability remained a priority, as we worked to foster a culture that is supportive, resilient and values-driven.

Reflective practice and continuous improvement guided us in reviewing and revitalising KWILS' governing policies and procedures. Staff collaborated to articulate shared values and envision the future of KWILS – a process made all the more meaningful amid rising family violence rates and shifting political contexts in the region.

Professional development highlights included a two-way learning session with the Aboriginal Interpreter Service, where interpreters and legal staff took part in mock interviews and shared insights through practical scenarios. The session created a safe space for dialogue: interpreters asked questions about legal processes, while legal staff gained guidance on communicating effectively with clients from non-English speaking backgrounds.

Community engagement also strengthened staff skills and understanding. Time spent in Ngukurr and Wugularr, working alongside women in local safe houses, deepened relationships, informed service delivery, and reinforced KWILS' commitment to community-led engagement.







“I have learnt so much, and experienced a lot. I have had opportunities to spend time in community such as in Ngukurr through our Safe House partnership, and at Barunga Festival. I have been honoured to hear our clients’ stories and help them achieve what they need to be safe.”

**Mahalia Crawshaw,**  
Solicitor

Staff wellbeing remained a strong organisational focus, recognising that a healthy and connected team underpins sustainable service delivery. Weekly stretch sessions, birthday morning teas, team connection days, flexible work arrangements, and an open, supportive culture all contributed to staff balance and morale.

KWILS is proud of the dedication, compassion, and professionalism of its people. Their resilience and commitment continue to strengthen both our services and our impact in the Big Rivers region, ensuring women and families receive high-quality, culturally safe, and trauma-informed support.



# Our Management Committee

KWILS is guided by a team of passionate women and gender diverse leaders who are committed to justice, safety and equality for women across Katherine and the Big Rivers region. Each member brings their own skills, experience, and lived knowledge, working together to ensure that KWILS remains responsive, accountable and community-led.

Our Management Committee is volunteer-led and member-elected, representing a diverse cross-section of the community. These dedicated leaders generously give their time and expertise to guide KWILS' strategic direction, ensuring our services meet the real needs of the women and families we support. Their work strengthens our governance, upholds transparency, and helps us create lasting impact - because meaningful change happens when we listen to, and act on, the voices of the community.

Through their commitment, insight, and advocacy, our committee members play a vital role in advancing social justice, improving access to legal services, and supporting women in crisis throughout the region.

## 2024-2025 members

- Kaitlin Fitzpatrick - Chair
- Page McMillan - Deputy Chair
- Simone Norris - Secretary - resigned 15 April 2025
- Olive Fawkner - Treasurer - joined 21 November 2024 and resigned 22 April 2025
- Natasha Reece
- Michelle van Zanden
- Cherie Bush - joined 28 May 2025
- Tammy Frean - resigned 11 June 2025
- Tiffany Davey - resigned 21 November 2024
- Samantha Phelan - joined 21 November 2024 and resigned 11 June 2025
- Toni Tapp Coutts - joined 21 November 2024 and resigned 28 January 2025













03

# Our Finances



# Our Finances

In the 2024–2025 financial year, KWILS' consolidated income was \$2,115,362, compared with \$2,346,879 in the previous year. The majority of our funding was provided through agreements with both Commonwealth and Territory Government departments, as summarised in this chart.

We are also grateful to the Northern Territory Government for their in-kind support through the provision of office accommodation in Katherine.

This year, KWILS reported a small deficit of \$542, compared to a surplus of \$336,040 in 2023–2024. Despite this, we ended the year in a strong financial position, with positive net assets of \$1,296,204. This includes:

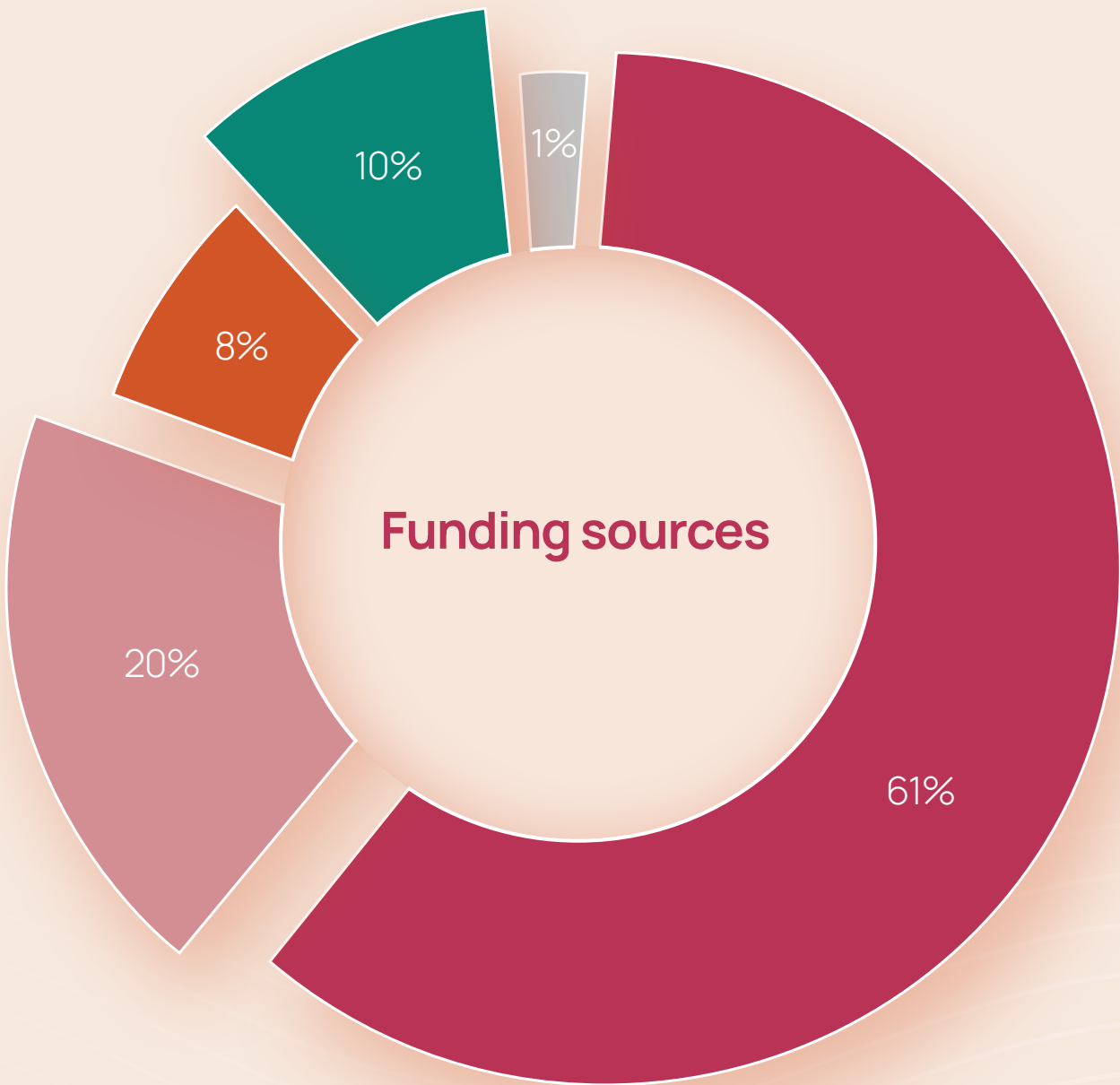
- **An operating reserve of \$900,000, maintained to ensure KWILS can continue operating in the event of the sudden loss of a major funding source.**
- **Grant funding of \$56,553, held to deliver multi-year program agreements.**

KWILS remains committed to responsible financial management and long-term sustainability, ensuring that we can continue to provide high-quality legal services and support to women and families across the Big Rivers region.

For the full, audited financial report for 2024–25, please visit: [www.kwils.com.au](http://www.kwils.com.au) or call us on (08) 8972 1712.







Commonwealth Attorney-General's Department

National Indigenous Australians Agency

Interest

Northern Territory Attorney-General's Department

Northern Territory Department of Children and Families

# Statement of profit or loss and other comprehensive income

For the year ended 30 June 2025

REVENUE	2024/2025	2023/2024
Government Grants	\$2,079,275	\$1,998,320
Interest revenue	\$26,173	\$17,798
Management fees	-	\$325,561
Gain on sale of assets	\$10,909	-
Other income	-\$995	\$5,200
<b>Total revenue</b>	<b>\$2,115,362</b>	<b>\$2,346,879</b>

EXPENSES	2024/2025	2023/2024
Depreciation	\$16,179	\$16,301
Employee benefits expense	\$1,613,482	\$1,246,865
Motor vehicle expenses	\$7,457	\$15,597
Management fees	-	\$325,563
Operational expenses	\$366,989	\$384,938
Program costs	\$101,797	\$21,575
<b>Total expenses</b>	<b>\$2,115,904</b>	<b>\$2,010,839</b>
Surplus/deficit before income tax expense	-\$542	\$336,040
Income tax expense	-	-
Other comprehensive income for the year, net of tax	-	-
<b>Total comprehensive surplus/deficit for the year</b>	<b>-\$542</b>	<b>\$336,040</b>





# Statement of financial position

As at 30 June 2025

ASSETS	2024/2025	2023/2024
Current assets		
Cash and cash equivalents	\$1,487,468	\$1,781,933
Trade and other receivables	\$12,000	\$5,500
Other	\$11,465	\$10,076
Total current assets	\$1,510,933	\$1,797,509
Non-current assets		
Property, plant and equipment	\$46,931	\$63,109
Total non-current assets	\$46,931	\$63,109
Total assets	\$1,557,864	\$1,860,618

LIABILITIES	2024/2025	2023/2024
Current liabilities		
Trade and other payables	\$60,359	\$63,158
Revenue in Advance	\$56,553	\$358,511
Provisions	\$103,988	\$101,324
Accrued expenses	\$40,760	\$40,879
Total current liabilities	\$261,660	\$563,872
Total liabilities	\$261,660	\$563,872
Net assets	\$1,296,204	\$1,296,746

Equity		
Retained surpluses	\$1,296,204	\$1,296,746
Total equity	\$1,296,204	\$1,296,746

# Statement of changes in equity

For the year ended 30 June 2025

	Retained profits	Total equity
Balance at 1 July 2023	\$960,706	\$960,706
Surplus after income tax expense for the year	\$336,040	\$336,040
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year	\$336,040	\$336,040
Balance at 30 June 2024	\$1,296,746	\$1,296,746
Balance at 1 July 2024	\$1,296,746	\$1,296,746
Deficit after income tax expense for the year	-\$542	-\$542
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year	-\$542	-\$542
Balance at 30 June 2025	\$1,296,204	\$1,296,204





# Thank you!

We would like to thank the following partners and allies for their support of KWILS over 2024-2025.

## For the financial support

Australian Government Attorney-General's Department  
Katherine West Health Board  
Legal Aid NT  
National Indigenous Australians Agency  
NT Attorney-General's Department  
NT Department of Children and Families  
NT Legal Practitioners Fidelity Fund

## For the pro bono support

Ashurst  
Lander & Rogers

## For the in-kind support

DV collective  
Knit4Charities  
NT Department of Corporate and Digital Development  
Share the dignity

## For being wonderful allies and part of our community

Aboriginal Interpreter Service  
AnglicareNT  
Bagala Aboriginal Corporation  
Banatjarl Strongbala Wimun Grup  
CatholicCareNT  
Darwin Community Legal Centre  
Economic Justice Australia

Jawoyn Association  
Kalano Community Association  
Katherine West Health Board  
Katherine Women's Crisis Centre  
Legal Aid NT  
Mission Australia  
North Australia Aboriginal Family Legal Service  
NT Police Force  
NT Working Women's Centre  
Ngukur Safe House  
Salvation Army  
Sunrise Health Service  
SupportLink  
Wesnet  
Wugularr Safe House  
Wurli Wurlinjang Health Service

We also extend our heartfelt thanks to our sister organisations and colleagues across the sector, including Women's Legal Services Australia, the NT Association of Community Legal Centres, Community Legal Centres Australia, and the Northern Territory Council of Social Services. Your collaboration, guidance and shared commitment to justice and equity continue to strengthen our work and the broader legal support network for women and families across the Northern Territory.





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Katherine NT 0850**

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**Open 8:00am to 4:30pm,  
Monday to Friday**