



NYOONGAR
OUTREACH SERVICES

ANNUAL REPORT 2018/2019



ACKNOWLEDGEMENT

We wish to acknowledge the traditional owners of the land on which we work the Whadjuk (Wadjak) Nyoongar people.

We acknowledge and show our respects for our elders, past, present and emerging, and thank them for their continuing culture and the contribution they make to the life of our community, both now and in the past.

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OUR VISION

Positive working relationships with Aboriginal people and the wider community to affirm community safety and harmony in public spaces.

OUR MISSION

Consistent and continual 'street level' early social intervention to Aboriginal people who are vulnerable and at risk of self-harm, low level violent behaviour, entering the criminal justice system, homelessness, substance abuse or mental health episodes.

OUR VALUES

Respect; Safety; and Harmony.

OUR GOAL

Timely and culturally responsive support to the vulnerable, through leadership and partnerships, to ensure that Aboriginal issues and unmet needs are addressed.

About Us

Nyoongar Outreach Services Inc (NOS), is an Aboriginal not for profit organisation registered with the Australian Charities and Not-for-Profits Commission (ACNC).

Founded as a response to issues identified in Northbridge, NOS has grown to provide community based services throughout the Perth metropolitan area including Northbridge, Burswood, Fremantle, Midland, Belmont and Vincent, along the South-Eastern Corridor to Armadale and to the Northern Corridor.

NOS works to support:

- Aboriginal people in public places;
- young Aboriginal people at risk;
- homeless, ill, unsafe or displaced Aboriginal people;
- Aboriginal groups with a high risk of being associated with predators, physical damage and criminal justice system; and
- the general population.

NOS promotes and fosters self-respect and trust in our clients, influencing them to make better

life choices and access the valuable services available to them. It supports clients to make their own decisions about their future and provides the connections and support required to make positive changes. These includes education, health, mental health, family connections, accommodation or lifestyle changes.

NOS works closely and collaboratively with Government agencies and other not-for-profit services.

The diagram below is a dashboard of our 2018-19 Business Activity.

OUR FOCUS

The Nyoongar Outreach Services':

- Maintain a street presence by undertaking regular foot and mobile patrols.
- Assist people to access appropriate services and agencies by making referrals.
- Work towards defusing conflicts through mediation.
- Identify health and welfare needs of Aboriginal people and make appropriate referrals.
- Organise short and long-term accommodation options for the homeless.
- Improve public relations with the business community.
- Make referrals to sobering up centres, refuge centres, or crisis accommodation.
- Provide diversionary transport to a safer place.
- Improve co-operation between Aboriginal people and the law.

Our Business Model



Nyoongar Outreach Services Inc, prides itself on its capacity to transform the lives of the most vulnerable Western Australians. It is not unusual for our clients to grow, transform and indeed become our future workforce. Our staff are loyal to our purpose, charter and impact on our community, as they too have been the beneficiaries directly or indirectly of our service. Our Business model helps us help others in need.

\$
2M

2018 - 19
Operating
Budget

PEOPLE

26,623 client contacts
84% Adults
16% Children and Youth
5 Aboriginal Board Members
26 Staff
10+ Service Partners
16 Strategic Stakeholder Forums

PLACES

35 Mobile & foot outreach services
9 Locations across Perth
3 Times a week
15+ Community events
2 Facilities (headquarters and support service hub)
72% Alcohol Impacts
12% Drug & Substance Impacts
11% Homelessness
1% Volatile Substance Misuse
1% Mental Health

PREVENTION

Day 9-7pm
Night 8pm-4am
Patrols
Youth Empowerment Service Referrals
Intensive Care Management
Aboriginal Acute Care Coordination
Patient Transfers Outreach Service
Volatile Substance Use Data Collection

THE EXECUTIVE COMMITTEE



Ms. Dawn Wallam
Chairperson

Dawn Wallam is a Co-founder and long-standing committee member since 1998. Currently elected Chairperson since 2016. Dawn is a Wadandi woman of the Nyoongar Nation.

As the Chief Executive Officer of Yorganup Association Incorporation, Dawn brings a wealth of skills, knowledge and 40 years' experience to the community service sector. She is highly committed to ensuring excellence in governance and service provision and has a passion for improving the well-being of Aboriginal children.

Dawn proactively represents Aboriginal children's issues and broader community and social impacts at local, state, national and international forums. Her experience includes terms as the National Chairperson of the Secretariat National Aboriginal Islander Child Care [SNAICC] and also founding signatories of the Sub Group on Indigenous Children to the United Nations Working Group on the Rights of the Child in 2005.

In 2018, Dawn was the recipient of the Community Services Excellence Award for Excellence in Leadership and continues to be a practice leader in community advocacy and responsiveness in both paid and voluntary community work and self-education.

Dawn has undertaken tertiary studies to develop knowledge, skills and abilities and to gain a broader perspective and enhanced understanding of community needs, maximising her potential to foster best practice in herself and others.



Mr. Neville Collard
Vice Chairperson

Neville Collard was elected Deputy Chair in 2016. Neville is a long-standing committee member, inaugural Chair and Co-founder of Nyoongar Outreach Services Inc. since 1998.

A former WA Aboriginal Affairs Ministerial Advisor, Neville has been instrumental in building the Aboriginal community service sector within Government. He has many years of experience in the justice system and various government agency sectors.

Neville continues to build community services as an active member of Nyoongar Outreach Services Inc. He is well recognised for his expertise in cultural understanding as a provider for Cultural Security Competency and Training across the sector.



Ms. Barbara Stack
Treasurer

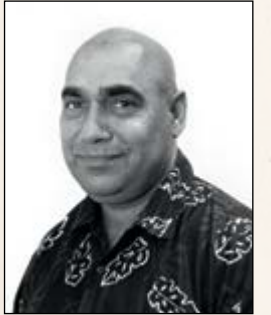
Barbara Stack was elected Community member in 2010. Barbara brings significant outreach operational experience to the Board, having formerly served as the Nyoongar Outreach Services Inc, Outreach Co-ordinator for seven years before joining the Board.

Barbara continues to serve the local community and most vulnerable in her health worker role with the Derbarl Yerrigan Health Service. Barbara's passion is to advocate strongly for improved outcomes for Aboriginal people with chronic health conditions and to improve access to appropriate health services across metropolitan and regional areas.

Mr. Jeremy Garlett
Secretary

Jeremy Garlett was elected Community member in 2010. Jeremy was a founding member of the Western Australian Aboriginal Media Association Aboriginal radio (6NR) and continues to be a popular Aboriginal radio presenter with Nyoongar Radio 100.9FM. A long serving member of the WA Police Service, Jeremy worked in Metropolitan police stations from 1995 to 2014. He brings many years of community policing expertise to the organisation.

Jeremy's past-experience includes Manager of Bloodwood Tree Association Inc, Youth Accommodation. He has studied broadcasting and community services at Curtin University.



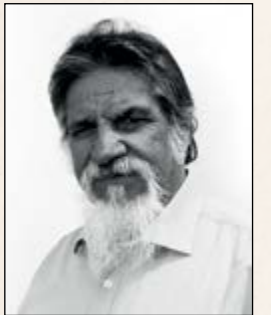
Mr. Farley Garlett
Public Officer

Farley Garlett was elected community member in 2010 and holds the position of Public Officer. Between 2010 and 2016 he served as Chairperson. Farley brings extensive community development experience and strategic leadership to the service.

Currently, Mr Garlett is board member to Mandjah Boodjah Aboriginal Corporation; Nyoongar MiaMia; Nyoongar Language; Balldong Elders Advisory; Whadjack Elders Committee; City of Perth Council Elder's Advisory Committee; and City of Fremantle Aboriginal Advisory Committee.

Previously, he was elected as the Chairperson, Perth Noongar Regional Council; the Aboriginal and Torres Strait Islander Commission (ATSIC) from 1999 to 2002; and then was elected as the WA ATSIC Commissioner holding critical national leadership, advocacy and negotiating roles within Commonwealth Government.

Farley's extensive experience spans Community Relations roles with mining companies in the Western Desert and South West of Western Australia.



CHIEF EXECUTIVE OFFICER



Ms. Maria McAtackney

Maria McAtackney has served as the Chief Executive Officer since 1999.

Maria leads the strategic planning and operational decision making within the organisation.

Maria's has significant and long-standing work experience in Indigenous health and community safety. Her career spans 30 years in senior and executive management roles within the domain of employment and project planning; implementation and evaluation in the areas of training; employment; social development; crime prevention; and community safety.

Maria holds a Master of Business Administration, Graduate Diploma Human Resources Management, and a Bachelor of Arts in Behavioural Studies (Edith Cowan University).

Maria has previously been awarded the 1996 WA non-Indigenous Person of the Year Award and is a Professional Member of Australian Institute of Management.

Our Progress Reports

Chairperson's Report

Nyoongar Outreach Services Inc, is a long-standing reputable organisation, established to help our most vulnerable Aboriginal Western Australians and in the process serving the broader Perth community. We are a client centred service that consistently responds to itinerants; homelessness; youth at risk; and critical social and cultural issues in public places and hotspot areas.

Founded in 1998 as the Nyoongar Patrol, we have a long history of being present on the streets after dark, helping prevent and respond to concerns. We advocate for social inclusion; equity of justice; and respite for Aboriginal people exposed to conflict and harm at critical times.

Night patrols was our point of difference and initial service strength. When the Federal Government stopped funding many Aboriginal patrols in Western Australia 10 years ago, we continued to flourish. We have sustained our service and grown simply due to our evidence-based outcomes; community support; good governance; superior stewardship of resources; and leadership excellence.

We have grown from a night patrol to facilitating a full-service system to our clients who have been met by rejection; failure; distrust; distress and displacement from

others. There is no other not for profit service in Perth that knows Aboriginal homelessness; itinerants; and the social impact of the night as we do.

In 2018 we received international recognition for our service by author Patrick Sharkey when we featured in his publication *Uneasy Peace: the great crime decline, the renewal of city life and the next war on violence*, supported through the New York University and University of Western Australia Law Schools. To be recognised in New York, the city that never sleeps, and be featured as an international success story of leading practice is testament to who we serve, how we serve and why we continue to serve our vulnerable people.

Since inception, we have had staff on the front line. Many of them have experienced hardship and distress in their own life journey. It's in and through their resilience, that they have become the lifeline support to others. We are committed to life-long help, healing and cultural connections.

Our staff are the true assets of our service. They know our clients, culturally, socially and historically. With that insight, our staff respond to our clients' immediate need for safety, kinship, advice and advocacy. Over time our long-standing working relationship with clients has included case

management; referrals to other services; case-based policy and practice; input to Local, State and Commonwealth Government and the community service sector.

This year we reach a significant business milestone – we purchased our second office space adjacent to the current office. This neighbouring facility will become a Nyoongar community service hub, providing the space needed for future growth, accommodating clients, stakeholders and business partners in a purpose built environment. We have a bright business future because we remain focused on what we do best and that is to stand in the gap and support those who may not be in a situation to protect, support and effectively advocate for themselves.

Thank you to the board, CEO and staff for yet another great year.

Dawn Wallam
Chairperson



CEO'S Report Ms. Maria McAtackney

Our focus has always been about prevention; protection; and as required transportation out of harm. As the CEO who grew this organisation over the past 20 years, we not only adhere to our values of respect, safety and harmony; we enact them in all that we do. This includes, but is not limited to, contributing to preventative youth justice projects and programs; reducing children and young peoples' exposure to harm and street life; and helping families seeking help to recover from critical incidents and intergenerational trauma.

It has been another busy and rewarding year for Nyoongar Outreach Services Inc (NOS), with the extension of funding contracts until June 2019 providing another year of financial stability, during a period of time when the sector has experienced great change. I am grateful for the ongoing support

of our stakeholders, funding organisations and service partners. I look forward to further working with them to continue to secure service funding into the future and support the ongoing sustainability and growth of this vital service.

Over time our service has evolved from patrols; to policy input; and direct case management. Through this work we have created culturally responsive care, through a model tailored for clients with complex needs. These complex needs require us to advocate and form strategic; practical; and logical partnerships across Perth. Our service/client mix is manageable and scalable to match our funding terms and conditions and our organisations capacity to maintain our core services.

NOS partnerships are client focused, because our number one priority is to reduce the vulnerability of our clients when they find

themselves in situations that require a targeted and timely critical response. We care, and have built a strong reputation and brand in Western Australia. We continue to be invited into neighbourhoods and are funded accordingly.

We are an organisation that is on a continuous improvement journey both within our organisation and the impact we have with our partnerships and community. The Service was founded to help and be present for Perth's most vulnerable Aboriginal people experiencing homelessness, conflict or exposure to hardship.

Our business model is based on culturally responsive and timely service to reach the vulnerable. We work closely with Local, State and Commonwealth Governments. They fund us to meet, help and respond to those at risk, when all other services are either closed for the





day or have a set service reach.

We are respected and known for never giving up on our clients. We understand that individual issues are impacted by broader historical factors which no single event or activity in isolation can resolve.

Our success is predicated on strong foundational relationships built on trust and care. Our staff and indeed our brand, have been ever present in the community and in street patrols. Over the past two decades we have been active in case managing the most complex clients. Our reputation is one where we are invited to partner with others across the community service sector. We advocate for the most vulnerable Aboriginal Western Australians, ensuring their immediate needs are being met at their most critical moment of vulnerability. Resilience only comes when you feel safe, you feel heard and you have someone you trust.

I am pleased to note that we are in a strong position to meet the challenges of the next year and achieve the goals of our Strategic Plan. Once again, thank you to our

staff and our Executive Board members who provide such clear professional direction and support. In particular, my thanks and congratulations go to the Chairperson of the Executive Committee, Dawn Wallam. Her support and guidance has been invaluable to me, and whose many years of experience and achievements were recognised as a finalist at the 2019 Community Service Excellence Awards.

Maria McAtackney
Chief Executive Officer



Our Purpose



Our Objectives

- To provide outreach services with partner Councils and agencies to increase safety and harmony for ALL members of the community.
- To engage and refer people (in outreach target areas) to the relevant agencies and/or implement diversionary or safety measures.
- To promote partnership and co-operation with other organisations to ensure appropriate, effective responses in service provisions.
- To maintain the strong reputation of the organisation and enhance respect for the Aboriginal community.
- To remain a strong viable organisation.
- To continue to develop and improve comprehensive client support models.

Our Background

Nyoongar Outreach Services Inc (NOS), was established as Nyoongar Patrol Systems in 1998 and incorporated in 2001. Initiated by a group of Aboriginal people, government and non-government agencies with a vision of providing culturally appropriate services to young, unsupervised people who were at risk of moral danger and coming into contact with the criminal justice system. Originally the service focused solely on the night precinct of Northbridge. However, this has expanded over the years, both geographically and in our breadth of service to become an integral, widely recognised and respected Aboriginal Not-for-profit organisation.

NOS is the only night and day Aboriginal Outreach Service that provides outreach support outside of traditional working hours to service target areas in the Perth metropolitan area.



Our Services

Nyoongar Outreach Services Inc, (NOS) provides frontline contact; patrols; case management; and strategic insights into effective service delivery models in an ever changing and scalable service mix.

There are many social and economic push/pull factors that leads to increased Aboriginal visibility in public spaces, as well as increased Aboriginal itinerants, homelessness, conflict and vulnerability.

At times the issues and the visibility of need is beyond the control of any individual and is often linked to lack of access to services; accommodation; family support; and remedies to long standing life issues and intergenerational trauma.

OUR SERVICES

Our Service Spectrum

Our services are on a spectrum offering three tiers of service. We:

- react to community impacts and conflicts;
- respond to cultural and social considerations and emerging or anticipated issues; and
- build resilience through on going contact and case management with our clients.

Our services are known to be integral to significantly reducing individual and community conflict, vulnerability of the at risk. We:

- proactively engage and assisting people through street patrols and outreach;
- offer culturally responsive client case management, specialising in complex needs;
- implement preventative Aboriginal Safety Partnerships with Local Governments and WA Police;
- provide transportation service partnerships with Royal Perth Hospital for targeted Aboriginal clients;
- facilitate community partnerships with not for profit agencies to streamline client referrals; and
- access safe-haven for Aboriginal people who are vulnerable, at risk and exposed to moral dangers.

We Stand in the Gap and simply:

- provide an alternative support structure;
- identify alternative less risky options for Aboriginal people;
- remove the person from conflict, as and if required;
- locate family and next of kin and a home base for those unable to advocate for themselves;
- rescue vulnerable people from public spaces that could induce more harm; and
- deflate emerging conflict and offer alternative issue and case management measures.

Our Service Footprint

Our service footprint is defined by our service agreements and is dependent on funding from private partners; participating local governments; and State and Commonwealth Government funding.

The high level of service expected of Nyoongar Outreach Services Inc (NOS), was maintained during the year. We provided up to 35 mobile and foot outreach services per week and home-based outreach three

days per week. Over the past 20 years our service has expanded from Northbridge to nine locations across Perth:

- Northbridge founded in 1998
- Midland since 2000
- Gosnell since 2005
- Fremantle from 2003
- South East Railway Corridor includes Cannington from 2011
- Northern Rail Corridor and Suburbs began in 2011
- Crown Perth commenced in 2008
- Bayswater commenced in 2017
- City of Vincent 2000
- City of Perth 2000-2005

The City of Perth withdrew its fiscal support in 2005. This service gap is experienced by Central Business District (CBD), homeless community and retail and service providers in the area. Due to the absence of a partnership with the City of Perth our outreach within the CBD is contained to program funding terms and conditions with the State Government.

We have a strong commercial and community partnership with Crown Perth who respect our unique value proposition as an integral feature of their entertainment precinct.

Key Definitions

For statistical and programmatic purposes, it is important for Nyoongar Outreach Services Inc (NOS), to highlight and distinguish our key terms for reporting purposes.

Contact:

The overall number of times, or an accumulative count of Aboriginal people presented to NOS or NOS contact with the person.

Other service providers may use the terms presentations or episodes.

Client contact:

The measure of how many clients utilised our services.

Client case management:

The number of clients that NOS is funded to assist or have been referred to NOS to help achieve a personal goal or outcome.

Place-based Service Impact

The table below is a summary of our weekly place-based service impact. A summary of our service footprint to each of the locations is outlined in operational highlights.

LOCATION	SERVICE DAYS	PERSONNEL ALLOCATION	PERCENTAGE OF ALL CONTACT BY SITE	PERCENTAGE OF HOMELESSNESS ENGAGEMENT BY SITE
Bayswater	Two half days	2	3%	9%
Belmont	Two half days	2	7%	2%
Crown Perth	Two nights	4	9%	0.3%
Fremantle	Three days	2	8%	8%
Gosnells	Two half days	2	2%	1%
Northbridge	Two Nights	4	27%	22%
Northern Corridor*	Three days	2	6%	3%
NOS Office	Five days	3 - 5	-	0.1%
Midland	Three Days	2	7%	3.6%
South East Corridor^	Three Days + Two Nights	4	12%	4%
Vincent	Five Days	2	19%	47%

In the table above, days represents normal business operating hours 9am-7pm and nights represents 8pm till 4am.
* North Corridor includes all suburbs on the Joondalup train line.
^ South East Corridor includes suburbs on the Armadale train line

Our Core Activities

Our core activities support at risk and vulnerable Aboriginal people in:

- client care and case management;
- conflict resolution in public spaces;
- transport services from public places to safe and/or appropriate locations;
- information and referrals to appropriate agencies to assist with unmet social needs;
- assistance for displaced Aboriginal people to access services and/or transportation;
- support to people who are homeless to access short, medium and long-term solutions;
- participation in Local Government Community Safety Plans or strategies; and
- follow-up clients and their families in need or at risk, to identify support needs.

NOS have long standing working relationships with WA Police and the Public Transport Authority. We are a recognised service of advocacy. We promote harmony and reduce the number of young people at risk of violence, or coming into contact with the criminal justice system on train platforms, in commutes and in public spaces.

Our response times and ability to diffuse situations has improved significantly by the change in our mobile/roaming outreach service model which allows for a wider area of response within precincts. In addition, our cooperative working relationships with other services means that we are better able to participate in co-ordinated responses to incidents, including large multicultural groups, suspected predators and violence.

NOS staff conducted shift briefings at the beginning of each shift. They were focused on known individuals or groups who were likely to be antisocial or display behaviours of concern.

Youth Empowerment Service

Due to ongoing demand and the need for social supports to vulnerable and at-risk Aboriginal Youth, NOS developed its own Youth Empowerment Service (YES). The Service has three full time staff and offers intensive case management funded by the Commonwealth Government and patrols funded by the State Government. In Summary YES offers services such as:

- Support and assistance to unsupervised young people in public spaces who are at risk; in moral danger; or require social and welfare assistance.
- A first point of contact for young people who are likely to become a victim or perpetrator of



- crime; providing conflict resolution; mediation and transport diversion to a safer place.
- Referrals and transport services for at risk young people, people who need to go to safe places, homeless persons and unsupervised young people who fall under the State Youth at Risk Policy.
- Active partner in the Northbridge Youth at Risk Service initiative.
- Link up and provide input with youth agencies to enable young people improved access to constructive activities.
- Case management services to young people.

YES works across the whole service footprint and spectrum of services to make sure children and young people’s exposure to harm is significantly reduced.

Our Target Groups

We service the Aboriginal community by ensuring all that we do, meets the needs of our target groups which include:

- unsupervised young people in public spaces who are at risk and in moral danger;
- people seeking safety in conflict resolution, mediation and transport diversion;
- people needing referrals and information to build their own sense of stability;
- people who are at risk or likely to come to the attention of police;
- people likely to come into conflict/fighting or who are in danger from predators;
- people who need to go to safer places;

- itinerant and homeless persons;
- unsupervised young people who fall under the State at Risk Youth Policy;
- young people referred under section 41 of the Community Services Act 2004; and
- family members of the above seeking referrals and follow-up support.

We also provide an intensive case management services to young people requiring engagement support through our Youth Engagement Support Program.

Our Innovative Workplace Tools and Practice

One of our key priorities is the critical and timely response to a person in need. The vulnerable, and at risk do not always have a strong network or the capacity to coordinate much needed self-care. To sensitively respond to need in a timely fashion, NOS has printed new pocket information cards that promote safety and wellbeing, by listing useful key service contacts for emergency situations. This tool is discrete, pocket sized and given out all who come into contact with our programs and patrols.

Our Timely, Relevant and Critical Response

NOS actively works with other agencies and organisations to support clients and respond to needs in a timely manner. This makes identifying, locating and engaging with NOS clients easier and remains a priority as their personal needs continue to change. In support of this, NOS has signed agreements to work in partnership with a number of stakeholders for improved outcomes to shared clients.



Our Service Agreements

Our Service Agreements aim to reduce duplication of services, over servicing and is a more efficient use of resources. The agreements also focus on cultural capacity, confidentiality and cooperation between the organisations. They confirm expertise, resourcing and the duration of our service offering. A summary of all our active service agreements is tabled below.

PURPOSE		PARTIES
Perth Metro Day and Night Outreach Services	Community Engagement Purpose	City of Bayswater City of Belmont City of Fremantle City of Gosnell's City of Swan City of Vincent Crown Perth
	Rehabilitation Referrals & Cultural Competency Services	Cyrenian House
	Northbridge Youth at Risk	Department of Communities
	National Inhalant Abuse Taskforce & Volatile Substance Use Project	Mental Health Commission (WA)
	Youth at Risk – Case Management	Prime Minister and Cabinet
	Patient transfers to specialist appointments	Royal Perth Hospital

Funding Impacts and Advocacy

The WA Machinery of Government changes continued to create uncertainty about long term funding as agency structures, charters, procurement and program funding were under review. In response to this uncertainty NOS has had to increase its participation in Government information sessions, tendering and contract forums and not for profit alliances, to explore new opportunities, business models and funding attraction and retention.

There are new opportunities for NOS to access funding in the future, particularly with government funding agencies, focussing on Aboriginal controlled agencies to act as a lead agency in procurement. This is creating opportunities for innovation independently and collectively as NOS considers its role and service function in future human service consortiums.

The lack of crisis accommodation for homeless people continues to provide ongoing challenges for outreach organisations. NOS has identified that the lack of after-hours services makes it difficult to provide an immediate response to client needs.

Despite the challenges, NOS remains committed to improving the outcomes for clients and to support the development of a sustainable funding and delivery framework. NOS Executive has well established working relationships with service funders, continuously working to develop sustainable service delivery models. NOS continues to position itself as an advocate for clients and participate in the review of service models.

Policy Impacts and Advocacy

As the key advocate for people at risk in public places, Nyoongar Outreach Services (NOS) was approached to provide assistance to the Liquor Licensing Board and has been contacted for assistance by the Public Trustee and public hospitals.

Through our trusted relationships and proactive engagement with key stakeholders NOS was able to positively influence the rejection of some liquor licensing applications in Northbridge.

Transients in public places stem from being socially or financially displaced. There is a long history of remote and regional Aboriginal people coming to Perth for medical specialist appointments and treatments. Unfortunately, a small pool of these patients become itinerant. In response to this situation and to service need, Royal Perth Hospital has funded NOS to

proactively engage itinerants in public spaces who have this dilemma and also meet set criteria. The funding supports the identification, connection and coordination of people wishing to return to country after medical treatment who are not covered by the Country Health program.

NOS outreach workers make direct contact with clients and document their needs, provide the care through to referrals to appropriate service, bringing the service provider directly to the clients who require assistance on the street. Identification of needs and matching appropriate services are now often conducted in co-operation with other agencies including Ruah, Salvation Army and the Mental Health and Social Work sections of the major hospitals.

NOS acts as an advocate in many circumstances and is active in following up on housing, Centrelink, child protection and family support appointments and arrangements, making enquiries on behalf of clients where necessary. All staff maintain good knowledge and links with other direct service providers.

In addition to front line advocacy, NOS has provided input into not for profit and academic research on homelessness, youth strategies and children at risk of out of home care.

In terms of policy impacts on organisational governance, during the reporting period the Rules of Association were amended to include standards for nominees to the Executive Committee. These standards will ensure that Executive Committee members do not have conflicts of interest with the operations of the organisation and bring quality experience and commitment to the objectives of the organisation.



Our People

Our people are our greatest asset.

- We are client centred, culturally competent and adaptive organisation.
- We proudly promote that 87% of our workforce is Aboriginal Australian.
- We have 100% of our staff certified with Working With Children Check.
- More than 80% of our staff hold a F Extension (police and medical clearance is required to be licensed to transport people).
- We have 100% workforce engagement in training and professional development annually.

Aboriginal Board – 5 Members

Commitment and Experienced

- 100% Nyoongar Leaders
- 150 Years Accumulative Experience

Leadership in Operations – 2 Full Time Officers

Skilled and Qualified

- 100% Tertiary Qualified
- 100% Business and Social Impact Capability
- 100% Possess social service qualification and Masters of Business

Youth Engagement – 2 Full Time Officers

Cultural and connected

- 100% Front line
- 100% Aboriginal
- 100% First Aid Certified
- 100% Complex case management (clients known to authorities and have four or more co-occurring and re-occurring needs)

Patrols – 21 Officers

Localised and Respected

- 100% Front line
- 100% First Aid Certified
- 100% Aboriginal
- 100% Culturally connected

Research and Administration – 1 Full time Officer and Several Volunteers

Authoritative and Inclusive

- 100% Tertiary Qualified
- 100% Timely and evidenced based
- 100% Client centred and place based

Partners - 10+ Service Collaborators and or Investors

Resourceful and Stable

- 100% Fiscal or in-kind contributors
- 100% Purpose oriented and outcomes focused

Our staff are committed to the cause, demonstrate strong cultural competence and an acute understanding of the issues. They know that no two issues are the same and while the critical response required is in part universal, it must also be customised and targeted to the immediate and acute needs of each client.

Our staff are safe and supported by strong governance and ethical leadership. All areas of service delivery, staff training, policy development and documentation are subject to annual audits, continuous improvement, and certification.

Safety and care are our number one responsibility. Consideration of self-care practices are regularly discussed. The Operations Manager provides debriefs for staff where required. We prioritise Occupational Health and Safety and maintain high standards of monitoring and response to risks. There has been only one workplace injury during the year and this person has since returned to work.

The following is a summary of training undertaken by our staff over this time period:

- Trauma informed care
- Senior First Aid Training
- Mental Health First Aid Training
- Documentation and record keeping practices
- Workplace Health and Safety Procedures
- De-escalation techniques
- Team management
- Working with families with complex problems
- Identification of Foetal Alcohol Spectrum Disorder
- Working with victims of assault



Our Plan

The following is a summary of our Strategic Plan 2016 – 2021. It demonstrates how our annual work activities and outcomes align with the overarching plan.

NOS is pleased to report 100% compliance with the plan, including exceeding Board expectations in partnerships and capital investments for this reported time period.

A summary of our annual achievements against our strategic plan is tabled on the following page.

	OBJECTIVES	ACHIEVEMENTS
1	Provide outreach services through partnering with Government, non-government agencies and the private sector, to increase safety and harmony for all members of the community.	All existing services and partnerships have been retained. New partnerships and targeted services and Memorandum of Understandings (MoU) have been established with: <ul style="list-style-type: none"> Royal Perth Hospital (MoU/Service Agreement) Cyrenian House (MoU) Essentials for Women (MoU)
2	Refer clients to relevant agencies and/or implement diversionary or safety measures.	All clients are managed through a centralised data base, which connects their social impacts with a range of specialised service providers. This assists staff to make timely referrals with agencies who have a positive work history and or partnership with NOS. Our client contact and referral data outcomes continue to be consistent with previous years. The acquisition and fit out of the neighbouring facility further demonstrates our ongoing commitment to becoming a superior service hub for NOS clients.
3	Promoting Partnership and Cooperation with other organisations, to build capacity and ensure appropriate and effective responsive service provision.	NOS proactively participates and at times leads stakeholder forums to ensure Aboriginal issues, trends and impacts are known to other agencies. This supports us to proactively respond to critical cultural and social needs. NOS is an active member of a Not for Profit Consortium. We have MoU with 5 partners including: Ngala, Baptcare, Ruah, Cyrenian House and Foundation Housing. The consortium has committed to researching ways to reduce the high rate of Aboriginal children at risk and being placed in out of home care.
4	Maintaining the strong reputation of Nyoongar Outreach Services Inc, and enhancing respect for the Aboriginal community.	All NOS staff and car fleet are branded and known to the community. This public recognition is increased by our participation in more than 15 community events to promote harmony and inclusion. We partner with Local Government Authorities and Crown Perth at community events. NOS is a strong supporter and regular participant in NAIDOC and Reconciliation week activities. We regularly participate in Perth events to promote our service and strengthen our Aboriginal community network.
5	Remain a strong viable organisation through: <ol style="list-style-type: none"> Maintaining strong governance. Developing and enhancing staff capacity. Securing and maintaining a strong financial position. Providing adequate systems and assets for operations. Continuous improvement of policies and practices. 	This financial year results confirm the organisations viability with: <ol style="list-style-type: none"> An increased focus on developing an operational governance manual. NOS also complied with the Rules of Association changes and amendments to standards. The Executive participated in a full day of community governance training. All staff completed professional development training over this time period. Higher than average fiscal allocation to staff development. Ensuring the organisation's financial position is stable and can service all contractual requirements within this financial year. NOS capacity to purchase the neighbouring facility to our office demonstrates our superior fiscal management and stewardship of resources. NOS audit report confirms the organisation has strong governance controls, asset base and the systems in place to meet partner and funding body expectations.
6	Continue to develop and improve comprehensive support models by: <ol style="list-style-type: none"> Strengthening relationship with stakeholders. Maintaining organisational capacity. Working in partnership with other agencies. Continuing to improve organisational data management. 	Machinery of Government changes require NOS to be more agile and responsive to new funding terms and conditions. NOS has increased its partnerships with the not for profit sector and participated in the newly formed Not for Profit Consortium to successfully bid for tenders with the WA government. NOS has become agile and responsive to critical stakeholders needs, especially new government funding terms and conditions. To this end, NOS built its organisational capacity and increased its partnerships joining three newly formed consortiums to win tenders with the WA government. NOS gained two new fee-for service appointments and has been invited to co-lead a research project on Aboriginal children / youth at risk of entering out of home care with Baptcare, and Ngala. In addition, NOS has reviewed its data collection statistics and increased the depth of reporting in this financial year's report.

Our Partners

Service Partnerships

NOS has partnerships with the Local, State and the Federal Government as well as private industry. NOS partnerships are place-based, and our Impact Success Measures are quantified by the number of contacts with our patrols; number of client referrals; number of case management clients; and the willingness of Aboriginal people and organisations to work and partner with us.

NOS partnership programs are summarised in the table below.

PARTNERSHIPS PROGRAMS	SERVICE REACH	RESOURCE ALLOCATION	ANNUAL ACCUMULATIVE CLIENT CONTACT
Aboriginal Acute Care Co-ordination Team (AACTT) of the South East Medical Service funded by WA Government Department of Health.	Five week-days	1 staff 1 transportation van	219 patient transports for a total of 70 clients over this time period.
Centrelink Referrals.	Existing and new clients plus people in contact with our outreach services.	All 24 staff as per client and contact presentations at office or during patrols.	887 client contacts over this time period growing in number and complexity from the previous year.
Intensive case management of at-risk youth, funded by the Commonwealth Department of the Prime Minister and Cabinet's Indigenous Advancement Strategy.	40 clients over this time period with an additional number of crisis response episodes deterring young people from harm in public places.	3 staff during the day as part of the youth at risk team plus patrol teams.	More than 40 clients over this time period, a total number of 626 children and youth seeking and receiving transportation (includes Northbridge, Vincent and Fremantle). With just three full time Youth Officers, the need is greater than NOS capacity to respond.
Northbridge Youth at Risk, funded by WA Government Department of Communities.	Day and night service for Aboriginal youth at risk and adults at risk.	Four staff during night patrols and 3 staff allocated to all youth engagement service.	4007 contacts with children and young people and 338 youth transportations out of Northbridge over this period of time.
Perth Metropolitan Patrols, Funded by Department of Communities and Partner local Governments.	Aboriginal people in public places.	16 staff during the day 12 staff at night 6 transportation vans	26,621 contacts with Aboriginal people representing an 8.3% growth from the previous year, and ongoing increase in homelessness.
Volatile Substance Data Collections, Funded by Mental Health Commission.	To collect data and transfer to researchers at the Mental Health Commission.	All patrol staff and Youth Engagement Service staff have a point of engagement in data collection.	999 contacts with clients presenting with drug and substance misuse.
Crown Perth.	Two nights per week and other events as requested.	Four staff and a transportation van.	2482 client contacts for this time period.



As outlined in the supporting tables, we advocate for programs and policy responsiveness to our itinerant, homeless and underserved Aboriginal client cohort. Because our data is evidence based; timely; available; demonstratable; and accessible, NOS can guide and redirect the resources required to respond to individual; family based; community based; and organisational needs.

Western Australian Government

Nyoongar Outreach Services Inc (NOS), is the only patrol organisation in Western Australia offering sustainable services supported by annual funding. Our WA Government partners are the Department of Communities; Department of Health; Mental Health Commission; WA Police; and the WA Public Transport Authority.

NOS were one of the first Patrols in WA to record, track and report client data. This highlights to funding bodies and the broader Western Australian Government, where there are service gaps; community needs; client exposure and contact with harm; the criminal justice; health; and hospitalisation impacts.

The NOS, Department of Communities partnership began in 2007. It continues to be defined by a service agreement for night patrols and Northbridge Youth

at Risk Program. There are a range of preventative services NOS could be performing for the Department, but we are not yet funded to do so. NOS has built networks across the not for profit sector and formed consortiums allowing us to be business ready for future Aboriginal client centred opportunities. In addition, to being business ready, where possible NOS also alerts the Department on issues, trends and impacts present in the community which may not yet be known to Government.

The NOS, Department of Health partnership is also defined by a service agreement to deliver a culturally responsive patient transportation service to select clients. This ensures critical care is timely; accessible and useful. This service includes a combination of client case management; encouragement; advocacy; and logistical support. In many instances NOS are the frontline support when family is not present or in a position to help.



The NOS, Mental Health Commission partnership on the Volatile Substance Use (VSU) Project, was established in 2006. It was founded on recommendations of the National Inhalant Abuse Taskforce, because Aboriginal Australians continued to be significantly over-represented. The project aims to minimise the harm caused by VSU.

This is achieved by implementing a best practice approach and harm minimisation strategies. Many chronic inhalant users have complex issues such as homelessness; compromised mental health; alcohol and drug addictions; and acquired brain injuries. These clients require a holistic approach from clinical and welfare services.

Commonwealth Government

The NOS, Department of Prime Minister and Cabinet partnership is managed with a service agreement. It is part of the Indigenous Advance Strategy program to deliver intensive case management services to vulnerable and at-risk young people. The NOS YES program was founded on this service agreement and not only responds and rescues children and young people from public places, it delivers a range of preventative case-management measures and builds strong relationships within our youth community.

The NOS, Centrelink Partnership continues to be consistently helpful. It is strengthened by our agreement with the Department of Human Services (DHS) to advocate for the homeless and their eligibility requirements. This empowers and enables us to host critical Centrelink personnel in locations more culturally conducive to our client needs. This includes regular on-site service coordination and advocacy at our head-quarters so clients do not feel overwhelmed and intimidated by government offices. This new arrangement provides timely and appropriate access to DHS support for our clients and their families. It also means that poverty threshold issues and access or eligibility issues can be resolved immediately once the client's identity is established and their circumstances are understood.

Community Service Sector

This year Nyoongar Outreach Services Inc (NOS), were selected as finalists in the Department of Communities and WACOSS Community Service Excellence Awards.

The NOS YES Program has made a positive impact on young people, enabling them to resolve conflicts that have detached them from family; school; and positive community social events. The Department of Education often thanks NOS for the integral role it plays in assisting children and young people to reengage in learning, return to school and participate in classroom activities.

Our long-term commitment is to provide care using a case management model for children and young people with complex needs. In practical terms NOS successfully co-managed a number of clients with Mission Australia.

NOS has built a strong working relationship with WA Police and the (Perth) camera room. This has reduced demand for WA Police to attend for matters relating to social and welfare situations. This allows the police to concentrate resources on more serious police matters.

Every weekday NOS was present at Manna Inc, meal-times in Weld Square, City of Vincent. The relationship with Manna was very positive and NOS maintained close contact with the Manna volunteers and staff, regularly assisting with mediation and maintaining a presence to deter anti-social behaviour.

Our Strategic Forums

NOS are active members of a number of strategic forums designed to address community safety and security. As a result, strategies have been implemented and are already making a difference to community safety in specific areas.

NOS continues to take an active role in ongoing strategic forums which relate to our client groups. NOS collaborates with several service providers, advocating and developing strategies to assist many of our homeless clients. While working closely with client groups to identify issues, NOS has developed appropriate strategies to respond to those needs appropriately.

Over this time period NOS has maintained involvement in a number of policy development, project leadership forums, reference groups and stakeholder meetings including:

- City of Bayswater – Homelessness Strategy
- City of Belmont – Aboriginal Reference Group
- City of Fremantle – Community Safety Working Group
- City of Vincent – Outreach Services
- City of Vincent – Safer Vincent Meetings
- City of Vincent – Reconciliation Committee
- Department of Communities Youth at Risk Steering Committee
- Mental Health Commission – State Volatile Substances Use Coordination Group
- Parks People Working Group
- Perth Police Integration Meeting
- Registry Week Working Group
- Rough Sleepers Working Group
- Ruah 50 Lives 50 Homes Project Steering Committee
- Safer Vincent Crime Prevention Partnership
- South East Metropolitan Human Services Regional Managers Forum
- Youth at Risk Strategy – Steering Group and Interagency meetings

Our Strategic Highlights

Assets and new business

Nyoongar Outreach Services Inc, (NOS) is primarily funded through service agreements with multiple stakeholders, all agreements have been extended for another year.

The demand for services continued to grow and NOS was regularly contacted for assistance and requests to go to new suburbs and areas. Our capacity to service wider areas within our current service footprint in periods of high demand continues to be our business priority. To meet this growing demand, NOS completed a review of service routes to allow for reallocation of resources to new hot spots within service precincts.

In this financial year NOS purchased its second facility. We have started the fit out in anticipation of growth in demand for complex client case management and the coordination of community services. The new facility will be a hub for clients and service providers to collectively work together to transform lives in a safe, culturally secure workplace that has a superior fit out.

The new facility adjoins the current NOS headquarters. The asset was purchased because NOS has reached a strong financial position, supported by years of prudent fiscal planning and preparation. The fit out will be culturally competent with meeting rooms, counselling booths and a reception area which will be finalised next financial year. This new purchase has seen NOS capital asset base grow to three million dollars.

Donations

Thank you to the people who have been so generous by donating to our clients. We were very pleased to make more formal and targeted links to access donations for clients from the general community. During the year many much needed care-packs were distributed to homeless people as a result of contributions to Essentials for Women.

Community Events

We participated in more than 15 community events and continue to participate in Reconciliation Week activities; NAIDOC community celebrations; Homeless Week; and Youth Week. It is important to us that NOS is visible in the community and the community has a positive, proactive response to the services we provide.

Our Operating Highlights

Client Contact

Understanding what works best for our clients is the key to our service outreach efficiency. To this end, changing the time of the soup kitchen to lunch time rather than dinner time, has made a positive impact.

The change of time allows people to carry on with their business with the soup kitchen being a social intervention and break in the middle of the day. It has had a positive impact on people who would otherwise be consuming alcohol until later in the day while waiting for the soup kitchen to open.

NOS was pivotal in making this change. The decision was informed by NOS data which demonstrated an escalation of criminal offences and antisocial behaviour as a direct result of people waiting till 5pm for their meal.

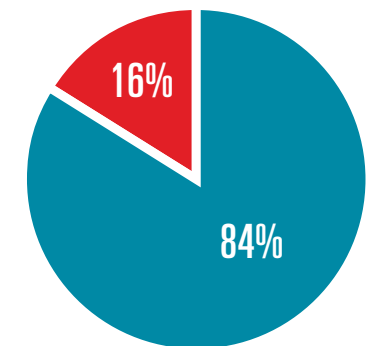
WHO

84% - The majority of NOS clients continue to be adults.

16% - Our youth aged 12-18 year old are predominantly engaged via night outreach services in the Northbridge area.

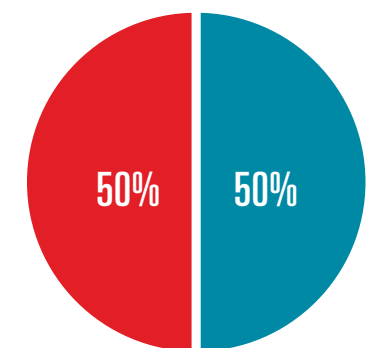
A very small number of children, 26 in total were 6-11 year old which required NOS night services in Northbridge. Many of this cohort are well known to NOS and frequent Northbridge regularly.

Age Demographic



■ Child ■ Adult

Gender Split



■ Female ■ Male

50% - The gender demographic distinction is consistent with previous years. This financial year there were only 3 more female than male contacts. This is a testament to the effective engagement of NOS Outreach Staff with the community as a whole and a consistently gender inclusive approach by NOS management.



Client contact increased by 8.3% compared with the previous year.



There was a total of 26,623 contacts over the time period.

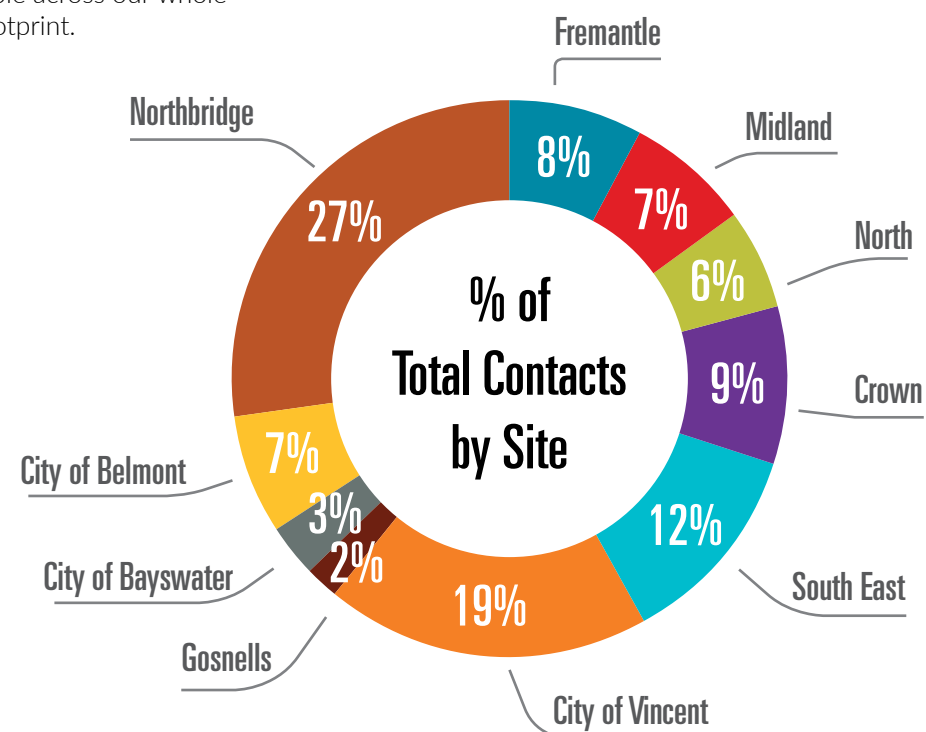


Northbridge Youth and the City of Vincent were our highest level of engagement hotspots.

Our outreach staff have observed and reported an overall reduction in antisocial behaviour and a noticeable decrease in the duration of itinerant alcohol consumption in public places.

WHERE

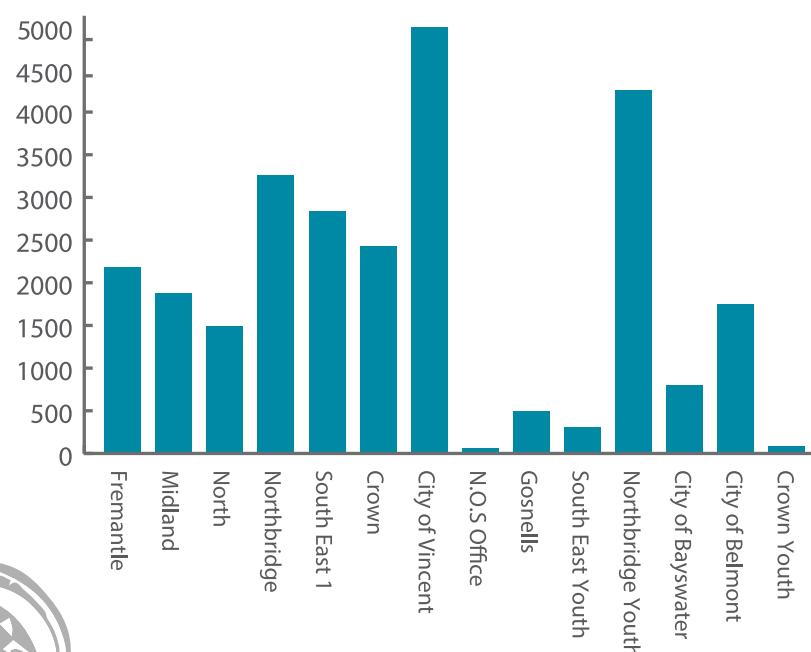
The pie graph below measures in percentiles, the total contacts NOS has made with vulnerable and at-risk Aboriginal people across our whole service area footprint.



Throughout the financial year, demand for our service is dominated by our increased focus and funding to Northbridge. While Northbridge continues to have the highest contacts, its closely followed by City of Vincent.

The following bar graph confirms the total number of contacts by patrols by set location.

Total number of Contacts by Patrols



Place-based Summary

The presence of Nyoongar Outreach Services Inc (NOS), acts as a deterrent and eyes on the street, challenging negative and anti-social behaviour and encouraging people to do the right thing. NOS staff are equipped with the cultural expertise required to manage verbal abuse and undertake a mediator role to reduce conflict. To assist, staff also refer or link clients to other services including the Salvation Army; Bridge House Sobering Centre; and/or domestic violence support services if needed. In undertaking these services NOS is assisting with maintaining a safe environment for everyone.

Northbridge continues to be NOS largest site, representing 27% of all contacts. There was a total of 7129 contacts, of which 4007 were children and young people under the age of 18. Alcohol; drugs/substance abuse; and homelessness continue to be the primary areas of concern. 81% of interactions in Northbridge were alcohol related, 9% drug/substance abuse and 7% homelessness.

The safety and protection of Aboriginal youth in Northbridge has always been a central concern for the NOS team and this is reflected in our continuing strong commitment to the Youth at Risk Strategy with the Department of Communities and WA Police. 92% of all youth contacts were made in Northbridge. A total of 338 of youth transports were conducted, these were mostly to take the young person to a relative and/or guardian or to/from a safe house.

The City of Vincent was our second largest site with 19% of all contacts representing a total of 5105. These contacts occur during the day, unlike Northbridge, NOS operates within the City of Vincent five days a week.

The City of Vincent is close to the central Perth precinct and Northbridge. It has a number of known

congregating locations within its boundaries. It is a service hub with a large number of services operating within or near the Council. These services include Royal Perth Hospital; Derbarl Yerrigan; the Manna Inc. meal service at Weld Square; Homeless Healthcare; Street Doctor; Tom Fisher House; RUAH; and the Beacon.

These services attract more clients to the area and contribute to demand for the much-needed service NOS provides in collaboration and communication with the Council. A total of 61% of clients in the City of Vincent were affected by alcohol, 14% by drugs and substance abuse and 22% homelessness.

The South East Corridor, which stretches from Cannington down to Armadale was our third largest area with contacts totalling 2865 adults and 305 child and young people under the age of 18. This location represents 12% of NOS site specific contacts. The main issues are alcohol at 63%, drug use 24%, homelessness at 10%, volatile substance misuse 2% and mental health and domestic violence an equal 1%.

Drug use has increased over the past twelve months, predominantly due to a spike over the Easter holiday period. This may also be due to displaced people moving into the area. Homelessness was recorded as slightly higher at 7% and volatile substance misuse remained low at 1%.

The Cannington Train Station continues to be a busy location for client contacts, including youth. NOS has maintained a good working relationship with the Public Transport Authority and share a mutual understanding of juvenile behaviour patterns and issues along the Armadale train line.

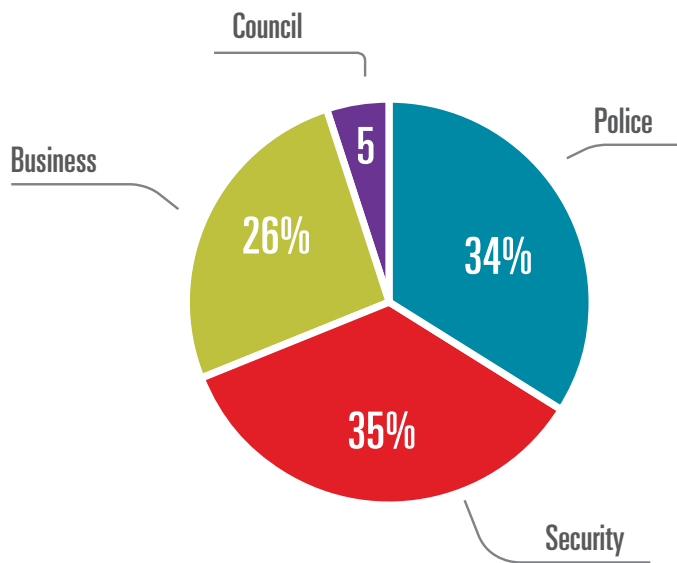
NOS extended the service to five days a week in the South East Corridor, with half days on Monday and Fridays. This has enabled a more comprehensive outreach program to be undertaken that effectively and efficiently supports our clients.

The Crown Perth Precinct is the only location funded by private industry. Crown Precinct contacts totalled 2482, who were predominantly affected by alcohol at 91% or a drug/substance 8.5%. As in past years, Crown Perth is an adult entertainment precinct with less than 1% of contacts being with youth. NOS effectively and constantly works with Crown Perth security to assist Aboriginal people at risk in the precinct. NOS conducts foot patrols and monitors the Burswood train station.

The North Corridor - represents suburbs on the Joondalup train line. A total of 1498 contacts were made over this time period with 67% relating to Alcohol impacts, 16% presenting with drug and substance misuse, 12% homelessness and 1% of volatile substance present.

Requests for our service were predominantly made by security at 56%, police representing 27% and then businesses at 14% and the local council comprising 3% of all requests for assistance in the Northern Corridor.

Working Together



Percentile summary of the requests within our service footprint



City of Belmont continues to support, and fund NOS activities and we are well known in the community for the high quality, culturally appropriate service we provide. NOS staff recorded 1820 contact interactions which involved alcohol 76%, drugs 12%, homelessness 9% and 2% have mental health impacts. Homelessness is an ongoing issue in the City, however, the Aboriginal people NOS interacted with predominantly had housing but choose to congregate in public spaces within the city to meet and socialise with extended family and friends.

The City of Belmont has a large proportion of residents who are Aboriginal and is also one of the main places to which youth at risk are returned when transported. In response to community concerns about activity in specific locations in the City, NOS have been contacted to provide services in the area on a limited basis. This coincides with our engagement with the youth centre in Belmont, which is funded by Local Government and delivered by the YMCA. It also supports our intent to engage more closely with local councils; to support NAIDOC and other events; and to continue the work we do to support our younger clients residing in the City of Belmont.

The City of Bayswater service entered its second year of operation and recorded a total of 747 contacts for this time period. This twice weekly, day service is based around several areas within the City where Aboriginal people are known to congregate and at times sleep rough. NOS was able to further engage clients, the broader community, businesses and effectively work with the City of Bayswater Rangers to improve outcomes for all in these areas. The dominant issues Outreach Teams encountered were related to alcohol 62%, homelessness 27%, drugs/substances 9% and volatile substance misuse 2%.

Homelessness reports in Bayswater is due to its proximity to the centre of Perth; public transport; and lack of public housing or short and medium-term accommodation in the Perth area. However, this rate is significantly lower than the preceding year. This is due in part to NOS engagement with the City of Bayswater rangers; the local police; and homeless Aboriginal clients. NOS services included distribution of care packs; referrals to housing/homeless organisations; and transportation of clients to a friend or relative.

The City of Fremantle NOS continues to perform a significant role in the City of Fremantle working three days a week connecting and supporting Aboriginal people in the city precinct. The NOS staff have a good working relationship with the Council, with consistent communication on hotspots and individual client circumstances. NOS staff had 2201 contacts and reported 65% of clients were affected by alcohol, 18% by drugs and 1% volatile substance misuse. 12.5% of clients stated that they were homeless.

This is an increase on last year's reporting. The exact reasons for this is complex and difficult to determine. Clients report a strong correlation with eviction, domestic violence, alcohol and drug abuse as driving factors for homelessness.

NOS staff used transports as an effective service to the benefit of all stakeholders, with primary emphasis on the wellbeing of the client. Transports were predominantly from streets, parks and other public spaces to a client's home or to a friend/relative.

In **Midland** there were 1906 contacts made during the reporting period. The primary contact impact was people under the influence of alcohol at 76% with homelessness and drug and substance misuse being an equal second at 11%. NOS have a long standing working relationship within Midland. As confirmed in the pie graph the NOS service is in demand and requests are equally represented by police, security and local business. This demonstrates how well we work together and in turn, has reduced the burden on the local council requesting NOS to respond to local issues and impacts.

The City of Gosnells represents the smallest service footprint with a total of 541 client contacts mostly seeking assistance due to alcoholism 58%, then drug and substance abuse 28% and homelessness 13%.

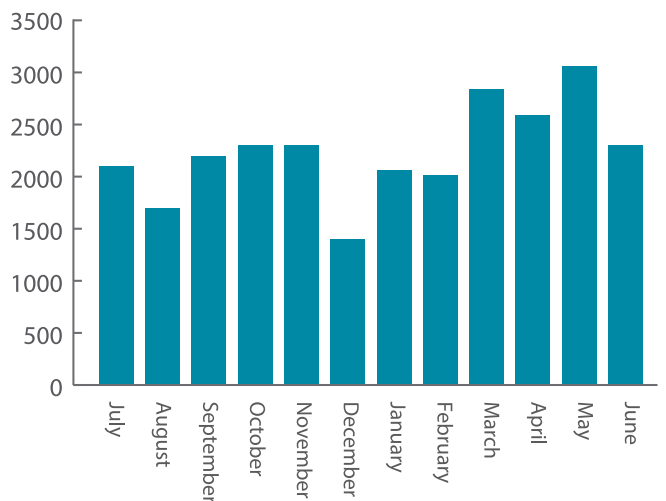
The key service we offer is transportation home for vulnerable youth who have presented at Northbridge but reside in the City of Gosnells. NOS transported 338 young people out of Northbridge of which approximately 25% were returned to this area. With an increasingly positive relationship with the Gosnells Local Government and local community, NOS aspires to have a greater remit and role in youth support services to this area, to meet and address known demand. Currently requests for a NOS response in Gosnells predominantly comes from businesses 66%, then police 23%, security 7% and the local council 5%.



WHEN

The bar graph below confirms demand for our service over the 2018-19 financial year. Demand peaks from March to May but shows a consistent year-long demand for our services. Compared to last years' trends there is an overall reduction.

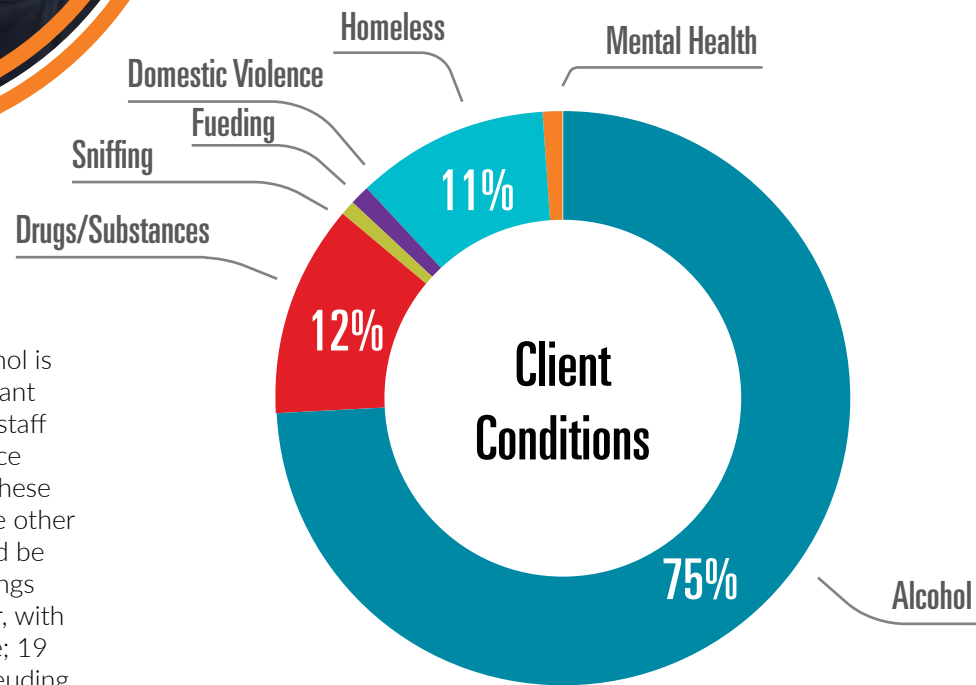
Total of Contacts by Month





WHY

Client Conditions

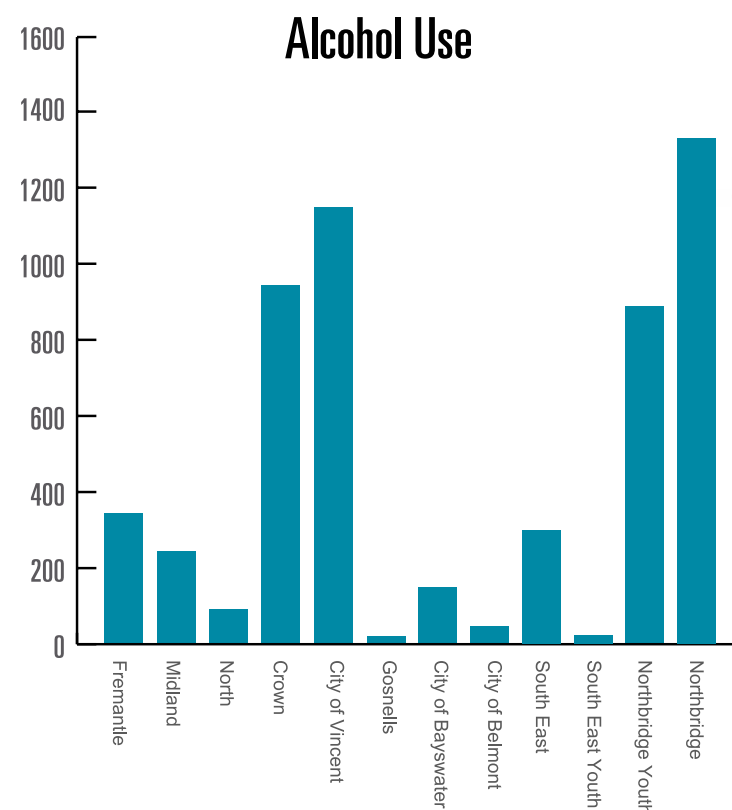


The pie graph confirms alcohol is once again, the most significant condition recorded by NOS staff followed by drug or substance misuse and homelessness. These primary conditions dwarf the other recordings. Even so, it should be noted that the other recordings are still significant in number, with 81 volatile substance misuse; 19 domestic violence; and 16 feuding events. These events often take significant time, energy and skill by the NOS staff to negotiate, subdue and refer to the relevant agencies when appropriate.

Alcohol

Alcohol intoxication continues to be the most prevalent condition representing 75% of all client conditions, this is amplified at sites that are also entertainment precincts, with Northbridge, Crown Perth and City of Vincent being dominant locations.

The bar graph confirms the significantly increased level of client contact due to alcohol in known entertainment precincts.



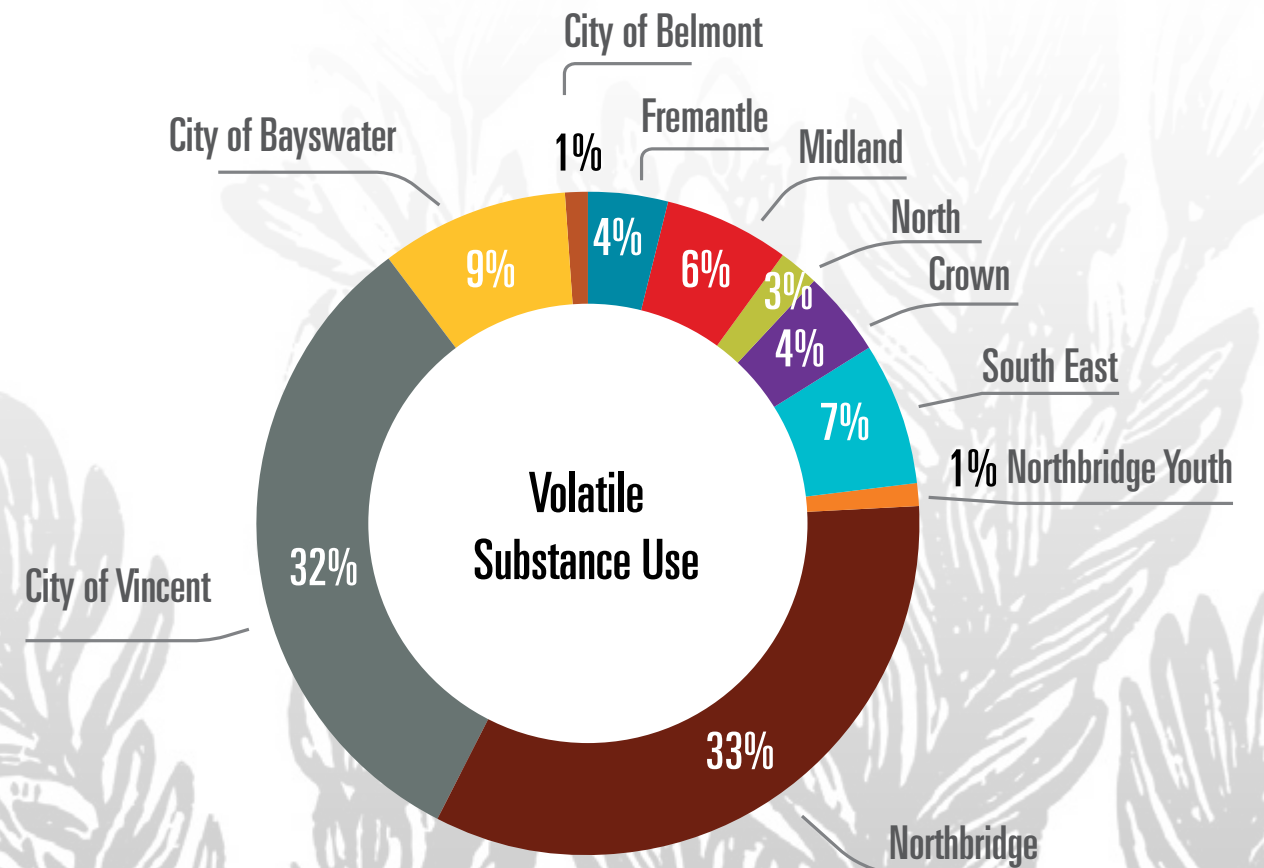
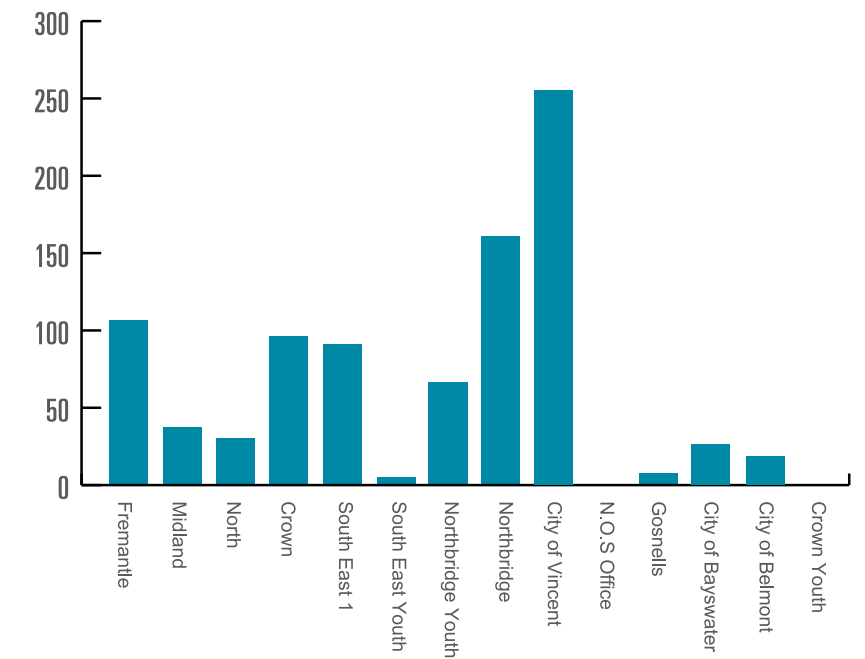
Drugs and Substance Abuse

Drug and substance abuse continue to be the high in the City of Vincent. Volatile substance use is reported to be slightly higher in Northbridge.

The bar graph demonstrates how (similarly to alcohol) drug and substance abuse is predominately contained to the entertainment precincts.

The Volatile Substance Abuse (VSA) pie graph confirms Northbridge and the City of Vincent have a similar high burden of volatile substance abuse. When combined, VSA represents 65% of all contact with known users within our service footprint.

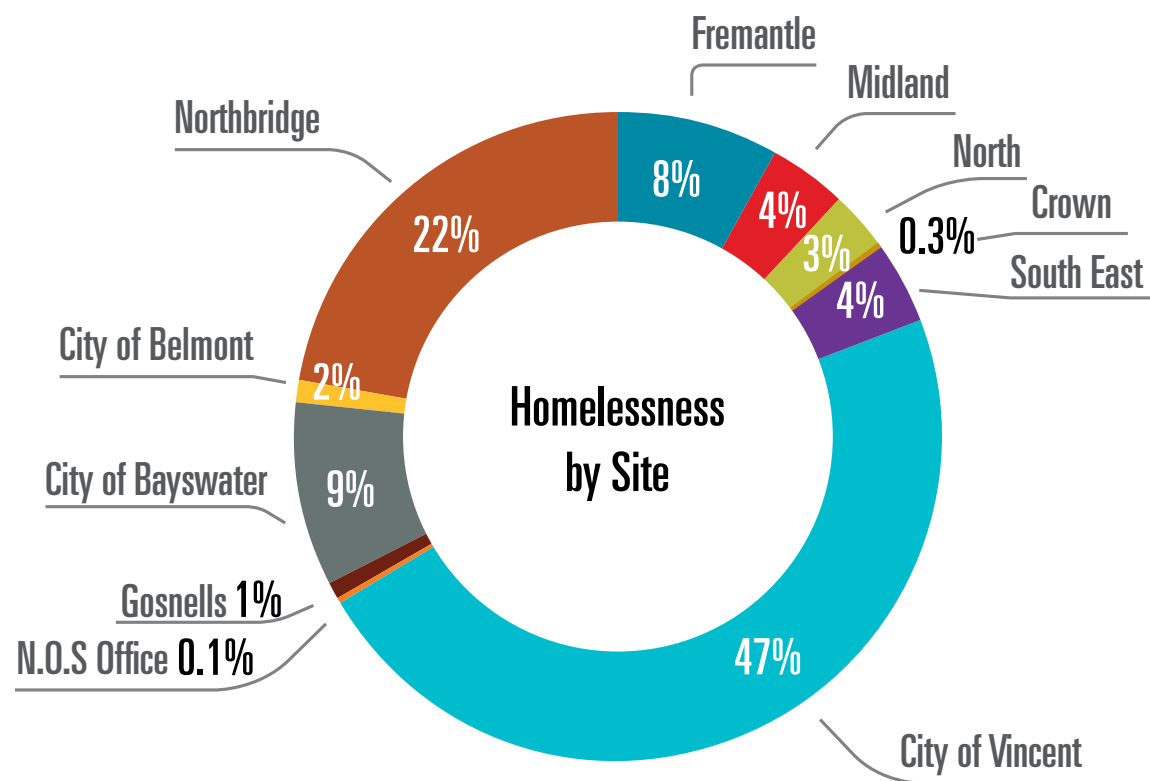
Drugs and Substance Use



Homelessness

Homelessness continues to be a significant concern for the Perth Aboriginal community with 884 contacts reporting to NOS staff that they were currently homeless. The City of Vincent has the highest level of client contacts presenting as homeless, followed by Northbridge and then the City of Bayswater and City of Fremantle.

The pie graph gives a detailed breakdown of homelessness by site.

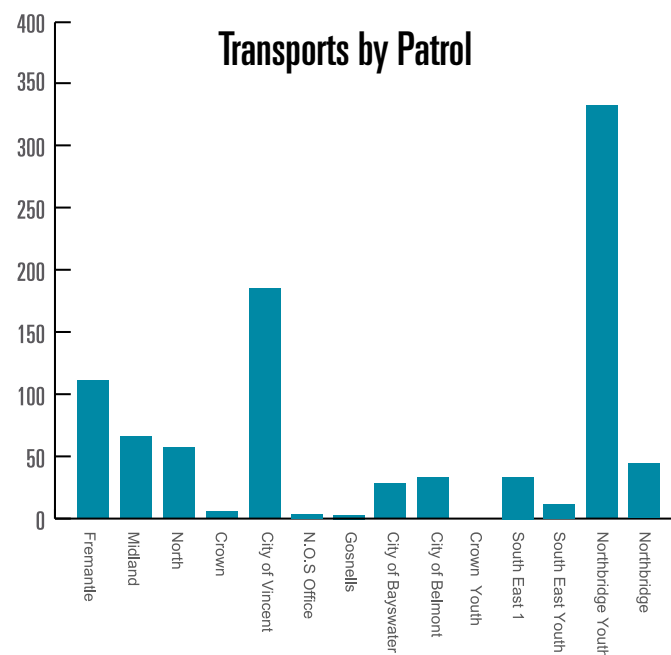


It is important to note that the true count of Aboriginal homelessness is difficult to define. This is due to the practice of extended families dwelling in the one residence. This consistently creates over-crowding and high rates of Aboriginal itinerant's couch surfing or presenting through our Aboriginal network or street patrols.

Transportation Help

Transporting vulnerable at-risk Aboriginal youth and adults is an essential support service provided by NOS in conjunction with our primary outreach services. The Northbridge Youth Service had the highest number of transports in this reporting period with 338, followed by the City of Vincent (170) and the City of Fremantle (118).

The bar graph demonstrates Northbridge and City of Vincent contacts require the highest number of transportation assistance.



Our Outreach



Client Contact, Case Management and Case Studies

NOS has in place a specific process and associated staff duty of care for dealing with people affected by alcohol, drugs or with health issues. The NOS service model has four overarching stages of support and provides:

1. an immediate response to reduce the level of immediate risk for clients;
2. referrals to external agencies for short to long term support;
3. information so clients are better informed and have improved access to other services; and
4. case management if, and when required.

Unfortunately, NOS is only funded to provide intensive case management to children and young people. If funding was available NOS could scale up and extend intensive case management to the adult client mix.

The scope of services NOS offers is dependent on our funding terms and conditions and as such, NOS is often the service broker. Case management in this context is connecting clients to support services and solutions which include referrals to service providers who have significant wait times.

While a case is open, the client is supported with strategies to identify risk and respond in ways which improves their personal safety. Due to complex caseloads, limited number of support services and accommodation, some cases may remain open for many years. This is due to the people's individual circumstances and the long wait times for housing in particular.

NOS continues to have a number of open cases relating to housing. We are supporting the applicants with other services to address their needs and priorities while they wait for long term housing. NOS case management includes ensuring clients keep medical appointments, comply with medication regimes and access medical services while they remain homeless or are settling in to new accommodation.

Case Study A

Client 19-year-old female, presented to the Nyoongar Outreach Services East Perth office in a state of heightened anxiety.

The Issues – Homelessness

The client had been couch-surfing at her cousin's house while in Perth, but household conflict left her with nowhere to stay.

The Request – Alternative Accommodation

The client asked for our assistance in helping her find emergency overnight accommodation and a short to medium term solution.

The Response – Emergency Support, Care and Respite

NOS administrative staff provided the client with a women's essential bag and a light meal as she hadn't eaten all day. After building rapport with the client, administration staff learnt she was dealing with some mental health and substance abuse issues. In the circumstances, it was determined the most appropriate avenue for referral would be through supported youth accommodation.

The Referral – Emergency Placement

Staff referred the client to Y-Shac in Spearwood. They were only able to do the phone assessment the next day so the client needed immediate accommodation.

NOS staff coordinated a range of service supports that included a bed for the night at Globe Backpackers with the assistance of the Salvation Army City Homeless Response. Outreach staff transported the client from the NOS office to the backpackers and provided her with a meal for the night. The following morning, Outreach staff picked the client up from the backpackers and brought her back to the NOS office. She completed a phone assessment while at the office and was successful in getting interim accommodation support.

The Outcome – Accommodation Certainty

The client was granted three weeks accommodation with the opportunity to have a placement for up to three months. Outreach staff transported her to her accommodation for her intake meeting. She was very thankful for assistance and support provided by NOS.

The client stated, "NOS were very helpful unlike a lot of the other organisations I have gone to for assistance throughout my life."

Case Study B

The client is 13 year old male who has been identified by NOS Youth Engagement Service team as at risk. He lives with his grandmother and is not a child under care with the Department of Communities.

The Issues – School Attendance

While living with his grandmother, the client has an active social life, inconsistent school attendance and a track record of petty crime.

The Request – Reconnect Client with School and Comply with a Justice Order.

The client has been out of school for a considerable amount of time.

The Response – Reconnection to Community and School.

The Youth Engagement Officer has been working with the family in order to build a good rapport, increase the trust of the client and build their confidence to go back to school and prepare for secondary education.

The Referral – Alternative Education Program

After several months working with the client the YES team achieved family support to enrol the client into an alternative education college. The YES team has built a good rapport working with all different agencies like: Juvenile Justice Team; the Secondary College; WA Police - Youth Crime Intervention Officer (YCIO); Department of Communities - Intensive Parent support team; the Outcare Youth Reconnect program, and have coordinated the clients contact with relevant service support services. During case management, the YES team assisted by transporting the client to Juvenile Justice appointments and school; maintained regular contact with the client and family to enhance and motivate positive outcomes. Over this time period the client has had less contact with friends that have previously been a negative influence.

The Outcome

The client experienced trouble integrating back into school and identified issues such as not liking the teacher. While attendance has not been consistent, the client and the family has seen positive progress and the YES Team has continued to encourage and provide support. The client complied with the Justice Order which included a curfew in the early stage. He has met the requirement to report twice a week to his Youth Justice Officer and has completed a community work order once a week.

Overall, the YES team has achieved client collaboration and commitment. This has resulted in client compliance with every aspect of their court order requirements; increased trust in YES staff, There has been an improvement in his behaviour, attitude, self-confidence and family relationships.

Case Study C

The client is 15 year old female, who is known to be regularly unsupervised on the streets and requiring safe transport home. The client's family is known to the Department of Communities but she's not an open case.

The Issue – school disengagement, substance abuse and teen pregnancy

The client has been disengaged from school for long period of time and lacks a support system to help get her integrated back into school and positive social outlets.

The Request – An intervention for a known at-risk young person

The client has been case managed by the YES Team for over 12 months, from a Northbridge Youth at Risk referral.

The Response – Assist the client to prioritise self-care and education.

While trying to build a strong rapport with the family, the YES Team were able to motivate the young person to complete education and affirm that education is a significant priority for long term life goals.

Through intensive case management the client had overcome some difficult situations. These include trialling a range of education alternatives; attending required medical appointments; the notification of her pregnancy and all follow up support required.

The Referral – Client need for medical and justice advocacy

The client needed regular doctors' appointments, as well as contact and resolutions to outstanding Juvenile Justice issues. The YES team has built a good rapport working with all different agencies including the Juvenile Justice Team; WA Police – YCIO; Dept of Communities Services – Intensive Parent support team; Uniting Care West; First Nations Homelessness Project – Outreach support worker.

The Outcome – NOS assisted the client to maintain their commitments with family and legal issues

The client gave birth and has received increased parenting guidance as part of the YES intensive case management.

At all times when required the YES team provided transportation to Juvenile Justice appointments and medical appointments and have maintained regular contacts with the client and family. She has been supported to help her juggle change including an increased desire to go back to school and obtain help with parenting her baby.

Through the YES Teams consistent support and encouragement, the whole family has increased its support to the client and her baby.



Issues and Impacts

Lack of crisis accommodation - Very few service providers are able to provide crisis accommodation for clients with no financial capacity to pay for hostel or crisis accommodation. Parents with children that are homeless are of critical concern, with a number of NOS referrals to service providers being declined or simply referred to accommodation requiring upfront payment. The burden in housing these clients is increasingly being felt by the not for profit sector.

Lack of transport to return home - The need to return Aboriginal people to their home country has been previously managed through Uniting Care West. NOS has a new partnership with Department of Health to facilitate and provide assistance to clients who meet set criteria.

Patient transfer back to country - The hospital system had benefited from NOS services as it was important to locate patients who had absconded from the hospital and return them back to hospital for treatment. The health systems also benefited from NOS as its first point of contact to share information and identify patients and their needs. For example, if the client is homeless, compliance with medication regime and identification of the types of substance they are using on the streets.

Volatile substance use issues – NOS continues to collect critical data for the Mental Health Commission to increase understanding of current and future client needs. The number of people who fit this client contact category has grown by 5% over the past three years, with this time period totalling 999 contacts.

Youth Engagement impacts and issues – the YES program staff have had a positive impact. The level of engagement and conditions are the focus of reporting, with a steady increase in the number of youths seeking intensive case management.

Night Patrol offsets impacts - NOS night operations Fridays and Saturdays between 8pm and 4am have reduced the number of people encountering the criminal justice systems for several reasons:

- a) stronger communications with police operations;
- b) briefing with police and safe house staff prior to the commencement of shift;
- c) liaison with crisis care for a quick response to identify safer places;
- d) stronger working relationship with the Street Chaplain, Sobering up Centre and Rest Stop emergency accommodation;
- e) early interventions before the police become involved;
- f) ability to accept referrals from police at the street level; and
- g) provision of diversion transport.

Proactive Police engagement - Most NOS police contacts originate from Northbridge and safehouses. The police will contact NOS outreach staff to attend or support them with potential situations that could escalate into arrest and detained. In most cases staff and the police identified the appropriate strategies without the need for arrests.

Youth engagement in education - The education system had benefited from NOS services with regards to case managed clients and school attendances. The Department of Education has requested NOS to attend a few schools and work closely with liaison officers with regards to low attendances. NOS has been invited to make a presentation at the Mirrabooka District Conference in November on the roles of Young Engagement Officers and the Education System.

Youth Engagement Support (YES)

"Our overall YES objective is to empower our young people, bring hope and help them develop into strong Aboriginal men and women, who could be future leaders within our community",

Robyn - Youth Engagement Officer.

"Our Youth Engagement Service is a program within Nyoongar Outreach Services. As a Youth Engagement Officer, I deliver much needed services to young people aged between 13 and 17 years of age who are Aboriginal and Torres Strait Islander. I provide direct support to young people so they can identify their goals and build positive relationships with their family. Many of our clients need intensive support and some may need to be networked to the agencies who can help their specific needs. We offer a Nyoongar point of view and a cultural understanding.

My number one aim with our clients is to build their confidence, self-esteem, communication skills and most of all the RESPECT they provide to our communities",

Rachel - Youth Engagement Officer.

YES takes a holistic approach and is non-judgemental, to build trust, respect, rapport and supportive relationships and healthy conflict management.

The clients are jointly managed between the following agencies Department of Communities; Mission Australia; RISE; Youth Justice Mentoring Program; Juvenile Justice Teams; Community Corrections; Homelessness Response; Youth Future; Whitelion; Whadjack Northshore Services; Department of Education; Youth Link; Belmont Community College, Aboriginal liaison officers; and Girrawheen High School.



Georgie, a NOS Youth Engagement Officer states,

"We never give up. We support our young people with what they are struggling with. We try our best to help support our young people with what they ask us to help them with. We try to bond with the young person so that we know how we can better help them and so that we can help support the family. Through our service and care the young person knows they are supported and have someone who will hold their hand while they are struggling. We help them empower themselves to make critical life decisions."



Valued Feedback

Transit Aboriginal Liaison Officers -

"We have worked closely with NOS for at least 9 years and with the YES team since the program started. We have a good working relationship, working with juveniles who are often given "move on" notices. This presents an issue of transporting them home and dealing with aggression and anger. These kids are young and vulnerable and need the support and practical assistance of the YES team who work with juveniles very well".

WA Police Bike Team -

"We are seeing the same kids coming into the City all the time. The problem is when they are here till late in the night and missing the last train home. The YES team have a great way of speaking to them and it's a big help when they manage to move them on or make efforts to get them on the last train home. Otherwise, the NOS crew transport them. It helps us out".

AUDITOR'S REPORT

Lachlan Douglas Mills CPA

Certified Practising Accountant
Registered Tax Agent
B. Comm B. Sci (Comp)

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ref:nps2019
6th August, 2019

NYOONGAR OUTREACH SERVICES INC
35-37 GLADSTONE STREET
PERTH WA 6000

To the members

re: AUDIT REPORT - NYOONGAR OUTREACH SERVICES INC


Scope:
I have audited the attached Balance Sheet and Income and Expense Statement of the Nyoongar Outreach Services Inc for the year ended 30th June, 2019 ("the Financial Report"). The Committee is responsible for the preparation and presentation of the Financial Report, and have determined that the basis of accounting used is appropriate to the needs of the members. I have conducted an independent audit of the Financial Report in order to express an opinion on it to the members. No opinion is expressed as to whether the basis of accounting used is appropriate to the needs of the members.

The Financial Report has been prepared for distribution to the members of the association at the Annual General Meeting. I disclaim any assumption of responsibility for any reliance on this audit report to any person other than the members, or of any purpose other than that for which it was prepared.

My audit has been conducted in accordance with Australian Auditing Standards. My procedures included examination, on a test basis, of evidence supporting the financial report. These procedures have been undertaken to form an opinion as to whether in all material respects, the Financial Report is presented fairly with the accruals basis of accounting.

The audit opinion expressed in this audit report has been formed on the above basis.

Unqualified Audit Opinion:
In my opinion, the Financial Report of the Nyoongar Outreach Services Inc presents fairly the results of their operations for the year as mentioned above, in accordance with the accruals basis of accounting.


LACHLAN DOUGLAS MILLS - PUBLIC ACCOUNTANT

NYOONGAR OUTREACH SERVICES INC
ABN 53 281 140 922
BALANCE SHEET
AS AT 30TH JUNE, 2019

	2018	2019
CURRENT ASSETS:		
CBA Cheque Account	4955	160757
CBA Business Online Account	99378	101066
NAB Term Deposit	750000	400000
NAB Everyday Account	54531	72490
Petty Cash Float	1000	1000
Cabcharge Bond	200	200
Trade Debtors	428097	148199
Insurance Excess Recoverable	250	0
	<u>\$ 1338411</u>	<u>\$ 883732</u>
NON CURRENT ASSETS:		
Plant & Equipment at WDV	20088	14062
Motor Vehicles at WDV	309531	216672
Property at MV - 33 Gladstone Street	976926	1300000
	<u>\$ 1306545</u>	<u>\$ 1530734</u>
TOTAL ASSETS:	<u>\$ 2644956</u>	<u>\$ 2414446</u>
CURRENT LIABILITIES:		
CBA Credit Card	0	807
Trade Creditors	56251	76098
GST Owed - ATO	(64652)	(16316)
PAYG Owed - ATO	17386	16818
Superannuation Owed	37519	44571
Funding Received in Advance	422402	0
	<u>\$ 468906</u>	<u>\$ 121978</u>
NON CURRENT LIABILITIES:		
Provision for Long Service Leave	82000	82000
Provision for Annual Leave	84000	84000
Provision for Severance Pay	155000	155000
Provision for Funding Shortfall	65000	65000
	<u>\$ 386000</u>	<u>\$ 386000</u>
TOTAL LIABILITIES:	<u>\$ 854906</u>	<u>\$ 507978</u>
NET ASSETS (DEFICIENCY):	<u>\$ 1790050</u>	<u>\$ 1906468</u>
This is represented by:		
MEMBERS' FUNDS:		
Accumulated Surplus Brought Forward	1656745	1790050
Surplus / (Deficit) for the Year	133305	116418
TOTAL MEMBERS' FUNDS:	<u>\$ 1790050</u>	<u>\$ 1906468</u>

This balance sheet should be read in conjunction with the attached notes.

NYOONGAR OUTREACH SERVICES INC
ABN 53 281 140 922
INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30TH JUNE, 2019

	2018	2019
INCOME:		
Funding - City of Bayswater	0	41670
Funding - City of Belmont	25000	20000
Funding - City of Fremantle	30000	15000
Funding - City of Vincent	50000	50000
Funding - Crown Casino	135850	185250
Funding - Cyrenian House	0	6083
Funding - DOC Youth	108506	109407
Funding - DOC Community Connectors	1295209	1259037
Funding - DPM&C	177927	177927
Funding - Mental Health	15022	15146
Funding - RPH Transport Program	0	125000
Insurance Claims	2355	1565
Interest	39749	19702
Job Training, Employment Income	6282	32349
Sundry Income	903	40253
	<u>1886803</u>	<u>2098389</u>
less: EXPENSES:		
Administration Costs	108801	56873
Communication Costs	10359	10718
Depreciation	77707	408331
Direct Staff Costs	1439920	1377843
Indirect Staff Costs	14966	19787
Motor Vehicle Expenses	35362	40492
Office Repairs & Maintenance	5916	7418
Premises/Occupancy Costs	34965	32496
Travel & Meeting Costs	25502	28013
	<u>1753498</u>	<u>1981971</u>
NET SURPLUS / (DEFICIT):	<u>\$ 133305</u>	<u>\$ 116418</u>

This profit and loss statement should be read in conjunction with the attached notes.

1. STATEMENT OF ACCOUNTING POLICIES:

Reporting Entity:

These financial statements are a special purpose financial report prepared for use by the directors and members of the company. The directors have determined that the company is not a reporting entity and hence the requirements of Australian Accounting Standards and other mandatory professional reporting requirements (UIG consensus views) do not have mandatory applicability to the company.

Historical Cost:

The accounts have been prepared under the historical cost convention and therefore do not take into account changing money values or, except where stated, the current value of non-monetary assets. The accounting policies adopted are consistent with those used in the previous year.

Income Tax:

The NPS Incorporated is exempt from paying Income Tax.

Property at 35 Gladstone Street, Perth:

The property at 35 Gladstone Street, Perth was transferred to the NPS Incorporated from the Australian Indigenous Land Corporation during the 2011/12 under the terms of a Deed, with a transfer value of \$2,107,886. This property is subject to a caveat held by the ILC, and cannot be dealt with by the NPS in the ordinary course of its business.

Lottery West also holds a caveat over the property under the terms of a Deed. This Deed was in relation to a grant of funds that was used to complete the property fit out.

Charitable Status:

The Nyoongar Outreach Services Inc is a registered deductible gift recipient.

Acknowledgments and Thank You

We would like to acknowledge and sincerely thank the following for their invaluable support:

Supporters

- Minister for Aboriginal Affairs, the Hon Ben Wyatt, MLA
- Minister for Child Protection; Community Services the Hon Simone McGurk, MLA
- Mr Max Joynes, retired
- Vanessa Elliott - Volunteer
- Tamara Lindsey - Volunteer

Grants and Funding

- City of Fremantle
- City of Vincent
- City of Belmont
- City of Bayswater
- Crown Perth
- The Commonwealth Department of the Prime Minister and Cabinet
- The Department of Communities WA
- The Mental Health Commission WA
- The Department of Health WA

Corporate & Community Partners

- Christine Barrett, CEO Vibe Consulting
- Lachlan Douglas Mills (CPA) - Auditor
- Mission Australia
- RUAH
- South East Metro Human Services Regional Managers Forum
- The Commonwealth of Australia as represented by the Department of Human Services
- The Public Transport Authority
- The WA Police Department
- Western Australian Network of Alcohol and Other Drug Agencies
- Angelyne Wolfe from Bling Design, for providing the graphic design for NOS publications

Donors

- Essentials for Women
- GIVIT
- Share the Dignity.



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NYOONGAR
OUTREACH SERVICES

Our Mission is to provide
outreach early intervention
assistance to Aboriginal
people who are at risk in
public spaces.