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OUR VISION

Positive working relationship 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 interventions 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 suffering from mental health episodes.

OUR GOAL

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

OUR Respect Safety and Harmony

About Us

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

Originally founded as a response to issues identified in Northbridge, NOS has grown to provide community-based services right across the Perth metropolitan area including Northbridge, Burswood, Fremantle, Midland, Belmont and Vincent, along the south-eastern corridor to Armadale and in 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 selfrespect and trust in our clients, influencing them to make better choices in their lives 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 to make required positive changes. This 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 2019-20 Business Activity.

OUR FOCUS

The Nyoongar Outreach Services' focus is to:

- Maintain a street presence by undertaking regular foot and mobile outreach services.
- 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 longterm accommodation options for the homeless.
- Improve public relations with the business and general community.
- Make referrals to sobering up centres, refuge centres, or crisis accommodation.
- Provide diversionary transport to a safer place.
- Improve co-operation and relationship between Aboriginal people and the law.

OUR Dashboard

2M 2019 - 20 Operating Budget

2 Facilities

(Administration and support service hub)

PEOPLE

20,702 CLIENT CONTACTS 6000 LESS THAN PREVIOUS YEAR

> 84% Adults 14% Under 18

3% LESS THAN PREVIOUS YEAR

100% Aboriginal Board 5 Members

84% Aboriginal workforce 21/25
10+ Service Partners

9 Strategic Stakeholder

PLACES

33 Mobile & foot outreach services

9 Locations across Perth 66% Alcohol

a 7% Decrease from

the previous year 14% Drug & Substance Use

16% Homelessness

2% Volatile Substance Misuse 1% Mental Health

PREVENTION

Day 9-5pm

Night 8pm-4am
Patrols

Referrals

Youth Empowerment Service

Intensive Care Management

Aboriginal Acute Care Coordination

Patient Transfers Outreach Service

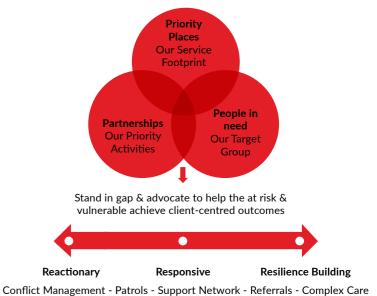
Volatile Substance Use Data Collection

7 Community events

Business Model

Our

Nyoongar Outreach Service prides itself on its capacity to transform the lives of the most vulnerable Aboriginal people with a street presence. It is not unusual for our clients to grow, transform and indeed become part 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 services. Our Business model helps us support others in need.



Over the past twenty years, we have built a strong reputation for responding to conflicts through mediation interventions. This knowledge and business acumen has grown over time to incorporate a more responsive care model through our extensive support networks and referrals. Today NOS is active in Aboriginal resilience building, currently working with up to 40 clients at any given time. NOS provides intensive care through supports to help those in need most of which are children and young people to overcome adversity and intergenerational trauma and social isolation.





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 Yorganop 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 and families.

Dawn proactively represents Aboriginal children's issues and broader community and social impacts at local, state, national and international forums. Including terms as the National Chairperson of SNAICC - National voice for our children 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 2019, Dawn was a founding member of the Noongar Family Safety and Wellbeing Council, and is committed to legislative, policy and practice reform to support Aboriginal family led decision making. Dawn is committed to increasing the governance and service capability of Aboriginal Community Controlled Organisations (ACCO) to ensure the Aboriginal community have strong leadership, advocacy, and culturally responsive services.

Dawn continually seeks to develop her knowledge, skills and abilities 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, is a longstanding committee member, and inaugural Chair and co-founder of the Nyoongar Outreach Service since 1998.

Neville was a former Detective with the WA Police Force and a WA Aboriginal Affairs Ministerial Advisor. With a long history of government relations and community safety Neville remains committed to the stories, legacy and livelihood of Aboriginal Community Controlled

Organisations working together to improve Aboriginal life outcomes. Neville has been instrumental in building the Aboriginal community service sector within Government and has many years of experience in the justice system.

Neville continues to build community services and Chairs the Wadjemup Project, the Noongar name for Rottnest Island. The project will honour almost 400 Indigenous men and boys who were relocated as prisoners used as slave labour and buried there in unmarked graves between 1838 and 1931.

Ms. Barbara Stack Treasurer

Barbara Stack has served for a decade as the elected Community member. Barbara brings significant outreach operational experience to the board, formerly NOS 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 ensure that Aboriginal chronic health impacts are strongly advocated for improved outcomes in addition access to appropriate health services across the metro and regional regions.

Barbara is committed to change the way the government and not for profit sector project manage itinerants. As a long-standing front-line service worker, Barbara believes the term homeless does not adequately describe the client profile and needs. Knowing first-hand that clients live rough because they have conflicts with family, community and or their internal struggles with life. Barbara recognises the way we talk about clients is how we treat them. Barbara confirms our clients are primarily living rough because they are disconnected and do not have the support structures to help them identify a longterm solutions to their personal conflicts, struggles and disconnectivity with community.

Mr. Jeremy Garlett Secretary

Jeremy Garlett has served for a decade as the elected Community member. Jeremy was a founding member of the Western Australian Aboriginal Media Association Aboriginal radio (6NR) and continues to be a popular Aboriginal radio presenter, currently with Nyoongar Radio 100.9FM, Jeremy Garlett was elected to the Committee in 2010. Jeremy was a long serving member of the WA Police Service working in metropolitan stations from 1995 to 2014. Jeremy brings many years of community policing expertise to the organisation.

Jeremy is committed to recording history and is proud of his Aboriginal heritage and has presented to schools, government and community organisations on the importance of culture and identity. Jeremy has an ongoing passion for men's health and fitness, having recovered from some life setbacks he knows the importance of having a strong support network, healthy lifestyle and is an avid long-distance runner. Jeremy past-experiences includes Manager of Bloodwood Tree, Youth Accommodation and has studied broadcasting and community services at Curtin University.

Mr. Farley Garlett **Public Officer**

Farley Garlett has served for a decade as the elected in community member 2010 and holds the position of Public Officer. Between 2010 and 2016 Mr Garlett was the chairperson. Farley brings extensive community development experience and strategic leadership to the service.

Farley is committed to community heritage and works closely with Neville Collard on the Wadjemup Project and is also a Cultural Heritage and Planning Consultant to Development WA.

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

Farley's experience extends to Community Relations within the mining industries in the Western Desert and South West of Western Australia.

Post retirement, Farley is still an active board member at Nyoongar Outreach. A role that he has maintained for 12 years either as a chairperson / vice chairperson or public officer. Farley is also on the Mandjah Boonah Housing Committee as a deputy chairperson and an Executive Member with Nyoongar Mia Mia Housing Corporation.

After the abandonment of ATSIC by the Liberal Government, Farley worked in mining for Newmont Asia Pacific and Cliffs for 15 years. Farley retired from the mining and resource industries to pursue his cultural knowledge as a cultural adviser consultant in numerous development projects.

Farley's passion includes equality, justice, and employment as an advocate who makes a difference at the strategic level. His most memorable community moments are helping people who are struggling. He once worked in Palmerston Street Night Shelter and Soup Kitchen, which also provided educational programs in Northbridge.

Farley has been awarded the NAIDOC Elder of the year and also the Silver Star Award by the Governor General

CHIEF EXECUTIVE OFFICER

Ms. Maria McAtackney

Maria McAtackney has served as the Chief Executive Officer for the past two decades.

Maria walked into her role with a \$40,000 budget and unknown to her that her passion for social justice and equality was just the beginning of a lifetime career journey with the Wadjack Nyoongar community. Maria also brought ten years of senior management skills and knowledge from Derbarl Yerrigan Health Services. Maria got on with the job and has built a trusting and supportive working relationship with the long standing board, the broader community, and NOS staff for many years.

Maria was able to strengthen trust and working relationships with key partners, and identify gaps in services to secure opportunities and resources for unmet need in public spaces. NOS today has sustainably grown to be the employer of choice for Aboriginal people, partner of choice for many not for profits and remains the only organisation that services the Aboriginal community consistently after hours. She 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 spanning 30 years in senior and executive management roles. Her expertise include employment, project planning, program development, implementation and evaluation in the areas of training, social development, crime prevention and community safety.

Maria has committed her professional life to work with the most vulnerable Aboriginal people in Perth.

Maria continues to be a Professional Member of Australian Institute of Management with qualifications in Master of Business Administration, Graduate Diploma Human Resources Management, and a Bachelor of Arts in Behavioural Studies (Edith Cowan University).

Our Progress Reports

Chairperson's Report

Nyoongar Outreach Service (NOS) celebrates twenty years of service under a single CEO Maria McAtackney; who has taken the organisation from foot patrols and a peppercorn sublease at the Aboriginal Advance Council, to an organisation with multiple assets, a fleet of vehicles with strategic partnership with Local, State and Commonwealth Governments.

Thank you to our Board, CEO and Staff for another year of consistently bringing comfort, care and commitment to our clients and continuity to our service partners. This year has seen significant external impacts on our service with COVID-19 restricting client face to face access and the black lives matter campaign highlighting our need to remain united in addressing all forms of racism.

NOS is a long-standing reputable organisation, with a strong cultural backbone, community credibility and committed workforce.

NOS helps our most vulnerable Aboriginal Western Australians and, in the process, serving the broader Perth community. We are known, and have grown to be an essential feature of the Perth not for profit community. NOS is 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 the need for Aboriginal advocacy. We advocate for social inclusion, equity of justice and respite for Aboriginal people exposed to conflict and harm, at critical times.

Starting with night patrols we have grown into the only transient support system in Perth for patients needing transportation to and from hospitals, to youth needing early intervention from street strife, to wellbeing visits and care packs for those living rough. Over the past three years we have grown our Youth Engagement Support Program from police and justice diversion service to a holistic case management program for children and young people who are or at risk of being under statutory care or custody orders.

NOS is a sustainable service that has grown incrementally to build evidence-based outcomes, offer effective 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 social impact in public spaces like we do.

In 2019 we acquired our second asset, next door to our headquarters. It will be our service hub to our Youth Engagement Support Program. We offer our clients' a culturally secure place with a care through therapeutic framework, by collaborating with others to bring services and supports to our clients in this new space.

Since inception we have had staff on the front line, many of which have experienced hardship and distress in their own life journey. It is in and through our staff's 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 and 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 and case-based policy and practice input to local, state and commonwealth government and the community service sector.

Dawn Wallam Chairperson



Two decades of leadership in the one organisation has taught me a lot about the intrinsic value of culture, community, connectivity, and courage in the face of adversity. Our primary purpose has always been prevention and protection of Aboriginal people in public space. We have demonstrated to our financial partners and the community at large that we are more than a reactive patrol service provider. Our values of respect, safety, and harmony; is embedded 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. We protect the vulnerable and help families to seek help and recover from critical incidents and intergenerational

It has been challenging year

for everyone with COVID-19 and the public and community sentiment of black lives matter global campaign. Having held the leadership of this organisation over twenty years, I have seen the many cycles of change in public policy and perception towards Aboriginal people in public places. However, for all the good that has been realised, Aboriginal exposure to harm continues to be overrepresented in our community.

We are an organisation that is on a growth journey both within our organisation and the impact we have with our partnerships and community. We help the most vulnerable Aboriginal people in Perth, experiencing homelessness, conflict, and exposure to hardship.

Our business model is based on culturally responsive and timely service reach to the vulnerable. We work closely with local governments

and the state and Commonwealth government who fund us to meet, help and respond to the at risk when all other services are either closed for the day or have a set service reach.

The extension of funding contracts until June 2020 providing another year of financial stability. We have been proactively engaged in new forms of data collection for the Department of Communities, to confirm the immediacy of care we give and knowledge we have, of the client service needs in the metropolitan area.

I believe consistency in funding provision is a key reflection of how others value and come to trust our service. Working within our funding parameters whilst optimising our services and client care, continues to be our priority. I am grateful for the ongoing support of our stakeholders, funding organisations and service



partners and look forward to further Our success is predicated working with them to continue to increase our service scope and funding into the future.

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

Nyoongar Outreach Service partnerships reduce the vulnerability of our clients who find themselves in situation that require a targeted and timely critical response. This is our number one priority and we have built a strong reputation and brand. We are respected and known for never giving up on our clients because we Maria McAtackney understand that individual issues are impacted by broader historical factors that no single event or activity in isolation can resolve.

on strong foundational relationship of trust and care where we are invited to partner with others across the community service sector.

ONGAR OUTREACH

I am pleased to note that we are in a strong position to move beyond this year's challenges and climb to a pace of business growth to accommodate for more clients next year.

Thank you to our staff for all their hard work and our Executive Board members who provide me with such clear professional direction and support. In particular, my thanks and congratulations go to our Chairperson Dawn Wallam, who continues to network us into broader national and state wide policy developments so we can anticipate and prepare for future possibilities and partnerships to help the local Aboriginal community.

Chief Executive Officer



Our Objectives

OUR PURPOS

- To provide outreach services with partners 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

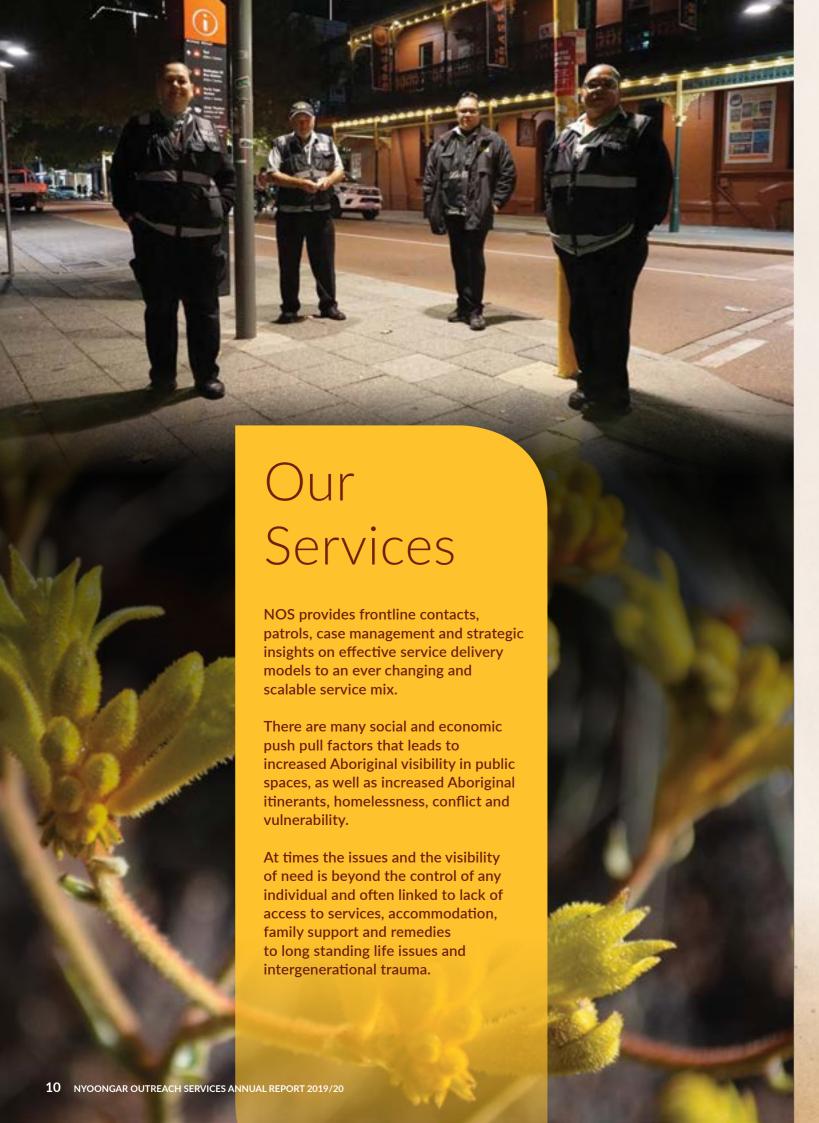
Nyoongar Outreach Services was established as Nyoongar Patrol Systems in 1998 and incorporated in 2001. Initiated by a group of Aboriginal people, government and non-government agencies with a vision of providing culturally appropriate services to young unsupervised people who were at risk of moral danger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

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



NYOONGA





Our Service Spectrum

Our service are on a spectrum offering three tiers of help.

- 1. Reacting to community impacts and conflicts
- 2. Responsive to cultural and social considerations and emerging or anticipated issues
- 3. Resilience building through on going contact and case management with our clients

Our services are integral to significantly reducing individual vulnerability and community conflict by:

- Proactively engage and assist people through street patrols and outreach.
- Culturally responsive client case management, specialising in complex needs,
- Preventative Aboriginal Safety Partnerships with Local Governments and WA Police Force.
- Transportation Service Partnership with Royal Perth Hospital for targeted Aboriginal clients, and
- Community Partnerships with not for profit agencies to streamline client referrals, and 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
- 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 dependent on funding from participating Local, State and Commonwealth Government funding.

NOS maintained a high level of service despite the complexities of COVID-19, we continue to provide up to 33 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
- Gosnells since 2005
- City of Fremantle from 2003
- South East Railway Corridor includes Cannington from 2011
- Northern Rail Corridor and Suburbs began in 2011
- City of Bayswater from 2017
- City of Belmont since 2016
- City of Vincent from 2000

Unfortunately, Crown withdrew its partnership with NOS due to the impacts of COVID-19 on its service capability and business model. The City of Perth has not provided fiscal support since 2005 but continues to seek NOS input on critical and strategic matters. So much more could be achieved within the Central Business District (CBD) homeless community and retail and service providers, but the absence of live/ work local funding is a reflection on local capacity and commitment to positive to change. Due to the absence of a partnership with the City of Perth our reach within the CBD is contained to program funding terms and conditions with the State Government.

Kev Definitions

For statistical and programmatic purposes, it is important to highlight and distinguish our key terms for reporting purposes.

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.

Condition:

The reported impact category with the number of contacts. For example being under the influence of alcohol is the number one reported condition.

COVID-19 Impacts

2020 will be remembered as the COVID-19 year where the global pandemic disrupted society, all industries and community services, introducing social distancing requirements, and regulatory enforced restrictions. Personal and community safety was paramount. In the month of February NOS had 1861 client contacts and this amount halved to 1007 in April an acute business measure of when restrictions were regulated; and how it impacted our business. This dip in client contacts was compensated by increased support structures offered by NOS as it helped those sleeping rough in the city seeking out alternative resting places and care support packages.

The following dashboards sum up how COVID-19 disrupted our services and challenged us to be more innovate and not compromise our client care through services.

unough services.				
FULL FINANCIAL YEAR ACTIVITY	JUL 19 - FEB 20 (PRE-COVID-19)	MAR 20 - JUN 20 (COVID/POST-COVID-19)		
20,702 contacts 23% reduction from 2018/19	15,960 contacts – 77% of total contacts	4,742 contacts – 23% of total contacts		
722 at risk transportations	556 transports – 77% of total at risk transports	166 at risk transports – 23% of total transports		
9 therapeutic rehabilitation transfer services	5 transports – 55% of total	4 transports – 45% of total		
227 medical transports – 103% increase from previous year	96 Medical transports – 42% of total	131 Medical transports – 55% of total		



Our Service Reach by location

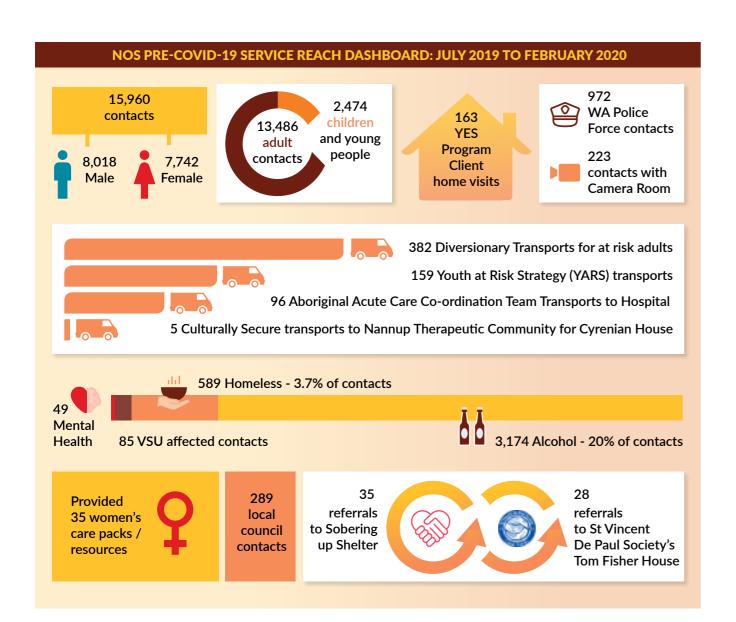
COVID-19 has had a significant impact on entertainment in public places. Compared to the previous year there has been a reduction in overall reported contacts and those impacted by alcohol. Whilst alcohol intoxication continues to be the most prevalent condition representing 4198 measured as 66% of all contacts. 2019-20 represents an overall 9% reduction from the previous year's measure of 75%. However, when measured by location there has been a significant reduction in alcohol reported impacts in some locations especially residential areas. This is summed up in the table below.

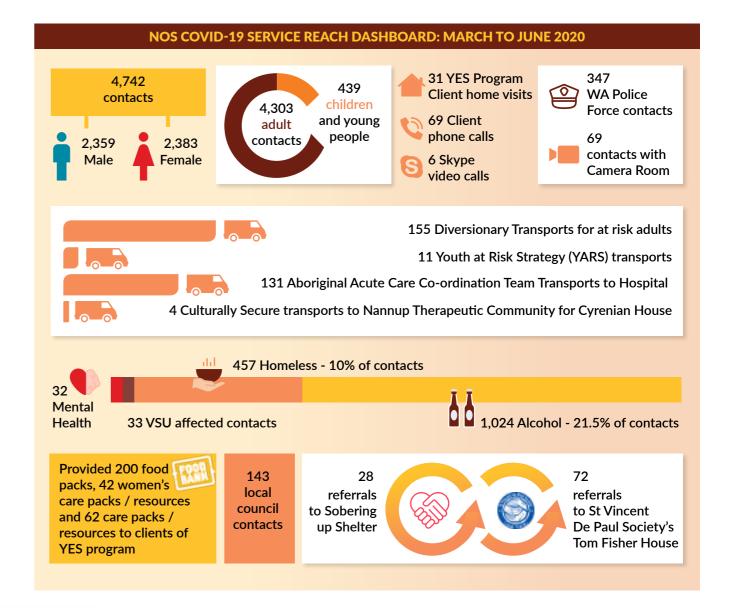
CONTACT AND ALCOHOL IMPACT REPORTED COMPARISON BETWEEN 2018-19 AND 2019-20

WHERE	CONTACTS		ALCOHOL	11
City of Bayswater	₹ 23% to 581	T.T	↓ 14%	• •
City of Belmont	₹ 20% to 1471		- 4%	
City of Fremantle	↓ 12% to 1939		↓ 9%	
City of Vincent	↓ 30% to 3593		↓ 40%	
Midland	↓ 17% to 1591		↓ 5%	
Gosnells	♣ 24% to 415		▼ 54%	
Northbridge	♣ 49% to 3515		↓ 45%	
North Corridor	♣ 11% to 1343		uproportod*	
South East Corridor	♣ 45% to 1713		unreported*	

*Year on year shifts in alcohol reporting was not measured due to the sample group being to small and the focus being on youth at risk most of which had other wellbeing factors being reported as primary condition in 2019-20.











Stakeholder Feedback and Evaluation

The Department of Communities recently adopted Community Connectors program title for many of its community service providers. In the first half of 2020 the Department of Communities commissioned an independent evaluation of organisations' it funds, to provide Community Connectors Service in Perth. Nyoongar Outreach Service has a long-standing service agreement with the Department, and was one of many organisations that was independently evaluated.

The Stakeholder Evaluation Survey had two streams of input:

- 1. From other community service agencies; and
- 2. From community members who may use the service as required.

Nyoongar Outreach Service evaluation results were outstanding demonstrating a superior level of confidence amongst peers both within the sector and our community.

The Survey had four category areas:

- 1. The knowledge and awareness of our service in the community and ability to seek out our services.
- The community and local agencies perception of our operating hours & responsiveness to client needs.
- 3. The suitability and capability of our service and organization and our ability to deliver a quality service that meets local needs.
- 4. Recommendations for continuous improvement in service delivery and client reach

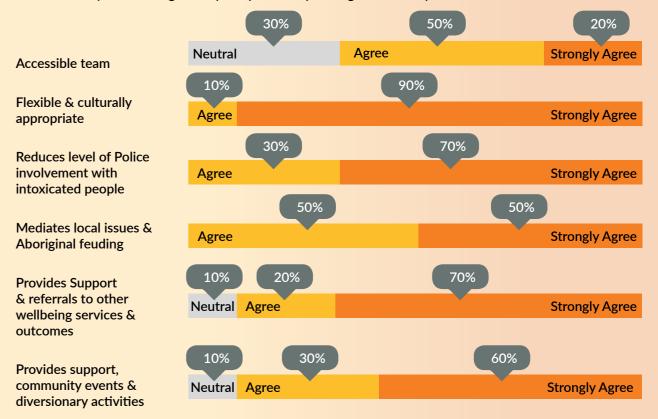
The primary recommendation and feedback were to enhance the program delivery and meet overwhelming need. Specific comments were made for Nyoongar Outreach Service to be at more community events and take a greater role in leading community and sectoral conversations on homelessness and its root cause issues. Below is a summary of the findings.

Nyoongar Outreach Service will continue to advocate for the Homeless and those living rough and welcomes an opportunity to work directly with the Department of Communities to be funded to design a program that is fit for purpose and responsive to homelessness locally.

1. Knowledge /awareness of our service and able to seek out our services: 80% 20% Community Agree Strongly Agree Agencies Agree Strongly Agree

PERTH CONNECTORS - NYOONGAR OUTREACH SERVICES - SURVEY RESULTS continued

2. Community and local agencies perception of operating hours & responsiveness:



3. Suitability and Capability of the existing service provider (ability to deliver service):

Management participates 10% 20% 70% in established coordination or reference Neutral Agree Strongly Agree group meetings/ workshops 90% 10% Is approachable, respectful and are Strongly Agree Agree appropriately trained/ skilled in performing tasks 20% 80% Management has good inter-working Agree Strongly Agree relationships with other relevant organizations Operating hours and service areas are appropriate and meet Agree Strongly Agree the needs of the primary clients

Place-based Service Impact

The table below is a summary of our 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%	0.6%
Crown Perth!	Two nights	4	8%	0.1%
Fremantle	Three days	2	9%	4.8%
Gosnells	Two days	2	2%	2%
Northbridge	Two Nights	4	31%	5%
Northern Corridor*	Three days	2	7%	1.6%
NOS Office	Five days	-	-	0.1%
Midland	Three Days	2	8%	1.7%
South East Corridor^	Two Nights	4	8%	1.8%
Vincent	Five days	2	17%	13%

In the table above, days represents normal business operating hours 9am-5pm, outreach from 11am-7pm and night operating hours were from 8pm-4am. However, during COVID-19 restrictions, the hours were 9am to 5pm and Friday/Saturday nights 6pm-2am to better align with other essential services.

*Our North Corridor is primarily focused on the suburbs surrounding Mirrabooka (Balga, Girrawheen, Koondoola, Nollamara)
^South East Corridor includes suburbs on the Armadale train line.

!Crown Perth Service ceased mid March and the contract was terminated in April 2020 when the entertainment precinct was closed during COVID-19 restrictions.

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 / strategies
- Follow-up clients and their families in need or at risk, to identify support needs

Timely Assistance

The WA Police Force, Local Government and Public Transport Authority respect NOS as an integral preventative and response service partner. Working together on risk reduction within the justice system, on the train platforms, in commutes and in public spaces.

Our response times and ability to diffuse situations has improved significantly by our data trend mapping of peak periods, hotspots and high contact clients. NOS staff conducted shift briefings prior to the commencement of each shift. They focused on known individuals or groups who were likely to be at risk or display behaviours of concern. Our client data stories inform our mobile/roaming outreach service model which allows for a wider area reach with personalised response within precincts. In addition, our cooperative working relationships with other services means that we bridge the cultural and logistical divide with co-ordinated responses to incidents including large culturally diverse groups, suspected offenders, feuding and violence.

Personcentred Service Impacts

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: likely to come to the attention of Police
- People likely to come into conflict/ fighting, in danger from predators
- People who need to go to safer places
- Itinerant and Homeless persons
- Unsupervised young people who fall under the State Youth at Risk Youth Policy
- Young people referred under section 41 of the Children and Community Services Act 2004 -Section 41
- 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.

Youth Engagement Support Program

Due to ongoing demand and the need for social supports to the vulnerable and at-risk Aboriginal Youth, NOS developed its own Youth Engagement Support (YES) Program. The program has three staff and offers intensive case management funded by the Commonwealth and patrols funded by the State Government. In Summary YES offers the following:

- Support and assistance to unsupervised young people in public spaces who are at risk and 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 with conflict resolution, mediation, and transport diversion to a safer place.
- Referrals and transport services to 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 Northbridge Youth at Risk Service initiative.
- Link up and provide input with youth agencies to enable young people improved access to constructive activities; and
- Case management services to young people.

YES, works across all NOS's service footprint and spectrum of services to make sure children and young people exposure to harm is significantly reduced. Clients in the YES Program are 13 years or older, classified as either open cases (in contact), active cases (requires high impact regular contact), or closed where the client's needs have been evaluated internally or with statutory provider and officially closed. The table below shows how enduring our working relationship is with YES clients as many remain open but not active for long periods of time due to the clients uncertainty about life milestones.

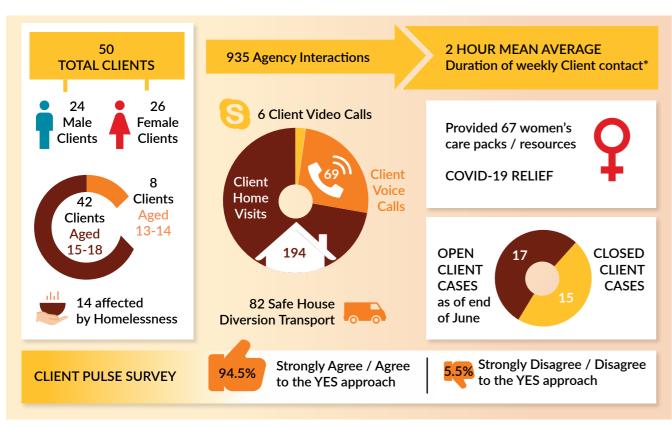
YES Client Load FY 19-20



This graph depicts newly opened cases as active in that month. July commenced with 21 active cases and August had five new cases opened. 4 were closed and the total active cases for the month was 22.

Our 2019 -2020 YES Performance Dashboard

The table below is an accumulative financial year count of the range of support service we have offered our clients. This data collection is currently being used to help expand the YES service by increasing our internal program controls to be more customised to our client cohorts' immediate needs.



CARE THROUGH SUPPORT & TRANSPORTATION COUNTS				
44 INTENSIVE 1 TO 1 Education	16 Medical /Hospital Support	15 Justice & Court 16 Social Services & Recreational Support		
IMPACT MAN	AGEMENT THE SCALE FRO	OM 1-4 ON WHY NEED OL	JR SUPPORT	
Primary response Secondary response Equal third response with 50% with 33% 16% General Wellbeing, Education Support Communication skills Health, Centrelink, Relationships				
INF	INFLUENCE MANAGEMENT CLIENT QUOTED FEEDBACK			
"Georgie has great skills in communicating, + follow up with my son's schools, she's been great support, thanks".	"I think my youth worker is great".	"friendly youth workers".	"Rachel is just like a mum and helps everyone". "I respect Aunty Rachel a lot".	
PRIMARY AGENCY INTERACTIONS				
Welfare	Education	Justice	Mental Health	
Dept of Communities: 114 Centrelink: 19	Communicare: 117 Dept of Education: 17	Banksia Hill: 53 Juvenile Justice Team: 45	Yorgum: 43	

Our Culturally Responsive Client Care

Through our eyes and in our own words. The following extract has been taken directly from the YES Team:

The Case for Change and Business Growth

"Georgie will you please adopt me? So, I don't have to be in DCP", Client T aged 14.

"We have the opportunity to intervene and catch kids before they fall through the gaps and provide much needed support in many areas including but not limited to mental health, education, justice/legal and emotional support. We mediate and work with other agencies to improve and build a better rapport with the client and agency, to ensure that the client has the best possible outcomes.

"We are ready for growth and program expansion and seek to insource or partner with other services and create an Aboriginal Clinical team to directly service our clients. I have a vision for Aboriginal Psychiatrist and Doctor team to assist in diagnosing young people with the many mental health and intellectual disabilities/ impairments. This would allow us to work with the clients with their core underlying issues. Most services only provide a band aid solution".

"Many of our clients have these undiagnosed issues or have been failed by the system in identifying these such as a client that has been state of the ward as a small child and was only diagnosed with Foetal Alcohol Spectrum Disorder (FASD) when they were sixteen. By the YES, team having an attached Psychiatrist and Doctor team we would be able to intervene at an early stage and work with our clients through their core underlying issues and to give them the much needed hope, help and support that they deserve." Georgie YES Outreach Officer.

Our COVID impacts to YES Program

YES, Team Leader Robyn confirms, "although, times were very stressful and considerably tough I personally worked through the COVID-19 like many others within the organization and the community.

"As stress levels increased, we at Nyoongar Outreach Service remained calm and supported each other throughout the pandemic. Senior management and the CEO were very supportive. Management ensured the working environment was safe for staff for example, visual signs were placed throughout the office, protective equipment, and cleaning products to ensure a hygienic working environment.

"The Youth Engagement Service (YES) maintained contact with each client by phone calls; home visits, food boxes, relief packs and COVID-19 packs were given with social distancing measures, minimizing the risk of contracting and the spread of COVID-19."



Our Response to Black Lives Matter within the YES Program

YES Outreach Officer Rachel confirmed, "In May 2020, the Black lives matter movement became global sparking a lot of discussion. No matter where you turned, the movement was being discussed on Facebook, Instagram, Twitter, and the news. The footage of George Floyd's death was very scary and horrible. It caused protests in America and Australia".

"However, Australia's conversation was much more focused on the treatment of Aboriginal and Torres Strait Islander people, particularly deaths in custody. This potentially triggered up negative experiences of past relations of between Aboriginal Australian and Police. The young people today, topically have that negative reaction with police now," she said.

The timing of the American impact came after two Aboriginal people died in custody one in Geraldton and the other in the Northern Territory. Police relations with Aboriginal people continue to be strained and the Nyoongar Outreach Service under its Memorandum of Understanding with the WA Police Force are often used to assist first responders to diffuse and reduce the likelihood of Aboriginal youth and adults being arrested and taken into custody.

Rachel confirmed, "YES clients were not as impacted as the young cohort that were seen by NOS in public places on the weekends. There were instances where negative attitudes towards police and aggressive behavior surfaced. At all times NOS attempted to diffuse the situation and mediate and encourage a positive relationship amongst young people and police. We also provided quite a bit of advice to police around how to positively engage with young people in a culturally and youth appropriate way."

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Our Timely, Relevant and Critical Response

NOS actively works with other agencies to support clients and respond to needs in a timely manner. Working in collaboration with other agencies and organisations means that identifying, locating and engaging with NOS clients is made easier and remains a priority, as their personal needs continue to change. In support of this, NOS have signed agreements to work in partnership with several services 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 and confirm expertise, resourcing and duration of our service offering. A summary of all our active service agreement are tabled below

	PURPOSE	
	Community Engagement Purpose	City of Bayswater City of Belmont City of Fremantle City of Vincent Crown Perth (ceased April 2020)
Night Patrols and or Transportation	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 NOS funding model has not increased, however the first respondent request from the Department of Communities has increased due to the proactive application of the YES program, COVID-19 return to country evacuation, and alternative accommodation arrangements to reduce the risk exposure in the central business district (CBD). These challenging times continue to expose the sector to NOS superior agility and capacity to mobilise help to those in need. Prior to COVID-19 regional border restrictions, NOS successfully relocated 36 clients back to country including the Midwest, Pilbara, Kimberley, Goldfields and Desert regions. NOS continues to participate in Government information sessions, tenders, and contract forums and not for profit alliances to explore new opportunities, business models and funding attraction and retention.

NOS has been approached by the community service sector to be the lead agency in future tenders to compliment the WA Government's Aboriginal Procurement Strategy and the Commonwealth Government's Indigenous Procurement Strategy. All legal and financial partnership considerations including possible human service consortiums continue to be approved by the Board.

The lack of crisis accommodation for homeless people continues to provide ongoing challenges as many clients are living through some type of disrupted life circumstance leading to isolation, separation and reduced access to help. The lack of after-hours services makes it difficult to provide an immediate response to client needs with NOS often being the only consistent community service available after 7pm.

Despite the challenges, Nyoongar Outreach Services remains committed to improving the outcomes for clients and to support the development of a sustainable funding and delivery framework.

Policy Impacts and Advocacy

As the key advocate for people at risk in public places, NOS was engaged to provide assistance to the Metropolitan COVID-19 Taskforce and assist /case

manage more clients for the Public Trustee and public hospitals.

Through our trusted relationships and proactive engagement with key stakeholders NOS was able to provide safe transits for those living rough and reconcile them with their home community or family. More than 50 Aboriginal families across the state benefited from this critical and culturally responsive service.

Transient persons 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 service need. The WA Government has funded NOS to proactively engage itinerants in public spaces who have this dilemma and meet set criteria. NOS supports at-risk patients who are struggling to access continuity of care. NOS provides supported transports to prevent further health impacts. NOS also supports the identification, connection and coordination of people wishing to return to country after medical treatment who are not covered with 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 Departments of the major hospitals.

NOS acts as an advocate in many circumstances and is active in following up on Housing, Centrelink and child protection and family support appointments and arrangements. NOS makes 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 to not for profit and academic research on homelessness, youth strategies and children at risk of out of home care.



Our People

Our people are our greatest asset.

- We are client centred, culturally competent and adaptive organisation.
- We proudly promote that 84% 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*.
- *Requires Police and medical clearance to be licensed to transport people.
- We have 100% workforce engaged 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% Possess social service qualification and Master of Business
- 100% Business and Social Impact Capability

Youth Engagement - 2 Full Time Officers, 1 Part Time Officer

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 cooccurring and re-occurring needs

Patrols - 18 Officers

Localised and Respected

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

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, no two issues are the same and that the critical response required is in part universal, but also must be customised and targeted to the immediate and acute needs of each client.

Our staff are safe and supported by strong government and ethical leadership where all areas of service delivery, staff training and in policy development and documentation; are subject to annual audits, continuous improvement, and certification.

Safety and care is our number one responsibility and consideration of self-care practices is regularly discussed. The Operations Manager provides debrief for staff where required. We prioritise occupational health and safety and maintain high standards of monitoring and response to risks, with 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:

- Advanced de-escalation techniques
- Mental health first aid
- Managing mental health in the workplace
- Client centered planning and case management



	OBJECTIVES	ACHIEVEMENTS
1	Provide outreach services through partnering with government and nongovernment agencies and the private sector to increase safety and harmony for all members of the community.	All existing services and partnerships have been retained and new partnership terms were enacted. The Government of Western Australia, Department of Communities commissioned NOS to: a) Trial real time 'Connect' app program data collection using their online applications / platforms b) Relocate 36 people who were at risk to regional and remote family before COVID-19 restrictions. No New Memorandum of Understandings (MoU) were established this financial year, and all existing partnership terms were met, despite the added complexities from COVID-19 restrictions.
2	Refer clients to relevant agencies and / or implement diversionary or safety measures.	All clients are coded and managed through a centralised data base which connects their social impacts with a range of specialised service providers to assist staff in timely referrals. NOS hosting the Department of Communities online data trial reflects the trust the funder has in NOS as a culturally responsive service provider. During this time period NOS made more than 1000 referrals to other agencies and diversionary transportation measures to increase client safety. Our acquisition of the neighbouring facility and Nyoongar fit out is a further demonstration of our commitment to grow as a service hub for our clients.
3	Promoting Partnership and Cooperation with other Organisations to build capacity and ensure appropriate and effective responsive service provision.	NOS continues to be an active member of a Not for Profit Consortium streamlining client intakes with rehabilitation services and reducing the incidents of children coming into statutory care. This includes but not is limited to the Homelessness Taskforce, The COVID-19 Metropolitan Taskforce and the Fifty Lives Fifty Families Project.
4	Maintaining the strong reputation of Nyoongar Outreach Services and enhancing respect for the Aboriginal community.	NOS was invited and provided input into State Library of Western Australia electronic archive for photos and old Nyoongar patrol website as an insight into our historical role in advancing and helping the Aboriginal community in Perth. All NOS uniforms and fleet of cars are branded and known to the community; and called on by both the community, government and research sector. NAIDOC week had stakeholder tent limitation and Reconciliation week was cancelled due to COVID-19 restrictions. Both significantly impairing the Aboriginal community to be together in a public event.
5	Remain a strong viable organisation through: a) Maintaining strong governance. b) Developing and enhancing staff capacity. c) Securing and maintaining a strong financial position. d) Providing adequate systems and assets for operations. e) Continuous improvement of policies and practices.	 This financial year results confirm the organisations viability with: a) An increased focus on data collection internally and with Government with active participation in DoC 'Connect' program. b) Commencement of the strategic planning process with the Board and Staff. c) Continued higher than average fiscal allocation to staff development and sanitation significantly reducing hazards in the workplace. d) The Nyoongar design and fit out of the newly purchase of the neighbouring facility doubled NOS asset base without compromising its required liquidity position and superior fiscal management and stewardship of resources. NOS also acquired iphone 11's for all sites to enable live data collection and assist staff in making referrals, acquisition of fleet tracking to enable more efficient deployment of resources. e) NOS audit report confirms the organisation has strong governance controls, asset base and systems to deliver to partner and funding body expectations.
6	Continue to develop and improve comprehensive support models by: a) Strengthening relationship with stakeholders. b) Maintaining organisational capacity. c) Working in partnership with other agencies. d) Continuing to improve organisational data management.	NOS has had to be more agile and responsive as funding terms and conditions that did not account for increased activity due to COVID-19. Success includes being the principal agency who facilitated return to country transits for most Aboriginal people living rough in the city during COVID-19 regional boarder restrictions. The data analytics and dashboard reporting to partners and in this annual report confirms the superior approach to person centred care and outcomes. a) Prior to and during COVID-19 NOS continues to remain agile to respond to client and stakeholder needs. NOS was proactive in working with local and state government partners as an essential work force to confirm our role throughout the pandemic. During COVID-19 this enabled the organisation to accommodate government requests for return to country of at-risk clients prior to state based travel restrictions being implemented. It also meant we were able to accommodate Crown's service contract request to suspend the service whilst they were themselves closed due to public space restrictions. b) Managed organisation capacity to sustain all contractual obligations and site coverage pre and post COVID-19. c) NOS was proactive in working with local and state government partners as an essential work force to confirm and strengthen our role throughout the pandemic. d) NOS implemented in conjunction with DoC 'Connect' app program to improve future data management.

Our Partners

Service Partnerships

NOS has partnerships with the Local, State and the Commonwealth Government as well as private industry. NOS partnerships are place-based, and our impact success measures are quantified by number of contacts with our patrols, number of client referrals, number of case management clients and the willingness of Aboriginal people, 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 Coordination Team (AACTT) of the South East Medical Service, funded by WA. Government Department of Health.	Five week-days.	1 staff and 1 transportation van.	227 Patient transports for a total of 75 clients. This represents 37% in 2019 and 63% up to June 2020. With 178 opting for return service and only 49 requesting one way service.
Referrals to and from External agencies (WA Police Force, Centrelink, and Hospital/medical).	Existing and new clients plus people in contact with our patrol services	All 24 staff as per client and contact presentations at office or during patrols.	509 client contacts over this time period with an accumulative count of 26 direct referrals to Centrelink. This is a reduction in the overall referral count from the previous year.
Intensive Case Management of at-risk Youth, funded by the Commonwealth Department of the Prime Minister and Cabinet Indigenous Advancement Strategy.	50 clients over this time period supporting them with 194 home visits, 67 care packs, 935 agency interactions and 91 care through transportations.	3 staff during the day as part of the Youth Engagement Support team plus patrol teams.	More than 50 clients over this time period, a total number of 91 children and youth seeking and receiving transportation.
Northbridge Youth at Risk, funded by WA Government Department of Communities.	Day and night service for Aboriginal youth at risk.	Four staff during night patrols and 1 staff allocated to all youth engagement service.	4007 contacts with children and young people and 338 youth transportations out of Northbridge over this period.
Perth Metropolitan Patrols, Funded by Department of Communities and Partner local Governments and Perth Crown.	Aboriginal people in public places.	16 staff during the day 12 staff at night 6 transportation.	NOS had 20,702 contacts for the financial year, represented as 12,241 contacts Jul – Dec 2019, 8,461 contacts Jan – Jun 2020.
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.	107 contacts with clients presenting with Volatile substance and 885 contacts overall were impaired by drug use / misuse.
Crown Perth.	Two nights per week and other events as requested.	Four staff and a transportation van available on request by Crown.	1,607 client contacts this financial year was a 36% reduction from the previous year due to Crown contract termination due to COVID-19 restrictions.
Local Government: City of Vincent City of Bayswater City of Belmont City of Fremantle.	To maintain linkages to service and harmony with the general community.	3 to 5 days per week 2 staff per shift.	7,750 client contacts and assistance provided to sobering centre, housing, and welfare services.



As confirmed in the supporting tables, we advocate for programs and policy responsiveness to the itinerant, homeless and underserved Aboriginal client cohort. Our data and evidence trail is timely, demonstratable and accessible to help guide and redirect the terms and conditions required to respond to individual, family based, community based and organisational needs.

Western Australian Government

We are the only patrol organisation in Western Australia to have service sustainability of annual funding, simply because our service footprint evidence and outcomes speak for itself. Our WA Government partners are the Department of Communities, Department of Health, Mental Health Commission, WA Police Force, and the WA Public Transport Authority.

We were one of the first Patrols in WA to record, track and report client data highlighting to funding bodies and the broader WA Government. NOS data intelligence identifes service gaps, community needs and client exposure and contact with harm, the criminal justice, health and hospitalisation impacts.

NOS Department of Communities partnership began in 2007 and continues to be defined by a service agreement for night patrols and Northbridge Youth at Risk Program (for those aged over 13). There are a range of preventative and case management services NOS could be performing for the Department, especially for children under 13 and those who are in statutory care or at risk of being in statutory care or custody. However, NOS is not yet funded to do so. NOS has built networks across the not for profit sector and formed consortiums 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 presenting in the community which may not be known to Government.

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

NOS Mental Health Commission partnership in the Volatile Substance Use (VSU) Project. The project was established as 2006 recommendations of the National Inhalant Abuse Taskforce, because Aboriginal Australians continued to be significantly over-represented. The project aims to minimize the harm caused by VSU by implementing 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 which requires a holistic approach from clinical and welfare services.

Local Government

The local government are our strongest engagement government agencies. Nyoongar Outreach engages at a community level and assist by providing input to their community safety plans. Daily interactions between the council employees and NOS when staff are present in their municipal locations to exchange information on hot spots and actions required during their shifts. NOS management are also committee members to various local government Indigenous and public space portfolios e.g., RAP, Safety and Security or Aboriginal Reference groups.

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Commonwealth Government

The NOS National Indigenous Australians Agency (NIAA) partnership is managed with a service agreement as part of the Indigenous Advance Strategy. The agreement funds the YES program to deliver intensive case management services to vulnerable and at-risk young people. The NOS YES program not only responds and removes children and young people from potential of harm from public places, but also delivers a range of preventative case-management measures and build strong relationships with our youth community.

NOS Centrelink Partnership continues to be helpful and strengthened by our agreement for the out-servicing aspects of the Department of Human Services (DHS) Indigenous Services Officer Network. This empowers and enables us to host critical Centrelink personnel in locations more culturally conducive to our client diversity of needs. This includes regular on-site service coordination and advocacy at our headquarters, so clients do not feel overwhelmed and intimidated by government offices. This new arrangement will provide timely and appropriate access to DHS support for our clients and their families. It also means that poverty threshold issues, access and eligibility can be resolved immediately once the client's identity is established and their circumstances are realised.

NOS leveraged its strong working relationship with the Centrelink Indigenous Service Unit during the COVID-19 pandemic to streamline outcomes and queries for clients. NOS also advocated on behalf of Centrelink by informing clients of payments/relief they were eligible to access COVID-19 relief supplement.



OUR STRATEGIC FORUMS

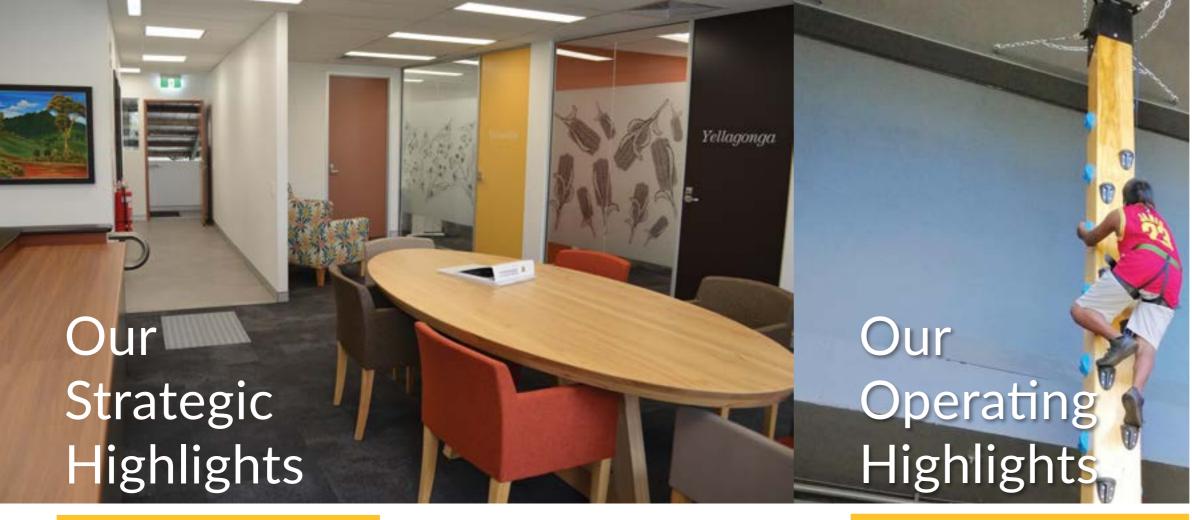
NOS are active members of several strategic forums which are addressing community safety and security.

NOS collaborates with several service providers, advocating and developing strategies to assist many of our distressed and homeless clients.

Over this time period NOS participated in the following 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 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
- Ruah 50 Lives 50 Homes Project Steering Committee
- Youth at Risk Strategy Steering Group and Interagency meetings





Assets and new business

Nyoongar Outreach are primarily funded through service agreements with stakeholders, and all agreements have been extended for another year.

The demand for services continued to grow and Nyoongar Outreach was regularly contacted for assistance and requests to go to new suburbs and areas. This financial year the focus has been to review and increase our availability and responsiveness within the current business footprint. This includes building up a more comprehensive story bank of all our clients so that we continue to offer timely fit for purpose case management.

Last financial year NOS purchased its second facility and this financial year it completed the fit out to compliment and reflect Nyoongar ways of working. COVID-19 has confirmed our market position as a bespoke service provider to our client's complex needs and this new facility will be a hub to support our cilents to come to terms with their personal adversity, community circumstances and social integration with complimentary referral 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 neighbours the current headquarters and was purchased and fitted out through a strong liquidity position, based on many years of strategic fiscal planning and preparation. NOS proudly hosts

a culturally competent service hub with meeting rooms, counselling booths and a reception area ready to meet the projected growth in client caseloads from government. This new purchase has seen NOS capital asset base grow to three million dollars.

Donations

Thank you for your generosity and donations to our clients. With COVID-19 our clients benefited from personalised care pack delivered to homes. We value the timely contributions of Foodbank, and Essentials for Women who for many years have provided much needed goods for hygiene packs to those living rough on our streets. We also thank the generous donation of Australian Communities Foundation which has enabled us to provide resources to at risk young people and clients that our normal budget constraints would not allow. With this donation we have been able to provide in line with their case management goals recreational activities, school uniforms, educational resources, and sporting equipment.

Community Events

We participated in more than 10 community events this past year. Unfortunately, Reconciliation Week activities, were not public events due to COVID-19 Restrictions. The NAIDOC community fun day had a set quota of tents for organisation displays and NOS was not one of those set participating organisations. Therefore, NOS NAIDOC celebrations centred more on supporting the social inclusion of our clients in events.

Client Contact

Understanding what works best for our clients is this key to service outreach efficiency. NOS continues to improve its data intelligence to ensure all client contacts are recorded and client case management continues to focus on the immediacy of needs. NOS new facility has had a bespoke fitout with capacity for centralised confidential counselling and coordination services, bring clients a range of referrals that now can be in sourced.

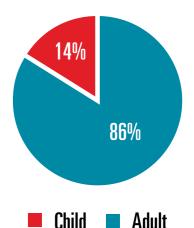
In 2020 NOS was a Department of Communities COVID-19 front line responder and this has had a significant impact on client contact reported outcomes.

86% of NOS clients are adults. This is a 2% increase from the previous year and totalling 17,779.

14% were youth aged 12-18 year old, they engaged our services primarily through night outreach in the Northbridge area; a 2% reduction from the previous year with a total of 2923 contacts.

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

Age Demographic

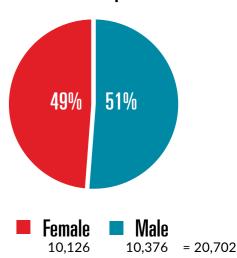


2.923

The gender demographic distinction continues to be consistent with past years This financial year 51% of all contacts were with men, representing 250 more male than female contacts. This is a testament to the NOS Outreach programs being consistent and gender inclusive.

17,779 = 20,702





Client contact reduced by 23% compared to the previous year.

There were 20,702 client contacts, a reduction of 6,000 compared to last year. Northbridge Youth and The City of Vincent were our highest level of engagement hotspots.

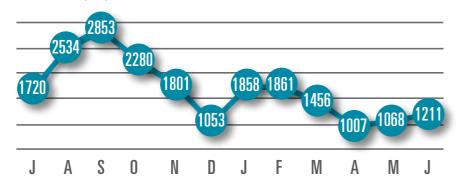
Our outreach staff continue to observe and report an overall reduction in antisocial behaviour and noticeable decrease in duration of itinerant alcohol consumption in public places. This trend has consistently lowered over the last three years, testament to NOS timely capacity to transition people

away from harm.

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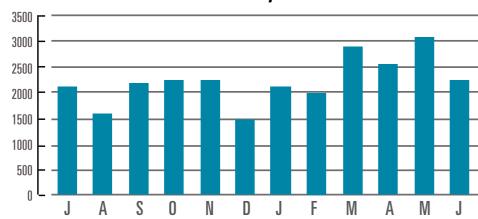
The line graph measures the monthly trend in client contacts, most notably that the COVID-19 restrictions halved the number of client contacts in the months from February to April, reducing from 1861 to 1007.

Engagements Month to Month 2019/20



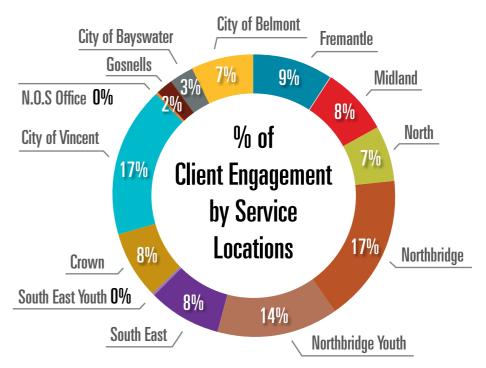
Total of Contacts by Month 2018/19

The bar graph confirms demand for our service over the previous financial year, where contacts historically peaked in March to May. Compared to this vear, where we have had a dramatic decline due to COVID-19 reducing the number of people coming into contact with NOS.



4000 Client 3500 Engagement 3000 by Service 2500 **Locations** 2000 2019/20 1500 The following bar graph confirms the total number of contacts by 1000 patrols to a set location. 500

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



Compared to the 2019-20 financial year there was a 10% proportional reduction of client contacts in Northbridge from 27% to 17%. Across this and previous financial years the demand for our service is dominated by our increased focus and funding to Northbridge, which continue to have the highest contacts, and this year was equal first with the City of Vincent at 17%.

Place-based Summary

NOS presence acts as a deterrent, as eyes on the street, challenging negative and anti-social behaviour and encouraging people to do the right thing. NOS staff are equipped with cultural expertise to de-escalate conflicts and undertake a mediator roles. To assist clients, staff will also refer and link those in need to other services including the Salvation Army Bridge House, Sobering Centres, and/or domestic violence support services if needed.

Northbridge continues to be NOS's largest site with 17% of all contacts with a total of 3515 contact a 49% reduction from the previous year which had 7129 contacts. This significant reduction is due to the entertainment precinct being closed due to COVID-19 restrictions. This represents 40% of contacts at 1591 from July to December 2019, and increasing to 60% of contact at 1924 from January to June 2020. The increase in the second half of the year is a direct link to increased NOS reallocating resources to Northbridge when the Crown contract was terminated during COVID-19. This is a clear demonstration of

the correlation between resources allocated and the capacity to meet needs. It also demonstrates that whilst Northbridge was closed as an entertainment precinct for a few months the impact and issues of homelessness, living rough and displacement prevailed.

The reported reason for client contacts was 36% alcohol related at 1261, 9% homelessness at 321, 8% drug and substance use at 250. A total of 78 client transportations occurred: 36 to Sobering up Shelter, 27 to home (WAPF referral) 12 to hospitals and 3 to hostels/refuges.

Youth in Northbridge is a separate point of measure as per funding provider reporting requirements. The safety and protection of Aboriginal young people 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 (YARS) with the Department of Communities and WA Police Force. 92% of all youth contacts were made in Northbridge.



There were a total 2860 contacts over the 12 month period, a 29% reduction from 2018-19. There were 1553 contacts totally 54% from July to December 2019, with the total numbers decreasing to 46% with 1327 contacts from January to June 2020. A total of 187 youth required transports, 87% were for YARS at 162. Of the total of 187, 117 occurred between July and December 2019, decreasing to 70 from January to June 2020. There were no transports from April – June 2020 due to COVID-19 and YARS not operating.

The City of Vincent is close to the central Perth precinct and Northbridge. It has several congregating locations within its boundaries such as Weld Square. It is a service hub with a large number of services operate within or near the Council. This includes Royal Perth Hospital, Derbarl Yerrigan, the Manna Meal service at Weld Square, Homeless Healthcare, Street Doctor, Tom Fisher House, RUAH, Tranby, Daydawn Advocacy Centre and the Beacon. These services bring more clients to the area and contribute to the muchneeded service NOS provides in collaboration and coordination with the Council.

The City of Vincent equalled Northbridge as our busiest site with 17% of all contacts representing a total of 3593 contacts, a 30% reduction in the number of contacts compared to the previous year at 5105. These contacts occur during the day, unlike Northbridge NOS operates within the council five days a week. The greater amount of time within the city has a direct correlation with the higher number of reported contacts.

Alcohol related reporting reduced by 40% from 61% in 2018-19 to 20% overall in 2019-20. This shows a strong correlation between historical issues and current period impacts of COVID-19 have seen a significant decline in alcohol reported conditions.

From July to Dec 2019 2564 contacts reported the influence of alcohol as the primary reason representing

19%. Client contacts more than halved to 1029 from January to June 2020, when alcohol was the reported reason for 21% of all client contacts.

Clients affected by homelessness had halved also from 22% in the previous year to 10% of all total contacts in 2019 escalating to 20% in 2020. There was a noticeable increase in clients presenting as homeless due to the COVID-19 pandemic and seeking accommodation. NOS provided 8 care packs, blankets/swags in 2019 and the amount increased in 2 total of 22 care packs were given over

in 2019 and the amount increased in 2020 to 14. A total of 22 care packs were given over the financial year. A total of 144 transportations were provided, representing 96 in July - Dec 2019, decreasing to 48 between January to June 2020.

The South East Corridor stretches from Cannington down to Armadale was our third largest area with contacts totalling 1713 representing only 55% of the previous year's count of clients contact total 3017. This location represents 8% of NOS site specific contacts and 4% reduction from the previous year. There were 1053 contacts made between July and December in 2019 and 660 from January to July 2020.

A total of 35 transportations were provided this financial year with 82% occurring between July and December 2019. There were 18 Volatile Substance Abuse (VSA) contacts a 72% increase from five in 2019 to 13 from January to June 2020. The percentile has had a significant spike simply because the client numbers overall are low. NOS has a high

level of contact with VSA a client in this area and continues to support the individual in a range of social supports and referrals.

The Crown Perth Precinct is the only location funded by private industry. Crown Precinct contacts totalled 1607 a 36% reduction from the previous year measure of 2482. More than 68% of contacts totalling 1097 occurred from July to December in 2019. Only 32% of contacts occurred in 2020 simply because Crown terminated its contract with NOS in April 2020 due to COVID-19 restrictions closing the entertainment precinct from mid-March 2020. Only seven transportations were requested by Crown in this financial year.

The North Corridor represents the Northern suburbs with a primary focus on Mirrabooka and surrounding suburbs of Girrawheen, Balga, Koondoola and Nollamara. A total of 1343 a 11% reduction from the previous year with 1498 contacts. There were 691 contacts made between July and December 2019, with a slight decrease to 651 from January to June 2020. A total of 98 contact were due to the influence of alcohol, quantifying 7% of total contacts and 62% of total conditions. Compared to the previous year the influence of Alcohol in contacts was 67%. A total of 16% presented with drug and substance misuse, 12% homelessness and 1% reported with volatile substance misuse.

Requests for our service were predominantly made by security at 49%, then police representing 27% and then businesses at 19% and the local council comprising 1.5% over all requests for assistance in the Northern Corridor.

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. 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

the work to support our younger clients residing in the City of Belmont.

NOS staff recorded 1471 contacts, a 20% reduction from 1820 contacts in the previous year. There were 891 contacts from July to December 2019, decreasing to 580 between January and June 2020. Only 4% of this location's contacts were due to the influence of alcohol a total of 64 contacts. It is important to highlight that compared to previous year there has been a 72% drop in alcohol related contacts shifting from 76% in 2018-219 to only 4% this financial year.

Contacts with local businesses tripled in the second half of the financial rising from 11 in 2019 to 33 between January and June 2020.

Of the clients who were recorded with an adverse condition, 66% were affected by alcohol, 23% drugs, 10% homelessness and 2% had mental health impacts. However, when these adverse conditions are compared to total contacts, they are relatively low compared to other NOS patrols. Alcohol only made up 4% of total contacts and Drugs and substances 1.5%. NOS clients in Belmont did not engage in as high risk behaviours as compared to services in the inner city. 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 their extended family and friends.

The City of Bayswater service entered its third year of operation and recorded a total of 581 contacts for this time period. This represents a 23% reduction in contacts from the previous year's sum of 747.

Biannually the measure was 386 contacts from

July to December 2019, decreasing to 195 contacts between January and June 2020. NOS provide a twice weekly, day service based around several areas within the City where Aboriginal people are known to congregate and at times sleep rough. NOS contacts in Bayswater were reported as 12% alcohol related contacts. Alcohol was the primary condition recorded for clients presenting with an adverse condition, making up 48% of all conditions, a decline from 62% in the previous year. homelessness 34%, drugs/ substances 12% and volatile

substance misuse 3% were the other

reported conditions with percentiles.

Homelessness reportage remains high in Bayswater due to proximity to the centre of Perth, public transport, lack of public housing or short and medium-term accommodation in the Perth area.

The City of Fremantle NOS continues to have a significant role in the City of Fremantle providing outreach services 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 1939 contacts compared to 2201 in the previous year. Out of all outreach service sites, Fremantle had the least significant change in client contact numbers representing a 12% reduction in overall numbers. Biannual measures confirmed 1142 contacts from July to December 2019 decreasing to 797 from January to June 2020.

A total of 293 contacts were reported under the influence of alcohol, representing 15% of total contacts and 56% of total conditions. this is a slight decrease in percentage of conditions from 65% the previous year. No more than 5% were contacts due to homelessness, with an increase in the second half of the financial year, at 61 contacts compared to 33 in the first half.

Homelessness made up 18% of adverse conditions recorded which is an increase from last year. The exact reasons for this are complex and difficult to determine, however, clients report a strong correlation with eviction, domestic violence, and alcohol/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. A total of 104 contacts required transportation measured as 48 from July to Dec 2019 increasing to 56 from January to June 2020.

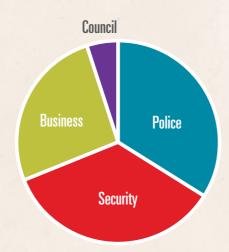
Midland recorded 1591 contacts, which was a decrease from 1906 the previous financial year. For clients that presented with an adverse condition, 71% of these were alcohol affected, 17% were affected by drugs and substances then 8% homelessness and VS misuse being 3%.

NOS have a long standing working relationship within Midland and as confirmed in the pie graph.

NOS service is in demand and requests are equally represented by police, security and local business demonstrating how well we work together.

This has reduced the burden on the local council responsive request for NOS to respond to local issues and impacts.

Working Together



Gosnells is the smallest service footprint with a total of 415 contacts a reduction of 24% since the previous year's sum of 541. There were 314 contacts between July and December 2019, decreasing to 104 during January to June 2020. There were only 10 transportations in the financial year as Gosnell's does not have a high amount of clients engaging in at risk behaviours compared to other NOS patrols. Only 4% of total clients were intoxicated by alcohol and 3% by drugs and substances. Currently requests for a NOS response to Gosnells predominantly comes from businesses at 63.%, then police at 11%, security at 17% and the local council at 9%

NOS Administration: Continues to be a hub for client contact referrals, an aspect of the business that is growing as the business models shifts from reaching to resilience building within the Aboriginal community. There were 120 referrals to Tom Fisher House a speciality service for the homeless. A total of 39 occurred between July to December 2019 and then increasing to 81 between January and June 2020. A total of 44 resource or care packs were given to contact and or clients that presented to the office. This is proportionally measured as 10 between July and December 2019 and 34 between Jan and June 2020. Across the financial year there were 22 referrals to Centrelink and 15 to Depertment of Communities: Public Housing Division. This count does not include the referrals made by the YES program.



Client Conditions

The Client Conditions pie graph confirms, alcohol once again is the most significant condition recorded by NOS staff at 4198 contacts followed by homelessness at 1052, then drug/substance misuse at 885.

Compared to last year there has been a significant reduction in antisocial behaviour including feuds and domestic violence representing less than 1% of contacts. Domestic violence reduced 37% from 19 to 12 contacts and feuding events have reduced by 80% from 16 to just two reported contacts.

However, it is important to note that compared to the previous year volatile substance misuse went up to 107 from 81 an increase of 25%.

Alcohol

Alcohol intoxication continues to be the most prevalent condition representing 4198 measured as 66% of all contacts. This represents a 9% reduction from the previous year's measure of 75%, The percentile reduction is amplified at sites that are also entertainment precincts including Northbridge, Crown Perth and City of Vincent being the dominant locations. COVID-19 is the primary reason for the percentile drop.

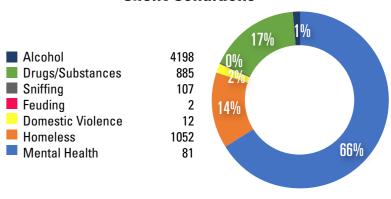
The Alcohol Use by Service Location bar graph confirms how alcohol related contacts continue to dominate entertainment precincts.

Drugs and Substance Abuse

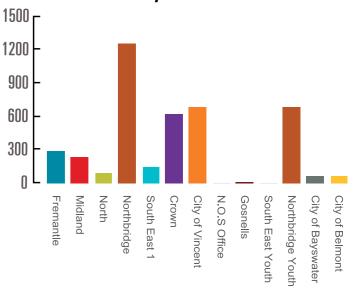
Drug and substance abuse was reported as the highest in the City of Vincent, followed by Northbridge. This is the first time Town of Vincent has exceeded Northbridge in reported contacts. It is important to highlight how Fremantle this year exceeded Crown, and that Crown and the South East Corridor had similar results for drug and substance abuse contact reporting. This is due to Crown contract termination in April 2020 due to COVID-19 restrictions.

The Drugs and Substance Use by Service Location bar graph confirms how like alcohol, drug and substance abuse is predominately contained to the entertainment precincts.

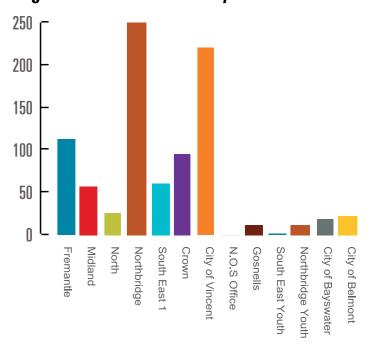
Client Conditions



Alcohol Use by Service Locations

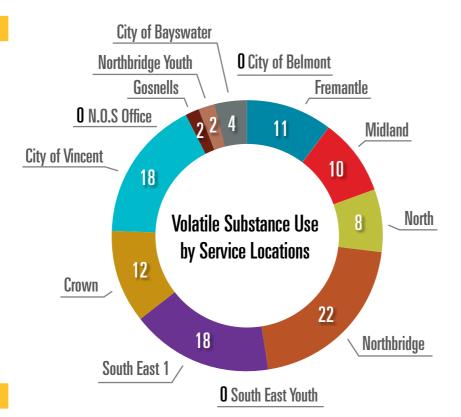


Drugs and Substance Use by Service Locations



Volatile Substance Abuse

The Volatile Substance Abuse (VSU) bar graph confirms Northbridge, City of Vincent and South East Corridor have the same complex high burden of substance abuse representing an accumulative percentile count of more than 60% of all contact with known users within our service footprint.

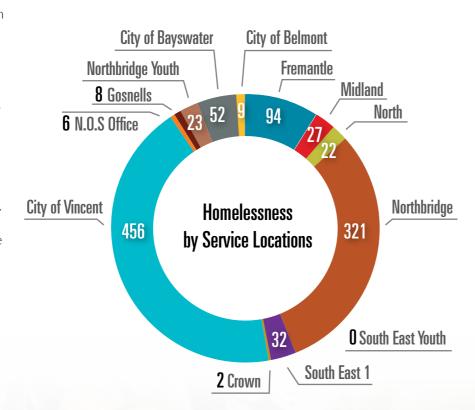


Homelessness

Homelessness continues to be a significant concern for the Perth Aboriginal community with 1052 contacts and increase of 19% from 884 contacts in the previous year. The City of Vincent over three consecutive years has had the highest level of client contacts presenting as homeless, followed by Northbridge. This financial year Fremantle had the third highest count replacing the City of Bayswater this year.

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 itinerants couch surfing or presenting through our Aboriginal network or street patrols.

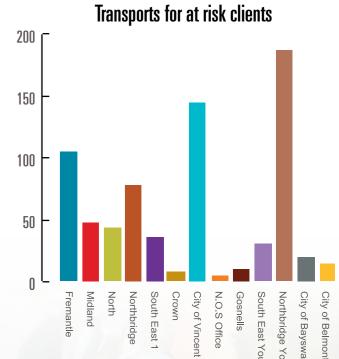




Transportation Help

Transporting vulnerable at-risk Aboriginal youth and adults is an essential support service NOS provides in conjunction with our primary outreach services. The Northbridge Youth Service had the highest number of transports in this reporting period with 187 a drop from 338 in the previous year, followed by the City of Vincent (170) and the City of Fremantle (118).

The bar graph confirms Northbridge and City of Vincent contacts required the highest number of transportation help.





Client contact, case management and case studies

There is a specific process and staff duty of care when dealing with people affected by alcohol, drugs or with health issues. 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,
- 4. case management if, and when required.

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

The scope of services NOS offers is dependent on our funding terms and conditions and we are often the service broker. Case management in this context is connecting clients to supports and solutions which often includes 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 the complex case load and limited number of support services and accommodation, some cases remain open for many years due to the circumstances that the people are in and the long wait times for housing.

NOS continues to have several cases open in relation to housing and 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 maintain medical appointments, comply with medication regimes and accessing medical services while they remain homeless or settling into new accommodation.

Study A

The Issues

Female client was referred to the YES program by her mother. The Client is in statutory care and not attending school and her mother had no engagement with the Department of Communities. The mother confirmed her daughter the client lives in an unendorsed placement with extended family.

The Request

YES Outreach Officer spoke to client who wants to reengage with a small school after being absent for over a year. She did not want to go into a big school as she feels anxious (social anxiety) in that environment.

The Referral

YES Outreach Officer then found an appropriate schooling program that caters for dis-engaged youth with anxiety; and also discussed future goals and recreational opportunities with the client.

The Response

YES Outreach Officer worked closely in collaboration with the Department of Communities and completed the client's enrolment at the Community College. The YES program officer facilitated an improved relationship between Department of Communities, the client and the client's family. YES, outreach officer has also liaised with an Aboriginal corporation to assists with a grant to provide the requested recreational activities.

The Progress

The COVID-19 restrictions presented school enrolment challenges, as the college had temporarily frozen all enrolments and services from their education participations officer who was assigned to the client.

The YES Outreach Officer worked with the Department of Communities and were persistent with college to complete the enrolment. During this time YES, program officer continuously provided support to the client and family by providing many relief packs. Some of which were designed specific to the client's needs. The relief packs included food, toiletries, clothing, educational resources, socialisations activities, magazine for the client filled with puzzles and activities. The intent was to provide consistent contact and empower the client to be committed to learning and reducing the burden on the client and family to go out to buy these items.



The Outcome

With much persistence by YES Outreach Officer, the enrolment occurred with support from the Department of Communities case worker. The client is now engaged in school and receives regular and consistent contact and support from the YES Outreach Officer.

Study B

The Issues

Nyoongar Outreach Service and the YES team found an unsupervised and at-risk young person in Northbridge unsupervised. The young person is not currently under a statutory care order. The young person lives a transient lifestyle with their mother and siblings staying between extended family members homes in metropolitan area.

The Request

The young person expressed a need for reliable female role models, disclosed complex traumas and many adverse life experiences; and asked to be a YES client. The Client disclosed they had disengaged from school, community, and social networks and was severely traumatized and was at risk of self-harm, had committed crimes and other at-risk based activities.

Youth Engagement Services has developed a supportive and trusting relationship with young person, supporting them with clinical guidance and cultural care.

The referrals

The YES team have enrolled the client in a school, acknowledging that many previous attempts by other case manages had failed to integrate the client back into a structured learning environment.

The YES Outreach Officer facilitated more than 10 referrals over a few months to help navigate the client through her complex co-occurring and re-occurring issues, medical needs, behavioral therapy, and iustice orders.

The Response

As a result of the support from the Youth Engagement Team at Nyoongar Outreach Service, young person has been able to make positive changes in her life, and her attitude toward others. The client focused on building her confidence, and improved her relationship with her family, and others.

The Youth Engagement team assisted by transporting the young person to her Juvenile Justice appointments, to school, counselling, and medical appointments.

The Youth Engagement team has maintained regular contacts with the young person and her family, to ensure she has maintained the momentum of her motivation toward school. The young person has now limited her contact with peers as she views them as a negative influence on her life.

The Outcome

The Young person is now constructively complying with court orders and maintains regular contact with the YES team. Collectively, they are helping the client deal with personality and behavioral issues, including at risk thoughts and activities; and reintegrating them with extending family and positive social pursuits, and wrap around services.

Study C

*The photograph on this page is not Case Study C

The Issue

Client is a 15-year-old male from a single parent household with siblings, lots of life stressors no community supports in an underserved suburb. They presented in the Northbridge precinct unsupervised and was deemed at risk of harm.

The Request

Due to the separation of his parents, young person has high care issues and is the eldest of his siblings. Stepping up as a carer of the younger siblings the client holds profound trauma, abandonment, and domestic violence exposures. The client seeks out escapism activities that placed them at risk, and has a history of risky behaviors, aggression, substance and alcohol abuse.

The Referrals

The Client met the YES team, prior to COVID-19 and during this has been supported with a range of referrals to help manage stress, relief packs to bring clothing and food into the distressed household and regular phone call from the YES team.

Referrals have been extended to care school, supportive Aboriginal corporation, and other justice providers. During the referral process YES realized the client is well known to the not for profit groups and a known client.

The Response

The YES team focused on providing a relief pack to the household, delivering food weekly and helping the client and his household re-establishment of a positive connection with peers, family, and educators.

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



The Outcome

The YES developed a sound working relationship with the client and his family. Although, the young person has had challenging moments throughout his journey with the support of the YES team, he has reconnected with school and maintained positive relationships with his educators, his peers, YES team and most importantly his family.



Issues and Impacts

Lack of crisis accommodation, and short to medium term accommodation -

Very few services have capacity to provide crisis accommodation for clients that have no financial capacity to pay for accommodation at hostels, or crisis accommodation. Parents with children that are homeless is a critical concern with several NOS referrals to service providers being declined or simply referred to accommodation requiring upfront payment. The burden in housing these clients is being increasingly felt by the not for profit sector. Access to low threshold housing facilities offering short to medium term accommodation whilst at risk clients are transitioning away from the street, or dependencies or awaiting priority housing accommodation, is in short supply.

Lack of transport to return home - The need to return Aboriginal people to their home country has in the past been managed through Uniting Care West. NOS has a successful partnership with Department of Health to facilitate and help clients who meet set criteria.

Patient transfer back to country - The hospital system had benefited from NOS services as it was important to return patients who had absconded from the hospital and return them back for their treatment. They often have patients that abscond from treatment and NOS is often able to know or locate them in public spaces and return them back to hospital. The health systems also benefited from NOS as its first point of contact to share information and identified patients and their needs (e.g. if they are homeless, compliance with medication, identify 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.

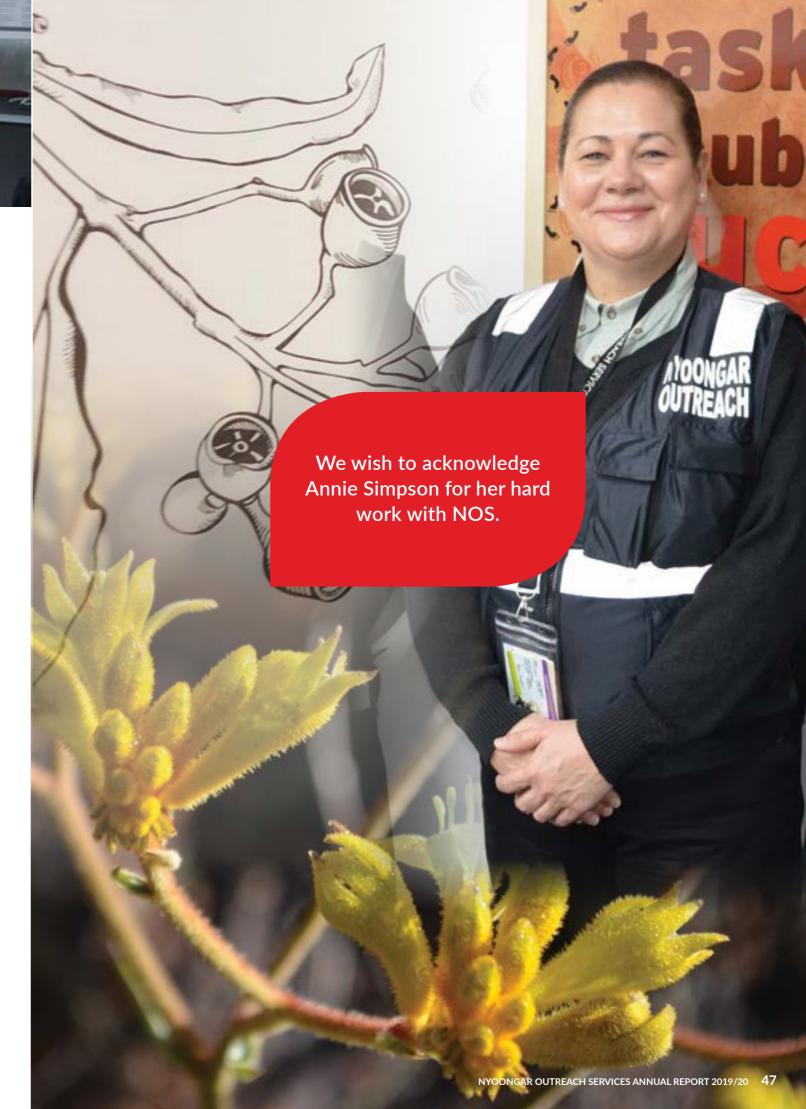
Youth Engagement impacts and issues – The YES program staff have had a positive impact. The level of engagement and conditions are the focus of reporting, with a steady increase in the number of young people seeking intensive case management.

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 by:

- a) Building stronger communications with police operations,
- b) Contributing to briefings police and safe house staff prior to the commencement of shift utilising NOS skills, expertise and cultural competency,
- c) Liaising with Crisis Care for a quick response to identify safer places,
- d) Deep knowledge and understanding of cultural and family networks,
- e) Building strong working relationship with street chaplains, sobering centre and Rest Stop emergency accommodation,
- f) Mediating and providing early interventions before the police are involved,
- g) Accepting referrals from police at the street level to transport to safe places at risk adults, and
- h) Providing diversion transport.

Proactive Police engagement - Most of NOS police contacts came from Northbridge and safehouse. The police will contact NOS outreach to attend or support them with potential situations that could escalate to 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 Education Department has requested NOS to attend schools and work closely with liaison officers with regards to low attendances. NOS has also supported the enrolment of several clients in Alta-1care school in several locations across Perth.



FINANCIAL STATEMENTS AS AT 30 JUNE 2020

Lachlan Douglas Mills CRA

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

ref:nos2020 16th July, 2020

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, 2020 ("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.

Suite 9, 15-21 Collier Road

Morley WA 6062

Morley WA 6943

Telephone: 9375 3366 Facsimile: 9375 3966

PO Box 1228,

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, 2020

AS AT 30TH JUNE, 2020		
CURRENT ASSETS:	2020	2019
CBA Cheque Account CBA Business Online Account NAB Term Deposit NAB Everyday Account Petty Cash Float Cabcharge Bond Trade Debtors	120947 361454 400000 78908 1000 200 87370	160757 101066 400000 72490 1000 200 148199
	\$ 1049879	\$ 883712
NON CURRENT ASSETS:	********	
Plant & Equipment at WDV Motor Vehicles at WDV Property at MV - 33 Gladstone Street	74321 245025 1300000	14062 216672 1300000
	\$ 1619346	\$ 1530734
TOTAL ASSETS:	\$ 2669225	\$ 2414446
CURRENT LIABILITIES:		
CBA Credit Card Trade Creditors GST Owed - ATO PAYG Owed - ATO Superannuation Owed Funding Received in Advance	7858) 14071 38959 16416 13547 98964	807 76098 16316 16818 44571
	\$ 174099	\$ 121978
NON CURRENT LIABILITIES:		
Provision for Long Service Leave Provision for Annual Leave Provision for Severance Pay Provision for Funding Shortfall	82000 84000 155000 65000 \$ 386000	82000 84000 155000 65000 8 386000
TOTAL LIABILITIES:	\$ 560099	\$ 507978
NET ASSETS (DEFICIENCY):	\$ 2109126	\$ 1906468
This is represented by:		
MEMBERS' FUNDS:		
Accumulated Surplus Brought Forward Surplus / (Deficit) for the Year	1906468 202658	1790050 116418
TOTAL MEMBERS' FUNDS:	\$ 2109126	\$ 1906468

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

FINANCIAL STATEMENTS AS AT 30 JUNE 2020

NYCONGAR OUTREACH SERVICES INC ABN 53 281 140 922 NOTES TO ACCOUNTS FOR THE YEAR ENDED 30TH JUNE, 2020 FOR THE YEAR ENDED 30TH JUNE, 2020

2019 2020

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.

NYCONGAR OUTREACH SERVICES INC ABN 53 281 140 922 INCOME AND EXPENDITURE STATEMENT

	2020	5	2019
	111015 1277317 177927 15369 100000 25291 3233 6928 6956 12825		41670 20000 15000 50000 185250 6083 109407 1259037 177927 15146 125000 1565 19702 32349 40253
21417 39402 4832 38539 37152		56873 10718 408331 1377843 19787 40492 7418 32496 28013	1981971 5 116418
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This profit and loss statement should be read in conjunction with the attached notes.

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CONTACT US

35-37 Gladstone Street East Perth WA 6004 Telephone: (08) 9228 4211 Facsimile: (08) 9228 3743

Email: operations@nyoongaroutreach.com.au Website: www.nyoongaroutreach.com.au



