



ANNUAL REPORT 2020/21



NYOONGAR
OUTREACH SERVICES
Inc.



ACKNOWLEDGEMENT

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

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



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OUR VISION

Positive working 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 VALUES

Respect
Safety and
Harmony

Our Purpose

Our Objectives

- 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 and effective responses in service provision.
- 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 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.



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 self-respect 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 2020-21 Business Activity.

OUR Dashboard

**\$
2M**
2020 - 21
Operating
Budget
2 Facilities

(Administration and support service hub)

PEOPLE

up to 25 staff
17,775 client contacts
342 Acute Care Coordination Transports
2,927 less than previous year
86% Adults
14% Under 18
15% less than previous year
100% Aboriginal Board
5 Members
84% Aboriginal workforce
10+ Service Partners
9 Strategic Stakeholder Forums

PLACES

33 Mobile & foot outreach services
2 specialised transportation services
9 Locations across Perth

REPORTED CIRCUMSTANCES

62% Alcohol related contacts
4% decrease from the previous year
16% Drug & Substance Use
19% Homelessness
1.75% Volatile Substance Misuse
1.25% Mental Health

PREVENTION

Day 11am till 7pm
Night 8pm-4am
Outreach
Youth Engagement Service
Referrals
Intensive Care Management
RPH Aboriginal Acute Care Transportation
Cyrenian House client transport Nannup
Volatile Substance Use Data Collection
7 Community events

OUR FOCUS

- 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 long-term 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 Business Model

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.



Conflict Management - Patrols - Support Network - Referrals - Complex Care

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.

This year Dawn was The 2021 Telstra Emerging Business - Outstanding Impact of the Year Award recipient, and a Finalist in the WA Community Services Award. Dawn proactively represents Aboriginal children's issues and broader community and social impacts at local, state, national and international forums. Including past 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 long-standing committee member, and inaugural Chair and co-founder of the Nyoongar Outreach Service since 1998.

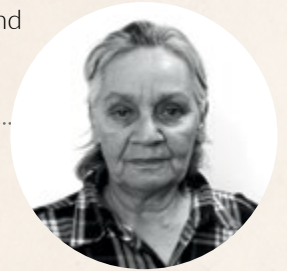


Neville was a former Detective with the WA Police Force and a WA Aboriginal Affairs Ministerial Advisor. With a long history of government relations and community safety. Neville remains committed to the stories, legacy and livelihood of Aboriginal Community Controlled Organisations working together 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, with improved outcomes and increased 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 long-term solution to their personal conflicts, struggles and dysconnectivity 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, and active committee member since 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 more than a decade as the elected community member and currently holds the position of Public Officer. Farley is an active board member. Between 2010 and 2016 Mr Garlett was the Chairperson. and has also been Vice Chairperson. Farley brings extensive community development experience and strategic leadership to the service.

Farley has been awarded the NAIDOC Elder of the year and also the Silver Star Award by the Governor General of Australia. His passion includes equality, justice, and employment and is an active advocate who makes a difference at the strategic level.

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.

Mr Garlett is also a board member of Mandjah Boodjah Aboriginal Corporation, Nyoongar Mia Mia, Nyoongar Language, Balladong Elders Advisory, Whadjack Elders Committee, City of Perth Aboriginal Elder's Advisory



Committee and City of Fremantle Aboriginal Advisory Committee. Farley is also on the Mandjah Boonah Housing Committee as a Deputy Chairperson and an Executive Member with Nyoongar Mia Mia Housing Corporation.

Farley's experience extends to Community Relations within the mining industries, where he has worked in the Western Desert and South West of Western Australia for more than 15 years.

CHIEF EXECUTIVE OFFICER

Ms. Maria McAtackney

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



Maria has a passion for social justice and equality. She has built her whole career journey with the Wadjack Nyoongar community. Prior to NOS Maria held senior management roles within the Derbarl Yerrigan Health Services. Maria has built trust, advocacy and supportive working relationships. She has a long history of developing the long term unemployed. She has been the CEO of this long-standing board, and is known to the broader community, and NOS staff as an anchor of stability.

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 includes business development, 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



I take this opportunity to acknowledge our Executive Committee members, CEO and staff for their significant contributions in consistently bringing comfort, care to our clients and service continuity to our services partners.

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.

NOS philosophy is that “young people are our future leaders” and we must explore every avenue to develop their capacity for them to reach their goals. We also hold the strong belief that every person sleeping rough should have access to housing.

As a client centred service that consistently responds to itinerants, homelessness, youth at risk and critical social and cultural issues in public places and hotspot area, NOS service delivery is flexible and specifically implemented on individual client needs.

It is pleasing to note the state government has invested considerable funds in the homeless sector for crisis services and accommodation. The investment is well received and overdue for people who are sleeping rough throughout WA. We continue to be the only Aboriginal NGO frontline services to assist our vulnerable community members when most people are sleeping, and strongly advocate for social

inclusion, equity of justice and respite for Aboriginal people exposed to conflict and harm during critical times.

This year, NOS has experienced the impacts of COVID-19 that continues to impact the NGO sector, particularly, in the areas of recruitment and staff retention. As an essential service, we continue to meet our client's needs and our contractual service agreements. Despite COVID-19 impacts we continue to facilitate a full-service system for our clients who have been met by rejection, failure, distrust, distress, and displacement from others.

NOS was fortunate to maintain its contracts for the Aboriginal Acute Care Patient Transport with the East Metropolitan Health Services and Cyrenian House for client transport to Kongal-boyal Wirim withdrawal unit in Nannup.

Over the past five years we have grown our Youth Engagement Support Program from police and justice diversion service to a comprehensive and holistic case management program for young people who are or at risk of being under statutory care or custody orders. This service has grown into our new facility as we begin a new chapter transitioning from 100% outreach to forming in-reach service options in our new facility next door. NOS Youth Engagement Support Program offers our clients' a culturally secure place with care through therapeutic frameworks, by collaborating with others to bring

services and supports to our clients in this new space.

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.

To our frontline staff working directly with our clients and families in the community and to the management working behind the scenes working in implementation supporting and organising and managing - thank you for all your hard work.

A special thank you to our executive committee for your commitment throughout the year. Together we move forward in our continued efforts to provide the highest quality service that makes a real difference to those whose lives are affected in public spaces.

Finally thank you to our clients and stakeholders for having the confidence in our services to the community.

Dawn Wallam
Chairperson



CEO'S Report Ms. Maria McAttackney

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.

Nyoongar Outreach Services has come of age and through COVID-19 has shown the community and the not-for-profit service sector that we will never abandon our duty and our care through service to the vulnerable.

NOS has taught me a lot about the intrinsic value of culture, community, connectivity, and courage in the face of adversity. It has also taught me the power of time to unravel, heal, relearn, adapt, rehabilitate, change and customise to people's constant and evolving needs and circumstances.

For most of our clients their primary needs of familiarity, consistency and the continuity of cultural care is paramount.

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 have evolved from being a outreach service provider to now providing outreach and in-reach services to our clients in need.

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 trauma.

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 outreach, 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 situations that require a targeted and time 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 understand that individual issues are impacted by broader historical factors that no single event or activity in isolation can resolve.

Our success is predicated on strong foundational relationship of trust



and care where we are invited to partner with others across the community service sector. 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 2021 provided another year of financial stability. 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 agencies and service partners. I look forward to further working with our partners to continue to increase our service scope and funding into the future.

I would like to acknowledge the Department for Housing Cannington for working very closely with our management and outreach staff caring for our most vulnerable and complex street presence clients and not giving up on them and us. The team work between the two organisations is admirable.

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 focus on delivering increased in-reach services to increase our support to our cohort in need next year.

Thank you to our staff for all their hard work and our Executive Board members who have grown with me and the organisations through many

challenges and continue to provide consistent and reliable cultural and community leadership. In particular, my thanks and congratulations go to our Chairperson Dawn Wallam, who continues to network us into broader national and state wide Aboriginal community developments so we can anticipate and prepare for future possibilities and partnerships to help the local community.

Maria McAttackney
Chief Executive Officer



Freo's tent city is not perfect but for many it's much better

'I feel safe ... it's a good community'



Thannah Kelly and boyfriend Jordan Smith are trying to get permanent accommodation. Left: Tent city resident Emma Bailey. Above: Elder Vanessa Culbong. Below: Stanley Inman, who patrols at night to keep out troublemakers. Pictures: Daniel Wilkins

CHARLOTTE ELTON



Thannah Kelly is eight months pregnant. She and her boyfriend Jordan Smith are starting a family. They want the best for their baby. They're planning for the future.

They're also living at Fremantle's infamous 'tent city', an encampment of more than 75 tents and 100 residents. Ms Kelly is one of three pregnant residents.

I met the young couple on Thursday, when I spent a night at the camp.

We — myself and Daniel, a photographer for The West Australian — arrived out m. Just

as a dinner of sausages and salad was being dished up. Commuters rushed past the glances furtively at the campers milling about.

Taylor Swift's 'You Need to Calm Down' was booming out of a speaker.

It turned out to be an apt song choice. Half an hour after our arrival, and before the sun had set, an outsider was 'evicted' from the camp.

He had been kicking off on the outskirts, hassling residents, swearing and yelling. Resident 'security' Stanley Inman told him to leave — troublemakers aren't welcome.

Drunk

outsiders harass camp residents 'every night', Mr Inman told me.

'It's already started,' he said, gesturing at a lone man staggering across the road, shouting incoherently.

While other residents crash out, Mr Inman stalks a circuit around the park's perimeter, telling agitators to get lost.

'They're welcome — but only if they settle down,' he said, turning on his heel to restart his circuit. He doesn't rest until three or four in the morning, he told us. He has a promise to protect.

Many of the residents depend upon this ad-hoc security service. As the sun sets — replaced by the looming orange glow of the street lamps — the camp's most vulnerable find safety in numbers.

Soon-to-be father Mr Smith doesn't sugar-coat the reality of life in Pioneer Park, but it's better than the alternative — setting up alone in a dark alley.

'There are

with mental health issues, with medical issues, problems,' he said.

It was 9.45pm by now, and we were standing under a Moreton Bay fig tree. It seemed much darker there.

'But I feel safe, it's a good community. We try keep things to a minimum here, fights do break out, but we tell them ... talk civilly, work your issue out,' Mr Smith said.

'She (Thannah) wouldn't feel safe in the Perth CBD.'

The young couple are hoping to be priority wait-listed for accommodation, and are waiting on Ms Kelly's birth certificate to complete the application. With their baby's due date fast approaching,

there isn't much time to waste. As we're talking, tempers flare elsewhere — 25m away, at each other. 'Here we go,' Mr Smith said.

I tense up — they seem furious, are they squaring up? But as soon as it's started, it's over. Elders

down, chastened. Elsewhere, the music continues.

'When we do have disturbances, these guys here, they are straight on it,' camp elder Vanessa Culbong said.

'Within eight to 15 minutes it's settled. If we wait for the police, we're waiting up to an hour.'

About 6pm, a few police officers cycled through the park, but we didn't see them again. Two community safety vans sit on Market Street, filming and intermittently revving their engines.

than the alternatives



Luckily, it was relatively quiet. By 1am, all but a dozen of the residents had crashed. Though the usual hum of Freo — buses, pubs up the street, was punctuated by the occasional yell or expletive. The next major disturbance was the flock of seagulls that descended on the camp before breakfast.

While they wait for emergency accommodation, tent city's residents have precious few options. At least at the camp, they have a semblance of security and community.

Retired nurse Juliette even

helps provide some medical care to the camp's residents. 'Those women (the three pregnant women) are the priority,' she said.

For rough sleepers, the shadowy spots the rest of us avoid can be a temporary refuge from the brutal reality of homelessness.

But make no mistake — tent city is no safe haven. After all, as one woman — who didn't wish to be named — told me, 'a tent has no lock'.

Until a permanent solution is offered, the future of Ms Smith and Mr Kelly's family remains uncertain.



Our Services

NOS provides outreach services in the form of frontline contacts, mobile outreach, case management and strategic insights on effective service delivery models to an ever changing and scalable service mix.

OUR SERVICES

This financial year NOS introduced in-reach services; an approach based in the new neighbouring facility to increase our commitment to our current Youth Engagement Service (YES). This new facility enables NOS to widen its service scope to provide a confidential and culturally safe place for much need referrals and care place for our in-reach services.

NOS has a strong reputation for going to the community and taking people safely home to seek respite. Our YES program and new facility has increased our capacity to be the safe place to further demonstrate our commitment to care, working with youth and their families through intergenerational impacts and trauma.

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

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

NOS seeks to empower our client's capacity to self-select and increase self-control to choose their own support system from the variety of partnerships and referrals we can facilitate and care through.

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 client care and support to their families in need or at risk, to identify support needs

Our Service Spectrum

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

- Reacting to community impacts and conflicts
- Responsive to cultural and social considerations and emerging or anticipated issues

- Resilience building through on-going contact, care through and case management with our clients

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

- Proactively engaging and assisting people through street outreach 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 facilitate, a 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,
- Reduce risk and hazard exposures,
- Identifying alternative options for Aboriginal people,
- Remove the person from conflict, as and if required,
- Locate family and next of kin and a home base for those unable to advocate for themselves,
- Rescue vulnerable people from public spaces that could induce more harm, and
- Deflate emerging conflict and offer alternative issue and case management measures.

Our Service Footprint

Our service footprint is defined by our service agreements and dependence on 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 ten locations across Perth:

- Northbridge founded in 1998
- Midland since 2000
- Gosnells since 2005
- City of Fremantle from 2003
- South East Corridor since 2011
- Northern Corridor Suburbs since 2011
- City of Bayswater from 2017
- City of Belmont since 2016
- City of Vincent from 2000
- Crown Perth since 2008

2020-21 SERVICE REACH SNAPSHOT

**17,775
CONTACTS**



**8,795
Male**



**8,970
Female**



**40 YES
Clients**

**226
YES
Program
Client
home visits**



**756
WA Police
Force contacts**



**a 43% drop
from the
previous year**



**269
contacts with
Camera Room**



**600 Diversionary Transports
for at risk adults**



**342 Aboriginal Acute Care Co-ordination Team
Transports to Hospital**



211 Youth at Risk Strategy (YARS) Transports



1 Culturally Secure Transport to Nannup Therapeutic Community for Cyrenian House

**9 Domestic
Violence**



**95 Mental
Health**



**132 VSU affected
contacts**



1,415 Homeless



1,172 Drugs

4,869 Alcohol



**Provided
65 women's
care packs /
resources**

**362
local
council
contacts**



**22 referrals
to Sobering up
Shelter**

**69 referrals to
St Vincent De Paul Society's
Tom Fisher House**

Our Footprint has expanded since COVID-19 to also provide:

- COVID-19 Response
- Perth Rotary Return to Country
- Department for Communities Return to Country prior to state lock down
- Assisted with transportation from Pioneer Park Fremantle to safer places
- Assisted and supported clients with transportation from Woodman Park
- Distribution of food parcels to people in their homes.



Key Definitions

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

Contact:

The overall number of times or an accumulative count of Aboriginal people presented to NOS or NOS contact with the person. Other service providers may use the terms presentations or episodes.

Client contact:

The measure of how many people 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.



Our Partners

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 outreach, number of client referrals, number of case management clients and the willingness of Aboriginal people, organisations to work and partner with us.

OUR PARTNERS

NOS partnership programs are summarised in the table below.

PARTNERSHIPS PROGRAMS	SERVICE REACH	RESOURCE ALLOCATION	ANNUAL ACCUMULATIVE CLIENT CONTACT
Aboriginal Acute Care Co-ordination Team (AACTT) of the South East Medical Service, funded by WA. Government Department of Health.	Five week-days.	1 staff and 1 transportation van.	342 Patient transports compared to 227 the previous year, an 150% increase in activity. This represents 76 known clients utilising 280 return transportation and only 62 one-way transfers.
Referrals to and from External agencies (WA Police Force, Centrelink, and Hospital/medical).	Existing and new clients plus people in contact with our outreach services	All 20 frontline staff involved as per client and contact presentations at office or during outreach .	347 client contacts referrals over this time period with an accumulative highest count of 69 referrals to Tom Fisher House, 46 referrals to homelessness agencies, 41 police referrals and 14 direct referrals to Centrelink. This represents 68% of last year's count of 509.
Intensive Case Management of at-risk Youth, funded by the Commonwealth National Indigenous Australians Agency - 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 outreach teams.	40 clients over this time period. Total number of client transportation assistance is 32 compared to 91 the previous year.
Northbridge Youth at Risk, (YARS) funded by WA Government Department of Communities.	Day and night service for Aboriginal youth at risk.	Four staff during night outreach and 1 staff allocated to all youth engagement service.	2411 contacts with children and young people compared to 4001 in the previous year a 60% reduction. This count is representing six 6-11-year-olds, 172 12-14year olds and 2255 15-18-year-old over this period.
Perth Metropolitan Outreach , 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 transportations.	NOS had 17,775 contacts for the financial year, compared to 20,702 in the previous representing a reduction by 16%.
Volatile Substance Data Collections, funded by Mental Health Commission.	To collect data and transfer to researchers at the Mental Health Commission.	All outreach staff and Youth Engagement Service staff have a point of engagement in data collection.	132 contacts with clients presenting with Volatile substance and an increase of 25 from the previous year. 1175 contacts overall were impaired by drug use / misuse compared to 885 in the previous year; representing a 132% increase.
Crown Perth.	Two nights per week and other events as requested.	Four staff and a transportation van available on request by Crown.	1,361 client contacts this financial year was a 16% reduction from the previous year 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 promote harmony with the general community.	3 to 5 days per week 2 staff per shift.	6912 client contacts within the four local governments seeking assistance with sobering centres, housing, and welfare services.



As confirmed in our data story, we advocate for programs and policy responsiveness to the itinerant, homeless and underserved Aboriginal client cohort. Our data and evidence trail are 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 outreach 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.

We were one of the first Outreach services in WA to record, track and report client data highlighting to funding bodies and the broader WA Government. NOS data intelligence identifies 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 outreach 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

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.

Commonwealth Government

The NOS National Indigenous Australians Agency (NIAA) partnership is managed with a service agreement as part of the Indigenous Advancement 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 harm in 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 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 is tabled below

PURPOSE		PARTIES
Night Patrols and or Transportation	Community Engagement Purpose	City of Bayswater City of Belmont City of Fremantle City of Vincent Crown Perth
	Rehabilitation Referrals & Cultural Competency Services	Cyrenian House
	Northbridge Youth at Risk	Department of Communities
	National Inhalant Abuse Taskforce & Volatile Substance Use Project	Mental Health Commission (WA)
	Youth at Risk – Case Management	National Indigenous Australians Agency
	Patient appointments 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 and COVID-19 return to country support as required. These challenging times continue to expose the sector to NOS superior agility and capacity to mobilise help to those in need.

NOS has continued to support return to country COVID-19 requests as required, subject to government funding.

NOS has been approached by the community service sector with an increase in regional and remote WA Aboriginal Corporations seeking to work in partnership to help find and return to country many at risk individuals.

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.

COVID-19 Impacts

COVID-19 lockdowns have continued with less frequency and duration which in turn has had a minimal impact on our overall business. The required lock-down periods have had minimal impact in terms of contact data trends, when measured across a full year.

This is a key sign of how adaptive NOS has become where we continue to outreach using phone calls, or increase contact and community visits post lock down periods to help our clients and critical stakeholders with service continuity.

In the second half of the financial year COVID-19 vaccinations have been offered locally and restricted entry to remote Aboriginal communities still applies.

There has been sharp decline in overall regional and remote visitors in Wellington Square, however the needs of clients who present to NOS are growing in complexity.

Covid has shown government the important role of return to country support, for vulnerable displaced people in the city.

The table below compares the last two financial years' responses to measure how the COVID-19 impact has had on those who utilises our services.

2020/21	2019/20
17,775 contacts a 15% reduction from last year	20,702 contacts a 23% reduction from previous year
600 at risk transportations	722 at risk transportations a 120% increase from previous year
1 therapeutic rehabilitation transfer services	9 therapeutic rehabilitation transfer services
342 medical transports a 150% increase from last year	227 medical transports a 66% decrease from previous year





Place-based Service Impact

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

LOCATION	SERVICE DAYS	PERSONNEL ALLOCATION	PERCENTAGE OF ALL CONTACT BY SITE	HOMELESSNESS CONTACT BY SITE
Bayswater	Two half days	2	4%	25
Belmont	Two half days	2	7%	22
Crown Perth!	Two nights	2-4	7.5%	10
Fremantle	Three days	2	12.5%	265
Gosnells	Two days	2	0.5%	0
Northbridge Adult	Two Nights	6	16.5%	340
Northbridge Youth			13%	15
Northern Corridor*	Three days	2	5.5%	54
NOS Office	Five days	-	0.5%	2
Midland	Three Days	2	7.5%	60
South East Corridor^	Three days	2	9.5%	63
Vincent	Five days	2	16%	559

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 lockdowns, we made slight changes to operating hours to better align with other essential services.

*Our North Corridor is primarily focused on the suburbs Mirrabooka, Balga, Girrawheen, Koondoola, Nollamara.

^South East Corridor includes suburbs on the Armadale train line.

! Crown Perth service covers an adult entertainment precinct when there is no imposed lockdown.

Alcohol Impacts by Location

COVID-19 has had a disruptive impact on entertainment in public places. Compared to the previous year there has been an overall reduction of 11% and 491 less reported contacts with those impacted by alcohol.

Whilst alcohol intoxication continues to be the most prevalent condition representing 4689 measured as 62% of all contacts in 2020-21. This represents an overall 9% reduction from the previous year. When measured by location there continues to be 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 2019-20 AND 2020-21

WHERE	CONTACTS 2019-20	% ALCOHOL 2019-20	CONTACTS 2020-21	% ALCOHOL 2020-21
City of Bayswater	↓ 23% to 581	14%	↑ 598	18%
City of Belmont	↓ 20% to 1471	4%	↓ 1185	18%
City of Fremantle	↓ 12% to 1939	9%	↑ 2247	24%
City of Vincent	↓ 30% to 3593	40%	↑ 2882	30%
Midland	↓ 17% to 1591	5%	↓ 1358	15%
Gosnells	↓ 24% to 415	54%	↓ 100	5%
Northbridge	↓ 49% to 3515	45%	↓ 2975	42%
North Corridor	↓ 11% to 1343	unreported*	↓ 985	17%
South East Corridor	↓ 45% to 1713	unreported*	↓ 1686	11%

*Year on year shifts in alcohol reporting has measured minimal change due to the sample group being too small and the focus being on youth at risk most of which had other wellbeing factors being reported as primary condition.

Since COVID-19 impacts we continued to significantly increase our home visits with a 22% percent increase from the previous year.

Compared to the previous financial year Covid lockdowns have not had a significant impact on our overall annual outcomes. This is in part due to communities adjusting to change, and many Aboriginal people living rough having been removed from public streets during previous year's lockdown.

This reporting year, there has been an increase in overall attention from government to those deemed homeless with more not for profits providing assertive frontline services.

The most noted change is the 42% drop in WA police force contacts this financial year compared to 1319 in the previous year.



Person-centred 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 service to young people needing 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 outreach funded by the State Government.

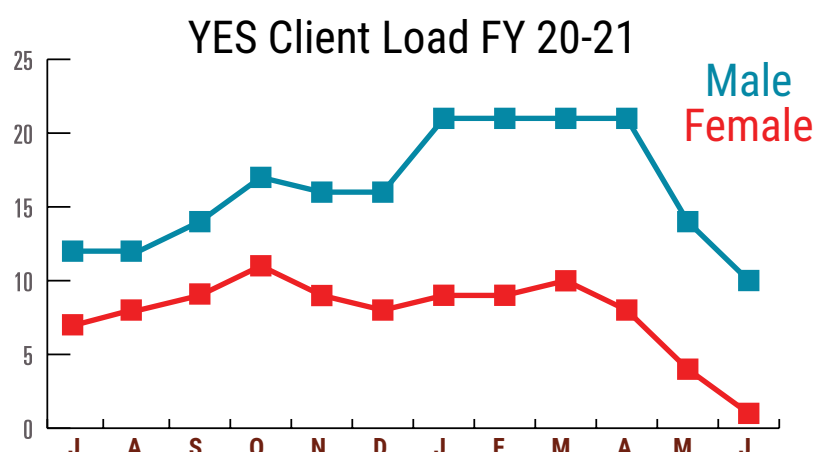
In summary YES offers the following:

- 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 to 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 and care through services to young people.
- Enrols young people to schools and training colleges
- Provide young people with transportation to training centres for short courses
- Work with young people and families to achieving identified goals
- Conduct daily home visits over three days
- Maintain rapport with young people if they are in Banksia Hill

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 our ongoing working relationship with YES active clients and cases. Over the past two years YES case management continues to peak in the new year. This is often linked to striving to integrated our young people back into the school system.





We wish to acknowledge to Georgie and Rachel as Youth Engagement Officers for all their years of services with NOS.

Our 2020 -2021 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.

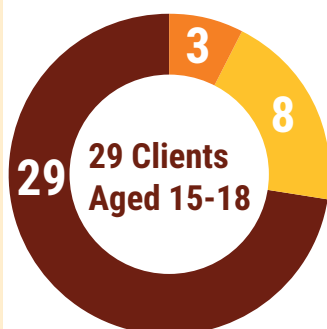


We helped 288 young people with an annual case load of 50 total clients

**40 TOTAL
CLIENT POOL**

**23 Male
Clients** **14 Female
Clients**

3 Clients under 12 **8 Clients 12-14 yo**



0 affected by Homelessness

80% needing emotional and social support

869 Agency Interactions

A reduction from previous year count of 935



7 Skype Video Calls



147 Phone Calls

16 Transports



199 Safe House Diversion Transport



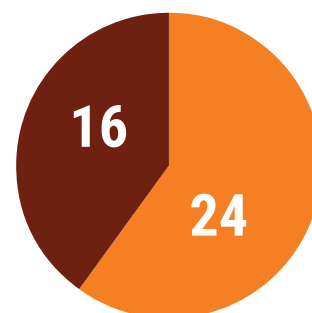
**2 HOUR
MEAN AVERAGE
Duration of weekly
Client contact***

**Provided
69 women's
care packs /
resources**

COVID-19 RELIEF



**16 OPEN CLIENT CASES
as of end of June**



24 CLOSED CLIENT CASES



Our Culturally Responsive YES Care

Change Management:

After retaining stable YES staff who served at NOS for five plus years. NOS had staff turnover at the beginning of 2021 and moved the YES program to our new in-reach facility.

This change included streamlining the structure to directly report to the Operation Manager who also moved offices to provide direct supervision and support to the two new youth workers.

As part of the change management process the program has been refreshed with increased new and existing clients input, new ideas, and an increased referral points based on the new staff's knowledge and existing networks.

Challenges:

Our YES staff work in a challenging environment of continually building trust with young people and families whom often have had intergenerational trauma impacts from the stolen generation and past institutional control.

The program continues to have challenges in engaging with at risk young people and keeping them connected, whether it be to schooling, family, training, education and recreational pursuits.

The YES team work hard to motivate young people and keep them engaged and actively involved in consciously making positive choices in their lives, and where possible strive to increase client access and exposure to positive influences and role models, families and peers.

Education:

Education continues to be one of the biggest challenges, keeping young people engaged in up until they reach 16. Beyond the age of 16 training then becomes the primary objective, if the young person has missed considerable period of schooling. Our YES clients are strongly motivated to be with their peers but struggle at schools that focus on teaching not learning.

Alternative education through small care schools provides flexible, informal learning spaces, shorter lesson plans and to meet needs of at-risk students.

This approach to learning has had the greatest positive impact to our clients. Alta 1, Girrawheen SHS, PCYC, Target 120, and Carey Training have been our main referral points for flexible training and education options during this reporting period and outreach officers have consolidated some good networks amongst support staff and teachers at these schools.

Barriers:

Our clients identified the following barriers during this reporting period:

- disengagement and non-attendance school
- bullying
- substance abuse
- lack of motivation
- lack of family support
- dysfunctional environment

- mental health
- disabilities such as FASD, ADHD or ADD; and
- negative influences whether it be from peer cohorts, families or other influential people in their lives.

Our YES team try to build trust and close relationship with rapport and persistence. The YES Team try to be positive role models, and facilitate respectful and supportive relationships. The YES Team guide and assist the young person to make positive and active choices in their lives. In doing so YES has to carefully balance the needs of the young person, sometimes coaching and other times strongly encouraging the young person to engage constructively. The balance required is fostering resilience that does not lead to co-dependency.

COVID-19:

Youth Engagement team at the Nyoongar Outreach Service continued to deliver a service to the organisation's clients through COVID-19 lockdowns during this reporting period. The YES Team is classified as essential workers, providing invaluable support to young people at risk during lockdowns.

Our practical response to COVID-19 impacts included:

- The YES team were able to respond creatively to engage with clients and monitor their wellbeing. This includes supporting client progress in short, medium and longer-term goals identified in their tailored individual case management plans.
- Covid provided some challenges as clients were harder to engage with during physical distancing restrictions in place that prevented the ability to conduct home visits and or visit Banksia Hill.
- The Youth Engagement team were successful in

achieving acquisition of two phones and 6-month data packages to give to at risk clients during COVID-19. The Youth Digital Inclusion (YDI) project was developed to respond to the digital divide experienced by vulnerable young people across our State. NOS was successful in obtaining phones through the Youth Affairs Council of WA, through grants made possible by the Department of Communities.

- The YES team reworked the way they normally engaged with clients, which shifted to engagement more over the phone and or via other social media, using messenger and WhatsApp. Where some contact was required home visits were knocks on door with notes left at door steps or letter boxes to maintain physical distancing.
- The YES team were also able to provide each of their clients and their families personalized care packs, hand sanitizer and food parcels.


'It's was a lot harder to do over the phone- it's not just the voice you interact with when talking to our clients, but their body language and we get to see all that when we do home visits, to be able to help them with their needs.'

'We were able to keep our clients focused and connected despite them feeling effects of isolation and boredom throughout covid.'

YES Facilitated Agency Referrals and Interactions

The table below is a snap shot of who we worked with to support our young people.

PRIMARY AGENCY INTERACTIONS			
Welfare	Learning	Justice	Mental Health
<ul style="list-style-type: none"> • Department of Communities 87 • Centrelink 13 • Youth Link 3 • YES Transports 16 • YARS Transports Education 211 	<ul style="list-style-type: none"> • Dept of Education 7 • Communicare 46 • Girrawheen SHS 11 • Alta -1 5 • Wirrpanda Foundation 6 • Carey Training 4 	<ul style="list-style-type: none"> • Banksia Hill 42 • Juvenile Justice Team 20 	<ul style="list-style-type: none"> • Headspace 7 • Yorgum 3



During this reporting period the Youth Engagement team continued to work closely and/ or in collaboration with:

Department of Communities - This has included the facilitation of improving relationships between the client and family with the Department, the Youth Engagement Service working in collaboration with the Department to support our clients to re-engage with schooling programs, together with the Department with inter-agency support. Youth Engagement has also mediated between the Department and client for better outcomes. Predominantly the role involves working with Aboriginal Liaison Officers and key teachers, pastoral care in schools and ensuring there is no duplications in support.

Department of Juvenile Justice - This has included working in collaboration to support the clients with completing their orders and included supported transport to maintain report requirements. Youth Engagement continues to mediate between the Department and client for better outcomes.

Banksia Hill Detention Centre (BHDC) - Youth Outreach Officers have built some good networks within BHDC case planning area to support clients who are incarcerated. Youth Outreach continue to make detention centre visits to engage with our youth in custody. One of our clients cases was closed simply because they turned 18 whilst incarcerated. YES, worked hard to link in with continued support from other agencies, so our clients have access to further training or an employment options post release.

Alternative schooling programs/ Care schools - This remains a core focus and emphasis as YES re-engage our clients back into school. We work in close collaboration with the alternative schools, providing intensive support to clients who have not transitioned to high school yet or have been dis-engaged and are needing intensive emotional support. YES, continues to foster strong networks and relationships and understanding between the client and alternative schools and their family to keep the clients connected in their schooling program.

Cultural care YES Emotional and social wellbeing
Our YES team continues to provide culturally competent support as Aboriginal community members by assisting clients with connection to country, family and addressing any cultural or social impacts along the way.

In our own words YES Team and Clients share:

'It's not just the clients we work with but the family to help the young person. We can help the clients but if you don't help the family nothing going to change.'

'The issues are not just with the young person but the whole family to make the real change. When you take that person out of that structure and try and help them better themselves and be different from something they are used to or living in, it's hard to break away for certain things and lifestyle. The family may be dependent or used to that dysfunctional pattern of behavior and its often hard for them to see and release positive change in their child's life and theirs.'

'As Indigenous workers we are consistently receptive to our client's cultural connections and obligations. Just us being Indigenous ourselves and from our own cultural backgrounds, we can tap into the expertise and knowledge of each other, and all NOS staff.'

'We ensure the assistance we give is relevant to our clients cultural needs. We are always respectful of where our clients are from, we incorporate a culturally appropriate response to each and every one of our clients.'

Support with Alternative Learning:

The YES Team are fortunate to be able to support our clients in many areas, but a critical focus of support is encouraging clients learning and education.

'Further learning for our young people is a vital part of our role. We help support and encourage our clients.'

'If we engage with clients who haven't been attending school as frequently as they should or are completely disengaged from schooling, we will try and re-engage them back in to schooling if we can. Some of our clients have found that schooling is very difficult, so we find alternative pathways for them to go down instead.'

'We have recently enrolled and assisted three of our young clients. We have enrolled them in course such as Certificate II in Civil Construction which is an eight-week course. All of these young people weren't engaging with school at all and were finding the schooling environment very overwhelming. Once clients are enrolled, we don't leave them, we monitor them constantly and support them throughout to make sure their needs are met. We understand that they will find it challenging and may drop out, due to difficulties but we don't give up on them.'

'We aim to get all our clients back into learning and into an environment they were comfortable with and willing to learn and get the education that will help them in expanding their future.'

Throughout the support in learning the YES team also help fulfil their personal short-term and long-term goals of clients. It is something the YES Team are very proud of helping members of their community and encouraging clients achieve their goal.

Our clients have our unwavering commitment, dedication and persistence in helping our young people reach their potential.





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.
- 100% outreach staff hold a F Extension Driver's licence.
- 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
- 100% Cultural Competence Certificate

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 co-occurring and re-occurring needs



Outreach – 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 governance and ethical leadership where all areas of service delivery, staff training, policy development and documentation; are subject to annual audits, continuous improvement, and certification.

Safety and care is our number one responsibility and consideration for self-care practices is regularly discussed. The Operations Manager provides debrief for staff when 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.

Staff Training and Development

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

- Stress Mastery and Anxiety Taming
- Complex Trauma Training WA
- Suicide Prevention Plans
- Working with Young People Self Harm/Self Injury Workshop
- Senior First Aid
- Aboriginal Mental Health First Aid
- The Magic Coat workshop
- De-escalation Techniques
- Persuasive Psychology

Nyoongar Outreach Services



Our Plan

The following is a summary of our Strategic Plan 2016 – 2021 and how our annual work activities and outcomes aligned with all requirements of the plan.

NOS is pleased to report 100% compliance to the plan including exceeding board expectations in partnerships and capital investment service utilisation for this reported time.

The table is a summary of our achievements against the Annual Plan.

	OBJECTIVES	ACHIEVEMENTS
1	Provide outreach services through partnering with government and non-government agencies and the private sector to increase safety and harmony for all members of the community.	<p>All existing services and partnerships have been retained and new partnership terms were enacted to support ongoing COVID-19 community and business impacts.</p> <p>No New Memorandum of Understandings (MoU) were established this financial year, and all existing partnership terms were met, despite the continued complexity of COVID-19 restrictions.</p> <p>New service terms were identified with City of Bayswater in support of their Homelessness Strategy and the integral role of NOS as a service provider.</p>
2	Refer clients to relevant agencies and / or implement diversionary or safety measures.	<p>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 is now completely integrated with the Department of Communities online data software called connect app.</p> <p>During this time period NOS made more than 800 referrals to other agencies and provided 600 transportation supports as well as 2670 responses to stakeholder requesting our assistance.</p> <p>There were more than 347 adult referrals to other agencies truly confirming NOS capability to expand and offer in-reach and well as outreach services to be support hand rails for those who have requested our help with referrals.</p>
3	Promoting Partnership and Cooperation with other Organisations to build capacity and ensure appropriate and effective responsive service provision.	<p>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.</p> <p>NOS was notified it was successful in obtaining a capacity building grant from the Department of Communities which will be used to develop our plans to support our future growth strategy.</p>
4	Maintaining the strong reputation of Nyoongar Outreach Services and enhancing respect for the Aboriginal community.	NOS board members are represented in the City of Perth Aboriginal Elder's Council and continue to advocate for Nyoongar representation and cultural connectivity in the City. Our New facility brings a new chapter and program stream of in-reach services from our Nyoongar Nest - our neighbouring support hub. The transition of the YES program to this facility has been successful.
5	<p>Remain a strong viable organisation through:</p> <ul style="list-style-type: none"> 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. 	<p>This financial year results confirm the organisations viability with:</p> <ul style="list-style-type: none"> a) An increased focus on data collection internally and with Government with active participation in DoC 'Connect' program. b) Strategic planning with the added financial commitment of Department of Communities. c) Continued higher than average fiscal allocation to staff development and sanitation significantly reducing hazards including Covid-19 risks in the workplace. d) NOS telecommunications continue to be updated and extended to YES Program clients at no cost to NOS; due to a YACWA grant to offset Covid impacts to vulnerable hard to reach youth. e) The NOS audit report confirms the organisation has strong governance controls, asset base and systems to deliver to partner and funding body expectations
6	<p>Continue to develop and improve comprehensive support models by:</p> <ul style="list-style-type: none"> a) Strengthening relationship with stakeholders. b) Maintaining organisational capacity. c) Working in partnership with other agencies. d) Continuing to improve organisational data management. 	<p>NOS strengthened its relationship with regional and remote Aboriginal organisations through return to country transits for most Aboriginal people in the city during COVID-19.</p> <ul style="list-style-type: none"> a) There continues to be interest to partner with others on an ongoing basis to reduce rate of displaced Aboriginal people In city. b) Success includes well managed organisation capacity to sustain all contractual obligations and site coverage pre and post COVID-19. c) Proactive working partnership with local and state government and our ongoing classification as an essential workforce. NOS experiencing higher than normal turnover of staff with next to no business impact on outreach services and the YES Program. d) The data analytics and dashboard reporting to partners and in this annual report confirms the superior approach to person centred care and outcomes.

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 Committee
- City of Belmont - Aboriginal Reference Group
- City of Fremantle - Community Safety Working Group
- City of Vincent - Safer Vincent committee
- City of Vincent – Reconciliation Committee
- City of Belmont Reconciliation Plan Forum
- Department of Communities Lord Street and Pioneer camps committee
- Mental Health Commission - State Volatile Substances Use Coordination Group
- Youth at Risk Strategy - Steering Group and Interagency meetings
- Skills IQ Community Safety Services skill set curriculum accreditation committee

Community Events

We participated in more than 10 community events this past year. Unfortunately, for the second consecutive year, Reconciliation Week activities and NAIDOC Week events, were postponed or not deemed public events due to COVID-19 restrictions.

Our Timely Assistance

The WA Police Force, Local Government and The Public Transport Authority respect NOS as an integral preventative and responsive 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 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 in turn 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.

Our 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.

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.

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.

Donations

Thank you for your generosity and donations to our clients. With COVID-19 our clients benefited from personalised care pack delivered to homes and return to country journey for the homeless. We value the timely contributions from Foodbank, 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. We are also very thankful to Rotary Perth for their financial support to return homeless people back to their communities. With these donations we have been able to provide in line with their case management goals recreational activities, school uniforms, educational resources, and sporting equipment.

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 'our Nyoongar Nest' has already had a significant positive impact. It's our very own nest for centralised confidential counselling and coordination services. No longer do we have to drive our clients to all other service providers now we have the capacity to bring a diverse range of confidential services to our clients in a confidential cultural secure Nyoongar space.

For two consecutive years NOS has been a Department of Communities COVID-19 front line responder and this has had a significant and positive impact on our relationships with our clients, contact and not for profit sector.

WHO

NOS data story confirms 17,779 contacts this financial year approximately 2,000 less than last year. 86% of NOS contacts were adults totalling 15,366. 14% were youth aged 12-18-year-old.

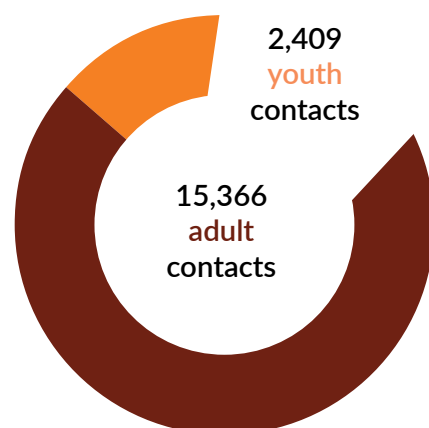
Young people engaged our services primarily through night outreach in the Northbridge area. This year we reached approximately 500, less than last year with annual total of 2409.

This overall reduction is a continuing downward trend as less people choose to be present in public spaces - especially night entertainment precincts like Northbridge and Crown Perth.

There were six, 6-11-year-olds requiring NOS night services support in Northbridge. This represents a steady drop in Aboriginal children needing a NOS intervention in Northbridge over many years.

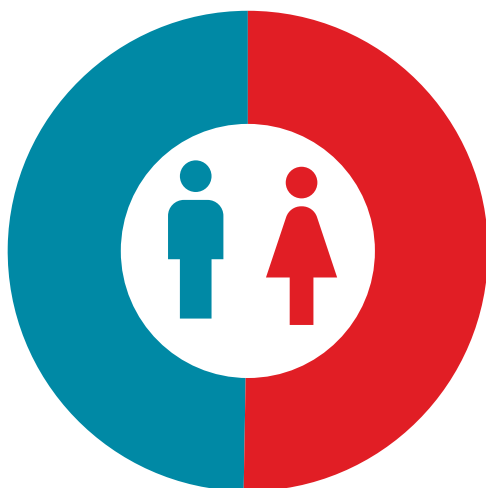
Our Operating Highlights

Age Demographic



The gender demographic distinction continues to be consistent with past years. This financial year had a complete gender balance of 50%. For the first time in many years there were 175 more females contacts. This is gender balance is testament to the NOS outreach being consistent in gender inclusion.

Gender Split



NOS contact continued to recede at 15% less in an accumulative count compared to last year.

This year there was 17,779 contacts, a reduction of approximately 2,000 compared to last year.

Northbridge and The City of Vincent continue to be our highest level of engagement hotspots.

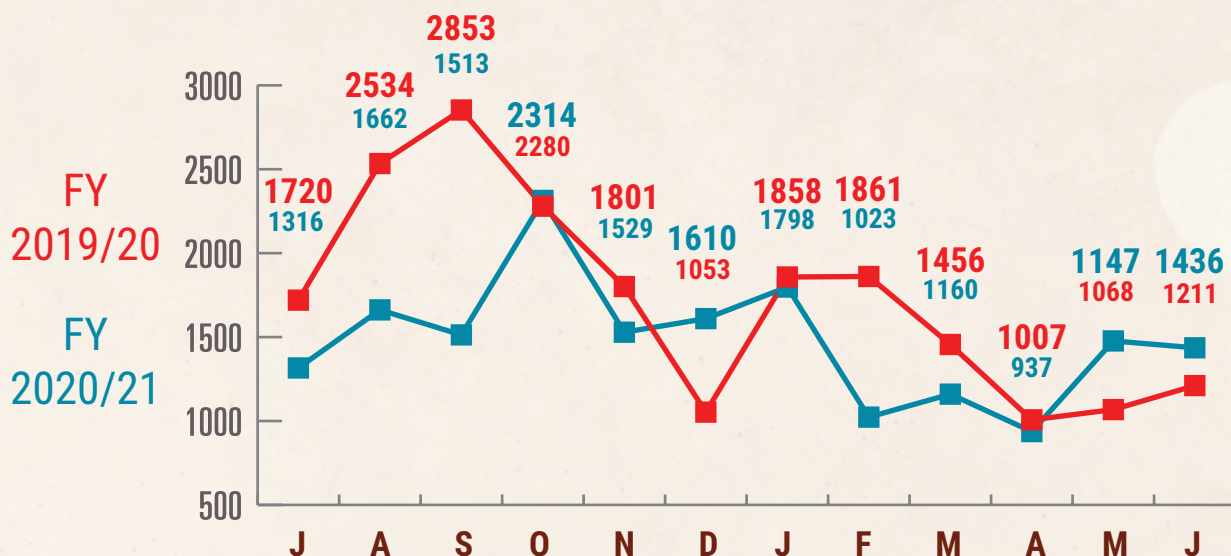
Our outreach staff continue to observe and report an overall reduction in antisocial behaviour and noticeable decrease in duration of itinerant alcohol consumption in public places.

This trend has consistently lowered over the last three years, reflecting covid impacts and NOS timely capacity to transition people away from harm.

WHEN

The line graph measures the monthly trend in client contacts, red measuring last year and blue accounting for this financial year. Most notably new year considerations and the lead up to winter, both associated with COVID-19 restrictions more than halved the number of contacts when comparing both years. The highest measure over the past two years was 2853 in September 2020 and the lowest measure was 937 In April 2021.

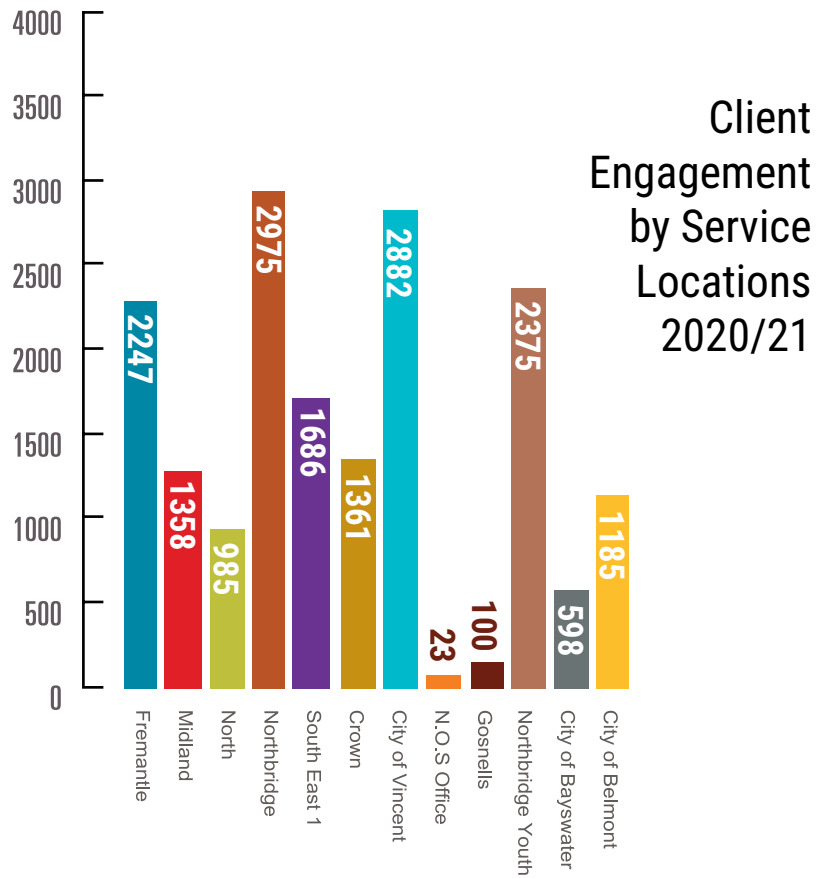
Engagements Month to Month



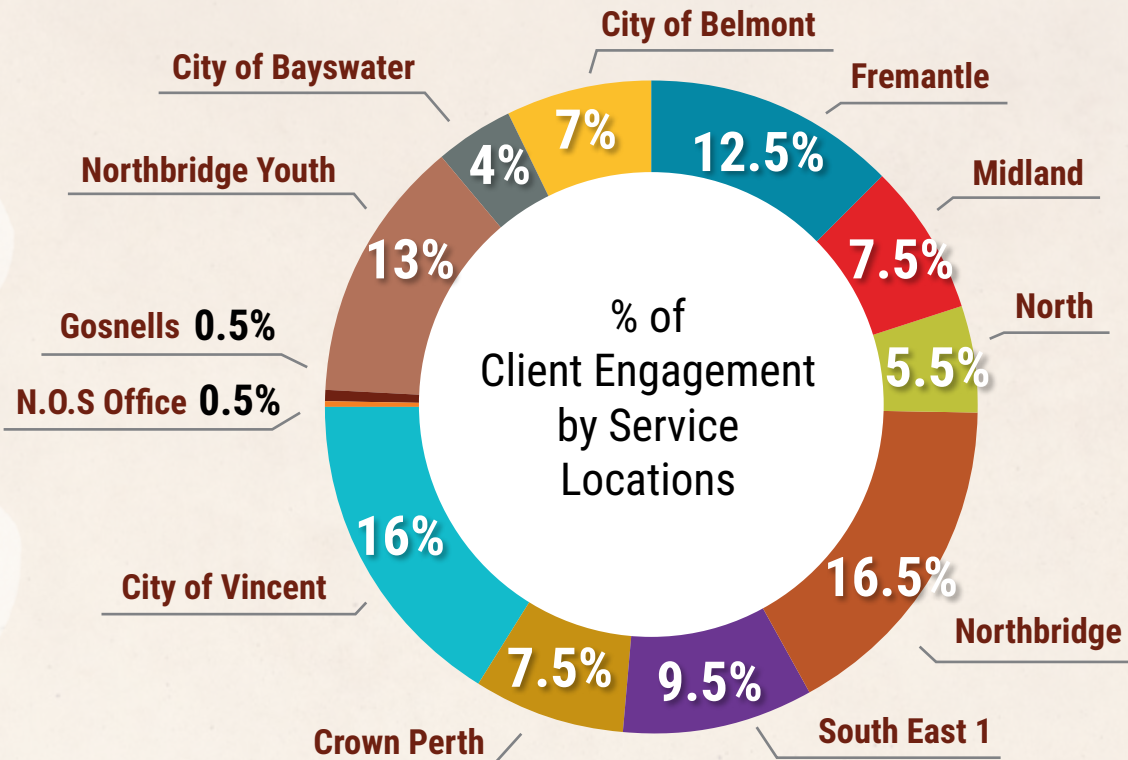


WHERE

The following bar graph confirms the total number of contacts in each service location. This is the first time in many years our city presence did not exceed 3000 in Northbridge.



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.



Northbridge continues to have the highest count. However, since the 2019-20 financial year there continues to be a proportional percentile reduction in Northbridge contacts from 27% to 17% and this financial year recording 16.5%. Northbridge also dominates our service measures and data impacts due to being funded by the WA Government to maintain a strong presence in this area.

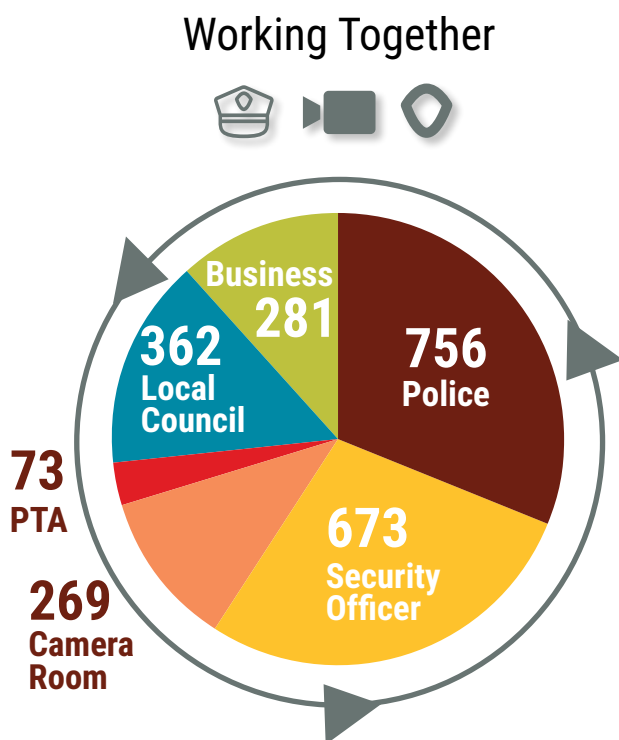
Place-based Summary

NOS presence acts as a deterrent, as eyes on the street promoting harmony, 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 be mediators.

NOS 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 as required.

The Community Pie Graph sums up how and why contacts were generated in the community. NOS has a Memorandum of Understanding with the WA Police and are often engaged to prevent conflict escalation, arrests and incarceration.

The WA Police are the primary contact seeking NOS assistance at 31%. Second is security teams in all our locations seeking 28% of NOS assistance. Then the third most frequent requested group is local government referenced as Local Council at 15%. Then at 12% and 11% is Business and Camera Room requests.



Northbridge continues to be NOS's largest site with 16.5% of all contacts with a total of 2975 contact, less than 1% reduction from the previous year which had 3515. The Adult Northbridge measure over the past three years has seen a significant decline in Northbridge, drop from 7129 contacts in 2019 to 2975 this year. This significant reduction is due to the entertainment precinct being closed due to COVID-19 restrictions, and the adaptability to localise entertaining in homes and community settings.

The primary 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. As well as 2375 contact measure of Northbridge Youth with six being under twelve years age.

There were a total 2375 contacts over the 12-month period, a reduction of 485 from 2019-20. This year's count, measures 13% of all NOS contacts.

A total of 211 Northbridge youth required transports, and a specific count of 16 YES clients requiring transport.

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 much-needed service NOS provides in collaboration and coordination with the Council.

The City of Vincent equalled Northbridge as our busiest site with 16% of all contacts representing a total of 2882 contacts, an ongoing reduction in the number of contacts compared to the previous years where 2019 had 5105. These contacts occur during the day, where 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 and now sits at 8689 for 2020-21. The City of Vincent Alcohol contact count was 269 representing 10% of all alcohol related contact in 2020-21. This shows a strong correlation between historical issues and current period impacts of COVID-19 have seen a significant downward trajectory in alcohol reported conditions.

Clients affected in the City of Vincent by Homelessness was measured at 559. This represents 35.5% of all reported homelessness for 2020-21 total count of 1415. In percentile terms increased from 22% in 2019, 20% in 2020.



There was a noticeable proportional 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 2020 to 14; this year results were 39 within the City of Vincent.

A total of 97 transportations were provided from Town of Vincent 2020-21, decreasing from 144 in 2019 -20.

The South East Corridor stretches from Cannington down to Armadale. It was our fourth largest area with contacts totalling 1686 representing 98% of the previous year amount of 1713 in 2020 and 3017 in 2019. There were no contacts with children and young people in this location over this time period.

This location represents 9.5% of NOS site specific contacts an increase by 1.5% from 2019-20 and 4% reduction from 2018-19.

A total of 50 transportations were provided this financial year an increase of 15 from the previous year. There were 22 Volatile Substance Abuse (VSA) contacts four more than the previous year. The percentile has peaks and troughs when compared overall because the client numbers overall are low. NOS continues to be vigilant with VSA presentations and provide support and referrals as required.

The Crown Perth Precinct is the only location funded by private industry. Crown Precinct contacts totalled 1361 representing 256 less than last year. This represents an ongoing reduction of 1100 since 2019 measure of 2482. There was no transportation from Crown required this financial year. Only seven transportations were required at Crown in the previous year. This reduction is directly linked to COVID-19 impacts.

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 985 compared to 1343 in the previous year. and 1498 contacts in 2019. This is 5.5% of all NOS contacts.

A total of 169 contacts, 3.6% of all Alcohol presentations were in the Northern Corridor and

represents a year-on-year increase from the previous year. There were 59 presented with drug and substance misuse, 54 homelessness and 0 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. As well as 18 transports for at risk clients.

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 1185 in 2020-21 compared to 1471 contacts, in the previous year, and 1820 contacts in 2019. Only 211 contacts at this location were due to the influence of alcohol a total of 17.8%. This is a notable shift from alcohol related contacts shifting from 76% in 2018, to 4% this last financial year.

Eleven at risk transports occurred to and within the City of Belmont. Client contacts in Belmont continue to be relatively low compared to other NOS service locations. Drugs and substances represented 3.2% of Belmont contacts a rise from 1.5% in the previous year.

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 fourth year of operation and recorded a total of 598 and increase from 581 contacts in the previous year and 747 in 2019. This represents 4% of all NOS contacts.

NOS provides 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 reported 17% alcohol related contacts, compared to 2.8% last year and 12% in 2019. Homelessness represents 34%, drugs/substances 12% and volatile substance misuse 3% were the other reported conditions with percentiles.

Homelessness reporting 4.15% of all contacts in Bayswater a relatively high percentile due to close 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 2247 contacts compared with 1939 contacts in the previous year and 2201 in 2019. Out of all outreach service sites, 12.5% of all NOS contacts occurred in Fremantle.

A total of 559 contacts were reported under the influence of alcohol, compared to 293 in previous year. This represented 24.8% this year and 15% of total contacts within Fremantle in 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 contacts were counted for 265 contacts and made up 11.8% of this year's contacts compared to 18% in the previous year. The exact reasons for this is 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 110 contacts required transport this year compared to 104 in the previous year.

Midland recorded 1358 contacts compared to 1591 contacts in the previous year and 1906 in 2019. Midland represents 7.5% of all NOS contacts this financial year. For clients that presented with an adverse condition in Midland 15.46% were alcohol affected, compared to 71% in the previous year. This year 3.82% were affected by drugs and substances, compared to 17% the previous year. A total of 4.4% was due to homelessness compared with 8% the previous year and volatile substance misuse had dropped to 0.73%. A drop from 3% in the previous year.

NOS have a long-standing working relationship within Midland and requests continue to come from police, security and local business demonstrating how well we work together.

Gosnells is the smallest service footprint with a total of 100 contacts compared to 415 contacts in the previous year and 541 in 2019. There were no at-risk transportation requirements in Gosnells compared to 10 in the previous year. Only 5% of total clients were intoxicated by alcohol, 3% by drugs and substances and 2% due to volatile substance use.

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 reacting and responding to impacts in public spaces to building resilience within the Aboriginal community.

There were 69 referrals to Tom Fisher House a speciality service for the homeless and 36 were from the NOS Administration. This compared to a total of 120 last year.

Only one care pack was given from NOS Administration this year compared to 44 resource or care packs in the previous year. Across the financial year there were 9 referrals to Department of Communities: Public Housing Division, compared to 15 in the previous year. There were only three referrals from NOS Administration to Centrelink this year. This count does not include the referrals made by the YES program.

WHY

Client Conditions

The Client Conditions pie graph confirms, alcohol once again is the most significant condition at 62% recorded by NOS staff a total of 4689 contacts compared to 4198 contacts in the previous year. Homelessness at 1415 contacts compared to 1052 contacts last year, is the second greatest impact. In third place, is drug/substance misuse contacts measured 1172 this year compared to 885 last year.

There continues to be a significant reduction in antisocial behaviour, including feuds and domestic violence.

This year representing 18 feuding contacts and domestic violence had just 9 contacts. This is an ongoing reduction from 19 in 2019, and 12 contacts last year.

However, it is important to note that compared to the previous year volatile substance misuse continues to increase to 132, from 107 in 2020 and 81 in 2019.

Alcohol

Alcohol intoxication continues to be the most prevalent condition representing 4689 measured as 62% of all contacts.

This represents a 4% reduction from the previous year's measure of 66%, 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.

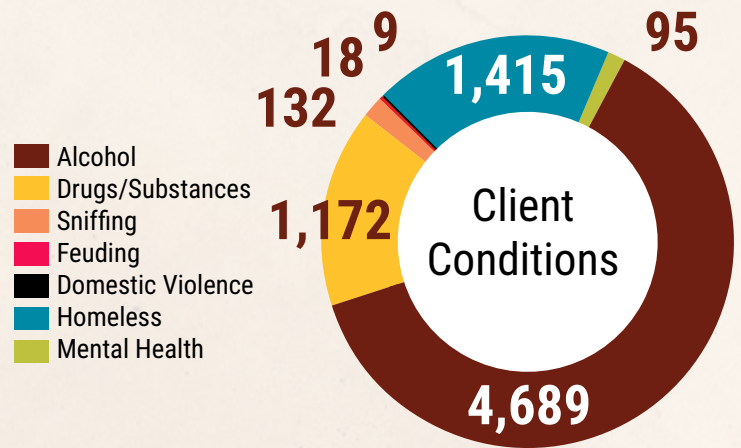
The Alcohol Use by Service Location bar graph confirms how alcohol related contacts continue to dominate entertainment precincts.

Drugs and Substance Abuse

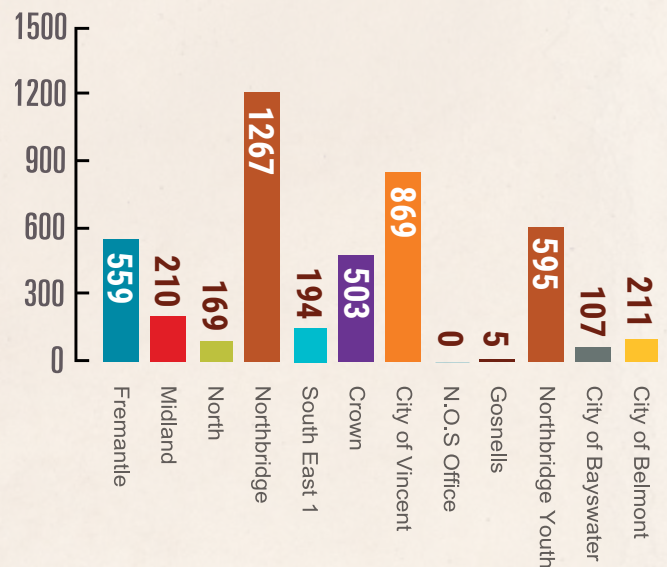
Drug and substance abuse was reported as the highest in Northbridge a common annual data outcome. Last year, was the first time Town of Vincent has exceeded Northbridge in reported contacts.

For the second year in a row Fremantle with a count of 185 exceeded Crown outcome of 91. There continues to be relative parity between data outcomes in Midland, North and South East.

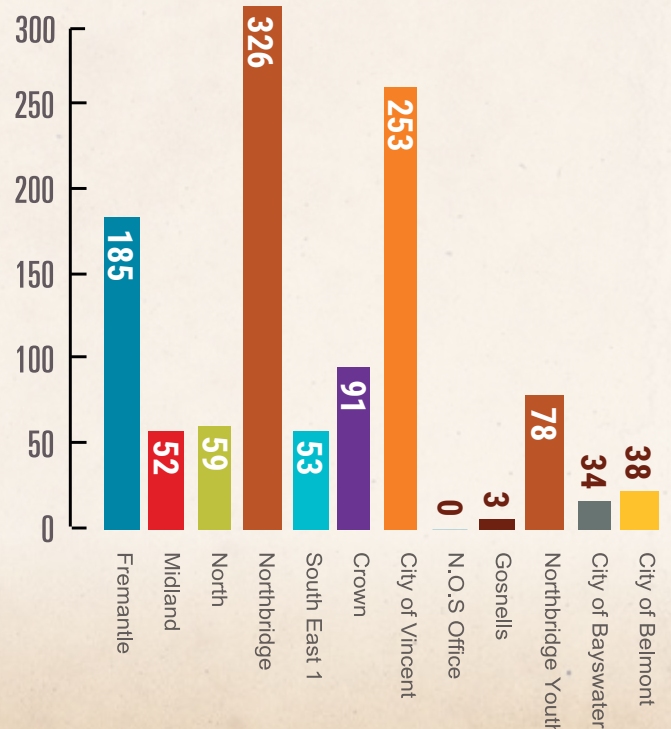
The Drugs and Substance Use by Service Location bar graph confirms how like alcohol, drug and substance abuse is predominately contained to the entertainment precincts.



Alcohol Use by Service Locations

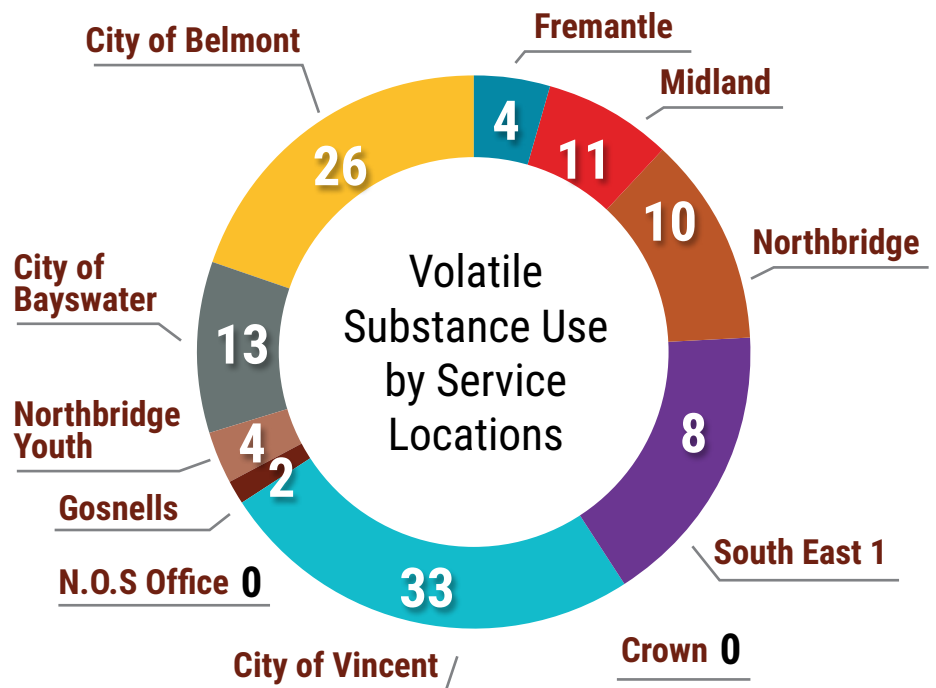


Drugs and Substance Use by Service Locations



Volatile Substance Abuse

The Volatile Substance Use (VSU) bar graph has revealed that Northbridge is no longer in the top three locations for VSU. The City of Vincent has the greatest impact at 33 and South East Corridor had 22 and for the first time Belmont was in the top two with a VSU count of 26. The increase number in Belmont may be attributed to the close working relationship between City of Belmont and NOS, whereby the local Council proactively calls for NOS assistance in this area.



Homelessness

Homelessness continues to be a significant and growing concern for the Perth Aboriginal community with 1415 contacts compared to 1052 contacts last year, and 884 in 2019. This represents a steady increase over the past three years, a growth of up to 20% each year.

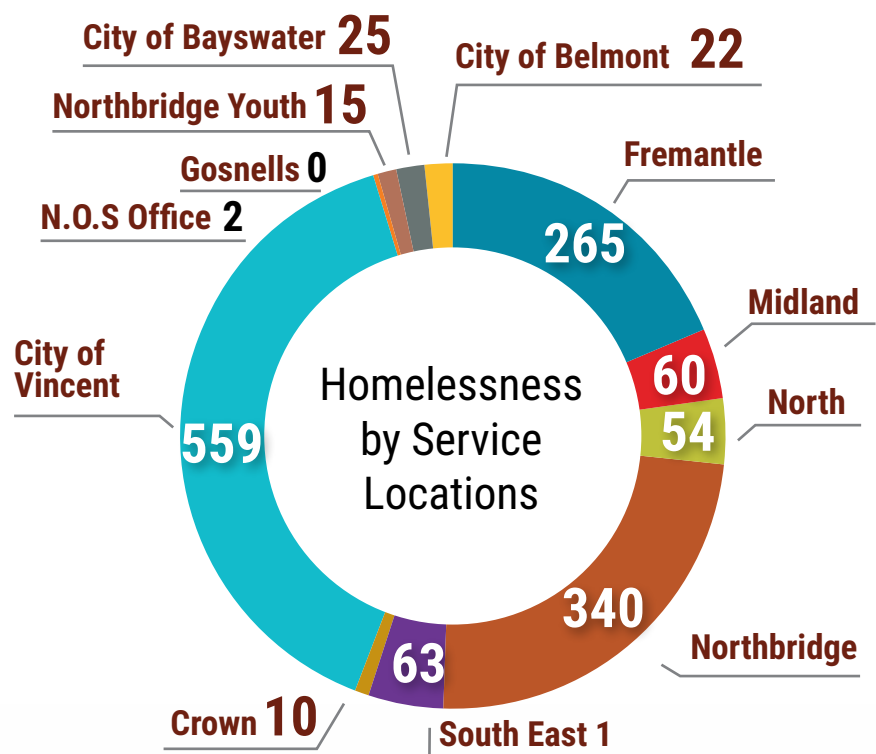
The City of Vincent over four consecutive years has had the highest level of contacts presenting as homeless at 559, followed by Northbridge at 340 contacts. For the second consecutive year Fremantle had the third highest count at 256.

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

Aboriginal homelessness is often masked by communal care and cultural connectivity and often very difficult to define.

If the measure of household overcrowding was applied the percentage of Aboriginal homelessness would double.

Overcrowding does often increase family conflicts that may lead to high rates of Aboriginal itinerants couch surfing between dwellings or presenting through our Aboriginal network or street outreach.





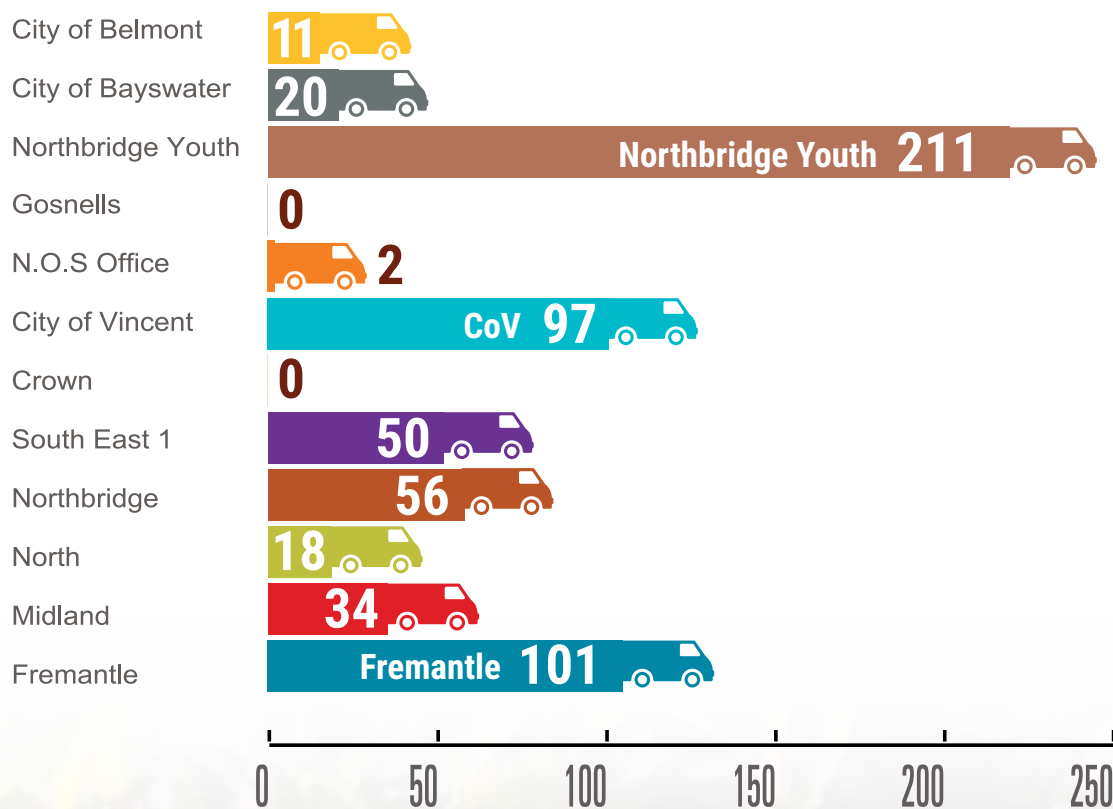
Transportation Help

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 211 an increase from 187 in the previous year. This year Fremantle had the second highest request rate at 101 and followed by the City of Vincent and the City of Fremantle.

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

Transports for at risk clients





Our Outreach

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.

The complexities, challenges and threshold issues

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 and caregivers with children continue to be our critical concern. The need far outweighs the supply of services and Aboriginal homelessness prevails where many children and young people's developmental milestones and learnt sense of safety is compromised when they do not have one consistent place to call home. There is a strong correlation between life experiences of homelessness and living rough with no school completion. NOS continues to advocate in this space and has made many referrals to service providers on behalf of vulnerable Aboriginal people living rough or lost to the system.

Lack of transport support 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. Our experiences with 'return to country' during high Impact covid periods has been managed on a case-by-case basis and subject to WA Government funding.

This safe passage home is a strategic area of interest for NOS and there is growing interest from remote community councils and regional organisations willing to partner with NOS to ensure their residents are not lost to the city and are supported to return home safely.

Patient transfer back to country - The hospital system continues to benefit from NOS services, especially when patients had absconded from the hospital. NOS helps locate them and return them back for their treatment.

Volatile substance use issues – NOS continues to collect critical data for the Mental Health Commission to increase our shared understanding of current and future client needs. The number of people who fit this client contact category has grown slightly over the past three years. This year's result was 132 with a noted Increase In VSU contacts in Belmont.

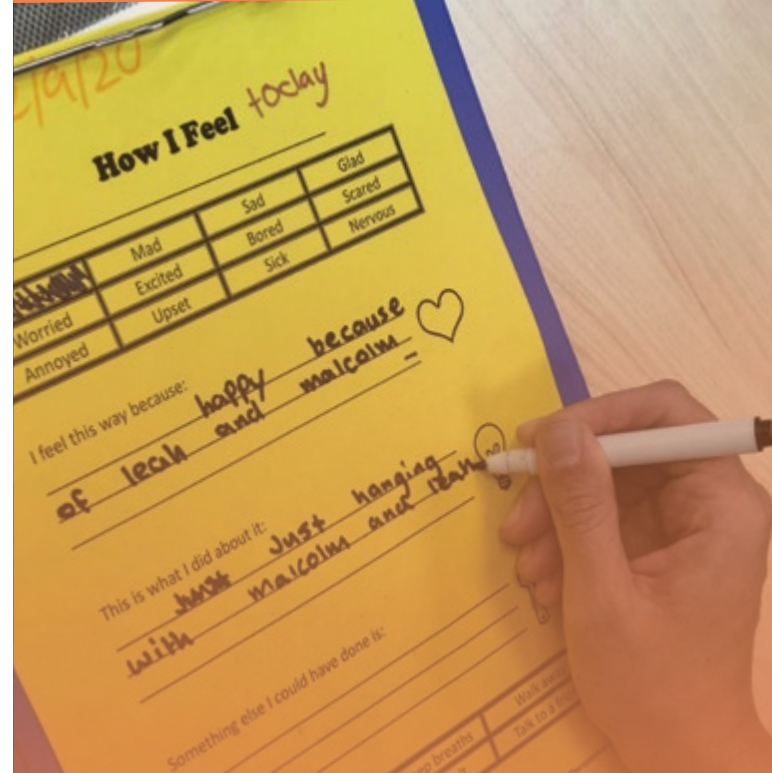
Youth Engagement impacts and issues – The YES program staff and new work facility has had a positive impact. More young people are seeking our care and support as they face distressing circumstances at times beyond their control. Success for NOS is supporting young people to realise and activate lifelong learning with positive life choices.

Night Outreach offsets impacts - NOS night operations are on 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-1 care school in several locations across Perth.



Case Study A

The Issues

Client is a 15-year-old male who lives with their grandparent due to a relationship breakdown with family and drug use. The young person presented in Northbridge as at high risk. They have struggled with school attendance which led them to getting involved with negative peer influences. This resulted in petty crime and risky behaviours and other vulnerability factors.

The young person has struggled with formal schooling due to a shorter attention span. This has affected his confidence, capacity to absorb complete instructions and complete tasks. Learning, focus and developmental delays significantly accounts for the reason behind their poor attendance at school.

The young person's biggest motivation, hope and aim, is to eventually get employment. The YES team are working with him to manage his expectation whilst at the same time encouraging and supporting him to reconsider and fulfill training obligations, to achieve his goal.

Whilst the young person does not attend school, they retain a strong support link with an Aboriginal Liaison Officer. The YES Team have also built a strong rapport with and have a close working relationship to collaborate in achieving the best outcomes for this client.

The Request

The young person expressed the need for assistance with schooling, studying course content, and building a positive relationships with their family.

Building his confidence with family and confidence within himself, has been the priority.

The YES team were able to tap into the clients motivation to want to study and benefit themselves with skills so that they can get employment in the future.

The process of keeping him engaged in positive pursuits, away from bad influences and trouble has been our second priority.

The Referral

The YES Team enrolled the young person into a Certificate II in Civil Construction, which ran for five days a week for eight weeks.

The first three weeks are theory in the classroom and the last five weeks were practical work experience out on a construction site. The young person is very keen to start this course as they feel it would help build their confidence and their job prospects after completing this course.

The clients goal is to get employment after completing this course, if it be a traineeship or be full time employment whilst doing further study too.

The Yes Team has been assisting two days a week with transporting the client to the training facility where they do this course, maintaining and supporting the clients engagement with the training.

The YES Team also works closely with the training provider, and facilitated supports with the training organisation to make sure the young person felt comfortable in the training environment, and had a sense of belonging.

This client struggles with social anxiety and is easily overwhelmed when it comes to being unsure of expectation, some work theory, and experienced shyness and some shame when it comes to asking for help from the trainer.

NOS youth outreach has also facilitated collaborative referrals to;

- Juvenile Justice Team
- Alternative Education (College)
- WA Police – YCIC
- Department of Communities – Intensive Parent Support Team
- Outcare Youth reconnect
- Carey Training

The Response

Unfortunately, the client has pulled out of the course after a number of weeks. The client felt their social anxiety and difficulties in conforming to more formal training in class arrangements was too challenging.

The YES team are exploring the clients interest and aspirations to work in community services as they would like to get into youth work and help young people like themselves.

The young person is now being assisted to explore options in training in the community services area as he has a lot of interest in the career possibilities this course can lead too.

The Outcome

Youth outreach have been able to advance a number of positive outcomes for clients including;

- A consistent reduction in offending and risky behaviors
- Young person has fulfilled his previous reporting requirements with Juvenile Justice and is no longer on a curfew
- Has built more positive relationships with family
- Achieve enrolment to alternative education
- Re-engaged in learning and taking instructions
- Marked shift in motivation and aspirations to improve own employment prospects
- Willingness to engage in different forms of learning
- Increased client readiness and attempts in formal training
- Willingness to address prevailing weaknesses through future courses
- Greater awareness as to young person's support needs



Case Study B

The Issues

Client 14-year-old from a single parent house hold with both younger and older siblings, referred to YES by Mission Australia. The client was being case managed by the Juvenile Justice team (JJT) prior to his referral for cultural support.

Client for cultural reasons and family commitments has frequently gone back to country (Regional WA) which has compounded lost opportunities and arrangements made with his enrolment and school attendance.

Despite this youth outreach has been able maintain contact with the client and understand their social and cultural provide support as required.

The Request

Supported the young person enrol into an alternative education, as previous engagement and attendance at school was very poor.

The Referrals

YES, team helped client with transport to important appointments, obtaining ID, securing placement at an alternative school and enrolment into a cert 2 course with alternative training.

Client was referred to alternative training and enrolled in Certificate 2 of Civil Construction. Youth outreach approached the clients job network to ensure that they had transport arranged and that they would not be disadvantaged from attending classes.

The Response

By working closely with the client and family the YES team have been able build a good rapport, helping to keep the young person motivated in achieving their personal goals and not re-offend. The YES team, attended numerous home visits and supported the client with information to achieving set identified goals and keeping them motivated whilst awaiting outcomes from re-enrolment/applications as well as encouraging them to maintain "good standing" with their JJT requirements.

The Outcome

Youth outreach have;

- Secured placement in an alternative education course for young person.
- NOS acted on a continual base to support the young person with their schooling, and explored other options to optimize their engagement with training and not opt out and return to offending.
- The client emphasis has shifted to focus on training as opposed to schooling due to his age.

Accord Taxation Lachlan Douglas Mills CPA

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

Suite 9, 15-21 Collier Road
Morley WA 6062

PO Box 1228,
Morley WA 6943

Telephone: 9375 3366

ref:nos2021
9th July, 2021

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



To the Members

re: AUDIT REPORT - NYOONGAR OUTREACH SERVICES INC

Unqualified Audit Opinion:

I have audited the financial report of Nyoongar Outreach Services Inc which comprises the Balance Sheet, Profit and Loss Statement, and Notes to Accounts, for the year ended 30th June, 2021. In my opinion, the financial report presents fairly, in all material respects, the organisation's financial position as at that date, and its financial performance for the year then ended, in accordance with the accruals basis of accounting.

Basis for Opinion:

I have conducted my audit in accordance with Australian Auditing Standards (AAS). I am independent of the Entity in accordance with the ethical requirements of APES 110, and have fulfilled my other ethical responsibilities in accordance with this code.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

My objectives were to obtain reasonable assurance about whether the financial report as a whole was free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with AAS will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

Basis of Accounting:

Note 1 to the financial report describes its basis of accounting. The financial report has been prepared to assist the organisation to meet its requirements under applicable legislation. As a result, the financial report may not be suitable for other purposes. I disclaim any assumption of responsibility for any reliance on this audit report to any person other than the organisation, or for any purpose other than that for which it was prepared.

Responsibilities of Management:

Management is responsible for the preparation and fair presentation of the financial report in accordance with financial reporting requirements of applicable legislation, and for such internal control as they determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the organisation's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the organisation or to cease operations, or has no realistic alternative but to do so.

Responsibilities of the Board:

The Board is responsible for overseeing the organisation's financial reporting process.

LACHLAN DOUGLAS MILLS - PUBLIC ACCOUNTANT

9th July, 2021

LACHLAN MILLS
SUITE 9, 15 COLLIER ROAD
MORLEY WA 6062

Dear Lachlan

Pursuant to your request and in connection with your audit of the Nyoongar Outreach Services Inc for the year ended 30th June, 2021 we confirm to the best of our knowledge and belief, the following representations made to you during your audit:

General:

- 1) All financial records and related data were made available for inspection. All material transactions have been properly recorded in the accounting records underlying the financial report;
- 2) There were no irregularities involving any member of management or other members of the association that could have a material effect on the financial statements;
- 3) There have been no:
 - Violations or possible violations of law or regulations, the effects of which should be considered for disclosure in the financial statements or as a basis for recording a contingent loss; or
 - Communications from regulatory authorities concerning non-compliance with, or deficiencies in, financial reporting practices;

Assets:

- 4) All material assets of the association and only those of the association are included in the financial report;

Liabilities:

- 5) All liabilities which have arisen or which will arise out of the activities of the association to the end of the financial year are included in the financial report;

Grants:

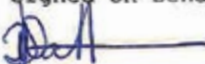
- 6) All grant monies received by the association were properly and fully expended in accordance with the purposes and on the terms and conditions under which they were sought;

Other:

- 7) No events have occurred subsequent to reporting date that would require adjustment to or disclosure in the financial report;
- 8) Other than as detailed in the association's financial report, the association is not aware of any breach or non-compliance with the terms of any contractual arrangements, however caused, which could initiate claims on the association which would have an effect on the association's financial report;
- 9) The association has an established procedure whereby the adequacy of insurance cover on all assets and insurable risks is reviewed. This review has been performed, and where it is considered appropriate, assets and insurable risks of the association are adequately covered by insurance;
- 10) The minutes of committee meetings made available are a complete and authentic record of all meetings relevant to the financial year;
- 11) The association has responded fully to all inquiries made during the course of your examination. Nothing has come to our attention that would indicate that the financial report is inaccurate, incomplete or otherwise misleading;

We understand that your examination was made in accordance with Australian Auditing Standards and was, therefore, designed primarily for the purpose of expressing an opinion on the financial report of the entity taken as a whole and that your tests of the financial records and other auditing procedures were limited to those which you considered necessary for that purpose.

Signed on behalf of the association:


CHAIRPERSON


TREASURER

NYOONGAR OUTREACH SERVICES INC
ABN 53 281 140 922
BALANCE SHEET
AS AT 30TH JUNE, 2021

	2020	2021
CURRENT ASSETS:		
CBA Cheque Account	120947	223216
CBA Business Online Account	361454	661622
NAB Term Deposit	400000	400000
NAB Everyday Account	78908	84656
Petty Cash Float	1000	1000
Cabcharge Bond	200	200
Trade Debtors	87370	83455
	-----	-----
	\$ 1049879	\$ 1454149
	=====	=====
NON CURRENT ASSETS:		
Plant & Equipment at WDV	74321	59457
Motor Vehicles at WDV	245025	183769
Property at MV - 33 Gladstone Street	1300000	1300000
	-----	-----
	\$ 1619346	\$ 1543226
	=====	=====
TOTAL ASSETS:	\$ 2669225	\$ 2997375
	=====	=====
CURRENT LIABILITIES:		
CBA Credit Card	(7858)	(2390)
Trade Creditors	14071	3105
GST Owed - ATO	38959	49517
PAYG Owed - ATO	16416	14694
Superannuation Owed	13547	41164
Funding Received in Advance	98964	0
	-----	-----
	\$ 174099	\$ 106090
	=====	=====
NON CURRENT LIABILITIES:		
Provision for Long Service Leave	82000	82000
Provision for Annual Leave	84000	84000
Provision for Severance Pay	155000	155000
Provision for Funding Shortfall	65000	65000
	-----	-----
	\$ 386000	\$ 386000
	=====	=====
TOTAL LIABILITIES:	\$ 560099	\$ 492090
	=====	=====
NET ASSETS (DEFICIENCY):	\$ 2109126	\$ 2505285
	=====	=====
This is represented by:		
MEMBERS' FUNDS:		
Accumulated Surplus Brought Forward	1906468	2109126
Surplus / (Deficit) for the Year	202658	396159
	-----	-----
TOTAL MEMBERS' FUNDS:	\$ 2109126	\$ 2505285
	=====	=====

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

FINANCIAL STATEMENTS AS AT 30 JUNE 2021

NYOONGAR OUTREACH SERVICES INC
ABN 53 281 140 922
INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30TH JUNE, 2021

	2020	2021
INCOME:		
Funding - City of Bayswater	24999	24999
Funding - City of Belmont	25000	30000
Funding - City of Fremantle	45000	30000
Funding - City of Vincent	50000	50000
Funding - Crown Casino	95712	100700
Funding - Cyrenian House	30000	30000
Funding - DOC Youth	111015	112869
Funding - DOC Community Health	1277317	1298536
Funding - DPM&C	177927	177928
Funding - Mental Health	15369	15626
Funding - RPH Transport Program	100000	100000
Funding - Covid Response (Net)	25291	0
Insurance Claims	3233	424
Interest	6928	6036
Job Training, Employment Income	6956	13636
Sundry Income	12825	29574
ATO Cash Boost	0	50000
	-----	-----
	2007572	2070328
less: EXPENSES:		
Administration Costs	92909	81751
Communication Costs	20796	8569
Depreciation	99495	108605
Direct Staff Costs	1450372	1335120
Indirect Staff Costs	21417	18736
Motor Vehicle Expenses	39402	38717
Office Repairs & Maintenance	4832	17497
Premises/Occupancy Costs	38539	33176
Travel & Meeting Costs	37152	31998
	-----	-----
	1804914	1674169
NET SURPLUS / (DEFICIT):	\$ 202658	\$ 396159
	=====	=====

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

NYOONGAR OUTREACH SERVICES INC
ABN 53 281 140 922
NOTES TO ACCOUNTS
FOR THE YEAR ENDED 30TH JUNE, 2021

2020 2021

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.

FEEDBACK

Feedback



Aboriginal and Torres Strait Islander
Social Justice Commissioner
June Oscar AO

21 December 2020

Ms Maria McAtackney
Nyoongar Patrol Outreach Centre
35-37 Gladstone Street
Perth 6000 WA
By email: ceo@nyoongaroutreach.com.au

Dear Maria and staff

Thank you for your support with the Wiyi Yani U Thangani Women's Voices Report Press Conference 2020

On behalf of myself and my staff, I would like to sincerely thank you for your help and support at our press conference last week. I am very grateful for the help you and your team provided us as you went above and beyond ensuring our press and media conference went smoothly.

The venue was perfect, and we would not have been able to do it without the help of you and your staff. It was incredible to receive so much support from local Nyoongar women and girls. We have had fantastic feedback about the space and the event.

It was also great to hear about the important work that you and your staff do to support and benefit our mob and communities in Perth.

As part of the next stage of Wiyi Yani U Thangani, I will be hosting a series of meetings, roundtables and engagements to ensure that what women and girls have told me is put before governments and becomes front and centre of policy decision-making at all levels. In the coming months, my team and I will be keeping stakeholders informed about future developments and we look forward to engaging with you again about this work in the new year.

Again, a big thank you for all your support. May you have a happy and safe holiday period.

Australian Human Rights
Commission
ABN 47 996 232 602

Level 3
175 Pitt Street
Sydney NSW 2000

GPO Box 5218
Sydney NSW 2001
www.humanrights.gov.au

General enquiries
National Info Service
TTY

1300 369 711
1300 656 419
1800 620 241



Nathan
Donated \$1,000 • 4 mos

Thank you to Auntie June who helped me while heavily intoxicated and lost in North Perth late one night in 2014. Auntie June helped me by calling a cab and looking after me till it came. I gave up drinking not long after that night. Every success since then, big or small, I think of Auntie June. Because if she didn't call out, "Are you ok", to a guy that could hardly walk or talk, I may not be here as I am today. I've been wanting to thank Auntie June for saving my life since that night but didn't know how. I hope that this donation and my ongoing commitment to the essential and life saving work of this service, expresses my gratitude and respect for Auntie June and the work you do. Thank you Auntie June, I hope you are well and that we meet again some day.
Sincerely, Nathan

1/1



Our Gratitude

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

Supporters

- Federal Minister for Indigenous Australians, the Hon. Ken Wyatt, AM MP
- Former WA Minister for Aboriginal Affairs, the Hon. Ben Wyatt, MLA
- Current WA Minister for Mental Health and Aboriginal Affairs, the Hon Stephen Dawson
- Minister for Child Protection; Community Services the Hon. Simone McGurk, MLA

Grants and Funding

- City of Fremantle
- City of Vincent
- City of Belmont
- City of Bayswater
- Crown Perth
- The Commonwealth Department of Prime Minister and Cabinet
- The Department of Communities WA
- The Mental Health Commission WA
- The Department of Health WA
- Aboriginal Community Health Team Community & Population Health, East Metropolitan Health Service

Corporate & Community Partners

- Cyrenian House Alcohol & Other Drug Treatment Service
- Matiu Molesworth for photos of NOS night operations in Northbridge
- Mission Australia
- RUAH
- The Commonwealth of Australia as represented by the Department of Human Services
- The Western Australian Police Force
- Western Australian Network of Alcohol and Other Drug Agencies
- Lachlan Douglas Mills (CPA) - Independent Auditor
- Vanessa Elliott and Associates for Strategic Communications
- Angelyne Wolfe from Bling Design, for providing the graphic design for NOS publications
- Deborah Costello Consultant Policies review

Donors

- Essentials for Women
- GIVIT
- Share the Dignity
- Australian Communities Foundation
- Rotary Perth
- Go fund me



CONTACT US

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East Perth WA 6004
Telephone: (08) 9228 4211
Email: outreach@nyoongaroutreach.com.au
Website: www.nyoongaroutreach.com.au



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