



## ANNUAL REPORT 2021/22

 **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 2021-22 Business Activity.

## OUR Dashboard

### PEOPLE

up to 25 staff  
20,194 client contacts  
246 Acute Care Coordination Transports  
2,419 more than previous year  
91% Adults  
9% Under 18  
13% more than previous year  
100% Aboriginal  
Board 5 Members  
84% Aboriginal workforce  
10+ Service Partners  
9 Strategic Stakeholder Forums

### PLACES

Youth Engagement case management home visits  
2 specialised transportation services  
9 Locations across Perth

### REPORTED CIRCUMSTANCES

56% Alcohol related contacts  
4% Increase from 20/21  
7% Drug & Substance Use  
9% decrease  
24% Homelessness  
5% increase  
1% Volatile Substance Misuse  
0.75% decrease  
2% Mental Health  
0.75% increase

### 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  
Supported vulnerable population  
COVID-19 vaccinations

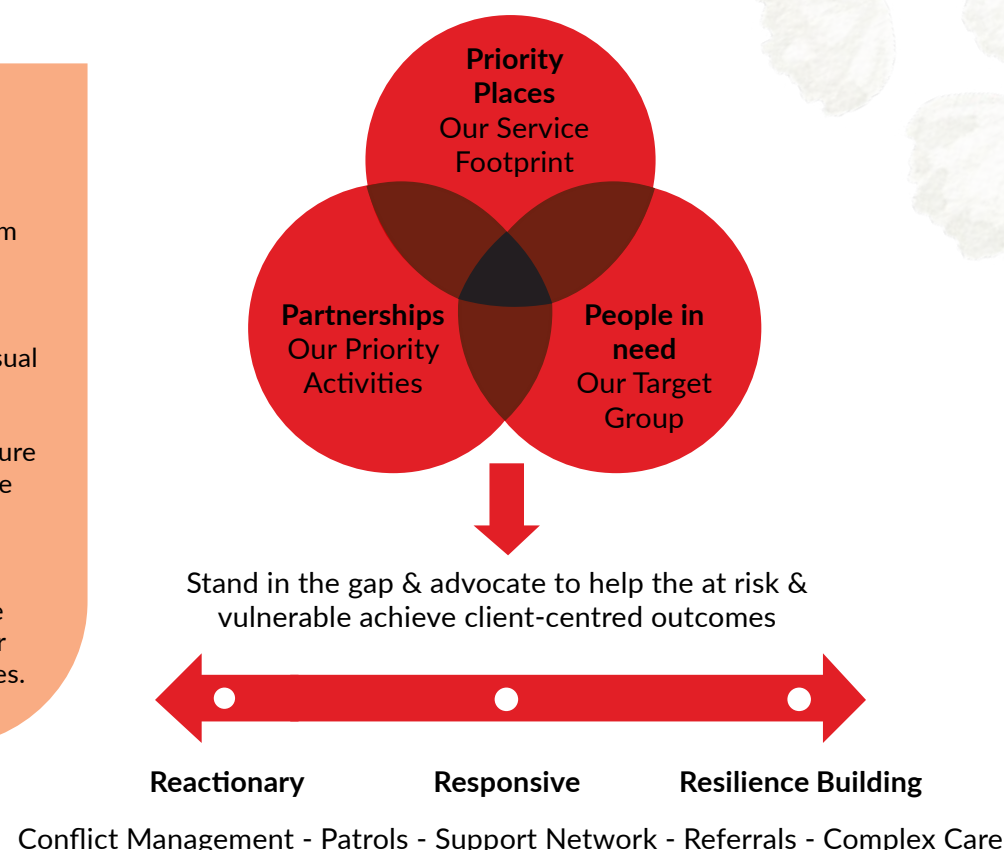


## OUR FOCUS

- 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 of our future workforce. Our staff are loyal to our purpose, charter, and impact on our community, as they too have been the beneficiaries directly or indirectly of our services.



Our Business model helps us support others in need. Over the past twenty years, we have built a strong reputation for responding to conflicts through mediation interventions. This knowledge and business acumen has grown over time to incorporate a more responsive care model through our extensive support networks and referrals.

Today NOS is active in Aboriginal resilience building, currently working with up to 40 clients at any given time. NOS provides intensive care through supports to help those in need, most of which are children and young people, to overcome adversity and intergenerational trauma and social isolation.

## OUR GOVERNANCE

# Our Governance

Our governance is supported by our experienced and stable executive committee with a combined 108 years' experience in effectively administering Nyoongar Outreach Services. This includes dealing with significant changes to government policy, funding, client needs, societal and environmental impacts. This substantial resume and experience now includes effectively overseeing our organisation through a pandemic, an impact felt locally and globally in every workplace.

potential to foster best practice in herself and others.

### Mr. Neville Collard Vice Chairperson



Neville Collard, 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.

## 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

### 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 that 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's past-experiences includes being Manager of Bloodwood Tree, Youth Accommodation and studying 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 Farley was the Chairperson, and has also been Vice Chairperson. He 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 he 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. He is also a Cultural Heritage and Planning Consultant to Development WA.

Farley 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 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 NOS Chief Executive Officer for 23 years. Maria has a passion for social justice and equality particularly for the most vulnerable street present people. Her entire 33 years professional career journey has been with the Wadjuk Nyoongar community. Prior to NOS, Maria held senior management roles in the aged and disability sector at the Derbarl Yerrigan Health Service for over ten years. Over the many years working in the Nyoongar community Maria has built trust and respect with the Aboriginal community and its stakeholders when designing and implementing programs. Maria has always been a strong advocate for equality and lobbied for access to services. Her passion and long-standing history for providing opportunities and professional development for the long term unemployed, with a vision of a prosperous future, has been one of her strongest attributes and motivation.

It is acknowledged by the broader community and NOS staff that Maria, as the CEO of NOS, is an anchor of stability. Maria has worked hard to strengthen trust and working relationships with key partners and identified gaps in services to secure opportunities and resources for unmet need in public spaces. Today NOS, with the support of a long-standing and determined executive committee has sustainably grown to ensure that all frontline staff are Aboriginal people and NOS is a partner of choice for many NGOs; remaining the only organisation that services the Aboriginal community consistently after hours, particularly Young People at risk who frequent night precincts.

As a strategic community services architect over the years, Maria has extensive experience in planning and execution of the organisation strategic Plan. Her expertise includes business development, employment, project planning, program development, implementation, monitoring and evaluation in the areas of training, social development, crime prevention and community safety. Maria continues to be a Professional Member of the 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

Taking a moment to reflect on last year, it was a year unlike any in the past 24 years history with the impacts of the COVID pandemic felt across communities. The COVID pandemic presented itself full of uncertainties which provided NOS with some major challenges and opportunities in identifying gaps and improvements to our outreach care model. Covid has revealed the constraints and the need for NOS' service delivery transformation, that is able to reflect our new changing operational environment circumstances.

We are sincere and genuine in strengthening our organisation's efforts through many years of acquiring community intelligence, direction, and skilful execution of our service delivery model objectives. We are proud to always value-add to our extensive shared cultural competency knowledge to stakeholders and clients. Notwithstanding this, our ability to identity our obstacles and turn these into strengths and opportunities for continuous development and improvement, will be our focus in the **Blueprint Change Management Plan (Blueprint CMP)**. Combined with our comprehensive **Strategic Direction 2021-2031**, the Blueprint CMP will clarify NOS's future direction and growth strategy that will embrace our unique cultural and organisational attributes.

The Blueprint CMP provides strategies to enable NOS to pursue our organisational objectives and produce a business product that is modernised to improve the quality of life for our most vulnerable street present, Aboriginal people. The tool is designed to pursue the organisation's mission and follow longitudinal evidence based, proven strategies on what works for our clients.

The Blueprint CMP will enable the NOS Executive Board and Management to formulate an operational plan devised with reference foundations and measurable tools to achieve our long-term vision.

Leading an organisation through change can be very challenging. It is paramount that the NOS Blueprint CMP is embraced by the community and our stakeholders, to enable us to strengthen our capacity to successfully deliver comprehensive frontline and In Reach services to the community.

NOS Executive Board and staff are highly energised to progress with the implementation of the 'care through/In Reach service' in the coming years. We are excited to make a difference in closing the gap through key partnerships and improving the successful deliverables in the development of new programs in the next 10 years as outlined in our Blueprint CMP.

An integral step to our transformation is the capitalisation and use of digital tools to provide an evidence base and create a cohesive integrated care service model that can truly transform our organisation with greater efficiencies, resilience, and capacity.

This year I am encouraged by the many opportunities and exciting possibilities for NOS. As we transition to implement our growth, we remain steadfast and committed to build on NOS' extensive 24 years' experience. I am confident that NOS will adapt to challenges and continue to grow to meet the ever changing and growing needs of our community.

Dawn Wallam  
Chairperson  
NOS Executive Board





# CEO'S Report

## Ms. Maria McAttackney



I am pleased to provide this 2021-2022 report as CEO of Nyoongar Outreach Services (NOS). Throughout the year, NOS had the opportunity to revisit our care business model for the most vulnerable. I have been encouraged by the many opportunities and exciting possibilities identified for the organisation. COVID served as a significant disrupter and an accelerator for our care services model. It has also inspired our dedicated and passionate Board members, administration, and operational staff; who not only support our clients, but greatly support our vision to achieve NOS' goals.

In this year's annual report, I would like to acknowledge and celebrate all our people/staff who have worked steadfastly and throughout the pandemic as coal face, frontline and operational workers. This was despite many government agencies and businesses working from home. NOS being deemed an essential service and an outreach organisation helping some of the most at-risk people in the community, maintained its street presence throughout. Not one day of service was lost during COVID, with all services maintained; an impressive marker of our dedication and capacity to deliver. All staff have maintained their vaccine requirements when it was mandated to ensure they and their families, along with our clients, were safe, wore masks

and undertook extra precautions, isolating and practising physical distancing and hygiene measures as required. The COVID mandate, has probably been one of the most challenging and stressful times for me as the CEO of NOS.

In 2021/22 NOS focussed on consolidating our mandate of keeping 'our mob' safe and we did this in daily practice in parks and on the street. The mediation and interventions of staff in a public space to prevent the escalation of volatile incidents and the proactive way in which they worked, prevented a much more serious incident occurring and enabled the victims of crime to access the necessary help and follow up support.

Another example of this was the way NOS, as an organisation, was able to be dynamic and flexible to enable the addition of a proactive service in supporting vaccination efforts as soon as COVID vaccines became available. I would like to acknowledge the work of our outreach staff who enabled this and who became very much the backbone of vaccination programs targeted to assist local and rural remote community members who were not vaccinated or did not have masks. Successful strategies were used to keep them safe and to prevent them falling victim to the prevalence of misinformation about vaccines. NOS staff formed a critical part in supporting public

health messages around COVID, getting our people vaccinated and accessing the right information, that was trusted and respected.

This year also saw our strategies for the future strengthened with the development of pivotal blueprints for our future: 'Our Strategic Direction 2021-2031' and the 'NOS Blueprint: Change Management Plan'. These foundational plans set out ambitious growth to double our organisation's impact and to determine how this growth will be managed to achieve the required outcomes. I am confident that we have the necessary foundation and mapping to ensure NOS continues to evolve, adapt, and lead as a strong and proficient Aboriginal organisation.

NOS continues to advocate for solutions to problems and issues affecting service delivery, including a scarcity of short, medium, and long-term housing, significant agency barriers, lack of cultural competency in mainstream organisations and understanding of the complex nature of the at-risk client's presentation.

Over the past year we have recognised that the key to our transformation is the use of digital tools to provide an evidence base



and create a cohesive, integrated care service model that can truly transform our organisation to be efficient and resilient in its support to people. Since we are committed to providing frontline services to those impacted by misfortune and hardship, the tactics outlined in NOS' Strategic Direction 2021-2031 recognise the need to reconfigure our systems, partners, and approach to ensure they are integrated, preventative and family centred.

As we enter another year, we are committed to continue building on the extensive work over the past 24 years by adapting to the changing and growing needs of our communities. Based on our strengths we continue to strive to provide an efficient and effective service to meet the needs of our vulnerable clients. I sincerely recognise the valuable hard work from NOS' team and partners in continuing and believing in NOS' focus to deliver a service of excellence to the homeless and young people in public spaces. The NOS team's efforts have been tireless, and they have demonstrated their ongoing dedication by showing up for their shifts, during the cold, wet winter nights.

I am thankful for the generosity of our many supporters who donated on GoFundMe "a cause I care about" assisting us to respond to the needs of street present

rough sleepers. I am humbled by their incredible compassion and generosity and express my sincere appreciation for believing in our cause.

Along with the Executive Board and staff I look forward to the 2022/23 financial year which will bring a renewed and intensified focus on collaborative partnerships and relationships with our stakeholders, key influencers in the government sectors and the many community organisations within our networks.

We recognise that poverty does not discriminate and just one major life event can send a person into crisis. We are committed in our support of those impacted by misfortune and hardship and I am inspired by the courage and impactful work done by our staff.

Leading an organisation through considerable change can be very challenging. I express my gratitude to a committee and highly supportive Board. I extend sincere thanks to our Chairperson Dawn Wallam and all the NOS Executive Board who continue to support my administration so seamlessly to enable and build our necessary work for and with the Aboriginal community. Along with their support I am grateful that they continue to share my journey with NOS and provide steadfast cultural and community leadership.

This year's annual report, in the proceeding pages is a tribute to

celebrating all these combined efforts, in which I am proud to play a part. To those reading this, I trust you will join us recognising how far NOS has come and I look forward to collaborating with all stakeholders to achieve even greater outcomes for the next year.

**Maria McAttackney**  
**Chief Executive Officer**  
**MBA, Grad Dip HRM**  
**B.A Behavioural Studies**  
**AIMM**







# 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

### Our Service Spectrum

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

- Reacting to community impacts and conflicts
- Responding to cultural and social considerations and emerging or anticipated issues
- Resilience building via on-going contact, through-care 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 other outreach services
- Culturally responsive client case management, specialising in complex needs
- Preventative Aboriginal Safety Partnerships with Local Governments and the 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.

service despite the complexities of COVID. We continue to provide up to 33 mobile and on-foot outreach services per week and home-based outreach three days per week. Over the past 24 years our service has expanded from Northbridge to ten locations across Perth and trialled a further service in the City of Stirling. Establishment dates are as follows:

- Northbridge 1998
- Midland 2000
- Gosnells 2005
- City of Fremantle 2003
- Southeast Corridor 2011
- Northern Corridor Suburbs 2011
- City of Bayswater 2017
- City of Belmont 2016
- City of Vincent 2000
- Crown Perth 2008
- City of Stirling trial commenced 2021

### Key Definitions

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

#### Contact:

The overall number of times or an accumulative count of Aboriginal people presenting to NOS or where NOS contacted 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 who 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.

### We Stand in the Gap

- Providing an alternative support structure
- Reducing risk and hazard exposures
- Identifying alternative options for Aboriginal people and referral points of assistance
- Removing the person from conflict, as and if required
- Locating family and next of kin and a home base for those unable to advocate for themselves
- Rescuing vulnerable people from public spaces that could induce more harm, and
- Deflating emerging conflict and mediating between parties.

### Our Service Footprint

Our service footprint is defined by our Service Agreements through local, state and commonwealth government funding. NOS maintained a high level of





# Operations Report



It is my role to oversee all facets of operations and client services for NOS; a position that I have proudly held since 2015. My role entails overseeing all General Outreach Services, the Youth Engagement Service, Aboriginal Acute Care Transportation Team, NOS/Cyrenian House Nannup Therapeutic community transports and NOS collaboration with the WA Primary Health Alliance vaccination program.

I am pleased to provide this overview of NOS operations for the 21/22 year. NOS continues to provide a comprehensive range of services that are dynamic and meets the complex ever-changing needs of our clients, community, and stakeholders we serve. NOS strives to provide effective service delivery across all its client services which include frontline contacts, mobile outreach to both young people and adults and case management with youth engagement services.

Our footprint and outcomes continue to expand to include:

- An additional local government service trialled in the City of Stirling this year
- Distribution of COVID resources including masks and rapid antigen tests
- Distribution of homeless resources including blankets and COVID support items
- Vaccination support program in collaboration with Department of Health

## 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 strategic highlights

This year NOS forged ahead establishing additional partnerships exhibiting our capacity to be flexible and dynamic in response to community need. These new partnerships included:

- Trialled a new general outreach service in the City of Stirling
- Revised and renewed Aboriginal Acute Care Transportation services
- Additional partnership with Cyrenian House for culturally competent transports to their Nannup Therapeutic Community and attendance by Board members to conduct cultural events and share their expertise
- Supported by funding from WA Primary Health Alliance to support vaccination efforts of at-risk Aboriginal community members in public spaces
- Achieved grant funding from the Department of Communities Aboriginal Community Controlled Organisation (ACCO) Capacity Building Grant to enable NOS to develop a Blueprint Change Management Plan (Blueprint CMP)
- NOS administration team conducted presentations at the Department of Communities Connectors Forum in February 2022 showcasing NOS implementation of the

- 'Connector App' to other Aboriginal patrols and outreach services in the State
- Development of a memorandum of understanding with Street Chaplains WA and increased cooperation arrangements

## Assets

NOS this year continues to settle into its purpose fitted out facility at 33 Gladstone Street Perth, that was acquired and renovated in the previous financial year and is adjacent to its existing premises at 35 Gladstone Street Perth. The new facility is utilised for NOS youth engagement and operations management staffing. The downstairs facility was this year leased to Derbarl Yerrigan Health Service on a temporary 12-month basis until the end of the 2021/22 year which was supported by NOS executive to enable full utilisation of space. Beyond this lease arrangement the space will be re-purposed for future expansion of YES and general outreach programs and services.

## Donations

This year our donations comprised of material donations of blankets, beanies along with hand sanitisers, N95 Masks and Rapid Antigen Tests and the 'Essential for women' care packs and toiletries which are distributed to our at risk and homeless clients. NOS sincerely thanks all people and organisations who have been so generous in donating to our clients. NOS continues to gratefully receive

small donations from individuals in the community who are supporters of our cause, often community stakeholders and residents who are familiar with our role. Most of these donations are received through the 'GoFundMe' DONATIONS link on the NOS website. This year NOS' total combined donations from 'GoFundMe' were \$3460. This figure is steadily increasing year on year as awareness of the NOS donation page grows. All monies raised in this way are put directly into supplementing non funded aspects of our support services, such as purchasing swags for our homeless clients and educational sporting and recreational support items for our youth engagement clients.

## Community Events

It is clear the challenges with COVID, severely curtailed community events again this financial year. With safety concerns around physical distancing, organisations were understandably reluctant to hold community events such as for NAIDOC week which attract significant numbers of people at community gatherings. In response to this NOS celebrated NAIDOC and its theme this financial year which was 'Heal Country' in house with staff on 8 July 2021. No other community events were able to be coordinated this year.

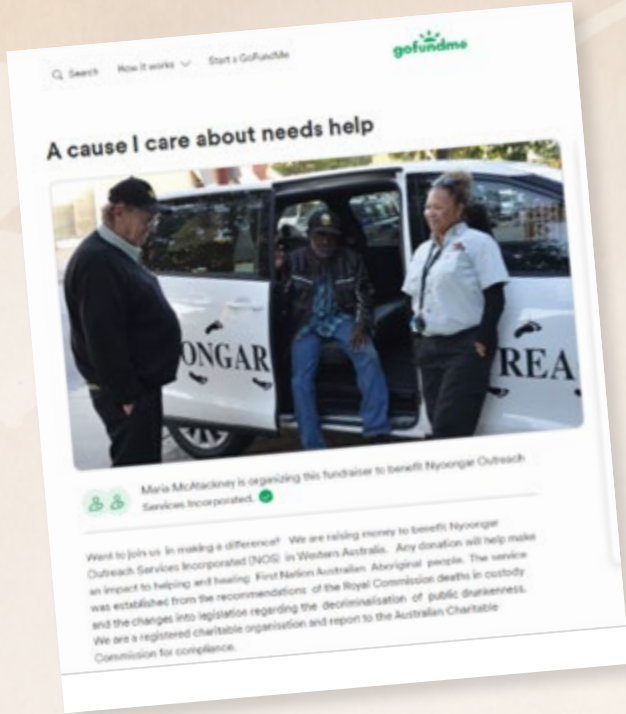
## Our operational highlights

Despite a challenging year with complications of COVID-19 affecting most areas of business

including staff attendance due to sickness, recruitment, and movement of staff due to staff shortages metro and state-wide, NOS was able to maintain all frontline and backhouse services. Part of NOS' proven strength in this was the resilience built up with staff who all responded well to mandated vaccinations. As a positive consequence all staff that contracted COVID were able to return to work after their periods of isolation with no long-lasting injury or illness. The fact that NOS, as an essential service where staff could not work from home, was able to maintain its continuity of business across all service areas, without a single lost day of operations, is testament to the combined resilience and cooperation of staff and effective management strategies. These strategies implemented in collaboration with staff, for safety of clients and staff, included heightened regimes of physical distancing, personal protection equipment, rapid antigen testing and extra hygiene measures. The effectiveness of these strategies was further demonstrated by the fact that no staff or clients contacted COVID from close contact at the workplace.

**Michael Wood**  
Operations Manager  
MBA, BSocSc. (Youth Work)

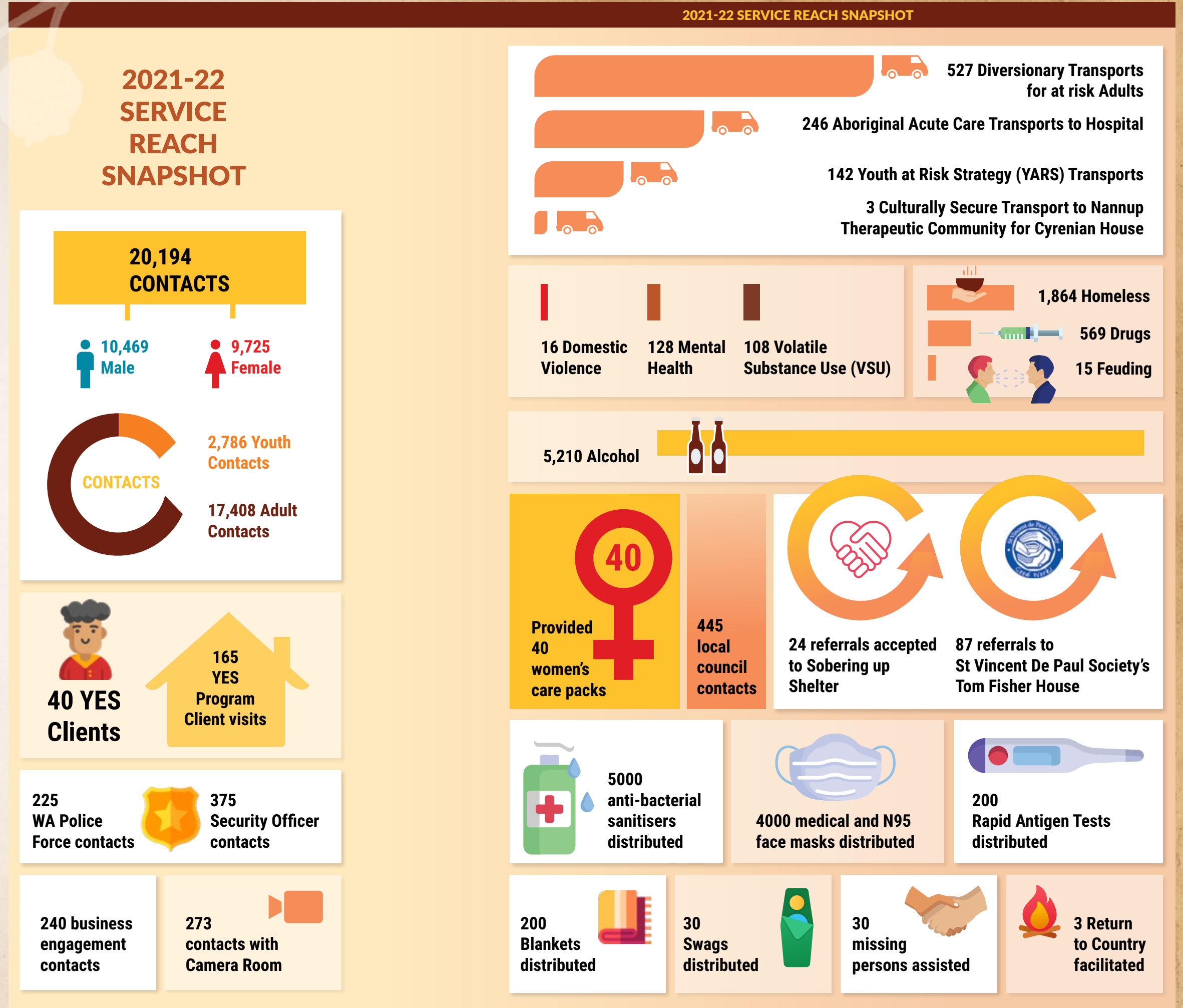




# Key achievements

Summary of our operational highlights this year:

- No business days lost due to COVID or illness shortages
- Maintained as an essential frontline outreach service throughout the COVID 21/22-year providing continuity of all services for our at-risk clients
- Developed effective COVID strategies to curb impacts of COVID in our workplace and to maintain safety for staff, clients, and stakeholders
- No staff contracted COVID at the workplace
- Ongoing modernisation and implementation of new technologies to support a data-led organisation, including connect app and interactive whiteboards
- Maintained all Aboriginal staffing complement in all NOS frontline services
- Operated a full training calendar (both online and face to face where COVID restrictions allowed) throughout the year to support staff and maintain necessary certification and qualifications
- Increased client contacts and engagements by an average of 14% across General outreach and youth engagement
- Added provision of two services which included a further local government service and vaccination program to our already comprehensive suite of services assisting our at-risk communities







# Our Partners

NOS has partnerships with the Local, State and the Commonwealth Government as well as private enterprise.

NOS partnerships are place-based, and our impact success measures are quantified by number of contacts through our outreach, number of client referrals, number of case management clients and the willingness of Aboriginal people and 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 Coordination Team (AACCT) with the Aboriginal Community Health Team Community & Population Health, East Metropolitan Health Service, funded by WA. Government	Five weekdays.	1 staff and 1 transportation van.	246 Patient transports compared to 342 the previous year, an 28% decrease in activity. This comprised of 214 return transportation and only 18 one-way transfers and 14 cab vouchers.
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.	161 client contacts referrals over this time with an accumulative highest count of 87 referrals to Tom Fisher House, 119 referrals to homelessness agencies. This is a 54% reduction of last year's count of 347.
Intensive Case Management of at-risk Youth, funded by the Commonwealth National Indigenous Australians Agency - Indigenous Advancement Strategy.	40 clients over this time supporting them with 194 home visits, 67 care packs, 935 agency interactions and 31 care through transportations.	3 staff during the day as part of the Youth Engagement Support team plus outreach teams.	40 clients over this time. Total number of client transportation assistance is 31 compared to 32 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.	2786 contacts with children and young people compared to 2411 in the previous year a 13.5% increase. This count is representing, 87 12-14year old's and 2699 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 20,194 contacts for the financial year, compared to 17,775 in the previous financial year representing an increase of 14%.
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.	108 contacts with clients presenting with Volatile substance and an increase of 18% from the previous year. 569 contacts overall were impaired by drug use / misuse compared to 1175 in the previous year; representing a 52% decrease.
Crown Perth	Two nights per week and other events as requested.	Four staff and a transportation van available on request by Crown.	2317 client contacts this financial year was a 70% increase from the previous year due to COVID-19 restrictions easing.
Local Government: City of Vincent City of Bayswater City of Belmont City of Fremantle City of Stirling	To maintain linkages to service and promote harmony with the general community.	3 to 5 days per week 2 staff per shift.	9524 client contacts within the five local governments seeking assistance with sobering centres, housing, and welfare services. This increase by 38% from previous year can be attributed to new Stirling service being added and COVID restrictions easing.
WA Primary Health Alliance-vulnerable populations COVID-19 vaccination funding	At risk Aboriginal community living in public spaces	3 days per week over a 10-week period and various pop-up clinics	190 vaccines Client contacts to dispel myths, mis and dis-information regarding vaccines



## Local Governments

Local governments continue to be a key supporter of NOS. NOS engages at a community level and assists local governments who fund NOS services, by providing input to their community safety plans. Daily interactions occur between the council employees and NOS when staff are present in their local government areas to exchange information on hot spots and actions required during outreach shifts. NOS management are also committee members to various local government Indigenous and public space portfolios and provide input into Reconciliation Action Plans, Safety and crime prevention plans, and Aboriginal Reference groups. NOS' expertise is often called upon by local government to provided culturally competent insights and input into crime prevention through environmental design strategies to manage local government public spaces more safely.

## State Government

Our WA State Government partners are the Department of Communities, Department of Health, Mental Health Commission, and the WA Police Force. We were one of the first Aboriginal Outreach services in WA to comprehensively record, track and report client data to map and identify trends for funding bodies and the broader WA Government. NOS data identifies service gaps, community needs and client exposure and contact with harm, the criminal justice system, 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, where possible NOS also alerts the Department to 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.

The NOS Mental Health Commission partnership is in the Volatile Substance Use (VSU) Project. The project was established following the 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 a best practice approach and harm minimisation strategies. Many chronic inhalant users have complex issues such as homelessness, compromised mental health, alcohol and drug addictions and acquired brain injuries which require a holistic approach from clinical and welfare services.

## Commonwealth Government

The Commonwealth government's main area of support for NOS is through the National Indigenous Australians Agency (NIAA) partnership. It is a managed service agreement with NOS as part of the Indigenous Advancement Strategy. The agreement funds the Youth Engagement Support (YES) program to deliver intensive case management services to vulnerable and at-risk young people. The NOS YES program not only responds and moves children and young people from potential harm in public places to safer places, but also delivers a range of preventative case-management measures and builds 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 the diversity of our clients' needs. This includes regular on-site service coordination and advocacy at our headquarters, so clients do not feel overwhelmed and intimidated by government offices. NOS continues to leverage its strong working relationship with the Centrelink Indigenous Service Unit to streamline outcomes and queries for clients.

## Private enterprise

NOS and Crown Perth have been partners since 2013. Crown briefly paused this partnership when their operations were suspended due to COVID lockdowns last financial year but have since fully resumed in 2021/22. Crown is NOS' most significant private enterprise supporter and NOS provide a night service in their entertainment precinct, assisting Aboriginal persons at risk.



## Our Service Agreements

PURPOSE	PARTIES
Community Engagement supporting safe spaces for Aboriginal people	City of Bayswater City of Belmont City of Fremantle City of Vincent City of Stirling Crown Perth
Rehabilitation Referrals, transports & Cultural Competency Services	Cyrenian House
Northbridge Youth at risk	Department of Communities
National Inhalant Abuse Task Force & Volatile Substance Use Project	Government of Western Australia Mental Health Commission
Youth at Risk - case management	Australian Government National Indigenous Australian Agency (NIAA)
Supported transport Acute Patient to specialist appointments	East Metropolitan Health service- Royal Perth Hospital
Supporting Aboriginal people with culturally competent services to make positive decisions regarding health and COVID vaccinations	WA Primary Health Alliance- vulnerable populations COVID-19 vaccination funding
Development of NOS Service Blueprint	Department of Communities Aboriginal Community Controlled Organization (ACCO's) Capacity building grant



Place Based Service Impact

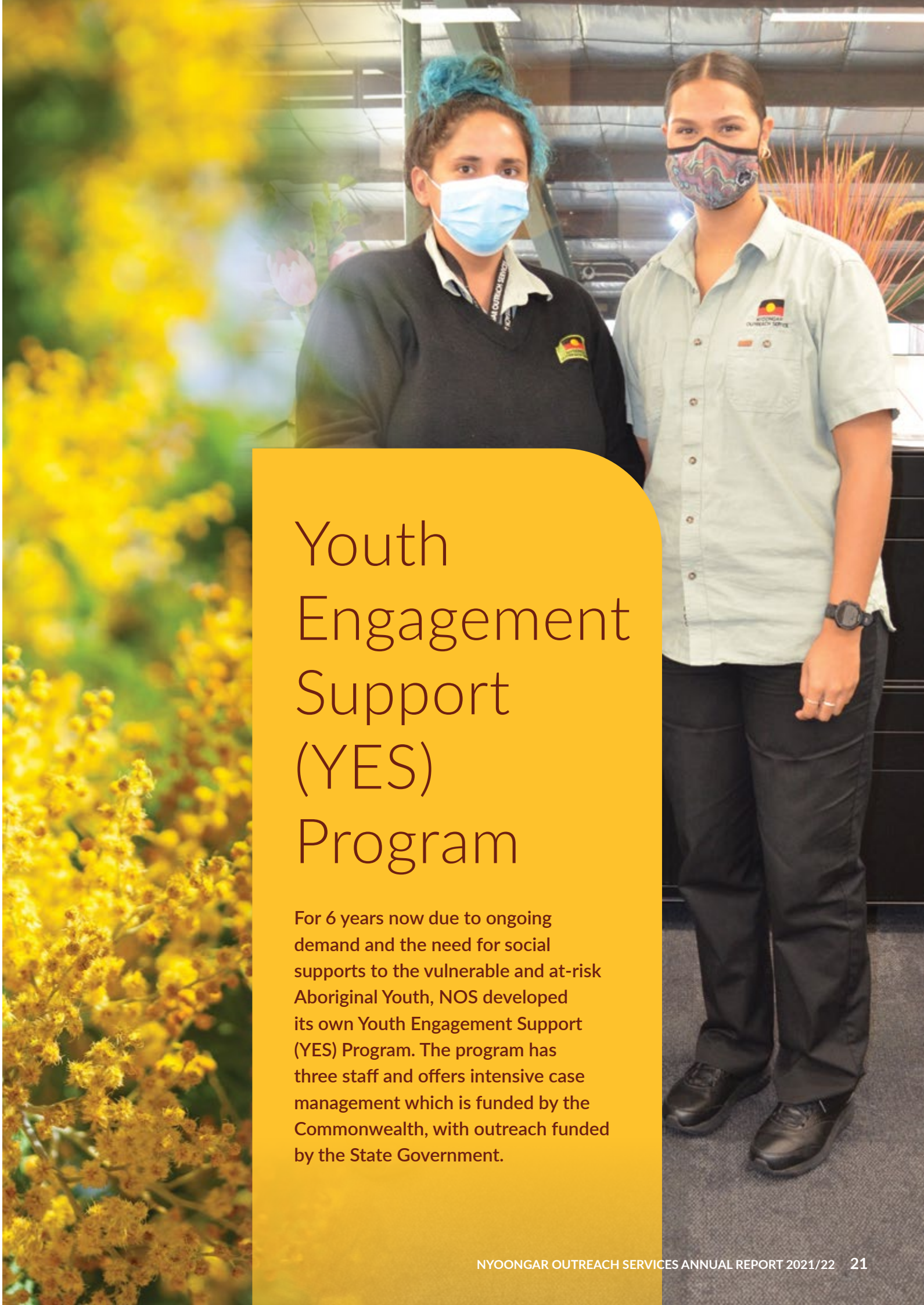
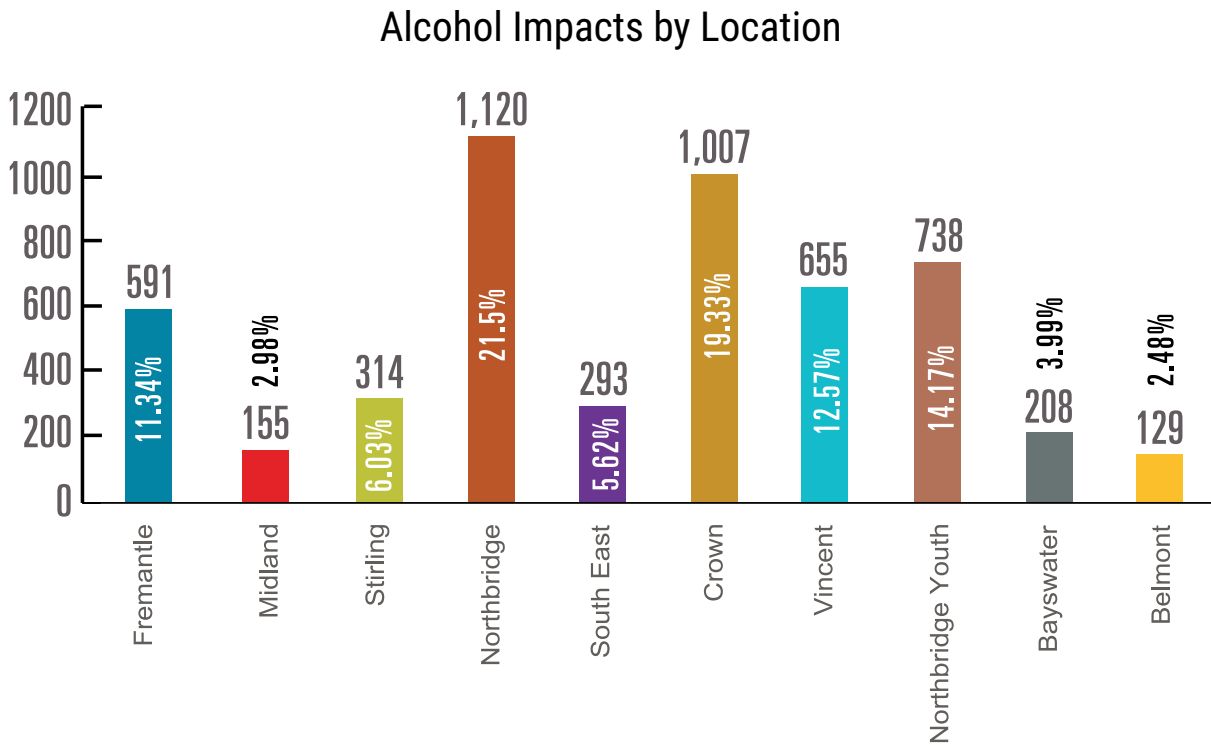
The table below is a summary of our place-based service impact. It is a summary of our service footprint to each of the locations we are funded to operate in and have existing partnerships.

LOCATION	SERVICE DAYS	PERSONNEL ALLOCATION	PERCENTAGE OF ALL CONTACT BY SITE	HOMELESSNESS CONTACT BY SITE
Bayswater	two half days	2	6%	109
Belmont	two half days	2	6%	33
Crown Perth	two nights	2 to 4	11.5%	0
Fremantle	three days	2	12.5%	376
Northbridge Adult	two nights	6 to 8	16%	556
Northbridge Youth			13.5%	0
Stirling	three days	2	9%	142
Midland	three days	2	3.5%	40
Southeast	three days	2	8%	96
Vincent	five days	2	13.5%	512

\*Our Northern Corridor is primarily focused on the suburbs of Mirrabooka, Balga, Girrawheen, Koondoola, and Nollamara. ^The Southeast Corridor includes suburbs on the Armadale train line. The Crown Perth service covers an adult entertainment precinct when there is no imposed lockdown.

Alcohol Impacts by Location

With easing of COVID restrictions and lockdowns, uptake of vaccinations and increased consumer confidence, there has been a resumption and gradual rise of Alcohol related issues in public places. Compared to the previous year there has been an overall increase of 11% and 521 more reported contacts with those impacted by alcohol. Alcohol intoxication continues to be the most prevalent condition representing 5210 contacts and totalling to 66% of all adverse conditions in 2021-22. Alcohol reported impacts by locations is outlined in the table below.



Youth Engagement Support (YES) Program

For 6 years now 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 which is funded by the Commonwealth, with outreach funded by the State Government.





The YES Program offers the following:

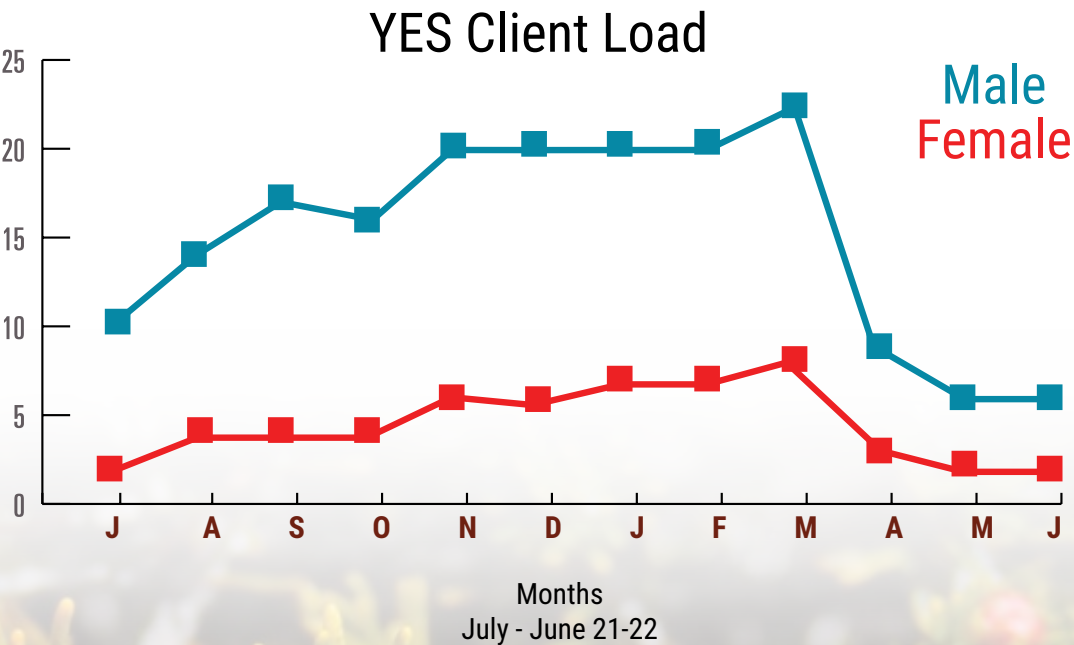
Support and assistance to unsupervised young people in public spaces who are at risk and in significant danger or who require social and welfare assistance.

- A first point of contact for young people who are likely to become a victim or perpetrator of crime; providing conflict resolution, mediation, and transport diversion to a safer place.
- Referrals and transport services 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.
- Linking and providing input with youth agencies to enable young people improved access to constructive activities.
- Case managing and providing care through services to young people.

- Enrolling young people in schools and training colleges.
- Providing young people with transportation to training centres for short courses.
- Working with young people and families to achieving identified goals.
- Conducting daily home visits over three days.
- Maintaining rapport with young people if they are in Banksia Hill.

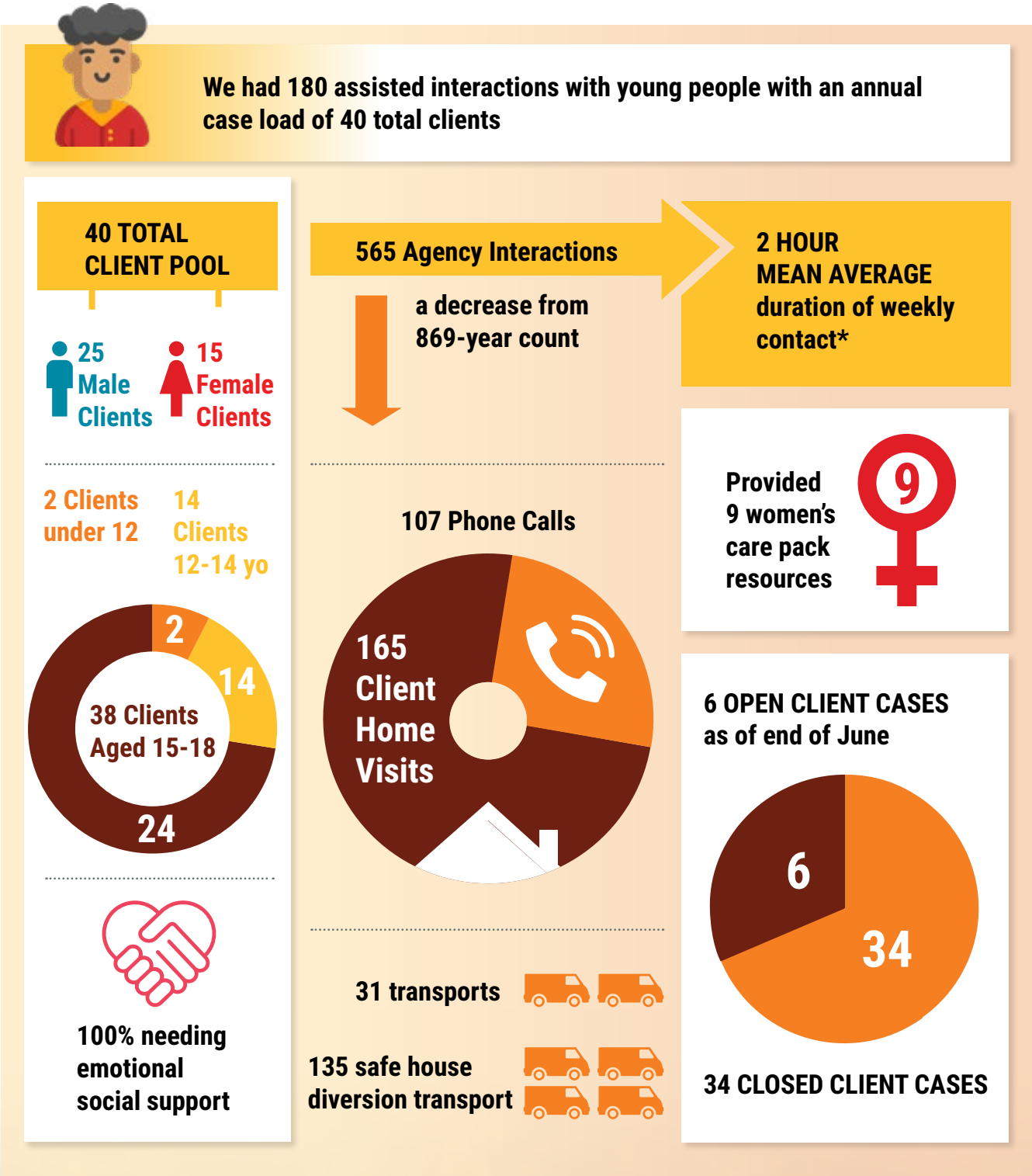
YES, works across all NOS' service footprint and spectrum of services to make sure children and young people's exposure to harm is significantly reduced. Clients in the YES Program are 13 years or older, classified as either open cases (in contact), active cases (require high impact regular contact), or closed where the client's needs have been evaluated internally or with a statutory provider and officially closed.

The table below shows our ongoing working relationship with YES active clients and cases.



## Our 2021 -2022 YES Performance Dashboard

The table below is an accumulative financial year count of the range of support service we have offered our clients.





Change Management

The impacts of COVID affected us slightly differently from last year in the YES program with more movement of staff. Fortunately, we were always able to retain an existing youth engagement officer each time to assist transition and maintain client contact when a new staff member was on-boarded.

Our increase of closed clients at the end of June 21, was because we had an older cohort of clients with some approaching or reaching the age of 18. As clients approached 18 some struggled with engagement, did not require further support, or were referred on to additional services that catered for adults (18+), which were beyond our age mandate and program funding guidelines.

Challenges

This year we had a higher turnover of Youth engagement (YES) staff which translated to additional requirements for training and inducting new staff.

Our YES staff continue to work in challenging environments; dealing with intergenerational trauma, impacts from the stolen generation, and past institutional control of Aboriginal young people and families.

A constant challenge and major focus of YES is the engagement of at-risk young people and keeping them connected, whether it be to schooling, family, training, education and recreational pursuits. Recent incidences of violence involving young people in Northbridge, highlight the challenge of helping young people realise the consequences of their behaviour when committing crimes and the lifetime impact on both victims and perpetrators lives, should positive realisation of the child's potential not be harnessed. These scenarios in young people's lives, is precisely what our YES workers strive to avoid.

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

Education

Linking children to education continues to be a primary focus and need for the young people we assist. Unfortunately, many of the young people often drop out of schooling after primary school and struggle to re-engage with schooling thereafter. Their links with peers, often result in negative influences. We know from anecdotal experience of our clients that often, re-engaging in secondary school can be a 'bridge too far' and subsequently the young person falls further

behind. At this stage the young person starts to face barriers to training and employment; with petty crime, progression to more serious crime and recidivism becoming prevalent, along with accompanying social and societal dislocation. Education, therefore, is a major part of our YES focus; working with clients to access alternate education is evidenced in our primary agency interaction figures this year.

Barriers

Not dissimilar from previous reporting periods, the following barriers were faced by the young people; with many of our cases dealing with a combination of the barriers below experienced in their lives:

- disengagement and non-attendance at school
- 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.

Despite the challenges of dealing with client experiences, barriers and behaviours, the YES team works hard to overcome these and act as conduits and bridges to support the young person to tap into and realise their own personal development goals.

This financial year despite COVID challenges affecting turnover of staff, we were able to maintain 10 active cases. Our peak case load occurred in March 2022 with 22 clients, when we had retained consistent staffing.

The reduction of cases at the end of the reporting period (down to 6 active cases), home visits of 165 (a decrease from 226 the previous reporting period) and 565 Total agency interactions/referrals (a decrease from 745 the previous financial year) all reflect the impact of the high turnover of YES staff and the high proportion of clients reaching the end of the YES Program support journey and graduating to 18+ services, with NOS' assistance.

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. Our Indigenous workers tap into the expertise and knowledge of each other, and all NOS staff. Staff are always respectful of where our clients are from and incorporate a culturally appropriate response.



YES Facilitated Agency Referrals and Interactions

The table below is a snapshot of the agencies we worked predominantly with throughout the year to support our young people.

PRIMARY AGENCY INTERACTIONS		
<b>Welfare</b> <ul style="list-style-type: none"><li>• Wadjak Northside 25</li><li>• Centrelink-Services Australia 9</li><li>• YES transports 31</li><li>• YARS transports 135</li></ul>	<b>Learning</b> <ul style="list-style-type: none"><li>• Communicare Academy 54</li><li>• Carey training 10</li><li>• Insight Training 9</li><li>• Darling Range Sports College 10</li></ul>	<b>Justice</b> <ul style="list-style-type: none"><li>• Banksia Hill 22</li></ul>

During this reporting period the YES team continued to work closely and in collaboration with:

**Centrelink-Services Australia, Indigenous Support Unit** Our staff have direct access to this unit who are very helpful in supporting the care needs of our clients and demystifying the processes and the complexities of changes that often occur to Youth Allowance, job seeker, income and assets tests, proof of income, Medicare, and Family tax benefit. Our youth outreach workers regularly speak to key contacts at Services Australia who understand the barriers faced by our clients and client families; with NOS and these staff working closely together to progress the client's situation, acknowledging that barriers to income, health and identity can have severe repercussions.

**Department of Communities** This has included the facilitation of improving relationships between the client and family with the Department, mediating for better outcomes. Also, YES works in collaboration with the Department to support our clients to re-engage with schooling programs. Predominantly the role involves working with Aboriginal Liaison Officers, key teachers, and pastoral care in schools; and ensuring there are no duplications in support.

**Department of Juvenile Justice** This has included working in collaboration to support the clients with completing their orders and supported transport to maintain reporting requirements. YES, 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 the BHDC case planning area, to support clients who are incarcerated. They continue to make detention centre visits to engage with our youth in custody. One client case was closed simply because they turned 18 whilst incarcerated. YES, works hard to link in with continued support from other agencies, so our clients have access to further training or employment options post release.

**Alternative schooling/ learning** Many of our at-risk clients have struggled with accessing and maintaining mainstream education. Because of this, alternative learning remains a core focus and emphasis as YES reengage 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 disengaged and are needing intensive emotional support. YES, continues to foster strong networks and relationships and understanding between the client, alternative schools and their family to keep the clients connected to their schooling program.

**Wadjuk Northside** Youth outreach have utilised several referrals to this emerging Aboriginal organisation for our clients living in the North corridors in Perth, which offers a comprehensive range of mentoring and youth focussed support programs.



Data and Administration Officer  
Ephraim Nash

B.A (Anthropology)

As NOS' Data and Administration officer, a role I have held since 2013, I ensure all data and statistics across all NOS' outreach service area is collated. I am pleased to provide the collation of all following NOS data for the 21/22 year.

# Dashboards and statistics



## OUTREACH SERVICES SUMMARY

WHERE	CONTACTS
Northbridge	3,185 total contacts, a 7% ↑ increase from 2,975 in the previous financial year
Northbridge Youth	2,786 total contacts, a 17% ↑ increase from 2,375 in the previous financial year. Transports were 142 from 211 from the previous financial year, a ↓ decrease of 33%
Vincent	2,728 total contacts, a 5% ↓ decrease from 2,882 in the previous financial year
Fremantle	2,531 total contacts a 13% ↑ increase from 2,247 in the previous financial year
Stirling	1,802 total contacts, a substantial 83% ↑ increase from 985 the previous financial
South East	1,601 total contacts, a slight ↓ decrease (5%) from 1,685 the previous financial year
Belmont	1,248 total contacts, a slight ↑ increase (5%) from 1,184 the previous financial year
Bayswater	1,215 total contacts, a substantial ↑ increase (103%) from 598 the previous financial year
Midland	756 total contacts, a 41% ↓ decrease from 1,288 the previous financial year

## FY JULY 21 - JUNE 22 STATISTICAL SUMMARY

### CLIENT CONDITIONS

16 Domestic Violence  
128 Mental Health  
108 Volatile Substance Use (VSU) (0.5%)

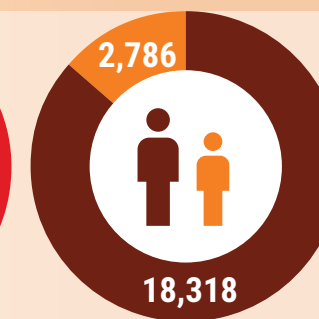
1,864 Homeless (12%)  
569 Drugs

5,210 Alcohol (26% of contacts)

## FY JULY 21 - JUNE 22 STATISTICAL SUMMARY

20,194 total  
CLIENT CONTACTS  
across NOS service  
locations

9,725 Female  
10,469 Male



an increase from  
17,775 the previous  
financial year.

54% male  
contacts

46% female  
contacts

14% youth  
contacts

86% adult  
contacts

### Month to Month contact:

July 1,641 | August 1,785 | September 1,905 | October 1,054 | November 1,725 | December 1,435 |  
January 1,817 | February 1,670 | March 2077 | April 1,648 | May 1,630 | June 1,807



**246 Aboriginal Acute Care Transports to Hospital**  
(216 two-way, 18 one-way). Additionally, 12 cab charges were provided for clients in which NOS did not have the capacity to transport.



**142 Youth at Risk Strategy (YARS) Transports**  
135 of these were from the Youth at Risk facility.



**3 Cyrenian House Nannup TC Transports**  
1 in each month of Oct 21, Dec 21 and Jan 22. 2 Successful transports completed in July 22 which will be counted in next FY.

### GENERAL OUTREACH TRANSPORTS

385 total transports:



24 to hostels/  
refuges



311 to  
home



10 to Social  
Services



17 to  
hospitals/  
medical



**Return to Country: 3x Clients returned home to Geraldton in May 21**



**24 to the Sobering up Shelter**



**Tom Fisher House Referrals: 87 total, 36 successful**



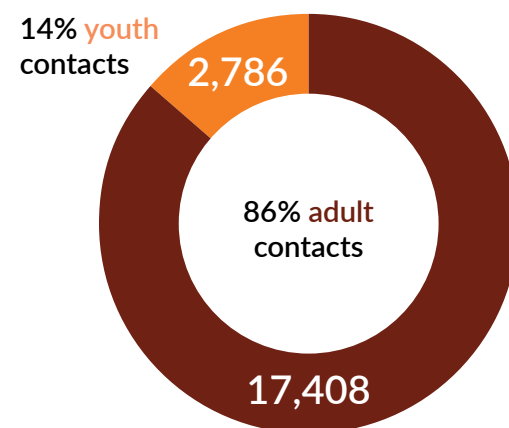


# WHO

NOS' financial year data confirms we had 20,194 client contacts 2,419 clients more than last year, a 14% increase. The downward trend of overall contacts noted in previous annual reports appears to have shifted. This is perhaps largely attributed to the effects of COVID in recent years. Now with some lessening of COVID impacts, particularly with higher presentations of persons in the entertainment precinct and greater freedom of movement allowed in public spaces, it could account for reported increases this year in client presentations.

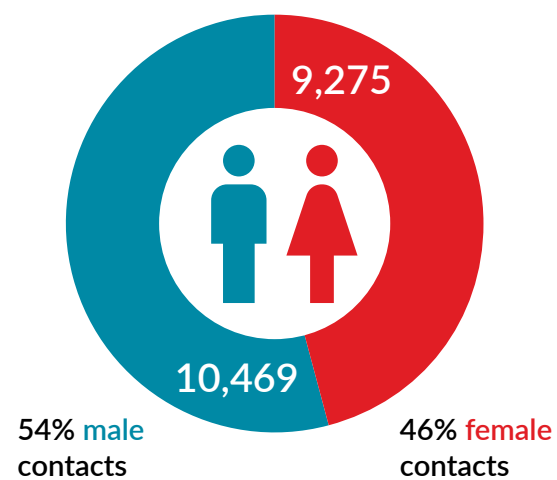
86% of NOS contacts were adults totalling 17,408. 14% were youth aged 12-18 year-old. Most of our interactions with young people were through our night-time outreach in the Northbridge area. This year noted a slight increase s in young people presenting in Northridge by some 367 more than last year with annual total of 2,786. This appears to be a continuing overall reduction / downward trend as fewer young people choose to be present in public spaces - especially night entertainment precincts like Northbridge and Crown Perth. Comparison of data in future years will be significant, to confirm whether this is the case. Positively, unlike previous years, NOS had no 6 to 11 year-olds requiring NOS night services support in Northbridge; though we had 87 aged 12-14; with the remainder of Aboriginal young people, we interacted with, aged 15-18.

## Age Demographic



The gender demographic this year appears to follow year on year trends of close to a 50/50 split with slight variations. This year NOS interactions were with 9,275 females (46%) and 10,469 males (54%).

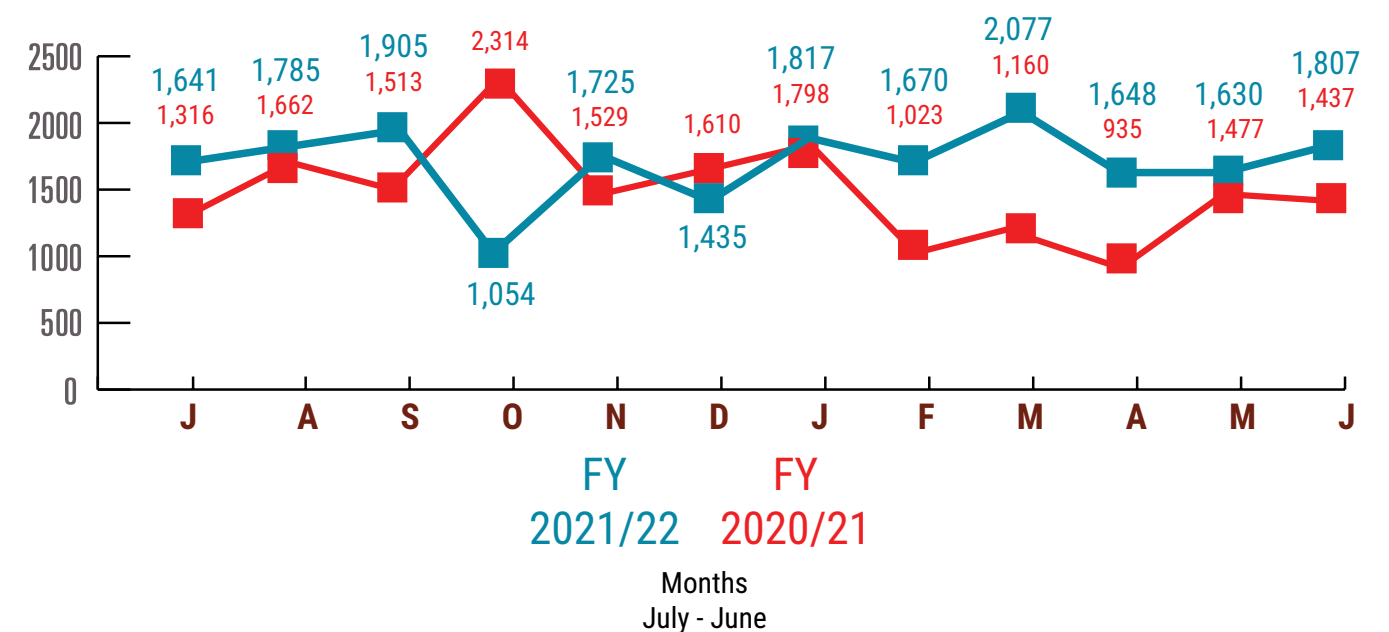
## Gender Split



# WHEN

The line graph below depicts the monthly trends of client contacts with comparison of this year to the last. This year 2021-22 there were some notable decreases of contacts in October to November and increases in warmer months of January to April 2022. The increase may be attributed to the rising case numbers of persons contracting COVID in the State which may have deterred travel and movement in Perth during this time. Consequently, the increases of numbers from January 2022 may be attributed to both seasonal warmer weather and lessening of COVID numbers and people's confidence to resume frequenting public spaces.

## Engagements Month to Month

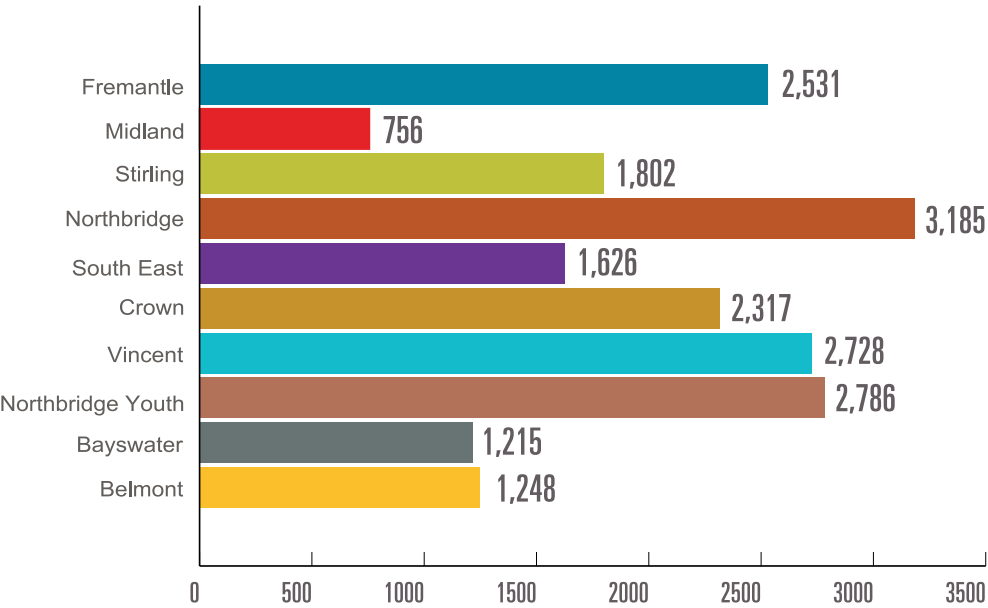




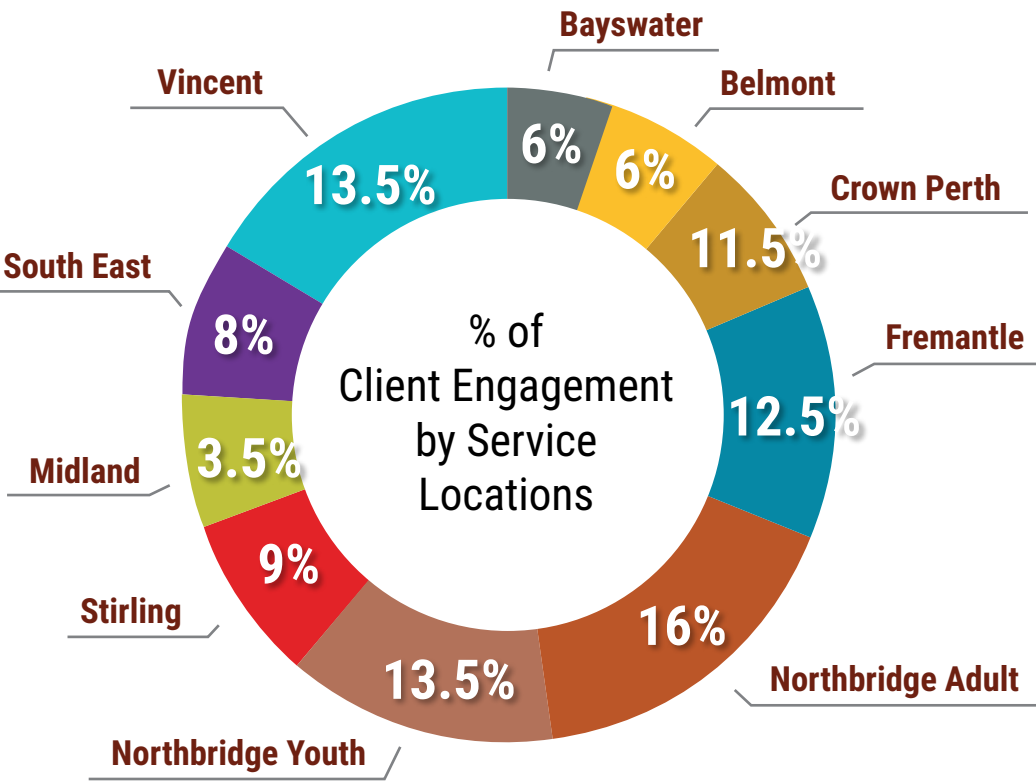
# WHERE

The graph depicts the number of contacts in each site location NOS covers in Perth. This year across most sites, our numbers increased back to similar numbers experienced pre-COVID.

Client Engagement by Service Locations 2021/22



The pie graph below depicts total contacts (in percentages) that NOS has had with vulnerable and at-risk Aboriginal people across our whole service footprint. Contacts this year were largely consistent with the previous year with only slight decreases in Midland (7.5% 20/21 now 3.5% 21/22 FY) and Vincent (16% 20/21 now 13.5% FY). The only increase in comparison to the previous financial year was recorded in Crown, which was 11.5% this FY year compared to 7.5% previously. The increase in operations was due to Crown resuming full operations again this year after closing due to COVID.



# Place-based Summary

NOS continues to work proactively on the street, in public spaces and at peak periods, promoting harmony and safety, and supporting Aboriginal people at risk. NOS frontline Aboriginal staff have the necessary cultural expertise to be able to work with Aboriginal people of all backgrounds, and the ability to navigate the diversity and complexity of culture, including language and differing cultural mores, with Aboriginal People.

On the street, NOS staff will often refer people to Alcohol and other drugs support services, including sobering up shelters, and/or domestic violence, or homelessness support services, as required.

The community pie graph depicts which agencies NOS contacts, in the community whilst assisting its clients.

With the COVID climate and demands of physical distancing that reduced the number of client presentations, WA Police contact also reduced during this annual reporting period. WA Police continue to be one of our primary contacts (225 occasions) with a well-established Memorandum of Understanding in place between NOS and Police, to prevent conflict escalation, arrests, and incarceration in our client group.

Our highest contact was recorded with Councils, and this is attributed to an additional council service in Stirling being added in this reporting period. Daily contacts were made with council staff including field officers, rangers and security patrols on 445 occasions.

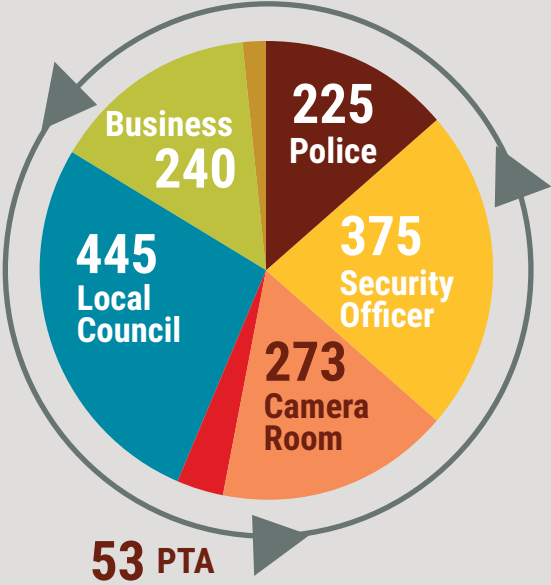
The next highest received contact was with security which included security at shopping centres and venues in the various sites NOS covers. Positive relationships are built with security staff, as they can often assist in identifying persons that are requiring assistance.

Local businesses are the next highest occurrence of contacts (240), often contacting NOS when people need assistance interacting with their customers or themselves. NOS also proactively engages with

## Working Together



### 27 Street Chaplains



businesses and visits them on various sites; breaking down barriers, offering advice and education regarding issues affecting Aboriginal people and ways to positively engage with our clients in need.

Camera room requests (273 occurrences) occur in the local sites that have CCTV coverage in public spaces and NOS is contacted by camera rooms or vice versa to quickly identify areas where NOS can provide assistance.

The Public Transport Authority PTA (53 occasions) and Street Chaplains (27 occasions) were engaged with, to identify issues and to assist with welfare matters for clients at risk, emanating from Perth train lines and with street chaplains engaged within the city in the Northbridge night precinct.





**Northbridge**

Northbridge continues to be NOS's largest site with 16% of all contacts (a total of 3185 contacts, a 7% increase from the previous year which had 2975). The Northbridge Adult contacts whilst dropping pre COVID now appear to be increasing again, as the impact of restrictions in entertainment precincts eases. Numbers this year show slight increases.

The primary reported reason for client contacts was 21% alcohol related at 1120, 9% homelessness at 556. A total of 58 client transportations were conducted.

**Youth in Northbridge**

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.

This financial year there were 2786 contacts made with young people in Northbridge. This reflects a steady increase in parity with other sites, due to COVID restrictions easing.

There were a total 2786 contacts over the 12-month period, an increase of 411 from 2020-21. This year's count represents 13.5% of all NOS contacts. A total of 142 Northbridge young people required transports.

**City of Vincent**

The City of Vincent is near central Perth precinct and Northbridge. It has several congregating locations within its boundaries, such as Weld Square. It is a service hub with many services operating within or near the Council. This includes Royal Perth Hospital, Derbarl Yerrigan, Homeless Healthcare, Street Doctor, Tom Fisher House, RUAH, Tranby, Daydawn Advocacy Centre, and the Beacon.

The City of Vincent is similar to Northbridge in numbers of contacts, being one of our busiest sites with 13.5% of all contacts representing a total of 2728 contacts. This is a slight reduction in the number of contacts compared to the previous years (2020-21 had 2882). These contacts occur during the day, with NOS

operating within the Council area five days a week. The greater amount of time on shift compared to other sites, has a direct correlation to the higher number of reported contacts.

The City of Vincent alcohol contact count was 655, representing an increase of 143% of alcohol related contact from the previous year, which was 269. The increase can be correlated to increase of numbers experienced in all sites that NOS service with the easing of COVID restrictions, and to higher numbers of rural and remote Aboriginal people presenting at Weld Square and Forrest Park. The City of Vincent alcohol contact represents 12.5% of all alcohol contact across all sites, in 2021-22.

NOS interacted with 512 clients experiencing Homelessness in the City of Vincent. This represents 27.5% of all reported homelessness for 2021-22, with a total count of 1864. In percentile terms increased from 31.7% in 2020 and 22% in 2019.

There was a proportional increase in clients presenting as homeless due to the COVID pandemic. People were seeking accommodation but impacted by the tightening of the private rental market, with resultant pressure and scarcity on public housing. NOS provided 40 care packs, 30 blankets/swags which is on par with the previous year within the City of Vincent. A total of 92 transportations were provided from the City of Vincent, a slight decrease from 97 in 2020 -21.

**Southeast Corridor**

The Southeast Corridor stretches from Cannington down to Armadale. It was our fourth largest area with contacts totalling 1626, representing 3% decrease from the previous year (1686 in 2021 and 1713 in 2020). There were no contacts with children and young people in this location over this time. This location represents 8% of NOS site specific contacts; a decrease by 1.5% from 2020-21 and equal to numbers in 2019-20. A total of 42 transportations were provided this financial year, a decrease of 8 from the previous year. There were 2 Volatile Substance Abuse (VSA) contacts, a decrease of 20 from the previous year. The percentile has peaks and troughs when compared overall because the client numbers are low.



NOS continues be vigilant with VSA presentations and provides support and referrals as required.

**Crown Perth**

The Crown Perth Precinct is the only location funded privately. Crown Perth site contacts totalled 2317 an increase of 956 from the previous year. This continues the trend of resumption of activities at Crown and increased populations post COVID. As an indication of this, pre-COVID numbers at Crown during closure and lockdowns in 2020/21 were 1316.

**City of Stirling**

This year was our first trial of a service funded by the City of Stirling in the North Corridor. Traditionally the Northern suburbs primary focus was on Mirrabooka and surrounding suburbs of Girrawheen, Balga, Koondoola, and Nollamara; but with Council funding this year, the suburbs of Carine, Karrinyup and Scarborough were also serviced, based on reports from Council of homeless populations there. NOS covered a wider and larger area which increased contacts with a total this financial year of 1802 compared to 985 in the previous year. This is 9% of all NOS contacts. A total of 314 contacts, 6% of all Alcohol presentations were in the Northern Corridor and represents a year-on-year increase from the previous year. There were 22 presentations recorded of drug and substance misuse, 142 homelessness and 0 reported with volatile substance misuse. Covering a larger geographical area also evidenced higher contact and exposure to the issue of homelessness among clients, which tripled from the previous year in the North corridor. NOS conducted 49 transports for at risk clients in the City of Stirling, to safer places.

**City of Belmont**

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.

NOS staff recorded 1248 contacts in 2021-22 compared to 1185 contacts in the previous year, and 1471 contacts in 2019-20. Only 129 contacts at this location were due to the influence of alcohol, a total of 2.5% of contacts overall from all sites. This is consistent with alcohol related contacts in previous financial years recording 4% in 2020.

There were 17 at risk transports conducted within the City of Belmont. Client contacts continue to be relatively low compared to other NOS service locations. Drugs and substances represented 4.6% of all NOS contacts recorded this year. Homelessness continues to be an ongoing issue in the City of Belmont. However, the Aboriginal people NOS interacted with predominantly had housing but chose to congregate in public spaces within the city to meet and socialise with their extended family and friends, so that it does not impact on their tenancies.

**City of Bayswater**

The City of Bayswater service entered its fifth year of operation and recorded a total of 1215 an increase from 617 contacts in the previous year and 581 in 2020. This represents 6% of all NOS contacts. NOS continued to provide a twice weekly, day service based around several areas within the City in Bayswater where Aboriginal people are known to congregate and at times sleep rough. NOS contacts reported 17% alcohol related contacts, the same as last year. Homelessness represents 9%, drugs/substances 0.5% and volatile substance misuse 1%. Homelessness was 9% of all contacts; a relatively high percentile due to its proximity to the centre of Perth, access to public transport, and lack of public housing or short and medium-term accommodation in the Perth area.

**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. NOS staff had 2531 contacts compared with 2247 contacts in the previous year and 1931 in 2020. Of all outreach service sites, 12.5% of all NOS contacts occurred in Fremantle, which reflects the same amount as 2020/21. A total of 591 contacts were reported under the influence





of alcohol, compared to 559 in the previous year. This represented 11.3% this year and 23% of total contacts within Fremantle in the previous year. There were 376 Homelessness contacts comprising 15% of this year's contacts compared to 11.8% in the previous year. The reasons for this are complex and difficult to determine. However, clients report a strong correlation with eviction, domestic violence, and alcohol/drug abuse as driving factors for homelessness. NOS staff used transport 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 95 contacts required transport this year compared to 110 in 2020-21.

Midland

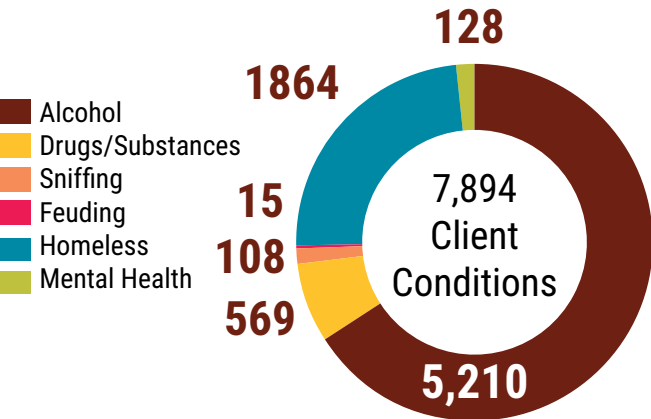
Midland recorded 756 contacts compared to 1358 contacts in the previous year and 1591 in 2020. Midland represents 3.5% of all NOS contacts this financial year. For clients that presented with an adverse condition in Midland 20% were alcohol affected, compared to 15.5% in the previous year. This year those affected by drugs and substances in Midland were virtually nil, compared to 3.8% the previous year. A total of 5.3% was due to homelessness compared with 4.4% the previous year and volatile substance misuse had dropped to 0.26%. This is an inconsequential decrease from 0.73% 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.

Southeast, including Gosnells recorded a total of 1626 contacts compared to 10 contacts in the previous year and 514 In 2020. The significant difference and increase are attributed to the smaller service footprint which was limited to just Gosnells in the previous financial year. The Southeast corridor this year included areas from Thornlie, Gosnells, and Armadale. There were 42 at-risk transportation requirements. 18% of total clients were intoxicated by alcohol, 7% by drugs and substances and 0.1% due to volatile substance use.

NOS Administration

NOS Administration Continues to be a hub for client contact referrals, an aspect of the business that is growing as the business model shifts from reacting

and responding to impacts in public spaces, to building resilience within the Aboriginal community. There were 87 referrals to Tom Fisher House, a speciality service for the homeless. Approximately 25% of these were from the NOS Administration. This compares to a total of 69 last year. Fifteen care packs were given from NOS Administration this year compared to 1 resource or care pack in the previous year. Across the financial year there were 15 referrals to Department of Communities: Public Housing, the same as the previous year. There were 5 referrals from NOS Administration to Centrelink this year. This count does not include the referrals made by the YES program.



WHY

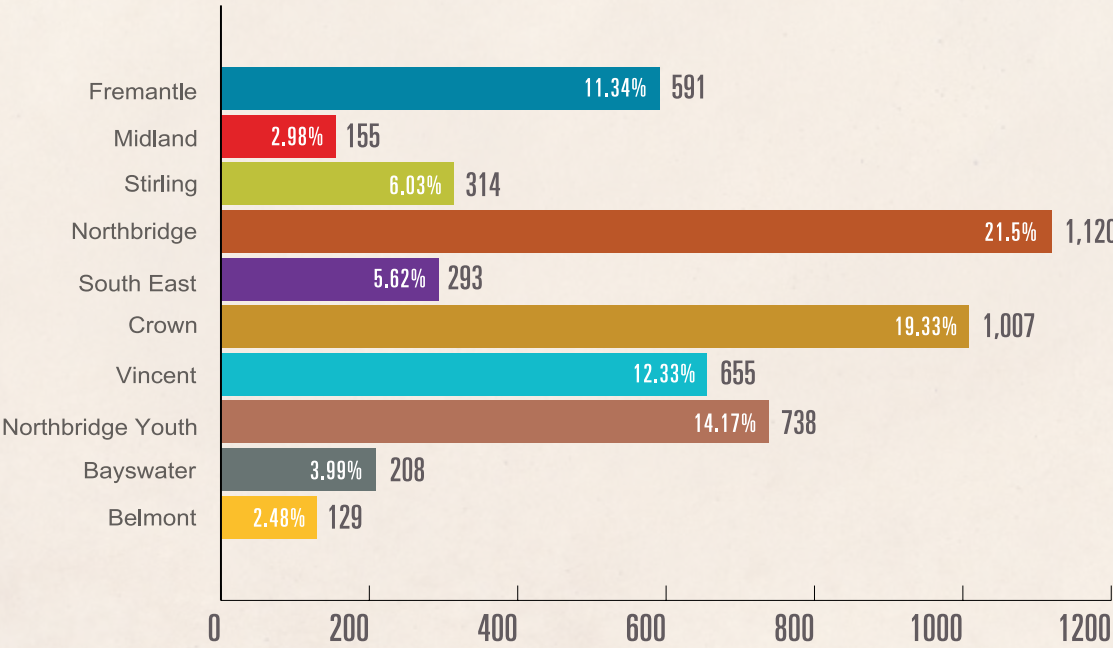
Client Conditions

The Client Conditions pie graph confirms that alcohol related issues are the most significant condition at 66% recorded by NOS staff, a total of 5210 contacts compared to 4689 contacts in the previous year. Homelessness at 1864 contacts compared to 1415 contacts last year, is the second greatest issue. In third place, is drug/substance misuse, with 569 contacts this year, compared to 1172 last year. There continues to be a significant reduction in antisocial behaviour, including feuds and domestic violence. This year representing 15 feuding contacts and domestic violence had zero contacts recorded. This is an ongoing reduction from 4 in 2020, and 19 contacts last year. Volatile substance misuse numbers remained reasonably consistent with previous years with 108, in 2021/22 132 in 2021 and 107 in 2020.

Alcohol

Alcohol intoxication continues to be the most prevalent condition, representing 5210 contacts measured as 66% of all conditions. This represents a 4% increase from the previous year's measure of 62%. The numbers have returned to NOS' pre- covid Alcohol statistics. The percentile increase is amplified at sites that are also entertainment precincts including Northbridge, Crown Perth and City of Vincent being the dominant locations. The Alcohol Use by Service Location bar graph confirms how alcohol related contacts continue to dominate entertainment precincts.

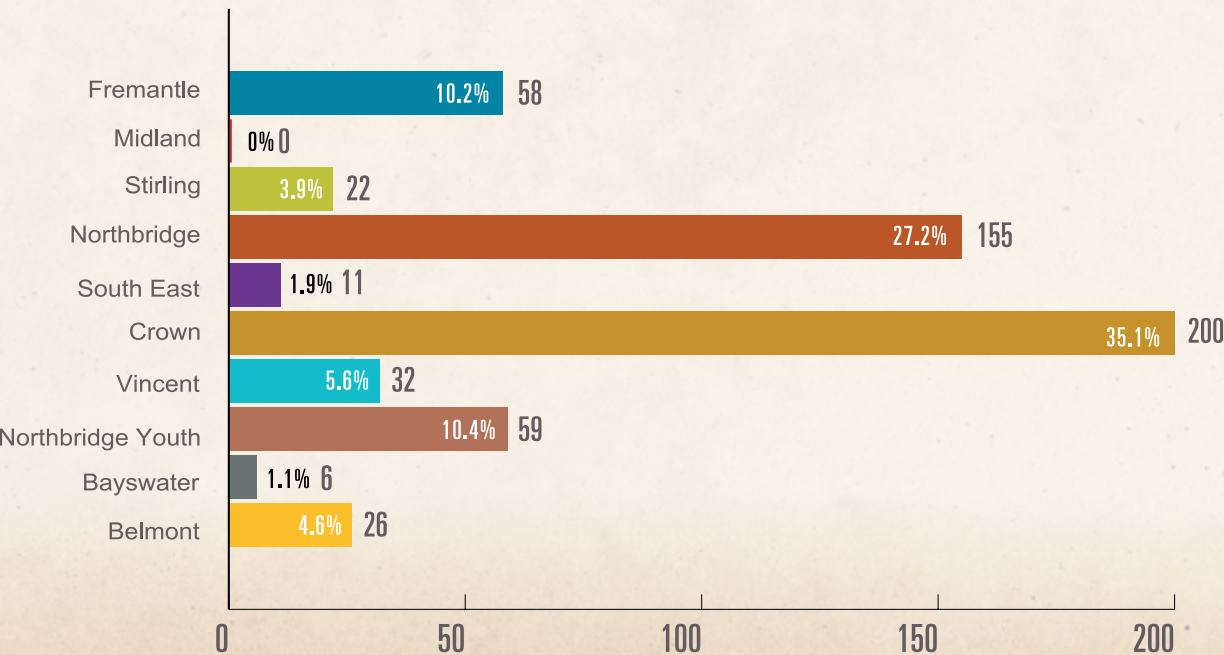
Alcohol Use by Service Locations



Drugs and Substance abuse

Unlike last year, Drug and substance abuse was reported as the highest in Crown Perth precinct, not Northbridge. Both the City of Vincent and Crown sites exceeded Northbridge in reported contacts of Drugs and substances. The Drugs and Substance Use by Service Location bar graph confirms that alcohol, drug and substance abuse is predominately contained to the entertainment precincts.

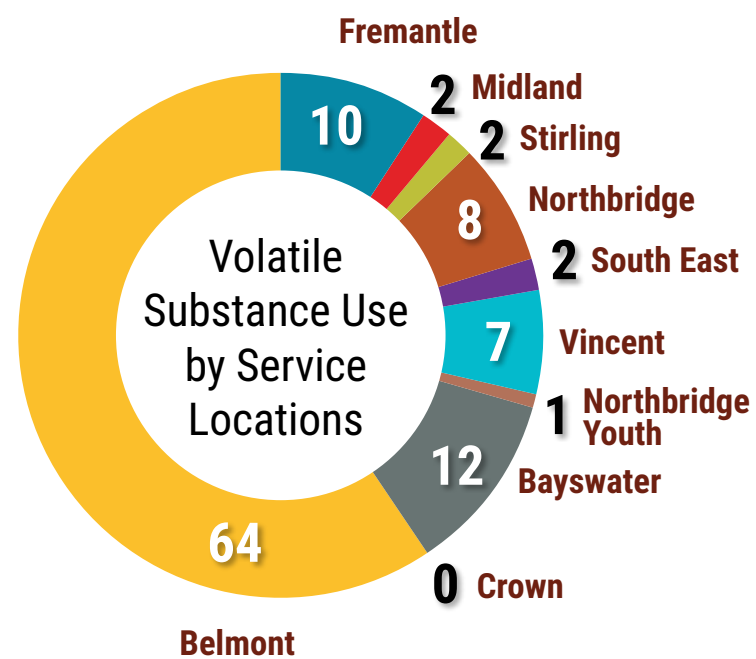
Drugs and Substance Use by Service Locations





### Volatile Substance Abuse

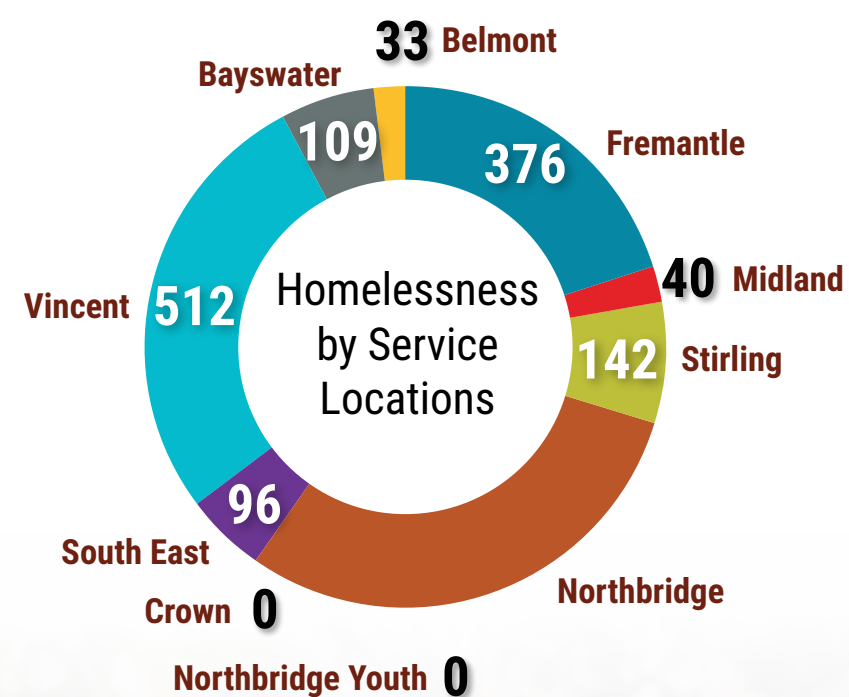
The Volatile Substance Use (VSU) numbers have revealed that NOS greatest VSU contact is made in Belmont with 64 (60% of all contacts), followed by Bayswater 12 (11%), Fremantle 10 (9%), Northbridge 8 (7.4%), Vincent 7 (6.5%), Midland 2 (2%), Stirling 2 (2%), Northbridge youth and Crown experiencing zero contacts. Fortunately, the numbers of VSU are relatively low in the metropolitan area and can be attributed in total to just a handful of clients. It is acknowledged that the impact however to both the individual in terms of health, and to the community, can be large.



### Homelessness

Homelessness continues to be a significant and growing concern for the Perth Aboriginal community with 1864 contacts compared to 1415 contacts last year, and 1052 in 2020. This represents a consistent increase over the past three years, A growth of 35% in 2020, and then a further 31% from 2021.

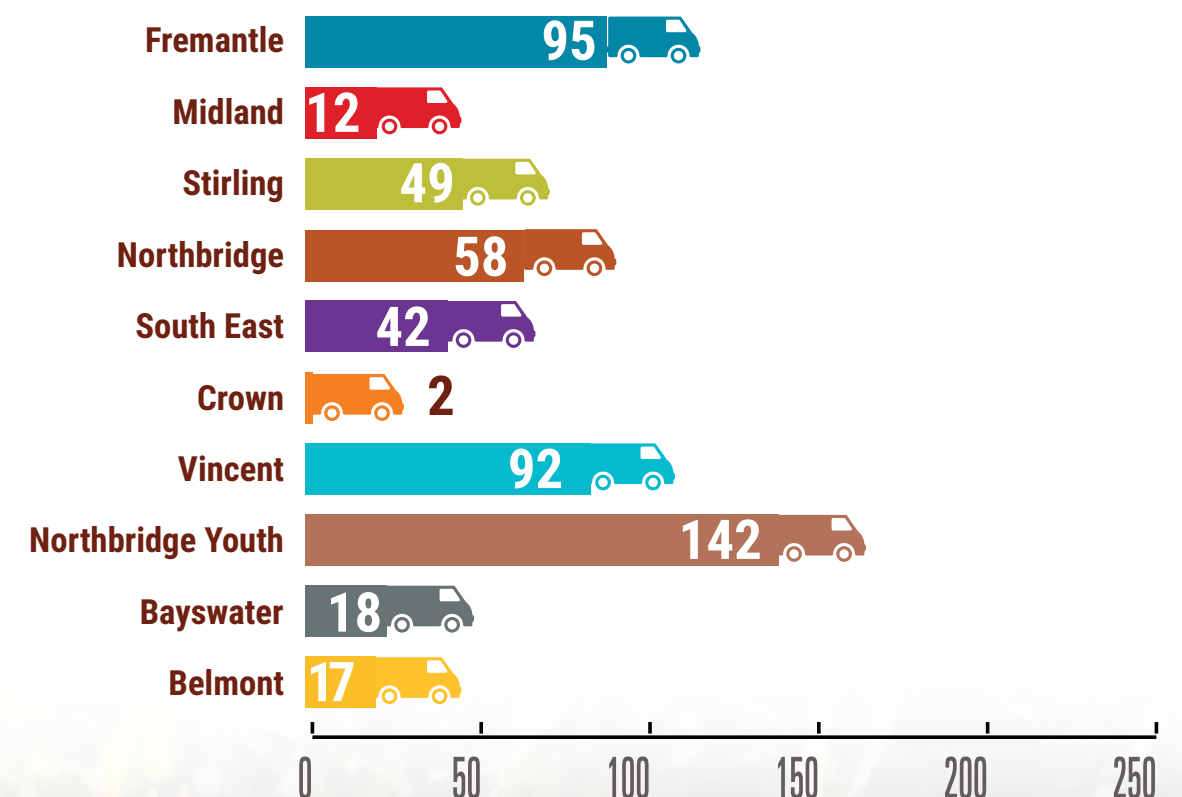
Northbridge homelessness numbers exceeded the City of Vincent this year with 556 recorded occurrences (30%), Vincent 512 occurrences (27.5%). Fremantle had the third highest count at 376 (20%). The graph below provides a detailed breakdown of homelessness by site. Aboriginal homelessness is often masked by communal care and cultural connectivity and is 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 people 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 142; a decrease from 211 in the previous year. This year Fremantle continued to have the second highest request rate at 95, followed by the City of Vincent at 92. The graph below confirms Northbridge, Fremantle and City of Vincent contacts required the highest numbers for transportation assistance.

Transports for at risk clients







### Aboriginal Acute Care Transportation Team (AACCT)

NOS continues to play an integral role in providing culturally competent transport for Acute Care Patients who are at risk of further health complication should they not be assisted with regular transport to specialist appointments. This is a niche and tailored program for patients with strict eligibility criteria set by Community & Population Health, East Metropolitan Health Service. NOS is privileged to assist. There was a 34% decrease of transports from last financial year with 246 transports this financial year.

*"AACCT is working in collaboration with NOS and it has made a huge difference for AACCT client's, reducing the amounts of DNA's and cancellation of medical appointments, providing culturally and friendly space for supporting our clients attending medical appointments. Drivers of NOS are very experienced in their role which makes a significant difference for patients. They know that they will arrive at their appointments and return home safely and with the help from NOS recovery is a better outcome with less or no readmissions into hospital."*

Aboriginal Acute Care Coordination Team Aboriginal Community Health Team, Community & Population Health, East Metropolitan Health Service



# YES Program

## STATISTICAL SUMMARY

### YOUTH ENGAGEMENT SUPPORT STATISTICAL SUMMARY



**Start of reporting period**  
July 21

**Peak caseload in March 2022 with**

**End of reporting period**  
June 22

**10 active cases**

**22 cases**

**closing with 6 active cases**



**165 Total Home visits**



**a decrease from 226 the previous reporting period**

**Total agency interactions/referrals: 565**



**a decrease from 745 the previous financial year**

### Primary referral points:

#### PRIMARY AGENCY INTERACTIONS

##### Welfare

- Wadjak Northside 25

##### Learning

- Communicare Academy 54
- Carey training 10

##### Justice

- Banksia Hill 22







# Our Outreach

Client contact, case management and case studies

## Complexities and challenges

### Lack of crisis accommodation, short, medium, and long term accommodation

Very few services have capacity to provide crisis accommodation for clients who have no financial capacity to pay for accommodation at hostels, or for 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 learned 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 completion of school. 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. Access to long term housing for Aboriginal people is a concern. They face many barriers to accessing private rental markets which are often discriminatory; private home ownership that is out of financial reach and access to public housing, which has significant waiting lists and limited housing stock.

### Lack of transport support to return home

The Perth City and metropolitan area continues to be a drawcard for persons visiting from rural and remote

areas, who are often accessing medical treatment that cannot be delivered in their home communities, through hospitals; or who are in Perth for funerals or just passing through. Whether it be patients accessing services, a support person or persons visiting Perth for social or other reasons, people continue to be stranded in Perth and then need safe passage home. NOS continues to liaise with rural remote communities, Department of Health Patient Assisted Transport to get people home. NOS receives no funding for return to country, and therefore needs to be resourceful and creative in facilitating returns home. Often NOS assists with return home by helping people manage their money and booking return tickets, or bus fares when the person has the financial capacity to do so. People requiring this support may have English as a second or third language and become disconnected from services or family; requiring assistance to re- connect.

### Patient transfer back to country

The hospital system continues to benefit from NOS services, especially when patients have absconded from the hospital. NOS helps locate them and return them 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 108 with over 50% of these contacts attributed to one very at-risk prolific user who is well known to NOS outreach.

### Youth Engagement impacts and issues

The YES program staff and the new facility have had a positive impact. More young people are seeking our care and support, as they face distressing circumstances, at times beyond their control. Successful outcomes in this area include NOS supporting young people to realise and activate lifelong learning and to make positive life choices.

### Night Outreach offsets impacts

NOS night operations are on Fridays and Saturdays between 8pm and 4am and continue to reduce the number of people encountering the criminal justice systems by:

- Building stronger communications with Police operations
- Contributing to briefings for police and safe house staff prior to the commencement of shift; utilising NOS skills, expertise, and cultural competency
- Liaising with Crisis Care for a quick response to identify safe places
- NOS staff having a deep knowledge and understanding of cultural and family networks
- Building strong working relationship with street chaplains, sobering centres, and Rest Stop emergency accommodation
- Mediating and providing early interventions before the Police are involved
- Accepting referrals from Police at the street level to transport at risk adults to safe places
- Providing diversion transport.
- Proactive Police engagement - Most NOS Police contacts came from Northbridge and the safehouse. The police will contact NOS outreach to attend or support them with potential situations that could escalate to arrest, and people being detained. In most cases staff and Police identify appropriate strategies, without the need for arrests.

### Youth engagement in education

The Education system has benefited from NOS services through case management of clients and improved school attendances. The Education Department has requested NOS to attend schools and work closely with liaison officers in relation to low attendances. NOS has also supported the enrolment of several clients in alternative schools in several

locations across Perth.

### Misinformation about Vaccines

There continues to be significant prevalence of misinformation and disinformation regarding vaccinations amongst Aboriginal people.

Many vaccinations delivered took several interactions over a sustained period to build trust and rapport of clients.

Many clients vaccinated were visiting Perth from rural and remote areas and were not homeless but frequenting public spaces whilst on their stay in Perth. When the weather was colder, more persons from rural remote areas started moving back to country. Most clients visiting from rural remote areas were not vaccinated and gave feedback that when they are with their traditional cohort back home, they did not want to be vaccinated. When with their City cohort, NOS staff and the clinical nurse noted that the rural remote people were far more likely to agree to vaccinations. It often took just one person to agree in a group for the rest to follow and accept the vaccinations.

The Aboriginal homeless population in Perth appeared to be not as hesitant with vaccinations and were more likely to accept vaccination offers.

NOS Aboriginal staff telling true stories to people regarding influenza and COVID affecting families, helped overcome opposition to vaccines. It was necessary to have some very assertive and proactive approaches when engaging with groups in parks.

Successes were aided by having all Aboriginal people as outreach workers who began the conversations, yarns, and engagement to gain consent, from which the clinical health nurse (non-indigenous) then gave the vaccines. The Clinical health nurse acknowledged the expertise and lead of NOS workers in engagement, which worked well as a culturally competent approach.





# Case Study A

## Youth Engagement

### Issues

The client was originally referred from the Department of Communities at age 16 with concerns of significant

- AOD use
- High risk activities and behaviours
- Risk of dysfunctional parenting, posing a concern for the client
- Grief and loss due to loss of a significant parent
- Alleged sexual assaults and associated trauma, with men exploiting her
- Mental health issues
- Physical and verbal violence from family members

### Request

The young client had been referred to NOS through the Department of Communities (CPFS). Help for the client was sought in relation to:

- AOD use
- Mental health, physical health and trauma needs
- Assistance with making connections and positive relationships
- Education / employment, and training.

### Referrals

YES assisted with referrals to

- Sexual Assault Referral Centre (SARC)
- Education and training opportunities
- Ongoing referrals with Department of Communities case worker
- Assistance with COVID-19 vaccination and support throughout lockdowns

### Response

YES, staff provided support to access information about TAFE courses and to undertake a Certificate in the client's chosen area of interest. The client was supported to access SARC relating to their trauma and sexual abuse. However, the client declined, due to not having the capacity to deal with the significant trauma they had experienced. An alternate strategy was put forward, to help the client focus on developing their own personal resilience, address physical and mental health needs; and to pursue positive life choices.

### Outcome

**YES, has followed up to confirm the client is doing well; having secured a part-time job with training included. They declined further assistance. As the young person was approaching age 18 an offer of support was made by general outreach, as a point of contact should they need any further assistance or require linkages in the future.**

# Case Study B

## Youth Engagement



### Issues

Client aged 15 referred to YES program by school identifying issues including:

- Poor school attendance related to developmental behaviors and challenges presenting at school
- Offending behaviors
- Often presenting at risk in Northbridge
- The client couch surfing and often staying with negative peer influences, partly due to overcrowding at home
- Support for the family with parenting strategies to better support the child

### Request

YES' main focus was to assist the client with re-engaging with schooling, reducing offending behavior and helping with other support needs to address his motivation and poor attendance at school.

### Referrals

The YES Outreach Officer has worked continuously with the school (AIEO) to assist the client to obtain re-entry and seek modified schooling to support their behavioral needs and developmental challenges. YES also supported the client's parents in relation to overcrowding issues and parenting challenges at the family home.

YES assisted with COVID vaccination and support throughout lockdowns and referrals were made to:

- WA Police and Juvenile Justice
- Alternative education
- School Psychologists
- Department of Housing
- Mission Australia Safe House

### Response

The YES Outreach Officer worked closely with the school AIEO, to assist the client gain re-entry and to modify their schooling. Recently the client has been involved with some serious potentially offending behaviors and YES advocated their position when dealing with WA Police. Based on NOS support the client avoided being incarcerated and YES has helped to re-enforce with the young person the need to keep on track and avoid offending behaviors.

### Outcome

**The YES Outreach Officer has supported the client to obtain more flexible schooling arrangements in line with their developmental needs. The client has also been continuously supported in school to balance and navigate arising behavioral issues throughout case management support with NOS. NOS has continuously provided culturally competent support with a 'whole family approach', supporting the child and family with issues that are related and intertwined with his needs. YES has recently struggled with engagement of the client who has not been at home and despite some earlier promising improvement with attendance at school, the poor attendance has recurred. The YES role will continue, despite engagement challenges and re-engage as soon as the client is able to be contacted.**





# Case Study C

## NOS Vulnerable Populations COVID-19 Vaccination Funded By WA Primary Health Alliance:

### Issues

- High rates of non-vaccination among the Aboriginal community
- High rates of misinformation and dis-information leading to vaccine hesitancy in the Aboriginal and homeless community
- Poor health outcomes and elevated risk for this group due to comorbidity issues in at risk Aboriginal community members living in public spaces.

### Request

The Department of Health North Metro requested for their staff to accompany Nyoongar Outreach Service Day shifts, for NOS to assist clinical health nurses engage with and vaccinate Aboriginal people who were not vaccinated in public spaces, utilising NOS connections and cultural expertise.

### Referrals

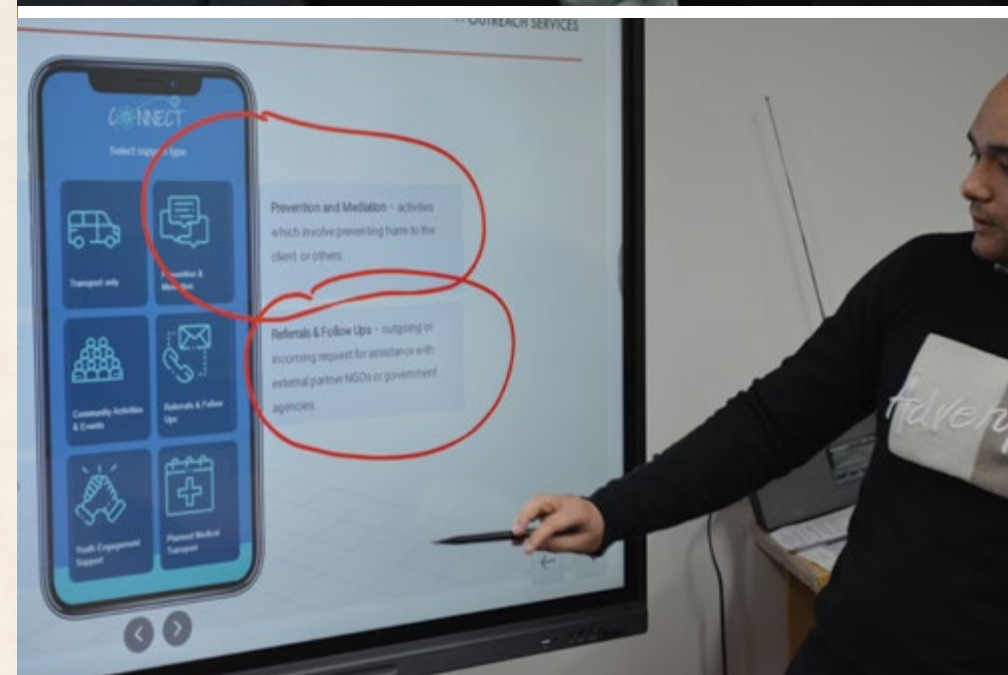
- Department of Health- both with vaccinations and addressing other health needs, through outreach or referral to hospital and Ambulance
- Tom Fisher House referrals for short term accommodation
- Council referrals- notifications of locations of persons who are needing to isolate
- Referrals to Department of Communities in COVID isolation hotels and accommodation
- WA Police to assist with persons
- Department of Housing for longer term accommodation
- Commonwealth Department of Human Services for assistance with income and a vaccination certificate.

### Response

NOS was able to develop a safe, agile, and culturally competent approach with outreach staff and the Clinical health nurses who would accompany NOS staff during day shifts to reach as many of our clients as possible who are street present across all our funded site locations.

### Outcome

**Established connections with Department of Health and built confidence, capacity, and knowledge of Nyoongar Outreach staff in communication with our most at risk cohorts in public spaces about safe and healthy choices around vaccines. It has also provided another opportunity for engagement with our clients who are also assisted with other referrals such as housing, crisis accommodation, sobering up shelters or support and referrals depending on other identified health needs. Department of Health has seen a dramatic increase of this cohort being vaccinated and in additional follow up on subsequent vaccinations.**



## Technology

NOS continues to adapt and adopt new technologies to equip staff with the best and most up to date tools to do their job and assist clients on the ground. The previous financial year saw the successful implementation of new technology and use of the 'connect app' in collaboration with the Department of Communities to capture all our data electronically. The main benefit of this application is to assist access to data for both NOS and stakeholders and allow easy quantification of organisational outcomes; along with identifying trends and emerging/not obviously evident issues for clients.

Excitingly, to further build on this, the organisation was able to purchase two Interactive Smart boards to assist NOS in further becoming a data led and informed organisation, this financial year. The boards are a significant investment to assist NOS to keep ahead of new technology requirements and meet the varying and increasing data needs of stakeholders. The boards allow supervisors and staff to review real time dashboards and assist in training and facilitation of briefings, utilising all the smart boards' interactive features and making the data more meaningful for NOS staff.





# Our People

NOS recognises  
our people are our  
greatest asset.



- We are a 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 checks.
- 100% outreach staff hold Passenger Transport Declaration (PTD) authorisations.
- 100% of the workforce are engaged in training and professional development annually.

We have a 5 member Aboriginal Board who are both committed and experienced. They are 100% Nyoongar Leaders, with many being elders; and together, bring 150 years of accumulative experience.

- We have Leadership in Operations – 2 Full Time Officers who are skilled and tertiary qualified, and who possess social service and Master of Business qualifications
- NOS has complete Business and Social Impact Capability
- 100% Cultural Competence Certificate for Aboriginal Youth Engagement with two full time Officers
- Focus on 100% front line work, using 100% Aboriginal staff, who are all certified in First Aid
- 100% of NOS' work is complex case management. Clients are known to authorities and have four or more co-occurring and re-occurring needs
- NOS staff are well-resourced and given the best and latest technology, tools, and training to achieve their's and the organisation's full potential
- Staff are endorsed by an experienced board, and supported by a management team and structure that provides on the ground supervision and support to all staff

## 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

## Staff Training and Development

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

- De-escalating Conflict & Aggression
- Managing Challenging Behaviours
- Systemic Advocacy
- Advanced De-escalation Skills
- Trauma Informed Care
- Persuasive Psychology
- Emotional Regulation Tools
- First aid
- Leading Others for new managers and supervisors





Our staff are committed to the Aboriginal people's cause, and demonstrate strong cultural competence and a thorough understanding of the issues. They know that no two issues are the same and that the critical response required is in part universal, but also must be tailored 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.

Maintaining a safe and caring workplace is our number one responsibility and consideration for self-care practices is regularly discussed. The Operations Manager provides debriefing for staff when required. We prioritise occupational health and safety and maintain high

standards of monitoring and response to risks, with no workplace injuries during the 2021/22 year.

**Positive examples of career advancement for NOS staff, demonstrating NOS as a supportive workplace and culturally competent and supportive work environment for Aboriginal staff.**

*The major positive was the job itself, engaging with the young people and helping implement change and better choices for the kids. Another would be the staff as everyone was always so kind and eager to make a difference and help in their roles. I would like to say thank you for the opportunity you gave me here at NOS. You took a chance with taking me on and I will forever be grateful for that! ..I have you all to thank regarding the new role I am taking on. Getting the opportunity from you has now led me to work in a role where I will be in another sector and if I hadn't got the experience here at NOS, working I would have never got my new role, so I'm very grateful for that! Everyone here has been a pleasure to work with and I'm going to miss you all! It's such a great workplace to be a part of and luckily enough I was able to be a part of it...*

*"This is definitely a big achievement for me, and I still use a lot of the communication strategies that you guys at NOS helped me develop which has definitely come in handy throughout my new career path so big thanks there for that.."*

NOS also acknowledges long time employee and Supervisor Kerry Courtney who resigned this year to embark on a well-deserved retirement. NOS thanks Kerry Courtney for his contribution to Nyoongar Outreach Services. Kerry mentored and trained many current and past staff members and along with his big heart and positive nature he will be missed by many.

**Reflections of our staff on the importance of their roles in the community**

*'I do this job as I have a heart and passion for this work, because I believe in empowering people. Because of our trauma and understanding of where our clients come from, we can make a difference. From the skills we learn in our job we can take this and share to our own households, to help our people be informed. We transfer our knowledge and skills to our extended family and broader community and lift them up.'*

*'I enjoy working for NOS – its tough work but we do a lot of good work for at risk clients'*

*'In youth engagement I am looking to give our young fellas an opportunity, every person in this world has their own problems I have been there and done that. I can take the lead and help steer them through that.'*

*'I like seeing young people grow as a person .. I always start with a hello and ask them how they are going and take*

*an interest in them- what brings you in town and go from there...*

*Our AACCT team said 'interacting with clients is what I enjoy most, talking to them making sure they get to appointments on time. I just like it working and caring for them. I push em to make sure they are connected to the hospital and get treatment... otherwise their condition would get a lot worse..'*







# COVID-19 Impact and Support

Despite the pandemic duration for 2+ years, this year NOS has, like many other organisations and impacts globally, had to deal with staffing shortages due to COVID. NOS has had to deal with staffing shortages externally with partners and referral services also experiencing these challenges. NOS have also had to support clients and families who have contracted COVID.

All NOS staff as essential workers have been vaccinated fully for COVID. NOS this year has had most staff test positive for COVID. There were no other staff absences, apart from isolation away from work for extended periods due to COVID related illness. All staff who tested positive are now back at work. NOS staff have continued to work with Personal Protection Equipment (PPE), close contact and physical distancing requirements, daily RAT tests being conducted for 7 days and no emergence of COVID (as per essential worker close contact requirements from WA Health).

All staff who have contracted COVID or have been close contacts appear to have contracted it from outside

networks and not internally. This indicates that NOS has been successful in minimising risks at work and the additional measures implemented of physical distancing, mask wearing, extra cleaning regimes of buses and office, temperature and ongoing monitoring of staff health and vigilance with any COVID symptoms has been working well.

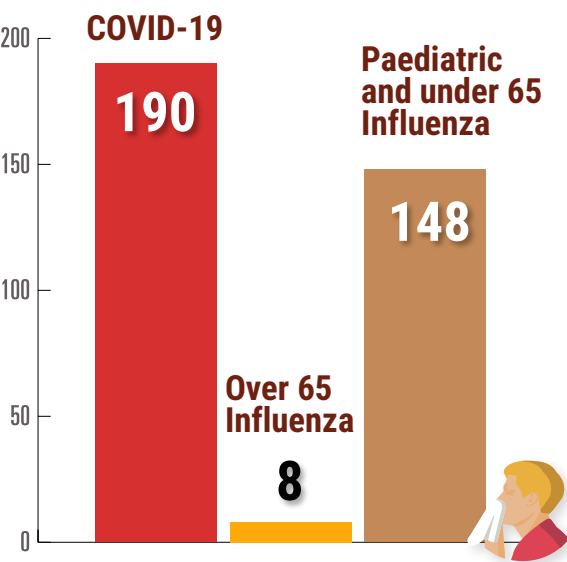
In addition to our existing day services, we have been supporting the Department of Health intensively over the past few weeks to get as many of our Aboriginal people in public spaces, including those who are homeless or at risk, vaccinated; which has had some great successes. A Clinical health nurse has been riding daily with our team and engaging people in the parks, with our staff making the connections. Our staff are now wonderful ambassadors and champions of taking precautions with COVID and safely getting vaccinated. Many of our staff were among the first Aboriginal people to get vaccinated in Perth and featured prominently in posters and promotional material in several WA State Government targeted campaigns to the Aboriginal community for 'Roll up WA'.

This financial year unlike the last, featured less lockdowns and gradual easing of restrictions, which further reduced impacts on our service. The easing of restrictions of physical distancing has seen numbers of contacts and engagements rise in public spaces more similar to the numbers that were present prior to COVID. The past three financial years statistics are in the Table below, along with percentage comparison to the previous year, to provide a greater longitudinal snapshot for pre and post COVID impacts.

2019/20	2020/21	2021/22
20,702 contacts 23% ↑	17,775 contacts 14% ↓	20,194 contacts 14% ↑
722 at risk transportations 120% ↑	600 at risk transportations 18% ↓	527 at risk transportations 13% ↓
9 therapeutic rehabilitation transfer service	1 therapeutic rehabilitation transfer service	3 therapeutic rehabilitation transfer service
227 medical transports 66% ↓	342 medical transports 51% ↑	246 medical transports 28 % ↓

The bar graph below shows vaccinations conducted in conjunction with the Department of Health Clinical nurse and NOS team.

At risk Vaccinations FY 21-22



We have received positive feedback on the successes of this program and NOS role.

*"The vax teams have achieved more vaccinations working in a shadow capacity working with Nyoongar Outreach Services than what we have working in drop-in centres" And "Our Staff (Dept of Health) give the vaccines and put them in the arm, but your staff (NOS) do the hard work in enabling and engaging and creating the opportunities to make it happen".*

The connection with the Department of Health and the Vaccination Program built the confidence, capacity, and knowledge of NOS staff in communicating safe and healthy choices around vaccines to our most at risk cohorts in public spaces. It also gave NOS another opportunity for engagement with our clients who were also assisted with other referrals such as housing, crisis accommodation, sobering up shelters or support, and referrals depending on other health needs identified. The Department of Health saw a significant increase in this cohort being vaccinated and additional follow up on subsequent vaccinations.

*"It is evident that targeted strategies to amplify the vaccination involvement of Aboriginal organisations (e.g., Noongar Outreach, Indigo Junction), and expanded*

*outreach and opportunistic vaccination via HHC, has contributed to a closing of the gap seen in previous audits between the vaccination rates of Aboriginal and non-Aboriginal people who are rough sleeping in Perth".*

Wood L, Tuson M, Wood I, Davies A, Third snapshot audit of COVID vaccination status among street-present people experiencing homelessness in Perth, 2022.

Key observations from this program run this year were:

- There continues to be a significant prevalence of misinformation and disinformation regarding vaccinations amongst Aboriginal people.
- Many vaccinations conducted took several interactions over a sustained period to build trust and rapport of clients.
- Many clients vaccinated were visiting Perth from rural and remote areas and were not homeless but frequenting public spaces whilst on their stay in Perth. When weather was colder more persons from rural remote areas started moving back to country.
- Most clients visiting from rural remote areas were not vaccinated and gave feedback that when they are with traditional cohort back home, they did not want to be vaccinated. When with the City cohort, the NOS staff and clinical nurse noticed that the rural remote cohort were far more likely to be persuaded to have vaccinations. It often took just one person to agree in a group for the rest to follow and accept the vaccinations.
- The Aboriginal static homeless population in Perth appeared to be not as hesitant with vaccinations and were more likely to accept vaccination offers.
- NOS Aboriginal staff telling true stories regarding influenza and COVID affecting families helped overcome opposition to vaccines. It was necessary to have some very assertive and proactive approaches when engaging with groups in parks.
- Successes were aided by having all Aboriginal people as outreach workers who began the conversations and yarns and engagement to gain consent, from which the clinical health nurse (non-indigenous) then gave the vaccines. The Clinical health nurse acknowledged the expertise and lead of NOS workers in engagement rather than the other way round; which worked well and took a culturally competent approach in conjunction with NOS Aboriginal staff.



# Our Strategic Direction 2021-2031

## Our Plan

The following is a summary of our Strategic Direction 2021 – 2031 and demonstrates 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
A.	<b>DETERMINE</b> co-occurring and re-occurring care needs and build new programmatic responses	NOS achieved this by: <ul style="list-style-type: none"> <li>Responding to needs of unvaccinated at-risk communities and request for assistance by the State Government and COVID-19 taskforce in addressing this need, using our culturally competent workforce</li> <li>Refining and retaining our AACCT service in partnership with the East Metropolitan Health service</li> <li>Refining and retaining our niche service to Cyrenian House in supporting clients and consumers to address their AOD needs and rehabilitation</li> </ul>
B.	<b>ASSIGN</b> strong care partnerships to every stage of our business model	NOS achieved this by: <ul style="list-style-type: none"> <li>Continuing to build relationships with local governments and other agencies who are willing to work collaboratively in partnership, respecting and recognising the skills, knowledge, expertise and cultural competence of our organisation at all levels</li> <li>Establishing new MOU with Street Chaplains WA</li> <li>Continuing partnerships with Dept. of Communities, Health, Housing, Mental Health Commission, Commonwealth, and Local governments</li> <li>Working at all levels of hierarchy from individual needs of care support workers to management and board working collaboratively to implement systemic change for governments and the community to resolve whole-of-system challenges.</li> <li>Continually working to improve service coordination, consistency and continuity of care, trust, mutual respect and sharing of knowledge; all of which is required to achieve the best health outcomes and strong cultural care for our clients and community</li> </ul>
C.	<b>BUILD</b> organisational capacity to be adaptive and grow targeted care	NOS continues to do this by: <ul style="list-style-type: none"> <li>Building capacity based on its strong established governance and solid financial and asset position, which enables us to spearhead new initiatives and explore different solutions</li> <li>Expanding to include additional services this year including the City of Stirling and the Vaccination Team</li> <li>Adapting our YES and general outreach programs and team in line with staff shortages in WA, nationwide and globally</li> <li>Developing new proposals to adapt and expand the YES service in the next financial year, subject to funding, to include allied health professionals</li> <li>Continuing foundational work and progress towards implementing 'Our Strategic Direction' and 'Change Management Plan - Blue Print' for future growth</li> </ul>
D.	<b>ATTRACT</b> attract talent and resources to help realise our vision	NOS continues in a difficult employment market, to attract: <ul style="list-style-type: none"> <li>New staff and retain the CEO, Operations and Data Management senior staff and on the ground workers to successfully operate throughout significant challenges faced by COVID and its resultant impacts</li> <li>NOS has adapted its culturally sensitive recruitment to be more flexible, to ensure staffing in all frontline areas were maintained and fulfilled, with no services lost and with 100% Aboriginal people employed for frontline work.</li> <li>NOS continues to be an employer of choice for Aboriginal people and is well regarded and respected in the community as an effective and culturally competent outreach service</li> </ul>



Accord Taxation

Lachlan Douglas Mills CPA  
Certified Practising Accountant  
Registered Tax Agent  
B. Comm B. Sci (Comp)

ref:nos2022  
11 July, 2022

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

Suite 9, 15-21 Collier Road  
Morley WA 6062

PO Box 1228,  
Morley WA 6943

Telephone: 9375 3366



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, 2022. 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

FINANCIAL STATEMENTS AS AT 30 JUNE 2022

NYOONGAR OUTREACH SERVICES INC  
ABN 53 281 140 922  
BALANCE SHEET  
AS AT 30TH JUNE, 2022

	2022	2021
<strong>CURRENT ASSETS:</strong>		
CBA Cheque Account	817188	223216
CBA Business Online Account	661688	661622
NAB Term Deposit	400000	400000
NAB Everyday Account	85543	84656
Petty Cash Float	1000	1000
Cabcharge Bond	200	200
Trade Debtors	58606	83455
	-----	-----
	\$ 2024225	\$ 1454149
	=====	=====
<strong>NON CURRENT ASSETS:</strong>		
Plant & Equipment at WDV	47566	59457
Motor Vehicles at WDV	137827	183769
Property at MV – 33 Gladstone Street	1300000	1300000
	-----	-----
	\$ 1485393	\$ 1543226
	=====	=====
<strong>TOTAL ASSETS:</strong>	\$ 3509618	\$ 2997375
	=====	=====
<strong>CURRENT LIABILITIES:</strong>		
CBA Credit Card	1013	( 2390)
Trade Creditors	5566	3105
GST Owed – ATO	58882	49517
PAYG Owed – ATO	13900	14694
Superannuation Owed	43777	41164
	-----	-----
	\$ 123138	\$ 106090
	=====	=====
<strong>NON CURRENT LIABILITIES:</strong>		
Provision for Long Service Leave	90200	82000
Provision for Annual Leave	92400	84000
Provision for Severance Pay	170500	155000
Provision for Funding Shortfall	100000	65000
	-----	-----
	\$ 453100	\$ 386000
	=====	=====
<strong>TOTAL LIABILITIES:</strong>	\$ 576238	\$ 492090
	=====	=====
<strong>NET ASSETS (DEFICIENCY):</strong>	\$ 2933380	\$ 2505285
	=====	=====
This is represented by:		
<strong>MEMBERS' FUNDS:</strong>		
Accumulated Surplus Brought Forward	2505285	2109126
Surplus / (Deficit) for the Year	428095	396159
	-----	-----
<strong>TOTAL MEMBERS' FUNDS:</strong>	\$ 2933380	\$ 2505285
	=====	=====

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



**NYOONGAR OUTREACH SERVICES INC**  
**ABN 53 281 140 922**  
**INCOME AND EXPENDITURE STATEMENT**  
**FOR THE YEAR ENDED 30TH JUNE, 2022**

	2022	2021
<b>INCOME:</b>		
<u>Funding Agreement Income</u>		
City of Bayswater	24999	24999
City of Belmont	25000	30000
City of Fremantle	30000	30000
City of Stirling	24999	0
City of Vincent	50000	50000
Crown Casino	141956	100700
Cyrenian House	30000	30000
Doc Capacity Building	45454	0
DOC Youth	125821	112869
Aboriginal Community Connectors	1330350	1298536
National Indigenous Agency	177927	177928
Mental Health	17420	15626
South East Metro Health Services	100000	100000
Funding – WA Primary Health	25981	0
Insurance Claims	19320	424
Interest	1062	6036
Job Training, Employment Income	66503	13636
Sundry Income	21052	29574
ATO Cash Boost	0	50000
	-----	-----
	2257844	2070328
<b>less: EXPENSES:</b>		
Administration Costs	163674	81751
Communication Costs	8445	8569
Depreciation	81247	108605
Direct Staff Costs	1393421	1335120
Indirect Staff Costs	66603	18736
Motor Vehicle Expenses	45379	38717
Office Repairs & Maintenance	15595	17497
Premises/Occupancy Costs	31066	33176
Travel & Meeting Costs	24319	31998
	-----	-----
<b>NET SURPLUS / (DEFICIT):</b>	\$ 428095	\$ 396159
	=====	=====

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

**NYOONGAR OUTREACH SERVICES INC**  
**ABN 53 281 140 922**  
**NOTES TO ACCOUNTS**  
**FOR THE YEAR ENDED 30TH JUNE, 2022**

2022                      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.

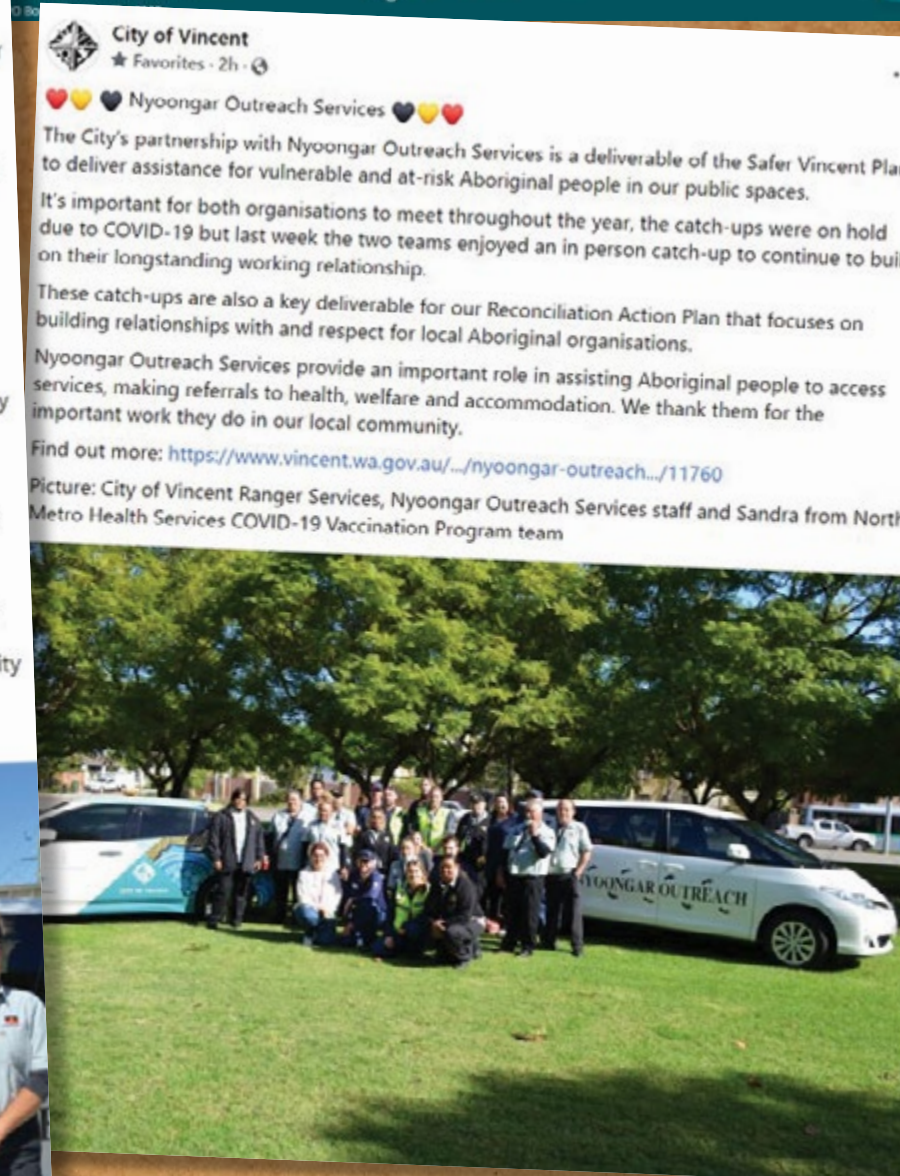
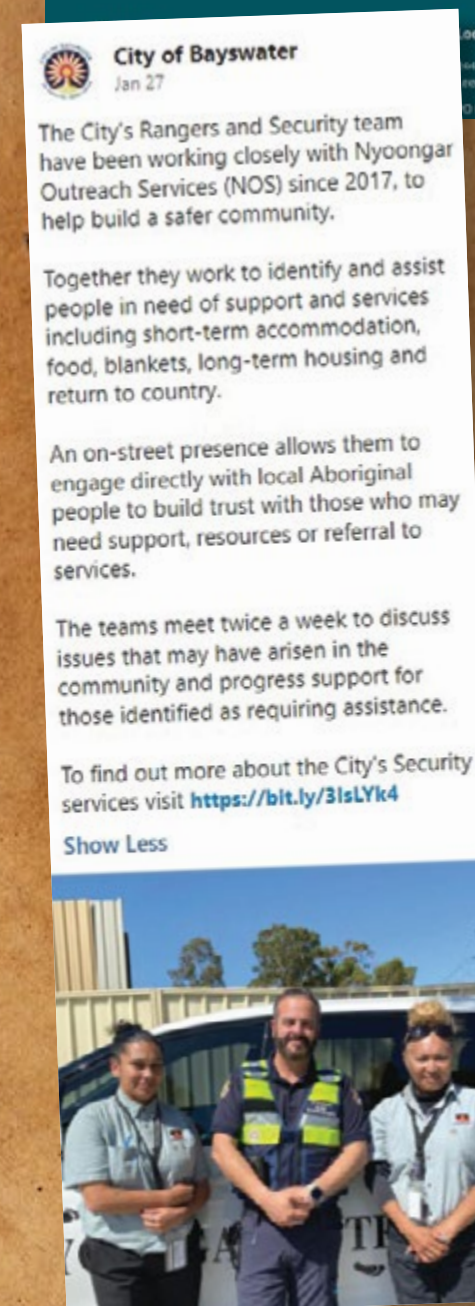
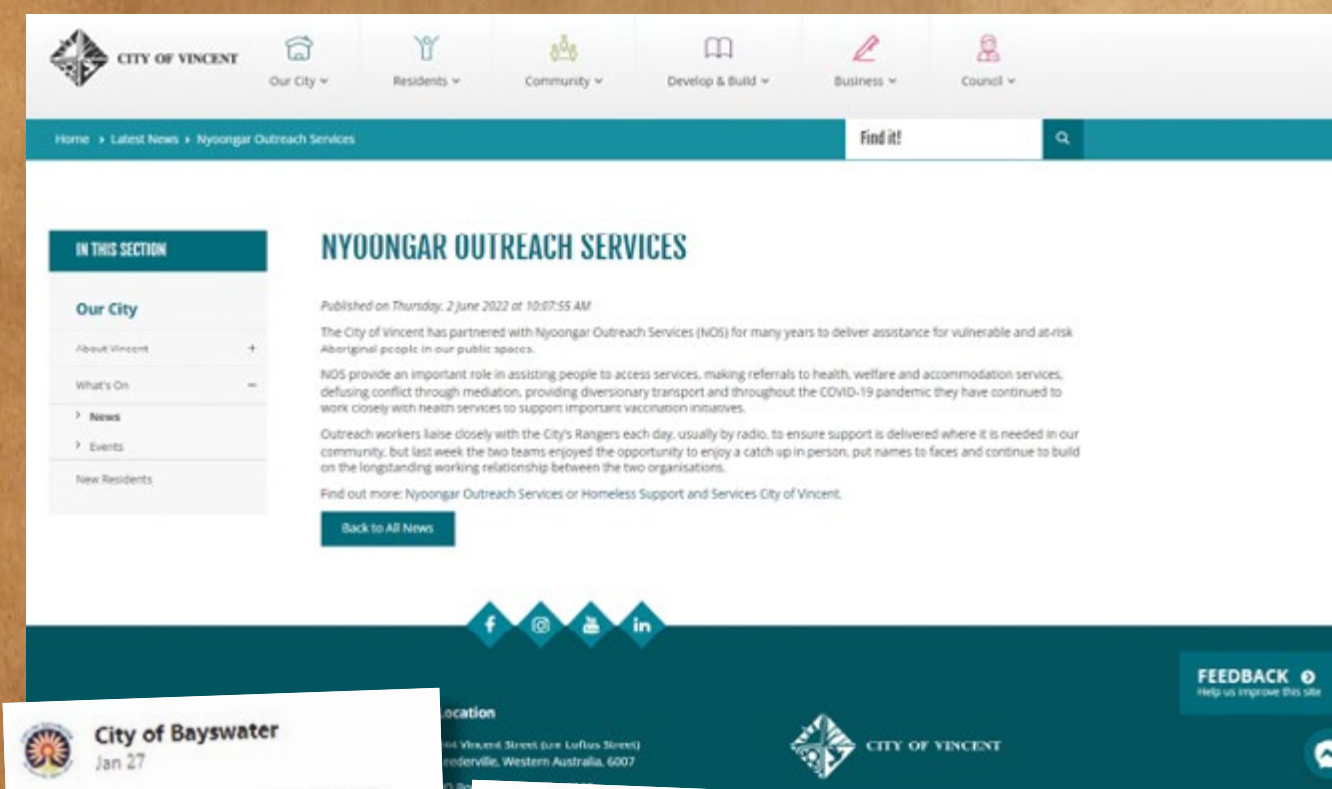




# Accolades, Acknowledgments and Thanks

- "Thank you so much NOS, keep up the good work, too deadly"
- "An awesome dedicated team devoted to improving outcomes for Nyoongar People"
- "Hi today my workmates and I tried to help a homeless Nyoongar woman in Northbridge. She couldn't walk and needed to be seen at a hospital. I rang three organisations until I got action. The receptionist at Nyoongar Outreach, listened to my story took my details and returned with good advice. So, I did what she suggested, and the lady is in hospital. Thank you very much Nyoongar Outreach. You can't be everywhere doing everything. Good advice and a caring attitude is a big help."
- "Doing a great work amongst the indigenous and helpful to help us understand their complex situation"
- "I just wanted to thank you and all the staff at the Nyoongar Outreach Services for allowing us to run the information session! It was a great privilege to able to connect with your organisation and staff members." COVID-19 Communications Department of the Premier and Cabinet
- "Thanks, Aunty, for the yarn, I went down a bit of jail and now thanks to your help I am on a road to better"
- "You do an important role and have a great understanding of Indigenous issues- your job makes a real impact" Council ranger City of Bayswater
- "Since you have been on the floor with your presence and talking to patrons, we have had less fights, no issues, your mediating does help" Crown Perth
- "Thank you guys you do an excellent job looking after our young kids and mob on the street"
- "The vacc teams have achieved more vaccinations working in a shadow capacity working with Nyoongar outreach services than what we have working in drop-in centres"
- "Our Staff (Dept of Health) give the vaccines and put them in the arm, but your staff (NOS) do the hard work in enabling and engaging and creating the opportunities to make it happen"
- "Thank you so much what a fantastic service. Kind regards Lesley"

## FEEDBACK







# Our gratitude

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

Supporters	Corporate & Community Partners
<ul style="list-style-type: none"><li>• Federal Minister for Indigenous Australians: The Hon Linda Burney MP</li><li>• Minister for Finance; Aboriginal Affairs; Racing and Gaming; Citizenship and Multicultural Interests: Hon Dr Tony Buti BPE DipEd MIR LLB DPhil MLA</li><li>• Minister for Health; Mental Health: Hon Amber-Jade Sanderson BA MLA</li><li>• Minister for Child Protection; Women’s Interests; Prevention of Family and Domestic Violence; Community Services: Hon Simone McGurk BA(Arts) BA(Comms) MLA</li><li>• City of Fremantle</li><li>• City of Vincent</li><li>• City of Belmont</li><li>• City of Bayswater</li><li>• City of Stirling</li><li>• Crown Perth</li><li>• The Commonwealth Department of Prime Minister and Cabinet</li><li>• The Department of Communities WA</li><li>• The Mental Health Commission WA</li><li>• The Department of Health WA</li><li>• Aboriginal Community Health Team Community &amp; Population Health, East Metropolitan Health Service</li><li>• WA Primary Health Alliance</li><li>• WA COVID-19 taskforce</li><li>• North Metropolitan Health Service COVID-19 Vaccination Team</li></ul>	<ul style="list-style-type: none"><li>• Cyrenian House Alcohol &amp; Other Drug Treatment Service</li><li>• St Vincent de Paul Society Tom Fisher House</li><li>• Mission Australia</li><li>• RUAH</li><li>• The Commonwealth of Australia as represented by the Department of Human Services</li><li>• The Western Australian Police Force</li><li>• Western Australian Network of Alcohol and Other Drug Agencies</li><li>• Lachlan Douglas Mills (CPA) - Independent Auditor</li><li>• Vanessa Elliott and Associates for contribution to NOS Change Management Plan</li><li>• Deborah Costello Consultant for contribution to NOS Change Management Plan</li><li>• Angelyne Wolfe, Bling Design, for providing the graphic design for NOS publications</li><li>• Essentials for Women for regular donation of women’s care packages</li><li>• Clutterbugs for blankets and beanies</li><li>• All community and individual contributors through NOS 'GoFundMe' page</li><li>• GIVIT</li></ul>



CONTACT US

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