

ANNUAL REPORT

22|23

25 YEARS

 **NYOONGAR**
OUTREACH SERVICES
Inc.

keeping people safe

Kaya Kaya Hello welcome

Ngalla Kaaditj Nyoongar Moort
I acknowledge the Nyoongar people

Nitja Ngulla Moort Boodja
This is our family country

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. We recognise their continuing connection to country and community.

We acknowledge the passing of staff who worked on Nyoongar Patrol/Nyoongar Outreach Services who devoted their time over many years:

Sam Noah
Tom Mongoo
Raymond Garlett
Adrian Pickett
Craig Winmar
Henry Williams
Eric Spratt

We acknowledge the passing of respected Past Board members who contributed to the creation of what NOS is today:

Wayne Daley
Clarrie Isaacs

We have made all possible efforts to acknowledge and credit all the people who have played contributed significantly to NOS, though we acknowledge we could have inadvertently omitted some people and we apologise.

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About Us

Nyoongar Outreach Services (NOS) Incorporated 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 across the Perth metropolitan area including Northbridge, Burswood, Fremantle, Midland, Belmont, Vincent and Stirling, 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 the 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 decisions about their future and provides the connections and support for 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 2022-23 business activity.

OUR DASHBOARD

PLACES

49 Youth Intensive Case Management

2 Specialised Transportation Services

9 Service Locations across Perth

\$2.25M

2022-23 Operating Budget

2 Facilities

(Administration and support service hub)

9 vehicles

PEOPLE

30 Staff

29,604 Client engagements

(47% increase)

294 Aboriginal Acute Care Co-ordination transports

92% Adults

8% under 18

100% Aboriginal Executive Board Members

88% Aboriginal workforce

REPORTED CIRCUMSTANCES

Alcohol 60%

(4% increase)

Drugs & Substances 10%

(3% increase)

Homeless 21%

(3% decrease)

Volatile Substance Misuse 1%

(no change)

Mental Health 7%

(5% increase)

PREVENTION

Day Service

11am - 7pm

Night Service

8pm - 4am

Youth Engagement Service Homesafe Trial Program

Intensive Case Management

East Metro Health Service Aboriginal Acute Care Co-ordination Transport

Cyrenian House Nannup Therapeutic Community Transport

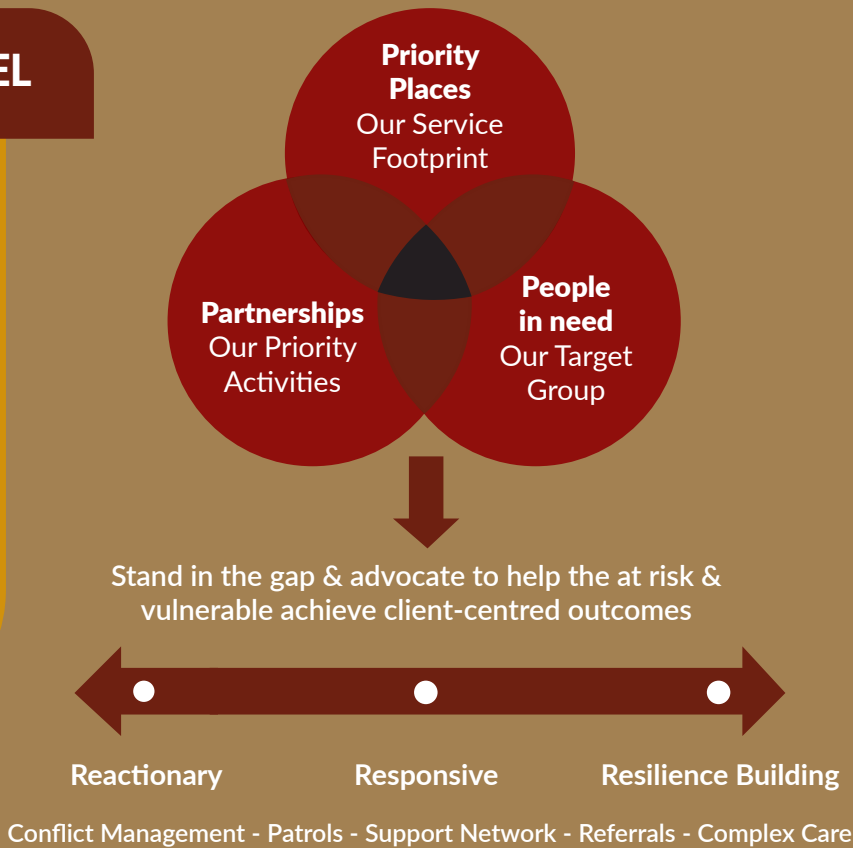
Volatile Substance Use Data Collection

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 25 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. NOS continues to be active in Aboriginal resilience building, and early intervention through our Youth Engagement Service. NOS provides intensive supports to help those most in need, especially children and young people to overcome adversity, intergenerational trauma and social isolation.



Our Governance and Oversight

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. NOS governance supports our organisation in being a dynamic and responsive organisation that continues to evolve with new and emerging client needs.

THE EXECUTIVE COMMITTEE

MS. DAWN WALLAM CHAIRPERSON



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

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

Dawn 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 the broader community and social impacts at local, state, national and international forums, including past terms as the National Chairperson of SNAICC – National voice for our children and also founding signatories of the Sub Group on Indigenous Children to the United Nations Working Group on the Rights of the Child in 2005.

In 2019, Dawn was a founding member of the Noongar Family Safety and Wellbeing Council, and is committed to legislative, policy and practice reform to support Aboriginal family led decision making. Dawn is committed to increasing the governance and service capability of Aboriginal Community Controlled Organisations (ACCO) to ensure the Aboriginal community have strong leadership, advocacy, and culturally responsive services.

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

MR. NEVILLE COLLARD VICE CHAIRPERSON



Neville Collard, elected Deputy Chair in 2016, is a long-standing committee member, and inaugural Chair and co-founder of the Nyoongar Outreach Service since 1998.

Neville was a former Detective with the WA Police Force and a WA Aboriginal Affairs Ministerial Advisor with a long history of government relations and community safety. Neville remains committed to the stories, legacy and livelihood of Aboriginal Community Controlled Organisations working together to improve Aboriginal life outcomes. Neville has been instrumental in building the Aboriginal community service sector within Government and has many years of experience in the justice system.

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

MS. BARBARA STACK TREASURER



Barbara Stack has served for a decade as the elected Community member. Barbara brings significant outreach operational experience to the Board, formerly NOS Outreach Co-ordinator for seven years before joining the Board. Barbara continues to serve the local community and most vulnerable in her health worker role with the Derbarl Yerrigan Health Service. Barbara's passion is to ensure that

Aboriginal chronic health impacts are strongly advocated for, with improved outcomes and increased access to appropriate health services across the metro and regional regions.

Barbara is committed to change the way the government and not for profit sector project-manage itinerants. As a long-standing front-line service worker, Barbara believes the term homeless does not adequately describe the client profile and needs. Knowing first-hand that clients live rough because they have conflicts with family, community and or their internal struggles with life. Barbara recognises 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 25 years. Maria has a passion for social justice and equality, particularly for the most vulnerable street-present people. Her entire 35 years professional career journey has been with the Whadjuk 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, in her CEO role, is an anchor of stability. Maria has worked hard to strengthen trust and working relationships with key partners and has 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's 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).



Chairperson and CEO messages



Chairperson's Message

With the gift of hindsight, we cast our gaze back over the past 25 years, retracing the steps of our remarkable journey as an organization – Nyoongar Outreach Services.

Our path has not always been smooth; nonetheless, we have triumphed over numerous significant challenges. Today, I wish to illuminate two recent accomplishments that stand as beacons of our progress: the formulation of 'Our Strategic Direction 2021-2031' and the inception of the **Blueprint Change Management Plan (CMP)**. These initiatives, conceived with an unwavering focus on NOS's future, serve as our guiding stars, propelling us forward in our pursuit of advancing our people, nurturing partnerships, and enriching programs.

As you peruse the Annual Report's cover, which chronicles our dynamic 25-year history, you will witness how NOS has firmly etched its ngulla mia – 'our place' – in the landscape of our people's lives.

The bedrock of our resilience has always been our people. It is paramount that we acknowledge the remarkable distance we have traversed. Our enduring strength is mirrored in the stalwart commitment of our esteemed board members, the visionary executive leadership of NOS, our unwavering staff, and the steadfast support of our patrons, as well as the

Nyoongar community and the myriad other communities we have touched. These bonds, nurtured through partnerships and relationships, have forged an unbreakable alliance, endowing NOS with an enviable reputation and a proud legacy.

This year's Annual Report not only pays homage to our cultural heritage but also commemorates the dedication of NOS's founders, board, staff, and supporters. I wholeheartedly trust that you share my profound appreciation for the indispensable work they undertake and that you share in the same boundless optimism and positivity that illuminate NOS's path forward.

Dawn Wallam
Chairperson
NOS Executive Board



CEO's Message

It is 25 years since Nyoongar Outreach Services partnered with government and non-government agencies and focused our efforts on helping the most vulnerable street-present First Nations People. While much has changed since its implementation, the shared vision, sense of community, and compassion remains a driving force today. When I reflect on Nyoongar Outreach's achievements, I am inspired by the dedication of our staff and the quiet heroism and dignity of our clients, as we have grappled with the most difficult circumstances and challenges.

The longevity and commitment of our Board Members is the driving force for the organisation's growth. The staff's ability to respond to significant issues and circumstances of our cohort in various settings has been remarkable, whether in a public space or on Friday and Saturday nights into the early mornings. Our services expanded through visiting family homes to address complex challenges or finding a way through a crisis, all informed by a Nyoongar Outreach culture of compassion and care. This year's Annual Report celebrates 25 years of service delivery and captures these moments.

It illustrates the belief and skill of the agency, which has enabled us to aim high for our cohort and to bring better approaches, connections, and outcomes regardless of whether we are assisting a struggling family or a young person. The stories of this year's Report highlight our work in often dire or challenging circumstances, such as the Home Safe for young people's program, which helped young people focus on long-term positive outcomes. This year's Annual Report marks our 25th Anniversary as an organisation embraced to deliver a culturally appropriate, effective, and coordinated care model. We have a chance to reflect on the many street-present adults, young people, and families that Nyoongar Outreach has supported. Our founding purpose is to serve vulnerable children, young

people, and families – so that with our help they remain resilient and strong. Young people realise that, with our support, they can have a positive future as our future leaders.

This year's Annual Report celebrates the achievements of everyone who has been part of our journey and who has contributed to making us who we are today, the adults, young people and families, the street presence of our staff, our Board and the legacy of care we uphold and constantly seek to improve. Combined, we work for the better, and the drive in that pursuit is embodied in each page of this year's Report.

I hope it motivates you as much as it does me.

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

Koorlinjy Burda

'Going forward' Our Purpose

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 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.

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 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.

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 service despite the complexities of COVID-19. 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 25 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
- City of Vincent 2000
- City of Fremantle 2003
- Gosnells 2005
- Crown Perth 2008
- Southeast Corridor 2011
- Northern Corridor Suburbs 2011
- City of Belmont 2016
- City of Bayswater 2017

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 presented 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 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.



Building on our Legacy

A timeline of our journey
and achievements to date.

Reflections from significant stakeholders past and present



Neville Collard

"As a long-standing Police Officer and the first Aboriginal Detective in WA, I co-founded the service to prevent increased agitation and arrest of Aboriginal people in public places in Northbridge. My greatest highlight was finding out how patrols worked up north, especially By-Laws and creating something fit for purpose for Nyoongar Boodja. Also seeing how much support we had from the Aboriginal community and key figures like Charles Court, Jack Davis, the AMS and ALS in a period when there was the Royal Commission into Aboriginal deaths in custody, and significant negative press about Aboriginal street crime. We proved the media, the systems and public opinion wrong – we were there to help, not divide the community".

Dawn Wallam

"The start-up process was a true recognition of our Nyoongar community commitment to work together to stand in the Gap:

- *Addressing racism and stereotypes and the systems that trapped us in racism and biased treatment*
- *Advocating for our most vulnerable on the street and supporting their safety and*
- *Defusing community and public place conflict by increasing Nyoongar cultural ways of peace and protection making.*

The greatest highpoint was securing foundational funding and appointing our longstanding CEO Maria McAttackney. The deepest lowpoint was the political resentment and public campaign against us, fuelling fear and increased racial division.

Our biggest achievement was as a Nyoongar organisation, acquiring our Headquarters, owning our building and having a positive reputation for good governance, and strong community relationships where Board and staff members care for and respect each other".



Reflections from significant stakeholders past and present



Farley Garlett

"Prior to being a Board member, I was the ATSIC Commissioner, so I was the funding agent that funded the formation of the service. I worked closely with the co-founders to make sure we were not working in opposition to Police but we were a service complement. We code-switched and conflict-managed issues with our Nyoongars in Northbridge. It was a time in the 1990s when the WA Government introduced the 'Move On' notice, so more and more Aboriginal people were being arrested just for being in public places. My greatest highlight was telling our story, forming our structure, and hearing others talk us up, whether it was WA Government, business owners or community members themselves. It was solid to see the joy our mob had; being employed to be there in the dark to help our most vulnerable people".

Barbara Stack

"The greatest highlight for me, was not in my terms as a Board Member, but actually working on the frontline. I was first an employee of this service. When we got the CDEP top up, it changed many people's lives. Displaced peoples- they have issues that are deeper than a house or shelter. There is trauma; deep trauma that has disconnected them from family and responsibilities. I always felt safe working on the front line because we had the expertise to help and had a Board that had our back - we were not alone. As a Board Member my greatest achievement was knowing that I had become that back-up. What I saw and experienced as an employee; I could share at a Board level to make sure our budget went to the areas of greatest need".



Jeremy Garlett

"As the one who loves history and stories, listening to what our board members are saying has taken me back to the times when all Nyoongars stood together. It's awesome to reflect on how far we have come. We can honestly say we have been the first employer for more than 500 Nyoongars, but we are not an employment service. We are an outreach service that has survived more than 20 plus years with the one CEO because we are consistent, courageous and committed to our mob".

Maria McAttackney

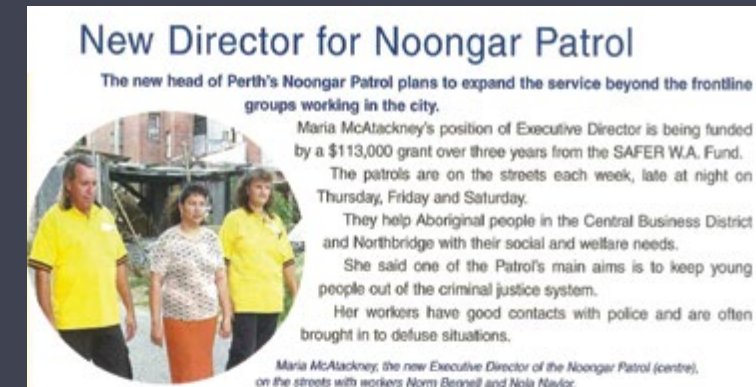
"I was appointed the CEO two years after the service started. It was a period in history that was very confrontational, and we formed a team that was very complementary. We had significant issues on the streets at night and we needed to make sure Aboriginal people had an advocate, support structure, and choices to prevent exposure to harm. With a Board that was committed to change, I took on the challenge and together we made it an opportunity to bring Nyoongar culture to the streets of Perth with the purpose of peace, protection and care. I started with a \$40,000 budget and a very active Board. The night life has changed over time but the systemic issues of displaced peoples living rough, prevail.

We changed our name from Nyoongar Patrol to Nyoongar Outreach Services to honour the needs of our clients, and to acknowledge the role that culture, connections and community play in helping us all belong. We are a culturally secure support system for the most vulnerable



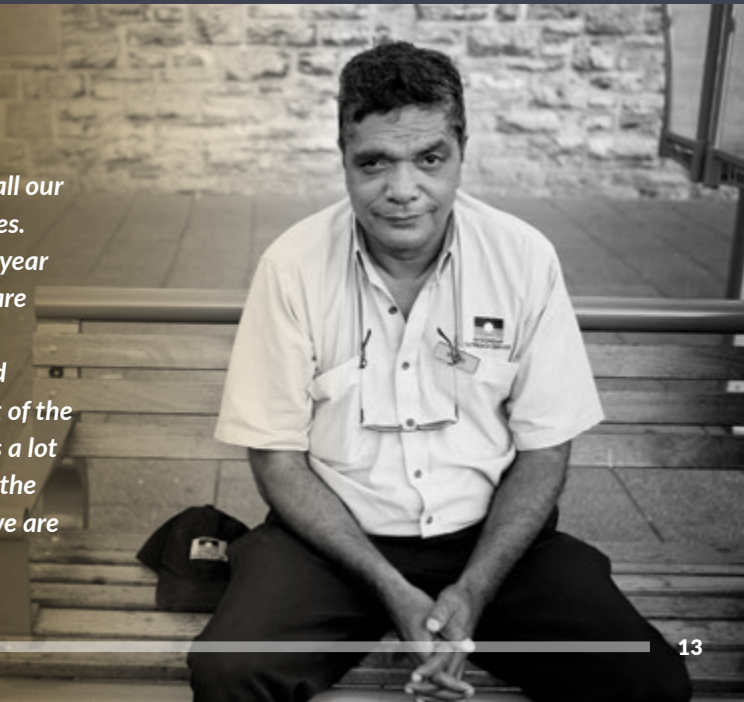
and displaced members of our community. During my term of leadership, I have had to destigmatise our service not because we have had a negative impact but because our stakeholders needed to adjust their view of what a frontline service to Aboriginal people in Perth should be. In the early days, many thought we were a security service. I made sure we had uniforms and vehicles identifying us. It took many, many years of consistent work to confirm to our stakeholders that we are a support service, not a security service.

For us security was to our community, through our Nyoongar ways of working - our cultural security - where our focus was on people, not buildings and businesses. We have a legacy that we continue to lean into and build from. Over the years, we have had to continuously develop our strategies to work closely with our people, our staff and our stakeholders to enable us to understand and address increased complexities and demands for services from our most vulnerable Nyoongar Whadjuk community members".



Danny Miller, Nyoongar Patrol Team leader in 2010

"On behalf of all the patrol officers we would like to thank all our clients for their respect of the patrol officers and our vehicles. We all feel as a family helping each other...This is my ninth year on the patrol. I enjoy my work. Sometimes the night shifts are hard going but knowing I am out there making a difference is rewarding. I miss family get togethers because Friday and Saturday nights I start work at 8pm to 4am and sleep most of the next day, getting ready for the next night. My family means a lot to me, and they understand my passion is to our people on the streets late at night. The Winter nights are very hard, but we are out there looking out for the welfare of our people".



THE ORGANISATIONAL HISTORY

Milestones

25 YEARS



Nyoongar Patrol System Incorporated

1997

- Aboriginal Advancement Council and a 'Project Inception Working Party' of Aboriginal community and other stakeholders identifies the need for an Aboriginal street level patrol service in Northbridge to address the issue of young people at risk on the streets.

1998

- Night patrols begin operating in Northbridge auspiced by the AAC and operating from its premises.



- There is some seed funding support from the Aboriginal Group Training Scheme, Aboriginal and Torres Strait Islander Commission (ATSIC), DIA and Lotterywest.

1999

- Perth Employment Enterprise Development Aboriginal Corporation (PEEDAC) provides 6 Community Development Employment Project (CDEP) positions to enable NPS to continue its services in Northbridge. Service management staff are working on a voluntary basis.

- Aboriginal Group Training Scheme abolished causing financial difficulties for the patrol service.
- Safer WA (Office of Premier and Cabinet) decides to fund an Executive Director leadership position within the Nyoongar Patrol. Previously all NPS management staff had been voluntary.

2000

- City of Perth becomes the first local government authority to engage the Nyoongar Patrol to provide services in its local government area.

- CDEP positions allocated to the Nyoongar Patrol increase to thirty five, thereby enabling an expansion of services. In September NPS commenced a patrol service within the City of Vincent to address issues around Birdwood Square in Highgate. Within a short period of time the problem was noticeably reduced.

- NPS works with other agencies to develop a Priority Action Plan.

- The formerly independent Swan Community Patrol in Midland merges with the Nyoongar Patrol.



2001

- Nyoongar Patrol Systems Inc is incorporated on 28 November as a not-for-profit organization with concessionary tax status under the Aboriginal Councils and Associations Act. The organizational structure provides for an elected all Aboriginal Executive Board. Board members are elected for three year terms.
- NPS and City of Perth jointly win a Community Services Award for "working in partnership". NPS wins Australian Institute of Criminology.
- 'National Australian Violence Prevention Award'.

- In 2001 Jack Busch from the Department of Premier and Cabinet, reported on issues of crime and anti-social behaviour in Northbridge.

- Issues of anti-social behaviour and crime in Northbridge are attracting considerable adverse media, public and political attention.

- City of Perth funds NPS to provide services in Forrest Chase and Wellington Square, supplementing CDEP wages funding.

2002

- NPS secures DIA funding for three full time administrative positions.

2003

- Wayallup Moort Patrol established by NPS in Fremantle in partnership with the City of Fremantle and under the leadership of a local Aboriginal Steering Committee.
- Fremantle and Central Challenger TAFE Colleges, in partnership with NPS, develop training resources for patrol workers.
- Nyoongar Patrol expands service to five locations: *Northbridge and Juvenile Aid Group (JAG) *City of Vincent *Fremantle *Midland *Perth City/Forrest Chase.



Moort mobile a hit

by JO BURNETT
FREMANTLE'S Walyalup Moort now has its own set of wheels.
The Free arm of the Nyoongar Patrol bought a bus last month and will use it to give social or welfare support to indigenous people who need it, says patrol boss Maria McAtackney.
Ms McAtackney says Walyalup runs in the same way as Perth city patrols, taking young kids off the street, transporting the intoxicated to sobering up centres and arranging welfare support.





2004

- The number of CDEP participant positions with NPS grows to forty four: nineteen in Northbridge, fifteen in Midland and ten in Fremantle.
- Department of Child Protection (DCP) provides funds for a part time Frontline Youth Outreach Officer position to engage with children and youth in Northbridge.
- ATSIC and subsequently its administrative arm ATSIS are abolished. This had been an important source of patrol funding to this point. The Department of Attorney General's now assumes responsibility for the 'Law and Justice' function formerly established by ATSIC and administered by ATSIS.

2005

- City of Perth decides to cease its NPS funding.
- Walyalup Moort and Swan Patrol Merged with Nyoongar Patrol System Inc.
- NPS maintains patrols with funding support from DIA, DCP and the Attorney General's Department.
- NPS reliance on CDEP reduced by creating fulltime positions with the funding support of the then Department of Employment and Workplace Relations (DEWR).
- NPS decides to re-brand the organisation as an 'outreach service', rather than a security service.

2006

- The Federal Government abolishes CDEP in urban centres such as Perth. NPS restructures its services. With the assistance of DEWR, ten full time Frontline Outreach Officer traineeship positions are created.
- City of Vincent increases its NPS funding to a level equivalent to one full-time Frontline Outreach Officer position. The City of Vincent also provides the Patrol with a 2-way radio to enable communication with City Ranger Services.

2007

- NPS makes a strategic decision to build closer working relationships with key stakeholders such as the City of Fremantle, City of Vincent, Department for Child Protection (Crisis Care), Kilara Services, the Sobering Centre, Anawim Women's Refuge and the Western Australian Police Service (WAPS).

2008

- DIA, DCP, Attorney General's Department, the Department of Education, Employment and Workplace Relations (DEEWR), City of Vincent and City of Fremantle are all now committed financial partners.
- Commenced providing services to Crown Perth.

2009

- NPS makes strategic decision to conduct some joint patrols with other services such as local government rangers and Centrelink outreach staff responsible for ensuring that homeless people receive their entitlements.
- NPS makes a strategic decision to focus on more active promotion of the service.

2010

- Two Senior Supervisor positions and one Team Leader position are created within the NPS staffing structure to better manage the operation of patrols.
- A Partnering Agreement is signed with Save the Children Fund.

2011

- NPS services extended to South-Eastern and Northern Rail Corridors, with new funding secured from a Proceeds of Crime Confiscation.
- Grant and DIA.
- NPS staffing level reaches 24, 17 full time and 7 casual.

2012

- NPS moves into new purpose built facilities at 35 Gladstone Street, East Perth.
- An independent evaluation of NPS services is completed to guide board decisions in relation to the future direction of the service.
- Nyoongar Return to Country project funded by DCP for 1 year.

2013

- Implementation of the recommendations of the independent report (Scougall Report) commences with amendments to financial and delegation arrangements.
- 27 homeless clients assisted through the Nyoongar Return to Country project.

2014

- NPS became a member of WANADA and commenced a review of all policies and procedures.
- Updated Operational policies and procedures are released.
- The Attorneys General and DEEWR funding agreements end during the year. The Commonwealth Attorney General was a major financial contributor to NPS.

- Focus on capacity building including creation of new administrative roles and maintenance of a targeted training program for staff.
- Updating of information management systems and processes provided for more reliable and accessible information to support reporting and management functions.

NYOONGAR OUTREACH SERVICES

2015

- NPS changes its name to Nyoongar Outreach Services to better reflect the services provided in response to client needs.
- Nyoongar Outreach and Mission Australia sign a Memorandum of Understanding to work together for the benefit of clients and to improve cultural capacity in the sector.
- Dept. Prime Minister and Cabinet fund a two year project, the Youth Engagement Support project, to provide intensive case management to at-risk youth under the Indigenous Advancement Scheme. Two new positions created to facilitate this project and specialist training and mentoring service appointed to support the function.
- 2015 Constable Care Child Safety Award (Government Category) winners with the other Youth at Risk Strategy partners.
- Funding arrangements reviewed and renewed with DCPFS, DAA and DAO.
- Nyoongar Outreach became a partner with Ruah and others in the 50 Lives 50 Homes project.
- Employsure appointed as an external support for human resources and industrial relations.
- A new Employee Handbook, Occupational Health and Safety, Administration and Financial Management Policies are released.
- A new structure separating the strategic and operational areas of the business and providing for case management is implemented.

2016

- Nyoongar Outreach reviewed the outreach patrol model and introduced a roaming outreach service model.
- Prof. Harry Blagg (UWA) was appointed to conduct an independent review of the new Youth Engagement Support project establishment process and project outcomes.
- Five year strategic planning process was completed.
- A working agreement with PTA has been put into place.
- Nyoongar Outreach installed solar power to the building.
- Nyoongar Outreach reviewed the outreach patrol model and introduced a roaming outreach service model.
- Prof. Harry Blagg (UWA) was appointed to conduct an independent review of the new Youth Engagement Support project establishment process and project outcomes.
- Five year strategic planning process was completed.
- A working agreement with PTA has been put into place.
- Nyoongar Outreach installed solar power to the building.

2017

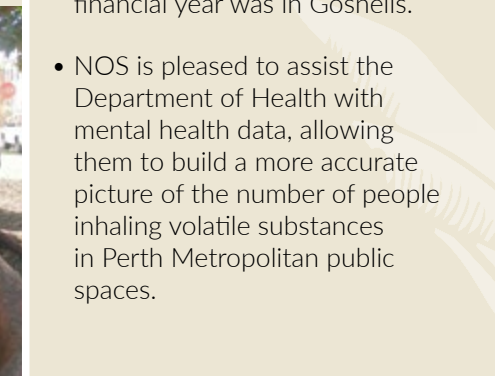
- NOS recognised by Department of Communities and WACOSS as a finalist in the medium size organisation 'Community Service Excellence Award'.
- 2017/18 was a challenging year for NOS with uncertainties due to the merging of Government departments and the sunset clause coming into effect for Community Patrol Programs in 2018.
- NOS met with Commissioner for WA Police Force, Chris Dawson and was briefed on the new policing structure and working relationship with our organisation. A 'Partnering of Understanding' that specifies our roles and responsibilities was endorsed.
- NOS purchased the adjacent building to NOS headquarters in East Perth. This new purchase has seen NOS capital asset base grow to three million dollars.
- City of Bayswater has increased our capacity to deliver additional services within their local government area. The Royal Perth Hospital Aboriginal Acute Care Coordination Team increases our capacity to provide safe transport to clients for medical appointments through their coordination. An additional service implemented this financial year was in Gosnells.
- NOS is pleased to assist the Department of Health with mental health data, allowing them to build a more accurate picture of the number of people inhaling volatile substances in Perth Metropolitan public spaces.

2018

- In 2018 NOS received international recognition for our service by author Patrick Sharkey when we featured in his publication Uneasy Peace: the great crime decline, the renewal of city life and the next war on violence, supported through the New York University and University of Western Australia Law Schools.
- NOS embarked on the renovation of office space adjacent to the current office. The neighbouring facility is designed to become a Nyoongar community service hub, providing the space needed for future growth, accommodating clients, stakeholders and business partners in a purpose-built environment.

2019

- The fit out of next door of culturally competent with meeting rooms, counselling booths and a reception area was finalized.
- NOS experienced significant external impacts on our service with COVID-19 restricting client face to face access and the Black Lives Matter campaign highlighting our need to remain united in addressing all forms of racism.
- The extension of funding contracts until June 2020 providing NOS another year of financial stability. NOS was proactively engaged in new forms of data collection for the Department of Communities, to confirm the immediacy of care we give and knowledge we have, of the client service needs in the metropolitan area.
- NOS was contracted by Department of Communities and the Metropolitan COVID-19 taskforce to assist in returning to country.
- 30 Aboriginal persons were assisted directly by NOS to return from Perth to their home in remote communities in Late March of 2020, before the first COVID-19 lockdown.





Youth
Engagement
Support



Michael Wood

Operations Manager
MBA, BSocSc. (Youth Work)

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 Trial Program.

I am pleased to provide this overview of NOS operations for the 2022/23 year. NOS continues to provide a comprehensive range of services that are dynamic and meet the complex ever-changing needs of our clients, community, and the 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:

- Distribution of homeless resources including blankets.
- Continued 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.

2020

- NOS continued to experience the impacts of COVID-19. Despite this, as an essential service, NOS continued to meet our client's needs and our contractual service agreements.
- NOS maintained its contracts for the Aboriginal Acute Care Patient Transport with the East Metropolitan Health Services and Cyrenian House for client transport to Kongal-boyal Wirim withdrawal unit in Nannup.
- 2020/21 marked the five year milestone of NOS's Youth Engagement Support (YES) Program which grew from police and justice diversion service to a comprehensive and holistic case management program for young people who are or at risk of being under statutory care or custody orders.
- The YES service began operating out of NOS's new facility beginning a new chapter transitioning from 100% outreach to forming in-reach services.
- The extension of funding contracts until June 2021 provided another year of financial stability.
- This year saw the emergence of Fremantle and Perth tent cities with Homeless persons displaced by COVID-19 and other factors including the shortage of many housing alternatives in Perth.
- A New app-based data system was implemented- All clients are managed through a centralised data base which connects their social impacts with a range of specialised service providers to assist staff in timely referrals. NOS is now completely integrated with the Department of Communities online data software called connect app.

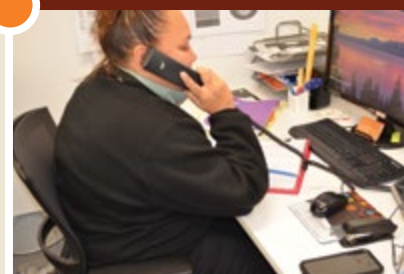
2021

- Development of majors strategic, foundational and guiding documents for 'NOS Blueprint Change Management Plan' and the 'NOS Strategic Direction 2021- 2031'.



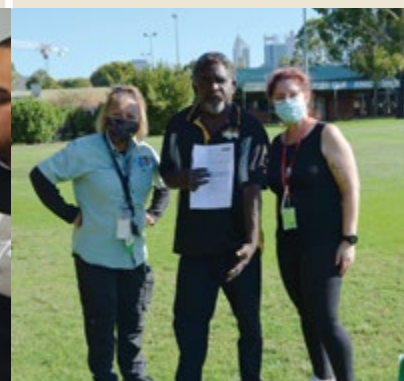
2022

- Consolidation of all NOS programs and service areas post Covid and instruction of new technology interactive whiteboards.
- Implementation NOS vulnerable populations COVID-19 vaccination.



2023

- Expansion of YES program for 2x additional youth workers, a social worker under pilot 'home safe Program and Northbridge Youth at Risk Strategy, funded by the Department of Communities.



TECHNOLOGY

NOS continues to equip, implement, and utilise the latest tools available to assist our staff in their role in helping the community. This year saw an upgrade in iPhones and iPad's along with hands-free devices and charging points installed throughout our fleet.

ASSETS

In 2023, NOS was able to purchase four new iPad's for use by both our general and youth outreach staff, as a tool assisting engagement with our clients.

NOS continues to use its fleet of eight Toyota Tarago vans. The distinctive Tarago model platform has been used by NOS since 2000; however in 2019 production of the Toyota Tarago was discontinued. As Toyota does not have any similar replacement to the Tarago on the horizon, future annual reports will most likely herald a new model and marque. With the expansion of the new Homesafe Trial through our Youth Engagement Service, requiring additional home visits and family support, NOS purchased a new Mazda CX5 vehicle. This has been branded with NOS' distinctive branding to promote our service in the community.

DONATIONS

This year our donations comprised of material donations of blankets and beanies along with the 'Essential for women' care packs and toiletries which are distributed to our at-risk and homeless clients. NOS also gratefully received a further donation from Fair Game Australia of re-furbished sporting goods for use by clients of our YES Program.

NOS also received a donation of re-furbished iPads from Martin Brower Australia.

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 GoFundMeDONATIONS link on the NOS website. This year NOS' total combined donations from GoFundMe were \$2,040. This figure was a decrease from the previous years. 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 items for educational, sporting and recreational support for our youth engagement clients.

COMMUNITY EVENTS

This year NOS celebrated NAIDOC and its theme which was 'Get up! Stand Up! Show Up!' in-house with staff on 7th July 2022. Outreach staff utilised the opportunity to attend NAIDOC events throughout NAIDOC week whilst in the course of their duties in various metropolitan locations that NOS covers, to network with clients, family and agencies.

OUR OPERATIONAL HIGHLIGHTS

NOS this year, continues to demonstrate itself as an organisation that instils cultural safety, and nuanced and dynamic solutions to complex issues experienced by the community, for our stakeholders and all tiers of government and community. Despite staffing challenges post-COVID, which globally translated to significant movement of workforce, NOS has been able to maintain all its services and in fact, expand despite these obstacles. Excitingly, this year for the first time, NOS was able to appoint a multidisciplinary team to assist our most at risk young people, with the addition of a social worker/case manager and two additional youth workers. This was followed up with extensive and ongoing recruitment in our general outreach areas to bolster our services provided to adults at risk in public spaces. We were even able once again to implement a trial response to the WA Syphilis outbreak response with WA Health and the WA Primary Health Alliance.

Moorditjminjy 'becoming strong'

Our Key Achievements

SUMMARY OF OUR OPERATIONAL HIGHLIGHTS THIS YEAR:

- No business days lost due to COVID-19 or illness shortages.
- Maintained NOS as an essential frontline outreach service throughout the COVID-19 2022-23 year, providing continuity of all services for our at-risk clients.
- Increased our overall client engagement in General Outreach from 20,194 in 2021/22 to 29,604 in 2022/23 – a 47% increase.
- YES Program Case Management home visits increased from 165 in 2021/22 to 495 in 2022/23 – a 200% increase.
- With the start of the Homesafe trial (December 2022) we increased off-street processing of children at risk to 65% of youth transports in comparison to the previous year, when 95% of transports were from Youth beat. This was to reduce interaction with WA Police and other agencies, with NOS able to provide culturally safe and more streamlined support of children at risk.
- Maintained the all-Aboriginal staffing complement in all NOS frontline services.
- Operated a full staff training calendar which included First Aid and De-escalation training.
- Employed an additional three youth engagement workers and a social worker/case manager to expand our Youth Engagement Service to include a Homesafe trial. This enabled culturally responsive street-based outreach, transport and case management services for Aboriginal families, children and young people, and additional youth and family support.
- Added provision of a WA Syphilis outbreak response to our already comprehensive suite of services assisting our at-risk communities.

2022-2023 OUTREACH INTERVENTIONS SNAPSHOT

↑ DENOTES AN INCREASE FROM PREVIOUS YEAR.
↓ DENOTES A DECREASE FROM PREVIOUS YEAR.

↑29,604
CONTACTS

14,354
MALE

15,250
FEMALE



↑2,419
YOUTH
CONTACTS

↑27,185
ADULT
CONTACTS



49 YES
Clients



↑495
YES
Program
Client visits

↑447
WA Police
Force contacts



↑965
Security Officer
contacts

↑365
business
engagement
contacts

↑318
contacts with
Camera Room

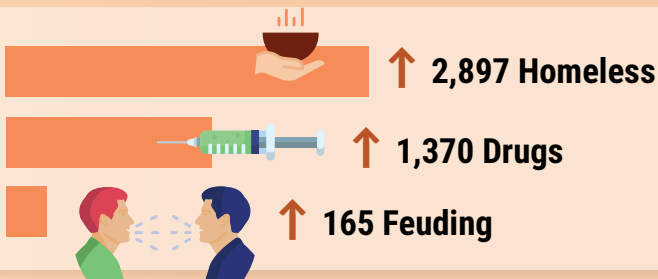


2022-2023 OUTREACH INTERVENTIONS SNAPSHOT



↑ 874
Mental
Health

↑ 122 Volatile
Substance Use
(VSU)



↑8064
ALCOHOL



↑
Provided
100
women's
care packs



471
local
council
contacts



39 WA Public
Transport Authority
(PTA) contacts



↑112 referrals to
St Vincent De Paul Society's
Tom Fisher House

49 Street
Chaplain
contacts



500
anti-bacterial
sanitisers
distributed



200
Rapid Antigen Tests
distributed

200
Blankets
distributed



↑50
Swags
distributed



25
missing
persons assisted



↑11
Return to
Country
facilitated



Buljya *'Firmly united'* 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.

NOS PARTNERSHIP PROGRAMS ARE SUMMARISED IN THE TABLE BELOW

PARTNERSHIPS PROGRAMS	SERVICE REACH	RESOURCE ALLOCATION	ANNUAL ACCUMULATIVE CLIENT CONTACT
Aboriginal Acute Care Coordination Team (AAGTT) 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.	294 Patient transports compared to 246 the previous year, an 19.5% increase in activity. This comprised of 288 return transportation, 6 one-way transfers and 9 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.	186 client contacts referrals over this time with an accumulative highest count of 114 referrals to Tom Fisher House, 72 referrals to homelessness agencies. This is a 15.5% increase from last year's count of 161.
Intensive Case Management of at-risk Youth, funded by the Commonwealth National Indigenous Australians Agency - Indigenous Advancement Strategy.	5 weekdays and weekend.	3 staff during the day as part of the youth engagement support team	49 clients over this time. They were supported with 495 home visits , 65 care packs, 1298 referrals, and agency interactions and 26 care through transportations.
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. With inception of Homesafe trial December 2022, this increased to 4 staff and Social worker/case manager during the day as part of the Youth Engagement Support team plus outreach teams	2,419 contacts with children and young people compared to 2,786 in the previous year a 13% decrease. This count is representing, 25 12-14 year olds and 2394 15-18 year-olds 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 29,604 contacts for the financial year, compared to 20,194 in the previous representing an increase of 46.5%.
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.	122 contacts with clients presenting with Volatile substance use, a slight increase of 13% from the previous year. 1370 contacts overall were impaired by drug use / misuse compared to 569 in the previous year; representing a 141% increase.
Crown Perth	Two nights per week and other events as requested.	Four staff and a transportation van available on request by Crown.	3,723 client contacts this financial year was a 60% 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	To maintain linkages to service and promote harmony with the general community.	3 to 5 days per week 2 staff per shift.	11,048 client contacts within the four local governments seeking assistance with sobering centres, housing, and welfare services.
WA Primary Health Alliance-vulnerable populations	At risk Aboriginal community living in public spaces	2 days per week over a 2-week trial period and various pop-up clinics	68 vaccines and client contacts to dispel myths, mis-information and dis-information regarding vaccines, sexual health education

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

The State Government's main area of support for NOS is through the Aboriginal Community Connectors partnership. The Connectors Program is an initiative that is delivered by Aboriginal people for Aboriginal people with strongly based service design and delivery. It is strategically aligned to:

- State Commissioning Strategy for Community Services
- Communities Commissioning Plan
- Communities ACCO Strategy
- Aboriginal Empowerment Strategy WA 2021-2029
- Delivering Community Services in Partnership Policy

NOS also delivers projects that align with several other State Government areas. NOS provides a significant contribution as an ACCO working with all levels of government and community services, with the aim of improving the lives of at-risk young people.

This includes use of the 'At Risk Youth Strategy 2022-2027' and key initiatives to support the lives of at-risk Young People, including the specialised areas of:

- Mental health
- At risk youth
- Drug and alcohol.

The Strategy aligns with key initiatives across government to better support and improve the lives of at-risk young people, including the 'Young People's Mental Health and Alcohol and Other Drug Use: Priorities for Action 2020–2025', the 'State Disability Strategy 2020–2030', and 'All Paths Lead to a Home: Western Australia's 10-Year Strategy'.

NOS also plays a significant role in supporting our people affected by Alcohol and other Drugs (AOD), assisting with access to a range of treatment options. NOS does this predominantly through its partnership with Cyrenian House and our direct role providing a culturally competent transport service to the Nannup Residential Community facility, along with knowledge and input into cultural safe design of a proposed Immediate Drug Assistance Coordination Centre (IDACC). Our roles in this aligns with:

- The WA State Priorities Mental Health, Alcohol and Other Drugs 2020-2024
- Western Australian Mental Health, Alcohol and Other Drug Services Plan 2015-2025



- WA Alcohol and Drug Interagency Strategy 2018-2022
- WA Methamphetamine Action Plan
- The WA Mental Health Promotion, Mental Illness, Alcohol and Other drug prevention Plan 2018-2025.

NOS' 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' partnership with the Department of Communities began in 2007 and continues to be defined by a Service Agreement for night outreach and the 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' partnership with the Department of Health is also defined by a Service Agreement to deliver a culturally safe 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 through 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. 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.

The 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. The main Commonwealth areas that NOS aligns its strategy to are:

- The Indigenous Advancement Strategy (IAS)
- National Agreement on closing the Gap
 - Priority Reform Two: "Building the Community Controlled sector"
- National Drug Strategy 2017-2026
- National Alcohol Strategy 2019–2028.

PRIVATE ENTERPRISE

NOS and Crown Perth have been partners since 2013. Crown is NOS' most significant private enterprise supporter and NOS provide a night service, assisting Aboriginal persons at risk in Crown's entertainment precinct.

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 Crown Perth
Rehabilitation Referrals, transports & Cultural Competency Services	Cyrenian House
Northbridge Youth at risk 'Homesafe Pilot'	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	WA Primary Health Alliance- vulnerable populations funding 2-week trial
Development of NOS service blueprint	Department of Communities Aboriginal Community Controlled Organization (ACCO's) Capacity building grant

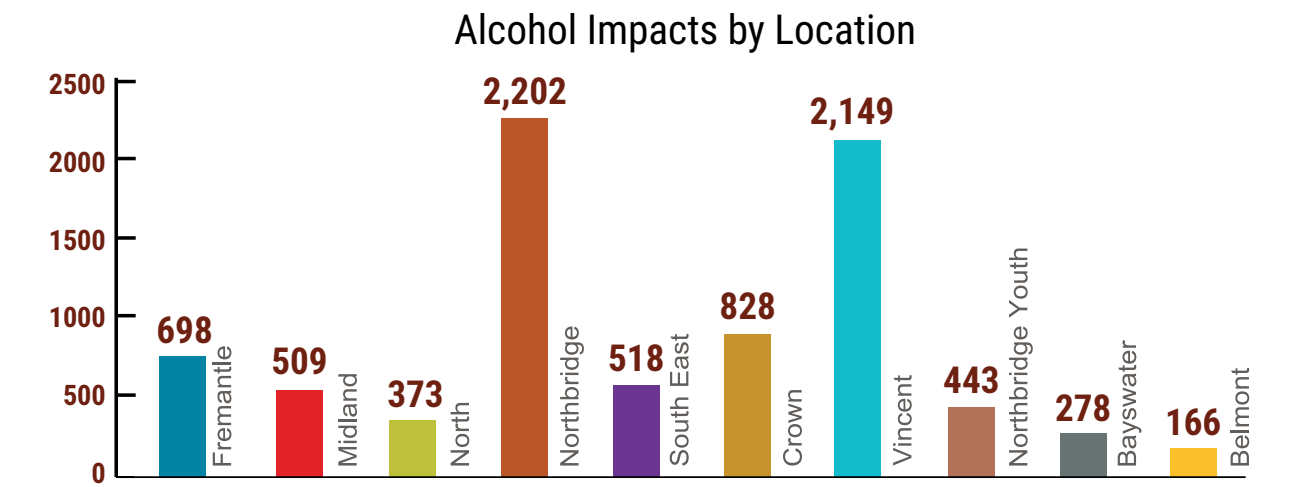
PLACE BASED SERVICE IMPACT

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	7%	134
Belmont	two half days	2	7%	85
Crown Perth	two nights	2 to 4	13%	19
Fremantle	three days	2	9%	317
Northbridge Adult	two nights	6 to 8	17%	793
Northbridge Youth	two nights	6 to 8	8%	2
North	three days	2	8%	124
Midland	three days	2	10%	147
Southeast	three days	2	8%	106
Vincent	five days	2	13%	758

ALCOHOL IMPACTS BY LOCATION

This year continued the 2021-22 trend post-COVID of an increase in alcohol use in public spaces. Compared to the previous year there has been an overall increase of 43% and 2854 more reported contacts with those impacted by alcohol. Alcohol intoxication continues to be the most prevalent condition representing 8064 contacts and totalling to 60% of all contacts in 2022-23. Alcohol reported impacts by locations is outlined in the table below.



PERSON-CENTRED SERVICE IMPACTS

OUR TARGET GROUPS

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

- Unsupervised young people in public spaces who are at risk and in moral danger
- People seeking safety in conflict resolution, mediation and transport diversion
- People needing referrals and

information to build their own sense of stability

- People who are at risk: likely to come to the attention of Police
- People likely to come into conflict/ fighting, in danger from predators
- People who need to go to safer places
- Itinerant and Homeless persons
- Unsupervised young people who fall under the State Youth at Risk Youth Policy

- Young people referred under section 41 of the Children and Community Services Act 2004 - section 41

- Family members of the above seeking referrals and follow-up support

We also provide an intensive case management service to young people needing support through our Youth Engagement support Program.

Coolungarras ‘youngsters’ Youth Engagement Support (YES) Program



For seven years now and 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.
- An active partner to the Northbridge Youth at Risk Service initiative.
- Linking and providing input with youth agencies to enable improved access to constructive activities for young people.
- 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 achieve identified goals.
- Conducting daily home visits over three days.
- Maintaining rapport with young people if they are in Banksia Hill.

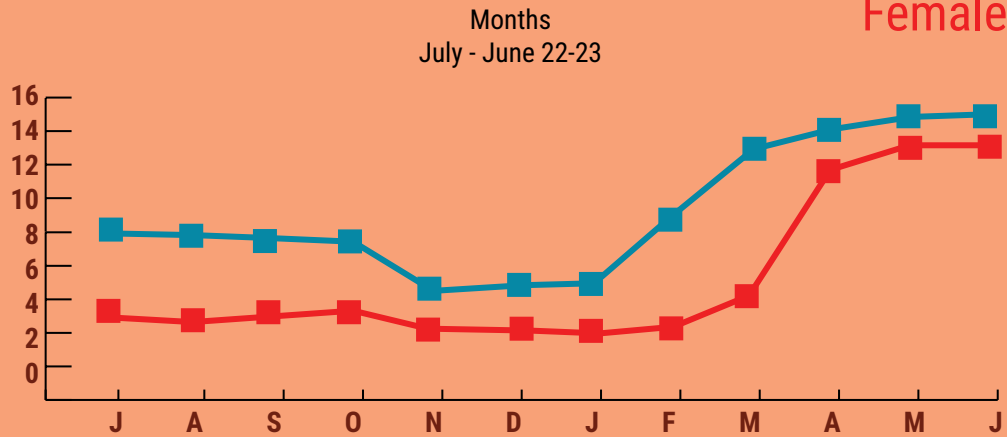
YES, works across all NOS’ service footprint and spectrum of services to make sure children and young people’s exposure to harm is significantly reduced. Clients in the YES Program are 13 years or older, classified as either open cases (in contact), active cases (requires high impact regular contact),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

This year with boosted with extra funding from the Department of Communities NOS was selected for a trial Home Safe program which is focused on providing an integrated approach to prioritising the safety and wellbeing of unaccompanied children and young people frequenting the Northbridge area on weekend evenings.

As part of the program, NOS for funded to enable additional culturally responsive street-based outreach, transport and case management services for Aboriginal families, children and young people and additional youth and family support.

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

YES Client Load



OUR 2022- 2023
YES PERFORMANCE
DASHBOARD

The table below is a cumulative financial year count of the range of support services we have offered our clients.

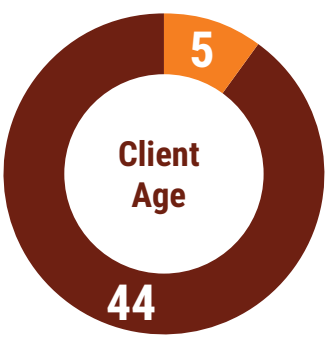
Types of Youth Interactions



49 Youth
case load



5 Clients 12-14 yo 44 Clients 15-18 yo



100% needing
emotional
social support

1,298 Agency interactions

an increase from
565 last financial
year count

4 HOURS
MEAN AVERAGE
duration of
weekly contact

275 Phone Calls



90 young people
street processing
transports



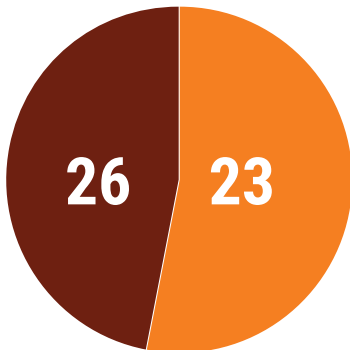
161 safe house
diversion transport



Provided
56 youth
care pack
resources



26 OPEN CLIENT CASES
at 30 June 2023



23 CLOSED CLIENT CASES



HOME SAFE TRIAL

The prevalence of young people, unsupported and not under the care of a guardian in entertainment precincts such as Northbridge continues to be a significant concern of Government and the community. In December 2022, NOS was provided with more resources to expand its role, working in partnership the WA Police, Mission Australia, and the YouthBeat service to launch the Home Safe trial program. With extra funding from the State Government, NOS was able for the first time, to employ a fulltime Social Worker/ case manager to expand our intensive case management of children at risk who come into contact with NOS. Funding through the Homesafe trial also enabled the appointment of two additional youth outreach workers. Since the trial launch, every child that came through YouthBeat elicited a follow up home visit during that week from one of our youth workers to assess support needs for the child and family. In close conjunction with our social worker/ case manager, the youth workers develop comprehensive case management plans for each child that guides our ongoing support for the child.

A continued major focus of YES is the engagement of at-risk young people and keeping them connected, whether it be to schooling, family, training, education or recreational pursuits.

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

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 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 re-engaging in secondary school can often 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

The following barriers were faced by the young people in contact with NOS, with the majority of cases dealing with any of the below combinations of barriers 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 clients' barriers and behaviours, the YES team works hard to overcome barriers and act as conduits and bridges to support the young person to tap into and realise their own personal development goals.

Low case numbers in December 2022 and January 2023 were indicative of scaling up staffing with the inception of the Home Safe trial and challenges in staffing that were overcome in early 2023.

We maintained a minimum of 10 active cases throughout. Our peak case load occurred in May and June with 26 clients. This financial year we increased the client case load capacity in February, with the employment of two extra youth outreach workers and a social worker. This is reflected in case load numbers increasing month on month from February 2023 onwards and stabilising in May and June 2023 with a case load of 26 clients.

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.



Corpus Christi students with Nyoongar Outreach Service staff – Winter packs donation.

YES FACILITATED AGENCY REFERRALS AND INTERACTIONS:

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

PRIMARY AGENCY INTERACTIONS			
Welfare	Learning	Sport and recreation	Justice
<ul style="list-style-type: none"> Centrelink-Services Australia 9 YES transports 26 YARS transports 161 	<ul style="list-style-type: none"> Communicare Academy 74 Waalitj 9 SMYL 8 Youth Futures 4 Belmont Community College 2 Dept. of Ed 23 Carey Training 13 Yulebrook College 30 St Francis School 8 	<ul style="list-style-type: none"> Fairgame 7 Kidsport 8 	<ul style="list-style-type: none"> Juvenile Justice & Banksia Hill Detention Centre 10

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 their 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. 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 re-engage our clients back into school. We work in close collaboration with the alternative schools, providing intensive support to clients who have not transitioned to high school yet or have disengaged and are needing intensive emotional support. YES continues to foster strong networks and relationships and understanding between the client and alternative schools and their family to keep the clients connected in their schooling program.

Sport and recreation - the YES team, recognising a holistic approach to the overall care and wellbeing of our clients have been introducing clients to sport and recreational opportunities. This is an area we will continue to grow with some already good associations formed with Fairgame Australia, who provide sporting equipment to build the capacity of under-served communities to promote healthy lifestyles, and KidSport, which enables eligible children to participate in community sport with financial assistance. This has allowed several of our YES clients to get involved in sporting clubs and regular sport competition.

As NOS' Data and Administration officer, a role I have held since 2013, it is my role to ensure all data and statistics across all NOS' outreach service areas is collated. I am pleased to provide the collation of all following NOS data for the 2022-23 year.

Ephraim Nash

Ephraim Nash

Data and Administration Officer

B.A (Anthropology)



DASHBOARDS AND STATISTICS

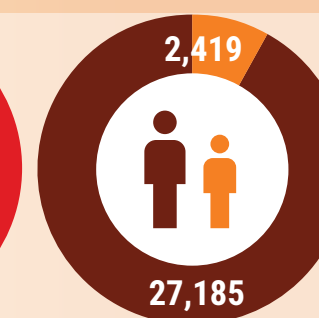
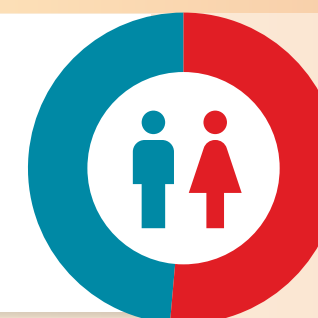
FY JULY 2022 – JUNE 2023 STATISTICAL SUMMARY

**29,604 total
CLIENT CONTACTS
across NOS service
locations**

**an increase from
20,194 the previous
financial year.**

**15,250
Female**

**14,354
Male**



**14,354
48% male
contacts**

**15,250
52% female
contacts**

**2,419
8% minors
contacts**

**27,185
92% adults
contacts**

Month to Month contact:

July: 1,717 | August: 1,913 | September: 2,015 | October: 2,290 | November: 3,691 | December: 3,439
January: 3,666 | February: 2,065 | March: 2,486 | April: 2,113 | May: 2,134 | June: 2,075

CLIENT IDENTIFIED CONDITIONS

**165 Feuding
(1%)**

**874 Mental
Health (7%)**

**122 Volatile
Substance Use (VSU)
(1%)**

**2,897 Homeless
(21%)**

**1,370 Drugs
(10%)**

8,064 Alcohol



(60% of contacts)



294 Aboriginal Acute Care (AACCT) Transports

294 total transports. 288 two way, 6 one way, 9 cab charges for clients with disabilities to utilise maxi taxis



251 Youth at Risk Strategy Transports

251 total transports, 161 of these were from the Youth at Risk facility. 90 were assisted through HomeSafe accessing NOS off street transports



9 Cyrenian House Nannup TC Transports

July 2, Aug 1, Sept 1, Nov 2, Dec 1, Mar 1, April 1

GENERAL OUTREACH TRANSPORTS

Types of Transport



19 to hostels/
refuges



374
home



6 to Social
Services



11 to
hospitals/
medical



Return to Country:
11 Clients returned home. 1 to Geraldton,
3 to Carnarvon, 4 to Kalgoorlie, 3 to Meekatharra



36 to the
Sobering up
Shelter



Tom Fisher
House
Referrals:
114 total

OUTREACH SERVICES SUMMARY

WHERE	CONTACTS
Northbridge	5,123 total contacts, a 61% increase from 3,185 in the previous financial year
Northbridge Youth	2,451 total contacts, a 12% decrease from 2,786 in the previous financial year. Transports were 162 from 142 from the previous financial year, a slight increase of 14%
Vincent	3,780 total contacts, 39% increase from 2,728 in the previous financial year
Fremantle	2,678 total contacts, a 6% increase from 2,531 in the previous financial year
North	2,043 total contacts, a 13% increase from 1,802 in the previous financial year
Southeast	2,453 total contacts, a 53% increase from 1,601 the previous financial year
Belmont	2,122 total contacts, a 70% increase from 1,248 the previous financial year
Bayswater	2,468 total contacts, a 103% increase from 1,215 the previous financial year
Midland	3,063 total contacts, a 305% increase from 756 the previous financial year

CLIENT DATA

NOS financial year data confirms we had 29,604 client contacts, 9,410 clients more than last year, a 47% increase. Post-COVID, there has been a resumption of client contact higher than or similar to pre-COVID.

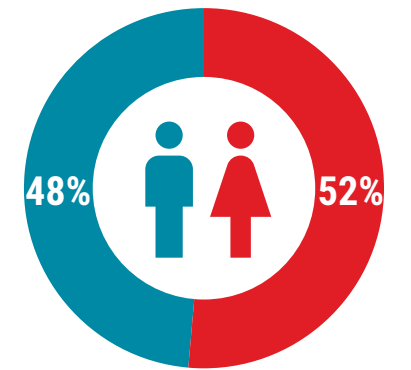
92% of NOS contacts were adults, totalling 27,185. 8% were youth aged 12–18 years. Most of our interactions with young people were through our nighttime outreach in the Northbridge area. This year noted a decrease in young people presenting in Northridge with 2,253 contacts, which was 533 less than last year's total of 2,786, a decrease of 19%. Increased police presence, NOS and other agencies concerted efforts to deter children at risk to choose safer alternatives, rather than presenting in entertainment precincts are all factors which may account for the apparent lower presentation and contact with children in Northridge, which is a positive development.

Whilst overall our client contacts were higher, our client gender demographic this year appeared to follow year on year trends of close to a 50/50 split with slight variations. This year NOS interactions were with 15,250 females (52%) and 14,354 males (48%). The distinction this year was that our female client cohort increased in comparison to males from last year. Our client contacts last year were 9,725 females (46%) and 10,469 males (54%).

WHEN

The line graph below depicts the monthly trends of client contacts with comparison of this year to the last. Similar to seasonal trends showing decreases in the 2021-22 year, there were again some notable decreases of contacts in November and December. Likewise, in comparing the previous year to this year, there were increases in contacts steadily from July 2022 and some more dramatic increases from October 2022 - January 2023 and decreases thereafter. The increases may be attributed to more consistent seasonal trends recorded in previous years which show a pattern of increases in the lead up to busy summer and Christmas holiday periods up to New Year and lessening thereafter.

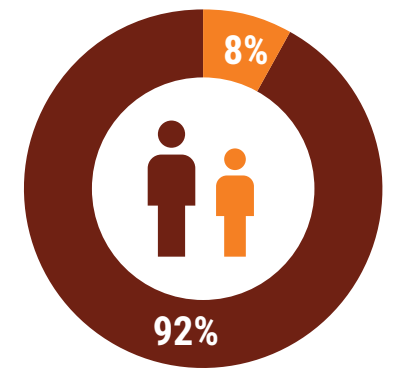
Age Demographic



14,354
48% male
contacts

15,250
52% female
contacts

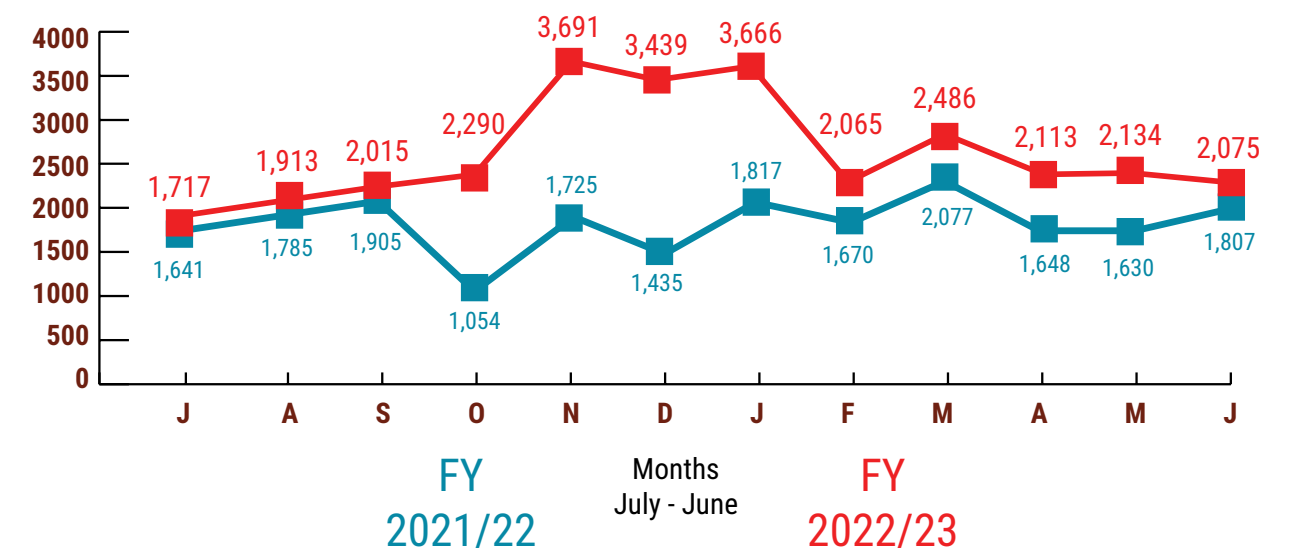
Gender Split



2,419
8% minors
contacts

27,185
92% adults
contacts

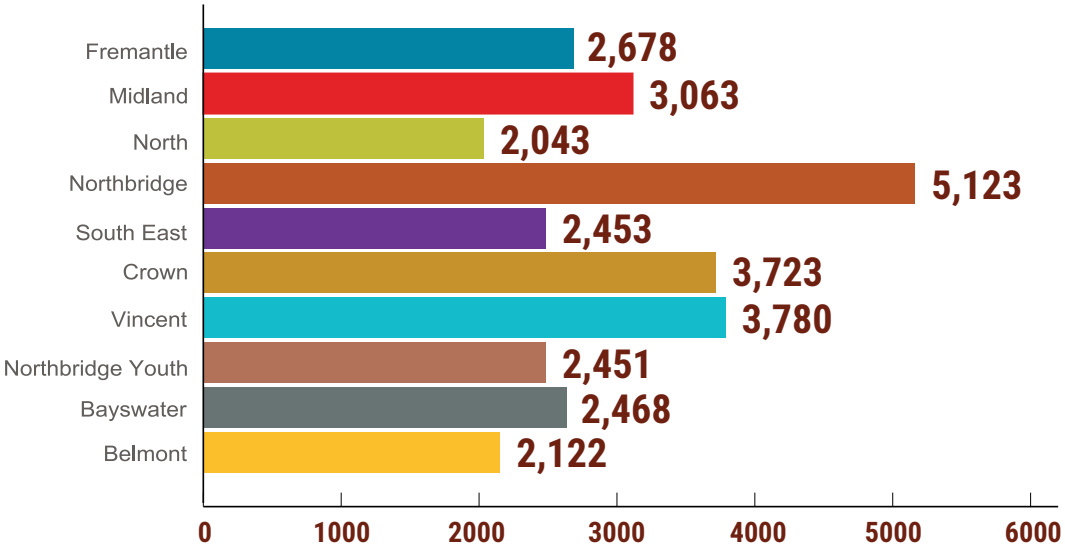
Engagements Month to Month



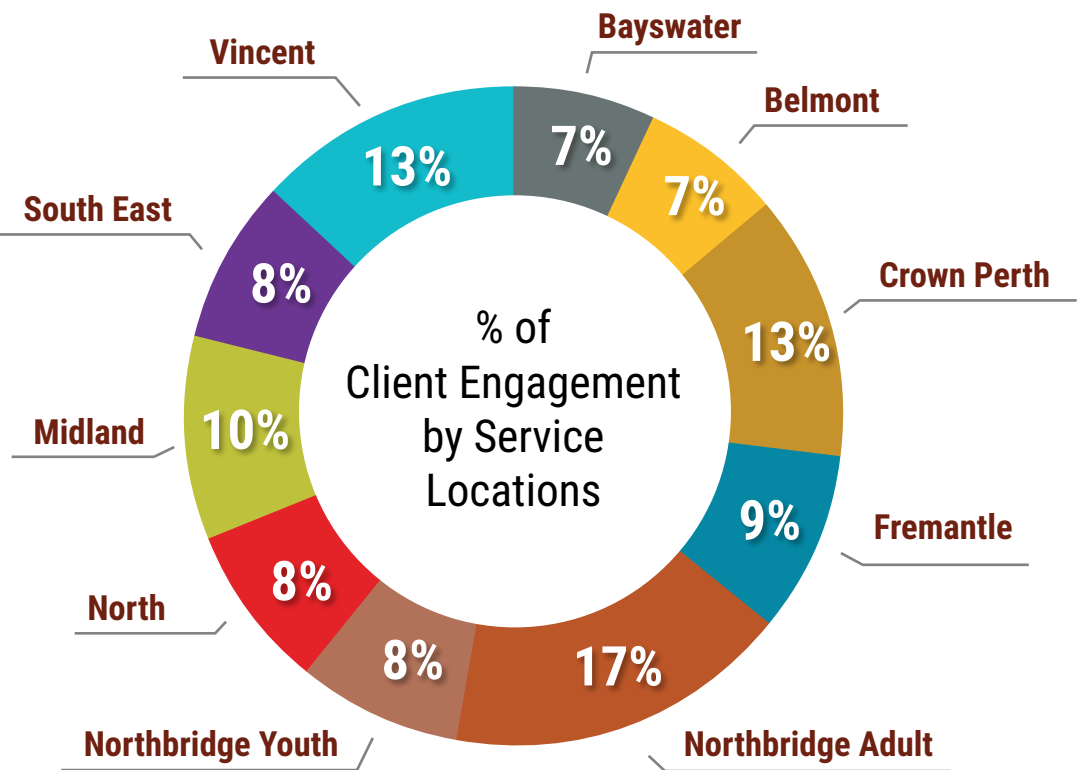
WHERE

The graph below depicts the number of contacts in each site location that NOS covers in Perth. This year across most sites, our numbers increased, and even increased higher than numbers experienced in previous years prior to COVID-19.

Client Engagement by Service Locations 2022-23



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. Whilst our total contacts increased overall this year, our percentage contacts this year were similar or on par with the previous year across most service areas. There were however slight decreases in Fremantle from 13% last year to 9% this year and decreases in Northbridge youth from 16% last year to 9% this year. In Midland, our contacts increased this year to 13%, from 3% recorded last year.



Ngulla mia ‘our place’

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 our First Nations 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.

The highest contact was with security (965), 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.

WA Police continue to be one of our primary contacts (447 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.

Local businesses are the next highest occurrence of contacts (365), often contacting NOS when people need assistance interacting with their customers or themselves. NOS also proactively engages with businesses and visits

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

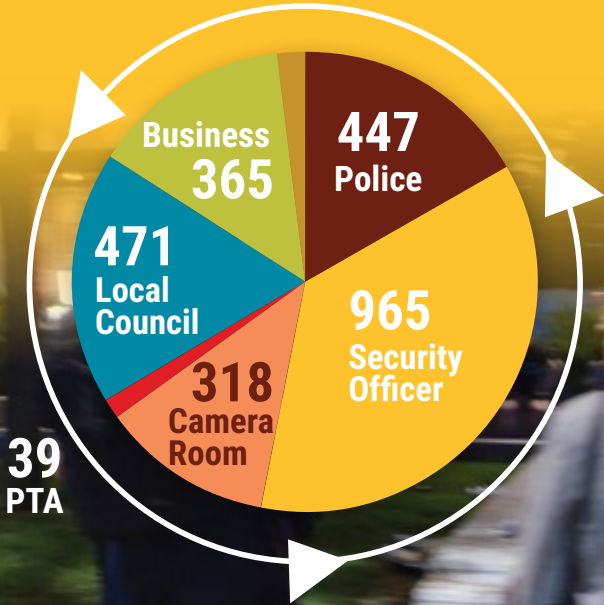
Camera room requests (318 occurrences) occur in the local sites that have CCTV coverage in public spaces and NOS is contacted by camera rooms or vice versa to quickly identify areas where NOS can provide assistance.

The Street Chaplains (49 occasions) and Public Transport Authority (PTA, 39 occasions) were engaged with, to identify issues and to assist with welfare matters for clients at risk. Street Chaplains engaged within the city in the Northbridge night precinct, and PTA contact emanated from young people often using trains as a popular and accessible mode of transport either to go to Northbridge or return home.

Working Together



49 Street Chaplains





NORTHBRIDGE

Northbridge continues to be NOS's largest contact site with 17% of all contacts (a total of 5,123 contacts, a 61% increase from the previous year which had 3,185). The Northbridge Adult contacts continue to be increasing in line with last year's trend.

43% of client contacts were alcohol related (2,202 contacts), 15% were homelessness (793 contacts). A total of 62 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. From December 2022 we had an additional team of two youth outreach workers funded through the Homesafe trial which increased our capacity and presence in Northbridge and also increased our client transport with at-risk youth, to take them home or to a safe place.

This financial year there were a total of 2,253 contacts over the 12-month period, a decrease of 533 from 2021-22. This year's count represents 8% of all NOS contacts. A total of 251 Northbridge young people required transports which was a 55% increase from last year.

CITY OF VINCENT

The City of Vincent is near the 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 continues to be one of our busiest sites with 13% of all contacts representing a total of 3,780 contacts. This is a 39% increase in the number of contacts compared to the previous year (2,728 contacts in 2022). 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 contact count for alcohol related matters was 2,149, representing an increase of 228% from the previous year, which was 655. The increase can be correlated to the increase of numbers experienced in all sites that NOS services post COVID, and to higher numbers of rural and remote Aboriginal people presenting at Weld Square and Forrest Park. The City of Vincent alcohol contact represents 26% of all alcohol contact across all sites, in 2022-23.

758 NOS clients were experiencing Homelessness in the City of Vincent. This represents 30% of all reported homelessness for 2022-23, with a total count of 2,897.

The lack of accommodation in Perth, tightening of the private rental market, and scarcity of public housing and crisis housing continued to be significant factors impacting our client cohort. NOS provided 76 care packs and 50 blankets/swags within the City of Vincent. A total of 199 transportations were provided from the City of Vincent in 2022-23, an increase of 116% from a total of 92 in 2021-22.

SOUTHEAST CORRIDOR

The Southeast Corridor stretches from Cannington down to Armadale. It was the area with NOS' fourth largest number of contacts totalling 2,453; representing a 51% increase from the previous year (1,626 in 2021-22). There were no contacts with children and young people in this location over this time. This location represents 8% of NOS site specific contacts, which was consistent with last year. A total of 20 transportations were provided this financial year, a decrease from 40 the previous year. There were 8 Volatile Substance Use (VSU) contacts, an increase of 6 from the previous year. The percentile has peaks and troughs when compared overall because the client numbers overall are low. NOS continues to be vigilant with VSU presentations and provides support and referrals as required.

CITY OF BELMONT

NOS continues to have a good reputation in the City of Belmont and in the community for the high quality, culturally safe service we provide.

NOS staff recorded 2,122 contacts in 2022-23 compared to 1,248 contacts in the previous year, an increase of 70%. Only 166 contacts at this location were due to the influence of alcohol - 2% of total contacts across all NOS sites. This is consistent with alcohol related contacts in previous financial years recording 2.5% in 2021.

There were 17 at risk transports conducted within the City of Belmont. Client contacts in Belmont continue to be relatively low compared to other NOS service locations. Drugs and substances represented 3.5% of all NOS contacts recorded this year. Many of the Aboriginal people NOS interacts with had housing, but choose 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 recorded a total of 2,168 contacts, an increase of 78% from 1,215 contacts in the previous year. This represents 6% of all NOS contacts. NOS continued to provide a twice weekly, day service based around several areas within the City where Aboriginal people are known to congregate and at times sleep rough. Only 278 contacts at this location were due to the influence of alcohol a total of 3.5% of contacts overall from all sites. Homelessness contacts were 134, drugs/substances contacts 19 and volatile substance misuse contacts were 7. Homelessness remains relatively high, possibly 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 2,678 contacts compared with 2531 contacts in the previous year, an increase of 6%. Of all outreach service sites, 9% of all NOS contacts occurred in Fremantle, a slight decrease from 12.5% in 2021-22. A total of 698 contacts were reported under the influence of alcohol, compared to 591 in the previous year. This year 26% of total contacts in Fremantle were affected by Alcohol. There were 317 Homelessness contacts, a reduction from 376 in the previous year. 12% of this year's contacts were affected by Homelessness. 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 their homelessness. NOS staff used transport as an effective service to the benefit of all stakeholders, with primary emphasis on the wellbeing of the client. Transportations were predominantly from streets, parks, and other public spaces to a client's home or to a friend/relative. A total of 69 contacts required transport this year compared to 95 in 2021-22.



MIDLAND

Midland recorded 3,063 contacts this year, compared to 756 contacts in the previous year, an increase of 305%. Midland represents 10% of all NOS contacts this financial year. For clients that presented with an adverse condition in Midland 509 were alcohol affected. This year those affected by drugs and substances in Midland was 70. Homelessness contacts increased to 147 compared with 40 the previous year and there were 8 volatile substance misuse contacts, which was a very minor increase.

NORTH

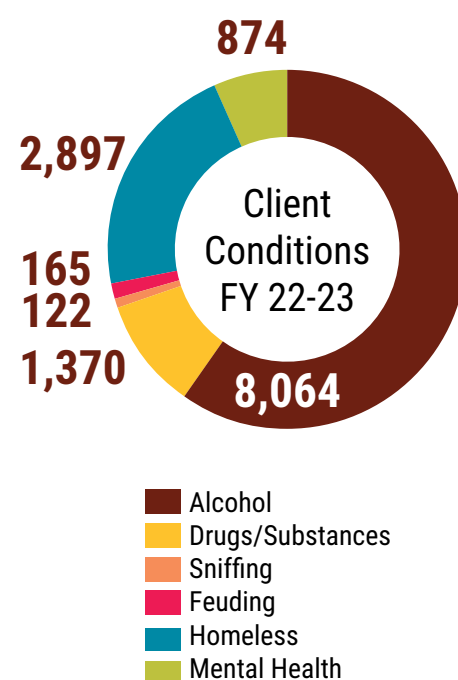
North recorded 2,043 contacts this year, compared to 1,802 contacts in 2021-22, an increase of 13%. For clients that presented with an adverse condition in the North area, 373 were alcohol affected. Homelessness was the second highest adverse condition recorded in the North, with 124 contacts made. This year those affected by drugs and substances in the North was 55.

CROWN PERTH

The Crown Perth Precinct is the only location funded privately. Crown Perth site contacts totalled 3,723 an increase of 1,010 from the previous year (37%). This continues the trend of resumption of activities at Crown and increased populations post COVID-19. As an indication of this, pre-COVID-19 numbers at Crown in 2021-22 were 2,713.

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 114 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 87 last year. Fifty care packs were given from NOS Administration this year



compared to 15 care packs in the previous year. There were 10 referrals made to Safe nights space for women from NOS Administration.

PROFILE OF ISSUES CLIENT CONDITIONS

The Client Conditions pie graph confirms that alcohol related issues are the most significant condition at 60% recorded by NOS staff, a total of 8,164 contacts compared to 5,210 contacts in the previous year. This represents an increase of 57%. Homelessness at 2,485 contacts compared to 1,864 contacts last year (33% increase), is the second greatest issue. In third place, is drug/substance misuse, with 1,370 contacts this year, compared to 569 last year (141% increase). There were increases recorded in antisocial behaviour, including feuds and domestic violence. This year NOS recorded 165 feuding contacts. Volatile substance use numbers (122 contacts) remained reasonably consistent with previous years with 108 in 2021-22 (13% increase).

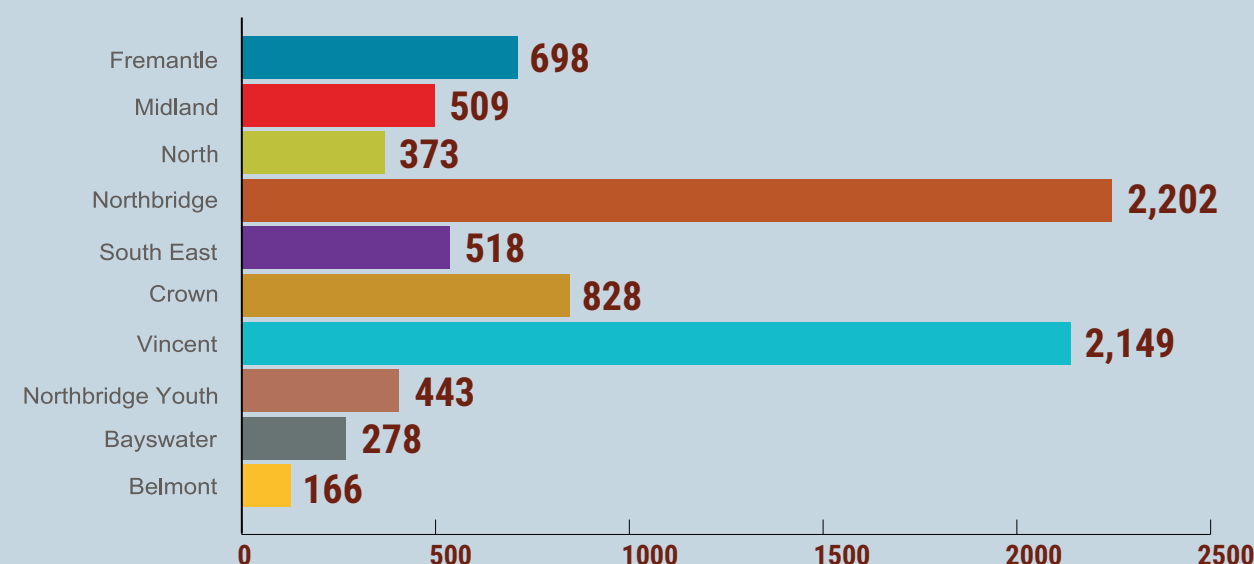
ALCOHOL

Alcohol intoxication continues to be the most prevalent condition, with 8,164 contacts, an increase of 57% increase from the previous year's 5,210. The percentile increase is amplified at sites that are also entertainment precincts, with 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, consistent with previous years.

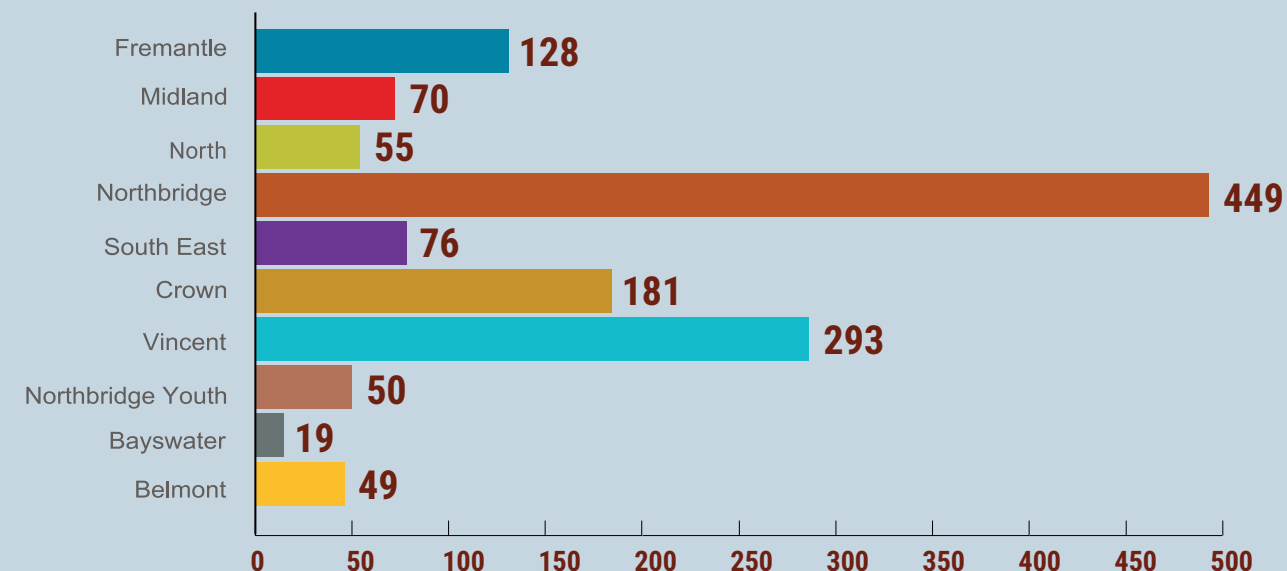
DRUGS AND SUBSTANCE ABUSE

Unlike last year, Drug and substance abuse was reported as the highest in the Northbridge precinct, not in the Crown area. City of Vincent was the next most prevalent site for drug and substance use, followed by Crown. The Drugs and Substance Use by Service Location bar graph confirms that alcohol, drug and substance abuse is predominately confined to the entertainment precincts.

Alcohol Use by Service Locations FY 22-23



Drug Use by Service Locations FY 22-23



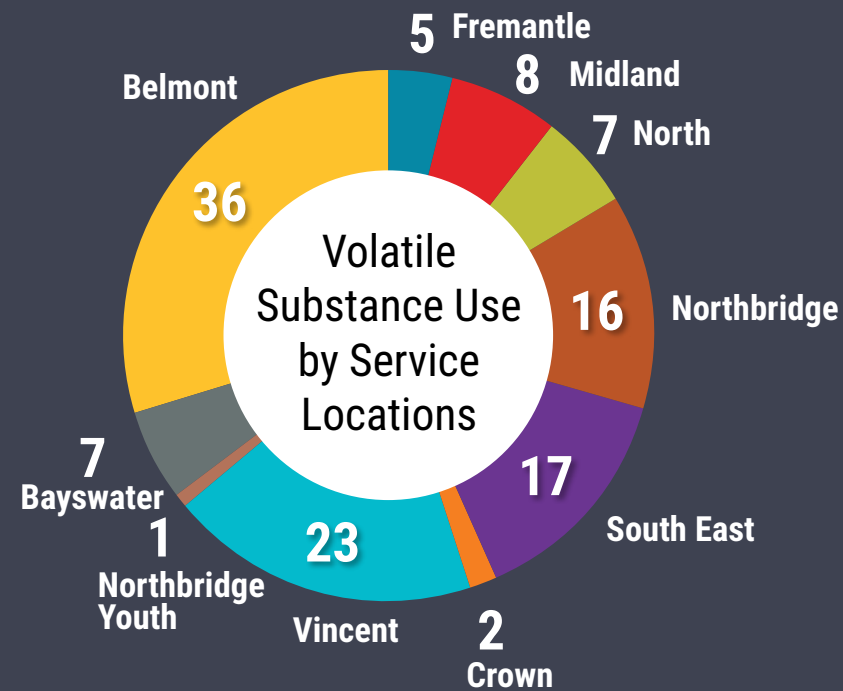


Aboriginal Acute Care Coordination Team, Aboriginal Community Health Team, Community and Population Health, East Metropolitan Health Service.

VOLATILE SUBSTANCE ABUSE

The Volatile Substance Use (VSU) bar graph has revealed that NOS' greatest VSU contact is made in Belmont with 36 (30% of all contacts), followed by Vincent 23 (19%), South East 17 (14%), Northbridge 16 (13%), Midland 8 (6.5%), North 7 (6%), Bayswater 7 (6%), Fremantle 5 (4%), Crown 2 (1.5%).

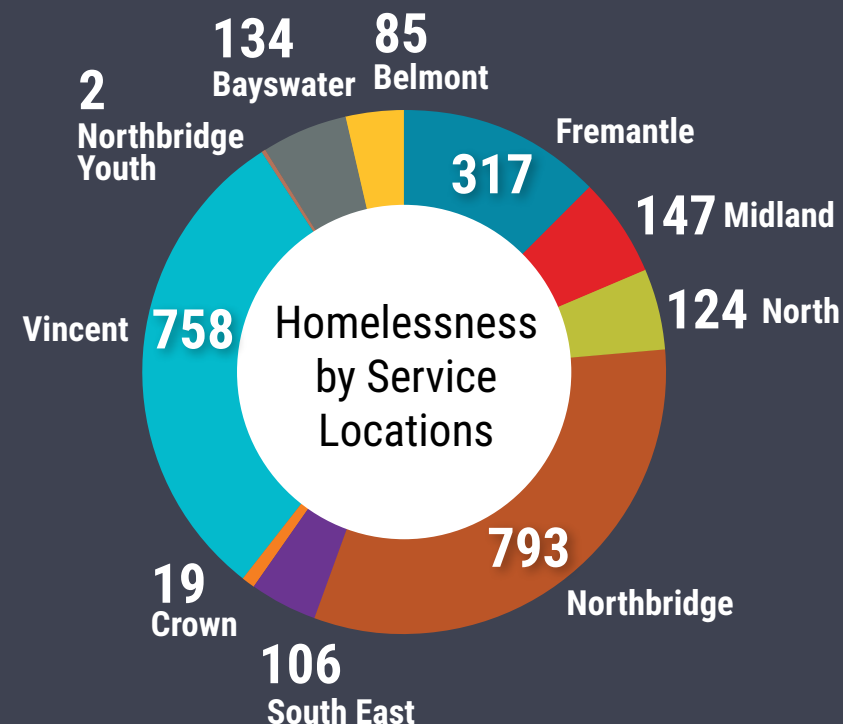
Fortunately, the numbers experienced of VSU are relatively low in the metropolitan area and can be attributed in total to just a handful of clients. It is acknowledged that the impact, however, to both the individual in terms of health, and to the community, can be significant.



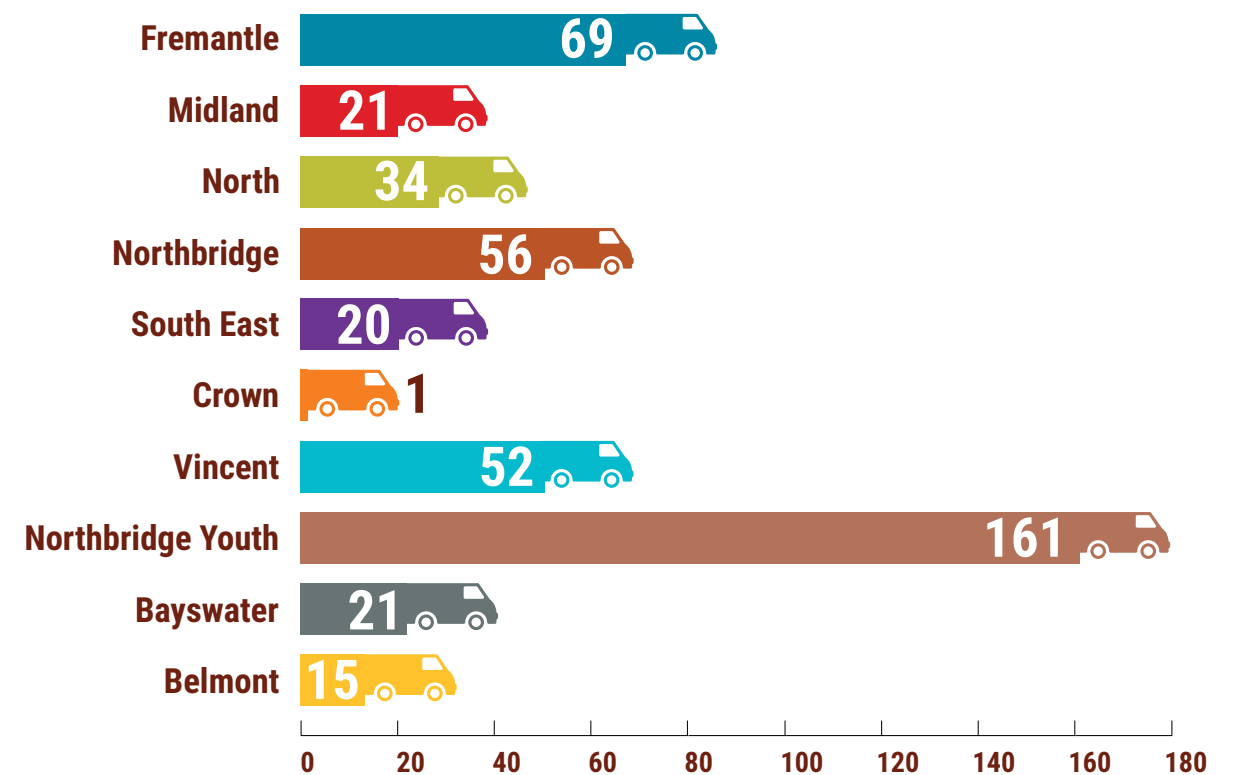
HOMELESSNESS

Homelessness continues to be a significant and growing concern for the Perth Aboriginal community with 2,485 contacts compared to 1,864 contacts last year (a 33% increase).

Northbridge homelessness numbers exceeded the City of Vincent this year with 793 recorded occurrences, Vincent 758 occurrences and Fremantle having the third highest count at 317. The pie graph gives a detailed breakdown of homelessness by site. Homelessness has been impacted further this year by the pressure on private and public housing, which also includes a scarcity crisis in accommodation, due to demand, supply, and economic factors. For our client cohort, overcrowding in tenancies is also an issue. Overcrowding often increases family conflicts that may lead to high rates of Aboriginal people couch surfing between dwellings or presenting through our Aboriginal network or street outreach.



Transports for at risk clients



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 251; an increase from 142 in the previous year (an increase of 77%). This could be attributed to our increasing capacity to provide transport to clients with additional staffing available through the Homesafe trial.

This year Fremantle continued to have the second highest request rate at 69, followed by the City of Vincent at 52. The bar graph confirms Northbridge, Fremantle and City of Vincent contacts continue to require the highest numbers for transportation help.

ABORIGINAL ACUTE CARE TRANSPORTATION TEAM (AACCT)

NOS continues to provide 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 and Population Health, East Metropolitan Health Service. There was a 34% increase of transports from last financial year with 294 transports this financial year.



YES Program

STATISTICAL SUMMARY

YOUTH ENGAGEMENT SUPPORT STATISTICAL SUMMARY



**Start of
reporting
period
July 2022**

**10 active
cases**



**Peak case
load in
June 2023**

**26 active
cases**

**End of
reporting
period
June 2023**

**closing with
26 active
cases**



**495
Total Home
visits**



**an increase
from 165 in
2021-22
(200% increase)**

**Total agency
interactions/
referrals: 1,298**



**an increase from
565 in 2021-22
(130% increase)**

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.



CASE STUDY A - YOUTH ENGAGEMENT

ISSUES

- High at-risk presentation in Northbridge on an ongoing and nightly regular basis
- Lack of a stable home environment
- Past neglect and unresolved trauma
- Mental health issues including suicide ideation and talking about this regularly
- High-risk behaviour AoD use, which contributes to high vulnerability for their own and others safety and regular hospitalisation, mainly for mental health
- Grief and loss with unresolved conflict from past relationships
- Conflict with guardians
- Verbally abusive family and poor standard of maintaining positive and constructive relationships
- Long absences from education, with significant gaps in learning, along with undiagnosed ADHD which has contributed to poor school outcomes
- Petty criminal activity regularly which includes stealing, property damage and assaults
- Association with negative influences and a peer cohort that are also offending and are involved in high-risk behaviour
- Significant recent drug and alcohol use
- High presentations to NOS, Mission Australia, WAPOL, with 'under the influence' and erratic behaviours adding to complexities of engagement.

REQUEST AND REFERRALS

Client has been linked to NOS, Mission Australia and CPFS. All these services are heavily involved along with working with Mum and stepdad. NOS has often navigated the court system with the client, advocating for and supporting them. NOS has also empowered guardians to seek parenting classes and set some boundaries with their child and to continue to support them through this.

Additional linkages created;

- Guardians have been referred to food bank.
- NOS staff have advocated for guardians and helped them navigate the housing commission, due to the damage that the child had done to the family home.
- Client has worked with NOS staff to help them reduce frequenting Northbridge and to develop alternate strategies that might work for them.
- NOS has worked extensively with the school where the client is enrolled. With the support of NOS, the client also receives help getting to school regularly.
- Client has been referred to CAMHS, and DAYS Youth Withdrawal and Respite Service, but has not attended any appointments.

OUTCOMES

- **School enrolment and attendance:**

NOS has worked with the client and Mum to enrol them into alternative education and support them getting a trial period. The client has stated they enjoy going there when they attend, and that they like going, which is an improved outcome. NOS will continue to leverage and encourage them in an attempt to improve school attendance.

- **Mental health:**

NOS has worked alongside guardians and the client to get referrals for mental health concerns from CAMHS and obtain ADHD diagnosis from Perth Childrens Hospital.



CASE STUDY B - YOUTH ENGAGEMENT

ISSUES

- Client currently is living with, and under the care of, their grandparents due to mother being deceased, and their father not present, which has affected them emotionally and psychologically. The grandparents' home is overcrowded with other family members living in the property, which contributes to inadequate space for the client, causing them to feel overwhelmed. The current home living situation is also highly dysfunctional due to family conflict and AoD substance abuse.
- Client has disengaged from school and grades are currently low. Client has described how they would skip classes to hide in the school toilets, go to school late and be intoxicated at school.
- Client has experienced an extensive amount of trauma from childhood to adolescence and lacks support from their family. They are still experiencing grief from the loss of their parent and are having difficulty processing emotions.
- Client has made significant disclosures to Nyoongar Outreach youth workers of multiple sexual abuse. These factors all contribute to and cause the client to present with psychological issues such as anxiety, panic attacks, depression, nocturnal panic attacks, nightmares, insomnia, suicidal ideation and self-harm on arms, legs, chest, neck, and wrists.
- Client uses substances such as marijuana, MDMA pills and alcohol and cannot break this addiction as they have many influences among friends and family members who also have AoD issues.

REQUEST AND REFERRALS

Client is in the process of being linked to CAMHS for counselling for their psychological issues, as they are presenting with self-harm and suicidal thoughts. Client has also been linked to:

- Thirrili – Delivering Indigenous Suicide Postvention Service
- Lifeline
- Lifeline text
- Kids helpline
- Beyond Blue
- 13 YARN
- Suicide Call Back Service
- Sexual Assault Referral Centre (SARC)

OUTCOMES

- A strong rapport and trust have been built with the client and they have opened up a lot during weekly home visits and over the weekends. From this they have made a number of disclosures to Nyoongar Outreach youth workers of past abuse.
- The Client has acknowledged their trauma and substance abuse and would like support from NOS Youth workers in approaching professional help, as they lack support and would like to process the trauma they have experienced and to address their self-harming behaviour. The young person has a strong desire to stop abusing substances so they can be a positive role model to their younger family members.
- The Client also desires to get their driver's license and successfully complete their schooling to be the first person in their family to graduate high school.

Our Outreach

Client contact, case management and case studies

COMPLEXITIES AND CHALLENGES

Lack of crisis accommodation, and short-term, medium-term and long-term accommodation. Very few services are able 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 also a concern. They often 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.

RETURN TO COUNTRY (RTC)

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 through hospitals that cannot be delivered in their home communities or are in Perth for funerals or are 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. Often people requiring this support have English as a second or third language and become disconnected from services or family, requiring assistance to re-connect.

PATIENT TRANSFER

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

VOLATILE SUBSTANCE USE (VSU) 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 fluctuates from year to year. This year's recorded contact with VSU was 142, which was a 62% decrease from last year.

YOUTH ENGAGEMENT IMPACTS AND ISSUES

The YES program staff continue to make a positive impact in the lives of young people who are case managed. With the inception of the Homesafe trial, with additional workers and expertise, we now have more capacity to leverage positive outcomes and greater depth with case management with children and families. Disconnection from education and training continues to be one of the greatest barriers faced by our clients. Other barriers faced by young people, consistent with previous reporting periods are:

- disengagement and non-attendance at school
- substance abuse
- lack of motivation
- lack of family support
- dysfunctional environment
- mental health/ trauma
- disabilities such as FASD, ADHD or ADD; and
- negative influences whether it be from peer cohorts, families, or other influential people in their lives.



NIGHT OUTREACH

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 through:

- 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.

CASE STUDY C - GENERAL OUTREACH

ISSUES

- 1 adult male, 1 adult female
- Long term chronic Homelessness
- sleeping rough in public space
- AoD issues
- Mental health

RESPONSE AND REFERRALS

NOS General outreach engaged with the couple who were sleeping rough. NOS referred the couple to Tom Fisher House to address the immediate need for shelter. NOS have been exploring longer term solutions with the clients. Both have expressed a desire to access a residential rehabilitation program for AOD use. There have been challenges with linking them into AOD support due to their transient situation. NOS has linked the clients with the Cyrenian House outreach workers who provided an assessment whilst they were residing at Tom Fisher House.

OUTCOMES

NOS was able to get the couple into crisis accommodation at Tom Fisher House. A bed was being held for WAPOL for a crisis, but this fell through. Tom Fisher House Co-ordinator was able to advise NOS that a bed could be available later in the afternoon. NOS had to mobilise quickly to engage with clients and inform them that if they presented at 5:30pm for intake they would be able to secure a 'couples' bed for 7 days.



CASE STUDY D - LOCAL GOVERNMENT PUBLIC SPACES and RETURN TO COUNTRY (RTC)

ISSUES

- 2 Adult females
- AoD issues
- Mental health
- Dislocated from country and family
- Homelessness and street present – Sleeping rough near Weld Square.

REFERRAL AND RESPONSE

NOS made repeat engagements with the two females as they were continually presenting at Weld Square. The two females had come down to Perth to visit family over the Christmas period but never made their way back. Whilst in Perth they were at risk of exploitation and being stood over by others in the homeless cohort. NOS assessed that the best course of action would be for the two females to return to Meekatharra.

Due to the short time frame and needs of the clients, Nyoongar Outreach handled this interaction and assisted clients within 24 hours of identifying them in the park. The short time frame did not allow collaboration with other services.

OUTCOMES

The two females were funded one way bus tickets. NOS provided care packs, meal allowances and chaperoned them to the Perth Tourist bus stop. They returned to Meekatharra, reunited with their family and were linked in with support networks; rather than being stranded, not well and homeless in Perth and getting into trouble with Police.





Ngulla Moorditj Doonitj Moort 'Strong' Our People

NOS RECOGNISES OUR PEOPLE ARE OUR GREATEST ASSET

- We are a client centred, culturally competent, and adaptive organisation.
- We proudly promote that 88% 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 committed and experienced. They are 100% Nyoongar Leaders, with many being elders; and together, bring 150 years of cumulative 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 fulltime Officers.
- Focus on 100% front line work, using 100% Aboriginal staff, who are all certified in First Aid.
- NOS staff are well-resourced and given the best and latest technology, tools, and training to achieve their 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 – 30 OFFICERS

Localised and Respected

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

PARTNERS – 10+ SERVICE COLLABORATORS

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 time period:

- De-escalating Conflict & Aggression
- Mental Health First Aid
- First aid

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 injury's during the 2022-23 year.

REFLECTIONS OF OUR STAFF ON THE IMPORTANCE OF THEIR ROLES IN THE COMMUNITY

'I enjoy my work, it a chance to work on a bigger picture and help our mob.'

'Working for Nyoongar Outreach makes me strong, which I can share with my family and community... It also helps me to help others and make them stronger too.'

'It's good routine and giving back is good... love it.'

REFLECTION FROM A YOUNG PERSON

'Nyoongar Outreach is all right... that take us home and keep us safe. They make sure they call first and get us dropped home and if not, we go to safehouse.'



FROM WA HEALTH RE THE AACT SERVICE

'We appreciate and value the service provided and our collaboration with Noongar Outreach Service.'

FROM ONE OF OUR SERVICE PARTNERS

'You have such an incredible organisation and it would valuable for our staff to hear how it runs, [and hear] some interesting stories and the all-round fabulous work you do.'



Our Strategic Direction 2021-2031

POST COVID-19 IMPACT AND SUPPORT

Post COVID-19, NOS like many other organisations,, continues to contend with staffing shortages. NOS has also had to deal with challenging staffing shortages experienced by partners and referral services.

All NOS staff, as essential workers, have been vaccinated fully for COVID-19. Staff continue to 'RAT test' upon any cold/flu symptoms as protection for the clients we support and for our stakeholders. No staff contracted COVID this year.

NOS continues to exercise precautionary measures which have been working well, including extra cleaning regimes of buses and offices, temperature and ongoing monitoring of staff health and vigilance for any COVID-19 symptoms.

In addition to our existing day services, we again supported

the Department of Health with a trial program to assist with concerns of a syphilis outbreak among at-risk client cohorts. NOS expertise in engaging in culturally safe ways and its ability to connect with our clients in public spaces continues to be highly sought after by other agencies. The program also served as an opportunity to offer our clients flu vaccines and other education and information regarding health, enhanced with the combined cultural expertise of our outreach staff and the clinical expertise of Health nurses.

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-19 impacts. It should be noted that they show a steady increase in contacts year on year, with the easing of restrictions, concerns and issues around COVID.

2020/21	2021/22	2022/23
17,775 contacts 14% ↓	20,194 contacts 14% ↑	29,604 contacts 46% ↑
600 at risk transportations 18% ↓	527 at risk transportations 13% ↓	451 at risk transportations 14% ↓
1 therapeutic rehabilitation transfer service	3 therapeutic rehabilitation transfer service	9 therapeutic rehabilitation transfer service
342 medical transports 51% ↑	246 medical transports 28 % ↓	294 medical transports 19.5 % ↑

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 IN 2022/2023
A.	DETERMINE co-occurring and re-occurring care needs and build new programmatic responses	<p>NOS achieved this by:</p> <ul style="list-style-type: none"> Expansion of services, funded by the Dept. of Communities to develop a Homesafe trial to enable additional culturally responsive street-based outreach, transport and case management services for Aboriginal families, children and young people, and additional youth and family support. Responding to needs of unvaccinated at-risk communities and WA Syphilis Outbreak Response and request for assistance by the State Government and WA Dept. of Health in addressing this need, utilising our culturally competent workforce. Refining and retaining our AACCT service in partnership with the East Metropolitan Health service. Refining and retaining our niche service to Cyrenian House in supporting clients and consumers to address their AOD needs and rehabilitation. Comprehensive Input into Northbridge Redesign Youth Service with Australian Childhood Foundation.
B.	ASSIGN strong care partnerships to every stage of our business model	<p>NOS achieved this by:</p> <ul style="list-style-type: none"> Expanding our partnership with Cyrenian House and providing direct input into development plans of a new service for Immediate Drug Assistance Co-ordination Centre (IDACC) and the Nannup Withdrawal Unit (NWU) a partnership between Cyrenian House and Richmond Wellbeing. 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. Continuing partnerships with Dept. of Communities, Health, Housing, Mental Health Commission, Commonwealth, and Local governments. All NOS partnerships are matched with the various State and National strategies to ensure NOS organisational goals align with Government goals. 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. 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.



	OBJECTIVES	ACHIEVEMENTS IN 2022/2023
C.	BUILD organisational capacity to be adaptive and grow targeted care	<p>NOS continues to do this by:</p> <ul style="list-style-type: none"> 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. Developing new proposals to adapt and expand the YES service to include allied health professionals with Expansion of the YES service in conjunction with funding from the State Government Dept. of Communities to include the Homesafe Trial. Adapting our YES and general outreach programs and team in line with staff shortages in WA, nationwide and globally. Continuing foundational work and progress towards implementing 'Our Strategic Direction' and 'Change Management Plan- Blue Print' for future growth.
D.	ATTRACT attract talent and resources to help realise our vision	<p>NOS continues in a difficult employment market, to attract:</p> <ul style="list-style-type: none"> New staff and retain the CEO, Operations and Data Management senior staff and on the ground workers to successfully operate throughout significant challenges post COVID-19 with supply and human resources challenges. This year NOS added expansion of a social work/ case management position. 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. 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.





FINANCIALS

NOS' programs continued to respond to client demand and direct requests from Government, strengthening the organisation's position as WA's leading Aboriginal Community Controlled Organisation (ACCO) providing culturally safe outreach services to at risk Aboriginal people in public spaces. Our operating Revenue for 2023 was \$2.52 million, up 11 per cent due to increased State Government funding.

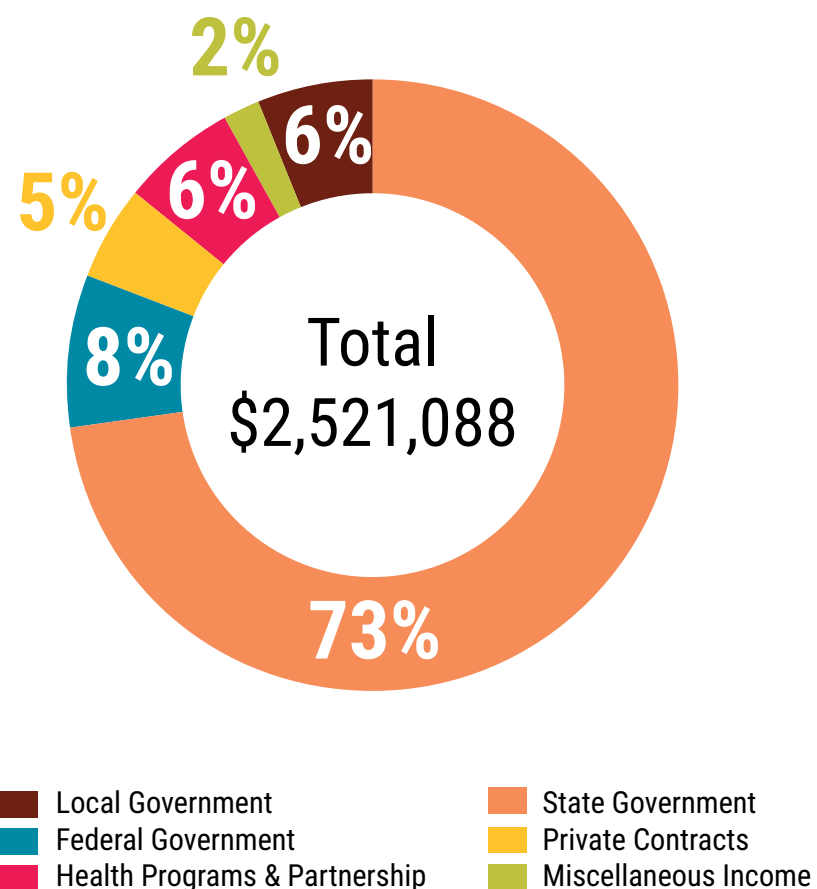
Operating Expenditure -

\$2,298,934 Total operating expenditure increased by \$469,187 compared to last year.

Financial Position -

Total Assets \$3,978,182 million and Total Liabilities \$824,335. NOS financial position as the auditor's report and the balance sheet and income and expenditure statements attest, remains robust.

NOS Income FY 22-23



AUDITOR'S REPORT

Accord Taxation

Certified Practising Accountant
Registered Tax Agent
B. Comm B. Sci (Comp)
ABN 97 786 003 115
ref:nos2023
17th July, 2023

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



Accord Taxation is
a CPA practice

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, 2023. 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.

ACCORD TAXATION

FINANCIAL STATEMENTS AS AT 30 JUNE 2023

NYOONGAR OUTREACH SERVICES INC
ABN 53 281 140 922
BALANCE SHEET
AS AT 30TH JUNE, 2023

	2022	2023
CURRENT ASSETS:		
CBA Cheque Account	817188	889890
CBA Business Online Account	661688	568149
NAB Term Deposit	400000	400000
NAB Everyday Account	85543	687735
Petty Cash Float	1000	500
Cabcharge Bond	200	200
Trade Debtors	58606	63655
	-----	-----
	\$ 2024225	\$ 2610129
	=====	=====
NON CURRENT ASSETS:		
Plant & Equipment at WDV	47566	38053
Motor Vehicles at WDV	137827	300000
Property at MV - 33 Gladstone Street	1300000	1300000
	-----	-----
	\$ 1485393	\$ 1368053
	=====	=====
TOTAL ASSETS:	\$ 3509618	\$ 3978182
	=====	=====
CURRENT LIABILITIES:		
CBA Credit Card	1013	775
Trade Creditors	5566	4028
GST Owed - ATO	58882	130959
PAYG Owed - ATO	13900	(61607)
Superannuation Owed	43777	54795
	-----	-----
	\$ 123138	\$ 128950
	=====	=====
NON CURRENT LIABILITIES:		
Provision for Long Service Leave	90200	171438
Provision for Annual Leave	92400	149801
Provision for Severance Pay	170500	170500
Provision for Funding Shortfall	100000	100000
Provision for Sick Leave Entitlements	0	103646
	-----	-----
	\$ 453100	\$ 695385
	=====	=====
TOTAL LIABILITIES:	\$ 576238	\$ 824335
	=====	=====
NET ASSETS (DEFICIENCY):	\$ 2933380	\$ 3153847
	=====	=====
This is represented by:		
MEMBERS' FUNDS:		
Accumulated Surplus Brought Forward	2505285	2931693
Surplus / (Deficit) for the Year	428095	212154
	-----	-----
TOTAL MEMBERS' FUNDS:	\$ 2933380	\$ 3143847
	=====	=====

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

FINANCIAL STATEMENTS AS AT 30 JUNE 2023

NYOONGAR OUTREACH SERVICES INC
ABN 53 281 140 922
INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30TH JUNE, 2023

	2022	2023
INCOME:		
<u>Funding Agreement Income</u>		
City of Bayswater	24999	24999
City of Belmont	25000	25000
City of Fremantle	30000	45000
City of Stirling	24999	0
City of Vincent	50000	50000
Crown Casino	141956	134306
Cyrenian House	30000	30000
DOC Capacity Building	45454	0
DOC Youth	125821	450403
Aboriginal Community Connectors	1330350	1377312
National Indigenous Agency	177927	191272
Mental Health	17420	18027
South East Metro Health Services	100000	100000
Funding - WA Primary Health	25981	1216
Insurance Claims	19320	435
Interest	1062	8773
Job Training, Employment Income	66503	32091
Sundry Income	21052	6273
COVID-19 Vaccination Subsidy	0	25981
	-----	-----
	2257844	2521088
less: EXPENSES:		
Administration Costs	163674	194049
Communication Costs	8445	6544
Depreciation	81247	156644
Direct Staff Costs	1393421	1784751
Indirect Staff Costs	66603	27438
Motor Vehicle Expenses	45379	53817
Office Repairs & Maintenance	15595	6271
Premises/Occupancy Costs	31066	41853
Travel & Program Costs	24319	27567
	-----	-----
NET SURPLUS / (DEFICIT):	\$ 428095	\$ 222154
	=====	=====

This income and expenditure statement should be read in conjunction with the attached notes to accounts.

FINANCIAL STATEMENTS AS AT 30 JUNE 2023

NYOONGAR OUTREACH SERVICES INC
ABN 53 281 140 922
NOTES TO ACCOUNTS
FOR THE YEAR ENDED 30TH JUNE, 2023

2022

2023

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.

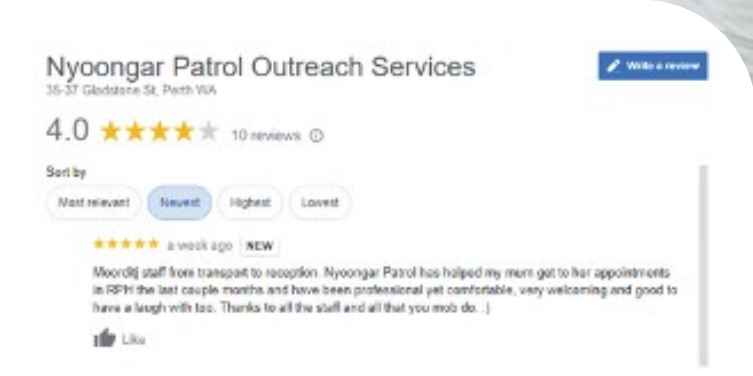
Lottery West also holds a caveat over the property under the terms of a Deed. This Deed was in relation to a grant of funds that was used to complete the property fit out.

Charitable Status:

The Nyoongar Outreach Services Inc is a registered deductible gift recipient with the Australian Charities and Not-for-profits Commission.



Media coverage,
Acknowledgments
and thanks



MEDIA COVERAGE



ACKNOWLEDGMENTS AND THANKS

- Google online review;
- WA State Government Mental Health Commission; "Thank you for sending through the Nyoongar Outreach Services Annual Report for 2021-2022. It is great to read about the NOS Blueprint: Change Management Plan and the impact of the COVID pandemic in accelerating dynamic growth and outcomes for NOS. Additionally, hearing of the conception of the Connector App last year to reading about the current implementation with identified benefits was positive. The Service Reach Snapshot infographics and additional infographics, dashboards, and statistics provided throughout the report were also valued and provided a great overview of the data".
- WA Police; "Thank you for your support and assistance.
- Thanks so much for your attendance at the complex yesterday and which was very appreciated. We are supportive of any assistance you can help us with regarding the youth engagement. All positive signs so far".
- Stakeholder; "You guys do amazing work thank you".



Hon Simone McGurk BA(Arts) BA(Comms) MLA: Minister for Training, Water, Youth with NOS CEO Maria McAtackney and Mission Australia WA Regional Manager, Elise Jorgensen at media launch of Homesafe.



Hon John Carey BA MLA Minister for Planning, Lands, Housing, Homelessness visit to NOS premises with CEO and Board.



Hon. Sabine Elisabeth Winton MLA BA; BPS Minister for Early Childhood Education, Child Protection, Prevention of Family and Domestic Violence, Community Services with CEO Maria McAtackney on a visit to NOS premises.

Woolah!
'shouts of praise'
Our gratitude





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- Minister for Training, Wate,; Youth: Hon Simone McGurk BA(Arts) BA(Comms) MLA
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We are grateful to those who uphold our values

**Care
Courage
Consistency
Commitment**

**Thank you to all our past, present and future staff who have helped us
stand in the gap with our most vulnerable.**

 **NYOONGAR**
OUTREACH SERVICES
Inc.

keeping people safe



**Celebration of 25 years of Nyoongar Outreach Services providing
support to the Aboriginal community in Perth
and 'keeping people safe'**