



 **NYOONGAR**  
OUTREACH SERVICES

Annual Report  
2014/2015



## VISION

Developing community  
safety and harmony in  
public spaces through  
positive interactions with  
Aboriginal people and the  
wider community.





**ABBREVIATIONS:**

ATSIC	ABORIGINAL AND TORRES STRAIT ISLANDER COMMISSION
CBD	CENTRAL BUSINESS DISTRICT
CC	CRISIS CARE
DAA	DEPARTMENT OF ABORIGINAL AFFAIRS
DAO	DRUG AND ALCOHOL OFFICE
DAYS	DRUG AND ALCOHOL YOUTH SERVICE
DCPFS	DEPARTMENT OF CHILD PROTECTION AND FAMILY SERVICES
FMHSS	FAMILY MENTAL HEALTH SUPPORT SERVICES
HR	HUMAN RESOURCES
IAS	INDIGENOUS ADVANCEMENT SCHEME
MOU	MEMORANDUM OF UNDERSTANDING
NAIDOC	NATIONAL ABORIGINES AND ISLANDERS DAY OBSERVANCE COMMITTEE
NOS	NYOONGAR OUTREACH SERVICE
OHS	OCCUPATIONAL HEALTH AND SAFETY
PATS	PATIENT ASSISTED TRANSPORT SCHEME
PCYC	POLICE AND COMMUNITY YOUTH CENTRE
SARC	SEXUAL ASSAULT REFERRAL CENTRE
SEMHSRMF	SOUTH EAST METRO HUMAN SERVICES REGIONAL MANAGERS FORUM
SWMPF	SOUTH WEST METROPOLITAN PARTNERSHIP FORUM
TAFE	TERTIARY AND FURTHER EDUCATION
VTEC	VOCATIONAL TRAINING AND EMPLOYMENT CENTRE
WACCI	WA CHAMBER OF COMMERCE AND INDUSTRY
WAFC	WA FOOTBALL COMMISSION
YARS	YOUTH AT RISK STRATEGY



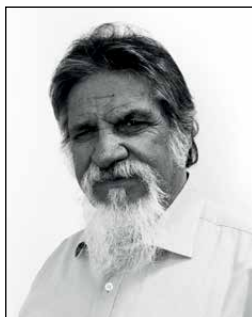


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## THE EXECUTIVE COMMITTEE



**Mr. Farley Garlett**  
**Chairperson**

Mr. Farley Garlett has many years of high level experience in local and national Aboriginal governance committees. In the past, Mr. Garlett was elected as the Perth ATSIC Noongar Regional Council Chairperson and later as ATSIC Perth Commissioner. He has vast experience in working with youth at risk, the education system, Aboriginal Communities and with Aboriginal families.



**Ms. Barbara Stack**  
**Treasurer**

Ms. Stack served as an outreach patrol officer with Nyoongar Patrol Services for 7 years before becoming a Committee member. Currently Barbara is also a health worker with the Derbal Yerrigan Health Service in the area of chronic health.



**Ms. Dawn Wallam**  
**Vice Chairperson**

Dawn Wallam is a Wadandi woman of the Noongar Nation who has developed a work history of over 40 years. Committed to improving the well-being of Aboriginal children through both paid and voluntary community work and self-education, Dawn has undertaken tertiary studies to develop knowledge, skills and abilities and to gain a broader perspective and enhance understanding of community needs, maximising her potential to foster best practice in herself and others. Dawn has been associated with both Aboriginal and non-Aboriginal children's service agencies for many years, and is the Chief Executive Officer of Yorganop Association Incorporated. Dawn has been proactive in representing Aboriginal children's issues at all levels including local, state, national and international forums in her role as CEO of Yorganop and as National Chairperson of the Secretariat National Aboriginal Islander Child Care [SNAICC]. In 2005 she was one of the founding signatories of the Sub Group on Indigenous Children to the United Nations Working Group on the Rights of the Child.

Dawn is a founding member of the Nyoongar Patrol and brings a wealth of skills and knowledge to the organisation as Vice Chairperson.



**Mr. Jeremy Garlett**  
**Secretary**

Aboriginal radio founder (6NR) and currently Aboriginal radio presenter with Nyoongar Radio 100.9FM, Mr. Garlett's past experiences include the position of Manager of Bloodwood Youth Accommodation. He also worked with WA Police within Perth metropolitan stations between 1995 and 2014. He studied at Curtin University in broadcasting and community services.



**Mr. Neville Collard**

In 1998, Neville Collard was one of the co-founders and chairpersons of the Nyoongar Patrol System Inc. Neville has many years of experience in the justice system and various government agency sectors. Neville has contributed his extensive justice knowledge to the Nyoongar Patrol System Inc. and assisted the organisation in its operations plan implementation.

## CHIEF EXECUTIVE OFFICER and PUBLIC OFFICER



**Ms. Maria McAttackney**  
**CEO and Public Officer**

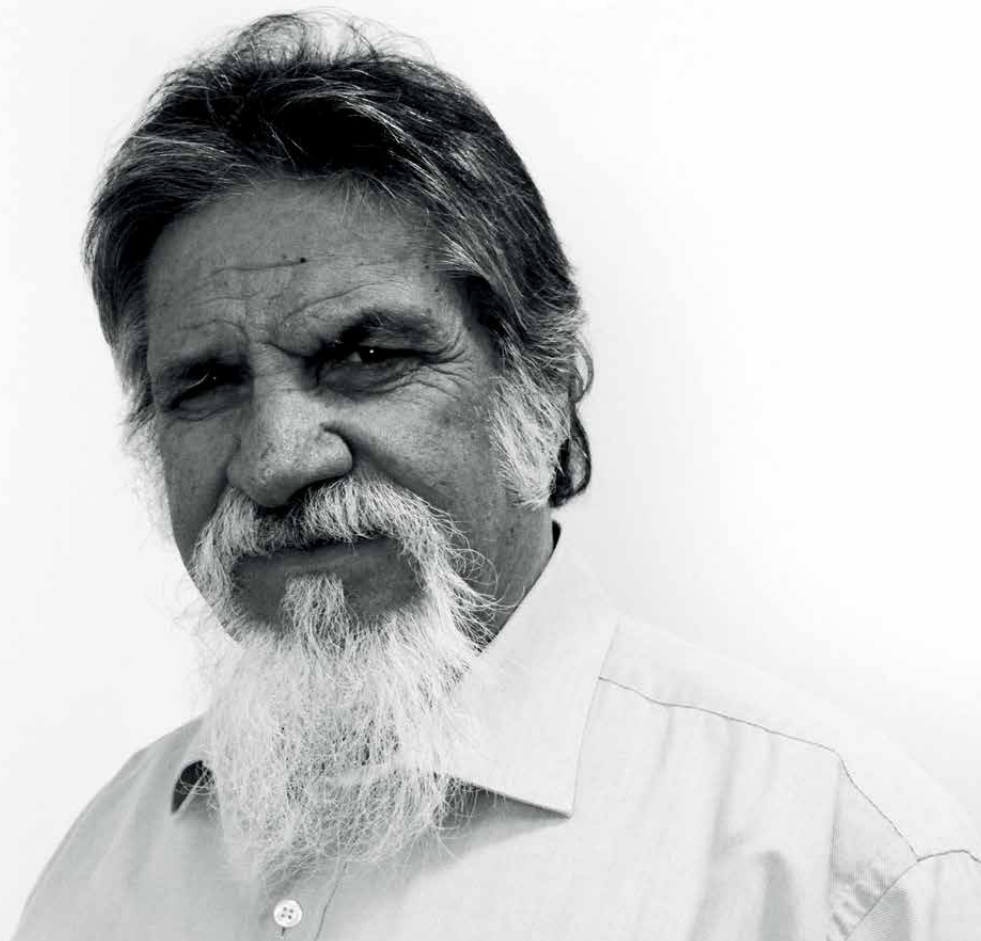
Chief Executive Officer for the Nyoongar Patrol System Inc. with responsibilities to oversee the strategic planning and decision making for Perth Metropolitan outreach services is Maria McAttackney. Maria's work experiences in Aboriginal health and community safety span over 26 years in senior and executive management roles within the domain of employment, project planning, implementation, evaluation in the areas of training, employment, social development, crime prevention and community safety.

### **Professional Qualifications:**

- Master of Business Administration, Graduate Diploma Human Resources Management, B.A Behavioural Studies (Edith Cowan University)

### **Memberships & Awards:**

- Professional Member of Australian Institute of Management
- 1996 WA non-Indigenous Person of the Year Award.



## CHAIRPERSON'S REPORT

**I would like to acknowledge all the great work of the staff in delivering services in a professional and mindful way and for achieving the title of Finalist in the WA Child Safety Government Award category of the 2015 Constable Care awards.**

My sincere thanks go to the four outstanding people who make up the Board; Dawn Wallam, Barbara Stack, Jeremy Garlett and Neville Collard, for their ongoing commitment, support and advice in shaping and leading Nyoongar Outreach Service through another productive and memorable year.

Thanks also go to Maria McAttackney, CEO, for her capable stewardship, her unswerving tenacity and dedication in building and rebuilding relationships, promoting the organisation and building organisational capacity.

I am pleased to report that Nyoongar Outreach Service has made some significant achievements during the year which strengthen the long term viability of the

organisation and the capacity to reach and support our homeless and young people. We have also dealt with a number of external issues that might have adversely affected a less robust organisation.

The 2014/15 financial year was difficult for the social and community services sector with funding reductions to both Government and non-government services. Changes to government funding structures and policies have continued to impact the sector with further reductions in funding for a number of different programs.

NOS is funded through a cocktail of grants which were reviewed and renewed during 2014/15. The Department of Aboriginal Affairs is Nyoongar Outreach Service' primary funder and during the year consulted with us about the transfer of the Aboriginal Community Patrol funding program to the newly formed Mental Health Commission. Several meetings were necessary in order to discuss the implications of the proposed transfer. Of concern to this organisation was the need to ensure that the funding for the patrol would not be adversely affected by being included in a Mental Health portfolio when more than 50% of our clients are not affected by mental health or drugs and alcohol but are affected by



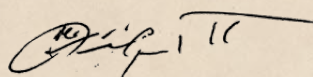
issues that fall within the child protection and broader Aboriginal social policy ambit under which we currently operate. NOS are an active voice on behalf of Aboriginal people and we will not relinquish or erode this role.

As a result of the number of organisations and programs that have been defunded or reduced, collaboration has become an important tool in building capacity within the sector. We have also been continuing with the review of services and client needs and have targeted capacity building within the organisation as a priority during the second half of the year.

In addition to staff recruitment and training, we identified opportunities to create synergies with other organisations in the sector and during 2014/15 commenced a review of current agreements. Negotiation of a new cooperative agreement with Mission Australia, a key stakeholder in the delivery of the Youth at Risk Policy, has been part of this review. In relation to this, I would like to welcome and thank Amanda Hunt, State Manager Mission Australia, for her determination to support and work with us on an arrangement that strengthens the working relationship between our two vital organisations into the future and builds our capacity to help Aboriginal young people.

I am also pleased to report that the majority of all recommendations made in the independent review of NOS, completed in 2012, have been responded to. In addition to strengthening the structure of the business we have invested in improving information, accountability and performance management systems to ensure that the funds acquired and the professionalism and performance of the organisation are secure.

I would like to thank our funding stakeholders for your continuing support and encouragement, particularly the Department of Aboriginal Affairs. I would also like to acknowledge the support of the Department of Prime Minister and Cabinet which has pledged funding for a two year youth engagement program under the Indigenous Advancement Scheme. This is a valuable and exciting new venture for us. I look forward to working with you all in the future.



**Mr. Farley Garlett**  
**Chairperson**

## OUR MISSION

**Continually provide 'street level' early social intervention to Aboriginal people who are at risk of**

- **Self harm**
- **Low level violent behaviour**
- **Entering the criminal justice system**
- **Homelessness**
- **Substance abuse**
- **Mental health episodes**

**Through leadership and in partnership with other organisations to ensure that issues and unmet needs are addressed.**

## CEO'S REPORT



**I am pleased and proud to report that Nyoongar Outreach Service (NOS) has continued to grow in capacity and diversify in response to the needs of the community with the implementation of structural realignment and the attraction of new funds for a Youth Engagement Support Program.**

I am also very pleased to report that the remaining recommendations of the 2012 Independent Review of the organisation by John Scougall have now been addressed.

I am most grateful for the ongoing support and guidance from the Executive Board during what has been another very busy year. I am particularly grateful to all of the Board Members for their professional advice in relation to the implementation of the final recommendations of the Scougall Report. I am also thankful for the support of the operational and administration staff during this time of change. Some of the staff have been here as long as I have and their professionalism and unflagging commitment to helping Aboriginal people in need is a credit to them.

This year a number important strategic alliances were built in support of improving sector capacity, providing joined up services and helping Aboriginal people access and engage with other services. In particular, the Youth at Risk Strategy partnership has been renewed and a separate co-operative arrangement made with Mission Australia. These are very positive outcomes for both the

organisations and for young people at risk and I would like to thank Amanda Hunt, State Manager, for her understanding of the need for cultural competence in the service delivery model for young people at risk.

During the year I also had the opportunity to work closely with the South West Metropolitan Partnership Forum (SWMPF), a leadership group targeted at the coordination of wrap-around services for individuals with multiple needs. Nyoongar Outreach are also working with the SWMPF working groups, particularly the Vulnerable and At Risk Young People Working Group, targeting attendance of young people in schools. This work, and the work of the South East Metro Human Services Regional Managers Forum being done in the Armadale area, are important contributors to the planning and delivery of services for our young people and I look forward to continuing our role with these forums.

I would like to thank the Department of Aboriginal Affairs (DAA) for their ongoing support during the year. Thank you in particular to those DAA staff who work directly with the organisation on an ongoing basis. The relationship with this department, our largest funder and stakeholder, is a true partnership. We work together at a strategic level to identify expected outcomes for clients assess client trends, identify funding issues, test reporting templates and develop indicators. This department has a clear commitment to improving both the operations of Aboriginal Community Patrol Services and the outcomes for Aboriginal people.

In view of this it been essential to discuss, in depth, our concerns about how the transfer of contracting and



funding of Aboriginal Community Patrols to the Mental Health Commission will assist the sustainability of the Patrols. I am hopeful that the State will ensure ongoing funding to Aboriginal Community Patrols to provide outreach which addresses child protection, social and welfare issues and not limit services to providing transport to people with mental health and alcohol and drug issues.

Thank you to the Department for Child Protection and Family Services (DCPFS) for your ongoing support and assistance. I value the good relationship between NOS and Crisis Care and the many caseworkers at DCPFS and can see the benefits to clients that result from this great working relationship and mutual trust that has developed over the years.

My sincere thanks to our many stakeholders and funders for their continuing support. We have reviewed most of our funding arrangements during the year and continue to improve in terms of setting and achieving meaningful outcomes. I would like to thank the City of Vincent for their many years of support. I look forward to our continuing partnership. I am delighted that the Department of Prime Minister and Cabinet have assessed and accepted our application for funding of a Youth Engagement Support project under the Indigenous Advancement Scheme. This scheme will start next financial year.

Another key relationship has been our ongoing work with Ruah. It is always a pleasure to work with Ruah on their many projects and this year we joined as a member of the Homeless Collaboration Project and a partner in the Homelessness Collaboration Project 50 Lives 50 Homes. I also look forward to again participating in Perth Registry Week.

I look forward to working with all of our stakeholders and making a difference to Aboriginal people in our State.

At a corporate level, a number of resources have been put in place. I am confident that Employsure will provide a reliable and relevant service and am pleased to already have a number of manuals and policy books for use by staff and management as a result of their work. The ongoing training of staff and liaison with stakeholders is part of our continuous improvement process. Thank you

to Chris Barrett for your help in mentoring case managers and training staff every week.

I am participating in a range of working groups and committees at a strategic level and am pleased to mention that this is supported by our professional and reliable staff continuing to provide a valuable service. I would also like to thank all of the past staff who have contributed their skills and knowledge to building our capacity for our service delivery model. I am excited about moving into the next stage of our development and I look forward to working with you to deliver another year of service excellence.

**Ms. Maria McAttackney**  
**CEO and Public Officer**

**As an organisation, we are committed to working collaboratively with other agencies and service providers.**







## STRATEGIC HIGHLIGHTS

### THE ROLE OF NYOONGAR OUTREACH SERVICE

Nyoongar Outreach Service (NOS) is an Aboriginal controlled not for profit organisation. Its primary concern is to provide street present outreach services to Aboriginal homeless and youth at risk within designated metropolitan areas. The outreach services, and monitoring of public spaces to assist people at risk, are available during the week between 11am and 9pm. NOS focus on assisting young people in particular during the hours of darkness between Friday evenings and Sunday mornings (8pm - 4am) with the aim of reducing contact with the criminal justice system.

#### Our target groups are Aboriginal homeless and youth at risk.

What do we mean by Homeless or At Risk?

Homeless means: At risk of becoming homeless, long and short term homeless and people displaced from various locations.

At Risk means: Aboriginal people who are at risk of:

- Self harm
- Low level violent behaviour
- Entering the criminal justice system
- Homelessness
- Substance abuse
- Mental health episodes

Unsupervised young people in public places may also be at risk of physical and moral harm due to these factors:

- Street fighting, 'mobbing' and assaults
- Individuals and groups with weapons wanting to fight
- Access to alcohol and drugs provided by older people for favours
- Known sexual predators in the area
- Becoming a victim of crime
- Being exposed to social pressure to commit crime

#### Focus on Young People

Young Aboriginal people at risk are a priority for the organisation. We are actively involved in the planning and delivery of services to support the needs of young people. During the year we engaged with 4706 young people and provided 508 transports to safer places. Of these transports, 180 were referred from the Mission Australia Youth at Risk project and were deemed to be at extreme risk.

At a strategic level, NOS are active partners in a number of service planning and delivery forums including the DCPFS Aboriginal Reference Group, South West Metropolitan Partnership Forum (SWMPF) Leadership Group, SWMPF Vulnerable and At-Risk Youth forum, DCP Youth at Risk Steering Committee, FMHSS Steering Committee (Youth with Mental Health), WA Football Commission Night Fills Committee and SWMPF working group (with Winterfold, Caralee and South Lake Primary Schools). We also formalised a working partnership with Mission Australia to build capacity and support Aboriginal young people in need.

At a case management level we work with a range of organisations and services including Youthlink, Drug and Alcohol Youth Service, Centrelink, Police and Community Youth Centre, Passages, Ruah, Hope Community Services Inc., WA Chamber of Commerce and Industry (WACCI), the Salvation Army, Anawim and Kambarang to assist young people.



We believe that we are well positioned, as an Aboriginal organisation, to identify the needs of these young people and coordinate the delivery of services to them. Over the past few years it has been more evident that there are growing numbers of young people with multiple and complex needs who frequent the night precincts that do not engage with youth services due to the lack of cultural competency within those services.

Federal funding for a new program, under the Indigenous Advancement Strategy program, was sought late in 2014 and was granted in 2015. The new program is a two year Youth Engagement Support project commencing on 1 July 2015.

This program is an expansion of services outside the general outreach role of NOS in the community. It leverages off the experience and cultural capabilities of our organisation along with our ongoing street presence working with young people. Young people and children represented just over 20% of our contacts in 2014/15. They remain our highest risk group.

This new initiative will assist our organisation to respond to the gaps and issues in providing joined up services and supporting young people to engage with other services and build their own capacity to fulfill their aspirations in life. This funding will provide two full time outreach workers to work with young people on a case management plan basis during the week as well as on Friday and Saturday nights. This is an exciting project that will take on our most high risk cases and work closely with young people to achieve sustainable outcomes for their future. The project is funded until June 2017.

## Joined Up Service Needs Example:

Client A is typical of many young people that we support and assist. They have multiple needs, requiring varying levels of support but mainly requiring a co-ordinated and planned approach which identifies the priorities and maintains consistent contact and support.

Client A was identified as being homeless, without personal identification, at risk of drug and alcohol misuse due to peer pressure, estranged from family, at risk from sexual predators, without an income and not attending school. Client A also has a serious health condition requiring ongoing care. A also had no confidence to attend meetings with service providers and had other issues which were influencing cognitive thought.

In this case NOS worked with A to attend Centrelink, medical and training appointments. NOS helped A obtain identification, access welfare payments, establish a bank account, obtain basic needs such as a telephone, accommodation (away from peers), clothes and medication. NOS also worked to counsel A in relation to the future, options, issues and concerns and linked A to a professional counselling service.

As the case plan progressed, NOS provided a safe place for A to meet with agencies and assisted A to reconcile with family and establish a longer term accommodation arrangement. A is also being assisted into a training and employment program which has a long term career outcome.

The majority of the support to A, aside from initial transportation to a safe place and identification as at Risk, was completed outside the mobile outreach times. This is the support that will now be made possible for many more young people because of the new Youth Engagement Support program being funded under the Indigenous Advancement Scheme.



## Homelessness Response

Homelessness continues to be the main concern of many of our clients. Many clients are at risk of becoming homeless and many more became homeless during the year. The number of homeless fluctuates as people move in and away from the city or between relatives. Support for clients to stay in their homes is often difficult to deliver and NOS remains committed to changing this situation wherever possible.

### *Strategic Approach:*

In relation to homeless and itinerant persons, Nyoongar Outreach focused upon access to appropriate services despite the itinerant lifestyle. Treatment and case management are more effective where a person has accommodation from which to base themselves, and where they can readily and safely access services and develop community and social supports. The difficulties faced by homeless Aboriginal people can be complex because sustainable resources for this high needs group are often not available. Better co-ordination of services being provided to individuals will assist in identifying and reducing duplication and ensuring continuity of service to itinerant persons in need. Housing will provide other opportunities to enhance their access to services and their well-being.

Being homeless for a long time and living rough makes it almost impossible for clients to maintain family relationships, participate in training, employment or have a normal daily life. Even being able to stay in contact to receive welfare payments, housing letters and other support services can be a struggle.

The effect on health, self-esteem and personal safety is often not in the minds of the observer on the street but is very real to homeless people.

We are actively involved in the planning and delivery of services to Homeless people through our work on the streets and, at a strategic level, through our partnerships and participation in groups dealing with homelessness. NOS is an active member of the Wellington Square Strategic Approach Planning Group chaired by Eleni Evangel MLA, and is working with the City of Vincent, City of Fremantle and the Housing Authority, Centrelink, Entrypoint and Salvation Army in particular to assist homeless people.

NOS is part of the steering committee of the Homeless Collaboration Project and a partner of the Homelessness Collaboration Project 50 Lives 50 Homes which is a targeted campaign to collaboratively address the challenges of housing and supporting homeless people. NOS also participates in the delivery of the Perth Registry Week survey conducted by RUAH. NOS is also an active participant in the Parks Working Group, Safer Vincent Crime Prevention Partnership and Older Women's Homelessness Roundtable.

Our outreach services have current knowledge of the issues facing the homeless and continue to promote this through consulting with the community and facilitating linkages with other agencies / interested groups.

**"It was the first time I have really understood the cycle of poverty and the way it impacts on Aboriginal Australians."**

**- Stakeholder, after patrolling with NOS.**

### *Operational Response:*

During the year NOS continued to help homeless Aboriginal people, working to find scarce accommodation and identify other ways to help. NOS provided specific assistance to homeless people on 884 occasions, including diversionary transports and advocacy for housing.

Transports to safe places were mainly to friends' and shelters. Many other homeless were unable to be transported to a safe place but were assisted with blankets, clothes, swags, toiletries and food. NOS distributed packs to homeless as part of the Essentials for Women Perth Campaign and distributed Swags as part of the Swags for Homeless Program. Links were also made to other services and emergency support and advocacy provided with the Ministry of Housing and other housing providers, in particular. Fortunately, some clients were able to obtain permanent accommodation.

**"Thank you again for what you have done for me and my little family."**

**- Client who has just been housed.**

# STRATEGIC HIGHLIGHTS

## Capacity Building within the Service

### *Organisational Structure*

During the year, NOS made considerable progress in achieving the remaining priorities and recommendations of the independent evaluation report: "Keeping People Safe" completed in 2012 by John Scougall. Based upon the recommendations of this report NOS implemented a number of initiatives to strengthen its service delivery capacity and corporate support. These are key priorities, along with broadening of the funding base, for the sustainability of the organisation (Recommendations 4 & 16).

Implementation of a structure for the organisation which includes separation of Strategic and Operational roles and contracting of Employsure, one of Australia's leading experts in the field of workplace regulations, achieved functional separation and best practice compliance in relation to Occupational Health and Safety (OHS), Human Resource (HR) and operational accountability.

An Operations Manager was appointed providing additional resources and leadership in operations (Recommendation 8). This enabled the reallocation of resources to strengthen business development capacity and the Policy Manager's role has been realigned to business needs as a Business Development Manager (Recommendation 6).

Emloysure has been appointed to provide support to the CEO in relation to Human Resources and Industrial Relations matters (Recommendation 13). Employsure are developing Human Resource and Occupational Health and Safety (OHS) Policy Manuals and Employee Handbooks. Optum have been contracted to provide an Employee Assistance Program. OHS training with Employsure has already been provided to staff.

The Independent Auditor and part-time Bookkeeper were retained and a Financial Policy Manual developed, including delegations (Recommendation 9).

A skill assessment and training program review resulted in more targeted training being delivered in addition

to the delivery of certificate training through TAFE. Further, an external mentor has been employed on a limited contract to support and mentor outreach staff and arrangements for exchange of best practice case management procedures with other service providers have been put in place (Recommendation 8).

### *Corporate Systems:*

The detail and extent of stakeholder reporting and capacity to deliver is ultimately influenced by the quality of staff, data collection and data analysis. Training of staff, a review of the database and compliance with stringent reporting requirements have been priorities for NOS.

Corporate security, insurances and information technology were also reviewed and updated in line with business needs.

The update of the asset register and establishment of new systems for maintaining client information confidentiality were also important to the continuing security of the database.

We maintain a safe and healthy workplace providing documented policies, appropriate training, personal protection equipment, a vehicle fleet which is replaced annually, documented risk management processes and an employee assistance program. 2014-15 was another year without workers compensation claims, indicating a high level of safe practices in the workplace.

### *Aboriginal Employment*

An integral part of delivering a culturally appropriate and informed service is the continuing ability to maintain an Aboriginal frontline workforce. NOS proudly employs Aboriginal people in all 21 frontline positions. A further 3.6 positions are non-indigenous. All frontline staff are required to hold an F Class driving licence, Working with Children Card and Senior First Aid Certificate. Staff have also completed Verbal Judo, occupational health and safety, Case Management, Supervisory and operational training during the year. Staff training continues to be a planned investment and during the year staff also recommenced Certificate (TAFE) training. As an organisation we are proud of the improvements



## STRATEGIC HIGHLIGHTS continued

in staff capacity and success during the year. We work to maintain a strong team and are proud to see our staff successfully take up employment in a range of industries when they do leave us.

All staff also received regular information sessions from other services and agencies to keep their knowledge current and to facilitate building of networks and community relationships.

It is common for NOS to be approached for assistance to connect with clients on the street and NOS have hosted a number of organisations, film crews and the Garl Garl Walgu patrol to accompany us on outreach patrol. NOS were also pleased to have the capacity to accept a three month Aboriginal student social worker practical placement.

### *Community Support*

The Department for Child Protection and Family Services (DCPFS) undertake an annual survey of a segment of NOS clients each November. This provides a useful snapshot of client satisfaction each year and this year the results were very positive, slightly higher than last year, with a 92.3% satisfaction rating (7.7% neither satisfied nor dissatisfied). NOS is committed to improving services and values the indicators of satisfaction from stakeholders, the community and clients which are received during the year.

The inclusiveness of various stakeholders and of the community, when planning strategies and resources to assist Aboriginal people is a clear indicator of the respect that NOS and our work engenders. The thanks, positive feedback and acceptance that NOS enjoys today is evidence of hard work and dedication over time but particularly reflects the commitment and integrity of the service and the continuing connection with the Aboriginal community.


We also received wonderful feedback about staff from a number of other agencies and organisations. The dedication, skill and care that staff showed was praised and the feeling of safety while out with staff was noted.

**"Their passion for the work they do radiates from them. Not only do they actively seek to create new networks within the areas that they patrol in order to enhance the service that they are able to provide, but they genuinely care about their clients and seek to provide more than their job requires of them."**

**- Stakeholder on patrol with our staff in Northbridge.**







While we enjoy the positive feedback we acknowledge that there is still a long way to go because we still want to see a huge reduction in the number of Aboriginal people in remand centres. We are working to make our service more user friendly and a starting point was to integrate our uniformed outreach workers into homes and schools to engage and remove the perception of our services as being primarily a community policing service.

During the year a number of articles were published referencing the work of NOS including acknowledgements from Amnesty International at the launch of their Community is Everything campaign, and, most recently, along with CPFS, WA Police and Mission Australia, NOS' work with the Youth at Risk Strategy (YARS), Northbridge, Perth CBD was recognised as a finalist in the WA Child Safety Government Award category of the 2015 Constable Care awards. Winners will be announced later in the year. This is an initiative with which NOS has been involved since its' inception and one with which we have particular commitment as a high proportion of young people identified through YARS are Aboriginal.

**84% of young clients strongly agree:**

**"I trusted the workers"**

**8% "Agree"**

**8% "Neutral"**



# ACHIEVEMENTS

## ACHIEVEMENTS AGAINST THE STRATEGIC PLAN 2011 - 16

Nyoongar Outreach Service (NOS) measures its performances and achievements from its current Business Plan. A review of NOS performances against the Business Plan has confirmed that we are well on track.

### Objective 1

**Providing patrol services with partner Councils/ Agencies to increase safety and harmony for all members of the community.**

### Achievements

- NOS remains a preferred supplier to the DAA and DCPFS and works closely with other funders.
- NOS provided day patrols to Midland, Fremantle, City of Vincent, South and North corridors. Evening patrols were provided to Fremantle, Cannington and the South East Corridor on Friday and Saturday nights 8pm to 4am and two patrols each were in Northbridge and Crown Perth on Friday and Saturday nights 8pm to 4am.
- NOS continued to work with a range of organisations to support clients and to improve organisational capacity and skill and developed closer working relationships with stakeholders and services to ensure timely support and exchange of information including Mission Australia, DCPFS, WA Police, Housing Authority, Salvation Army, Street to Home and St Patricks.
- New relationships were established with CCI VTEC and also with the WAFC to assist clients.
- During the year a patrol was stationed at Armadale and a report completed for the Armadale Council regarding issues related to the street present Aboriginal people in specific locations of Armadale.
- Approaches have also been made to a number of other organisations in relation to establishing MOUs to extend client services.
- NOS continue to attend and hold stakeholder meetings and participate in strategic leadership meetings and operational initiative delivery.
- NOS also became a partner in the 50 Lives 50 Homes project and is a member of the Homeless Collaboration Project Steering Committee.



## Objective 2

**Refer people engaged by the Patrol to the relevant agencies and/or implement appropriate diversionary or safety measures.**

## Achievements

- Information and referral service (300 referrals to other services).
- Transporting people to safer places (2,110 transports).
- Assisting with transportation of juvenile children under section 41 of the community services act 2004 (508 youth transports).
- Minimising and defusing situations that cause disharmony (Offering conflict resolution mediation) (300 incidents dealt with).
- Delivery of training to staff in operating issues and certificate courses: case management, verbal judo and first aid to ensure appropriate knowledge and skill for quality response to clients.
- Delivery of information sessions by relevant agencies including Department of Health, Department of Human Services and Health, AIDS Council and Sexual Assault Referral Centre (SARC) to ensure good understanding of available services for clients and appropriate response or referral processes.





## Objective 3

**Promoting partnership and cooperation with other organisations to ensure appropriate, effective responses in service provision.**



## Achievements

- Stakeholder survey feedback results achieved 92.3% satisfaction (up from 89% last year)
- An MOU with Mission Australia was developed, meetings to progress agreements with other service providers were also held.
- Ongoing efforts to co-operate and work collaboratively with stakeholders has led to numerous information exchange visits and growth in the number of referrals to agencies from NOS.
- A review of the arrangements with the City of Vincent was commenced.
- Continued to advocate for a joined up approach to services, supported by a number of other agencies.
- NOS hosted Garl Garl Walbu Patrol during a study visit to Perth including provision of information about our operations and policies.
- At a strategic level, the CEO is an active advocate and member of a number of policy and planning groups including:
  - Department of Child Protection and Family Services (DCPFS) Aboriginal Reference Group.
  - South West Metropolitan Partnership Forum (SWMPF) Leadership Group.
  - SWMPF Vulnerable and At-Risk Youth forum.
  - South East Metropolitan Human Services Regional Managers Forum.
  - Curtin University Crossroad Aboriginal Reference Group.
  - Arami Mental Health Committee.
  - DCP Youth at Risk Steering Committee.
  - FMHSS Steering Committee (Youth with Mental Health).
  - Midland District Leadership Council Working Group.
  - City of Fremantle Aboriginal Reference Group.
  - WA Football Commission's South East Engagement Project Steering Committee.
  - WA Football Commission Night Fills Committee.
  - St Pats/Crossroads/Family Support Network.
  - Perth Street Doctor Consortium (Fremantle).
  - Parks Working Group.
  - Safer Vincent Crime Prevention Partnership.
  - SWMPF working group with Winterfold, Caralee and South Lake Primary Schools.



## Objective 4

**Maintaining the strong reputation of the patrol and enhancing respect for the Aboriginal community.**

### Achievements

- Maintained a high profile with active membership of a number of reference and advisory groups.
- Ongoing liaison with specific business within the Perth CBD and the metropolitan area in relation to Aboriginal issues.
- Strengthening of the Crown Perth partnership and service relationship.
- Continued to build and maintain relationships and networks with stakeholders and with key decision makers.
- Maintained membership of WA Networks of Alcohol and Other Drug Agencies (WANADA).
- Participated in a number of NAIDOC events.
- Appeared and made a submission to the Standing Committee on Public Administration Inquiry in to the Patient Assisted Travel Scheme (PATS) on behalf of clients.
- Referred to in a number of positive media stories and participated in Swags for Homeless and Essentials for Women campaigns.
- Strengthened links with Government agencies to advocate for clients.
- Continued to be regularly consulted and have input on issues relating to Aboriginal people in the metropolitan area and to assist with inquiries and submissions.
- Held regular stakeholder meetings in relation to funded services.
- Is a partner in the Youth at Risk Strategy which was a finalist in the Constable Care Child Safety Awards 2015 (winner to be announced shortly).





## Objective 5

Remain a strong viable organisation.

### Achievements

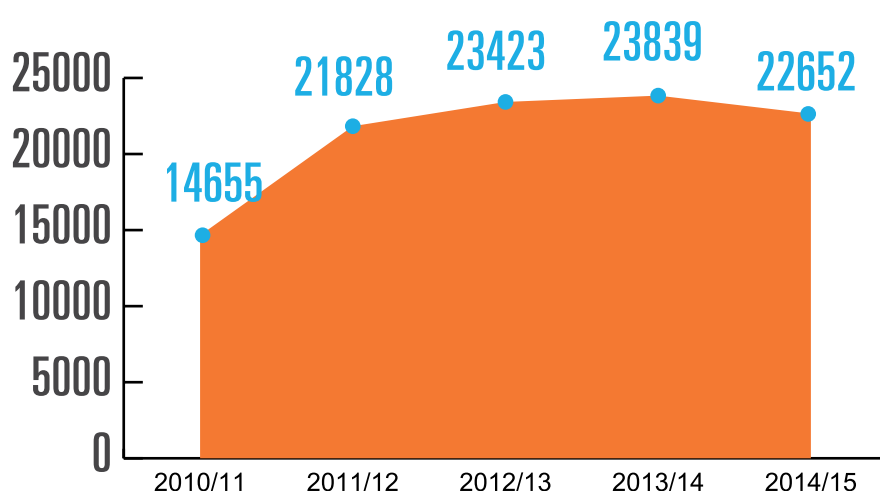
- Funding agreements with DAA, DAO and DCPFS were reviewed and funding confirmed.
- A new model for joined up service delivery to Aboriginal young people at risk was developed and funding sought and approved from the Indigenous Advancement Strategy (IAS) for a new Youth Engagement Support program (2015-17) under this new model.
- Appointed Employsure to assist with HR system and policy compliance.
- Contracted Optum Employee Assistance Program for Staff.
- Conducted risk assessment and implemented additional financial and administrative systems to support continuing compliance with regulatory requirements and best practice.
- Reviewed organisational structure to separate operational and strategic roles and expand operational services and accountability.
- Operational Policy and Procedures reviewed.
- Human Resources Policy Manual review commenced
- New Occupational Health and Safety Manual developed.
- Database reviewed and upgraded to include new identifiers and report capacity.
- Implemented new information technology including duress alarms in patrol telephones.
- Replaced the vehicle fleet with new vehicles (occurs every 12 months).

# SERVICE DELIVERY SNAPSHOT

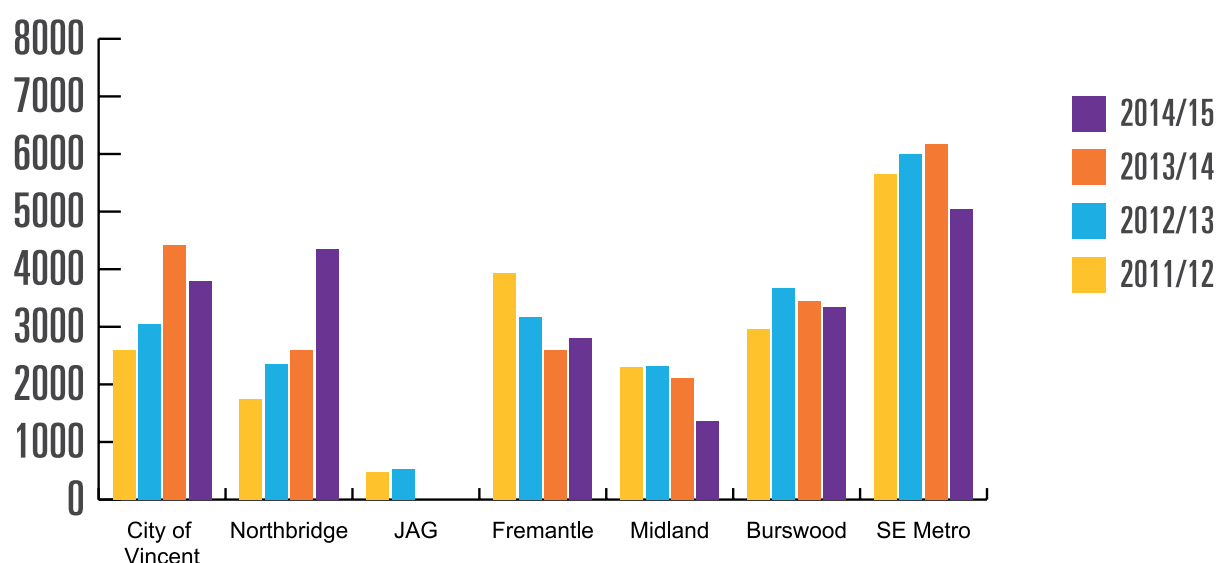
## Client Contacts

Day and evening mobile outreach operated all year (except Public Holidays) in the City of Vincent, Fremantle, Midland, Northern corridor, and the South-East corridor. Night outreach operated on Friday and Saturday nights until 4am in Northbridge, Fremantle, the South-East Corridor (two patrols) and Crown Perth (two patrols, private contract). NOS engaged with 22,652 contacts during the year. Many of these were repeat contacts made with people throughout the year for social contacts and in response to welfare and transport needs.

## Client Numbers 2011 - 2015



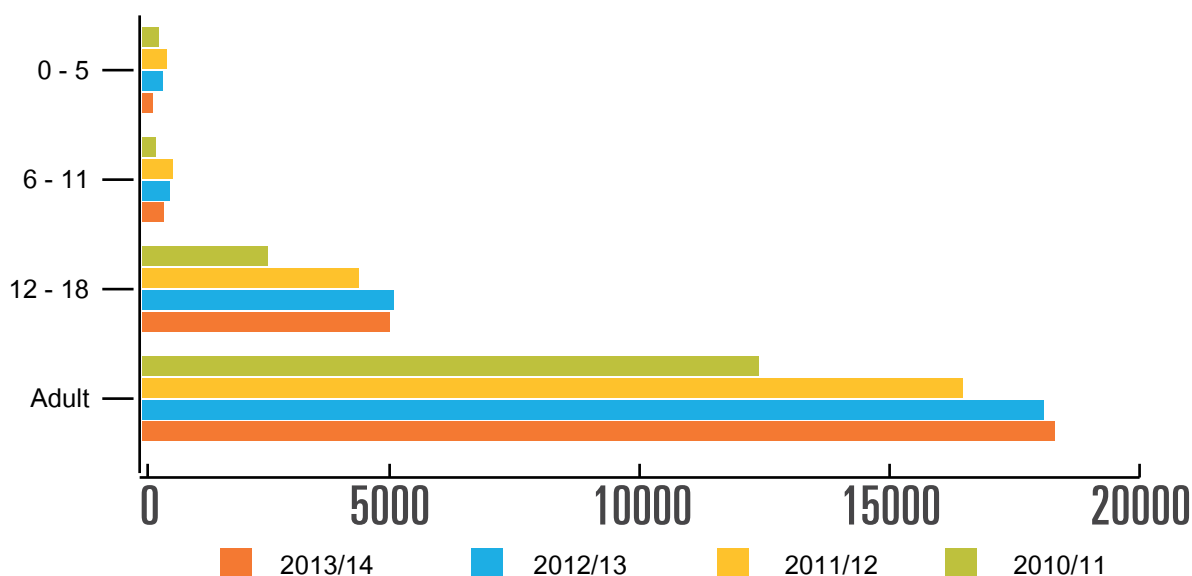
## Engagement by Sector 2011/12 to 2014/15



Contacts made within Northbridge and Fremantle increased but contacts in all other sectors fell. The most substantial fall was in the Midland area and South East Metro. Both of these areas are below the level of three years ago.



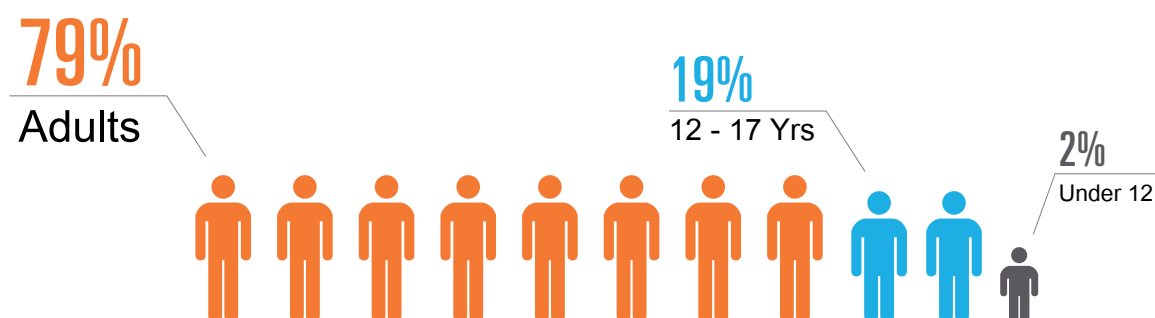
## Client Engagement Age Distribution 2012-2015



Of the contacts made, approximately 50% were recorded as being at risk resulting from alcohol, homelessness, violence, or drug abuse. Our patrollers made 2110 transports to safer places, primarily for adults (76%).

Youth (under 18 years) represent 20% of our clients overall. In real numbers this is a drop of 896 on the previous financial year.

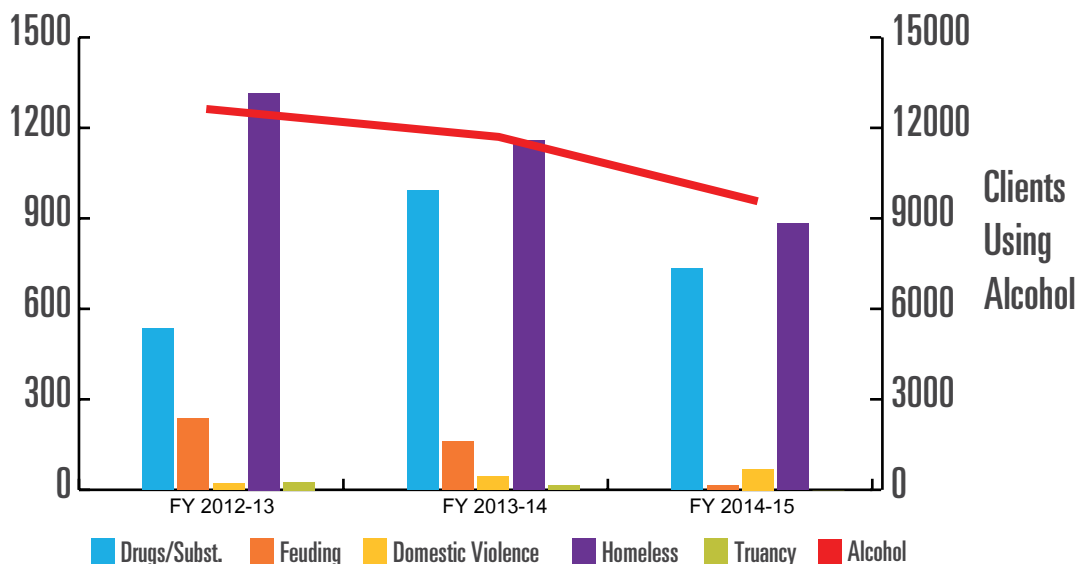
## Clients in 2014/15



The number of young people contacted by all patrols except Northbridge and South East has fallen significantly. This is a positive change which NOS will continue to encourage and target. This number has been influenced by the overall fall in client contacts and a reduction in the number of young people who are presenting on multiple occasions. However, in Northbridge and South East sectors youth represent 36% of clients and this is the focus of a number of strategic and partnership strategies. NOS work with Crisis Care to ensure that young people who are transported are properly identified and taken to safer places.

NOS have observed that although we often have contact with the same people while they are both intoxicated and sober, drug and alcohol misuse remain a significant concern for street present Aboriginal people, along with health issues including mental health. Almost 43% of contacts were affected by alcohol at the time of contact, over 3% were affected by drugs.

## Client Condition 2012/13 to 2014/15



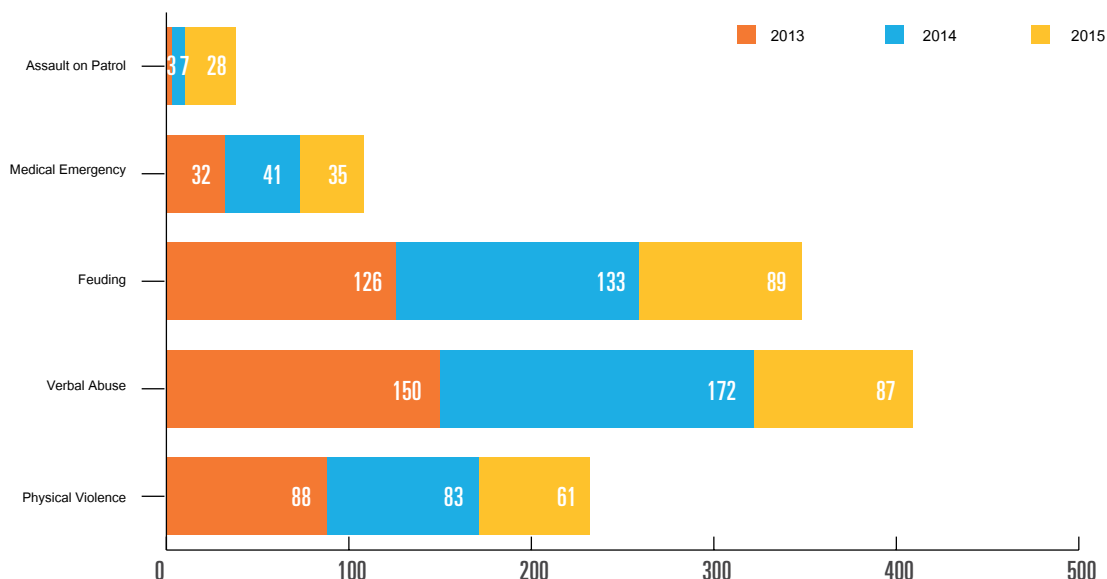
This is a further reduction on the past two years and in fact it is a reduction of almost 2300 contacts from last year. Homeless numbers also fell during 2014/15. Total numbers were lower by 23%. This is a difficult indicator to link to specific actions, however, many of the homeless have been living in squats and have been couch surfing with the support of organisations such as NOS, Centrelink, Uniting Care and Manna Industries. Unfortunately, reported incidences of domestic violence increased by almost 45% during the year.

## Diversiónary Actions

During the year, 300 serious incidents were defused by outreach officers. They included 89 instances of feuding and a further 61 incidents of physical violence.

The number of assaults on staff increased significantly although verbal abuse incidents fell. Midland and Northern Suburbs sectors were without any assaults on staff. All others, particularly the City of Vincent and Northbridge, had notable increases in assaults. However, the patrols dealt with fewer feuds, fighting and medical emergencies. Feuding continued to be highest in the South East and Crown Perth sectors. Verbal abuse was prevalent in the City of Vincent, Northbridge, Crown and Fremantle sectors.

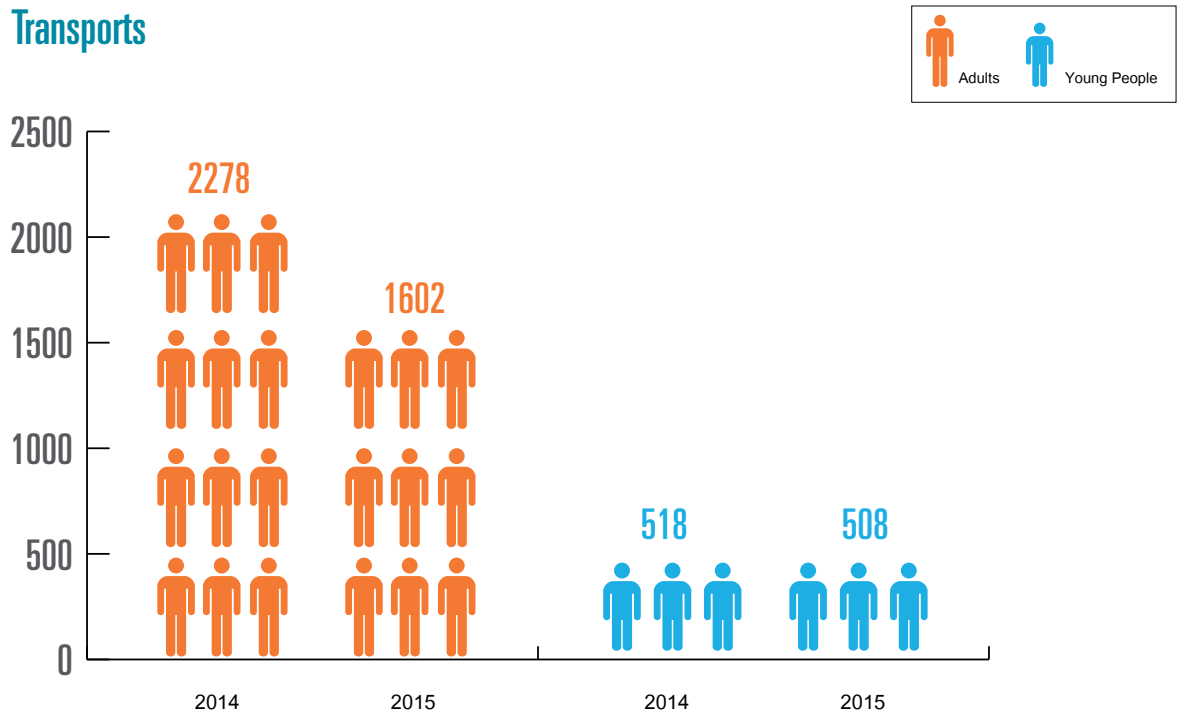
## Incidents on Patrol 2012-13 to 2014-15



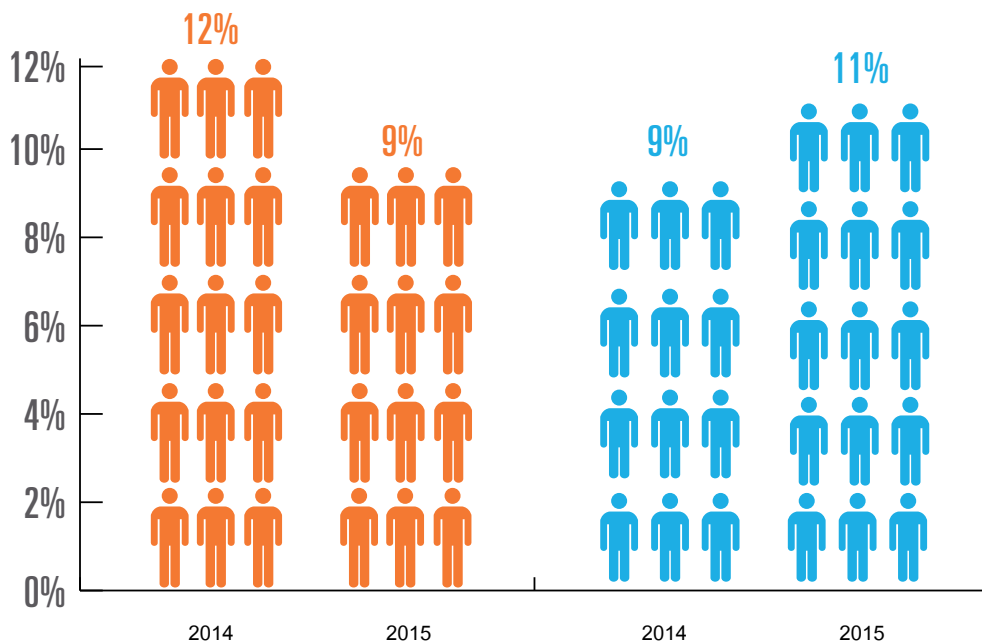


The case management of clients contacted resulted in more targeted transports and referrals to assistance and support agencies. This was a direct result of the strategies put in place to better utilise Nyoongar Outreach's limited resources. Night outreach focused resources on young people who were vulnerable. NOS worked closely with Mission Australia and other organisations to provide information, advice and support to young people

## Transports



## Transports as a Proportion of Clients



Diversionary transports are an important part of the outreach service provided to people at risk and NOS has, over the past two years, been carefully targeting the delivery of transports to those most vulnerable. Transports on Friday and Saturday nights are targeted at assisting young people. The total number of transports has been reduced over the past two years, from over 4300 in 2012-13 to 2110 in 2014-15 to ensure that resources are allocated to clients in accordance with their level of need. In 2014-15 transports to young people increased as a proportion of the number of young clients to 12% and adults transported represented just 9% of adult contacts. There were 2110 transports and of these 508 were to young people. It remains an issue that there are few places to transport homeless people or clients with complex issues.

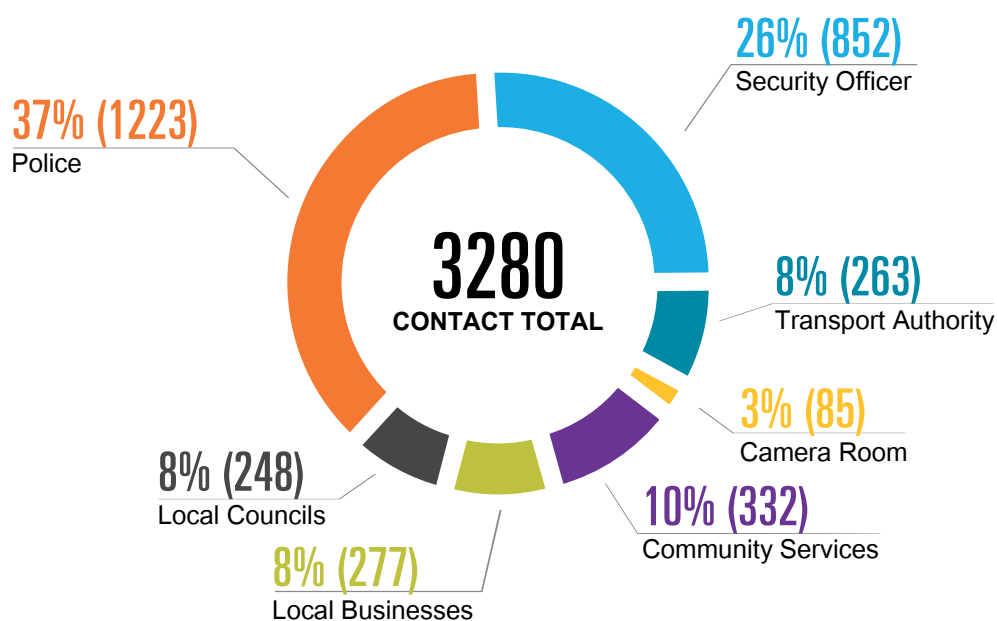
## Partnerships in Public Space

Nyoongar Outreach Service operates on the streets in different areas of Perth during the week (11am to 9pm) and weekends (8pm to 4am). During this time, NOS works co-operatively with other service providers to help people in need. This can mean that staff are consulting with other services assisting the client or can be contacting agencies to acquire help for their client. In every way, this relationship between services is of key importance to the outcomes for the clients. As important is the ability to maintain connection with what is happening in the community and on the street.

In support of the maintenance of co-operative case management and the confidential exchange and protection of confidentiality of information on clients, Memorandi are in place of being developed with stakeholders. NOS, while working co-operatively with other agencies, takes the confidentiality of client information and the primary objective of NOS to step in before the Police very seriously. Police contact to NOS increased during the year and NOS is pleased to have been able to reduce the number of people being taken into police stations or being issued move on orders as a result.

The proportion of contact with other community service providers on the street fell during the year, partially due to improved co-ordination between agencies but frequently because of other agencies having fewer staff on the streets.

## Street Level Community Contacts 2014-15



This is also affecting the number of agency staff able to accompany mobile outreach during business hours. In order to strengthen working partnerships the organisation is a member of a wide number of strategic planning forums and maintains a broad network of community service providers and government support agencies. This network is strengthened at an operating level with regular information sessions with different organisations, joint outreach opportunities and information updates with various organisations. Some arrangements are more formalised than others to ensure ongoing co-operation and support.

Within the wider community, NOS maintained visibility, responding to enquiries and participating in a number of organised events including NAIDOC week, the Eagles v Aboriginal All Stars Football Match, Essentials For Women, Perth Registry Week 2014 and Homeless Week.



We work to empower  
Aboriginal Australians who  
are caught in the cycle of  
poverty and trapped by the  
way it impacts them.



# Lachlan Douglas Mills CPA

Certified Practising Accountant

Registered Tax Agent

B. Comm B. Sci (Comp)

ref:nps2015  
26th August, 2015

**NYOONGAR PATROL SYSTEM INCORPORATED**  
**35-37 GLADSTONE**  
**PERTH WA 6000**

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Morley WA 6062

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Morley WA 6943

Telephone: 9375 3366

Facsimile: 9375 3966



To the members

**re: AUDIT REPORT - NYOONGAR PATROL SYSTEM INCORPORATED**

## Scope:

I have audited the attached Balance Sheet and Income and Expense Statement of the Nyoongar Patrol System Incorporated for the year ended 30th June, 2015 ("the Financial Report"). The Committee is responsible for the preparation and presentation of the Financial Report, and have determined that the basis of accounting used is appropriate to the needs of the members. I have conducted an independent audit of the Financial Report in order to express an opinion on it to the members. No opinion is expressed as to whether the basis of accounting used is appropriate to the needs of the members.

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

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

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

## Unqualified Audit Opinion:

In my opinion, the Financial Report of the Nyoongar Patrol System Incorporated presents fairly the results of their operations for the year as mentioned above, in accordance with the accruals basis of accounting.

  
LACHLAN DOUGLAS MILLS - PUBLIC ACCOUNTANT



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a scheme approved  
under Professional  
Standards Legislation



## Nyoongar Patrol System Incorporated Financial Statements as at 30th June, 2015

<b>CURRENT ASSETS:</b>	<b>2014</b>	<b>2015</b>
CBA Cheque Account	84,435	65,572
CBA Business Online Account	138,300	119,129
CBA Investment Account #8515	443,406	1,100,000
CBA Term Deposit #7210	458,860	0
Petty Cash Float	813	813
Cabcharge Bond	200	200
Pledges Receivable	74,861	53,356
Insurance Excess Recoverable	250	250
	<b>\$ 1,201,125</b>	<b>\$ 1,339,320</b>

<b>NON CURRENT ASSETS:</b>	<b>2014</b>	<b>2015</b>
Plant & Equipment at WDV	13,566	9,496
Motor Vehicles at WDV	197,556	265,995
	<b>\$211,122</b>	<b>\$275,491</b>

<b>TOTAL ASSETS:</b>	<b>\$1,412,247</b>	<b>\$1,614,811</b>
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<b>CURRENT LIABILITIES:</b>	<b>2014</b>	<b>2015</b>
CBA Credit Card	291	0
Trade Creditors	92,152	36,079
GST Owed - ATO	9,767	9,603
PAYG Owed - ATO	30,719	18,645
Superannuation Owed	29,243	34,923
	<b>\$162,172</b>	<b>\$99,250</b>

<b>NON CURRENT LIABILITIES:</b>	<b>2014</b>	<b>2015</b>
Provision for Long Service Leave	58,000	58,000
Provision for Annual Leave	66,772	66,772
Provision for Severance Pay	115,000	115,000
Provision for Funding Shortfall	42,000	42,000
	<b>\$ 281,772</b>	<b>\$ 281,772</b>

<b>TOTAL LIABILITIES:</b>	<b>\$443,944</b>	<b>\$381,022</b>
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<b>NET ASSETS (DEFICIENCY):</b>	<b>\$968,303</b>	<b>\$1,233,789</b>
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This is represented by:

<b>MEMBERS' FUNDS:</b>	<b>2014</b>	<b>2015</b>
Accumulated Surplus Brought Forward	807,287	1,050,628
Surplus / (Deficit) for the Year	161,016	183,161
<b>TOTAL MEMBERS' FUNDS:</b>	<b>\$689,615</b>	<b>\$1,233,789</b>

INCOME:		2014		2015
Funding - Attorney General's Dept		52,609		0
Funding - Burswood Security		177,300		177,300
Funding - City of Armadale		0		10,000
Funding - City of Fremantle		30,000		30,000
Funding - City of Vincent		50,000		50,000
Funding - DCP		101,260		103,943
Funding - DEEWR		14,380		0
Funding - DIA		1,017,413		1,164,156
Funding - WA Attorney General		2,500		0
Funding - Lottery West		17,707		0
Funding - WA ADA		14,020		14,390
Interest		26,239		15,356
Job Training & Employment Income		22,658		12,000
Sundry Income		726		0
		<b>1,526,812</b>		<b>1,577,145</b>

less: EXPENSES:				
Administration Costs	68,709		107,591	
Communication Costs	12,063		9,422	
Depreciation	68,634		94,339	
Direct Staff Costs	1,082,640		1,076,386	
Indirect Staff Costs	25,949		22,226	
Interest Paid	0		1,230	
Motor Vehicle Expenses	43,422		29,554	
Office Repairs & Maintenance	1,026		5,699	
Patrol Costs	1,980		595	
Premises/Occupancy Costs	35,640		26,586	
Travel & Meeting Costs	25,733		20,356	
		<b>1,365,796</b>		<b>1,393,984</b>
<b>NET SURPLUS / (DEFICIT):</b>		<b>\$161,016</b>		<b>\$183,161</b>

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

## 1. STATEMENT OF ACCOUNTING POLICIES:

### Reporting Entity:

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

### Historical Cost:

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

### Income Tax:

The NPS Incorporated is exempt from paying Income Tax.

### Property at 35 Gladstone Street, Perth:

The property at 35 Gladstone Street, Perth was transferred to the NPS Incorporated from the Australian Indigenous Land Corporation during the 2011/12 financial year 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.

Lotterywest 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.



## Acknowledgements

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

- Minister for Aboriginal Affairs, the Hon Peter Collier, MLC
- Centrelink
- Crown Perth
- Department of Aboriginal Affairs (DAA)
- Department of Child Protection and Family Services (DCPFS)
- Drug and Alcohol Office (DAO)
- Indigenous Land Corporation (ILC)
- City of Vincent
- City of Fremantle
- Lotterywest
- Ruah
- Mission Australia
- Department of Prime Minister and Cabinet
- Western Australian Network of Alcohol and other Drug Agencies
- South East Metro Human Services Regional Managers Forum
- South West Metropolitan Partnership Forum
- Doug Thompson, lecturer from Challenger Institute of Technology (Rockingham Campus)
- Lachlan Douglas Mills (CPA) - Auditor
- Angelyne Wolfe from Bling Design, for providing the graphic design for NOS publications
- Julian Master/Amnesty International for use of Amnesty photos page 10 and back cover.





Thanks go to Doug Spratt  
for all the years out there  
looking after the welfare  
of young people on the  
streets, particularly during  
the night time.

