





VISION

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

Contents

Contents	Τ
Executive Committee	2
Executive Management	3
Chairperson's Report	4
Chief Executive Officer's Report	6
Strategic Highlights	9
Executive Committee Elections	9
Service Sustainability	9
Funding	10
Strategic Planning	11
Advocacy	11
Strategic Forums	12
Service Program Review	13
Our Partners and Stakeholders	13
Donated Services	13
Community Events	14
Service Networks	15
Operational Highlights	16
Client Contacts	16
Street Level Community Contacts	17
Client Circumstances	18
Norking with Youth	20
Strategic Forums and Alliances	22
Youth Programs	22
Youth Engagement Support Project (YES)	23
Mobile Youth Outreach and	27
Youth at Risk Strategy	
Working with the Homeless	28
Alcohol and Substance Misuse	30
Gummary	33
Achievements against the Strategic Plan	34
2016-2021 Objectives	
Auditor's Report	41
-inancial Report	42
Acknowledgements	45

THE EXECUTIVE COMMITTEE



Ms. Dawn Wallam Chairperson

Dawn Wallam was elected Chairperson in 2016. Dawn is a Wadandi woman of the Noongar Nation who has developed a work history of over 40 years. Dawn is a founding member of Nyoongar Outreach and brings a wealth of skills and knowledge to the organisation in her role as Chairperson.

Dawn is highly committed to ensuring excellence in governance and service provision and has a passion for 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 enhanced 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.



Mr. Neville Collard Vice Chairperson

In 1998 Neville Collard was one of the co-founders of the Nyoongar Patrol System Inc. A longstanding Committee member and Chairman (2001 to 2003), Neville has many years of experience in the justice system and various government agency sectors. Neville has contributed his extensive justice knowledge to the development of Nyoongar Outreach Services Inc. and assisted the organisation in the implementation of its operational plans. Neville currently attends to Cultural Training Programs at schools within the Perth metropolitan area and at the Perth Royal Show. Neville was elected Vice Chairperson in 2016.



Ms. Barbara Stack Treasurer

Ms. Stack served as the Outreach Co-ordinator with Nyoongar Outreach Services for 7 years before becoming a Committee member in 2010. Currently, Barbara is also an Aboriginal Health Practitioner with the Derbal Yerrigan Health Service in the area of chronic health.

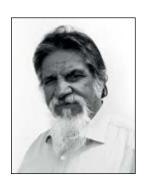
Mr. Jeremy Garlett Secretary

Aboriginal radio founder (6NR) and currently Aboriginal radio presenter with Nyoongar Radio 100.9FM, Jeremy Garlett was elected to the Committee in 2010. Mr. Garlett's past experience includes the position of Manager of Bloodwood Youth Accommodation. He also worked with the WA Police Service within Perth metropolitan stations between 1995 and 2014. He studied in broadcasting and community services at Curtin University.



Mr. Farley Garlett Committee Member

Mr. Farley Garlett has many years of high level experience in local and national Indigenous governance committees and was Chairperson of Nyoongar Outreach Services between 2010 and 2016. A strong advocate for Aboriginal people, Mr. Garlett was elected as the Chairperson Perth Noongar Regional Council, ATSIC from 1999 to 2002 and then was elected as the WA ATSIC Commissioner. He has vast experience in working with youth at risk, the education system, Aboriginal Communities and with Aboriginal families. He has also had many years experience working in a lead role in Aboriginal Relations on mining sites throughout Western Australia.



CHIEF EXECUTIVE OFFICER and PUBLIC OFFICER

Ms. Maria McAtackney



Elected as Public Officer in 2016, Maria McAtackney is Chief Executive Officer of Nyoongar Outreach Services Inc., a position held since 1999. Maria has responsibility for overseeing the strategic planning and decision making for the organisation. Maria's work experience in Indigenous health and community safety span almost 30 years in senior and executive management roles within the domain of employment and project planning, implementation and evaluation in the areas of training, employment, social development, crime prevention and community safety.

Maria also brings her considerable professional training to the organisation as she holds a Master of Business Administration, Graduate Diploma Human Resources Management, and a B.A Behavioural Studies (Edith Cowan University). Maria has previously been awarded the 1996 WA non-Indigenous Person of the Year Award and is a Professional Member of Australian Institute of Management

CHAIRPERSON'S REPORT

It has been a year of strategic change due to the State having both a new Government, and changes in the service delivery models for people at risk.

As the newly elected Chairperson, I would like to thank my colleagues within the Nyoongar Outreach Services (NOS) Executive Committee for their support and good counsel in moving NOS forward and maintaining adherence to our mission and vision.

The NOS Executive Committee and I would like to thank Maria, our CEO, for her commitment and her unerring ability to deliver on our directions.

It is an exciting time of change.
As an Executive Committee we have had a number of issues to consider and, as always, we keep the needs of the community at the forefront.

Major strategic issues faced by the organisation include the sunset clauses on the majority of our funding, which come into force in mid 2018, and the reallocation of State departmental and Ministerial responsibilities during 2017/18.

The NOS Executive Committee and I are committed to continuing to advocate for our clients and work with our stakeholders to maintain the role of our organisation as a priority for the Government.

This year we put into place new criteria for Executive Committee member selection which ensures that the current commitment to the values and standards of the organisation remain in place long into the future.

The NOS Executive Committee and lare grateful for the ongoing support of our stakeholders and partners during the restructuring of funding and of service realignment with new government areas of responsibility. We have been able to retain funding for programs during the transitional phase and have also actively participated in the development of future service models for Aboriginal people through the Departments of Aboriginal Affairs and Child Protection and Family Services' planning and design forums.

NOS is in a good position to assess and respond to the move to replace the State's preferred provider funding model and seek new funding arrangements. Although the changes create some uncertainty for service providers I am confident that our experience and long standing relationships within the sector, together with our knowledge and understanding of the needs of our target group and our adherence to providing a culturally appropriate service, will place us in a strong position in relation to future funding and the financial security of the service.

We have been fortunate in having both a clear vision of our own capacity and future and a good understanding of the risks and responsibilities associated with working with other services to achieve outcomes for Aboriginal people.

During the year the new Strategic Plan 2016 -2021 was released and I am confident that the groundwork laid during this year will stand us in good stead for the achievement of the targets within the Plan into the future.

In speaking about the delivery

of service, the NOS Executive Committee is very pleased to see how the shift from Patrol System to Outreach Services has been implemented, without any issues or any reduction in service, and that the community have endorsed these changes.

We would like to thank the Department of Aboriginal Affairs for their continuing commitment to the organisation and their open and collaborative approach to ensuring ongoing services to Aboriginal people in need.

The NOS Executive Committee and I are grateful to the Department of Child Protection and Family Support for their ongoing funding of our service in Northbridge. We are also thankful for the commitment of their staff and managers to working together with NOS to support and jointly manage individual clients and to develop capacity in the sector.

We would like to acknowledge and thank the Department of Prime Minister and Cabinet which has continued to fund, from the Indigenous Advancement Scheme, and support the Youth Engagement Support program over the past two years and now, for a further two years. The extension of this funding into 2019 allows NOS to continue to provide intensive case management support to young people at high risk.

Young people at risk are one of our key target client groups. As a preventative service we are acutely aware of the importance of providing a client focused service which can help clients to access and maintain engagement with a range of services along the continuum of needs before they come into contact with the justice system or drop out of school.

Our clients have a clear need to be able to access services in a timely manner, have a reference point that is visible and reliable and have access to referrals and advice. These are the services that NOS continues to provide.

The NOS Executive Committee strongly emphasizes the importance of our working partnerships with organisations such as RUAH, Tom Fisher House, the Salvation Army, Crisis Care, Street to Home, hospitals and many other services. NOS have been able to support homeless people by advocating for them, reconnecting them to family, providing care packs and finding emergency accommodation.

New arrangements with crisis accommodation services have also guaranteed a much higher number of beds for our clients this year.

We also returned three clients to Country with funds donated by the Royal Perth Hospital Social Workers Social Club.

We are very pleased to note that the proportion of Aboriginal people who were contacted by NOS outreach staff who were affected by alcohol has fallen significantly over time. Where more than 50% of all contacts would have been affected by alcohol in the past, this proportion has fallen to closer to 30% of all contacts. This trend has occurred over the past five years and is a direction worth fighting to maintain.

In our role as advocates, NOS has continued to provide input to the submissions of the WA Chief Medical Officer to the Liquor Licensing Board in relation to key licensing applications that are made for areas where high numbers of Aboriginal homeless are known to congregate. NOS also worked with WA Police in relation to these applications and with the Alcohol and Other Drug sector to support their efforts in reducing the harmful impact of alcohol and other drugs,

particularly volatile substances, in our communities.

Our focus will be to vigorously advocate for our clients and for appropriate resources to address alcohol and other drug issues in the community. The NOS Executive Committee is therefore very pleased to be able to have negotiated a change in funding from the Mental Health Commission to allow us to assess the incidence of street based volatile substance use within our service areas. This work will inform the work of the State Volatile Substance Use Coordination Group in formulating proposals for services in the future.

It is immensely pleasing that during the year NOS have had approaches from local Government seeking to work with NOS in their local areas. This demonstrates how well our services are valued by local communities. Such new partnerships are with the City of Belmont and the election commitment to the Gosnells area to extend services within Gosnells. We are also in negotiations with the City of Bayswater for the provision of future services

in the area.

We believe that it is important that our clientele has a voice and is heard. Therefore, NOS participated in the Homeless data collection process for the 2016 Census, providing the Australian Bureau of Statistics with our assistance in collecting Census data from homeless people in Perth. The information collected will inform government policy and service development in the future. Feedback from the Australian Bureau of Statistics was very positive and noted the high level of commitment to reaching homeless people and engaging with them to complete their Census forms.

We acknowledge the difficult task that our outreach officers continue to complete. The work that this organisation does in strategic leadership within the sector and in ground level service delivery are a source of pride for both the NOS Executive Committee and I.

On behalf of the Executive Committee, thank you to all of our funding stakeholders, partners and community supporters for your commitment during the past year.

Dawn Wallam Chairperson



CHIEF EXECUTIVE OFFICER'S REPORT

It has been a busy and challenging year. I am very pleased to report that Nyoongar Outreach Services (NOS) continues to achieve our mission and goals in delivering outreach services to the Aboriginal people.

I would like to thank the Executive Committee for supporting me throughout this year and providing such a clear direction for the organisation and strong support in the development of the 2016 – 2021 Strategic Plan.

It is also fantastic to acknowledge that we have achieved the objectives of the 2012 - 2016 Strategic Plan. Progress against the new Strategic Plan is included in this annual report.

It is rewarding to notice the change in the perception of the service from a transportation service to client focused. I thank the Nyoongar Outreach frontline staff who have made a strong commitment to focus on client needs and long term sustainable outcomes which address client social and welfare needs. I would also like to thank all my administration staff for their continued support during the past year.

Despite a challenging year for our organisation and stakeholders, I am pleased to report that we maintained a strong commitment to our service delivery model.

We could not deliver this important service in isolation, without the support of our stakeholders working in partnership. My thanks go to Max Joynes from the Department of Aboriginal Affairs for his continued support, dedication to the cause of improving the quality of services to Aboriginal people, and for keeping NOS informed during the changes to the Department being made under the Machinery of Government rationalisation of the public sector.

This year NOS was faced with challenges in terms of financial opportunities and risks associated with the funding reviews, restructures and changes to State Government portfolios.

I know that it will be a challenging year for NOS to maintain the continuity of services in the current changing social policy environment. For example; the Aboriginal Youth Service Investment Principles (AYSIP) seriously disadvantage organisations like NOS, since the service model has a funding threshold limit well beyond our current contractual obligations.

Having said that, I would like to thank the Department for Child Protection and Family Services for working with us as partners to deliver outcomes for young Aboriginal people at risk and provide them with safer options.

It is pleasing to see that the State Government, particularly the Department of Child Protection, spent a lot of resources identifying ways to reduce the number of young children coming into care. They also improved the tender process by emphasizing the need for cultural competency with all new contract applications.

I also want to thank the partners of the Youth at Risk Facility, our working partners Mission Australia, the WA Police, the Public Transport Authority, the Department for Child Protection and Family Support and St John of God Ambulance services with whom we worked closely and assisted young people to be safe.

I would also like to thank the Department of Prime Minister and Cabinet for extending funding of the Youth Engagement Support program which will allow NOS to provide continuity of support for a further two years. This program provided NOS with the opportunity to build the capacity of both the clients and the agencies working with them. It is important for NOS to bring cultural competency to the co-ordination and delivery of wraparound services.

I would like to thank the Executive Committee for allocating resources toward the commissioning of Harry Blagg, Professor of Criminology, Director of the Centre for Indigenous Peoples and Community Justice Law School UWA, to evaluate the Youth Engagement Support Program. This research will inform future funders of the costs and challenges associated with establishing a new service within Aboriginal controlled organisations.

I would like to thank our longstanding partners, the Cities of Fremantle and Vincent, for their continued support. I appreciate the commitment to work together to identify and address local issues and build local networks to support clients. I also valued the opportunity to be involved in local forums such as the South East Metropolitan Regional Managers Forum, Safer Vincent Crime Prevention Partnership and the Reconciliation Action Plan Advisory Committee.

Thank you to the City of Belmont staff for your support in implementing the NOS roaming service within Belmont. It is refreshing to see the level of commitment that the City of Belmont has demonstrated throughout the development of their Reconciliation Action Plan, NOS participation in the Belmont Aboriginal Reference Committee and in embracing NOS staff as part of the Belmont community.

I am pleased that NOS is viewed as a valued service and received positive publicity in relation to our services and know that the effectiveness of the service has reduced the level of negative media publicity.

Crown Perth, our long-standing partner in community safety within the external environment of its premises on Friday and Saturday nights, have continued their support during the recent downturn. Together, as partners, we have reached common ground in terms of service delivery during such a difficult time. I would like to thank the "Victors" for working closely with NOS outreach staff. We value their strong partnership, support and backup while on site.

Thanks go to our partners at the Public Transport Authority. The relationship between NOS and the PTA crew assisted in the de-escalation of confronting issues occurring around train platforms during the year.

I would like to thank the Mental Health Commission, through the Drug and Alcohol Authority, for working with NOS to collect data in the metropolitan area on volatile substance users. This data will include the Perth metropolitan area as an area of need for services.

Thank you also to John Pewsey for stepping in as the Census collection team leader and helping to make it a very successful project, in co-operation with the ABS, during Census week.

I am positive that NOS clients are grateful for the generosity of the GIVIT program and contributors, the Royal Perth Hospital Social Workers Social Club members, local Physiotherapist Tim Karajas and the Ordinary Athletes/Runners Highgate, Lenny Jacoby and the Essentials for Women campaign and Brothers and Sisters donations. Your contributions were very much appreciated and built our capacity to meet the emergency support needs of clients.

Finally, a big thank you to our supporters and partners, I look forward to working with you all on the unforeseen challenges of the Machinery of Government, sunset clause for patrols funding and AYSIR outcomes. I am optimistic that it will all work out and wish you all the best for 2017/18.

Maria McAtackney Chief Executive Officer







Strategic Highlights

Executive Committee Elections - September 2016

During 2016/17 the positions of Chairperson, Vice Chairperson and Public Officer were open for nomination and election. Long serving founder and NOS Board Member, and CEO of Yorganop Association Incorporated, Dawn Wallam, was elected Chairperson and founding member Neville Collard was elected Vice Chairperson. Maria McAtackney, long standing CEO of NOS was confirmed as the Public Officer.

At future elections, members will be required to adhere to new nomination and election criteria put into place for the Executive Committee during 2016/17. These support the adherence to good governance principles which are already observed by the current Executive Members.

Service Sustainability

As a social sector service provider, NOS has always worked to ensure sustainability and accountability. This year there were several administrative matters addressed including the registration of Nyoongar Outreach Services Incorporated on the Aboriginal Business Register and receipt of the Charity Tick.

The objectives of the previous Strategic Plan were achieved and a new strategic plan published. Many of the achievement targets of the new Strategic Plan 2016 – 2021 were also implemented.

The high level of service expected of NOS was maintained during the year, including during transition to new outreach patrol routes and, despite funding uncertainty, we provided up to 35 mobile and foot outreach services per week and home-based outreach on three days per week. Our focus is on wraparound services to those identified as in need, particularly youth, homeless and street present alcohol and volatile substance users.

This was the second challenging year of change in the industry as stakeholders worked to implement new financial arrangements within the State's new budgetary and social policy frameworks. The progress of these changes were overlaid by the changes resulting from the Machinery of Government Review 2017 which intends to rationalise government, reducing department numbers by half, necessitating the reallocation of portfolio responsibilities and budgets during the year. Funding arrangements were extended for a further six months to accommodate these added changes.

Nyoongar Outreach Services are ever-cognisant of the need to work together to improve the outcomes for clients and to support the development of a sustainable funding and delivery framework and were grateful at the efforts put into place by the major service funders to co-operatively develop service delivery models with providers. NOS continued to position itself as an advocate for clients and participate in the review of service models.



Funding

The Department of Aboriginal Affairs (DAA) (community patrols are now with the Department of Communities) continued funding core NOS services for another year. This funding is secure until mid 2018 when new contracts will be let. Other departments with specific service agreements were the Department of Child Protection and Family Services (DCPFS) (now Department of Communities), Drug and Alcohol Authority (now Mental Health Commission) and the local governments of Vincent, Fremantle and Belmont.

During the year NOS has worked with the DCPFS and DAA to respond to government funding reviews and reforms, which will culminate in new tenders for services. Following the State Government election, these issues were further highlighted as the restructure of NOS funding agencies was planned. The opportunity for the key government funders to be collocated within the same department was a positive outcome for NOS and our clients.

Consultations continued at a strategic level to ensure the that NOS is well placed to participate in future funding developments, to maintain the profile of Aboriginal issues and ensure a responsive and competitive service.

During the financial year the Department of Prime Minister and Cabinet confirmed that the IAS funded Youth Engagement Support Program would be funded for a further two years. This program was a new service for NOS in 2015 and is based upon an intensive case management service model. An external review of the program was commissioned and completed in 2017. The review was intended to evaluate the effectiveness of both the program and the process of establishing the program. The report provided very positive feedback. A number of recommendations for future improvement were also provided and were included in the new program reporting schedule.

NOS was delighted to attract additional interest in services at a local council level during the year. The City of Vincent has been a partner for many years and the City of Belmont became a new client this financial year. NOS also entered into discussions to establish a service in the City of Bayswater and were included in State Election promises for the Gosnells area where services will be extended by two days to operate from Monday to Friday from July 1, 2017. Services in these areas will address hot spots and community issues.

During the year NOS and Crown Perth reached common ground and made an agreement to maintain services at Crown during the financial downturn. This arrangement will be reviewed in the future. However, the relationship with Crown remained strong and staff worked well with Crown management and Security, PTA, WA Police and the "Victors" while on site.



Strategic Planning

The Executive Board finalised the development of the first strategic plan as Nyoongar Outreach Services in July 2016 and it was printed early in the financial year. The Plan contains Strategies and Actions related to clients, partnerships, staff and internal efficiency. As part of this process, NOS conducted a review of the business model and objectives developed to support the shift from Patrol Systems to Outreach Services. A flexible mobile outreach service model was implemented which strengthened our capacity in outreach and client management.

Advocacy

NOS took an active role in advocacy for individual clients and for street present Aboriginal people in metropolitan Perth. In this capacity, NOS maintained close contact with key stakeholders and government representatives to preserve our role and ability to speak out on behalf of Aboriginal people in need following the review of funding policies and realignment of departmental and Ministerial responsibilities.

In order to provide advocacy for the development of services and resources to assist people using volatile substances NOS negotiated to collect information to assist in understanding how prevalent the problem is in sectors of the metropolitan area.

This information is being collected on behalf of the Mental Health Commission and will inform the work of the State Volatile Substance Use Coordination Group in formulating proposals for services in the future. Although no identifying particulars are included in the data, NOS are able to identify the number of street present people affected more accurately than any other current work.

As a key service to Aboriginal homeless people, NOS have been active in advocating for their client group in relation to liquor licensing applications for some time. During the year NOS provided support to the Chief Health Officer and Liquor Licencing Board regarding current applications. NOS also advocated for clients in relation to actions by the Public Trustee and Public Advocate who are able to assist and support some clients in specific circumstances.

The outcomes for clients can be significantly improved by the involvement of the Public Advocate as responsible for the living conditions and welfare of the client. We also provided input to industry participants working on responses to specific issues such as Mercy Care's work on medical respite care models, giving a perspective on how to best cater for clients who are at risk.

We provided advocacy on behalf of a number of public housing tenants and homeless former public housing tenants during the year. The relationship with the Housing Department has improved in a number of the local offices, and NOS is working to improve the relationship with the evictions and complaints areas of Housing.

STRATEGIC HIGHLIGHTS (CONTINUED)

Strategic Forums

We continued to take an active role in ongoing strategic forums which relate to our client groups. We are a member of the 50 Lives 50 Homes Project which is led by RUAH and with whom we work closely to assist many of our homeless clients.

We continued to advocate strongly for clients and for joined up services to clients and have maintained involvement in a number of policy development and project leadership forums including:

- 50 Lives 50 Homes Project Steering Committee.
- Belmont Aboriginal Reference Group.
- City of Vincent Reconciliation Action Planning forums.
- Curtin University Crossroad Aboriginal Reference Group.
- Department of Child Protection and Family Services (DCPFS) Aboriginal Reference Group.
- FMHSS Steering Committee (Youth with Mental Health).
- Parks People Working Group.
- Perth Road Home Reference Group.
- Perth Street Doctor Consortium (Fremantle).
- Rough Sleepers Working Group.
- Safer Vincent Crime Prevention Partnership.
- South East Metropolitan Human Services Regional Managers Forum.
- State Volatile Substance Use Coordination Group.
- Steering Committees of the Homeless Collaboration Project.
- Strong Spirit Strong Mind Metro Project Network Group (SSSMMPNG).
- DCP Youth at Risk Steering Committee.
- SWMPF Vulnerable and At-Risk Youth forum.
- Youth at Risk Strategy Interagency forum.

The partners in these forums included education, accommodation, medical, drug and alcohol, counseling, essential needs and financial services and we worked closely with them to identify client group needs and develop appropriate strategies to respond to those needs.





Service Program Review

The Youth Engagement Support Program, a new project initially funded for two years, was evaluated by Dr Harry Blagg, Professor of Criminology, Director of the Centre for Indigenous Peoples and Community Justice Law School UWA and experienced community service professional and business consultant Chris Barrett (researcher).

The purpose of the review was to document the steps and challenges experienced throughout the establishment of the program and evaluate the progress and status of the program to April 2017. The review was completed and a copy provided to the funder. The program was extended for a further two years and implementation of recommendations commenced. The review clearly identified the value of the service to clients and the continuous improvement approach that NOS took as program strengths.

Our Partners and Stakeholders

Our key stakeholder is the Department of Aboriginal Affairs and this relationship remains open and positive. During the year we participated in discussion regarding the future placement of Aboriginal Community Patrol funding and contract management. The option to be transferred to the new Department of Communities was welcomed as the responsibilities of the Communities portfolio fit well with our role. We were also careful to ensure that in our Advocacy role, on behalf of Aboriginal issues, we would continue to have access to the Minister for Aboriginal Affairs and other relevant stakeholders.

We also worked well with Crown Perth, a long term stakeholder whose support we value highly as it has enabled us to address issues in the external area around Crown properties.

The Department of Child Support and Crisis Care (DCPFS), the Mental Health Commission, the City of Vincent and the City of Fremantle are important stakeholders with whom we maintained excellent relations and with whom we also pursued strategic issues through planning forums, service development meetings and leadership groups.

Our working agreement with Mission Australia continued to operate well and we successfully co-managed a number of clients with Mission Australia during the year. Mission Australia are also partners through the Youth at Risk Strategy (YARS) along with WA Police and the Department for Child Protection. NOS worked for three months of the year at the YARS facility to assist with managing Aboriginal clients processed through the facility. NOS also transported 55 young people to safe places under the arrangements of this agreement.

This year we signed a Partnership of Understanding with the Public Transport Authority in order to work more co-operatively to assist Aboriginal people, build organisational capacity and maintain positive joint working relations. This partnership is most welcome and has been of benefit to our clients as we worked together to reduce client risk at night.



Donated Services

Thank you to the people who have been so generous by donating to our clients. We were very pleased to make more formal and targeted links to access donations for clients from the general community. During the year many muchneeded care packs were distributed to homeless people as a result of contributions to Essentials for Women.

Thank you also to the people using the GIVIT List of Charities to distribute used and new goods to those in need. GIVIT donors answered the call to donate blankets, baby products and furniture for NOS clients. This year personal sanitary and toiletry items and blankets were also donated by Brothers and Sisters Perth.

We continued to manage the funds raised by the RPH Social Workers Social Club in 2015/16 to assist people returning to their homes in areas outside Perth. Thank you to Tim Karajas and the members of the Ordinary Athletes/Runners Highgate who donated funds to supplement our Return to Country (RTC) fund and assist Aboriginal clients whom are destitute, have become stranded in Perth and are needing to return home, back to Country. During the year

three clients NOS were assisted to return to Adelaide, Carnarvon and Geraldton. Funds remaining in the RTC are being carried over and will assist clients in the next financial year.



Community Events

NAIDOC CELEBRATIONS

The year begins and ends with NAIDOC preparations and celebrations. We participated in NAIDOC celebrations and a number of other community events throughout the year including Homeless Week and Youth Week. NAIDOC 2017 at Ashfield Reserve was a particularly successful event and an extensive NAIDOC calendar was developed so that NOS outreach staff could maintain a presence in all NAIDOC events run in each local government area serviced by NOS.

STRATEGIC HIGHLIGHTS (CONTINUED)

SERVICE

Outreach Staff were also rostered on for the 'One day in Fremantle' event held in January 2017. The event went well and the City of Fremantle stated that they appreciated the support and role of NOS service on the day. Only one issue was encountered on the day and NOS outreach staff assisted in mediating this.

NOS staff and management worked closely with the Cities of Vincent and Belmont. Staff were involved in the development and launch of the City of Vincent Reconciliation Action Plan (RAP) and participated in a number of events held within the city.

Staff were also involved in a number of community events and forums in Belmont. Outreach staff were interviewed and played a significant part in providing input into the development of the City of Belmont Reconciliation Action Plan (RAP) and staff participated and spoke to the Belmont kinship group to promote the role of NOS in Belmont and create greater awareness of our service. NOS staff also attended a number of Noongar Seasons Community BBQ events run in Belmont to establish better

relationships between Aboriginal and Non-Aboriginal community members. These BBQs also provided an opportunity for community members to have a yarn and reconnect with family and storytelling. The Community Development Coordinator and the CEO of Belmont gave very positive feedback to staff regarding the value and efforts of NOS in Belmont during the year.

NOS management also attended various community forums and promoted the service as part of the WA State Government's commitment to resolving anti-social behaviour and crime including forums in the City of Gosnells and at the mental health forum in Midland.





Service Networks

Through our participation on a range of reviews, inquiries and planning forums we continued to represent and provide a voice for our clients and we worked consistently with many other service organisations in order to build capacity and to help clients in need.

As a member of the 50 Lives 50 Homes program, NOS maintained close links with RUAH attending working groups and leadership meetings. This program is very positive and NOS were able to add value to the efforts of the program with our close connections to Aboriginal clients which many other agencies do not have the cultural competency or client acceptance to deal with.

The strong working relationship with WA Police and the camera room (Perth) have reduced police demand in relation to social and welfare matters and allowed the police to concentrate resources on police matters outside the public spaces.

We strengthened relationships with Housing, DCPFS, Mission Australia, the YMCA, Passages, Tom Fisher House, City Homeless Response, Tranby House, the Salvation Army, Juvenile Justice Teams, Foyer, Corridors, Passages, Royal Perth Hospital, St Johns Ambulance service, Derbal Yerrigan Medical Service, local schools and local government services to improve capacity and to be more responsive to client needs. Through these relationships we also gained direct access to a small number of short term beds for homeless.



Every weekday NOS was present at Manna Inc meal times in Weld Square, in the City of Vincent. The relationship with Manna was very positive and NOS maintained close contact with the Manna volunteers and staff, assisting with mediation and maintaining a presence so as to deter anti social behaviour. This was a very successful partnership during the year.

Operating Highlights

KEY STATISTICS

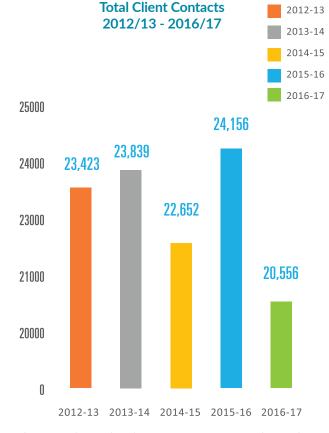
Client Contacts

During the year the focus was on engagement with clients to provide better outcomes and enable a more case based response to client needs and hot spots.

Contact numbers overall fell in comparison with the previous year. This was due to a number of factors including the impact of the combined work of the many agencies involved in helping people improve their options, the change in services to Fremantle and the change in day shift client contact reporting which focusses upon engagement.

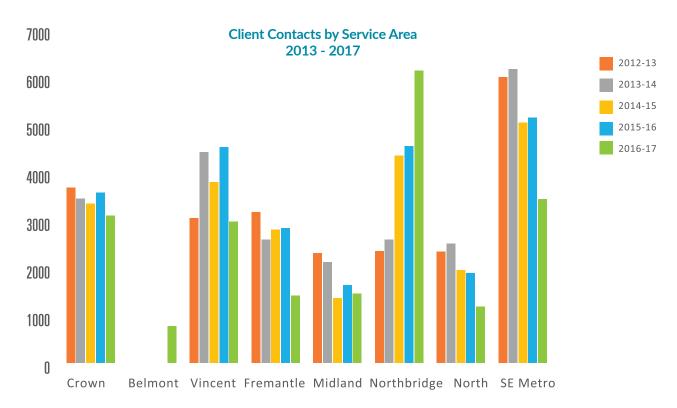
An analysis of clients by service area identified that contact numbers fell in all areas except the Northbridge night services.

At Crown, the Friday and Saturday night only service reflected a reduction in the annual contact numbers of approximately 350 in comparison with the average number of contacts over five years. This is indicative of the downturn being experienced in the area but also



of the coordinated efforts of NOS outreach workers, the "Victors", the PTA and WA Police. The WA Police and PTA have actively discouraged young people from disembarking at the train station and all services have been encouraging clients to return home safely before they require assistance or an intervention.

Data collection for the new service of Belmont began in August 2016 and therefore no data is recorded for previous years.



Contacts within the City of Fremantle fell significantly during the year. This is primarily due to the change in services in the area which the City of Fremantle, in consultation with NOS, requested. The City of Fremantle, requested that NOS reduce hours of service to the Fremantle area due to the fact that the demand for services had declined. However, NOS continued to provide services above the hours requested by the city of Fremantle on an ad hoc

basis.

The Midland, Northern Suburbs and South East Corridor services all reported a continuing reduction in contacts. Services were targeted to hot spots and areas identified for attention during daily shift briefings.

The most significant change to contacts was in Northbridge. Northbridge contacts relate to outreach teams working in the area on Friday and Saturday nights only. The amenity of the area, access by rail and bus and presence of services make this area an attractive destination for people who are out to enjoy themselves or meet with friends. Despite the increase in the number of contacts, the proportion of clients also finding their own way home and not requiring assistance also increased.

Street Level Community Contacts

NOS mobile outreach teams maintained high visibility in branded uniforms and vehicles on both day and night services. During the year NOS adopted new contact reporting sheets for all day time services which identified local area contacts to help identify current hot spots and issues. Outreach workers also liaised with stakeholders including WA Police, local Councils, the Public Transport Authority and security officers to identify hot spots and areas of concern at the beginning of each shift.

In addition to these daily contacts with stakeholders, staff attended pre-shift briefings with YARS partners on Friday and Saturday nights and outreach workers were active in building networks and keeping in touch with local businesses, community services and

events.

During shifts, NOS were regularly contacted directly with new information about issues and incidents that required attention, including from the WA Police, Camera Room, PTA and security contractors.

This enabled NOS to maintain current information regarding people in need so that we could respond quickly and appropriately.

Members of the public, medical services, DCP and local businesses continued to contact the NOS office for assistance and to inform us about clients in need. NOS were often the first point of call for community individuals who would rather not call authorities when they encountered an Aboriginal person who appeared to be in need. Responses to these calls always adhered to outreach policy and procedure. Where possible, outreach support was provided to the person identified as in need immediately.

Community contacts during 2016/17 were significantly higher than in previous years. Over 3800 contacts were made during shifts compared to just below 2200 contacts in the previous year.

The proportion of contacts attributed to all contact groups increased significantly. The level of these contacts illustrates the excellent working relationships that have been developed with other services, particularly those operating at night, when NOS is the only Aboriginal service on the streets.

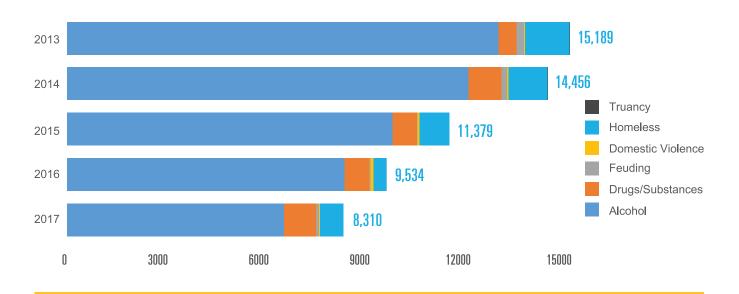


KEY STATISTICS (CONTINUED)

Client Circumstances

The number of contacts was just over 20,000 for the year. Of these contacts almost 40% were recorded as having a condition which put them at risk. This is similar to the previous year but is significantly lower than in earlier years (64% 2013, 60% 2014 and 50% in 2015).

Primary Circumstances of Clients 2013 - 2017



A significant reduction in the number of clients who are affected by alcohol has been observed over the past five years. Total figures of alcohol affected are now half of what they were in 2012/13.

This is a very pleasing result and can be attributed to a number of reasons. It demonstrates the impact that service providers can achieve when they work together to identify causal factors and implement strategies to address these factors.

It is amazing how services have worked together to realign services so as to reduce the impact of alcohol on the community.

An example of this is in the City of Vincent where the WA Police, NOS and Manna Inc. worked together to realign services and reduced the number of alcohol affected and anti-social people waiting for a meal at Weld Square each day.

The agencies worked together to change the meal time to much earlier in the day, preventing people from waiting in the park all day until 6 pm when they ate, and by which time they were highly intoxicated.

The meal service was moved to early afternoon so that people were less likely to loiter in the park, drinking, for the afternoon. WA Police were present to assist with any difficulties during the transition to the new time. NOS and Manna Inc. worked together to determine the best time to provide the service and manage clients. NOS was present at all meal times and able to address antisocial or difficult behavior as needed. However, the people who came for meals generally ate and moved on, no longer staying in the park drinking.

This reduction in alcohol affected people is reflected in the statistics for the area where alcohol affected persons have been reduced to almost 40% of the previous year's figures.



Unfortunately the use of drugs remains at a constant level and has increased over the 2016/17 year. These figures include the 117 contacts identified as using volatile substances.

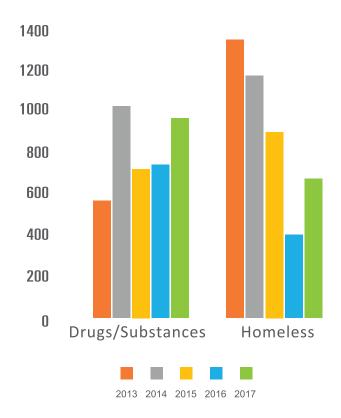
Homelessness, which had reached a peak in 2013, fell over the previous four years but in 2016/17 rose slightly. The homeless numbers now comprise a proportion of long term homeless who are facing serious issues, including health and mental health problems, after being unable to gain or sustain housing for some time. They also include a number of people who are stranded in Perth and estranged from family.

It was a more outcome oriented year in terms of dealing with violence and verbal abuse. The NOS staff were trained in de-escalation techniques and worked closely with other services to provide back up for each other in case of need.

NOS staff also dealt with a number of violence related incidents and were confident in responding to verbal abuse situations that arose, providing mediation between clients and family members. Part of the reason for the increase in incidents during the year was the higher level of engagement with clients who were in crisis situations. Engagement with the client and family members led to a higher number of referrals and interventions on behalf of clients in need. However, there was still a high incidence of adults who were ineligible for transport and became verbally abusive when directed to other transport options.

During the year it was also evident that staff were feeling more comfortable in taking clients to medical services and getting access to medical resources for clients in need.

Other Client Circumstances Drug Use and Homelessness 2013 - 2017



Working with Youth

Youth at risk are a key focus of our services and represent between 20% and 25% of contacts every year. In 2016/17 young people, between 0 and 18 years of age, represented 20% of all client contacts.

NOS provided a number of outreach programs tailored to meeting the needs of young people at night and during the day.

The complexity of issues faced by our young people can be overwhelming for them and require flexibility and commitment from support services and NOS is particularly concerned to bring cultural capacity to services assisting the client.

NOS made young people the priority for all night time shifts and provided in home visits and ongoing support to case managed clients during day time shifts.

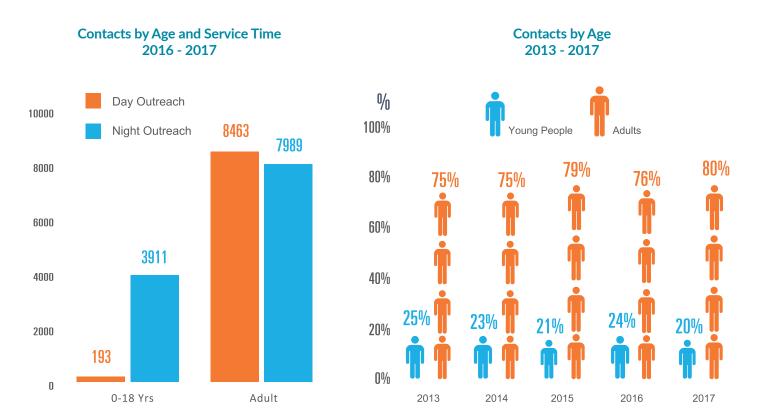
The young people of Perth do not behave differently in different suburbs. Almost 70% of young people contacted by NOS, visited Northbridge at some time or another. Those who frequented the areas serviced during night shifts and required assistance on more than three occasions were referred to our Youth Engagement Support Program (YES).

NOS used three key strategies to reach youth during the year.

Firstly, as a visible deterrent to anti-social behaviour on the street NOS outreach workers engaged with young people on over 4000 occasions and on 1166 of these times young people were assessed as at risk and provided with assistance, either directly or by referral.

In addition, NOS outreach workers visited schools and youth clubs to explain the dangers of being on the streets at night, the dangers of antisocial behaviour and the support that NOS can provide. The demand for this type of contact with classrooms was high, particularly in areas where Aboriginal liaison staff are located and at those schools working with Aboriginal children having difficulties.

Finally, at a case management level, NOS provided intensive in-home outreach support to clients and client families to identify and address client issues, make appropriate referrals and help the client to build capacity and self confidence.





WORKING WITH YOUTH (CONTINUED)

Strategic Forums and Alliances

Since its' formative days, Nyoongar Outreach Services have been an active participant in many strategic forums working to provide youth services and support. During the 2016/17 year NOS remained a member of the South West Metropolitan Partnership Vulnerable and At-Risk Youth forum, FMHSS Steering Committee (Youth with Mental Health), SWMPF working group and the Youth at Risk Steering Committee, as well as participating in the YARS review and the DCPFS youth program development forums.

Relationships with a number of other services to young people were strengthened with a more active comanagement of clients and formal referral processes. These proved to be highly successful, improving our capacity to respond quickly to client needs and better coordinate services to clients.

The Education Department, many local schools and alternative education services have become strong working partners as NOS has become recognised as providing case management services and coordinated support. During the year, NOS have had success in returning young people to school but maintaining the engagement was often extremely difficult due to a range of circumstances on the part of both the service provider and client. NOS therefore worked with the client in relation to causal issues that were identified.

NOS have worked with youth resources at the Champion Centre, The Base, YMCA, PCYC, Whadyuk Northside, and other services to identify appropriately located diversionary interests and refer clients or provide information to clients.

NOS have working relationships in place with Mission Australia, WA Police and Department for Child Protection and Family Support to facilitate working cooperatively with them to support families and young people and advocate on behalf of our clients. Long term working arrangements with Centrelink, Crisis Care and accommodation services were also continued during the year.

The relationship with the Department of Corrective Services' Juvenile Justice Teams worked very well as the Youth Engagement Support (YES) team worked collaboratively with them in relation to clients. YES also completed a number visits to court with clients and to the juvenile detention centre.

YES also attended a number of joint agency meetings regarding specific clients and have been able to make contact and engage with clients who would not engage with other agencies. Because of our day and night involvement with the client and their family, our support for our clients was delivered on a continuum, from home to school/education or training to recreational and night time activities.



Youth Programs

After 9pm all of our services prioritised young people at risk and we worked closely with WA Police and the Department for Child Protection to ensure that young people apprehended under section 41 of the Child Protection Act 2004 were safely transported to safer places.

We also provided the community safety service funded by Crown Perth on Friday and Saturday nights. Staff worked closely with Crown Security and precinct businesses to address the issues of young people in the area and to mediate and assist people affected by drugs or alcohol or evicted from Crown premises on Friday and Saturday nights.

In the Crown precinct, numbers of young people remained comparable to previous years. In the Northbridge precinct, numbers of young people grew and support provided to clients who engaged was generally higher than in the past.

The number of young people frequenting the South East Corridor fell. In the South East, considerable effort has been invested over the past three years, by WA Police, PTA, Education and Youth services which targeted specific groups and this is now reflected in the level of contacts reported. However, the reduction in numbers in some areas is partly due to young people frequenting Northbridge and Perth City.



Youth Engagement Support Project

This was the second year of the Youth Engagement Support (YES) program targeting high risk young people aged between 13 and 18, providing direct support and intensive client management to help them to maintain engagement with other service providers and with the education system.

The program aimed to improve client engagement with other service providers, improve client capacity to manage their own decisions and lives and to be available to support clients when they need help.

These are significant skills to impart to young people and we worked with families and service providers to support the clients and their families. The success of the program relied heavily on building trust with the client and their family and good relations with stakeholders and other services working with the client.

The clients with whom YES worked received very intensive support. These clients and their families were sometimes very difficult to engage, however, in this second year of the service we found that they were less concerned about the service and less suspicious when engaging.

This program was funded by the Department of the Prime Minister and Cabinet through the Indigenous Advancement Strategy in 2015. Funding has been extended for a further two years, into 2019.

This program was also externally evaluated during the year and a number of recommendations made to further develop the program in the future.

As always, Youth engagement officers were dressed in Nyoongar Outreach Services uniform, arrived in clearly marked vehicles and worked to ensure that the client and their family were aware of our role: that YES workers advocate on their behalf for the benefit of the young person.

Under this project our Youth engagement officers engaged and motivated young people, securing identification, income, education and support services for them as well as crisis support and personal items. In relation to these high risk young people, we advocated for the young person and worked with the other agencies that were able to contribute to the welfare of the young person.

We worked with schools and other services to seek out the best options for the young person and their family. The issues of poor academic achievement and language, literacy and numeracy levels of the moderate to high need clients, made re-engagement into the mainstream school environment extremely difficult. This meant that in some cases the young person was not able to find suitable secondary school options but was able to be redirected to specialist schooling programs or training.

The YES workers received 56 new referrals during the year and worked with 43 clients and their families.

A total 249 successful engagements, 61 diversionary transports to a safe place and 89 referrals were made to other services. Unsuccessful home visits fell from 81 to 64 and all but 25 of the referrals to other services were successful.

WORKING WITH YOUTH (CONTINUED)

As a result of better preparation of clients for appointments, reminder calls and inclusion of identified client supporters within the family or friends the proportion of successful engagements increased significantly. Preparation and reminders for appointments were not included in the engagement statistic for this year.

YES connections with family, coordination of other services, provision of in-home outreach support and additional support through the roaming outreach services facilitated a significant improvement in the level of successful client engagements with referred services. Fewer people were not at home when joint outreach visits were made and fewer avoided case management and joint agency appointments.

In addition, the dependence upon YES to transport clients fell significantly from the previous year because of the renewed understanding of clients and the community that YES is not a street based transport service but inhome client based support. Clients also improved their capacity to get home, or to appointments, safely and many stayed out of high risk areas at night after

commencing case management.

A large number of practical services were provided to the clients directly. These included home visits to clients, visits with schools, linkages to Centrelink services, provision information about transport, distribution of personal care packs, arranging family members to provide support and transport, introductions to youth centres, accompanying the client to meetings, court and appointments, support to get identification documents and support to identify goals and barriers.

YES attended 66 interagency case management meetings regarding clients who had multiple agencies working with them. Agencies including the Department for Child Protection, WA Police, Juvenile Justice Team, Housing services and/or Family and Domestic Violence services.

Attaining outcomes with these clients has been challenging as they face multiple and complex issues which take time, resources and persistence to address. However, the support services staff were highly committed and persistent and outcomes were achieved for many clients.

YES also became involved in "the Turning Point" program,

visiting schools to promote the YES program but also to educate young people about the dangers of being out at night, the dangers of alcohol and drugs, predators and petty crime.

Schools welcomed YES to visit young people, engage with groups or individuals. The schools were glad to have support within the community, working to keep young people at school. As a result, YES were able to connect and work with schools to find the best programs and facilities for young people who had minimal attendance over time and who had difficulty getting back to school.

YES staff maintained and grew their connections with services in local areas including youth services at the Base (Belmont), local schools and community centres, Parkerville, YouthLink Mental Health Services, Wadjuk Cultural Program, Champion Centre Armadale, City of Belmont Aboriginal Liaison Officer, Derbarl Yerrigan Health Service Inc, Yorgum Counselling Service, Wirrapunda Foundation; Stepping Stones-PCYC, Corridors, Passages Alternative Education Services and Clontarf College.

The review of the program included a list of many of the organisations with whom YES work, however, this network is always expanding and changing to meet the needs of the clients at the time.

The program review provided valuable insight into the effectiveness of NOS strategies in dealing with the challenges experienced while setting up the program and achieving the desired outcomes and explained the benefits of the program simply:

"Successes from this program occurred at two levels: the direct client achievements (such as school attendance, reduced street presence, dismissal of criminal charges and improved decision making); and client families increasingly being aware of the needs of the young person and taking responsibility for engagement and the support of the young person." Independent review of YES.



Client A was facing multiple serious complex issues which had developed over many years. She had struggled with homelessness, violence, assault, grief, inconsistent education, drugs, alcohol, health issues and poverty. She had also tried to engage and improve her circumstances through YES case management and had made some important gains including getting accommodation, her license, Centrelink benefits and assistance to find an appropriate education path.

However, family relationships and other external factors prevented her from achieving more and finally placed her back into a very difficult and depressing situation.

Client A briefly disengaged. After finding Client A and re-engaging, YES were able to assist her into independent accommodation, accompany her to medical and other appointments to ensure that she received appropriate care, and refer her to counselling services.

YES provided ongoing support, care packs, essential items and prenatal support to the client. YES also accessed the other agencies working with, or able to support, Client A to bring together wrap around services to ensure that Client A, who had become pregnant, was able to keep her baby and support herself and her child, independent of her family and other negative influences.

YES accessed GIVIT to provide furniture, clothing and other items for the baby and provided Client A with a large gift package full of essentials for caring for herself and the baby as well as ongoing advice and informal counselling.

YES have ongoing contact with Client A and the other organisations assisting her. YES have been working closely with these organisations to ensure that Client A continues to engage and that options for her care are developed and implemented collaboratively. All of the organisations working with Client A have embraced this model and worked well together in consistently difficult situations.

Client A is still engaging with support services, is healthy and is caring for her baby in safe and secure accommodation.

is still open, Client A has built her own capacity and her baby is not in the care of the State.





FEEDBACK

Department Child Protection Case Managers

"This is an extremely valuable service, when it comes to working with young people with complex needs. some of the client outcomes that I am aware of, as a result of YES involvement includes: Reintegration into education services, Decreased street presence and Reduction in "at risk" behaviours (drinking, drug use, fighting, criminal activity), Referral to other specialist services, Immediate response to safety concerns/implementation of protective behaviours as well as providing Advocacy services and/or moral support. Great service, you guys are awesome.

Mobile Youth Outreach and Youth at Risk Strategy

NOS mobile outreach were on the streets when young people were most vulnerable and at risk and all services after 9 pm prioritised young people. Our night services operated from 8pm to 4am Friday and Saturday. These services operated in the South Eastern Corridor, Northbridge and at Crown. In the Crown precinct, these services were primarily foot patrol and staff had access to a vehicle for the safe transport of young people. In that area the outreach teams worked with the security and PTA officers to maintain safety of clients and the community members and divert young people home.

In the South East Corridor NOS monitored hot spots along the railway line, where high numbers of young people were known to frequent. Working with PTA and WA Police as well as the Crisis Care Unit and parents, NOS were able to assist young people to safety.

In Northbridge, the outreach service assisted a large number of young people on the streets and unaccompanied at night. The primary activity of this outreach service was in mediation, provision of informal advice and basic needs such as identification, transport and the opportunity talk to someone they can trust. In following up high risk young people engaged, NOS day shifts made referrals and provided information relating to

employment, education, Centrelink benefits and health services.

NOS also participated as a partner to the Youth At Risk Strategy (YARS) and during 2016 /17 provided transport for 55 clients processed through the YARS facility. NOS also undertook a three month project within the YARS facility as we allocated two employees to assist with managing client behaviour and to reduce the number of clients trying to abscond prior to or during transport. These three months also allowed both organisations an opportunity to build capacity and better understand each other's practices.

NOS night operations have reduced the number of people encountering the criminal justice systems for several reasons including the stronger communications with police operations, regular information exchange with stakeholders, ongoing liaison with Crisis Care for a quick response to identify safer places and good working relationships with street chaplain, sobering centre and Rest Stop emergency accommodation. NOS were often able to step into the situation before the police were involved, take referrals from to assist WA Police in Perth and provide diversionary transport.



Working with the Homeless

Homelessness was often the key reason why people were street/park present in the metropolitan area. Homeless people often face multiple and complex issues including family breakdown, poverty, violence, serious health problems and alcohol or drug abuse.

NOS came into contact with Aboriginal people who were homeless, sleeping rough or 'couch surfing' on 685 occasions. This is a significantly higher figure than the 398 reported in the previous year.

The locations of homeless people were identified primarily as in the City of Vincent, Northbridge and Midland precincts.

NOS took a proactive approach to assisting the homeless and at a strategic level maintained active membership of the 50 Lives 50 Homes Project Steering Committee, Parks People Working Group, Perth Road Home Reference Group, Rough Sleepers Working Group and the Steering Committees of the Homeless Collaboration Project.

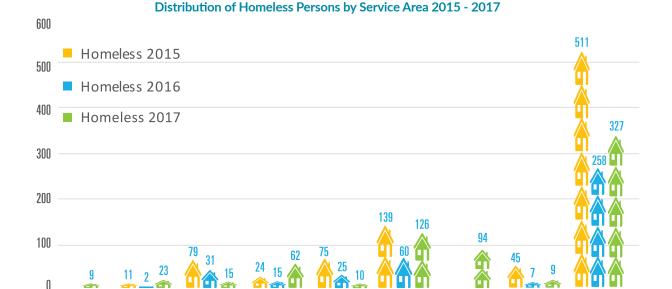


The Outreach teams maintained ongoing contact with homeless persons and worked with accommodation agencies, advocating on behalf of clients, providing a contact point for agencies and keeping in contact with clients as they moved between locations and as their circumstances changed.

We continued to build strong relationships with stakeholders and with service agencies/departments and to focus on engaging with community members in all precincts.

The NOS office in East Perth hosted 94 contacts with homeless people either checking in on the progress of their accommodation applications or accessing resources such as care packs, blankets, advocacy during telephone appointments, identification and referral letters, a mailing address, or a cup of coffee and informal counselling.

NOS' proactive and positive role in the Aboriginal community also meant that a number of agencies sought out our support to assist them in the delivery of their services to shared Aboriginal clients.



Northbridge

NOS HQ

South East

Vincent

Burswood

Fremantle

Belmont



Due to our advocacy role and street based engagement with homeless, Nyoongar Outreach Services also assisted the Australian Bureau of Statistics in collecting homeless data for the 2016 Census Homeless Strategy in August 2016.

Within the wider community, NOS maintained visibility, responding to enquiries and participating in a number of organised events including NAIDOC week, International Women's Day and Homeless Week.

There was a small core group of long term homeless and people who were in and out of homelessness that NOS assisted with advocacy and case management and a wider homeless group which were primarily assisted with crisis accommodation and medical support.

NOS worked with key providers to support the homeless both in the short term and, when they were able to be housed, to refer them to ongoing support services able to assist them in maintaining their longer term accommodation.

During 2016/17 there were 235 referrals to housing services and 106 referrals to hostels/refuges. Many of the Ambulance and medical referrals were also for homeless people.

Of those people who were homeless, three were able to be returned to Country with the assistance of funds raised by the Royal Perth Hospital Social Workers Social Club. This fund was added to by a local community group, the Ordinary Athlete/ Runners Highgate, led by local Physiotherapist Tim Karajas.

NOS worked closely with the Midland Health Service to assist one of those clients and we were delighted to receive a certificate of recognition for our efforts.

One YES client and three other homeless people were found long term housing during the year and 20 clients were assisted with applications to Housing WA. One client was also assisted in appealing housing debts being applied to his account and two clients were assisted with accommodation through the Public Advocate.

NOS continued to liaise with the hospitals and medical services in order to assist in locating and returning

seriously ill patients to continue their medical care. We also responded to family calls for assistance to locate homeless family and to WA Police and DCP searching for people reported, or suspected of being, missing. Our street based contacts enabled many other services to maintain ongoing contact with their client.

The burden of supporting the homeless often falls back onto family. Many families were not in a position to maintain support of homeless relatives, some ultimately becoming homeless themselves as a result. NOS worked to assist with finding crisis accommodation and providing emergency need referrals as well as provide ongoing case management to access and maintain long term housing.

RUAH, Foyer, St Pats, Sisters of St Joseph (Sister's House Fremantle), Corridors and Passages are core supporters of homeless people with whom we work. We also maintained good working relationships with various departments of Human Services including Centrelink, Derbal Yerrigan, Royal Perth Hospital, Housing WA and a number of refuges and transitional accommodation organisations who supported our clients.

Over the last 6 months of the year NOS developed closer ties with the Salvation Army, City Homeless Response and Tom Fisher House, with whom NOS set up specific referral terms that have been able to better assist homeless Aboriginal people.

We worked closely with the Street Doctor, Street Chaplain, St Vinnies, Tranby House, Manna Industries and others who provide essential needs directly to street based clients. This year, we also strengthened our capacity to provide direct assistance to homeless clients

by continuing our relationship with Essentials for Women and joining GIVIT, through which we received much needed blanket donations for people sleeping rough. We also received donations from Brothers and

Sisters Perth.

The benefits of these co-operative working relationships have been noticed in many practical ways and can only improve outcomes for clients and services alike. We have seen a reduction in duplication in services, improved allocation

of resources and better clarity around the real capacity of services over the past year and have been able to help clients more efficiently as a result.

Alcohol and Substance Misuse

Although clients face a range of complex issues, many count substance misuse as a primary concern due to the impact that it has on the client's health, mental health, hygiene and vulnerability to violence and crime. It is one of the underlying causes of homelessness in Australia and a major contributor to domestic violence and antisocial behavior.

Once again, the incidence of alcohol affected people was the most significant condition among clients.

However, the incidence of alcohol affected contacts fell for the fifth consecutive year to a level almost half of that in 2012/13.

The number of transports to the sobering centre remained similar to previous years, with the exception of 2015/16 when a higher proportion of clients were unable to access the sobering shelter or did not want to attend.

A total 70 transports to the Sobering Centre were made although 2 transports were unable to be accommodated. A further 2 transports were referred but not transported to the Sobering Shelter. Most people were transported home or to friends/family.

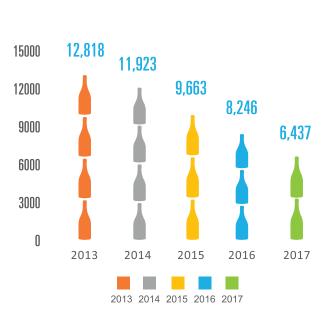
Although there are known to be a number of volatile substance users in the metropolitan area there was very little knowledge or understanding of the characteristics of this group.

Although NOS had 117 contacts with volatile substance users in 2016-17 the actual number of users was not known.

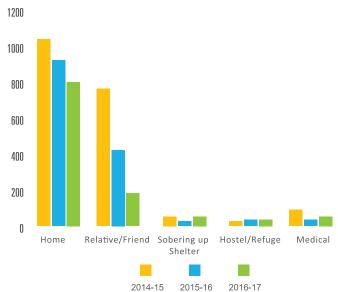
Volatile substance users were generally unwilling to engage with services, however, as advocated for our client groups, NOS were keen to demonstrate the actual need for detoxification and support services to people using volatile substances.

NOS were fortunate in being able to re-negotiate funding from the Mental Health Commission to enable

Primary Condition of Clients Alcohol 2013 - 2017



Primary Transport Destinations 2015 - 2017



street based outreach services to record the details of volatile substance users within our operating precincts to inform the work of the State Volatile Substance Use Coordination Group. Until this work commenced, the Group had no quantifiable evidence of inhalant user numbers in Perth.

Information provided for the last quarter of the year identified Northbridge as having the highest number of affected people. These numbers represent actual individuals identified during the reporting year. No individual was recounted on a new month.

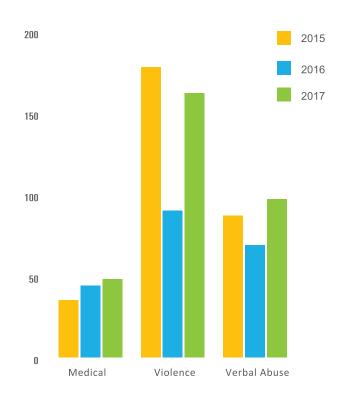
It is hoped that this and future work will inform the funding and building of new rehabilitation resources for this high needs group.

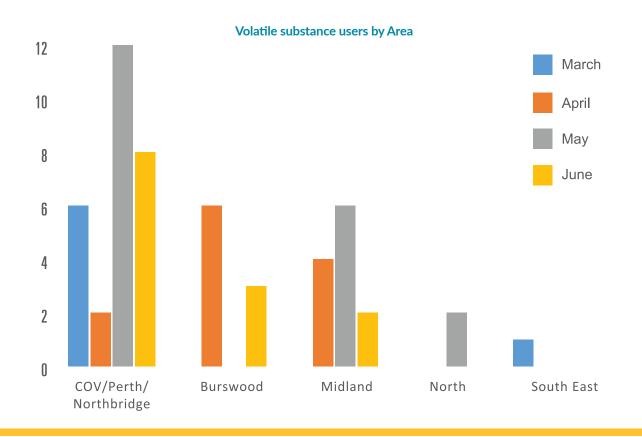
A number of other drugs were also readily available on the street. The most difficult aspect of assisting drug users can be the unpredictability of the client when intoxicated by the drug.

Staff were trained in recognising the approachability of drug affected and mental health clients and the best way to make that approach.

Strategies for dealing with clients who are aggressive, intoxicated or abusive were developed with staff. The number of affected people increased by more than 200 on the previous two years.

Recorded Incidents 2015 - 2017







Summary

It has been another busy year responding to the implementation of the roaming service delivery model and working with new service arrangements which have meant more flexible and wide-reaching service delivery to Aboriginal people in the metropolitan area.

This year one of our inaugural outreach staff members, Doug Spratt, retired and seven other staff found employment in other organisations. Despite these departures, NOS had a higher capacity to engage and support clients this year due to the stability and experience of the staff.

Staff turnover was comparatively low due to a number of factors including the downturn in the mining sector and the level of unemployment and underemployment in WA. NOS received a high number of applications for employment and many of the applicants were well suited to outreach work. However, only five additional staff were required during the year and three of these were previously employed at NOS.

The level of client engagement by staff was excellent during the year and supported by an ongoing training and information sharing program which focused on providing necessary skills to address and support homeless, youth, people under the influence of alcohol and people with illness.

Training included Working with Victims of Sexual Assault, AIDS Awareness Training, Equal Opportunity Awareness, Case Management Skills, Senior First Aid, De-escalation Techniques, Professional Conduct and Supervisory Skills.

All staff adhere to strict statutory and contractual obligations. All outreach staff have Senior First Aid certification, Working with Children (Criminal Record Checking) Cards and police clearances and all drivers of clients have F Extension Endorsement on their driving licenses.

NOS staff also undertook ABS training and were enlisted as CENSUS officers for a few days in August 2016 while they collected short form data from homeless people in metropolitan Perth. This was a highly successful project which resulted in excellent engagement with both the ABS and with the homeless in Perth. Appreciation certificates were presented to all staff who participated, in recognition of their valuable assistance and support of CENSUS.

Our staff have also worked hard to foster positive relationships with local businesses and services and have been successful in leveraging these links for the benefit of clients.

During the year some staff took on roles in community forums including the Mental Health Commission's Strong Spirit Strong Mind Network Group and attended community events such as Homeless Connect, NAIDOC and Youth Week.

The clients that our outreach workers deal with are usually high needs and experiencing a range of complex issues. Highly aware of the issues faced by communities, our staff provide a valuable connection between clients, family and services and have valuable input to make to these forums.

Our outreach workers hosted a visit from staff four rural community patrol services in Wyndham, Roebourne and Broome as they took up the opportunity to go on outreach with NOS night shifts on October 16th. The feedback from these patrols was that they were very impressed with staff and facilities along with outreach processes and the professionality of staff.

Night outreach also hosted two research guests during the year, Pat Sharkey Associate Professor of Sociology, New York University and Ngaire Pigram Researcher Officer, National Drug Research Institute, Curtin University. Pat's work was in conducting research into how other cities deal with anti-social behaviour and Ngaire was conducting research into 10-18 year-old young women fighting, drinking and offending in the city. Both were very positive about NOS role and outreach staff.

Pat said "... I also thoroughly enjoyed seeing the patrol in action... the first interaction we saw on Friday night - where Rachel and Annie tried their best to calm down a man who awoke angrily after being passed out on the street - convinced me of the tremendous value of what you're doing. It was remarkable to watch in person".

NOS also finalised our Strategic Plan, which involved consultation with staff at all levels and the Executive Board. The Strategic Plan, published in late 2016, has a strong focus on staff capacity building and support.

NOS also commissioned an external review of the Youth Engagement Support program which provided good insight into the difficulties faced, and special skills required, to successfully establish a new service to Aboriginal people within an Aboriginal controlled organisation, to the level of commitment that NOS has demonstrated.





Achievements

OBJECTIVE 1

Provide outreach services through partnering with government and non-government agencies and the private sector to increase safety and harmony for all members of the Community.

- Preferred provider to DAA, DCPFS and Mental Health Commission
- Extended funding with Prime Minister and Cabinet for two more years.
- Continued services to Crown Perth, Cities of Vincent and Belmont
- Achieved increased operating hours for Gosnells precinct to provide a Monday to Friday service from July 2017
- Successful implementation of a service in Bayswater
- Reallocated resources to meet City of Fremantle requirements
- Continued to build relationships with DCPFS case managers, DCS Juvenile Justice Team members, primary and high schools and youth services to improve contact and support/education opportunities with young people.
- Built stronger relationships with a wide range of organisations with capacity to support homeless people including The Salvation Army's City Homeless Response, Tom Fisher House, RUAH, Manna Inc., Royal Perth, Sir Charles Gardiner and Princess Margaret Hospitals, Derbal Yerrigan, WA Police and Metropolitan Health Services.
- Continued to hold and attend stakeholder meetings and strategic forums to represent our clients and ensure that their needs were recognized by the forum members and to develop responsive policy and strategies.



Refer clients to relevant agencies and/or implement diversionary or safety measures such as:

- a. Providing an information and referral service
- b. Transporting people to safer places
- c. Working in partnership to provide targeted services to at-risk youth
- Minimising and defusing situations that may cause disharmony in public places

- Made over 800 referrals to other services
- Case managed 125 clients
- Made 963 safe transports for adults while on mobile outreach
- Made a combined 236 youth transports while on mobile outreach and in-home client management
- Made 70 client transports to the Sobering Centre
- Dealt with 325 incidents on the streets including mediations
- Worked with Mission Australia, Passages, DCPFS, Crisis Care, Centrelink, Drug and Alcohol Youth Services, hostels, refuges, the Education Department, Juvenile Justice Teams, YMCA and other youth services to support young people at risk.
- Continued to strengthen partnership with Mission Australia, DCP, Save the Children and the PTA.
- Provided staff with specialised training in De-escalation techniques, senior first aid and blood borne viruses.
- Most importantly, this year NOS had a greater capacity to assist clients as staff turnover fell considerably and a high number of well trained and experienced staff remained on the job.

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



- Maintained high visibility and profile, participating in a number of strategic planning and review processes including:
 - YARS review
 - Family and Childrens Services program in-home and out of home care design forums
 - State Volatile Substance Use Coordination Group Meeting
 - Membership of WANADA
 - Aboriginal Community Patrols Review
- Attended a range of regular meetings with stakeholders, pre-shift briefings and stakeholder events
- Continued to advocate strongly for clients and for joined up services.
- Continued to support other services in locating and engaging with clients and inbuilding cultural competency
- Assisted and supported the Chief Medical Officer and the Office of the Public Advocate in advocating for our clients and client groups.
- The service attended various community forums and promoted the service as part of the WA State Government's commitment to resolving anti social behaviour and crime, such as in the City of Gosnells and mental heath forum in Midland.
- Continued to build great working relationships with a wide range of community services and local businesses to ensure quick and appropriate responses.
- Maintained close working relationships with street based service providers including Manna Inc., WA Police and Street Chaplain.



Maintaining the strong reputation of Nyoongar Outreach Services and enhancing respect for the Aboriginal community through;

- a. the professional conduct of the organisation
- b. developing relationships with government and non-government agencies and the private sector
- c. fostering collaboration between Aboriginal people, agencies and the wider community

- The development of good relationships with government over many years continued and was evident on many occasions during the State Elections as members made reference to the work of Nyoongar Outreach, regardless of party affiliations of the speaker.
- We were also invited to numerous forums in order to provide input at a strategic level including the development of service models for young people, through the DCPFS.
- Registered with the Aboriginal Business Register.
- Youth Engagement Service (YES) visits at schools to build rapport with children and make key contacts with principals and school Aboriginal Engagement Officers;
- We were able to provide the ABS with support to complete the Homeless Census in August and were invited to participate in a number of reviews at State and Commonwealth levels.
- Collaboration with a number of charities donating items and those able to provide accommodation for homeless increased again during the year and NOS gained capacity to provide emergency assistance to client.
- NOS again hosted a number of visiting researchers and industry workers during the year. This is a role that NOS considers important, extending our support to workers and researchers in the sector and in other areas.
- NOS staff were interviewed and played a significant part in providing input into the development of the City of Vincent and City of Belmont Reconciliation Action Plans (RAP) and this culminated in attending also the launch of the RAPs.

Remain a strong viable organisation through;

- a. Maintaining strong governance
- b. Developing and enhancing staff capacity
- c. Securing and maintaining a strong financial position
- d. Providing adequate systems and assets for operations
- e. Continuous improvement of policies and practices

- NOS have very strong governance and during the year made resolutions to put nomination and election criteria into place for the Executive Committee which will support the continued adherence to these good principles of governance.
- Elections were also held in September 2016 and a new Chairperson and deputy Chairperson elected.
- All financial and statutory registrations were updated to reflect the new corporate contact details and Executive Committee.
- All reporting to service funders was submitted on time.
- All financial transactions were audited and an unqualified audit of accounts issued.
- All staff clearances were in place and planned training achieved.
- All staff conducted fire and safety drills, OSH training and First Aid kit reviews.
- Environmental strategies put into place included solar power, LED lighting and a commercial grade shredder.
- Installed additional air-conditioning in the computer server room to reduce risk of damage to the computer and IT systems in summer.
- Health and safety initiatives included upgrade of all security and emergency lighting to LED, replacement of exit and emergency signage, upgrade of fire equipment and upgrade of CCTV equipment to digital format.
- Emergency equipment maintenance and risk management plan put in place with external contractor.



Continue to develop and improve comprehensive client support models by;

- a Strengthening relationships with stakeholders
- b. Maintaining organisational capacity
- c. Working in partnership with other agencies
- d. Continuing to improve organisational data management

- Staff and managers attended a number of stakeholder locations including DCPFS training sessions, Passages, the YARS facility and local school classes to present information about NOS programs and identify how we might be able to work together to identify and support clients.
- An extension of funding to the YES program was received and will continue until mid 2019.
- Commitment to funding for the extension of services in the Gosnells area to five days per week was also achieved during the year, service delivery to become effective on 1 July 2017.
- Partnership agreements signed with PTA and WA Police
- Referral points agreed with Tom Fisher House providing direct access to beds.
- With the realignment of service areas and introduction of new contract for services, the need for high quality data collection, storage and analysis is being maintained by a dedicated employee, improved system capacity, secure servers and fortnightly monitoring of data reported.

AUDITOR'S REPORT

Lachlan Douglas Mills CPA

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

ref:nps2017 24th August, 2017

NYCONGAR OUTREACH SERVICE INCORPORATED 35-37 GLADSTONE PERTH WA 6000 Suite 9, 15 Collier Road Morley WA 6062

> PO Box 1228 Morley WA 6943

Telephone: 9375 3366 Facsimile: 9375 3966



To the members

re: AUDIT REPORT - NYOONGAR OUTREACH SERVICE INCORPORATED

Scope:

I have audited the attached Balance Sheet and Income and Expense Statement of the Nyoongar Outreach Service Incorporated for the year ended 30th June, 2017 ("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.

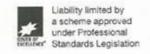
My audit has been conducted in accordance with Australian Auditing Standards. My procedures included examination, on a test basis, of evidence supporting the financial report. These procedures have been undertaken to form an opinion as to whether in all material respects, the Financial Report is presented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



FINANCIAL STATEMENTS

NYOONGAR OUTREACH SERVICE INCORPORATED ABN 53 281 140 922 BALANCE SHEET AS AT 30TH JUNE, 2017

	2016	2017
CURRENT ASSETS:		
CBA Cheque Account CBA Business Online Account CBA Term Deposit # 8515 NAB Term Deposit Petty Cash Float Cabcharge Bond Trade Debtors	122464 30372 1344706 0 813 200 74861	40803: 36435: 1368410 81: 200 5077:
Insurance Excess Recoverable	250	250
NON CURRENT ASSETS:	\$ 1573666 ======	\$ 2192829
Plant & Equipment at WDV Motor Vehicles at WDV	28894 269545	14447 271646
	\$ 298439	\$ 286093
TOTAL ASSETS:	\$ 1872105	\$ 2478922
CURRENT LIABILITIES:		
CBA Credit Card Trade Creditors GST Owed - ATO PAYG Owed - ATO Superannuation Owed Funding Received in Advance	1962 11079 (2524) 14250 6110 130302	3959 11079 28370 48530 40432 357807
	\$ 161179	\$ 490177
NON CURRENT LIABILITIES:		
Provision for Long Service Leave Provision for Annual Leave Provision for Severance Pay Provision for Funding Shortfall	65000 66772 130000 50000	73000 75000 140000 55000
	\$ 311772	\$ 343000
TOTAL LIABILITIES:	\$ 472951	\$ 833177
NET ASSETS (DEFICIENCY):	\$ 1399154	\$ 1645745
This is represented by:		
MEMBERS' FUNDS:		
Accumulated Surplus Brought Forward Surplus / (Deficit) for the Year	1233789 165365	1399154 246591
TOTAL MEMBERS' FUNDS:	\$ 1399154	\$ 1645745

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

NYOONGAR OUTREACH SERVICE INCORPORATED ABN 53 281 140 922 INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30TH JUNE, 2017

INCOME:		2016		2017
Funding - City of Belmont Funding - City of Fremantle Funding - City of Vincent Funding - Crown Casino Funding - DAA Funding - DCP Funding - DPM&C Funding - Mental Health Insurance Claims Interest Job Training & Employment Income Sundry Income		0 30000 50000 177300 1186274 105918 177927 14663 8620 65949 3000 1426		25000 30000 50000 162464 1240075 107613 177927 14898 1000 37892 3636 5819
		1821077		1056204
less: EXPENSES:		1021077		1856324
Administration Costs Communication Costs Depreciation Direct Staff Costs Indirect Staff Costs Motor Vehicle Expenses Office Repairs & Maintenance Premises/Occupancy Costs Travel & Meeting Costs	95255 13084 78225 1292562 71372 33180 8364 30596 33074	1655712	84858 11223 113236 1264314 44803 28085 6396 28247 28571	1609733
NET SURPLUS / (DEFICIT):		\$ 165365		\$ 246591

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

NYOONGAR OUTREACH SERVICE INCORPORATED ABN 53 281 140 922 NOTES TO ACCOUNTS FOR THE YEAR ENDED 30TH JUNE, 2017

2016

2017

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 NOS Incorporated is a registered deductible gift recipient.



Acknowledgements

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

- Department of Aboriginal Affairs (DAA)
- Crown Perth
- The Australian Government
- Department of Child Protection and Family Services (Crisis Care)
- WA Police
- City of Fremantle
- City of Vincent
- City of Belmont
- Mission Australia
- RUAH 50 Lives 50 Homes
- The Public Transport Authority
- The Mental Health Commission
- South East Metro Human Services Regional Managers Forum
- South West Metropolitan Partnership Forum
- Western Australian Network of Alcohol and Other Drug Agencies
- Brothers and Sisters Perth
- Christine Barrett, CEO Vibe Consulting
- Essentials for Women
- GIVIT
- RPH Social Workers
- Tim Karajas and the Ordinary Athletes
- Lachlan Douglas Mills (CPA) Auditor
- Professor Harry Blagg
- John Pewsey, and
- Angelyne Wolfe from Bling Design, for providing the graphic design and photographs for NOS publications

STATE GOVERNMENT SUPPORTERS



Government of **Western Australia** Department of **Aboriginal Affairs**



Government of Western Australia Department for Child Protection and Family Support



Government of Western Australia Mental Health Commission

CORPORATE SUPPORTERS



LOCAL GOVERNMENT SUPPORTERS







PROUDLY SUPPORTED BY
THE AUSTRALIAN GOVERNMENT

