

# Annual Report 2013/2014



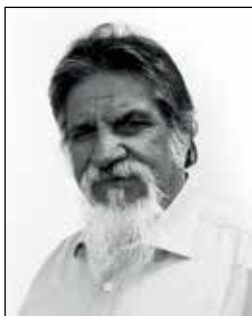




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## THE EXECUTIVE COMMITTEE



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

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



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

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

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



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

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

## CHIEF EXECUTIVE OFFICER and PUBLIC OFFICER



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

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



**Mr. Neville Collard**

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



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

Chief Executive Officer for the Nyoongar Patrol System Inc. with responsibilities to oversee the strategic planning and decision making for Perth Metropolitan outreach services. Maria's work experiences in Indigenous health and community safety span over 24 years in senior and executive management roles within the domain of employment, project planning, implementation, evaluation in the areas of training, employment, social development, crime prevention and community safety.

### **Professional Qualifications:**

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

### **Memberships & Awards:**

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

## VISION

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

Continually provide 'street level' early social and welfare interventions to Aboriginal people who are at risk of:

## MISSION

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

- Self harm
- Family and inter-family violence
- Entering the criminal justice system
- Homelessness
- Substance abuse
- Mental health episodes





Nyoongar Patrol Outreach Services  
promote the following values:

Respect:

- Others
- Property
- Our Own Culture
- Other cultures and beliefs

VALUES

## CHAIRPERSON'S REPORT

**I am pleased to report that the Nyoongar Patrol System Incorporated has been able to maintain its high level of services for another year, despite funding reductions and while also working on the implementation of a number of key recommendations from the 2012 independent evaluation of the organisation: Keeping people safe.**

My thanks to our loyal staff: executive, outreach and administration - once again you have demonstrated your commitment, hard work and professionalism in striving to achieve our mission. My special thanks to Maria McAtackney, CEO, who has worked tirelessly to engage with stakeholders and partners and to achieve the priorities of the Executive Committee. Thank you again to our Executive Committee who are always dependable and provided a high standard of advice and leadership during the year.

I am proud to be part of the next chapter in the development and growth of Nyoongar Patrol System Inc.

Nyoongar Patrol is uniquely positioned to provide a much needed co-ordination of services role for the many Aboriginal people who are homeless and experiencing a number of complex issues including serious physical and mental health and social exclusion.

I am hopeful that Nyoongar Patrol will take a leadership role in coordinating and facilitating access to services in the future.

It is clear that there is a core of young people that remain disengaged and services are unable to respond to their needs. This is an ongoing challenge, one that

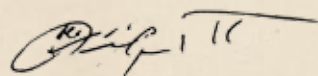
we take with us into the future years. However, I am optimistic that with the right partnerships we will make headway with meeting the needs of vulnerable youth.

We have taken the decision to change the name of the organisation to Nyoongar Patrol Outreach Services to better align with the direction of the organisation in the co-ordination and provision of outreach services to clients. The rebadging of the organisation will become effective next year as significant work has already been ongoing. All new vehicles are now identified as Nyoongar Outreach Services. A review of promotional material and updating of the Website is also planned for the 2014/15 financial year.

Preliminary work in preparation for Quality Assurance accreditation will commence in 2014/15 and it is expected that the formal process of independent audit and accreditation will continue through 2015/16. This process builds upon the improvements that have been made over the years and supports the business continuity and risk management strategies already put in place this year.

We will continue to develop and support our most valuable asset, the staff of Nyoongar Patrol, during this time of change and consolidation. I would like to welcome all of the new staff who have joined Nyoongar Patrol and I wish all of those people who have left us during the year the very best in their adventures.

I would like to thank our funding stakeholders for their commitment during the past year and I look forward to working with you all in the future.



**Mr. Farley Garlett**  
Chairperson

## CEO'S REPORT

**I am pleased to report that the Nyoongar Patrol System Incorporated has been able to maintain its high level of services for another year, despite funding reductions and while also working on the implementation of a number of key recommendations from the 2012 independent evaluation of the organisation: Keeping people safe.**

It always gives me great pleasure to present the challenges, accomplishments and gratitude of Nyoongar Patrol Outreach System Inc. for the period 2013 - 2014.

I am grateful for a supportive Board of Executive members and our excellent team of staff who provided me with support and guidance throughout the implementation of the strategic and operational plans. We continued to strive for organisational and service delivery best practice.

The 2013-2014 financial year marked a time of considerable change and accomplishment for our service. I would like to thank the Department of Aboriginal Affairs for their continued support as we secured most of the outreach operational services despite a huge budget cut by the Commonwealth Attorney General. The Department for Child Protection and Family Support also increased our funding and this allowed us to maintain Friday and Saturday night outreach services in Northbridge. Over the past year, we continued to maintain strong working relationships with our funding partners and forged new partnerships through innovative projects across the South East and West Metropolitan corridors.

The organisation has been actively building capacity and advocating for vulnerable young people through our participation in leadership and planning forums in the South East and West regions. Nyoongar Patrol System Inc. are also building relationships and working with the Department of Education, PCYC, Save the Children Fund, Stronger Families and other services to improve capacity for Aboriginal youth. The

role of the Patrol includes referrals to partner agencies for individual cases and a system of individual follow ups both for vulnerable young people and homeless people. Furthermore, I attended a community patrol work shop in Broome earlier in the year. It was great to form a network of service providers who do similar work to Nyoongar Patrol Outreach and share ideas and concerns.

Nyoongar Patrol Outreach Service staff has participated in a number of interagency stakeholder forums and taken a vital role in government planning and policy advisory groups. During the year Nyoongar Patrol had input to service planning and development across the metropolitan area. Particular effort has been made in the South East Corridor in further developing linkages with other service providers to improve their engagement with clients. We continue to work with Centrelink, Ruah and local government to provide linked up services specifically for the homeless. Our vision for the future is to conduct similar joint targeted engagement with specific youth agencies for improved outcomes. This open system of working relationships model is important to Nyoongar Patrol Outreach staff as it provides flexibility and allows timely response to issues while ensuring that the needs of clients are identified and allocated to the appropriate resource.

Nyoongar Patrol has maintained its strong working relationships with key partners including Police and the Department for Child Protection and Family Support regional district offices at both strategic and operational levels and the more recent involvement with the Education department has strengthened our ability to assist school age clients.

Nyoongar Patrol Outreach Service staff met with Amnesty International representatives in late October 2013 and in early 2014 regarding accessibility to services and social justice matters for youth in the Perth metropolitan area. We are very concerned for our clients who face barriers to access mainstream services and, as well as transporting people to safe places, are working with other service providers and providing advice, advocacy and information to clients to assist them to access appropriate services.



The lack of affordable housing and the lengthy waiting lists for housing are a major challenge for our clients. We will continue to advocate with the government and non-government agencies to assist homeless people and actively participated during Homeless Week collecting statistics over the three nights of the survey period.

2013/14 saw the completion of a number of changes to the organisations' administration resourcing and systems. In particular, strategies to ensure business continuity have been put in place and tested over the year. A new Resource Management position has been created and filled, business systems (information technology) improved, staffing reviewed and supervisory positions strengthened, operational policies and processes reviewed and mapped and training delivered to ensure operational continuity.

The recognition of, and commitment to minimise, the risks inherent in working with young people and people affected by various physical and mental conditions has resulted in a review and updating of all operational policies and procedures. The key processes have now been presented as flowcharts and documentation templates revised to ensure that there are no youth transports provided without parental/guardian permission/consent and that Crisis Care are able to verify addresses and guardian details for young people under 13. Our robust transport screening for young people ensures that our staff are confident that young people's addresses identified are safer places.

I am excited that 2014/15 is the beginning of another stage in development of the organisation. Our future goals will be captured in the new Strategic Plan and I look forward to working with the team here to achieve them.

**Priorities include:**

Nyoongar Patrol Outreach System Inc. is to gain quality accreditation through the Western Australian Network of Alcohol and other Drug Agencies (WANADA). Preliminary work toward this accreditation will commence in late 2014 and we are all excited to achieve this milestone.

Outreach officers will participate in broader objectives such as visiting schools to build relationships with young people and educate them of the dangers on the street late at night.

Participation in broader community activities and following up on referrals in partnership with other stakeholders. By leveraging our knowledge and understanding of the needs of our target group and the extensive partnership relationships built up over the years we will continue to work to provide joined up services for our clients.

I sincerely would like to thank all of our stakeholders and thank everyone for their ongoing support and constructive input and look forward working with you all again in the coming financial year. A massive thank you to Board members and all past and present staff.



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

## SNAPSHOT INFORMATION

Solvent users have more than doubled in the past year. The city of Vincent has the highest incidences (57%) followed by Midland (13%). The number of people affected by drugs has also increased from previous years.



NPS employees are 95% Aboriginal and 5% non-Aboriginal. 99% of NPS clients are Aboriginal people.



NPS made contact with 23,839 people and provided transport to 2,796 people during the period of 20013/14. Of these transports 559 were vulnerable young people. The majority (87%) of young people were transported from metropolitan train station hot spots during the night patrols.

NPS assisted homeless Aboriginal people in need on 1,157 occasions.

During the past year, NPS promotional strategy was targeted at young people and the general community with the aim of promoting harmony and preventing risk-taking behaviours. In support of this, NPS invested in promotional materials for school-aged children. Also, outreach officers participated in NAIDOC events and visited schools, hospitals, shopping centres, drop-in centres and local businesses.

# STRATEGIC OBJECTIVES

Nyoongar Patrol System Inc. (NPS) measures its performances and achievements from its Business Plan 2009-2014. A review of NPS performances against the Business Plan has confirmed that we are well on track.

The Objectives of the current Business Plan are identified as:

## Objective 1.

Providing patrol services with partner Councils/ Agencies to increase safety.

### Achievements:

Midland, Fremantle, City of Vincent, South and North corridors all had day (11am - 7pm) and evening (1pm - 9pm) outreach services.

Fremantle, Northbridge and the South East Corridors had night patrols on Friday and Saturday nights from 8pm to 4am.

## Objective 2.

Refer people engaged by the Patrol (in Patrol target areas) to the relevant agencies and/or implement diversionary or safety measures such as:

- Information and referral service (323 referrals to other services).
- Transporting people to safer places (2,796 transports).
- Assisting with transportation of juvenile children under section 41 of the community services act 2004 (559 youth transports).
- Minimising and defusing situations that cause disharmony (Offering conflict resolution mediation) (436 incidents dealt with).

## Objective 3.

Promoting partnership and cooperation with other organisations to ensure appropriate, effective responses in service provision (pg 26).

## Objective 4.

Maintaining the strong reputation of the patrol and enhancing respect for the Aboriginal community through:

- The professional conduct of the Patrol (on average two complaints a year).
- Relationship with business community (Fremantle Chamber of Commerce, Crown Perth and traders from the Central District of NPS patrols).
- Effective networking and representation with government (pg 26).
- Fostering collaboration between Aboriginal people, agencies and the wider community (pg 26).

## Objective 5.

Remain a strong viable organisation through:

- Maintaining strong governance (stable and long-term Executive Board members and CEO with over 14 years' experience managing Nyoongar Patrol Outreach Service).
- Developing and enhancing staff (ongoing accredited training, First Aid and in-house stakeholder information and training session).
- Securing and maintaining a strong financial position (excellent financial position: refer to Audit Report pg 30).
- Providing adequate systems and assets for operations (review of all policy and procedures manuals and upgrading and maintenance of all operating equipment on a regular basis).



# STRATEGIC HIGHLIGHTS

Strategic Highlights are presented in the context of the recommendations made in the 2012 independent evaluation report: “Keeping People Safe” by John Scougall. Considerable work took place to implement the recommendations and maintain the identified strengths of the organisation.

## Expansion of Services:

Based on one of the recommendations of the Evaluation Report, the Executive Board of Management acknowledged the value of a name change for the organisation. The name change reflects the services already provided and allows for future growth. The rebranding of the Nyoongar Patrol System Inc. to **Nyoongar Outreach Services** most importantly provides opportunities to create a sustainable funding model according to services delivered. This change will increase the number of opportunities NPS can contribute to the provision of combined services to clients, and capacity building within the sector. Furthermore, this will extend client management services beyond the immediate outreach response. NPS’ way forward strategy will further investigate how we can effectively respond to the needs of clients and take up new service delivery opportunities.

Our practice of maintaining close contacts and sharing local knowledge within each site and the larger community has assisted NPS to respond to changing needs and enabled NPS to tailor services for specific locations. An example of this is the mobilised NPS Midland Outreach service to Bassendean shopping centre, which started in 2013/14 and works on a short-term basis.



## Performance Reporting Against Strategic Outcomes:

Due to the lack of agencies willing to share information and work in collaboration, it has been extremely difficult to develop and monitor qualitative client outcomes. It is evident by the numerous stakeholder’s meetings held throughout the year, and agencies who provided services to the homeless people, that the long-term outcome for homeless people has not been achieved. Nyoongar Patrol management identified the need for an agency to take a leadership role in order to facilitate and coordinate all of the agencies providing services to the homeless people in public places and believes this strategy will improve long-term outcomes in the future.

## Building Capacity in Aboriginal Youth:

Our organisation has been very active in advocating for a leading role in planning forums to address the underlying issues facing Aboriginal youth.

Nyoongar Patrol System Inc. provided input to the South-East Metropolitan Managers’ Forum which addresses gaps in the service delivery and new program initiatives. In addition, NPS participated as an active member of the Working With Vulnerable Children Group across the South-West Metropolitan Forum.

This year NPS focussed on building stronger relationships and networking with the Department of Education, PCYC, Save the Children Fund, Stronger Families, and mental health services, to improve capacity for Aboriginal youth. The role of the Patrol included referrals to joined outreach services and to partnered agencies. It also included a system of individual follow-ups for vulnerable, young, and homeless people.

The Department for Child Protection carried out a youth client satisfaction survey over the period of November 2013 and NPS staff assisted. The results were very positive with 89.5% of respondents indicating that they were satisfied or very satisfied with NPS services and similarly high proportions identified that NPS staff assistance had resulted in them having more confidence and skills to manage their issues in the future.

## Joined Up Services:

During the year NPS provided input to service planning and development for the Perth Aboriginal Practice Network, Parks People Working Group and Local Government forums. Particular effort had been made in the South-East Corridor to further develop linkages with other service providers in order to improve their engagement with clients.

NPS also continued to work with Centrelink, Ruah and local government to provide linked services, particularly for homeless people. NPS sees itself doing similar targeted engagement with specific youth agencies in the future. It is clear that NPS services during the day/evening mainly targeted homeless people in public spaces, whilst the night outreach services mainly targeted young people in Northbridge, Fremantle and the South-East Corridor.

Also, an Amnesty International representative visited NPS in late October 2013 and in early 2014 regarding youth access to services in the Perth metropolitan area and the police interaction with young people.

## Substance Abuse Response:

A large number of NPS clients are people affected by alcohol and other drugs and many of them have dual diagnoses of mental and physical health issues which often complicated their ability to access services. In general, NPS is very concerned with the barriers our target group face in accessing mainstream services. NPS management has worked with agencies to improve accessibility to services by Aboriginal people during the year.

The incidence of alcohol and other drug misuse (particularly solvent sniffing) and the resources to deal with these conditions on a long term basis, are not well matched. For example there are no services available in the metropolitan area to support solvent users when highly affected. The number of people affected by misuse of substances continues to grow resulting in a high level of demand for support and NPS have worked with other stakeholders to look at strategies that could be implemented, on a trial basis, for volatile substance users (sniffers).

## Continuous Improvement and Risk Management:

During 2013/14 a number of changes were made to the organisations' administration, resourcing and business systems. In particular, strategies to ensure business continuity were put in place and tested. A new Resource Management position was created and filled, business systems (information technology) improved, staffing reviewed and supervisory positions strengthened. NPS also applied for assistance to gain quality accreditation through the Western Australian Network of Alcohol and other Drug Agencies (WANADA). Preliminary work toward this accreditation will commence in late 2014.

A review of risks inherent in working with young people and people affected by various physical and mental conditions resulted in an update of all operational policies and procedures. The key processes have

now been presented as flowcharts and documentation templates were revised to ensure that there is no transportation of youth without parental or guardian permission, and that Crisis Care are able to verify addresses and guardian details for young people under 13.

The NPS transport operational review addressed a number of risks which may have exposed the organisation and its clients to potentially detrimental outcomes. For this reason,

NPS' policy position requires consent from parents or guardians for young people transported. Where a parent or their guardian is not available Crisis Care or the police will conduct the screening of a safe place. Notwithstanding that younger people under the ages of 13 will require a Crisis Care address check.

In relation to financial and strategic matters appropriate delegations were made within the Executive Board and Management and financial systems updated. A qualified bookkeeper and independent auditor are in place and all financial delegations and authorities were updated to include four signatories to accounts.



## Strategic Engagement and Diversionary Activities:

NPS has been providing diversionary activities including transport, mediation and referrals to other diversionary activities for clients for many years. NPS continues to address the underlying issues faced by clients and is working with a number of organisations to do this. Examples include the continued association with RUAAH and the Department of Housing with whom it works on tenancy maintenance. NPS also liaises with the City of Vincent on its project to provide lockers for homeless persons. Patrol reporting, data collection and patrol effectiveness reviews continued during the year and resulted in the decision to broaden the co-ordination and facilitation roles in the Patrol in relation to homeless.

Stakeholder engagement related to strategic and operational issues can be initiated by both the Patrol and the stakeholder. This open relationship model is important to NPS as it provides flexibility and allows timely response to issues while ensuring that the needs of clients are identified and allocated to the appropriate service. During the year new stakeholders were identified and relationship building with them at a strategic level has been made a priority.

It is the building of strategic relationships and the development of sustainable service delivery models that is most likely to address the underlying issues affecting our clients, and ensure positive long-term outcomes for Aboriginal people at risk. Joint activities with other agencies have included: training, awareness raising and planning future collaboration. Also, the engagement with local government continues to be a high priority. Furthermore NPS will continue to provide information sessions which build the capacity of stakeholders to meet the needs of Aboriginal clients. We have received very positive feedback following sessions already conducted during 2013/14.

## Financial Sustainability:

New government funding structures and policies have led to a reduction in funding for a number of different programs in the sector. This has put NPS in a difficult position in relation to lobbying for new and continued funding from all levels of Government. It is most important that new programs and positions have sustainable investment to ensure long-term, sustainable outcomes.

During the year data management systems were updated and information verified which resulted in a more robust information base from which NPS can now report to funding partners and which better informs the Patrol on client needs.

New opportunities for funding are being assessed, including joint opportunities with other service agencies. We are continuing to work with local government to meet client needs despite these services having limited local government investment. At present our major funding agency is the Department of Aboriginal Affairs.

## Aboriginal Employment:

NPS is proud of its employment record up to date. NPS not only provide training to our people, we also guarantee them a job once they have completed their probationary period. NPS provides accredited training through Challenger Institute of Technology, which lasts over a year. NPS gets people 'job ready' and enables them to gain employment in a variety of workplaces throughout the community. During the year, we provided 26 new employment opportunities. Staff are well trained and require a number of clearances in order to be a front-line outreach officer.







**“ I am excited that  
2014/15 is the  
beginning of another  
stage in development of  
the organisation. ”**

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



## Patrol Services and Street Level Contacts

Day and evening mobile patrols operated all year (except Public Holidays) in the City of Vincent, Fremantle, Midland, Northern corridor, and the South-East corridor. Night patrols operated on Friday and Saturday nights until 4am in Northbridge, Fremantle, the South-East Corridor (two patrols) and Crown Perth (private contract).

During the year 23,839 client contacts were made throughout the Metropolitan area. This is a slight (1.9%) increase on the previous year.

### Graph 1: Total Client Contacts Over Time



Numbers of contacts have grown since 2011 as patrol regions have expanded to include the South-East and Northern Corridors

In three of the precincts a reduction in contacts has been recorded:

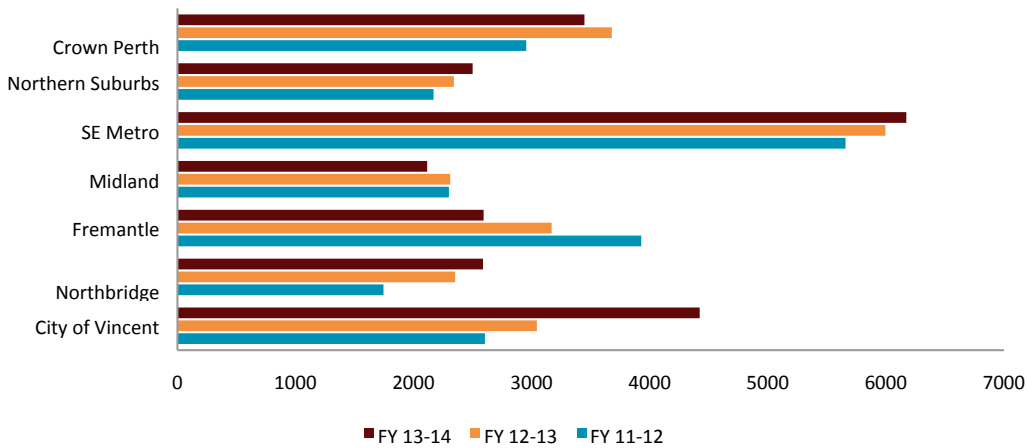
- Crown Perth is a night Patrol precinct focussing on assisting youth who are out unsupervised at night. Despite an increase in the numbers of youth in the area compared to 2012/13, this year has seen a fall in numbers requiring diversionary assistance. NPS maintains a high profile in the area, working to mediate and diffuse potential risk situations and transporting Aboriginal youth to safety. Transportation by NPS from the Crown Perth and adjacent Burswood train station makes up almost 80% of youth transports for the year.
- In Midland and Fremantle patrols were present in the town centres and at local 'hot spots'. In Fremantle contacts fell for the second consecutive year after rising in all previous years. In Midland contacts fell for the first time in six years. A combination of factors contributed to these statistics including police presence and community transience. NPS continued to engage with local business, councils and other services to improve working relationships and to develop relevant contacts.
- The collation of Juvenile Aid Group (JAG) statistics ceased to exist on our data base collection after 2011 as the unit was dismantled by Police. The youth statistics are now included in Northbridge statistics.



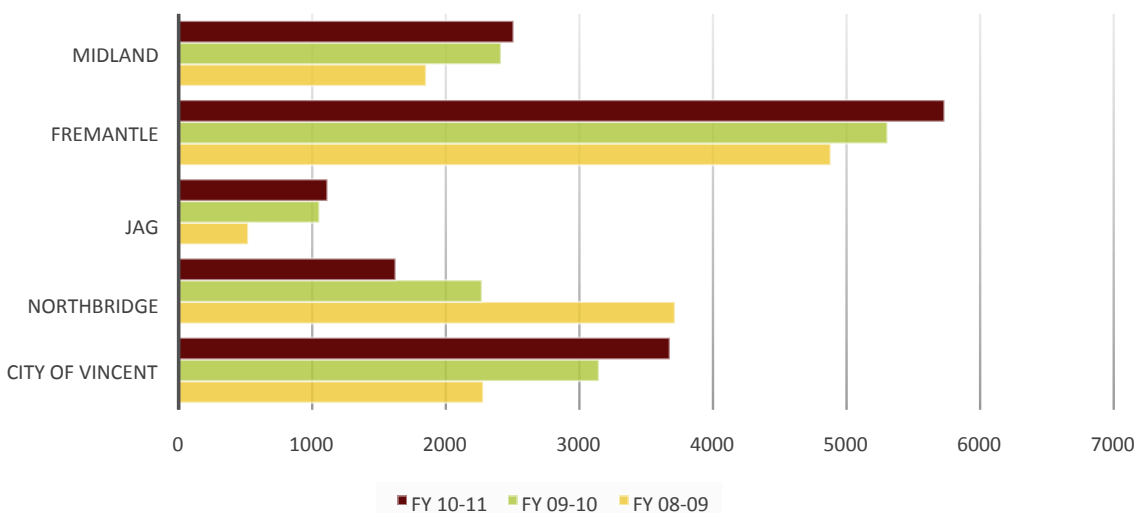
- NPS is disappointed that the Northbridge Project and its partnerships no longer exist following the outsourcing of the leadership of the project from the Department for Child Protection to Mission Australia. Our Northbridge statistics showed a significant increase in contacts during the night patrols. In the South-East Corridor the numerical difference was minor (55 contacts) although significant effort continued to be directed to the South-East Corridor which is expected to impact numbers in the future, as longer term solutions are put into place for those in need.

Trends over time are shown in Graphs 2 and 3, below.

**Graph 2: Total Client Contacts Over Time by Patrol 2011-14.**



**Graph 3: Total Client Contacts Over Time by Patrol 2008-11**

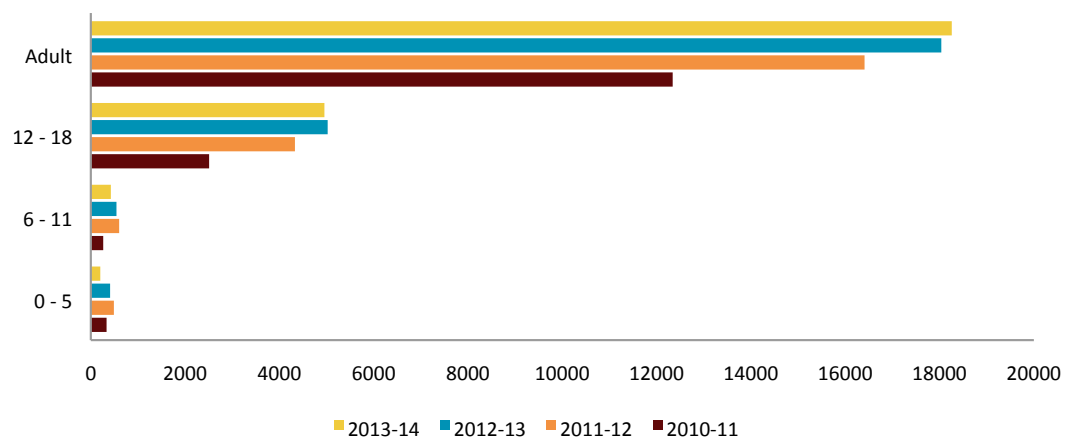


## Client Characteristics and Conditions

This year 12,410 males and 11,429 females (52% and 48% respectively) made contact with the patrol. This is similar to previous years.

There was a significant reduction in the number of clients aged under 11. In 2013/14 almost 78% of NPS clients were adults, 21% were aged between 12 and 17, 2% between 0 and 11. This was the third year that numbers of children under 12 years fell. Less than half of the number of children under 6 were seen in 2014 compared to 2013. This is a significant improvement.

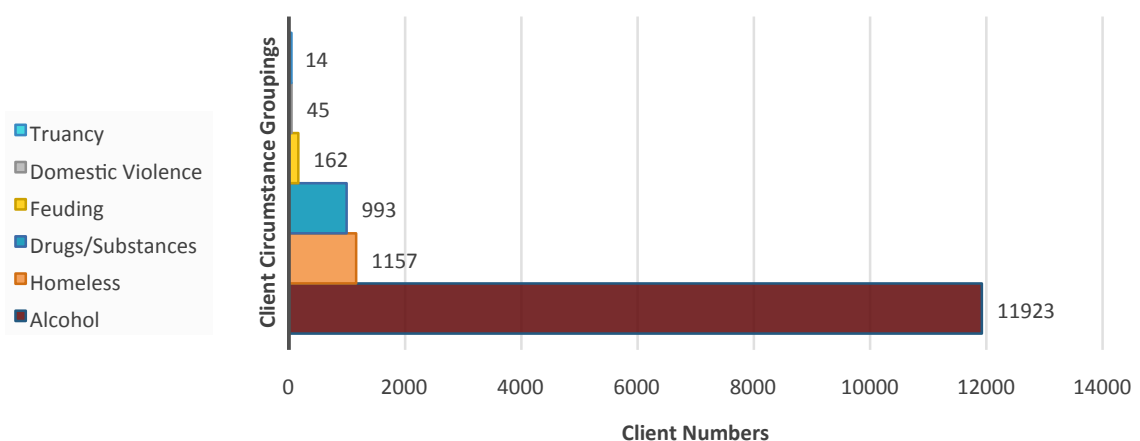
### Graph 4: Client Contact Age Distribution Over Time



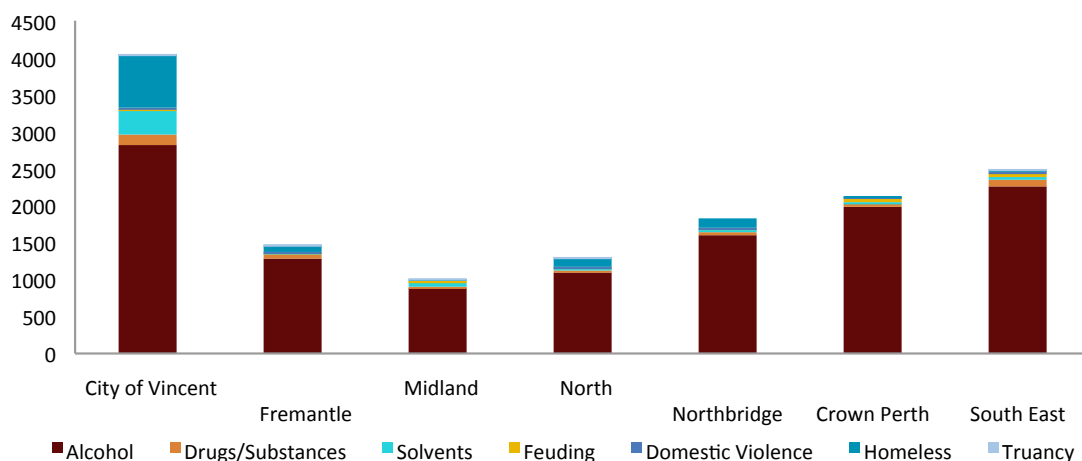
## Client Condition

During the year 14,294 (or almost 60%) clients presented with a serious condition. It should be noted that only the primary condition of the client is the one recorded at the time of contact.

### Graph 5: Client Condition 2013-14



## Graph 6: Client Condition by Patrol Precinct 2013-14



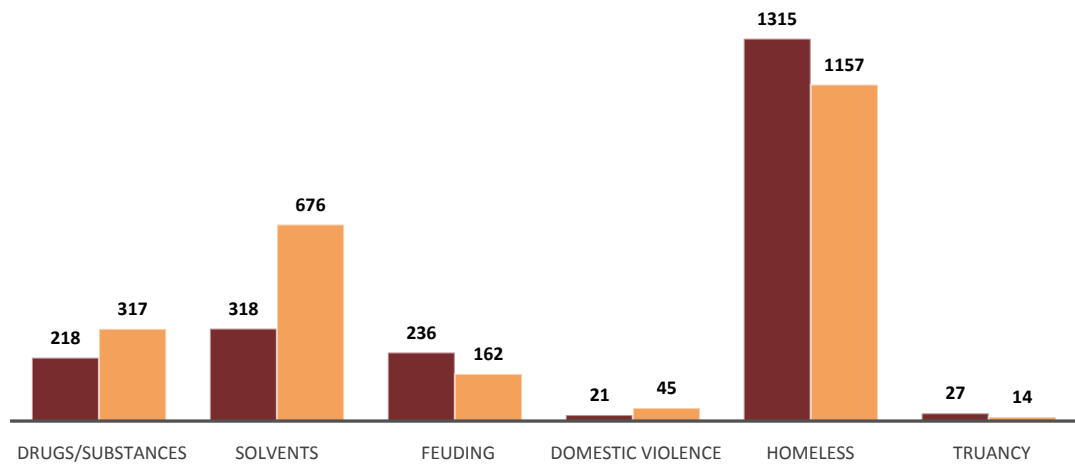
Alcohol remained the primary condition recorded in relation to NPS clients although numbers fell by comparison with the previous year. 83% of all contacts with conditions were under the influence of alcohol compared to 86% in the previous year.

Homeless numbers fell slightly during 2013/14 and 8% of contacts with conditions were recorded as homeless compared to 9% in the previous year. Police presence in Midland, Fremantle and Northbridge had an impact on homeless numbers in those areas. Unfortunately, some homeless people moved to other (non-Patrol) areas which affected the continuity of service by NPS and other service providers. Homeless people who moved into other patrol areas were able to continue to be supported by NPS.

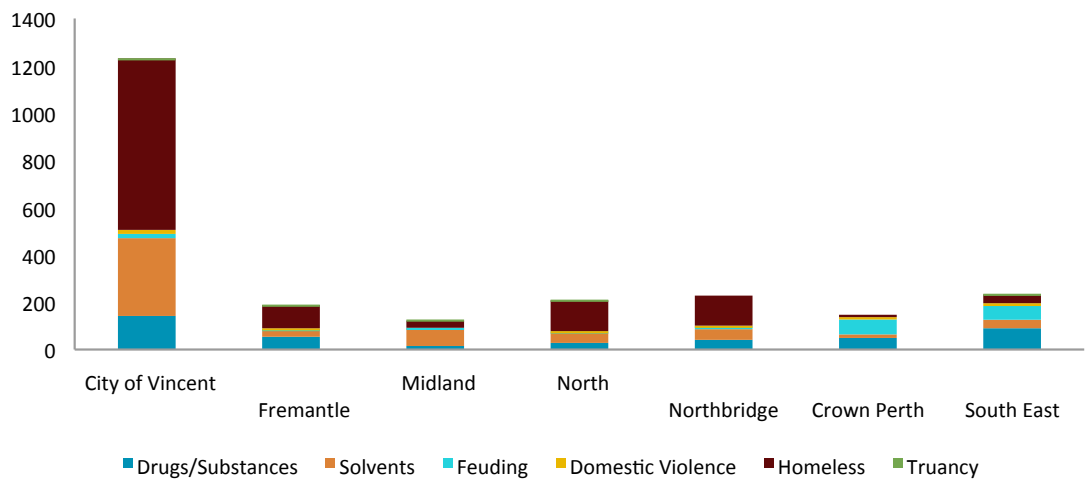
In relation to homeless and itinerate persons, Nyoongar Patrol focussed upon access to appropriate services despite the itinerate lifestyle. The difficulties faced by homeless Aboriginal people were not easily addressed because sustainable resources for this high needs group were often not available. Better co-ordination of services being provided to individuals will assist in identifying and reducing duplication and ensuring continuity of service to itinerate persons in need.



### Graph 7: Client Condition - Other Than Alcohol Affected 2013-14



### Graph 8: Non Alcohol Affected Client Condition by Patrol Precinct 2013-14



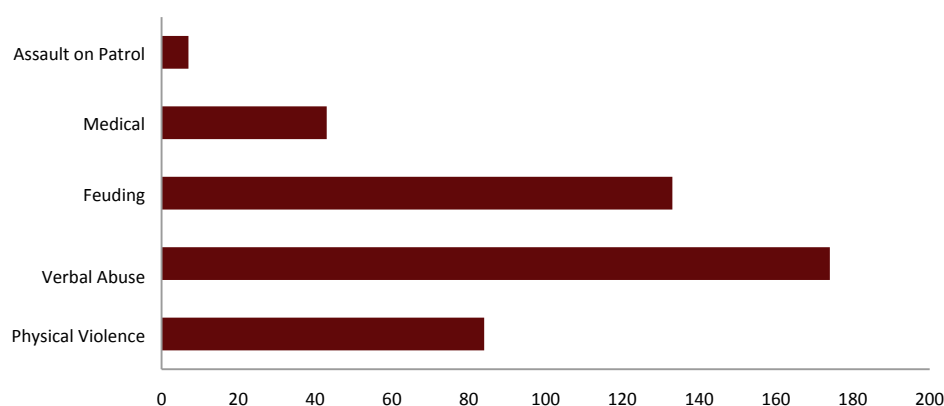
An alarming increase in the Drugs/Substances category was recorded for our clients. The figure in Graph 5 represents both solvents use and other drugs. Graphs 6, 7 and 8 identify them separately. Solvent use increased by more than double and drug use also increased significantly. Drug affected clients doubled from 1% to 2% of all clients with a condition. Solvent affected clients increased from 2% to 5% of all clients with a condition.

The City of Vincent and Midland Patrols recorded the highest number of solvent users during 2013/14. Midland represented 13% of all clients affected by solvents for the year, second only to the City of Vincent at 57%. This is a significant statistic considering that Midland represented less than 9% of total client contacts for NPS for the year.

## Diversionary Actions

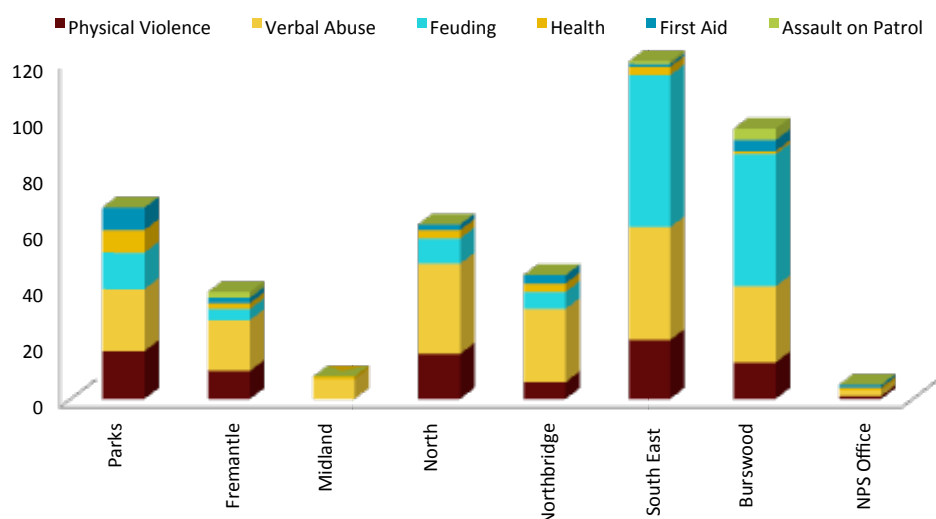
During the year, 436 serious incidents were defused by outreach officers. Incidents are shown in graph 9. They included 133 instances of feuding and a further 84 incidents of physical violence. Incidents were consistently higher during the months of November to January and fell during all other months.

**Graph 9: Incidents 2013-14**



Feuding continued to be highest in the South East and Burswood sectors. Verbal abuse was prevalent in all sectors although physical assault on outreach officers was limited to Fremantle, South East and Burswood. As these are the areas of highest activity, having both day and night patrols, this was not an unexpected outcome.

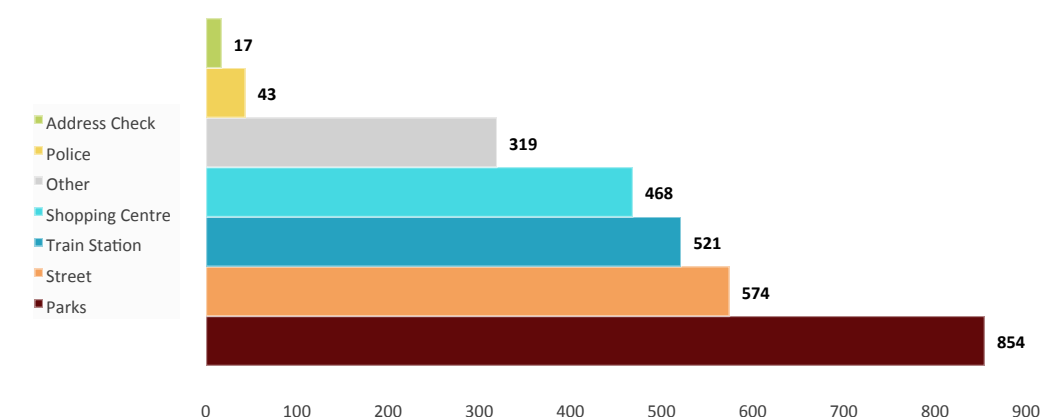
**Graph 10: Incidents by Patrol Area 2013-14**



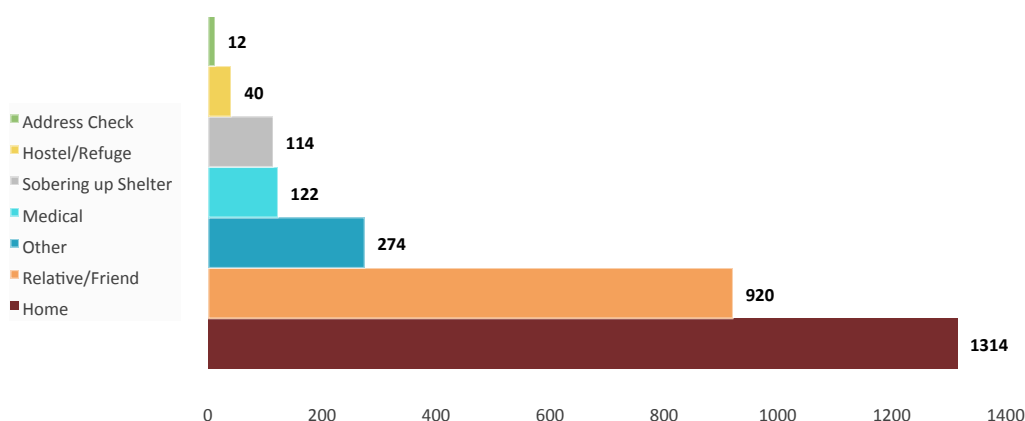
Although the number of contacts (total) increased over time the case management of these contacts has resulted in more targeted transports and referrals to assistance and support agencies. This was a direct result of the strategies put in place to better utilise Nyoongar Patrol's limited resources. Night patrols focused resources on young people who were vulnerable. NPS role is to assist with social and welfare crisis that otherwise would result in contact with

the justice system. New strategies to target schools and other preventative options for youth are in the planning process with other parties throughout the metropolitan corridors.

### Graph 11: Transport Origin by Type 2013-14



### Graph 12: Transport Destination by Type 2013-14



It is evident that our service target groups were adults during the week (day/evening patrols) and young people during the night patrols. The number of adult contacts continued to increase, particularly during the day, and more than 2,000 adults (12% of adults contacted) were transported to safe places during the year. Adults were assisted with transport if they required transport to a service such as a refuge, sobering up shelter or from the police station to an alternative place. "Other" transports were from/to other service providers.

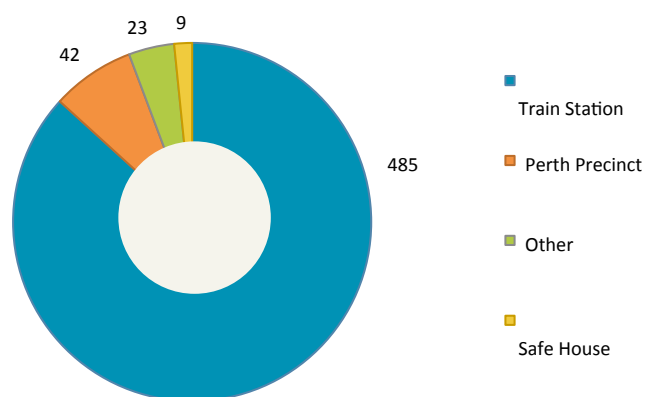
Most transports continued to be from parks and streets. The majority of the transports were for adult clients. The only exception were the transports from train stations. Only 36 of these transports were for adults. In contrast, only 74 of transports from all other places were for youth. Youth transports are further analysed below.



## Youth Transport Analysis

A primary preventative strategy for dealing with youth at risk is to transport to a safer place. Youth and children are only transported according to strict guidelines. During the year almost 10% of all contacts with youth resulted in transport to a safe place. The majority of youth who were assisted with transport were transported from train stations (485), primarily the Burswood station area (79%).

### Graph 13: Youth Transport Origin by Location 2013-14



The distribution of train station transport collection locations is illustrated below:

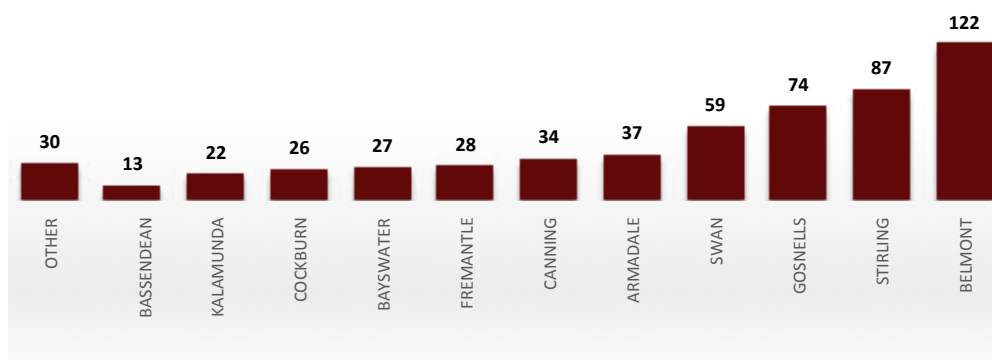
Youth Transports from Train Stations, by Train Station, 2013/14								
Train Station	Burswood	Oat St	Claisebrook	McIver	Cannington	Fremantle	East Perth	Perth
Transports	443	19	10	8	7	4	1	1

### Table 1: Distribution of Transports by Train Station 2013-14

The destinations of the youth transported by the Patrol were primarily areas that would otherwise be inaccessible to the young person by public transport late at night. Without NPS these youths would have been stranded in high risk situations, particularly as NPS remains the only service available to Aboriginal youth in the early hours of the morning, other than Police.

Top destination locations are shown below. "Other" represents seven LGAs across the metropolitan area: Joondalup (7), Victoria Park (4), Wanneroo (3), South Perth (7), Subiaco (1), Perth (4) and Vincent (4).

### Graph 14: Distribution of Transports by LGA 2013-14



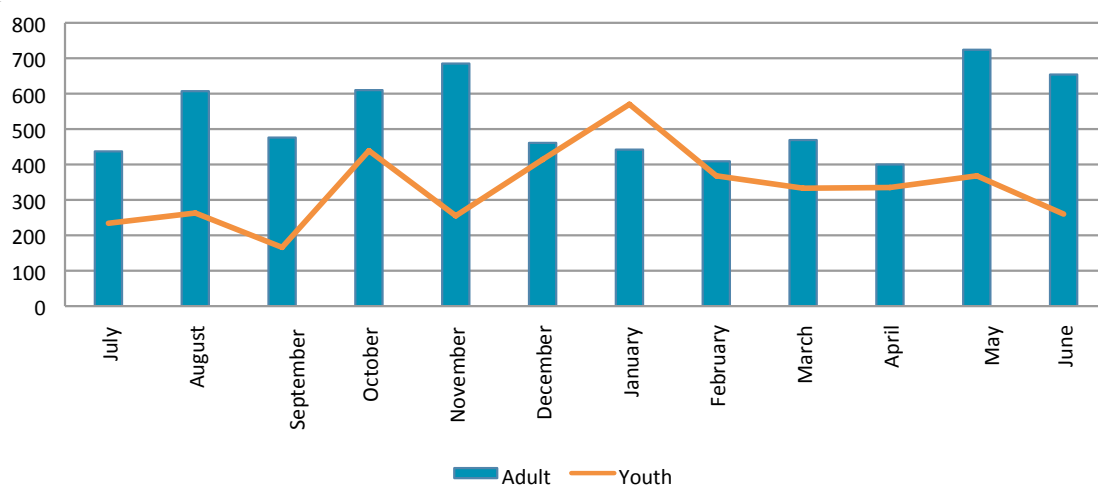
## Day and Night Patrol Demographics

NPS have had a period of change with the introduction of extended service areas, new strategies to better use resources and a clearer focus on night and day services. An analysis of day and night patrols provided a snapshot of the differences between the client groups and the demand for our services at those shift times. Interesting comparisons arose between different patrol areas and across different months, particularly the incidence of young people compared to adults. This type of information is important to identify resource capacity and for service planning.

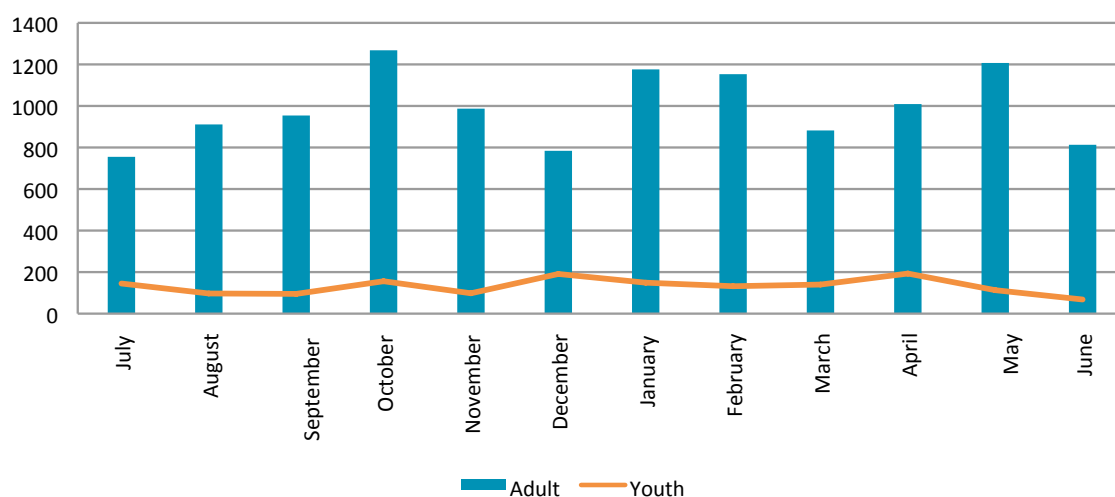
Day and evening patrol contacts were mainly adult, homeless people, often affected by substances/alcohol or solvents. These groups have particular needs which the Patrol is pursuing with other stakeholders and at relevant strategic forums. The outreach officers assisted people in public spaces including the train stations and shopping centres. Most people assisted were in parks and streets. It was during the day and evening patrols that other service agencies accompanied Nyoongar Patrol to assist in identifying and engaging with our mutual clients. The continuity of service and the length of time that these clients have been in need are major issues for both the client and the community and the difficulties faced in acquiring sustainable help for these groups have not improved.

Clients of Night Patrols were 40% youth. Youth particularly out-number adults on night patrols during the December to February period as illustrated in the comparison of graphs 15 and 16.

### Graph 15: Night Contacts by Month - Night Patrols 2013-14



### Graph 16: Day Contacts by Month - Day Patrols 2013-14



Comparisons of client condition, transports, incidents and community contacts by day and night patrol confirmed that the NPS continued to assist and target the client groups most in need at the time.

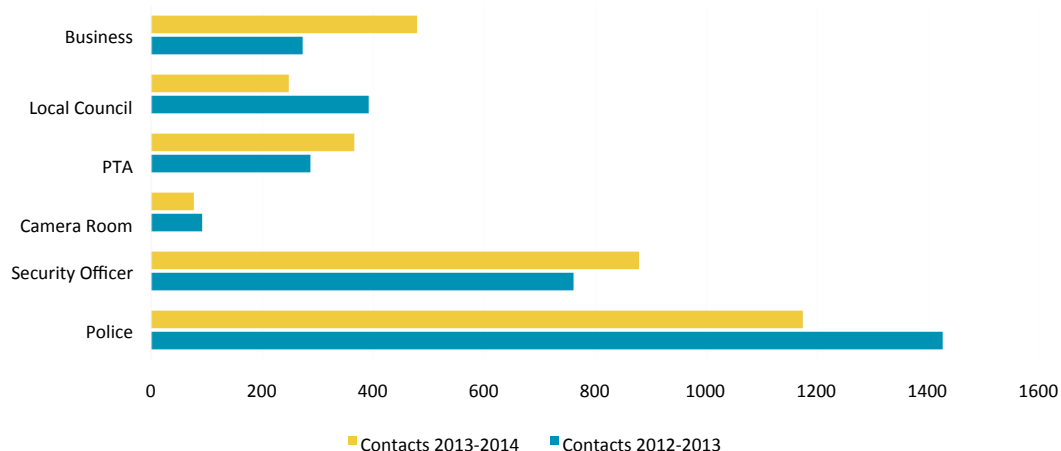
Night time patrols continued to assist youth who were at risk of physical and moral harm, and may have been affected by drugs and alcohol. Adults affected by alcohol and acting in a violent manner or ill were also assisted. The outreach officers often stepped in before the Police arrived to assist clients who were at risk of having contact with security, Police or public transport authority officers. The majority of contacts with community members at night were related to substance misuse. In terms of incidents, both assaults on outreach officers and feuding appear to have been significantly different between day and night client groups. Night patrols tended to be more of a challenge compared to the day patrols.

## Partnerships on the Street

Debriefings with community stakeholders, liaison with service providers and consultation with the community occurred as a matter of basic operating protocol of the Patrol. NPS, while working co-operatively with other agencies, takes the confidentiality of client information and the primary objective of the Patrol to step in before the Police very seriously. NPS also played an active representation and advocacy role on the issues of at-risk young people, homelessness and substance abuse. The NPS management regularly attended meetings across the Perth Metropolitan area and brought street issues to the attention of decision makers as well as working to provide feasible solutions to issues identified.

NPS outreach officers engaged with a range of other service providers and facilitated support to their clients. Outreach workers from RUAH day centre, Salvation Army and the Mental Health Unit of the Health Department, Uniting West, Centrelink and WASUA accompanied NPS on patrols on a regular basis. NPS welcomed this kind of sector interaction and synergy and looks forward to maintaining the strong partnerships with these organisations in the coming year.

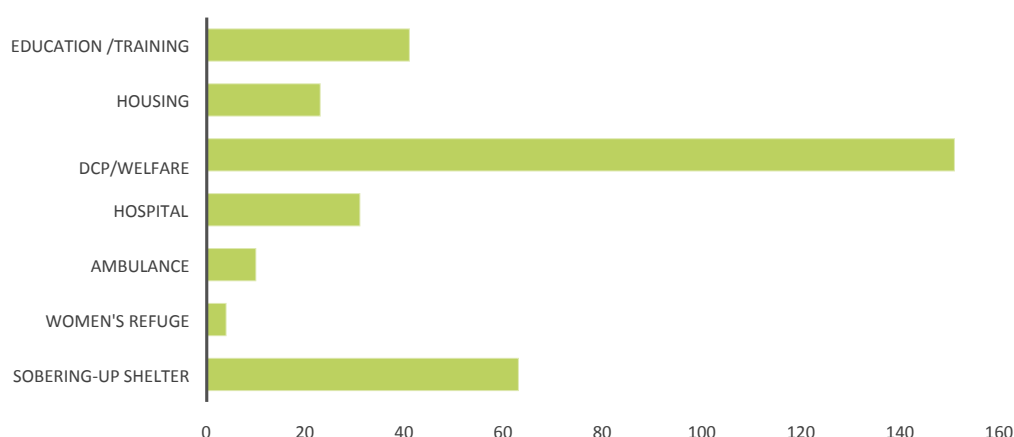
### Graph 17: Street Level Community Contacts 2012-13 and 2013-14



Other service agencies provided assistance to NPS clients referred in relation to the planning and delivery of support to our clients. The Patrol worked closely with local communities and their members. Street level contacts with Police and local councils were fewer, replaced by increased contact with local business and local security services. These figures represent only contacts made by the mobile patrols. Contacts were also made with the NPS office and administration staff. These relationships are of particular importance to NPS as it moves forward.

Referrals for the year are shown below.

**Graph 18: Referrals to Service Agencies 2013-14**



## Human Resources

Nyoongar Patrol provides a culturally appropriate and informed service to Aboriginal people with the leadership of our Aboriginal Board and the service of an entirely aboriginal outreach staff.

All staff are required to hold an F Class driving licence and Working with Children Card in accordance with funding agreements and stakeholder operating policies.

During the year 26 new jobs for Aboriginal people were created and at financial year end there were 18 Aboriginal outreach officers employed at NPS. This indicates our commitment to assisting build employment capacity in the Aboriginal community. We are proud to see our staff successfully take up employment in a range of industries when they leave us and we value those staff that stay with NPS.

During the year staff participated in an ongoing training program provided on site and this year, using external facilitators and trainers, all staff completed their Senior First Aid certificate and participated in continuous improvement, occupational health and safety and operating procedures training. Briefings in relation to specific work related issues as well as other training and development were also completed on a group or individual needs basis. During the first half of the year staff successfully completed five of the ten units toward a Certificate 1 in Leadership Development through Challenger Institute of Technology.



# Lachlan Douglas Mills CPA

Certified Practising Accountant

Registered Tax Agent

B. Comm B. Sci (Comp)

ref:nps2014  
3rd July, 2014

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To the members

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

## Scope:

I have audited the attached Balance Sheet and Income and Expense Statement of the Nyoongar Patrol System Incorporated for the year ended 30th June, 2014 ("the Financial Report"). The Committee is responsible for the preparation and presentation of the Financial Report, and have determined that the basis of accounting used is appropriate to the needs of the members. I have conducted an independent audit of the Financial Report in order to express an opinion on it to the members. No opinion is expressed as to whether the basis of accounting used is appropriate to the needs of the members.

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

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

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

## Unqualified Audit Opinion:

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

A handwritten signature in blue ink, appearing to read 'Lachlan Douglas Mills', written over a horizontal line.

LACHLAN DOUGLAS MILLS - PUBLIC ACCOUNTANT



Liability limited by  
a scheme approved  
under Professional  
Standards Legislation

## Nyoongar Patrol System Incorporated Financial Statements as at 30th June, 2014

<b>CURRENT ASSETS:</b>	<b>2014</b>	<b>2013</b>
CBA Cheque Account	84,435	296,422
CBA Business Online Account	138,300	178,449
CBA Investment Account #8515	443,406	433,245
CBA Term Deposit #8908	0	102,644
CBA Term Deposit #7210	458,860	0
Petty Cash Float	813	27
Cabcharge Bond	200	200
Pledges Receivable	74,861	32,617
Insurance Excess Recoverable	250	250
	<b>\$ 1,201,125</b>	<b>\$ 1,043,854</b>

<b>NON CURRENT ASSETS:</b>	<b>2014</b>	<b>2013</b>
Plant & Equipment at WDV	13,566	16,341
Motor Vehicles at WDV	197,556	222,556
	<b>\$211,122</b>	<b>\$238,897</b>

<b>TOTAL ASSETS:</b>	<b>\$1,412,247</b>	<b>\$1,282,751</b>
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<b>CURRENT LIABILITIES:</b>	<b>2014</b>	<b>2013</b>
CBA Credit Card	291	4,578
Trade Creditors	92,152	90,281
GST Owed - ATO	9,767	40,883
PAYG Owed - ATO	30,719	11,570
Superannuation Owed	29,243	21,846
Wages Owed	0	24,534
	<b>\$162,172</b>	<b>\$193,692</b>

<b>NON CURRENT LIABILITIES:</b>	<b>2014</b>	<b>2013</b>
Provision for Long Service Leave	58,000	58,000
Provision for Annual Leave	66,772	66,772
Provision for Severance Pay	115,000	100,500
Provision for Funding Shortfall	42,000	42,000
	<b>\$ 281,772</b>	<b>\$ 267,272</b>

<b>TOTAL LIABILITIES:</b>	<b>\$ 443,944</b>	<b>\$ 475,464</b>
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<b>NET ASSETS (DEFICIENCY):</b>	<b>\$ 968,303</b>	<b>\$ 807,287</b>
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This is represented by:

<b>MEMBERS' FUNDS:</b>	<b>2014</b>	<b>2013</b>
Accumulated Surplus Brought Forward	807,287	689,615
Surplus / (Deficit) for the Year	161,016	117,672
<b>TOTAL MEMBERS' FUNDS:</b>	<b>\$ 689,615</b>	<b>\$ 807,287</b>

<b>INCOME:</b>		<b>2014</b>		<b>2013</b>
Funding - Attorney General's Dept		52,609		151,808
Funding - Burswood Security		177,300		236,400
Funding - City of Fremantle		30,000		30,000
Funding - City of Vincent		50,000		51,815
Funding - DCP		101,260		49,288
Funding - DEEWR		14,380		18,909
Funding - DIA		1,017,413		1,040,350
Funding - WA Attorney General		2,500		47,500
Funding - Lottery West		17,707		12,263
Funding - WA ADA		14,020		13,480
Interest		26,239		33,245
Job Training & Employment Income		22,658		5,500
Sundry Income		726		2,922
Insurance Claims		0		1,973
		<b>1,526,812</b>		<b>1,695,453</b>

<b>less: EXPENSES:</b>				
Administration Costs	68,709		100,737	
Communication Costs	12,063		21,624	
Depreciation	68,634		105,202	
Direct Staff Costs	1,082,640		1,137,412	
Indirect Staff Costs	25,949		61,274	
Interest Paid	0		2	
Motor Vehicle Expenses	43,422		97,965	
Office Repairs & Maintenance	1,026		0	
Patrol Costs	1,980		916	
Premises/Occupancy Costs	35,640		33,475	
Travel & Meeting Costs	25,733	1,365,796	19,174	1,577,781
	1,365,796			
<b>NET SURPLUS / (DEFICIT):</b>		<b>\$161,016</b>		<b>\$117,672</b>

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

## 1. STATEMENT OF ACCOUNTING POLICIES:

### Reporting Entity:

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

### Historical Cost:

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

### Income Tax:

The NPS Incorporated is exempt from paying Income Tax.

### Property at 35 Gladstone Street, Perth:

The property at 35 Gladstone Street, Perth was transferred to the NPS Incorporated from the Australian Indigenous Land Corporation during the 2011/12 financial year under the terms of a Deed, with a transfer value of \$2,107,886. This property is subject to a caveat held by the ILC, and cannot be dealt with by the NPS in the ordinary course of its business.

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



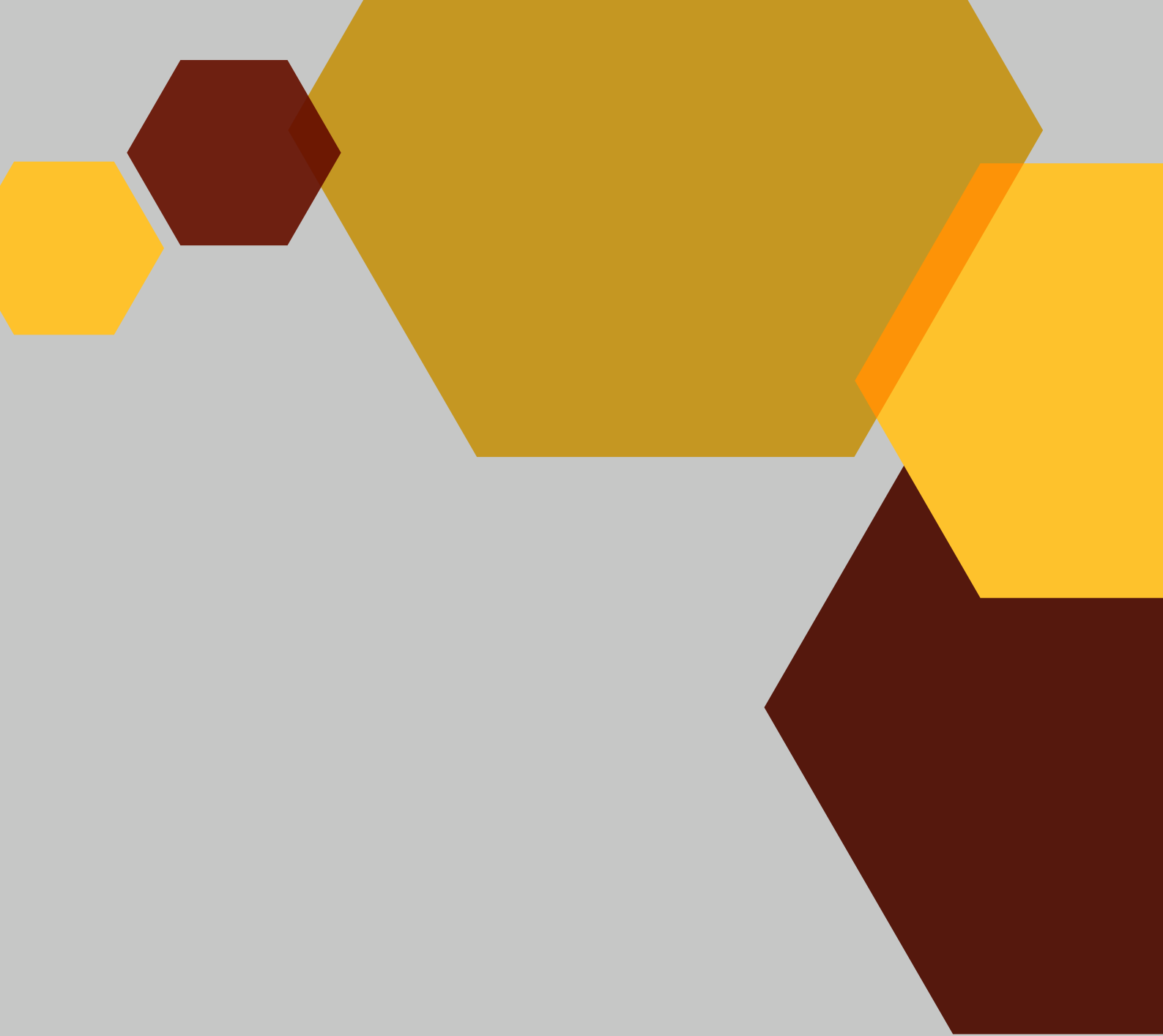
## Acknowledgements

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

- Minister for Aboriginal Affairs, the Hon Peter Collier, MLC
- Centrelink
- Crown Perth
- Department of Aboriginal Affairs (DAA)
- Department for Child Protection (DCP)
- Department of Education, Employment and Workplace Relations (DEEWR)
- Drug and Alcohol Office (DAO)
- Indigenous Land Corporation (ILC)
- City of Vincent
- City of Fremantle
- Lotterywest
- Ruah
- Uniting Care West
- WA Substance Users' Association
- Doug Thompson, lecturer from Challenger Institute of Technology (Rockingham Campus)
- Lachlan Douglas Mills (CPA) - Auditor
- Angelyne Wolfe, for providing the graphic design for NPS publications







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