

Nyoongar Outreach Services

ANNUAL REPORT 2016



NYOONGAR OUTREACH



VISION

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

OUR MISSION

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

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

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

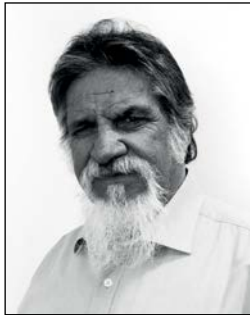


As at November 2015
Nyoongar Patrol Systems Incorporated
registered an organisational name change to
Nyoongar Outreach Services Incorporated.

Contents

Contents	1
Executive Committee	2
Executive Management	3
Our People	4
Chairperson's Report	6
CEO's Report	8
Strategic Highlights	10
Our Funding	11
Flexible Service Models	12
Strategic Planning and Risk Management	12
Organisation Name Change	13
Operating Partnerships	13
Operational Highlights	14
Client Contacts	14
Street Level Community Contacts	15
Client Circumstances	15
Working with Youth	16
Strategic Forums and Alliances	17
Youth Programs	17
Youth Engagement Support Project (YES)	18
Mobile Youth Outreach and	20
Youth at Risk Strategy	
Working with the Homeless	22
Substance Misuse	25
Achievements against the Strategic Plan	26
2011-2016 Objectives	
Auditor's Report	33
Financial Report	34
Acknowledgements	37

THE EXECUTIVE COMMITTEE



Mr. Farley Garlett
Chairperson

Mr. Farley 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. Mr Garlett has 13 years experience as Heritage Liaison Officer within the mining and resources sector.



Ms. Dawn Wallam
Vice Chairperson

Dawn Wallam is a Wadandi woman of the Noongar Nation who has developed a work history of over 40 years. Committed to improving the well-being of Indigenous children through both paid and voluntary community work and self education, Dawn has undertaken tertiary studies to develop knowledge, skills and abilities and to gain a broader perspective and enhance understanding of community needs, maximising her potential to foster best practice in herself and others. Dawn has been associated with both Aboriginal and non-Aboriginal children's service agencies for many years, and is the Chief Executive Officer of Yorganop Association Incorporated. Dawn has been proactive in representing Indigenous children's issues at all levels including local, state, national and international forums in her role as CEO of Yorganop and as a past 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 Nyoongar Outreach Services as Vice Chairperson.



Ms. Barbara Stack
Treasurer

Ms. Stack was a valued Frontline Outreach Officer working with Aboriginal people on the streets with Nyoongar Patrol Services for 7 years before becoming a Committee member. Barbara continues to provide direct support to people in need as a health worker with the Derbal Yerrigan Health Service in the area of chronic health.



Mr. Jeremy Garlett
Secretary

Aboriginal radio founder, Jeremy Garlett has worked as an Aboriginal radio presenter with Nyoongar Radio 100.9FM. Mr. Garlett's past experiences also include the position of Manager of Bloodwood Youth Accommodation and he 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 Garlett delivers Cultural Awareness training with a focus on cultural motivation and mindfulness.



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 Outreach Services Inc. and assisted the organisation in its operations plan implementation. Neville also conducts Cross Cultural Awareness Training and Nyungar Know How programs at schools and was instrumental and a driving force behind the resurrection of the Aboriginal Advancement Council, the oldest Aboriginal organisation in Western Australia. He remains committed to the development of Aboriginal organisations in Wadjuk country.

CHIEF EXECUTIVE OFFICER and PUBLIC OFFICER



Ms. Maria McAtackney

Chief Executive Officer for Nyoongar Outreach Services Incorporated, with responsibilities to oversee the strategic planning and decision making for Perth Metropolitan outreach services, is Maria McAtackney. Maria's work experiences in Indigenous health and community safety span over 27 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.

OUR PEOPLE



Nyoongar Outreach Services



Our People

We are proud to provide a culturally appropriate service and we consider cultural competence in all training and in policy documentation. We have more than 85% Aboriginal people from different traditional groups employed within a highly professional and innovative workplace environment.

As a street based service our team members face a wide range of situations each day. All front line staff are well trained and experienced in engaging and supporting clients with complex needs.

Our clients require interventions to match needs and they benefit from a co-ordinated service response.

Our team members are all committed to a high level of service and participate in ongoing training and development. This training is primarily organisation specific, accredited training, delivered in-house by Vibe Consulting in partnership with Challenger Institute of Technology. Staff also completed specialised external

training including Senior First Aid, Supervising Staff Skills for Practice and Drug and Alcohol Abuse. A number of staff also elected to complete further studies to improve their knowledge and skills and achieve higher level training independently of work hours, demonstrating the strong commitment and motivation of some of our staff.

Staff working in the Youth Engagement Support project received specialist training in Case Management and ongoing mentoring from our well qualified trainer, Chris Barrett of Vibe Consulting.

This year new employee handbooks and occupational health and safety manuals were launched and staff received occupational health and safety in the workplace training from Employsure. Employsure also conducted a risk management audit and staff have been able to implement and achieve a good level of risk / hazard management. Updated first aid kits with protective equipment and appropriate reporting of incidents were introduced last year and were well maintained by the team members who worked together to ensure their own, and community safety.

We strive to support Aboriginal people into the workplace and ensure that all employees have the capacity for career development through our training programs. During the year nineteen new employment opportunities were provided for Aboriginal staff. All staff who work with young people require Working with Children and Police Clearances, Senior First Aid certification and F class driver's license endorsements.

CHAIRPERSON'S REPORT

It has been another busy and productive year and my thanks go to my Executive Committee colleagues for their continuing commitment, support, insight and advice during the year.

My thanks also go to our CEO, Maria McAttackney, whose hard work, clarity of vision and tenacity continue to ensure that the priorities of the Executive Committee are achieved each year. Thanks also to the administration staff and our loyal outreach staff, dealing every day with the difficulties that face our people with professionalism and commitment.

I would like to welcome all of the new staff who have joined our organisation and thank all of our previous employees for their support during their employment with our organisation.

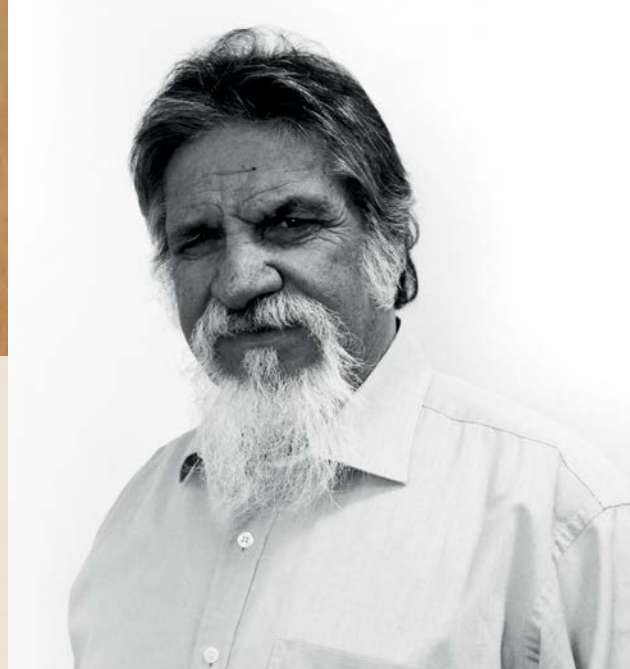
I have always been proud of the reliability and professionalism of our services and the ability to develop appropriate service models to meet the needs of both stakeholders and clients.

During the year the business has been realigned and rebadged to better reflect the service that we provide. The name of the organisation was formally changed in November 2015 to Nyoongar Outreach Services Incorporated.

As we move into a new era in service delivery, funding and corporate growth the Committee have reviewed the Strategic Plan and developed a Plan for the next five years (2016 -2021) which will guide the Executive Board and the CEO to drive the organisation to meet identified activities and outcomes.

The next two years will be significant in that, due to the sunset clauses applicable to community patrols funded by the Department of Aboriginal Affairs, the majority of funding for the organisations will cease in 2018.

I have no doubt that our major funders will be working with all community patrol organisations to evaluate their contribution to assisting people who fall through the cracks and don't access mainstream services.



A community patrol workshop will take place during the year to identify the way forward. I am confident that our experience and commitment to outcomes, our knowledge and understanding of the needs of our target group, and the longstanding relationships built up over the years, will assist in securing new funding arrangements. I am proud to be involved at this exciting time of the organisation's growth.

The achievements of the year have included a range of new initiatives and new working partnerships. I would like to thank the staff at the Department of the Prime Minister and Cabinet for supporting the two-year (2016 and 2017) Youth Engagement Support project through the Indigenous Advancement Strategy.

As a result of this new funding we have been able to continue our focus for supporting our youth at risk in the community by conducting home visits during normal business hours. This has given us the opportunity to work closely with our partners, community youth centres, Mission Australia and a number of highly committed local schools to help these young people and their families.

Prof. Harry Blagg, Associate Dean (Research) at the University of WA Law School, has been appointed by Nyoongar Outreach Services to conduct an independent evaluation of the project. The report is hoped to provide an insight into the challenges experienced in setting up the program and achieving the desired outcomes as well as an indication of how well the outcomes for clients have been achieved.

In addition to young people and their families, our key client groups remain the homeless and those affected by misuse of substances. We continue to engage and support these target groups with appropriate services and to reconnect them with their community and families.



Nyoongar Outreach Services continued to have input to a number of reviews and inquiries, for example; the Criminal Code Infringement Notices Review (WA Ombudsman), WA Department of Finance Survey (State), Earlier Intervention and Family Support Strategy Review (State DCPFS), Audit of the Administration of the Indigenous Advancement Strategy (Commonwealth), Health Commissioner requests for input to applications for liquor licensing in areas frequented by clients (State) and the Aboriginal Youth Services Investment Review (State).

Our philosophy is to maintain a strong in-house employee training program in which all staff participate and aim to complete accredited training in community services and leadership.

My thanks go to Challenger TAFE and our mentor / trainer Chris Barrett for all of their support in formally skilling our staff through delivering in-house adult training models.

The Executive Committee is optimistic and committed to continue progressing the organisation during the

challenging and uncertain times created by the sunset clauses on Aboriginal Community Patrols and State Government policy changes in relation to the Aboriginal Youth Services Investment Reform agenda.

We will continue to advocate for our clients and work with stakeholders to ensure that the role of our organisation is a priority agenda for the Government in meeting the needs of the most at risk and vulnerable in the Aboriginal community.

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

I look forward to working with you all in the future.

Farley Garlett
Chairperson



CEO'S REPORT



I am pleased to report that during this financial year Nyoongar Outreach Services has maintained and expanded services which have been successfully implemented to meet the needs of the community and stakeholders.

I would like to thank the Executive Committee for their support, advice and direction throughout the year. I have found the Committee members to be extremely supportive, focused and providing strong governance to me during the year.

Thanks also go to all staff for their commitment, particularly during the cold winter months working late shifts and wanting to support their community. My thanks also go to the administration staff who have always been supportive in timely reporting and attending to operational matters.

I am pleased to report that our partners have been consistently supportive and productive in strengthening our working relationships. I would like to thank our stakeholders for making themselves available for discussions and problem solving throughout the year as I would not be able to achieve the organisation's outcomes without their support. A special thanks goes to Max Joynes from the Department of Aboriginal Affairs for his ongoing support.

This year brought the start of the new Indigenous Advancement Strategy funded project, Youth Engagement Support. This is a new program initiative which is different to our usual services and it has given us the opportunity to directly engage with young people and their families in the home. During the delivery of the project we identified the many difficulties in engaging youth, including some of the challenges that their families and other services experience in achieving sustainable outcomes.

We are pleased that there have not been the high profile media reports of incidents across the South East Corridor. Crown Perth is one of our strongest financial supporters over many years and we value our working relationship during weekends. Our strong partnership has allowed us to address underlying cultural issues in the precinct. Furthermore, the Public Transport Authority and Nyoongar Outreach Services are in the process of finalising a Partnering Understanding Agreement to improve our working relationship for the benefit of Aboriginal people utilising public transport.

Recently there have been negotiations between the City of Belmont and ourselves concerning Nyoongar Outreach Services having a presence in Belmont, with the purpose of addressing homelessness, young people in need and the challenging behaviour that may occur from time to time. I am pleased that we are getting close to developing an MOU between the parties.

I am pleased that we have been able to review all MOU and PUA arrangements with Mission Australia and the City of Vincent.

It was wonderful, after many years of working with the Northbridge Youth at Risk Strategy, to be acknowledged, along with the other partners to the initiative, Crisis Care (DCPFS), WA Police and Mission Australia, as the winner of the WA Child Safety Government Award Category of the 2015 Constable Care awards.

Nyoongar Outreach Services is also one of the signatories to the 50 Lives 50 Homes initiative led by Ruah. We have a strong relationship with Ruah and work closely with them, and other homelessness service providers, taking a fresh approach to ensuring that homeless people are housed and are supported to maintain their accommodation during their personal challenges.

During the year we completed our Strategic Plan for the period 2016 – 2021 and, despite funding uncertainties, I was delighted that there was still enthusiasm and a positive approach for the organisation for the next five years, with possible new funding models also being identified.

Once again, thank you to everyone who has supported and worked with us during the year.

I look forward to working with you all in the future.

Maria McAttackney
Chief Executive Officer

I am pleased to report that during this financial year Nyoongar Outreach Services has maintained and expanded services which have been successfully implemented to meet the needs of the community and stakeholders.

- Maria McAttackney, Chief Executive Officer







STRATEGIC HIGHLIGHTS

Strategic Highlights

In order to be a sustainable service Nyoongar Outreach has always striven to ensure relevance, reliability and adaptability in service design and delivery. Over the reporting period, we maintained our high level of operations with up to 32 mobile and foot outreach services per week. We maintained strong community links and used our networks to identify and coordinate wraparound supports for clients.

During 2015-16 the challenge has been to continue to working closely with stakeholders while they have had to adapt to changes in Government policy. Most importantly, we recognise that we are working within a service sector for the improvement in circumstances of diverse groups of people and the desired outcome cannot be achieved in isolation or without an appropriate policy and funding framework.

Our Funding:

Nyoongar Outreach Service is funded through a cocktail of State, Commonwealth, Local government and Community service agreements. Our primary funder is the Department of Aboriginal Affairs who fund the Aboriginal Community Patrols program, followed by Crown Perth and the Department for Child Protection and Family Services.

We are a preferred supplier to the Department of Aboriginal Affairs, Mental Health Commission and Department for Child Protection and Family Services and during the year we introduced a new service, Youth Engagement Support, with funding from the Department of the Prime Minister and Cabinet through the Indigenous Advancement Strategy.

We also renegotiated services to the City of Vincent and commenced negotiations to provide services to the City of Belmont.

During the year we negotiated for the continuation of Government sourced funding until 2017 and are preparing to enter negotiations for funding for 2017-18.



Flexible Service Models:

In response to client and stakeholder needs Nyoongar Outreach has continued to trial flexible and innovative service models and to ensure that client outcomes can be achieved. We employ an ongoing strategy of reviewing and adjusting services and resources to improve efficiency and to target services to those most in need.

During the year a new service model for mobile outreach services was implemented. Under this model services are more flexible and able to respond to hot spots and priorities within a wider service area of each operational precinct. The impact of this new service model can be seen in the increase in client contacts made during the year.

Arrangements with the City of Vincent were renegotiated and services are now provided in accordance with this model. A new service within the City of Belmont is also being finalised in line with this model. Services in these areas are provided in response to local needs and are supported by good engagement with local business and community members as well as developing working relationships with services in the area.

Strategic Planning and Risk Management:

A number of strategic initiatives have been completed to help sustain Nyoongar Outreach Services into the future.

A new Strategic Plan has been developed to guide the organisation to 2021. The planning process was informed by input from staff, stakeholders and management and the Plan developed by the Executive Committee with assistance from Business Reboot.

The Planning process included a review and realignment of Objectives and a commitment to continuing to work to reach people at a street level, offer intervention and provide more day time follow-up and support for clients to engage with other services. The Plan includes new initiatives in terms of service promotion, training and Executive succession planning to support organisational sustainability.

In addition, risk assessment of various aspects of the operation were completed during the year and risk management strategies put in place. These included the implementation of upgraded information technology systems to improve system reliability and capacity.

A review of contracts and insurance also took into account the need to modernise confidentiality protection for the business and clients. Confidentiality has always been a mandatory aspect of employment and partnerships and all staff and consultants are bound by legislation and agreements with Nyoongar Outreach Services, however, data security is now better supported with updated secure information technology systems and protocols for data sharing which have been included in all working agreements with Stakeholders and clients.

This year we also implemented a number of environmentally friendly strategies including power saving within the building, switching to solar power and replacing printers with more environmentally friendly models. During 2016-17 the impact of these measures will be monitored in terms of cost/benefit to the organisation.

STRATEGIC HIGHLIGHTS (CONTINUED)

Organisation Name Change:

In recognition of the role of Nyoongar Outreach Services as a social welfare outreach service, Nyoongar Outreach Services officially changed its name from Nyoongar Patrol Systems Inc. in November 2015. The rebranding of all vehicles, building, uniforms and website has been completed and all publications are to be reissued by the end of 2016.

Operating Partnerships:

We continue to be able to successfully deliver relevant services to people in need on the ground and this is done with the support and acknowledgement of many stakeholders, clients and community members. We are proud of our partnering relationships. We work hard to identify and establish great working relationships with different organisations. Partnering is taken seriously and involves co-operatively working together to improve outcomes for clients.

We have committed to memorandums of understanding with Mission Australia, the Public Transport Authority (Partnering Understanding Agreement), the Cities of Vincent and Belmont, Essentials for Women, WA Police and the Northbridge Youth at Risk Strategy Initiative (Partnership Understanding Agreement).

We also advocate on behalf of clients with the Department of Family and Children's Services, Juvenile Justice Teams (Department of Corrective Services), the Education Department and many schools, the Housing Authority and local council funded services, in order to improve outcomes for clients at the best use of resources.

Through our participation on a number of reviews and inquiries we continue to provide a voice for our clients and we work hard to maintain good contacts with stakeholders. Local businesses continue to access our services for assistance and we received very positive feedback from organisations that have come into contact with our services.

“We have been completely blown away with the amount of support and engagement your service has been able to provide and look forward to continue working with you to build safety and security around this person.”

- Stakeholder

2016 marks the end of five years' reporting to the Indigenous Land Council who assisted Nyoongar Outreach Services with the acquisition of its building on Gladstone Street East Perth. The ability to acquire suitable accommodation has been of great benefit to Nyoongar Outreach Services, the staff and clients. The facility is an important part of being able to maintain and expand ongoing client services. It provides a secure and professional office environment for staff, training, client engagement, stakeholder liaison and garaging facilities for the Nyoongar Outreach Services' vehicles.





Operating Highlights

Client Contacts

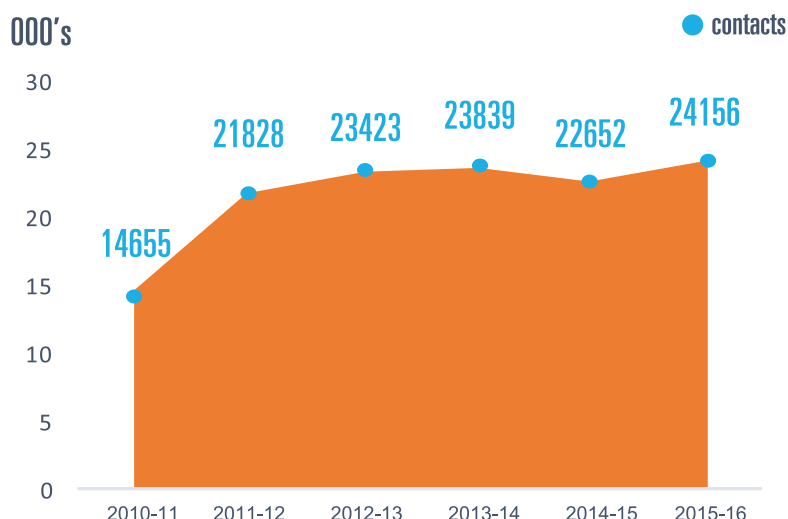
Client contact numbers have increased overall. The number of contacts at Fremantle and the North and South East corridors have remained steady. However, increases have been evident within Crown Perth, Northbridge and Midland. This is primarily due to the introduction of the more flexible service model for mobile outreach. We were better able to engage with clients at hot spots and attend different areas identified by stakeholders and community members.

Within the City of Vincent a number of strategies have reduced the level of antisocial behaviour and also reduced the length of time people stay in the parks when they do visit.

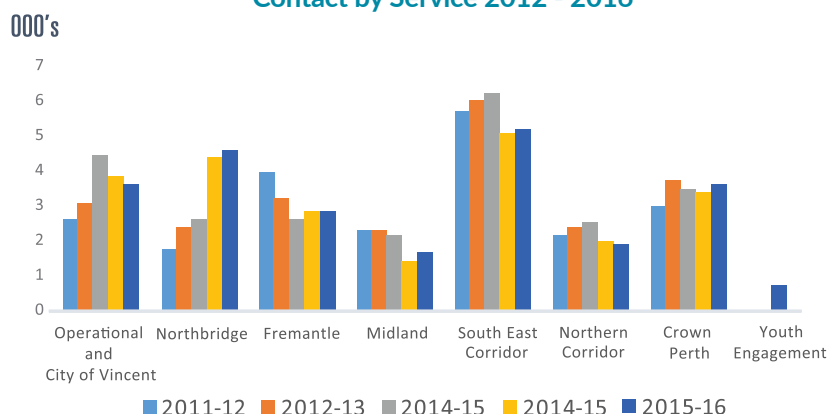
Fortunately, the sense of security and the improved access to services, such as the meals being distributed by Manna Inc. at an earlier time, has meant that more people in the parks are engaging with Nyoongar Outreach Services staff before going home or finding shelter themselves.

On a monthly basis, client contacts were down during October and between January and March and much higher contact numbers were recorded around the winter months from May to September and again in November.

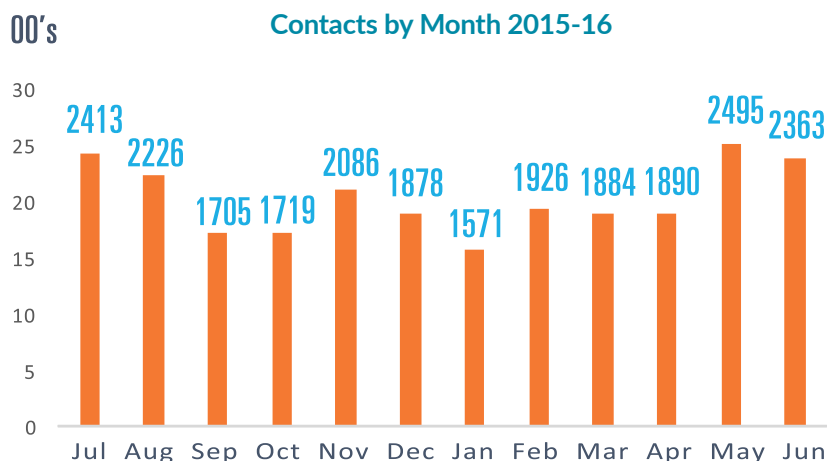
Contact Numbers 2011 - 2016



Contact by Service 2012 - 2016



Contacts by Month 2015-16



OPERATING HIGHLIGHTS (CONTINUED)

Street Level Community Contacts

Shift reporting, community contact and action reporting procedures and forms were reviewed and improved in early 2016. The action reports provide data in relation to community contacts which result in an outcome or action during each shift.

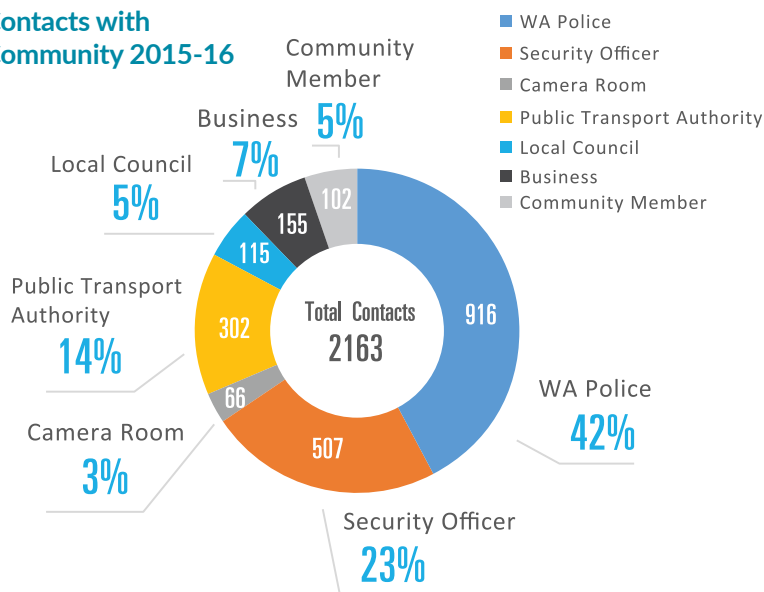
During the year new agreements were negotiated with local councils and the Public Transport Authority (PTA). A significant reduction in contacts with WA Police and security officers was noted and an increase made in our contact with the Public Transport Authority.

We maintained high street visibility and have worked well with other agencies. We maintain all shift briefings with WA Police, local councils, the Public Transport Authority and security services at the beginning of, and during shifts. We also ensured that we built our networks, visiting and engaging with local services, businesses and events.

This has had a direct benefit for clients as we have more immediate access to information and services to allow stakeholders and ourselves to respond in a timely manner. Members of the public continue to access our services and inform us about people in need in their community. Feedback to mobile services has been very positive again this year.

Contacts with

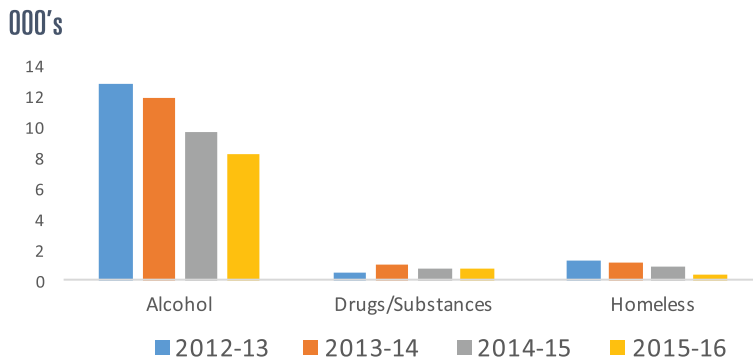
Community 2015-16



Client Circumstances

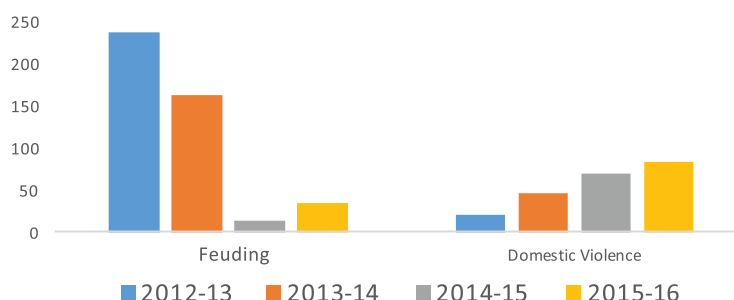
The number of clients with recorded conditions fell for a second consecutive year. The highest influence on these numbers is the reduction in alcohol affected contacts. This is the fourth year that contacts with alcohol affected people have fallen. This is a very positive change as the numbers have fallen by 35% over four years.

Primary Conditions of Clients 2012 - 2016



Although feuding has decreased over time the level of domestic violence has increased by approximately four times over the four-year interval. This is the fourth consecutive year that domestic violence has increased. Feuding has reversed its trend and increased, after dropping significantly for the three previous consecutive years.

Number of Recorded Feuding or Domestic Violence Affected Clients



THANKS FROM A LOCAL BUSINESS:

“After calling NOS about a shoplifter we were very grateful that the product had been returned and thanked the worker and his team for being so quick on the scene.

We said to Police that we wouldn't press any charges as the product had been returned and the boy had been spoken to about his actions.



- Business Owner



CASE STUDY:

Client N was referred to YES in mid 2015 and was homeless, without ID or income and had dropped out of school. YES worked with Client N to assist her in putting her goals on paper and achieving them. After some months of intensive support including weekly case meetings and daily support to achieve parts of the plan, the client now has stable accommodation, is studying full time and has been attending counselling. Her file has been closed for six months and she is still achieving her goals and still contacts YES from time to time to let us know how she is going.

Working with Youth

Youth at risk are a key client group and Nyoongar Outreach Services provided a number of youth focused programs to assist young people during the year. The mobile night services provided to a number of precincts in and around Perth engaged with young people on almost 6000 occasions to identify their level of risk, immediate and medium term needs and goals, provide direct assistance and make referrals to appropriate services.

Strategic Forums and Alliances

For some time Nyoongar Outreach Services have been an active participant in a number of strategic forums in relation to youth services and support. In particular, the South West Metropolitan Partnership Vulnerable and At-Risk Youth forum, FMHSS Steering Committee (Youth with Mental Health), SWMPF working group (with Winterfold, Caralee and South Lake Primary Schools) and the Youth at Risk Steering Committee.

A number of new alliances were formed to support intensive client services to young people which have proven highly successful in breaking down communication barriers and instilling a shared understanding of priority and capacity.

Benefits to the sector and the client have been better coordination of services, a significant reduction in duplication of effort and more timely and appropriate interventions for clients.

Good relationships have been established with specific areas of the Education department and a number of schools. Relationships have been strengthened with WA Police and Department for Child Protection and Family Support representatives so that we can work cooperatively with them to support families and young people and advocate on behalf of our clients.

87% of young people surveyed stated that they trusted Nyoongar Outreach Services workers and felt that they would be better able to manage in the future due to their engagement with Nyoongar Outreach Services.

During the year a new relationship with the Department of Corrective Services' Juvenile Justice Teams commenced as Nyoongar Outreach Services worked cooperatively with mutual clients and also began visiting clients whilst they were in juvenile detention. This allowed us to continue to support our clients following court or detention events which would have otherwise interrupted client management.

Youth Programs

Approximately 80% of all youth contacts are made by night services with just 20% of young people contacted by day services (11am – 7pm). After 9pm all Nyoongar Outreach Services prioritised young people at risk. We provided safe transport to young people apprehended by WA Police under section 41 of the Children and Community Services Act 2004 and met all Department for Child Protection and Community Services requirements to ensure that young people were transported to safe places.

We also worked closely with security and staff at Crown Perth businesses to address the issues of young people frequenting the adult precinct in Burswood and assist people affected by drugs or alcohol or evicted from the premises on Friday and Saturday nights. This community safety program is funded by Crown Perth.

Although we are well known for providing intervention and referrals for clients, the need has been evident for some time that ongoing engagement is difficult for many organisations to maintain. As a result, we commenced a two-year trial, Youth Engagement Support project, to support young people to engage with other agencies and services.

WORKING WITH YOUTH (CONTINUED)

Youth Engagement Support Project (YES)

The Youth Engagement Support (YES) project is a new service for Nyoongar Outreach Services and it targets high risk young people, providing direct support and intensive client management to support young people to maintain engagement with other service providers and with the education system. This project is funded, for two years, by the Department of the Prime Minister and Cabinet through the Indigenous Advancement Strategy.

The program is a daytime service (8.30am to 4.30pm) and allowed us to provide intensive support to high risk clients to reengage them with education or training, set and achieve goals and increase their capacity to make better decisions about their lives. The staff working on the YES Project also visited young people on the streets during Friday and Saturday nights. This enabled them to maintain contact and provide immediate direct assistance to their clients. The project aimed to impart significant skills to young people and we worked with families and service providers to support the clients and their families throughout the year.

During the first three months of the project Nyoongar Outreach Services invested significant time and effort in establishing the framework for the project and ensuring that systems and training were in place to meet the high standards required by the contract for service. The staff received specialised training in engagement, youth client management and mentoring. They continue to have access to a mentor/trainer to assist with issues that may arise from time to time.

As with most new services, there was considerable work to do to establish the service in the community, to connect and gain support of stakeholders and clients. However, during the latter part of the year there was an increase in the number of stakeholders and families who became interested in the project as they better understood the objectives and the scope of the service.

Under this project Nyoongar Outreach Services have engaged and motivated young people, securing identification, income and support services for them. In relation to these high risk young people, we advocated for the young person and worked with the other agencies that are able to contribute to the welfare of the client.

We worked with schools and other services to seek out the best options for the young person and their family. In some instances, there were no supporting family and the young person needed help to attain accommodation, income, identification and other essentials.

Some young people are more likely to adhere to commitments in the event that they are facing serious consequences which triggers their comprehension of their own situation. This is often contact with the justice system and we work with Juvenile Justice and clients to address these issues.

Although the follow-through by young people remains variable YES made considerable efforts to support them in making small improvements over time and the most rewarding experience has been the increase in young people making a commitment to work with YES to improve their future.

The YES workers received 67 referrals for the first year and accepted 51 of these.

These referrals were for young people who had issues with repeated street presence, alcohol or drug use, exposure to violence or neglect and lack of school attendance. Working with these young people and their families we were particularly conscious of confidentiality and privacy for the client.

As a result of coordinating services to these young people, a number of referrals were made to a wide range of services and the proportion of unsuccessful engagements from referrals fell significantly from previous years.

KEY STATISTICS



Thirty-nine (39)

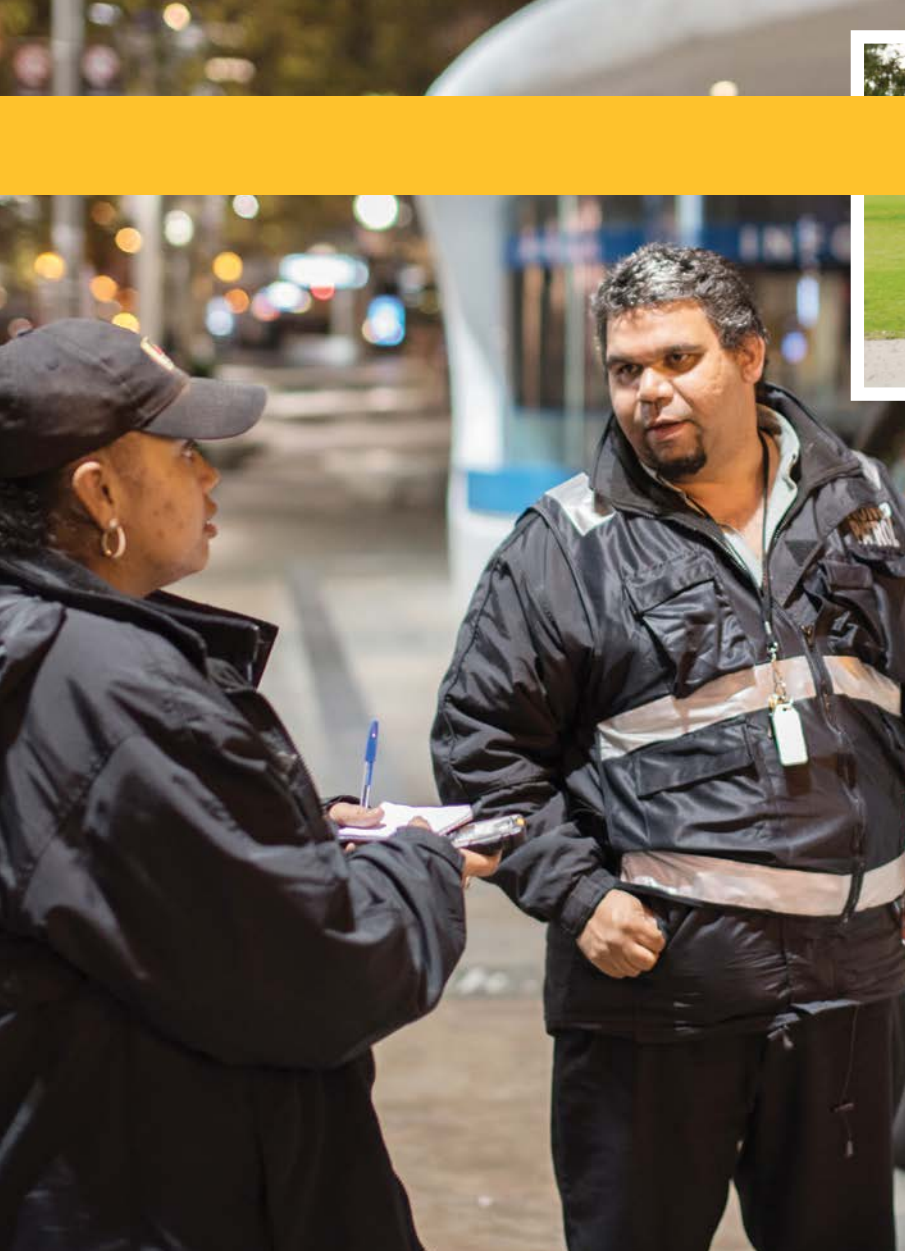
clients were assisted by the YES staff and the **files closed** after achieving planned outcomes or after the client circumstances changed.



Twelve (12) clients have been **carried over into the 2016-17 year** as they are still open.



A further **sixteen (16)** of these young people were able to be **assisted by the Nyoongar Outreach Services' mobile outreach staff** and therefore the referrals were not accepted by YES but returned to the mobile outreach teams.



A large number of practical issues were addressed with the clients which did not require referral to other services. These included visits with schools, linkages to Centrelink services, provision of information about transport, arranging family members to provide support and transport, introductions to youth centres, support to get identification documents or learner's permits and support to identify goals and barriers.

The project established good relations with stakeholders and other services working with joint clients and 71 meetings were held with these services/stakeholders during the year. The work with schools has been most rewarding with a number of schools willing to bring entire families into a supportive school environment. YES provided one school with support specifically to apply for additional resources to meet client needs. As part of this project we also made strong links with Juvenile Justice Teams to support young clients with legal issues and began supporting clients in detention.

Attaining outcomes with these clients was a challenge as they faced multiple and complex issues which take significant time, resources and persistence to address. However, the other support services staff were highly committed and persistent and outcomes were achieved.

This program aims to achieve success for the client in relation to education goals, court orders, reduced street presence, improved self-esteem and improved decision making. We hope for better long term capacity and support systems for the client and target improved school attendance, fewer young people being street present and at risk, reduced youth contact with the criminal justice system and reduction in risk for the client.

A review of the program is due to be completed next year and is hoped to provide an insight into the challenges experienced in setting up the program and achieving the desired outcomes as well as an indication of how well the outcomes for clients were achieved.



The **51 clients** with whom YES worked **received intensive support**.

These clients and their families were sometimes very difficult to engage and they had to overcome suspicion and mistrust and break down perceived barriers to services before engaging.



A total **411 successful engagements**,



112 diversionary transports to a safe place and



37 successful referrals to other services were provided by the project.



A further **81 unsuccessful home visits** were made and **23 referrals to other services were not successful**, with the client disengaging for various reasons.

WORKING WITH YOUTH (CONTINUED)

Mobile Youth Outreach and Youth at Risk Strategy

Nyoongar Outreach Services are on the streets when young people are at risk and services prioritise young people after 9pm.

There were six mobile services rostered between 8pm and 4am on Friday and Saturday night, available to monitor and step in to help young people at risk. These services came into contact with over 4500 young people during the year. By contrast, day services came into contact with just over 1200 young people, including those under 6 years old.

These contacts are part of the process of remaining visible and accessible to young people frequenting adult precincts at night. They also provided the opportunity for the Outreach workers to counsel and support clients informally. They were a visible deterrent to people preying on young people or juveniles and petty crime and immediately reduced the risk for the young people on site.

The worker's presence was also a visible deterrent to some antisocial behaviour, bullying, violence and abuse and provided an opportunity for young people to get help and be removed from a potential risk situation immediately.

Outreach workers were active in participating in briefings, maintaining contact with other services, identifying young people in need and conducting risk assessments. They also spent considerable time providing encouragement and engaging with young people to help them to identify and avoid risks and stay safe.

The processes and procedures for dealing with youth include safety and duty of care considerations which

immediately improves the level of risk for clients receiving diversionary assistance and ensures that an assessment of risk is also completed at the end of the transport.

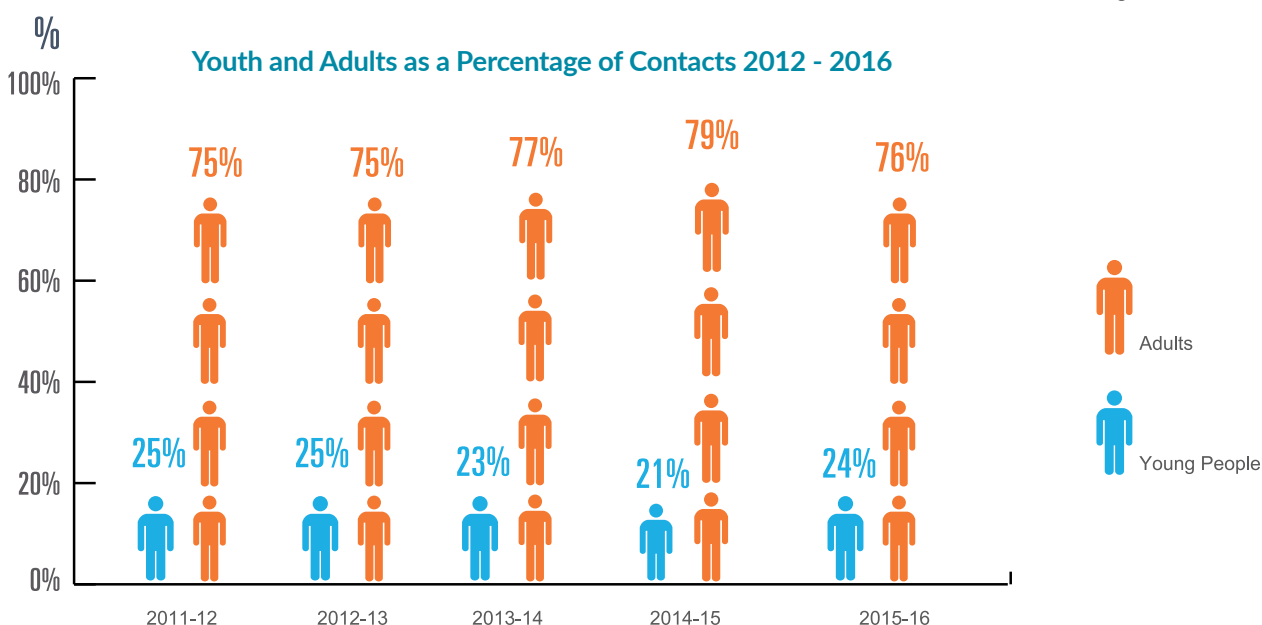
Nyoongar Outreach Services worked closely with partners to the Youth at Risk Facility (YARS) to assist young people who were apprehended under s41 of the Children and Community Services Act 2004. During the year we were able to be present at the Youth at Risk Facility in Palmerston Street during busy times to engage with young Aboriginal people who were at risk. The Youth Engagement Support workers were also housed at the facility for a period of three months to reduce the number of young people absconding from vehicles while being transported to a safe place.

An assessment of the young people transported by Nyoongar Outreach Services on weekends indicates a reduction in the number of youth frequenting the city on multiple occasions since the previous year.

In 2015 the Youth at Risk Strategy initiative won the WA Child Safety Government Award Category of the 2015 Constable Care awards. This is an initiative with which we have been involved since its' inception and one with which we have particular commitment as a majority of young people identified through the initiative are Aboriginal.

Mobile night services in all precincts provided transport to safe places for 468 young people at risk. Of the 468 transports, the most frequent collection location was from the Northbridge Youth at Risk Facility, which totaled 208.

The next busiest locations were Public Transport Authority train stations around Northbridge and along the South East train line. 137 transports were provided from various train stations with Burswood still being the train line most



frequented by young people as well as the one that is deemed to be highest risk. Nyoongar Outreach Services staff provided 87 transports from Burswood train station.

Despite the concentration of areas frequented by young people at night, outreach staff have transported them home safely to various areas around the Perth Metropolitan region. Belmont (89) was the most frequent area, whilst Gosnells (61), Stirling (60) and Swan (56) followed. The high proportion of young people being returned to the Belmont area are also the subject of recent discussions with the Belmont YMCA with whom we hope to develop a working agreement in the near future.

The two mobile services which recorded the most transports of young people at risk were Northbridge and the South East corridor which transported 241 and 151 high risk young people respectively.

The numbers of young people frequenting night precincts fluctuated each month during the year and a comparison across years did not support any particular hypothesis about why young people were out at night from month to month.

In analyzing the data for the years 2011-12 to 2014-15 it became clear that the number of young people putting themselves at risk in adult precincts at night had fallen by as much as 4% of total contacts.

2015-16 data is not directly comparable to previous years due to the inclusion of 18 year old young people in the statistics. Until 2015-16 all data for young people did not include 18 year old young people. 2015-16 data for young people includes 18 year olds due to clarification of reporting requirements to the Department of Child Protection and Family Support. The result was an increase in the number and proportion of contacts by 4% on the previous year and 1% on 2013-14. Young people (including 18 year old people) still represent almost a quarter of all contacts.

It is important to note that the higher numbers of young people who frequented night precincts did not translate to higher numbers of disturbances, rather the young people were out socialising with friends and family members and found their way home safely without assistance.

An analysis of the frequency of engagement with individual young people has identified the following trends:

1. the number of young people who are repeatedly being assisted by our services and continue to frequent adult precincts at night has fallen over the past three years,
2. the range of young people who are being engaged by our services on a one off or infrequent basis has increased as more young people are engaged but are not assisted more than three times.

Importantly, while more young people are finding their way onto the streets at night, WA State Government funding for all Aboriginal youth services is to be renegotiated under a new model during the 2017 financial year.

CASE STUDY:

Client A was referred to Youth Engagement Support in late 2015. Client A had been street present in adult precincts with a crowd of other youths, usually under the influence of alcohol and substances.

After assessment, alternative activities were identified for client A in the client's local area. YES worked to engage the client with the services and encouraged the client to avoid high risk outings which could lead to trouble with the law, fighting or exposure to drunken adults. At the time of referral, client A wasn't engaged in schooling, living with grandparents and slowly going down the path of rebellion and getting into criminal activities. Client A did sign an agreement with YES and although he had a lot going on, he kept his meeting times. He realised that there were opportunities out there for him. He then let YES know that he was leaving the city for country for a few weeks.

Once Client A returned from his break in the country the YES team visited and got the client enrolled in school as well as getting the client put into a football team. After a few Mentoring visits and advice the client engaged well and he also stopped coming into the city all together.

“ Thanks to the YES Team I have got a better view of my own self- worth. Now I have the confidence to be a leader and not a follower. ”

The client's file is now closed due to accomplishing all goals that were in his management plan.

Working with the Homeless

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

Homelessness is a well recognised issue for many of our clients. During the year we identified 398 contacts as being with people whose primary condition was homelessness. This is a reduction on the previous years and is partly a reflection of the combination of strategies being delivered for homeless over the year.

Some of the strategies were the 50 Lives 50 Homes program led by Ruah, an increase in the level of WA Police presence and the change in times that Manna Inc. delivered its food service to clients who were then able to access the service earlier reducing the wait time in the park significantly.

Within the wider community, NOS maintained visibility, responding to enquiries and

participating in a number of organised events including NAIDOC week, Essentials for Women, Perth Registry Week 2015 and Homeless Week.

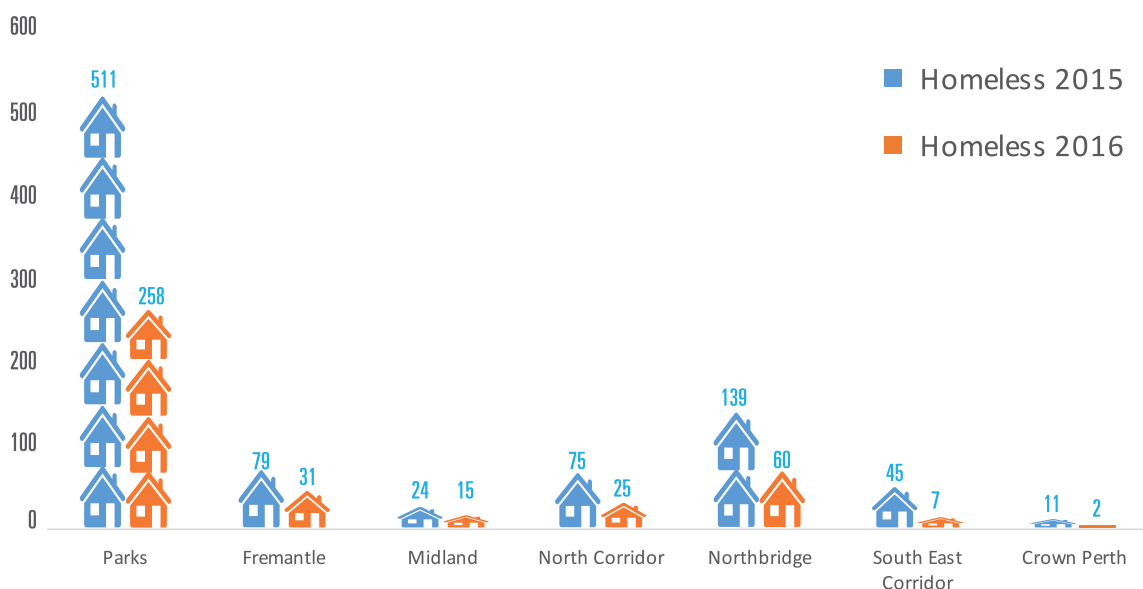
Being mindful of the impact of alcohol on homeless people, and the work being done at a strategic level to reduce homelessness, a review of homeless clients and client statistics was also completed. It was found that there was a high proportion of people purporting to be homeless who were not homeless but recreating with homeless family or friends in public places to avoid facing eviction under the Government of WA Housing Authority disruptive behaviour management strategy.

During the year Nyoongar Outreach Services were able to directly assist and support a number of homeless people and were able to intensively case manage 8 homeless persons.

Our services included advocacy for homeless and at risk clients and we worked with key providers to support the homeless both in the short term and when they are able to be housed in longer term accommodation.

We work with The Salvation Army, St Pats, Sisters of St Joseph, Corridors and Passages who provide crisis support for homeless people. We also maintain good working relationships with various departments of Centrelink, with Derbal Yerrigan, Royal Perth Hospital, the Housing Authority and a number of refuges and transitional accommodation organisations who also support our clients.

Homeless Clients by Precinct 2014-15 & 2015-16



WORKING WITH THE HOMELESS



CASE STUDY:

Nyoongar Outreach Services provided assistance to a client whom presented homeless with an extensive housing debt and escaping a rural area due to domestic violence. We were able to refer her to support services, short term housing and legal services to obtain legal assistance to appeal her debt. The damage to a property tenanted in her name was not apparently attributed to her and was the reason why she had incurred the debt. The client has since built up her own resilience and returned back to country and she has advised she is well, no longer homeless or requiring further assistance.

Part of the work being done to reduce homelessness in the Metropolitan area is being funded and delivered under an agreement with Royal Perth Hospital Social Work Departments. Under this arrangement funds raised by the Social Workers' Social Club are used to assist Aboriginal people in Perth for medical treatment to return home when not eligible for Return To Country programs. During this year the funds have assisted 5 people return to country. In addition, Nyoongar Outreach Services and the Social Departments of the public hospitals work together to locate and assist people who have absconded from hospitals or who require follow-up treatment.

Due to our street based engagement with homeless, Nyoongar Outreach Services also agreed to participate in the 2016 Census Homeless Strategy and work with the Australian Bureau of Statistics to collect data for homelessness in the metropolitan area in August 2016.



WORKING WITH THE HOMELESS (CONTINUED)



CASE STUDY:

Client X and partner X have been long term homeless and living on the street for approximately 2 years. They do not drink or use substances and are otherwise highly motivated to find and maintain housing. They have been sleeping rough in a local 24 hour laundromat and stay in local parks during the day. The laundromat is relatively warm however the floor being concrete has given both clients sores requiring medical treatment. We have been able to assist them in their application for priority housing with the Government of WA Housing Authority.

This involved initially assisting them with obtaining personal identification documentation and providing transport to Centrelink and housing offices for interviews and obtaining medical assistance. Whilst they continue to be on the waiting list for housing and sleeping rough, we continue to monitor this couple and their welfare, providing informal support and referral to respite accommodation when it becomes available.

We have been closely involved in a range of forums working to alleviate homelessness. We are a member of the Homelessness Collaboration Project steering committee and 50 Lives 50 Homes project and participated in a range of homelessness forums including the Wellington Square Workshop, specifically addressing homelessness strategies in the Cities of Perth and Vincent, Perth Road Home Reference Group, Rough Sleepers Working Group, Registry Week Working Group and the Parks People Working Group which are strategic forums working to identify and support the homeless in a co-ordinated way.

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. Recently, stronger links were made with Foyer and with Crossroads.

We work closely with the Street Doctor, Street Chaplain, Ruah, St Vinnies, Manna Inc. and others who provide essential needs directly to street based clients. This year, after distributing Essentials for Women for two years, we also signed an agreement as a Beneficiary Partner to the Essentials for Women campaign. At Christmas time we distributed Kmart Gift Tree gifts to homeless and high need clients and 2016 marked another year distributing Backpack Beds (formerly SWAGS) to homeless.

The benefits of co-operative working relationships that have been built are now being noticed in many practical ways and can only continue to 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.

Substance Misuse

Although the primary condition of clients at contact is recorded for our statistics, it is often only one of many factors affecting the client.

Of all contacts during the year only 40% were recorded as affected by a condition that put them at risk. This is a significant reduction over the past four years: from 64% in 2013 to 40% in 2016. It is the fourth consecutive year when alcohol use has fallen by a significant proportion. However, again the incidence of drug use rose.

The number of people reported as affected by a condition and those affected by alcohol were most prevalent in City of Vincent Parks, Northbridge, South East Corridor, Crown Perth and Fremantle, in that order.

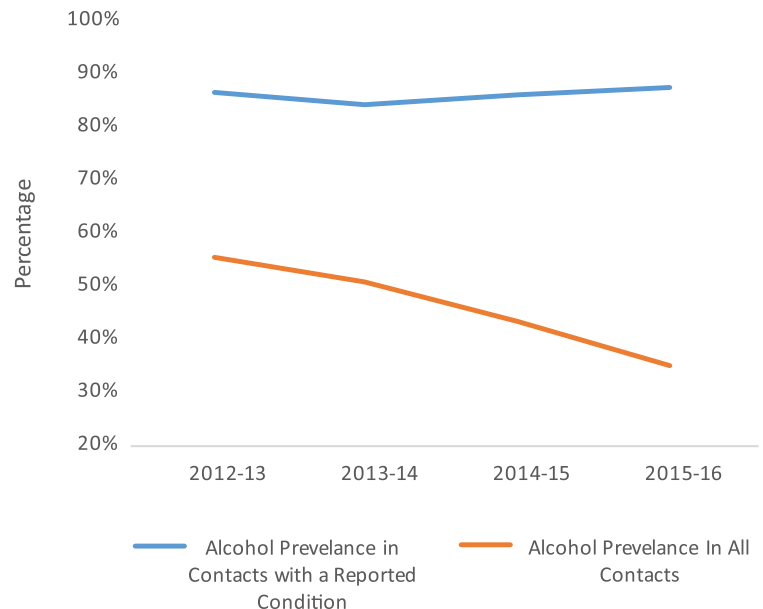
In relation to the number of alcohol affected clients, we continue to represent our client group in objecting to applications for liquor licensing in the immediate vicinity of public places where Aboriginal people congregate and where it will have a negative impact on the community. We are also vigilant in identifying people affected by alcohol who may need medical assistance or transport to a safe place.

As a proportion of contacts, only three in ten (compared to five in ten in 2014) are now affected by alcohol. This translates to a significant reduction in alcohol related behaviour in the community.

Considering only those contacts with a condition, the proportion of clients affected by alcohol has remained almost constant, fluctuating between 83% and 86% of clients with a condition. We have a small funding arrangement with the Mental Health Commission to transport people from Midland to the Sobering Shelter and the number of transports has remained stable over the past three years.

Between 2013 and 2016 the use of solvents, amphetamines and other drugs as a

Change in Alcohol Affected Contacts 2013 - 2016



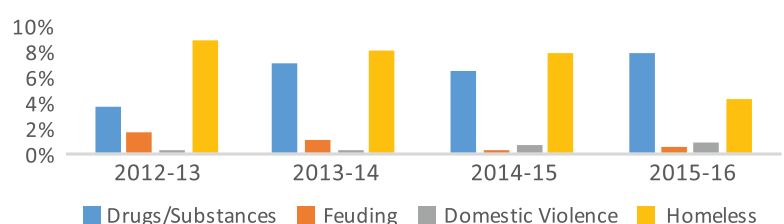
proportion of affected clients has increased from 3.6% to 7.8% and has overtaken homelessness as a condition for the first time.

This is a concern for our client group and we have included specific training for staff dealing with drug affected clients due to the differences in needs and responses of clients when affected by drugs. This has included training staff in dealing with people who are affected by ICE/methamphetamines as well as maintaining the currency of first aid certificates.

We also attended strategic forums including the State Volatile Substance Use Coordination Group to assist in identify the extent of the problem and options to deal with the problem. The impact of these drugs on families is well publicised, however, the impact on families already experiencing complex issues is that other issues often cannot be addressed until the addiction is treated.

During the year we transported 205 people either to the sobering shelter or medical or hostel facilities. We referred but did not transport another 10 people to these services.

Comparison of non Alcohol related conditions over time



ACHIEVEMENTS AGAINST THE STRATEGIC PLAN 2011-16 OBJECTIVES

Reporting is made against the 2011 - 2016 Plan. Based upon an evaluation of these Objectives and achievements our Objectives were revised for the 2016 - 2021 Strategic Plan and future years will report against the new Objectives.



OBJECTIVE 1

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

Achievements

- Preferred supplier to the DAA, Mental Health Commission and DCPFS.
- Introduced a new service, Youth Engagement with funding from the Department of the Prime Minister and Cabinet through the Indigenous Advancement Strategy.
- Renegotiated services to the City of Vincent and commenced negotiations to provide services to the City of Belmont.
- Provided mobile outreach services six days a week with day services in the five precincts of Fremantle, Northern and Southern Corridors, Midland and Operations (Inner Suburbs) and seven services on Friday and Saturday nights (8pm to 4am) in Fremantle, the Southern Corridor (2), Crown Perth (2) and Northbridge (2). Our office is open from 8.30am to 4.30pm Monday to Friday.
- Entered into co-operative agreements with Mission Australia and the Public Transport Authority.
- Made new relationships with the Department of Corrective Services' Juvenile Justice Teams and with a number of high schools.
- Worked with a range of organisations to support clients and improve capacity to assist clients including with DCPFS, the YMCA, Save the Children, Kamberang, Entrypoint, Youth With a Mission, the Champion Centre, The Salvation Army, Manna Inc., WA Police and Metropolitan Health Services.
- Continued to hold and attend stakeholder meetings and forums and participate in strategic leadership meetings to develop policy and strategy in response to client needs.



OBJECTIVE 2

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



Achievements

- Made 327 Referrals to other services.
- Case managed 90 clients.
- Made 1552 Transports to safe places.
- Made 468 Youth Transports.
- Dealt with 205 Incidents on the streets.
- Delivered training and information sessions to staff in relation to mental health services, alcohol and other drug rehabilitation facilities, community and supported accommodation providers, Centrelink Social Workers' roles and the Drug and Alcohol Youth Service.
- Held staff training at certificate level in leadership and community services. We supplement this with specific training on current issues affecting staff or clients such as the amphetamines/ICE training received from the Mental Health Commission, Occupational Health and Safety training and Senior First Aid training.
- Worked with a number of agencies to support common clients including with DCPFS, WA Police, Mission Australia, Crisis Care, the Education Department and Juvenile Justice Teams.
- Department of Child Protection and Family Services (DCPFS) client survey.
- Young people surveyed by the Department of Child Protection and Family Services remained very positive with over 86% of respondents being satisfied or very satisfied. This survey also identified that approximately 87% of respondents also stated that they trusted Nyoongar Outreach Services workers and felt that they would be better able to manage in the future due to their engagement with Nyoongar Outreach Services.

**YOUNG PEOPLE SURVEYED IN
NORTHBRIDGE NOVEMBER 2015**
Services for Young People At Risk
Nyoongar Patrol Youth Outreach

Below is a summary of responses received from clients in the DCPCFS survey of young people. Please note that the total of each table may not be the same due to questions not answered.

1. Did Nyoongar Patrol Youth Outreach meet your needs?

Very well	Well	Neither	Poorly	Very Poorly	Total Responses
13	19	3	2	0	37
35.1%	51.4%	8.1%	5.4%	0%	100%

2. Did Nyoongar Patrol Youth Outreach involve you in finding a way to meet your needs?

Yes	No	Not Applicable	Total Responses
27	3	7	37
73%	8.1%	18.9%	100%

3. How satisfied are you with the service you received from Nyoongar Patrol Youth Outreach?

Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Total Responses
12	19	4	1	0	36
33.3%	52.8%	11.1%	2.8%	0%	100%

4. As a result of coming to Nyoongar Patrol Youth Outreach, did you learn new skills to help you manage in the future?

Yes	No	Not Applicable	Total Responses
22	7	7	36
61.1%	19.4%	19.4%	100%

5. As a result of coming to Nyoongar Patrol Youth Outreach, how confident are you that you will be able to manage in the future? (mark one)

Very Confident	Confident	Neither	Not Confident	Not at all Confident	Total Responses
6	26	4	0	1	37
16.2%	70.3%	10.8%	0%	2.7%	100%

6. If the service you received involved providing care and safety to your family, how well did Nyoongar Patrol Youth Outreach support you? (Care and safety could include financial security, stable accommodation or protection from harm).

Very Well	Well	Neither	Poorly	Very Poorly	Not Applicable	Total Responses
7	25	2	1	0	2	37
18.9%	67.6%	5.4%	2.7%	0%	5.4%	100%

7. Please indicate your level of agreement with the following statements about how you felt working with Nyoongar Patrol Youth Outreach.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
"The workers were always open in their dealings with me".	16	12	8	1	0	37
	43.2%	32.4%	21.6%	2.70%	0%	100%
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
"The workers valued my knowledge of my own situation".	18	12	7	0	0	37
	48.6%	32.4%	18.9%	0%	0%	100%
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
"I trusted the workers".	21	11	5	0	0	37
	56.8%	29.7%	13.5%	0%	0%	100%
	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total Responses
"We worked in partnership in finding solutions to meet my needs".	12	13	12	0	0	37
	32.4%	35.1%	32.4%	0%	0%	100%



OBJECTIVE 3

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

Achievements

- Negotiated partnership or co-operative agreements with Mission Australia, PTA, 50 Lives 50 Homes, Northbridge Youth at Risk Strategy initiative (updated agreement) and Essentials for Women.
- Reviewed and renewed services to the City of Vincent. Extended services to the City of Belmont.

- Hosted a Canadian Aboriginal research student conducting research in Australia, through our relationship with the University of Western Australia.
- Attended a range of regular meetings, pre-shift briefings (WA Police) and stakeholder meetings and events.
- Took an active role in the following strategic forums:
 - 50 Lives 50 Homes Project Steering Committee.
 - DCP Youth at Risk Steering Committee.
 - Department of Child Protection and Family Services (DCPFS) Aboriginal Reference Group.
 - Curtin University Crossroad Aboriginal Reference Group.
 - Perth Road Home Reference Group.
 - South East Metropolitan Human Services Regional Managers Forum.
 - South West Metropolitan Partnership Forum (SWMPF) Leadership Group.
 - SWMPF Vulnerable and At-Risk Youth forum.
 - FMHSS Steering Committee (Youth with Mental Health).
 - Parks People Working Group.
 - Perth Street Doctor Consortium (Fremantle).
 - Registry Week Working Group.
 - Rough Sleepers Working Group.
 - Safer Vincent Crime Prevention Partnership.
 - St Pats/Crossroads/Family Support Network.
 - State Volatile Substance Use Coordination Group.
 - SWMPF working group, with Winterfold, Caralee and South Lake Primary Schools.
 - Youth at Risk Strategy Interagency forum
 - Steering Committees of the Homeless Collaboration Project.
 - Youth at Risk Strategy.
 - Perth Street Doctor Consortium.
 - Curtin University Crossroad Aboriginal Reference Group.
 - Safer Vincent Crime Prevention Partnership.

The partners in these forums include education, accommodation, medical, drug and alcohol, counselling, essential needs and financial services and Nyoongar Outreach Services work closely with them to support the clients and appropriately refer clients for services.

- We continued to advocate strongly for clients and for joined up services to clients and have maintained involvement in a number of policy development forums.



OBJECTIVE 4

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

Achievements

- This year Nyoongar Outreach Services formally changed its name and rebadged all vehicles, publications and uniforms. The high visibility night patrol gear will be the last to be replaced. The new name aligns better with our services.
- We maintained high visibility and presence at all sites and became significantly more visible to the community by visiting client homes with the Youth Engagement Support project and being present at the Northbridge Youth at Risk facility on a number of weekends.
- We continued to build good relationships with the business communities within our precincts.
- Good relations with key stakeholders including Crown Perth were maintained.
- Staff participated in a number of events and forums and were active in having input to Homelessness research completed by Curtin University: "We don't want to live like this": The lived experience of people in the parks of Perth.
- Young People surveyed by the Department for Child Protection and Family Services gave very positive results and good comments: "I like Nyoongar Outreach for their service helping youths" and "Keep up the good work".
- Along with our partners in the Youth at Risk Strategy in Palmerston Street (funded by DCPFS) we were winners of the 2015 Constable Care Safety Awards in the Government Services category.
- NOS provided input to a number of policy and service reviews including the Criminal Code Infringement Notices Review (WA Ombudsman), WA Department of Finance Survey (State), Earlier Intervention and Family Support Strategy Review (State DCPFS), Audit of the Administration of the Indigenous Advancement Strategy (Commonwealth), Health Commissioner requests for input to applications for liquor licensing in areas frequented by clients (State) and the Aboriginal Youth Services Investment Review (state).





OBJECTIVE 5

Remain a strong viable organisation.

Achievements

- All funding agreements were reviewed and funding maintained into 2017 enabling us to continue to provide services to all precincts and implement a more flexible roaming service model. As always, we have an operating Continuity Plan which allows for us to continue to operate for six months in the event of an unexpected loss of funding.
- New funding was received from the Department of the Prime Minister and Cabinet who administer the Indigenous Advancement Strategy. This allowed us to expand our services to intensive client support for high risk young people.
- A new Strategic Plan was completed which will take us into 2021, including revised Objectives and Outcomes which better align with the needs of stakeholders and clients.
- NOS adopted a number of risk management strategies following a risk assessment. Fortunately, very few high or moderate rated risks were identified.
- All staff conducted fire drills and reviewed emergency procedures.
- We adopted energy saving initiatives and installed solar power to the building as well as upgrading all information technology including a secure server, ID clock-on system, printers, telephone contracts and computer software. Our new services include secure backup systems, computer support and membership of Connecting Up Incorporated, which allows us to receive heavily discounted hardware and software.
- Staff training and mentoring programs continued on target and a special mentoring program was introduced to support the new Youth Engagement Support staff. The independent review of this program will be completed in 2017 and is hoped to be able to be used to inform us and others on the issues faced when setting up a new service.

AUDITOR'S REPORT

Lachlan Douglas Mills CPA

Certified Practising Accountant

Registered Tax Agent

B. Comm B. Sci (Comp)

ref:nps2016
4th July, 2016

NYOONGAR OUTREACH SERVICE INCORPORATED
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PERTH WA 6000

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Morley WA 6062

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Morley WA 6943

Telephone: 9375 3366

Facsimile: 9375 3966



To the members

re: AUDIT REPORT - NYOONGAR 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, 2016 ("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



Liability limited by
a scheme approved
under Professional
Standards Legislation

FINANCIAL STATEMENTS

NYOONGAR OUTREACH SERVICE INCORPORATED
ABN 53 281 140 922
BALANCE SHEET
AS AT 30TH JUNE, 2016

	2016	2015
CURRENT ASSETS:		
CBA Cheque Account	122464	65572
CBA Business Online Account	30372	119129
CBA Term Deposit # 8515	1344706	1100000
Petty Cash Float	813	813
Cabcharge Bond	200	200
Trade Debtors	74861	53356
Insurance Excess Recoverable	250	250
	<u>\$ 1573666</u>	<u>\$ 1339320</u>
NON CURRENT ASSETS:		
Plant & Equipment at WDV	28894	9496
Motor Vehicles at WDV	269545	265995
	<u>\$ 298439</u>	<u>\$ 275491</u>
TOTAL ASSETS:	<u>\$ 1872105</u>	<u>\$ 1614811</u>
CURRENT LIABILITIES:		
CBA Credit Card	1962	0
Trade Creditors	11079	36079
GST Owed - ATO	(2524)	9603
PAYG Owed - ATO	14250	18645
Superannuation Owed	6110	34923
Funding Received in Advance	130302	0
	<u>\$ 161179</u>	<u>\$ 99250</u>
NON CURRENT LIABILITIES:		
Provision for Long Service Leave	65000	58000
Provision for Annual Leave	66772	66772
Provision for Severance Pay	130000	115000
Provision for Funding Shortfall	50000	42000
	<u>\$ 311772</u>	<u>\$ 281772</u>
TOTAL LIABILITIES:	<u>\$ 472951</u>	<u>\$ 381022</u>
NET ASSETS (DEFICIENCY):	<u>\$ 1399154</u>	<u>\$ 1233789</u>
 This is represented by:		
MEMBERS' FUNDS:		
Accumulated Surplus Brought Forward	1233789	1050628
Surplus / (Deficit) for the Year	165365	183161
TOTAL MEMBERS' FUNDS:	<u>\$ 1399154</u>	<u>\$ 1233789</u>

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, 2016

	2016	2015
INCOME:		
Funding - City of Armadale	0	10000
Funding - City of Fremantle	30000	30000
Funding - City of Vincent	50000	50000
Funding - Crown Casino	177300	177300
Funding - DAA	1186274	1164156
Funding - DCP	105918	103943
Funding - Dept Prime Minister & Cabinet	177927	0
Funding - Lottery West	0	0
Funding - Mental Health	14663	14390
Funding - WA Attorney General	0	0
Insurance Claims	8620	0
Interest	65949	15356
Job Training & Employment Income	3000	12000
Sundry Income	1426	0
	-----	-----
	1821077	1577145
less: EXPENSES:		
Administration Costs	95255	107591
Communication Costs	13084	9422
Depreciation	78225	94339
Direct Staff Costs	1292562	1076386
Indirect Staff Costs	71372	22226
Interest Paid	0	1230
Motor Vehicle Expenses	33180	29554
Office Repairs & Maintenance	8364	5699
Patrol Costs	0	595
Premises/Occupancy Costs	30596	26586
Travel & Meeting Costs	33074	20356
	-----	-----
NET SURPLUS / (DEFICIT):	\$ 165365	\$ 183161
	=====	=====

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, 2016

2016

2015

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:

- Minister for Aboriginal Affairs, the Hon Peter Collier, MLC
- Department of Aboriginal Affairs (DAA)
- Crown Perth
- Department of Child Protection and Family Services (DCPFS)
- The Australian Government
- City of Fremantle
- City of Vincent
- Drug and Alcohol Office (DAO) and the Mental Health Commission
- Indigenous Land Corporation (ILC)
- Lotterywest
- City of Belmont
- Mission Australia
- Ruah
- The Public Transport Authority
- South East Metro Human Services Regional Managers Forum
- South West Metropolitan Partnership Forum
- Western Australian Network of Alcohol and other Drug Agencies
- Angelyne Wolfe from Bling Design, for providing the graphic design and photographs for NOS publications
- Christine Barrett, CEO Vibe Consulting
- Doug Thompson, lecturer from Challenger Institute of Technology (Rockingham Campus)
- Lachlan Douglas Mills (CPA) - Auditor
- Lorraine Garvey, CEO Business Reboot
- Professor Harry Blagg

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



CITY OF VINCENT

**PROUDLY SUPPORTED BY
THE AUSTRALIAN GOVERNMENT**

Thanks go to
Grant Riley for all the
years out there looking
after the welfare of
Aboriginal people on
the streets, particularly
homeless people.