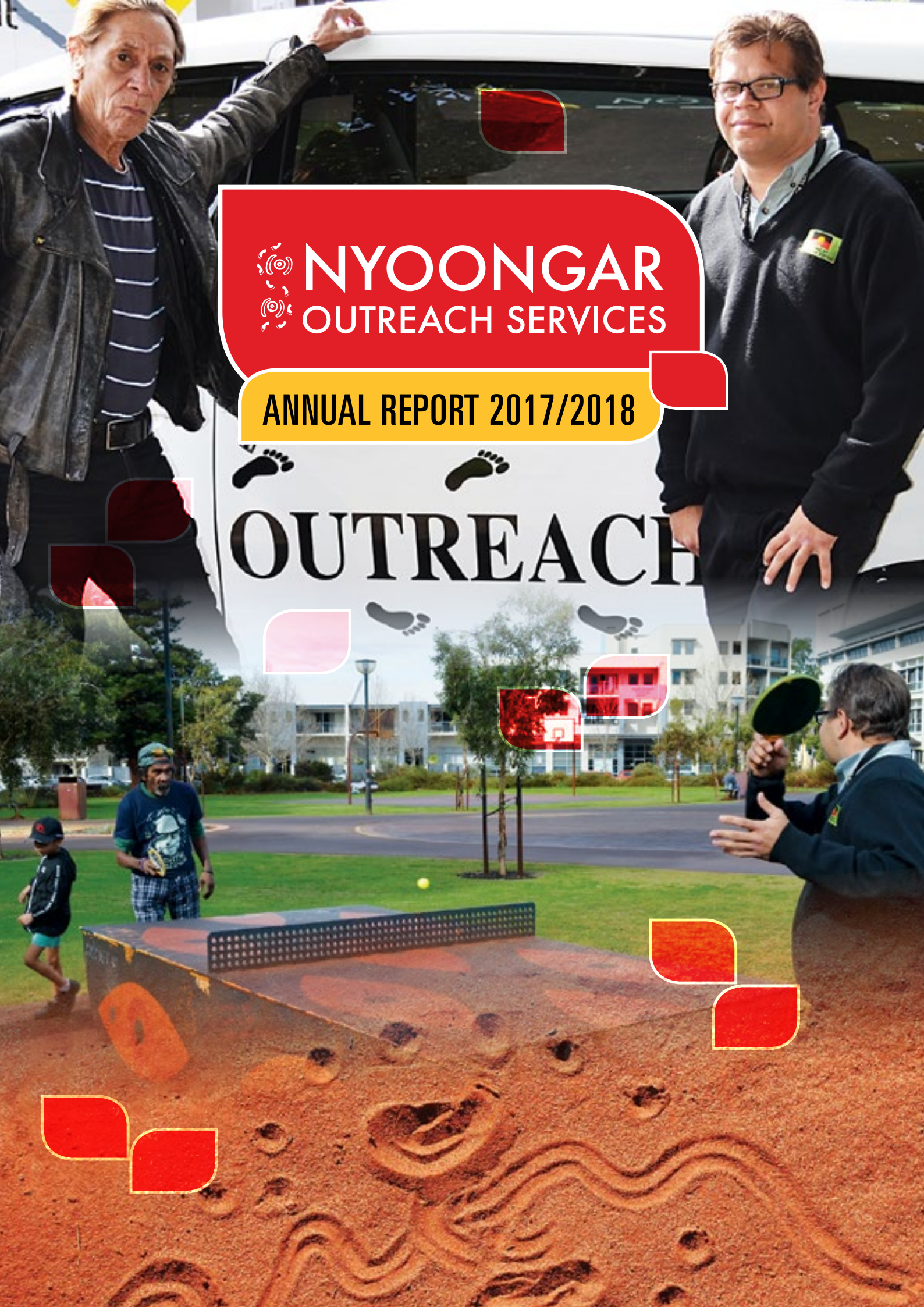




NYOONGAR
OUTREACH SERVICES

ANNUAL REPORT 2017/2018

OUTREACH



ACKNOWLEDGEMENT

We wish to acknowledge the traditional owners of the land on which we work the Whadjuk (Wadjak) Nyoongar people.

We acknowledge and show our respects for our elders, past, present and emerging, and thank them for their continuing culture and the contribution they make to the life of our community, both now and in the past.

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 and welfare interventions to Aboriginal people who are at risk of:

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

Through leadership, collaboration and partnering with other organisations to address unmet need.



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THE EXECUTIVE COMMITTEE



Ms. Dawn Wallam
Chairperson

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

Dawn is highly committed to ensuring excellence in governance and service provision and has a passion for improving the well-being of Aboriginal children. Through both paid and voluntary community work and self-education, Dawn has undertaken tertiary studies to develop knowledge, skills and abilities and to gain a broader perspective and enhanced understanding of community needs. This maximises her potential to foster best practice in herself and others.

Dawn has been proactive in representing Aboriginal children and family issues at all levels, including local, state, national and international forums in her many roles of advocacy. Dawn is also the 2018 recipient of the Community Services Excellence Award for 'Excellence in Leadership'.



Mr. Neville Collard
Vice Chairperson

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



Ms. Barbara Stack
Treasurer

Ms. Stack served as the Outreach Co-ordinator with Nyoongar Outreach Services for 7 years before becoming a Committee member in 2010. Currently, Ms Stack is also a health worker with the Derbal Yerrigan Health Service in the area of chronic health. She has developed a wealth of knowledge and experience working in the community.

Mr. Jeremy Garlett Secretary

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



Mr. Farley Garlett Committee Member

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



CHIEF EXECUTIVE OFFICER and PUBLIC OFFICER

Ms. Maria McAtackney



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

Maria's academic qualifications include a Master of Business Administration, Graduate Diploma Human Resources Management, and a B.A in Behavioural Studies (Edith Cowan University). In 1996, Maria was awarded the WA non-Indigenous Person of the Year Award and is a Member of Australian Institute of Management.

Chairperson's Report

I feel privileged to once again provide an update on the 2017/2018 Nyoongar Outreach Services (NOS) Annual Report performances and highlights.

I would like to acknowledge and thank all the elected Executive Committee members for their exceptional contribution, commitment and support during my leadership journey as the chairperson of NOS. As representatives of the Executive Committee, we are committed to providing culturally appropriate services which meet the needs of our people. As a Board, we've worked with the management team to regularly review our organisational service delivery model, practices, policies and procedures. We believe the changes made improve the outcomes for Aboriginal people.

Our Executive Committee team understand that by its nature, our services in public safety and harmony have many challenges and demands. We remain focused on achieving long term outcomes for our clients and acknowledge the role played by our staff. We would like to welcome all our new employees and acknowledge past employees for their strong support, commitment and enthusiasm during their employment with NOS.

The ongoing commitment of NOS in the provision of services was recognised by government and non-government agencies. It was pleasing to see NOS lead discussions and optimise opportunities that provide an impact on social policies for Aboriginal people. We have worked to strengthen partnerships, and with the support of our skilled staff, we continue to build and provide a comprehensive, culturally secure service delivery model that achieves long-term outcomes.

As a group, we continued to maintain wisdom, leadership and inspiration while remaining focused

on NOS's Vision to enhance community safety and harmony. I would like to congratulate our team for being recognised by Department of Communities and WACOSS as a finalist in the medium size organisation 'Community Service Excellence Award'. This is a great achievement for the organisation and the people it serves. Importantly, I would also like to thank our CEO for nineteen years of dedication and leadership, managing NOS.

I would like to thank all the government and non-government partners who continue to support our organisation. In particular, we appreciate those who worked closely with management and frontline outreach officers, to meet the unmet needs of our consumers. Our collaboration strengthens each other's organisational capacity.

It has been a period of change, and when you consider the many changes within the WA machinery of government, including the merging of departments, we have maintained focus and met the challenges along the way. Under the new government structure for this reporting period, our programs have been merged from the Department of Aboriginal Affairs (DAA) to the Department for Communities. We believe that this change can only strengthen NOS and improve the outcomes for Aboriginal people and services.

We were pleased to have met with the Commissioner for WA Police Force, Chris Dawson and to be briefed on the new policing structure and working relationship with our organisation. A 'Partnering of Understanding' that specifies our roles and responsibilities has been endorsed by both organisations.

A major highlight is the purchase of the adjacent building to NOS headquarters in East Perth. As the government shifts its paradigm in Aboriginal social and justice policies, NOS will be able to demonstrate its

capacity to extend Culturally Secured programs to address some of the unmet needs of Aboriginal people. It is envisaged that in the future, our new office will be able to provide NOS with a competitive edge for new programs and service delivery.

In addressing the needs of youth at risk, our vision for young people is to continue providing intensive support that will enable them to become future role models and leaders. Our team recognises that the development journey in becoming strong Aboriginal leaders requires a clear pathway for young people. A pathway which equips them to overcome obstacles, gain access to services and education, the building blocks which will secure their opportunities and aspirations.

Recognition of and understanding of culture must be at the centre and forefront of designing, planning, implementation and monitoring of youth services and programs. NOS continues to advocate for our clients and ensure that our future Aboriginal leader's voices are heard. Finally, I would like to thank members of the community who made donations and contributions to enable us to continue to address homeless people needs.

On behalf of the Executive Committee, I sincerely thank all our partners, supporters, management and outreach staff for supporting us to address some of the unmet needs of vulnerable Aboriginal people in public spaces. Our success is possible because of the ongoing support of our funders and community. Along with the Executive Committee, management and staff, I look forward to working with you all again next year.

Dawn Wallam
Chairperson



Chief Executive Officer and Public Officer

2017/18 was a challenging year with uncertainties due to the merging of Government departments and the sunset clause coming into effect for Community Patrol Programs in 2018.

The extension of funding contracts until June 2019 provided another year of financial stability within a sector that is experiencing great change. There is no doubt that we will be going through major transformation in the next financial year that reflects the changes in the government social policy and procurements for the community services sector. I am optimistic that the changes will collectively strengthen Nyoongar Outreach Services (NOS) and that our clients will benefit from the effectiveness and efficiencies of the service delivery model to enable NOS to flourish.

I would like to thank the Executive Board members for their strong commitment to steer the organisation towards a sustainable future through a cultural secured service delivery model and their

continued trust in my leadership. We strived to provide our clients access to the best possible support and linkages for positive changes to their lives, whether that's in health, accommodation, education, family relationships or with other important issues.

It is important that I acknowledge all the current and past staff members for their commitment, energy and irrepressible drive to always improve our capabilities as one team. Their support continues to allow us to deliver much needed services to the most vulnerable Aboriginal people in public spaces. I would also like to thank our administration staff for all their support particularly during the stressful times.

I would also like to welcome our new partners, and thank them for their support, encouragement and financial contributions. City of Bayswater has increased our capacity to deliver additional services within their local government area. The Royal Perth Hospital Aboriginal Acute Care Coordination Team increases our capacity to

provide safe transport to clients for medical appointments through their coordination.

An additional service implemented this financial year was in Gosnells. We have extended outreach services coverage from three to five days. It's always pleasing to receive feedback and recognition for our successes and be acknowledged for helping to make the community safer and harmonious place and more importantly helping Aboriginal people access appropriate services and be part of a solution.

It is also pleasing to note that our working relationship with long-term key stakeholders, the Department for Communities, City of Vincent, City of Belmont, WA Mental Health Commission and Crown Perth continues to strengthen and grow. NOS staff has maintained a healthy working relationship with all its stakeholders. By offering cultural competencies they support their mandates and serve on various committees. There have been many requests from stakeholders and the public to participate in



consultations, seminars, training, information events which we gladly accommodate while keeping in mind our priority is to provide intervention to Aboriginal people in need.

It is rewarding to notice the impact that NOS Youth Engagement staff have made to young people and their families, and we acknowledge their positive achievements. They have supported young persons with school attendance and enrolments, reduced the frequencies of young people frequenting night precincts unsupervised, provided individual advocacy and practical assistance. NOS is in its final stages of developing a Memorandum of Understanding (MOU) with Whitley Youth Services in the northern suburbs.

In addition, NOS is pleased to assist the Department of Health with mental health data, allowing them to build a more accurate picture of the number of people inhaling volatile substances in Perth Metropolitan public spaces.

It is important that the Perth area is not disadvantaged with access to services for minimisation and harm caused by volatile substance use (VSU). NOS hopes that in the near future, services and programs will be available in the metropolitan area for this at risk target group. NOS also acknowledges that many of the chronic inhalant users have complex issues such as homelessness, compromised mental health, alcohol and drug addictions and acquired brain injuries. This requires a holistic approach to service delivery models.

I am also pleased to report that all the NOS recommendation from the independent service review by Prof Harry Blagg (UWA Law Faculty) has been implemented for the Youth Engagement program. NOS continues to support and assist Professor Harry Blagg in his research project which is reviewing the cultural, socio-economic, geographic and demographic factors influences on the operation of Night Patrols.

NOS is grateful to those that shared our vision, and extend our thanks to all the people who have so generously donated to our services. During the year care packs were distributed to homeless women, made possible through contributions from the Essentials for Women Campaign. We also gratefully received donations from GIVIT, Share the Dignity, Brothers and Sisters Perth and Tim Karajas and the Ordinary Athletes. The Royal Perth Hospital social club assisted with a Return to Country donation for a number of their patients and Max Employment provided a donation for assistance with homeless people.

I am looking forward to working with the board and staff in 2018/2019 and the exciting next developments of NOS which we continue to build on, year on year.

Maria McAttackney
Chief Executive Officer





About Nyoongar Outreach Services

Nyoongar Outreach Services Incorporated (NOS) is an Aboriginal not for profit organisation registered with the Australian Charities and Not-for-profits Commission (ACNC).

Previously known as Nyoongar Patrol Systems Incorporated, we have been operating in the Perth metropolitan area since 1999.

Originally founded as a response to issues identified in the Northbridge area, NOS has grown to provide services in a number of locations and has developed a wide network of agencies and services with which we work to assist Aboriginal people at risk in public places.

NOS promote and foster self-respect and trust in clients, influencing them to make better choices in their lives and access the valuable services available to them.

It supports people to make their own decisions about their future and provides them with the connections

to support that they need to make positive changes to their lives, whether that's in education, health, mental health, family connections, accommodation or lifestyle.

NOS resources are allocated in a manner which reflects current funding availability and priorities, planning priorities and client needs.

Specifically, emphasis is given to activities on behalf of:

- a. Aboriginal people in public spaces
- b. Young Aboriginal people at risk
- c. Aboriginal people in public spaces who are homeless, ill or unsafe
- d. Displaced people
- e. Groups at high risk from predators, physical damage and becoming involved in the criminal justice system; and
- f. the general population.

Outreach services are defined as:

Engaging and assisting people (in Nyoongar Outreach Service target areas) by providing:

- support and assistance to unsupervised young people in public spaces who are at risk and in moral danger or require social and welfare assistance;
- a first point of contact for young people who are likely to become a victim of crime with conflict resolution, mediation and transport diversion to a safer place.
- information and referrals to young people when requested;
- referrals and transport services to:
 - at risk young people who are likely to come to the attention of WA Police, or are likely to come into conflict/fighting, or who are in danger from predators;
 - People who need to go to safer places;
 - Homeless persons;
 - Unsupervised young people who fall under the State Youth at Risk Policy.
- assistance with transportation of juveniles/children requested by authorities under section 41 of the *Community Services Act 2004*
- referrals and follow-up to NOS clients in need or at risk, including working with family members to identify support needs and make referrals to appropriate agencies

We also provide case management services to young people requiring engagement support through our Youth Engagement Support Program.



FOCUS

Nyoongar Outreach Services focus is to:

- maintain a street presence by undertaking regular foot patrols;
- assist people to access appropriate agencies by making referrals;
- work towards defusing conflict through mediation;
- identify health and welfare needs of Aboriginal people and make appropriate referrals;
- organise short and long-term accommodation options for the homeless;
- improve public relations with the business community;
- make referrals to sobering up/refuge centres;
- provide transport to a safe place; and
- improve co-operation between Aboriginal people and the law.

NOS Recognition for 2017- 2018



Western Australian Council of Social Services (WACOSS) Community Service Excellence Awards (CSEA) Finalist

Nyoongar Outreach Services (NOS) was proud to be selected as one of four finalists for the Western Australian Council of Social Service (WACOSS) Community Service Excellence Awards – in the category ***'medium size organisation providing collaborative, innovative, or creative programs or services'***.

Recognised for the positive difference made to individuals, families and communities, NOS was also acknowledged for its ability to:

- adapt and evolve to fill in gaps and deliver services to Aboriginal people living at the fringes of society;
- make a difference to people's quality of life, through its proactive approach and openness;
- foster partnerships and cultural competency support to non-Aboriginal organisations; and build capacity for delivery of culturally appropriate services.

Aboriginal Business Expo 2018

NOS participated in the Aboriginal Business Expo and Aboriginal Procurement Policy launched by the Hon. Ben Wyatt MLA on the 29 March 2018, at Optus Stadium in Burswood. This significant networking event was run by the State Government to support Aboriginal organisations and businesses.

It was refreshing to see Government leading and recognising the economic and social contribution of Aboriginal organisations and businesses. Our involvement in this event resulted in a number of training and business ventures.

Aboriginal Acute Care Co-ordination Team (AACCT)

There is a longstanding need to support Aboriginal people who face difficulty attending urgent and critical medical appointments. In response, NOS formed a new alliance with the Department of Health (WA) to provide secure transport services for patients of the Aboriginal Acute Care Co-ordination Team (AACCT) to East Metropolitan Health Service.

NOS cultural expertise helped to improve health outcomes for patients who are at risk of acute health conditions by assisting them to access and attend medical appointments. NOS provides an Indigenous Outreach Worker to assist clients with complex conditions.

While the program is still in its foundation stages it is progressing well. During the period 1 May to 30 June 2018, 45 successful transports were completed. The program provides NOS with the opportunity to engage with the community and link in with our existing services.

Centrelink Partnership

Our working relationship with Centrelink was strengthened with an agreement to use the Indigenous Services Officer Network of the Department of Human Services (DHS) to provide off-site and regular on-site services at NOS. This new arrangement will provide timely and appropriate access to DHS support for our clients and their families.

City of Bayswater

The City of Bayswater outreach service began in its first year and was well received by clients, the broader community, businesses and council.

Extensions to City of Gosnells Services

Outreach teams were able to re-establish a specific service in Gosnells with the backing of the Hon. Chris Tallentire MLA, Member for Thornlie.



Investing in our People



Employment and Training

NOS Aboriginal staffing ratio comprises 85 per cent from diverse traditional groups. We strive to provide Aboriginal people with career development and employment opportunities through training initiatives programs. NOS is recognised for its investment in building its staff capacity through appropriate training.

We acknowledge that our teams are confronted with many challenges and support them by integrating workforce training and development into our service delivery model.

NOS provides additional mentoring by experienced trainers to assist with:

- home visits,
- interviewing skills, and
- appropriate information gathering.

This forms part of our client case management plan and compliance monitoring practise, with protocols for consent, confidentiality and referrals.

We aim to provide a high level of personal and professional development opportunities for NOS staff, with 138 hours of staff training and mentoring completed during the past year.

The level of client engagement by staff was excellent during the year and is supported by ongoing training and information sharing programs.

These focus on providing the skills required to address and support:

- Homeless
- Youth
- People under the influence of alcohol or substances
- Those struggling with mental illness



During the reporting period the NOS team received formal training in a range of relevant areas including:

- Trauma informed care
- Senior first aid training
- Mental health first aid training
- Documentation and record keeping practices
- Workplace health and safety procedures
- De-escalation techniques,
- Team management
- Working with families with complex problems
- Identification of Foetal Alcohol Spectrum Disorder
- Working with victims of assault

Team members work cooperatively to ensure their own safety, and that of the community through the use of first aid kits with protective equipment and appropriate reporting of incidents.

Self-care practices are supported by regular discussions, with an experienced Operations Manager providing debrief for staff where required. We prioritise occupational health and safety and maintain high standards of monitoring and response to risks. There has been one workplace injury during the year, and this person has since returned to work.

All staff that work with young people are required to have current certifications for:

- Working with Children
- Police Clearance
- Senior First Aid
- F class driver's license



Networking

Demand for services continued to grow over the reporting period, and NOS was regularly contacted for assistance in areas not currently serviced. The capacity to service wider areas at times of high demand was a key target for us. We completed a review of service routes, which informed the reallocate of resources to new hot spots within service precincts.

In response to identified unmet needs, an extension of services negotiated in early 2017, was implemented with outreach services scheduled for five days per week in the Gosnells area. The extension of services was well received and feedback from the community was very positive.

Services to the Cities of Vincent, Belmont and Fremantle remained in place. During the year, a new service for the City of Bayswater was initiated in response to needs identified by the City.

Strong linkages continue to be forged with Council representatives, WA Police, local security and business owners. This provided both the opportunity to improve the timeliness of outreach services, informed us of hot spots and specific issues as they occurred, and provided for the best allocation of resources.

As a Social Sector Service Provider, NOS has always worked diligently to ensure service sustainability and accountability. During the year NOS maintained the high level of service it is renowned for, providing up to 35 mobile and foot outreach services per week and home-based outreach on three days per week.

Our focus is to continually provide culturally sensitive services to those identified as in need. In particular, youth, homeless and street present alcohol and volatile substance users.

Many of the achievement targets of the Strategic Plan 2016 – 2021 were also implemented.



Advocacy

As strong advocates for at risk, street present Aboriginal people, NOS was requested to provide support for submissions to the Liquor Licensing Board from the WA Police Force. The Public Trustee and public hospitals also requested the support of NOS.

In its capacity of advocate, NOS is proactive in following up on Department of Housing, Centrelink and Department for Child Protection and Family Support appointments and arrangements. NOS make enquiries on behalf of clients where necessary, and staff maintains good knowledge of and links to other direct service providers.

NOS outreach workers make contact with clients that require assistance on the street. We document their needs and make contact with the appropriate service, bringing the service provider directly to the clients or vice versa.

The identification of unmet needs and matching appropriate services is often conducted in collaboration with other agencies including RUAH, Salvation Army and the Mental Health and Social Work sections of the major hospitals. NOS has provided input to Curtin University research on Wellington Square homeless and conducted client interviews for the researchers.

The Department of Aboriginal Affairs, the Department for Child Protection and Family Support and Crisis Care Unit, the Mental Health Commission, the Cities of Vincent, Fremantle, Belmont and Bayswater and Crown Perth, are important stakeholders with which we maintain excellent relations. We cooperatively pursue strategic issues through planning forums, service development meetings, leadership groups and contributions to Reconciliation Action Plans (RAP).



**OUTREACH OFFICERS HELEN AND DAVID FEATURED
IN PRECINCT 15 EXHIBITION**

Our working agreement with Mission Australia continues to operate well and we successfully co-managed a number of clients with them during the year. Mission Australia also partners with us for the Youth at Risk Strategy (YARS) along with WA Police and the Department for Child Protection and Family Support.

The strong working relationship with WA Police and the Perth Camera Room, have reduced police demand in relation to social and welfare matters. This allowed WA Police to concentrate resources on more serious police matters as well as diverting Aboriginal people from being over represented in the justice system.

Every weekday NOS was present at Manna Inc. meal times in Weld Square, located in the City of Vincent. The relationship with Manna was very positive and NOS maintained close contact with Manna volunteers and staff. We assisted with mediation and maintaining a presence to deter anti-social behaviour.

NOS was pivotal in negotiating changes to the soup kitchen operating times. Manna Inc. and NOS, in conjunction with the Council, identified the escalation of criminal offences and antisocial behaviour during the period of heavy drinking, before the meal at 5pm. Changing the meal time to lunch time allows more people to enjoy the meal. For many it is their only meal for the day.

NOS continued to take an active role in ongoing strategic forums which relate to our client groups. We collaborated with several service providers, advocating and developing strategies to assist many of our homeless clients.

We worked closely with them to identify client needs, and develop appropriate strategies to respond to those needs. NOS actively collaborated with other agencies, supported clients and responded to unmet needs in a timely manner.

Working in collaboration with other agencies and organisations meant that identifying, locating and engaging with NOS clients was easier and allowed us to respond appropriately if their personal needs changed. To support this, NOS have signed agreements to work in partnership with a number of service providers for improved outcomes to shared clients.

In the past year NOS focused on cultural capacity, confidentiality and cooperation between organisations. NOS have printed new pocket information cards that promote safety and wellbeing, listing useful key service contacts for emergency situations.

NOS have further strengthened working relationships with the WA Police Force under their new structure, and are working with the Public Transport Authority to reduce the number of young people at risk of violence or coming into contact with the criminal justice system on identified Perth train lines.

Our response times, and ability to diffuse situations has improved significantly by the change in our mobile/roaming outreach service model, which allows for a wider area of response within precincts. In addition, our cooperative working relationships with other services means that we are better able to participate in co-ordinated responses to incidents involving large multicultural groups, suspected predators and violence.

NOS are active members of a number of strategic forums which are addressing community safety and security. Strategies implemented as a result of these forums have already made a difference to community safety in specific areas.

Strategic Forums

We have maintained involvement in a number of policy development and project leadership forums and participated in reference group and stakeholder meetings including:

- Belmont Aboriginal Reference Group
- City Homeless Response Reference Group
- City of Fremantle Homeless Strategic Reference Group
- City of Fremantle Community Safety Working Group
- Curtin University Crossroad Aboriginal Reference Group
- Department of Child Protection and Family Services – Youth At Risk Steering Committee
- Department of Child Protection and Family Services - Aboriginal Reference Group
- Family Mental Health Support Services Steering Committee
- Historic Heart of Perth Reference Group
- Metropolitan Suicide Prevention Stakeholder Forum
- Parks People Working Group
- Perth Police Integration Meeting
- Perth Road Home Reference Group
- Perth Street Doctor Consortium (Fremantle)
- Registry Week Working Group
- Rough Sleepers Working Group
- RUAH 50 Lives 50 Homes Project Steering Committee
- Safer Vincent Crime Prevention Partnership
- South East Metropolitan Human Services Regional Managers Forum
- St Pats/Crossroads/Family Support Network
- State Volatile Substances Use Coordination Group
- Steering Committees of the Homeless Collaboration Project
- Strong Spirit Strong Mind Metro Project Network Group
- Youth at Risk Strategy- Steering Group and Interagency meetings



Community Events

NOS participated in the National Aborigines and Islanders Day Observance Committee (NAIDOC) celebrations, and a number of other community events throughout the year including Homeless Week and Youth Week.

NAIDOC 2018 at Ashfield Reserve was a very successful event and an extensive NAIDOC calendar was developed. This ensured NOS outreach staff could maintain a presence at all NAIDOC events run in each Local Government Area serviced by NOS, maximising outreach staff contact, networking and exposure with the Aboriginal community, our clients and stakeholders.

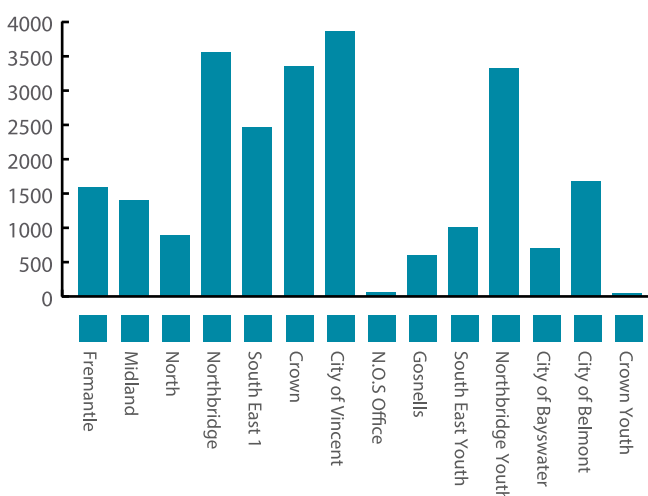
Outreach staff made good progress with NOS Client contacts with 24,573 contacts made. Northbridge and Northbridge Youth Engagement, City of Vincent and Crown Perth, are areas NOS staff made the highest contacts with clients.

“We have spent many years building strong bonds with our youths and also at risk adults in the community. The outcomes keep our hearts warm and keep us striving for better. While we are specifically for Aboriginal people, we are also able to assist the general community and local businesses to show unity in breaking down barriers between Aboriginal and non-Aboriginal people”.

Outcomes

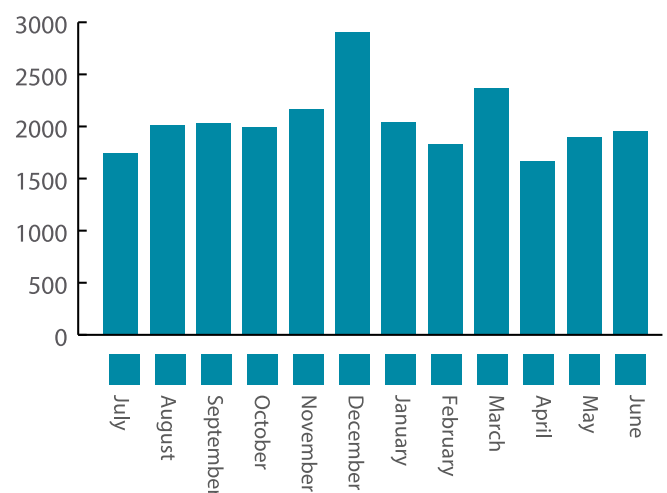
Operating Outcomes

Graph 1 Total Number of Contacts by Patrols



The contact made across all sites serviced by NOS is depicted in Graph 1.

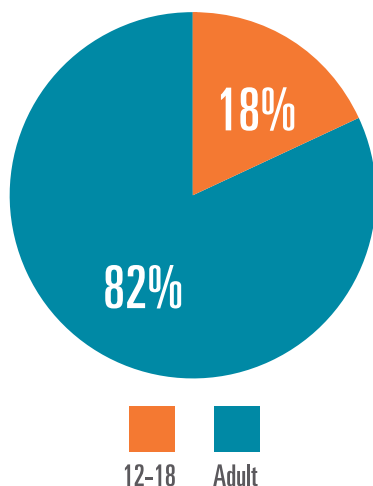
Graph 1.1 Total of Contacts by Month



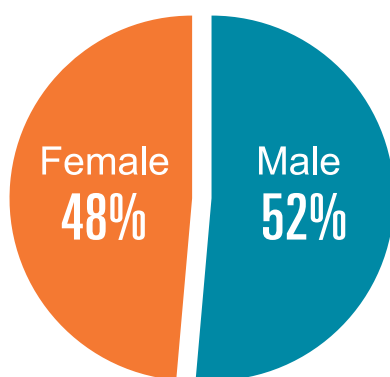
The most contacts were made in the month of December with 2899 contacts. Contacts made in other months remained reasonably consistent, averaging 2047 contacts per month overall.

The majority of clients are adults, the remainder are young people engaged during night outreach services aged 12-18. Gender demographics differentiate little between male and female clients. This is consistent with previous years reporting.

Graph 1.2 Age Demographics



Graph 1.3 Gender Split



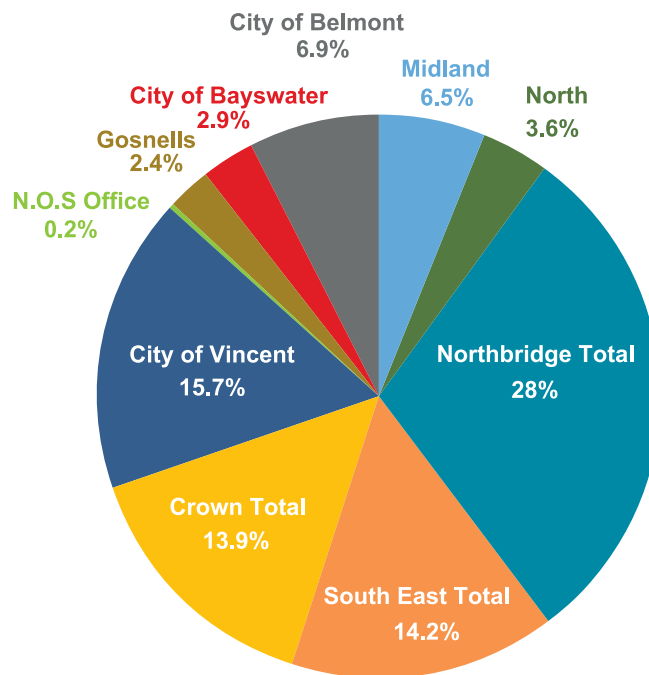
Northbridge was our largest site with 28% of our contacts. The main issues presenting in the past year were alcohol 79%, drugs/substances 12% and homelessness 7%.

Northbridge also represented our highest area of youth contacts at 76%. This is reflective of our service priorities for targeting and assisting at risk young people at weekends.

Our teams in Northbridge and other sites work tirelessly each weekend to implement the Youth at Risk Strategy in conjunction with agencies, such as WA Police, the Department of Child Protection and Family Services, Crisis Care Unit and Mission Australia.

We endeavour to ensure our at risk young people are safe, and transported home to a parent or guardian when deemed appropriate, or when they present themselves to us for assistance.

Graph 2 Percentage of total contacts by site.



City of Vincent was our second largest site for overall contacts at 15.7% however it should be noted that this 'day site' is attended by NOS officers 5 days a week. The high proportion of contacts is still significant and represents the high populations of persons frequenting inner city areas as a central place to meet, socialise and access essential support services.

The area is in close proximity to Royal Perth Hospital, Derbarl Yerrigan, the Manna Meal service at Weld Square, Homeless Healthcare, Street Doctor, Tom Fisher House, RUAH, the Beacon and other services. 64% of contacts made recorded alcohol as a factor, 16% were homelessness, with another 11% drug/substances use.

South East Corridor was our third largest area for contacts. Overall contact sits at 14.2% with the main issues being alcohol 89%, drugs 5% homelessness 3% and sniffing 2%. Youth contact in this area is high, representing 23% of our total youth contacts.

The busiest spot for Outreach staff in the South East Corridor is Cannington Train Station where young people meet to go south and north. NOS have good liaison with the Public Transport Authority and together exchange knowledge of juvenile behaviour patterns and issues as they present along the train line.

NOS provided assistance to incidents with Aboriginal people, particularly young people, encouraging and helping them become more respectful. Unfortunately NOS staff often has to endure harassment from intoxicated adults who perceive NOS as simply a transport service. The predominant contacts with young people are made along the train line at night and on the weekends, often in relation to feuding.



Crown Perth Precinct contacts are predominantly people affected by alcohol 90% and drugs/substances 10%. Only 1% of our youth contacts were at Crown Perth. Outreach teams liaised closely with Crown Perth security with NOS staff playing an integral role, assisting Aboriginal people who were found to be at risk. Outreach officers conducted foot patrols and liaised with security on pedestrian flows from the Burswood train station.

NOS presence acts as a deterrent, as eyes on street, challenging negative and anti-social behaviour and encouraging people to do the right thing. We refer and link to other services such as the Salvation Army Bridge House sobering centre, or Domestic Violence support services if needed. Our cultural expertise enables us to assist and mediate, helping maintain a safe environment for all persons visiting Crown Perth.

City of Belmont outreach team was able to further cement relationships established in previous year with both clients and stakeholders. The predominant issue Outreach teams engaged clients with, were related to alcohol 90%, followed by drugs 5%, homeless issues 4% inhalants/sniffing 1%.

The lower rate homelessness suggests that the majority of clients engaged with, appear to have access to housing, many within the Belmont Local Government area. Others were utilising public spaces as a meeting place to socialise.

"Our reward is the thanks and appreciation from our community, especially our young people. It helps to know that we are always there when needed. We play a valuable support role to them, whether it's for a hug or a chat, to talk about how they are feeling, good or bad and at times about their troubled lives, how they see themselves and what support they need for the future".

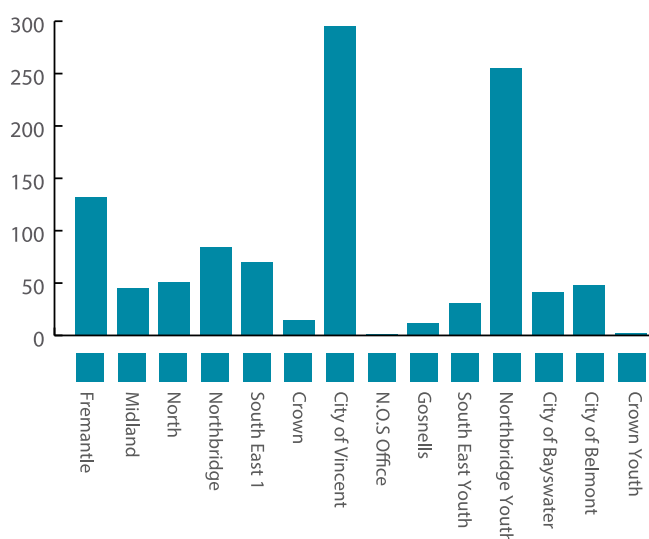
City of Bayswater in its first year, NOS services were well received by clients, the broader community, businesses and council. We were able to proactively engage with the community and alleviate significant concerns related to various hotspots. The major issues that outreach staff

dealt with were alcohol 50%, homelessness 41%, drugs 6%, inhalant/sniffing issues 2%. The higher homeless presentation in Bayswater is impacted by the transient nature of the homeless near to the city, close proximity to transport, and scarcity of public housing, or short and medium term accommodation generally in the Perth area.

City of Fremantle NOS outreach teams consolidated their presence, response and relationship with clients and stakeholders.

The staff developed good links with Council which are utilised daily to establish where the hotspots are and the location of clients in most need of assistance. 79% of clients engaged with had alcohol issues, followed by drugs 14%, homelessness 4% and inhalant/sniffing issues 3%. The lower proportion of homelessness recorded is due in part, to the prevalence of a number of crisis, short, medium and long term accommodation options in Fremantle. These accommodation options all assist in reducing the number of homeless people presenting in Fremantle public spaces. NOS continued to work closely with the City of Fremantle homeless reference group.

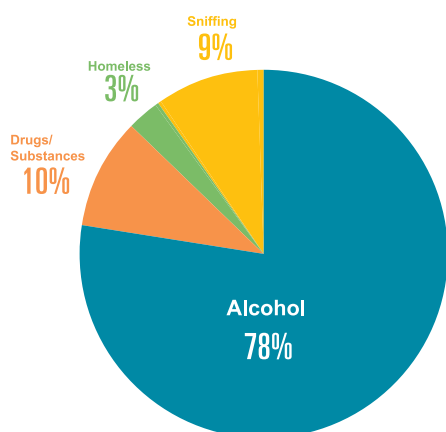
Graph 3 Transports by Patrol



City of Vincent patrols had the highest amount of transports to safe places (295) followed by our Northbridge Youth patrol (255) and then our Fremantle patrol.

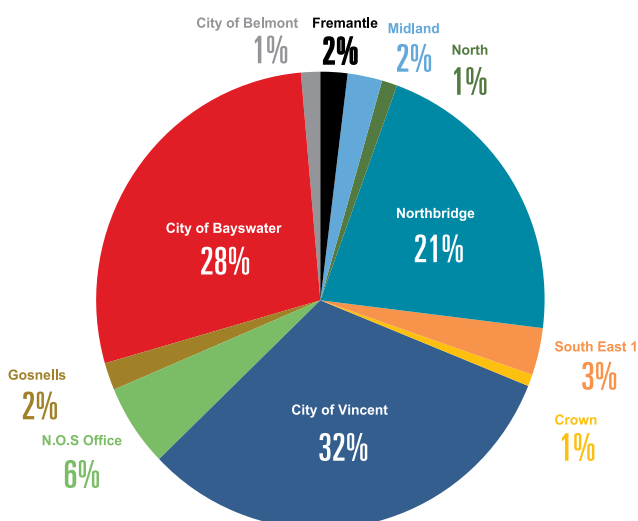
"The most valuable contribution our teams provide, apart from being role models, is a knowledge and understanding about the real issues and experiences that have affected us and our families. Our intention is to guide and nurture a strong presence, not only in the community but also into the lives of people who need our support".

Graph 4 Client conditions



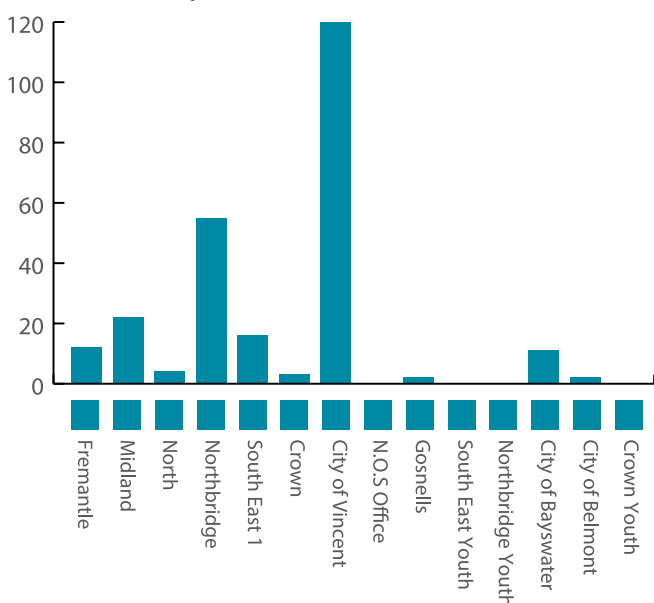
Alcohol was the main condition presented by clients making up 78% followed by substance misuse and homelessness.

Graph 5 Homelessness by sites



City of Vincent had the highest level of contacts with clients presenting as homeless, followed by the City of Bayswater and then Northbridge.

Graph 6 Volatile Substance Use



There were 247 adult contacts and 3 young person contacts (13-15 years) observed consuming volatile substances in the locations Nyoongar Outreach serviced.

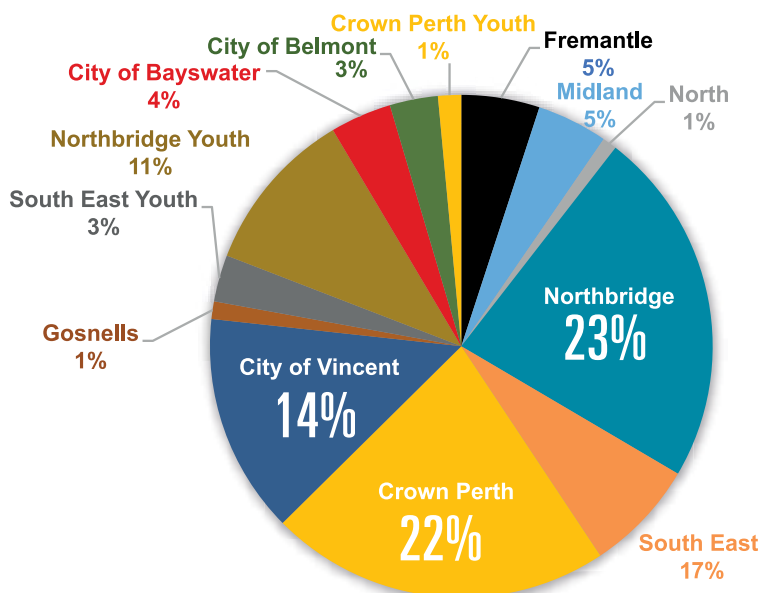
In total, NOS staff made 250 contacts with people who consumed volatile substances, the most common being toluene, paint, glue, methylated spirits. Petrol being the least used.

The City of Vincent had the highest amount of clients using volatile substances (120), followed by Northbridge (55) and then Midland (22).

Different locations around the Perth metropolitan area have different patterns of inhalant use. For example, Weld Square in the City of Vincent remains a popular gathering place for Inhalant users, because the park is a designated meal service location. Other areas where persons using inhalants/ volatile substances observed, were NIB Stadium and Birdwood Square.

Many of the chronic inhalant users have complex issues such as homelessness, mental health, alcohol and drug addictions and acquired brain injuries. This requires a holistic approach from clinical and welfare services, rather than focusing on treating the inhalant use alone. NOS has strong support of various Government and government agencies in addressing the complex needs of people with inhalant and volatile substance misuse.

Graph 7 Alcohol Use



Northbridge (1542) had the highest amount of contacts with intoxicated clients followed by Crown Perth (1472) and then the City of Vincent (950).



Youth Outreach

NOS is a stakeholder of the Youth at Risk Strategy (YARS). NOS objective is to engage with young people who are at risk of:

- moral danger;
- self-harming;
- engaging in violent altercations; and
- substance misuse.

For those at great risk of coming into contact with the criminal justice system, NOS provides diversionary transportation to young people aged 16 years and older to safer places. Anyone younger than 16 years of age are taken to the YARS Safe House for processing.

Safe House is a shared facility with Mission Australia and the Department for Communities, where all agencies including NOS, convene weekly for interagency operational briefings. The facility is a youth friendly environment.

Both the NOS and YES Service are accessible and delivered in a culturally appropriate manner and both teams work well to engage with young people.

with the Education Participation Officers and Aboriginal Liaison Officers to meet with clients in an educational setting. This also provided the opportunity to promote the YES program to other young people.

NOS has been able to increase the level of training to the YES team, so they can build their professional capacity to offer a well-informed service. Furthermore, YES clients reported feeling more secure because of the retention of staff, familiarity and the building of trust and rapport between both parties.

YES, were successful in strengthening their partnerships with other services, and as a result, achieved a more co-operative client management approach during the period. Clients were jointly managed between agencies; Department Child Protection, Mission Australia, RISE, Youth Justice Mentoring Program, Juvenile Justice Teams, Community Corrections, Homelessness Response, Youth Futures, Whitelion, Wadjak Northside Aboriginal Community Centre, WA Department of Education, Youth Link, Belmont Community College Aboriginal Liaison Officers and Girrawheen High School. The target client group were 13-18 year old Aboriginal people. All clients of the program were within this cohort or on transition plans (18-19 years old) having been taken into the program at the age of between 15-17 years old.

The work done with these clients included the involvement of at least one family member and a number of other services/agencies. Success in relation to clients was measured by the outcomes achieved and the improvement in the client's capacity to attend school/training and manage their challenges as well as the achievement of their personal goals.

Due to the complex nature of client needs and intensive support required, some clients required multiple referrals to address their range of needs. The YES team continued to build strong partnerships with numerous agencies such as Youth Futures, Mission Australia, Headspace, Passages, YARP, Perth Children's Hospital (PCH), Corridors, Clontarf, Wirrpanda Foundation, Derbarl Yerrigan Health Services, Communicare Academy, Aboriginal Legal Service Youth Engagement Team, Centrelink, Department of Education, a number of mainstream and alternative schools, RISE, WhiteLion Youth Support Service, Belmont City College, Drug and Alcohol Youth Service, Wadjak Youth Program and WA Police to facilitate incoming referrals.

Youth Engagement Support (YES)

Youth Engagement Support (YES) program successfully engaged with its clients and achieved positive long-term outcomes. There were 65 new referrals with 40 clients case managed throughout the year. The remaining 25 were assessed, and didn't require intensive support.

There were 224 successful engagements, 100 diversionary transports and 62 referrals to other services. YES, staff interacted successfully with 28 significant services and provided support to key partners in the provisions of case management, client interactions, community engagement and networking.

YES continued to increase its engagement with youth services and received positive feedback from clients and other Government and Non-Government (community based) services, including the Department for Child Protection and Family Support regarding staff commitment and their professional approach to working with young people.

Where families were reluctant to accept help, but a young person had requested support, YES team would work



It became clear that there are a number of schools which are investing more time and effort into reducing truancy and helping young people stay at school. Although the YES team engages with a number of schools already, they plan to expand engagements in recognition of the benefits of working with younger people before they become exposed to high risk situations and keeping young people at school as long as possible.

In addition, a number of our clients are also Juvenile Justice clients and require support and mentoring to manage behaviour and stay out of incarceration. The relationship with Juvenile Justice Team representatives is a new one, but is going well and resulting in co-operative strategies and positive outcomes for clients. NOS and YES teams will continue to strengthen this relationship.



CASE STUDY 1

Client, 15 years old was referred to YES from a local high school. They presented with learning difficulties, anaemia, attention deficit disorder, poor memory and concerns about an undiagnosed psychological disorder. The client also presented with legal issues due to involvement with the Juvenile Justice Department. Their obligations included an evening curfew and the completion of community work hours every Sunday.

The YES team met with the client's guardian for assessment and to discuss alternative education arrangements that would meet the client's needs, and provide an opportunity to meet and socialise with new friends. An alternative education plan was established that would more appropriately meet the learning needs of the client.

Arrangements have been made for the client to be placed on the waiting list for an alternative education facility. In the meantime, the YES team maintained regular contacts with the client and family, to ensure the motivation and commitment to schooling were maintained.

In preparation for resuming education, the client has had less contact with friends who had negative influences on her and continued to fulfil court order requirements.

The positive outcomes achieved for the client were a change in attitude, increased confidence, improved relationship with family. NOS was fortunate to work with the client and their family who were very supportive.

CASE STUDY 2

Client, 15 years old was identified as being at risk by the Outreach Team as she was an open Department for Child Protection case, due to regular unsupervised street presence requiring safe transports home. NOS Outreach team referred the young person to the YES program for intensive support. While working with the client, YES was able to identify the family's strengths and help overcome some of the difficulties and helped the client maintained their commitment to more positive behaviours.

At the time of intake, the family were living in a one-bedroom apartment, meaning the client did not have their own space, which created tensions and conflict. The client felt isolated and would frequent night precincts. The YES team saw this as a priority concern for the client and family. They wrote a support letter to the Housing Authority and liaised with the organisation to secure a more appropriate sized house for the family.

During her case management, the YES team provided assistance by transporting the client to Juvenile Justice Team appointments and sourcing educational opportunities. The client was referred to the Young Persons Opportunity Program (YPOP) which is a voluntary drug treatment program for young people with low level offending. Due to the clients' offending and substance use, this program is proving to be significantly useful for the client to make the link between her substance use and offending behaviour. Another important outcome is that due to moving to a new house, the client no longer resides in the same area and is distanced from the negative influences of her former peer group.

Feedback

"We have worked closely with NOS for at least 9 years and with the NOS and YES team since that program started and have formed a good working relationship with NOS. They work with juveniles that present with an issue by transporting them home, and dealing with conflict. These kids are young and vulnerable and need the support and practical assistance of the YES team who work with juveniles very well". - PTA Aboriginal Liaison Officers

"We are seeing the same kids coming into the City all the time. The problem is when they are here till late in the night and miss the last train home. The YES team have a great way of speaking to the kids and it's a big help when they manage to encourage them throughout the night to get home safely".

- WA Police Bike Team

2017-2018

Highlights

SERVICE CAPACITY BUILDING

- Staff participate in full week of NAIDOC events with stakeholders
 - New Training Calendar
 - All staff complete Mental Health De-secalation Training
-
- AIDS Council Deliver Staff Training
-
- Share The Dignity Donations Recieved & Distributed
-
- Essentials for Women Donations Recieved & Distributed
-
- NOS Presentation at 2017 ECU Education Forum
 - Inner City Homeless Connect
 - NICRS Forums attended by Staff
 - Department of Communities District Conference Presentation
-
- Participation in City of Vincent RAP
 - Wungening referral pathways consultation
 - Max Employment Solutions Donation recieved - assisting homeless
 - Uniting Care West referral pathways consultation
-
- Pathways referral options meeting
-
- Aboriginal Business Expo 2018
-
- Consultation with Whitelion MOU
-
- Aboriginal Mental Health First Aid training for all staff
-
- Senior First Aid Training All Staff

STRATEGIC DEVELOPMENT

- Youth Engagement Review Recommendations Received
 - Gosnells Outreach Service Extended
-
- Review of Service Routes Completed
-
- New Service to City of Bayswater Commenced
 - AGM
-
- Bloodwood Tree Association Research Visit
-
- Reviewed all staff employment legislative requirements
 - Developed & implemented new policies re: negaive response to employment
-
- Provided Service to Australia Day Birak Concert
-
- Constitution Updated to ensure standards for Board nominees & meet all new legislation standards
-
- AACCT Partnership Commenced Service
 - Collaboration with Manna Inc regarding services at Weld Square
-
- Community Service Excellence Award Finalists
-
- Protocol with Department of Human Services Signed
 - Completed Implementation of YES Review Report Recommendations
-
- PUA with WA Police Signed



OUR OBJECTIVES AND ACTIVITIES

ACHIEVEMENTS AGAINST THE STRATEGIC PLAN 2016-21 OBJECTIVES

OBJECTIVE 1

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

Achievements:

- Existing service contracts with State agencies were extended for a further year and the service agreement with PMC and local councils continued successfully.
- In response to community and client needs, services were expanded during the year. A new service was established in the City of Bayswater and services in Gosnells were extended to cover five days of the week.
- In response to a longstanding need for support to Aboriginal people facing difficulty attending urgent and critical medical appointments, a new alliance was formed with the Health Department for the provision of secure transport services to patients of the Aboriginal Acute Care Co-ordination Team at Royal Perth Hospital.
- Working with our partners to improve sector capacity to help people in need, NOS continued as



a partner of the Youth At Risk (Safehouse) initiative in Northbridge, helping young people at risk in Northbridge at night. We also maintained our strong links with RUAH and the 50 Lives 50 Homes initiative helping homeless people of Perth find sustainable housing solutions.

- A formal working agreement was signed with WA Police during the year
- We were pleased to be able to participate in the regular National Audit of Regional and Indigenous Services during the year.
- Our relationship with Manna Inc. was strengthened as client management strategies were jointly developed and implemented.
- We continued to build relationships with Department of Communities case managers, Department of Corrective Services Juvenile Justice Team members, primary and high schools and specialist education services to improve contact and support/education opportunities with young people.
- NOS are a well recognised brand and were highly visible in the street and in people's homes, through the contact with the Youth Engagement Support





program. In addition, NOS made presentations to schools, youth clubs and other services and used these and the more strategic forums to promote services.

- In January, NOS attended the City of Perth BIRAK Australia Day concert, contracted to the City of Perth.
- NOS were invited to speak at the Department of Child Protection and Family Services, Mirrabooka District Conference in November 2017. We also spoke at the Edith Cowan University 2017 WA Education Engagement Forum and participated in the WA Aboriginal Business Expo 2018.
- We were also proud to be a finalist in the 2018 Community Services Excellence Awards 2018.
- NOS staff were guests of Noongar Radio, attended NAIDOC and Homeless Connect events, attended the Perth Aboriginal Suicide Awareness Network RU OK Day Sausage sizzle, Helping Minds Mental Health Sundowner and participated in other joint celebrations and functions with partners.
- Provided staff input to Shape Urban Consultants for 'Building Bayswater' consultation and Youth Engagement Staff.
- Provided input to consultant Pete Smith for development of the City of Belmont Youth Strategic Plan in December.
- As in previous years, NOS hosted services from other areas to share our business approach, procedures and practices. This year South Hedland Mental Health and Alcohol and Other Drugs services visited during a research tour, organised by Bloodwood Tree Association Inc.
- NOS maintained a current webpage and used radio to reach clients during the Christmas season. During the year we also produced a number of NOS merchandise for distribution to stakeholders and clients.
- Two staff attended the Community Services Forums responding to critical response needs of Aboriginal families and communities in the Midland and Armadale areas in November which were used to identify and bring together those agencies that support Aboriginal people affected by suicide.
- NOS maintained a strong relationship with Centrelink along with RUAH, Mission Australia, WA Police, Crisis

Care, the Public Transport Authority, local Councils and youth services. The Department of Housing also worked well with NOS, despite the wait time for places, as NOS advocated for clients and made referrals for housing.

- Referrals to NOS came from various stakeholders including members of the public, organisations with working agreements in place (Mission Australia, Public Transport Authority City of Belmont) and key stakeholders including WA Police, Tom Fischer House, local councils, security firms and the Juvenile Justice Teams.
- NOS was highly proactive in reaching out to homeless Aboriginal people and trying to assist them into sustainable accommodation. This necessitated assisting a few people home to country areas and supporting several clients as they were assisted by the Salvation Army, Perth Homeless Connect and under the 50 Lives program. Funds to assist people return to country were sourced from donations by local running group The Ordinary Athletes and the Royal Perth Hospital Social Club.
- A donation was also received from the Claisebrook local 'Precinct 15' exhibition which featured work by two NOS staff. Proceeds supplemented the donation from the Royal Perth Hospital Social Club which supports the Return to Country initiative.
- NOS received a donation from Max Employment. These funds are specifically being applied to helping homeless clients.
- NOS also accepted donations for clients through GIVIT, Essentials for Women, Brothers and Sisters Perth and Share the Dignity.
- NOS also worked closely with health services including Royal Perth Hospital, Derbal Yerrigan and the Street Doctor to connect clients with medical services and help maintain engagement with clients who were sleeping rough.
- Contacts with the community recorded while on shift indicate that NOS outreach workers had regular contact with local police, community, business and security staff for the purposes of maintaining current information about hot spots and incidents, in particular.



OBJECTIVE 2

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

Achievements

- Made 744 referrals to other services
- Case managed 165 clients
- Made 1412 safe transports to safer places
- NOS have a long history of good working relationships with other agencies and services and continuously build on this network in order to improve our capacity to provide relevant assistance across the continuum of client needs.
- To support this, NOS actively pursued relationships with other agencies to build referral pathways for clients. This year meetings were held with representatives of Palmerston House, the Department of Human Services, Mission Australia, Tom Fisher House, the Salvation Army, WA Police Force and Helping Minds (previously ARAFMI) to strengthen working relationships and identify referral paths for clients, including those who may be eligible for care plans through the National Disability Insurance Scheme (NDIS).
- All staff received training in Aboriginal Mental Health First Aid this year, along with the Senior First Aid and sector relevant information sessions to strengthen staff capacity to help clients appropriately.



OBJECTIVE 3

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

Achievements

- The working relationship with Centrelink was strengthened with an agreement for the out-servicing of the services of the Department of Human Services as the Indigenous Services Officer Network of the Department of Human Services provide an off-site and regular on-site service at NOS headquarters. NOS clients are a high-risk high-need group who substantially rely on Department of Human Services support but can find it difficult to access the support available. This new arrangement will provide timely and appropriate access to support for our clients and their families.
- The level of need for services to support street present people using volatile substances is not known and there are few services to which they can be referred. NOS completed street-based research to help identify the number of people needing support within the NOS precincts. Information was collated and forwarded to the Mental Health Commission to assist them in identifying the need for services in the metropolitan area.
- Maintained high visibility and profile, participating in several strategic planning and review processes including:
 - State Volatile Substance Use Coordination Group Meeting
 - Membership of the Western Australian Network of Alcohol and other Drug Agencies (WANADA)
 - Aboriginal Community Patrols Review
- Attended a range of regular meetings with stakeholders, pre-shift briefings and stakeholder events.
- Continued to advocate strongly for clients and for integrated services to clients.
- Assisted and supported the Chief Medical Officer and the Office of the Public Advocate in advocating for our clients and client groups.
- Attended a Mental Health Forum in Midland, and various community forums to promote the Nyoongar Outreach Service.
- Supported the WA State Government's commitment to resolving anti-social behaviour and crime through its presence in the City of Vincent, Fremantle, Belmont and Bayswater.
- Continued to build great working relationships with a wide range of community services and local businesses to ensure quick and appropriate responses.
- Maintained close working relationships with street-based service providers including Manna Inc., WA Police and Street Chaplain's.
- NOS has earned recognition by many stakeholders and were regularly consulted to assist and support case managers and services working with Aboriginal clients.



OBJECTIVE 4

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

Achievements

- Participated with a display and stand at the Aboriginal Business Expo 2018
- In January, NOS staff attended the City of Perth BIRAK Australia Day concert, contracted to the City of Perth.
- NOS were invited to speak at the Department of Child Protection and Family Services, Mirrabooka District Conference in November 2017. We also spoke at the Edith Cowan University 2017 WA Education Engagement Forum.
- We were also proud to be a finalist in the 2018 CSEA 2018.
- Staff input was given to Shape Urban Consultants for 'Building Bayswater' consultation and Youth Engagement Staff gave input to consultant Pete Smith for development of the City of Belmont Youth Strategic Plan in December.
- NOS staff were guests of Noongar Radio, attended NAIDOC and Homeless Connect events, attended the Perth Aboriginal Suicide Awareness Network RU OK Day Sausage sizzle, Helping Minds Mental Health Sundowner and participated in other joint celebrations and functions with partners.
- As in previous years, NOS hosted services from other areas to share our business approach, procedures and practices. This year South Hedland Mental Health and Alcohol and Other Drugs Services visited during a research tour, organised by the Bloodwood Tree Association Inc.
- NOS maintained a current webpage and used radio to reach clients during the Christmas season. NOS released the 2017 annual report during the reporting period and uploaded current service information to the website. During the year we also produced new NOS merchandise for distribution to stakeholders and clients.
- Two staff also attended the Community Services Forums responding to critical response needs of Aboriginal families and communities in the Midland and Armadale areas in November which were used to identify and bring together those agencies that support Aboriginal people affected by suicide.
- At a strategic level NOS has remained active in working with stakeholders and community representatives to improve the understanding of the community needs and the capacity of services to respond, particularly in the area of services by NOS.
- NOS attended reference group and stakeholder meetings including:
 - Belmont Aboriginal Reference Group
 - City Homeless Response Reference Group
 - City of Fremantle Homeless Strategic Reference Group
 - City of Fremantle Community Safety Working Group
 - Curtin University Crossroad Aboriginal Reference Group
 - Department of Child Protection and Family Services - Youth at Risk Steering Committee
 - Department of Child Protection and Family Services- Aboriginal Reference Group
 - Family Mental Health Support Services Steering Committee
 - Historic Heart of Perth Reference Group
 - Metropolitan Suicide Prevention Stakeholder Forum
 - Parks People Working Group
 - Perth Police Integration Meeting
 - Perth Road Home Reference Group
 - Perth Street Doctor Consortium (Fremantle)
 - Registry Week Working Group
 - Rough Sleepers Working Group
 - RUAH 50 Lives 50 Homes Project Steering Committee
 - Safer Vincent Crime Prevention Partnership
 - South East Metropolitan Human Services Regional Managers Forum
 - St Pats/Crossroads/Family Support Network
 - State Volatile Substances Use Coordination Group
 - Steering Committees of the Homeless Collaboration Project
 - Youth at Risk Strategy- Steering Group and Interagency meetings



OBJECTIVE 5

Remain a strong viable organisation through;

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

Achievements

- Change made to the Constitution to ensure a high standard of nominee to the Executive Committee and to prevent conflicts of interest arising
- All reporting to service funders was submitted on time.
- Implemented YES review recommendations, releasing a program specific policy and procedures manual for staff.
- Developed and implemented a new training calendar directed at building capacity and strengthening skills including Mental Health First Aid, De-escalation techniques, Case Management, Trauma Informed Therapy, Foetal Alcohol Spectrum Disorder Case Management, Senior First Aid, OHS and Mental Health courses.
- All financial transactions were audited and an unqualified audit of accounts issued.
- All staff clearances were in place and planned training achieved.
- All staff conducted fire and safety drills, OSH training and First Aid kit reviews.

OBJECTIVE 6

Continue to develop and improve comprehensive client support models by:



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

Achievements

- Focus on building capacity through co-operative working arrangements with other service providers. Targeted development of referral pathways for clients with a number of services including Pathways, Uniting Care West, Mission Australia, The Department of Human Services, the Department of Communities, local Councils, WAPOL and Education facilities.
- NOS received a donation from Max Employment. These funds are specifically being applied to helping homeless clients.
- NOS also accepted donations for clients through GIVIT, Essentials for Women, Brothers and Sisters Perth and Share the Dignity.
- NOS also worked closely with health services including Royal Perth Hospital, Derbal Yerrigan and the Street Doctor to connect clients with medical services and help maintain engagement with clients who were sleeping rough.
- Signed working agreements with the WA Police Force (Metropolitan) and the Department of Human Services.
- Expanded services in Gosnells
- Commenced a new service in Bayswater

Summary

There is a total of 24 staff employed within the service, 20 Aboriginal and 4 non-Aboriginal staff, working in the Administrative and Operational Management areas. Staff turnover was comparatively low with only three new staff employed during the year. NOS received a high number of applications for employment and many of the applicants were well suited to outreach work.

Lachlan Douglas Mills CPA

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

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Facsimile: 9375 3966

ref:nps2018
5th July, 2018

NYOONGAR OUTREACH SERVICE INCORPORATED
35-37 GLADSTONE
PERTH WA 6000



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, 2018 ("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

NYOONGAR OUTREACH SERVICE INCORPORATED
ABN 53 281 140 922
INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30TH JUNE, 2018

	2018	2017
INCOME:		
Funding - City of Belmont	25000	36000
Funding - City of Fremantle	30000	30000
Funding - City of Vincent	50000	50000
Funding - Crown Casino	135850	162464
Funding - DOC	1295209	1240075
Funding - DCP	108506	107613
Funding - DPM&C	177927	177927
Funding - Mental Health	15022	14898
Insurance Claims	2355	1000
Interest	39749	37892
Job Training & Employment Income	6282	3636
Sundry Income	903	5819
	-----	-----
	1886803	1867324
less: EXPENSES:		
Administration Costs	108801	84858
Communication Costs	10359	11223
Depreciation	77707	113236
Direct Staff Costs	1439920	1264314
Indirect Staff Costs	14966	44803
Motor Vehicle Expenses	35362	28085
Office Repairs & Maintenance	5916	6396
Premises/Occupancy Costs	34965	28247
Travel & Meeting Costs	25502	28571
	-----	-----
NET SURPLUS / (DEFICIT):	\$ 133305	\$ 257591
	=====	=====

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

NYOONGAR OUTREACH SERVICE INCORPORATED
ABN 53 281 140 922
BALANCE SHEET
AS AT 30TH JUNE, 2018

	2018	2017
CURRENT ASSETS:		
CBA Cheque Account	4955	408031
CBA Business Online Account	99378	364354
NAB Term Deposit	750000	1350000
NAB Everyday Account	54531	18410
Petty Cash Float	1000	813
Cabcharge Bond	200	200
Trade Debtors	428097	61771
Insurance Excess Recoverable	250	250
	\$ 1338411	\$ 2203829
	=====	=====
NON CURRENT ASSETS:		
Plant & Equipment at WDV	20088	14447
Motor Vehicles at WDV	309531	271646
Property at Cost - 33 Gladstone	976926	0
	\$ 1306545	\$ 286093
	=====	=====
TOTAL ASSETS:	\$ 2644956	\$ 2489922
	=====	=====
CURRENT LIABILITIES:		
CBA Credit Card	0	3959
Trade Creditors	56251	11079
GST Owed - ATO	(64652)	28370
PAYG Owed - ATO	17386	48530
Superannuation Owed	37519	40432
Funding Received in Advance	422402	357807
	\$ 468906	\$ 490177
	=====	=====
NON CURRENT LIABILITIES:		
Provision for Long Service Leave	82000	73000
Provision for Annual Leave	84000	75000
Provision for Severance Pay	155000	140000
Provision for Funding Shortfall	65000	55000
	\$ 386000	\$ 343000
	=====	=====
TOTAL LIABILITIES:	\$ 854906	\$ 833177
	=====	=====
NET ASSETS (DEFICIENCY):	\$ 1790050	\$ 1656745
	=====	=====
This is represented by:		
MEMBERS' FUNDS:		
Accumulated Surplus Brought Forward	1656745	1399154
Surplus / (Deficit) for the Year	133305	257591
	\$ 1790050	\$ 1656745
	=====	=====
TOTAL MEMBERS' FUNDS:	\$ 1790050	\$ 1656745
	=====	=====

This balance sheet 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, 2018

2018

2017

1. STATEMENT OF ACCOUNTING POLICIES:

Reporting Entity:

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

Historical Cost:

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

Income Tax:

The NPS Incorporated is exempt from paying Income Tax.

Property at 35 Gladstone Street, Perth:

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

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

Charitable Status:

The NOS Incorporated is a registered deductible gift recipient.

Acknowledgments and Thank You

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

Grants and Sponsorship

- The WA Department of Communities
- Crown Perth
- The Australian Government
- Department of Prime Minister and Cabinet
- City of Fremantle
- City of Vincent
- City of Belmont
- City of Bayswater
- The Mental Health Commission
- The WA Department of Health

Community Partners and Stakeholders

- Manna Inc.
- Mission Australia
- RUAH
- South East Metro Human Services Regional Managers Forum
- South West Metropolitan Partnership Forum
- The Commonwealth of Australia as represented by the Department of Human Services
- The Public Transport Authority
- The WA Police Force
- WANADA

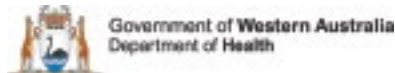
Donors

- Essentials for Women
- GIVIT
- Max Employment Solutions
- Royal Perth Hospital Social Club
- Share the Dignity
- Brothers and Sisters Perth
- Tim Karajas and the Ordinary Athletes

We would also like to thank the following individuals for their support throughout the year.

- Angelyne Wolfe from Bling Design, for providing the graphic design for NOS publications.
- Christine Barrett, CEO Vibe Consulting, for training and mentoring.
- Lachlan Douglas Mills (CPA) – Auditor.
- Professor Harry Blagg, Director, UWA Centre for Indigenous Peoples and Community Justice.
- Rochelle Parker, Bookkeeper, Equilibrio Business Solutions.

STATE GOVERNMENT SUPPORTERS



PROUDLY SUPPORTED BY THE AUSTRALIAN GOVERNMENT



CORPORATE SUPPORTERS

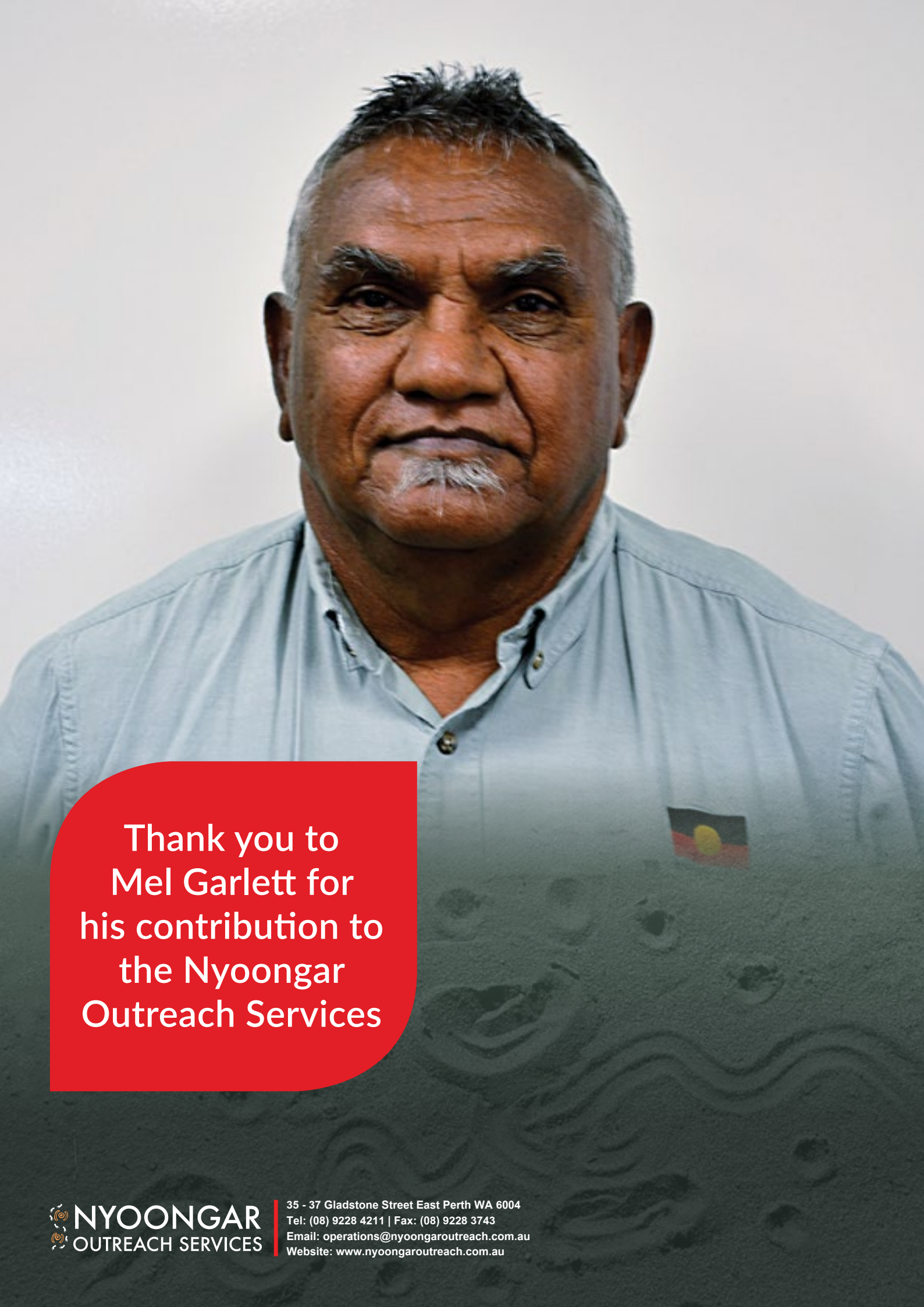


LOCAL GOVERNMENT SUPPORTERS



CITY OF VINCENT





Thank you to
Mel Garlett for
his contribution to
the Nyoongar
Outreach Services