The year in review

We are pleased to present the 2017/18 Annual report. It has been one of the most challenging years for Outcare since inception. Despite a reduced footprint in the Justice space we have continued to work with prisoners and their families through our Aboriginal Throughcare team, employment programmes and the joint venture with Ruah at Melaleuca. We have seen considerable growth in other areas of service to disadvantage groups in WA; specifically our programmes in Disability Justice, and Career Transition to Work. Securing registration as a CHO (Community Housing Organisation) has facilitated a strategic review of how we use our existing accommodation resources. Our two funded programmes in Mental Health (START and LINKS) were subject to independent review and exceptionally favourably assessed for relevant outcomes for clients and their families.

Partnership and collaboration have continued to be at the centre of what we do. We are grateful to those key partners who have supported us in our work. We continually scan the environment for relationships that can add value to our service offering and deliver better client outcomes. The dedication and commitment of all staff, volunteers and Board members has been evident through this transition period for the business and we are both grateful to everyone for their input. We also wish to acknowledge the invaluable contribution of a departing Board member Will Beresford.

Deirdre Davies, President
Paul McMullan, CEO

Refreshed values

In response to staff feedback, we refreshed our company values in 2018. The new values are at the centre of what we do and align with the future direction of Outcare.

Compassion
We see the person first and recognising everyone has their own journey.

Accountability
We seek to continuously improve by learning from our mistakes and successes as well as the knowledge and experience of our colleagues and clients.

Inspiration
We take courageous actions to change, seek innovative solutions and demonstrate how we make a difference.

Respect
We recognise everyone is different and this rich diversity helps us all to see, hear and achieve more together than we can on our own.
Disability Justice

The Community Inclusion Program (CIP) offers disability support to young people and adults who have had contact with the Justice system or are at risk in the community. There is increasing demand for services for people with complex needs in the Justice space. CIP supports over 40 clients across Perth. Throughout the year we have been anticipating the impact of the National Disability Insurance Scheme (NDIS). We have undertaken a restructuring process for CIP to comply with industry standards and increase readiness for the transition to the NDIS.

Outcare continues to work with the relevant agencies to deliver disability supports to our clients engaged in the program.

Find out more about CIP here.

Mental health

This year the Mental Health Commission (MHC) conducted a Quality Evaluation Report to assess the service delivery of Outcare as a partner organisation for Start Court and Links Mental Health Support Program.

The evaluation was measured in relation to National Mental Health Commission Standards, and its results were overwhelmingly positive. The MHC Evaluation Team spoke with a range of stakeholders, including 39 consumers and 15 family members/carers. The evaluator congratulated Outcare staff for their integrity, tenacity, resourcefulness and the ‘humaness’ with which they approach their work.

Visit the Start Court and Links web page for more information.

A place to stay

The Accommodation Program’s service delivery has been reshaped this year. We have responded to client need and have been innovative in our accommodation strategy to increase our service offering to a more diverse range of clients.

We have partnered with a number of organisations in our network to provide short and long term accommodation options to individuals and families in need.

This year Outcare became a registered Tier 3 Community Housing Provider. The Framework is a new regulatory policy that aims to expand and develop the role of the community housing sector in WA. Read more about our accommodation services here.

Building capacity

The Assisted Rental Pathways Pilot Program (ARPP) provides eligible participants with a tiered rental subsidy and individualised assistance to build their personal capacity so they can become self-sufficient in the private rental market.

In 2016, ARPP was co-designed in partnership with the Housing Authority, WACOSS, Shelter WA and Outcare. The program currently supports 27 clients in the South West and Perth region.

In June 2018, ARPP was recognised for its success, winning silver at the IPAA WA Achievement Awards 2018 for Best Practice in Collaboration Between Government and Non-Government Organisations.

Read more about ARPP here.
Family Violence

The Family Violence program is a Men's Behaviour Change Program created specifically to be culturally appropriate and sensitive to the needs and issues faced by Aboriginal men and their families. The program is run over a 12 week period in Acacia prison and includes facilitated group sessions, individual counselling and cultural coaching.

The program has two lead female facilitators and two male co-facilitators. Outcare recognises the important role of women in men's behaviour change as a means to shift mindset and beliefs. The team now has a Peer Support Worker to provide cultural coaching during the 12 week period and post release. At the present, the Family Violence team has full engagement of 49 participants. The program is currently pending evaluation, with the outcome due to be released before the end of the year.

The team delivered a presentation at the ‘WA Men's Behaviour Change Program Network Provider Conference’ in September 2018. This provided an opportunity to share how the program enables Aboriginal men to develop tools and coping strategies using traditional values to support a nonviolent lifestyle.

Our Aboriginal Services teams have new shirt designs that reflect the work we do in the Justice space. The artworks, featured on the report cover, were created by Colin Tass – Wadja Wadja / Wiradjuri / Bangerang man. Read more about the artworks here.

ReThink & Right Click

This year Outcare became a Career Transition Assistance (CTA) Provider under a new initiative with the Department of Jobs and Small Business. The CTA program supports mature aged job seekers to build their confidence and become more competitive in their local labour market.

The CTA program consists of two separate courses, ReThink and Right-Click. ReThink provides participants with practical skills such as resume writing and interview techniques. Right-Click improves digital literacy skills, such as applying for jobs online and essential tablet, smartphone and laptop skills.

Since July 2018, the program has expanded to locations in Joondalup, Clarkson and Bayswater. CTA currently services 54 clients with two Outcare facilitators. Read more here.

Career Development

We continue to offer specialised support in career development for ex-offenders seeking to re-enter the workforce. Our career development workshops run across five prisons in Perth. We provide the practical skills and support that people need to be competitive in the job market despite multiple barriers to employment.

Learn more about our Career Development Program here.
Thank you to our partners

Please visit www.outcare.com.au/partners to view a full list of our partners.

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