



MENS OUTREACH SERVICE INC ANNUAL REPORT 2018



MOS staff including AKG team at farewell breakfast for John Puertollano 24th October 2018
(unable to attend: G Sime , N Glauser, A Balacky, K Francis, C Vigar, Jess Edgar, J Edgar, G Allan)



MENS OUTREACH SERVICE INC

ANNUAL REPORT 2018

Chief Executive Officer Report

Welcome! to all members, staff and supporters. This report outlines the key changes in and around our service over the last year.

Overview

- The last 12 months has delivered major changes and challenge for the organisation, after a long period of steady growth and stability
- The most significant of these were the loss of our largest contract, the Re-entry/Reintegration contract and the implementation of the new Family Violence program Change Em Ways
- Overall MOS has maintained its size and capacity, in terms of services, staff and funding
- Generally our services have met or exceeded their targets
- Once again significant challenges and change are expected in the next 12 months as the organisation adjusts to its new circumstances and pursues opportunities in funding and program development

Significant Indicators

- 2017-18 Operating Result (Revenue less Expenditure) -\$105, 686 , compared to prior year \$60,138
- 2017-18 Financial Position (Net Assets) - \$1.385 m compared with prior year \$1.279 m
- Staffing: increased from 22 to 24 , this includes a number of part time positions



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Highlights

- **Change Em Ways:** Our new Change Em Ways (CEW) family violence program has now been fully staffed and implemented and at least 17 men have been engaged with this program , along with a number of their partners. The CEW program is a culturally secure, holistic and trauma-based approach to the issue of Aboriginal family violence, and is an innovative response to a serious community problem in the Kimberley. It is funded via an Indigenous Advancement Strategy grant agreement with Dept. Prime Minister and Cabinet
- **Chief Operations Officer:** The Board supported the creation of a new senior management position (Chief Operations Officer –COO) to share the staff supervision and support workload that was falling on too few staff within the senior management and administration team. The new COO Sarah Macnee has supported individuals and teams to get the best results from their work practice, and implemented improved systems for team accountability and performance
- **Alive and Kicking Goals Project:** after a challenging period for the team in the first 6 months of 2018, the team refocused on performance and significantly exceeded its targets and performance in the second half of this year.
- **Strategic Plan 2018-2023:** with help from a number of external facilitators, and input from staff, Board members and other stakeholders, the organization's Strategic Plan (Purpose , Vision, Strategies and Goals) has been updated , and is now in a more contemporary and useful format (see below)

STRATEGIC DIRECTIONS 2018-2023

Where are we now?

Where are we going?

How are we going to get there?

Our Purpose

To provide services that foster resilience and promote the wellbeing of men, their families and their communities across the Kimberley.

Who are we?

- Based in Broome, and servicing the West Kimberley region.
- Act as a champion in supporting the social, emotional and practical support needs of men and their families.
- Local organisation for local needs.
- Board of 9, with 23 staff.
- Incorporated in 2001 under *WA Incorporations Act*. Now progressing registration with Office of Registrar of Indigenous Corporations (ORIC).

Inclusion - we endeavour to provide services that are accessible, equitable and welcoming.

Respect - we demonstrate respect for the Board, staff, clients, stakeholders and partners in everything we do.

Relationships - we are dedicated to working with individuals, families, communities and partners to enhance wellbeing amongst men, and their families.



Cultural Safety - we strive to respect the cultural identities of clients, and continuously strive to meet their needs and expectations.

Responsiveness - we are committed to responding to the needs of the community, working for positive change and being accountable for the services we deliver.

Our Vision

"Strong Men, Strong Communities"

This vision recognises the important role men play in creating safe, secure and healthy families and communities. Strong men means men who have their social and cultural needs, their emotional needs and their health needs adequately managed and supported.

Our range of services includes:

- Family violence program (Change Em Ways- includes men and their partners)
- Information, assessment, counselling and general support services
- Drop in-service/coffee club for homeless men
- Diversionary activities for substance abusers
- Referrals to other services
- Auspicing of ALIVE and Kicking Goals Project
- Prison health service (for men and women)
- Client advocacy, including courts, health services, housing
- Lifecycle Youth Connect for at risk youth

Key Strategies and Goals

Connection & Collaboration

- Strengthen communication with stakeholders and partners
- Actively seek advocacy and lobbying opportunities on key issues impacting Aboriginal men
- Form partnerships that enhance MOS program delivery

Capacity Building

- Develop a robust evaluation and research framework
- Promote a team culture where staff feel empowered and valued
- Develop MOS premises that are fit for purpose and enhance service delivery
- Ensure effective and efficient internal systems and processes
- Strengthen MOS reputation in the sector and attractiveness to funding bodies

Creating Change

- Develop and resource programs to address the needs of men in the region and empower men to change
- Deliver services that are holistic and provide wrap around support
- Provide a frontline entry point for homeless, socially isolated and otherwise disadvantaged men through Drop in Service



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Challenges, and responses

- **Loss of Re-entry contract:** In December 2017 we were advised that our Tender to the Department of Justice for the Reintegration contract , to replace the Re-entry and TOP contracts which we had held for more than ten years, was unsuccessful. This led to 6 staff leaving MOS, including 4 redundancies, and was challenging for all parties involved in the process
- **Financial challenges:** the loss of the Re-entry contract has impacted significantly on the funds available to cover the expenses of the administrative (MOS Corporate) staff, especially in the new financial year. Senior staff are working on a funding strategy to address this problem
- **Opportunities have been identified to improve our capacity with expansion of the Drop In service by integrating with an expanded Diversionary program with Kullarri Patrol, and also the involvement of MOS as the lead Kimberley agency in delivering the new Mibbinbah/Mad Bastards men's healing and empowerment program . Additionally the LifeCycle Youth Connect program is now fully operational**
- **Lack of space and purpose-built premises:** As in last year's Report, this continues to force us to rent separate premises, which is expensive and separates the various programs and teams from each other, contrary to our intention to provide a more integrated service for clients. It also presents problems in the delivery of the Drop In service
- **While a Client Management System (database) is in place for the CEW program, we are still yet to roll out an integrated system across all programs**



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Lifecycle & AKG youth event-
OAP to Kooljaman bikeride

WHY WE
KEEP ON
TRYING!

AKG -young womens
leadership camp at El Questro



Individual Programs – Summary Reports



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Service Report : ALIVE and Kicking Goals!

WACHS FBH Outcome 2 – (including iBobbly research trial)

Brief Description: - Aboriginal youth receive support services that increase their awareness and knowledge of risks associated with drug, alcohol and tobacco use

(July 2017 to June 2018): Target numbers 310 participants and 30 workshop

Comments: This program underperformed in terms of outputs (numbers of participants) during this period. However the team has since turned this around and have greatly exceeded their target numbers in the current period. Since July 1 2018 , the following statistics are projected to 31 Dec 2018 : 785 participants & 72 workshops;. AKG has been very successful via social media – its Facebook page had 6,279 views and 1669 responses (likes , shares, comments).

Also there is significant work being done by team members, in terms of youth mentoring and support, that is not captured by the WACHS reporting system.

WACHS Feedback: Overall result- (2017-18) Sustaining performance against the service outcome

iBobbly (partnership with Black Dog Institute) : despite significant problems with recruiting enough participants in 2017, the required number was achieved with significant input from the whole AKG team, and the trial continued in 2018 . There is a new Coordinator in place and the Kimberley trial will be concluded by March 2019

Service Report : Prison Health

WACHS FBH Outcome 5 – Prison Health

Brief description: Provide continuity of care to offenders making transition from prison to community

(July 2017 to June 2018): Target numbers 19-22

Comments: This program met or exceeded its target Outputs and Outcomes. Numbers of clients referred by prison clinics is small (<20). The staff supported and worked closely with our other teams and programs. This program is now delivered by Geoff Clark, having been mentored by the recently retired John Puertollano. Currently working on improving the referral pathway to increase participant numbers.

WACHS Feedback : Overall result – Excellent performance against the service outcome

Both of the above programs are funded via a contract agreement with WACHS under the Footprints to Better Health program



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Service Report : Re-entry Program- including Transport Options Program (TOP)

Contract: Department of Justice

Brief description: Provide support to offenders making transition from prison to Kimberley communities, to reduce recidivism

Statistics (at time of closure of program and handover to new provider in March 2018)

41 active clients in BRP and WKRP (Kimberley prisons). 21 active clients in post release phase.

Closure of Program :

In December 2017 MOS was advised that we had been unsuccessful in our tender to continue to be the lead provider of prisoner support services in the Kimberley. Our largest single program was to be wound up by March 31 2018, and all active client files and other information were to be handed over to the Department or the new provider. This was a big disappointment as considerable time and money had been spent in preparing the tender document. While there was an opportunity to get feedback from the Department on our tender, “commercial in confidence” policies prevented us from analysing the key differences between ours and the winning tender.

Re-entry team leader Wendy Bourke managed this difficult transition period very well, as her team slowly diminished over the first 3 months of 2018, with her staff taking redundancy and /or other employment options. These staff were Ronald Bin Swani , Damien Manado , Rhys Bucknall, Pedro Latham, Aaron Latham, and Gil Butt. Also, client files needed to be organised for the handover, clients and stakeholders needed be contacted about the change, resources and equipment transferred to other offices, and the premises cleaned and closed. Final financial acquittal reports (audited financial statements) have been sent to the Department.

MOS thanks the above former staff, and the many other former employees who supported prisoners to change their lives over the period from 2004 to 2018.



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Service Report : Men and Family Relationships Program / Regional Mens Health Initiative/Drop In Service

Contract: Departments of Social Services (FARS program) Brief description: Provide counselling, information, referral, and advocacy support to men and their families in Broome region. (Incorporates Drop In service for homeless and isolated).

DSS- MFR Statistical Report (2017-18)

Clients	568
Attendances	1178
Sessions	137

A large proportion of the above clients are individuals with complex needs requiring regular and intensive support . Other clients are seen in groups , such as in the Drop In service, or engaged at community events.

Drop In Service average 118/week client visits

This unfunded service is undergoing some changes, designed to provide a more effective intervention in the clients lives. For example , more activities are being organized , including a close collaboration with the Kullarri Patrol Diversionary program, and taking a stricter approach to intoxicated clients.

Regional Mens Health Service: MOU with Wheatbelt Mens Health Service Inc (RMHI)

This program is closely integrated with the Drop In service , and also with community events and visits e.g .men's groups at Bidyadanga and Ardyaloon communities.

Pit stops /Trade Displays (2017-18 attendance)	330
Presentations (2017-18 attendance)	447



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Service Report : Change Em Ways (CEW) program

Contract : Dept. Prime Minister & Cabinet

This new program is now into its second year of contract and after a slow start is now operational and delivering encouraging results.

The program is an innovative , trauma-based, culturally secure response to the extremely high rate of family violence experienced by Aboriginal men , women and children in the Kimberley. While it is funded as a men's behaviour change program, and ensures accountability for perpetrators, it recognises the key role that both men and women play in providing safety to their families.

The attempt to engage women/partners as active participants in solutions is very resource intensive and a second grant application has been recently submitted to PM&C to provide adequate and ongoing funding for the womens program.

Referrals to program (total to date)	54
Self referrals (included in total)	25
Active clients (male)	16

The high number of self-referrals is an indicator that the program is proving successful in its engagement with men. Because the program is long (up to 9 months, including intake and assessment phase, group phase and individual and family based case management phases) there are no completed cases recorded at this stage



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Peter, Steve , John and Aziz cooking at Fathers Day event

Mens camp on country



WKFL Grand Final -No More campaign against Family Violence



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TREASURERS REPORT

STATEMENT OF FINANCIAL POSITION FOR YEAR ENDED 30 JUNE 2018 - SUMMARISED

	\$ 2018	\$ 2017	% + or -
Assets -Current	1,722, 899	1,853,905	
Assets - Non-Current	360,025	157,530	
Assets – TOTAL	2,082,924	2,011,435	3.5
Liabilities – Current	677,478	694,234	
Liabilities- Non-Current	20,310	37,750	
Liabilities – TOTAL	697,788	731,984	(4.7)
Assets - NET	1,385,135	1,279,450	8.2
Members Funds	1,385,135	1,279,450	8.2
Current Ratio	2.5	2.7	
Working Capital	1,045,421	1,159,671	(9.8)

STATEMENT OF FINANCIAL PERFORMANCE 2018 - SUMMARISED

Revenue- TOTAL	2,937,871	2,588,995	13.4
Expenditure - TOTAL	2,832,186	2,528,858	12
Operating Result for 2017	105,686	60,137	75.7



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In closing, I would like to thank all of our staff for their hard work over the year. I want to specially mention long serving staff who left our employment though retirement or redundancy during the last 12-18 months ; John Puertollano , who provided valuable cultural leadership to me and other staff; admin. assistant Stephen Godfrey, Phil Walker in the CEW team, and the Re-entry team, particularly Ronald Bin Swani, Damien Manado, Rhys Bucknall, Pedro Latham, and also Wendy Bourke and Aaron Latham.

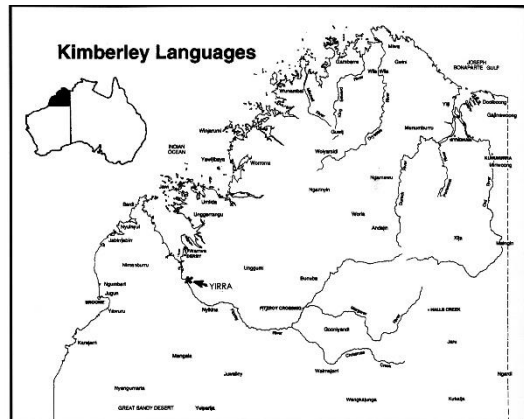
I also thank the following people who are necessary to the maintenance of MOS as a vibrant organization:

- Our Board, who have continued to provide good governance to this organization despite their many other commitments
- Our partner agencies and collaborative networks across the Kimberley
- Our funding bodies and contract partners
- Our community, including donors, supporters, clients, and their families

I also offer thanks on behalf of Mens Outreach Service to the Yawuru traditional owners of Broome , and the traditional owners of all the lands on which we work , for their support for our important work.

Peter Mitchell
CEO
31 October 2018

Map courtesy of
KALACC



Map courtesy of KLRC

MOS Board 2017-18

Thomas Dooli King– Chair
Troy Edwards– Deputy Chair
Ted Wilkinson – Treasurer
Cameron North – Secretary
Johani Mamid
John Bin Salleh
Stuart Brown (resigned)
Thomas King
Jeff Simper
Buffy Lefroy



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Mens Outreach Service thanks the following organisations for their support, including financial support, collaborative service delivery, and other significant partnerships:

Department of Social Services
Department of Prime Minister & Cabinet
WA Country Health Service
WA Department of Justice
Lotterywest
Wheatbelt Mens Health Service Inc.
Kullarri Patrol (Mamabulanjin AC)
Rotary Club of Broome
Recovery Centre, Broome
Kimberley Aboriginal Medical Service
Mental Health Commission
Black Dog Institute
Beyond Blue
Rio Tinto
Broome Saints Football Club (AKG)



2017 White Ribbon Day- stall at Boulevard