



City of Kalgoorlie-Boulder

Questions on Notice: Community Affairs Legislation Committee (18 August 2022) Testimonial

22 August 2022

Senator Rice – Kalgoorlie-Boulder Chamber of Commerce and Industry Survey – Methodology

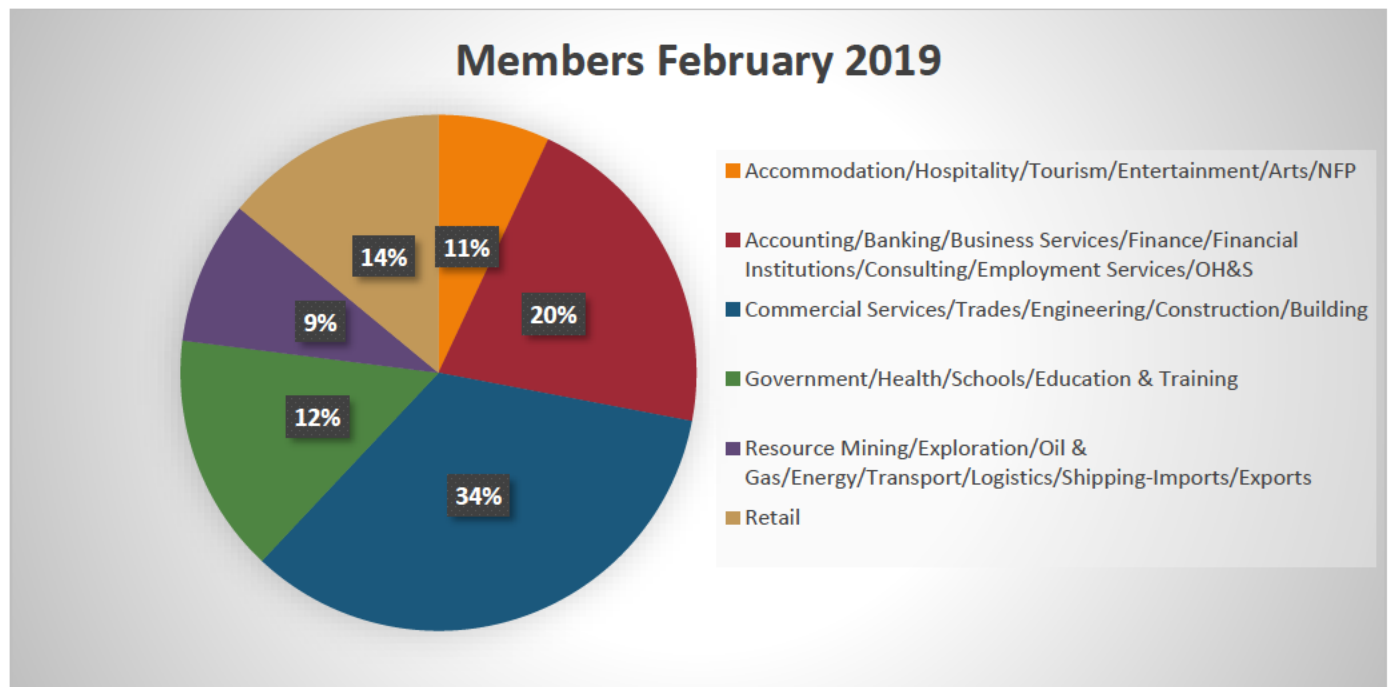


SUBMISSION

Inquiry into the Social Security (Administration) Amendment (Income Management and Cashless Welfare) Bill 2019

1.0 INTRODUCTION

The Kalgoorlie Boulder Chamber of Commerce and Industry (KBCCI) is a member based not for profit organisation. We currently represent over 500 members, including hospitality, tourism, retail, financial, consultancy, education, mining and resources, transport, not for profits and many more industries throughout the Goldfields.



The KBCCI attended the Senate Community Affairs Legislation Committee public hearing on the Social Services Legislation Amendment (Cashless Debit Card) Bill 2017 on 12 October 2017.

Simone de Been, CEO of the KBCCI was also part of the Cashless Debit Card Implementation Working Group Kalgoorlie-Boulder to assist with the implementation of the card throughout the Goldfields Region.

2.0 SURVEY RESULTS

In February 2019 the KBCCI sent out a survey to our members seeking feedback on the Cashless Debit Card.

82 people completed the survey between the 27 February 2019 and 1 March 2019.

71.95% of respondents advised they have seen a decrease in antisocial behaviour in the CBD since the Cashless Debit Card has been introduced.

86.59% of respondents advised, in their opinion the Cashless Debit Card has made positive changes throughout the Goldfields.

86.59% of respondents advised they would like to see the Cashless Debit Card trial continue.

General Comments received from the survey:-

"I think the card should be used by all communities as we have a lot of people coming down from other communities where the card is not used and they are the ones still causing problems."

"Positive initiative to bring about social change for families."

"I think it works so well that it should be introduced to EVERYONE on welfare."

"Expand it through the whole region."

"I believe that trying to ensure that kids and families have food before other less necessary things is a great idea. Unfortunately, it has limited the ability of people on the Indue Card to purchase second hand goods at garage sales or on facebook for sale sites, such as clothing and furniture. Generally, I think it's a good thing, but there are issues that need to be addresses."

"The only problems we see now are from out of town groups coming in and causing dramas, before the cashless card came in for the previous two years we would have to close our doors at least 6 times a day due to antisocial behaviour. The card needs to have a wider reach thankyou."

"We think it's a really great scheme, especially for the people that cannot manage their money...anything that helps put food on the table and clothes on their back, we support...It also helps with reducing domestic violence which is attributed to alcohol abuse which is where a big portion of the money goes to."

"I have seen a decrease in theft in my business since the introduction of the card a decrease in daytime alcohol sales and antisocial behaviour in my carpark is now nil. There are two key reasons for this, 1. The card has reduced substance abuse alcohol and drugs. 2. Some people on the card have left Kalgoorlie to an area where it has not been introduced."

“About 80 of our tenants pay with the Indue card. It has been a great change. These tenants seem to have money for their rent now. Thanks.”

“The CDC has been a revelation throughout the district and the amount of anti-social behaviour has decreased immensely.”

“would like to see the Cashless Debit Card continue throughout the Goldfields, permanently.”

“Very happy with the decline in antisocial behaviour.”

“I believe this is a fantastic system, that allows families to allocate funds to necessary expenses, and keeps the funds away from unhealthy discretionary expenditure.”

“This is a great initiative and benefits all who participate in the program as well as the general community.”

“It has definitely bought down the amount of gambling and alcohol consumption, allowing for better purchasing options which has had a slight impact on anti-social behaviour.”

“I have seen a decrease in anti-social behaviour from Indigenous people along with a noticeable increase in food shopping from Indigenous people as well. I think the trial should continue. Blaming the card for a rise in theft is a lack of knowledge. I’m also on the board of a number of primary schools and have seen a rise in school fees being paid, kids coming to school without lunches or breakfast has dropped, all positive things that have flow on effects such as better attention spans and attendance.”

Thankyou for the opportunity to submit our comments. Should you require any further information please do not hesitate to contact me.

3.0 CONCLUSION

From the feedback received is it clear that members of the KBCCI support the Cashless Debit Card.

Regards

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Senator Rice – Request for Breakdown on Criminal Offences (2018 to 2022)

All crimes recorded decreased from 2018 to 2022 with exception of threatening behaviour (family) and arson.

Crime Statistics – Kalgoorlie Offences per Calendar Year by Type of Offence

Sourced from - *Crime Statistics | Western Australia Police Force on 22 August 2022*

	2018	2019	2020	2021	2022	Percentage Decrease (2018 vs 2022)
Homicide	-	-	1	-	-	
Sexual Offences	33	33	37	31	14	-58
Assault (Family)	126	127	128	158	83	-34
Assault (Non-Family)	117	151	129	206	89	-24
Threatening Behaviour (Family)	9	7	13	23	13	44
Threatening Behaviour (Non-Family)	22	16	29	32	12	-45
Deprivation of Liberty	1	2	3	-	-	-
Robbery	10	7	5	4	2	-80
Dwelling Burglary	105	103	37	69	32	-70
Non-Dwelling Burglary	128	71	60	68	31	-76
Stealing of Motor Vehicle	26	30	25	33	10	-62
Stealing	542	432	279	381	245	-55
Property Damage	420	304	240	309	111	-74
Arson	1	6	12	3	2	100
Drug Offences	167	148	106	80	46	-72
Graffiti	21	2	3	4	2	-90
Fraud & Related Offences	156	107	122	119	102	-35
Breach of Violence Restraint Order	72	85	80	48	43	-40
Total of Selected Offences	1,956	1,631	1,309	1,568	837	-57

Senator Pratt – List of Organisations/Agencies for Further Consultation

AGENCY	CONTACT	ADDRESS	Telephone
GIHO	Merri Best	18 Broadwood Street Kalgoorlie WA 6430	
Bega	Clive Holt	MacDonald Street Kalgoorlie	
Waalitj	Dezrae Paul	2/120 Egan Street Kalgoorlie WA 6430	
Meedac	Andrew Greaves	70 Piesse Street Boulder WA 6430	
Nyunngaku Women's Group	Colleen Berry	Ambulance Hall Tower Street Leonora WA 6438	
Judumul Aboriginal Advisory Group	Rose Mitchell	75 Sylvester Street Coolgardie WA 6329	

Mara Pirni
 Step Up Step Down
 Goldfields Rehabilitation Services Inc
 Shalom House
 GIFSA – Goldfields Individual Family Support Association
 EPIC – Empowering People in Community
 Forrest Personnel
 Wanslea
 Hope Community Services
 Waalitj (CKB, Leonora, Laverton)
 Centrecare
 Anglicare
 Yorgum
 The Salvation Army
 Many Rivers
 Goldfields Community Legal Centre Inc
 Laverton Cross Cultural Association
 National Indigenous Australian Agency
 Goldfields Esperance Development Commission
 Department of Communities – Goldfields
 Community Housing Limited
 Aboriginal Family Legal Service
 PCYC
 YMCA
 WAPHA - WA Primary Health Association
 Menzies Aboriginal Corporation

Senator Rice – Summer Response Strategy Program

Review of the Goldfields Summer Response Strategy

October 2021

Centre for Social Impact, The University of Western Australia

Dr. Mariana Atkins
Lisette Kaleveld
Chantal Turner



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IMPACT



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Acknowledgements

This project has developed in partnership with:



This report forms part of the evaluation of the Summer Response Strategy (SRS) managed by The District Leadership in Goldfields (DLG). We acknowledge the work of the DLG and the SRS Working Group whose diverse expertise has shaped our understanding. The evaluation team would also like to thank all who have participated in the data collection phase and Sowbhagya Nagendran of CSI for research assistance.

Acknowledgement of Country

We collectively acknowledge and pay respects to the Traditional Owners, and Country on which we work and on which this fieldwork took place, through conversations had in various sites across Australia. We pay respects to these diverse Lands and Peoples and their Elders, past and present.

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EXECUTIVE SUMMARY

The Summer Response Strategy (SRS) was a collaborative initiative between non-government organisations and government agencies to deliver services and support to improve the wellbeing and safety of Aboriginal visitors, and broader community members, in the City of Kalgoorlie-Bolder (CKB). It was developed in response to the high number of Aboriginal visitors predominantly from the Ngaanyatjarra Lands and Tjuntjuntjara arriving in Kalgoorlie-Boulder over the summer period, and the subsequent increases in antisocial and risky behaviours related to a lack of experience in large towns and overconsumption of alcohol and other drugs.

Context

The initiative was developed following three fatal accidents of visitors who were sleeping rough, the COVID-19 pandemic meaning more urgent transportation was required for visitors back to their communities, the increased welfare payments during the pandemic leaving visitors with more disposable income to spend on drugs and alcohol, and to rectify the lack of coordination between government agencies and other service providers in the Kalgoorlie-Boulder area by facilitating communication and collaboration between the main leadership groups.

Evaluation methods

The evaluation was facilitated after the end of the SRS by the Centre for Social Impact (CSI). This evaluation was conducted to reflect on the effectiveness and impact of the SRS on the Aboriginal participants and the broader community of Kalgoorlie-Boulder. CSI initially sent service providers a Service Response Questionnaire, which asked them to reflect on the SRS program's successes, participant responses, stories of impact, and key lessons for the future. This was followed by an Evaluation workshop in Kalgoorlie, which allowed for a discussion of emerging themes from the questionnaire before participants collaboratively determined the vision for the SRS, assessed what is working, and highlighted what is needed to improve future iterations of the strategy. Data on crime rates, the number of users of various services, and Aboriginal visitors' participation in the programs were used to supplement and support this qualitative feedback of the program.

Interventions

The SRS consisted of several interventions, including: the SRS Hub; referral to various services; a transport strategy; a mobile police unit and community police service (Purple Patrol); and a program of events, such as youth holiday activities and barbeques. The services received positive feedback from the community, the media, and users of the services.

- **The Hub** was run by Goldfields Indigenous Housing Organisation (GIHO) staff who could speak many languages and was designed to be culturally appropriate and approachable for visitors. From the end of November to the end of February, the Hub received 2,347 visitors, fluctuating between 15 and 88 visitors per day. The Hub provided a space for connection where Aboriginal visitors and locals could meet. The Hub also acted as a place to get information and link to services.
- **Mara Pirini Healing Place** provided women and children from Aboriginal communities with showers, clothing and laundry facilities. Basic foods were also available and peer support staff were available to provide support and advice on violence and safety planning. From mid-January to June the Mara Pirini Healing Place was used 298 times including 30 visits by children.
- **WA Country Health Service** (WACHS) staff examined the patients and had discussions with families regarding child health checks and immunisation and where to access services. They had conversations on the importance of good ear health and used the video otoscope to examine patients. The team were able to engage and build rapport with families. They stated that the Hub provided a great opportunity to create awareness, engage the community, and assist community members with concerns.
- The Hub allowed the **Goldfields Youth Justice Services** (GYJS) to ensure that highly mobile clients did not fall through the gaps as locating these clients is vital for service providers.
- The **SRS policing response** was developed and supported by WAPOL, through the mobile facility and Incident Management Team, with support from the City of Kalgoorlie-Bolder through the Purple Patrol.
 - WAPOL had two main strategies: a mobile policing facility; and the establishment of an Incident Management Team. The mobile policing facility was a multifunctional police vehicle, branded with Aboriginal artwork, which patrolled the CKB and was utilised for community engagement by providing information on where assistance was available and distributing food (fruit and yoghurt) and water to visitors as needed. Additionally, this police facility was able to deal with disruptions and antisocial behaviour quickly to avert escalation. The Incident Management Team (IMT) was a central coordination point which was available 24/7 to coordinate the support streams: supplying food to visitors, patrols to ensure compliance with the Liquor Control Act, and providing ad hoc support to the Hub.
 - The Purple Police patrol is made up of 4 Aboriginal people (2 men and 2 women) wearing distinctive purple-coloured uniforms and an 'Eyes on the Street' branded vehicle and they provide assistance and support to the Aboriginal and broader community of Kalgoorlie-Bolder. Officers are unarmed and are not members of the

police force. They are often the first line of response when assistance is needed by Aboriginal people.

- WAPOL dispatch data on crime shows a reduction in antisocial crime associated with displacement, alcohol abuse, and poverty for the four-month period of the SRS. Between November 2020 and February 2021, there was a decline of 471 incident reports for nine types of incidents observed when compared to the same period the previous year, with the greatest decrease was in reports of disturbance.
- The Department of Communities Housing Branch data on disruptive behaviours found that complaints about disruptive behaviour had generally spiked during the summer months when greater numbers of visitors were present from the Aboriginal source communities. They also found complaints increased during COVID-19 lockdowns as people were visiting Kalgoorlie for longer periods and more people were at home during the day.
- The **SRS transport initiative** was designed to provide structured transport options for visitors within CKB, and also enabled visitors to return safely to their communities at the end of their visit.
 - Transport for visitors within CKB was delivered using the Meedac buses. Service Providers commented that the Meedac service was very well received by the visitors.
 - Prior to the transport services offered as part of the SRS, there was no mainstream way for visitors to find transport to return to their communities. The initiative was supported by a broad range of stakeholders. Initially the police managed this initiative by hiring a bus and having police officers drive the visitors back home to their source communities. The Shire of Kalgoorlie-Bolder then purchased a bus and supported the initiative. In total, 145 people utilised this service across five trips. Anecdotal feedback confirmed that it enabled residents to return safely and earlier to their communities and make return visits to family, thus preventing many from spending additional nights sleeping rough in Kalgoorlie.
- The **PCYC school holiday program** ran over four weeks in January and provided activities focused on promoting healthy living and social belonging, as well as the provision of healthy meals. The program helped to reduce crime rates and recidivism among young people, diverted young people at times when they were most at risk of antisocial behaviour, raised awareness about access and referral pathways to relevant services, and promoted community engagement, belonging, and social skills. Attendance by Youth Police Officers also allowed for greater trust between young people and the police to be developed. The data collected on

participation often did not include the number of Aboriginal participants and even those that did, did not mention if they were local residents or visitors. However, the stories, photographs and some data does show participation of Aboriginal youth and positive changes in individual behaviour as a result of this program, and Youth Police Officers reported a 15% reduction in youth crime when compared to the same period in the previous year. Furthermore, workshop participants reported that the program helped children from the Aboriginal source communities gain confidence and a greater sense of belonging and value.

Key feedback on the SRS

Several themes emerged from feedback about what worked well in the program and what could be improved:

- Earlier and greater planning is necessary to ensure events are organised and facilitated and staff are educated about referral pathways and services.
- Greater resourcing is necessary to allow for more staffing so Aboriginal visitors can be directed to the services or assistance they need and staff are able to respond to their complex needs.
- Extending the hours of the Hub to operate on weekends and providing after-hours services.
- Developing a directory of services for use by Hub staff.
- Greater engagement with remote communities and the local community in developing service and support initiatives.
- Increasing the amount of communication between the Aboriginal Elders from the source communities and service providers to establish expectations and determine what is needed and how the strategy can be improved. This includes bringing the Ngaanyatjarra Council (Aboriginal Corporation) to the table along with representatives from other shires.
- Drafting a memorandum of understanding for partner agencies and organisations and a way for new members to express interest in participating.
- Ongoing community impact assessments including recording stories of impact and usage statistics as the program runs.
- A greater number of activities run with children to increase youth engagement.
- More barbeques and community events to help visitors feel community belonging and integrate into Kalgoorlie-Boulder life. This could be facilitated with an events calendar.
- Greater promotion of the Hub and events through social media.

- Implementing similar programs in remote communities, for example the youth summer holiday program could also be implemented in the Aboriginal source communities, Hubs could be established with local residents trained, and paid, to run them.

Recommendations

- The SRS should continue into the future. The next iteration of planning for this strategy should cover a multi-year time period. Allowing a decent timeframe (3-5 years) would enable the strategy to mature, with the potential to move from a reactive, harm reduction focused strategy to a more integrated response that addresses a range of needs and continues to build more harmonious and positive experience for visitors and the broader CKB community.
- Further research is needed to determine whether the Hub should be operational throughout the year (even when visitors from the Lands are not in CKB), to assist resident Aboriginal and non-Aboriginal community members. Additionally, evidence needs to be collection around examining the best location for the Hub, and reasons for this.
- The SRS should be expanded to have communication strategies in place within the Aboriginal communities of origin to better prepare visitors to CKB for their visit. This will help encourage visitors to pre-arrange suitable accommodation and transport, so they do not find themselves in precarious situations or vulnerable during their stay in CKB, and also to communicate expectations and information about staying safe in CKB. These communication strategies should be planned in partnership with Aboriginal Elders and service providers working in community.
- Continued tracking of the impact of COVID-19 is needed in order to explore risk mitigation strategies, and the SRS has the potential to play a critical role in keeping communities in CKB and in the hinterlands safe. More localised responses may be needed in the 2021/22 summer period. Additionally, innovative strategies to encourage greater vaccine take up need to be explored alongside travel initiatives to and from communities. The connections that visitors make with service providers while visiting CKB has the potential for significant positive health impacts on the Aboriginal communities through increasing the number of conversations about the vaccine, and increasing confidence in the vaccine, for both visitors and remote communities through word of mouth.
- More research is needed around circular transport within the regions.
- Different ways to engage the broader Kalgoorlie community should be explored, including residents, other agencies and the business community in celebrating successes and positive impact stories that this evaluation has only just begun to explore. The strategy's stories of impact are heartening and communicate in positive and relatable ways the complexity of the lives of

visitors, and what visits to CKB mean for them and their families. This may lead to greater understanding, potential buy-in and increased investment in the strategy and also inform people about what is happening.

- More research is needed to determine the circumstances of the visitors and what the best service response should be. By extension further research is needed to determine the impact of the intervention. Ethics approval should be sought in order to enable the participants to speak in their own voice and share their own experiences and recommendations for future implementation.
- The SRS now has momentum and demonstrated impact to continue to support the visitors and residents of the City of Kalgoorlie-Boulder and should build on this success.

1. INTRODUCTION

1.1 Background – The Summer Response Strategy

The Summer Response Strategy (SRS) was a collaborative initiative between non-government organisations and government agencies to deliver services and support to improve the wellbeing and safety of Aboriginal visitors, and broader community members, in the City of Kalgoorlie-Bolder (CKB). As well as supporting Aboriginal visitors in their stay in CKB, the SRS helped them return home safely at the end of their visit. The initiative was also designed to address a number of challenges faced by the influx of Aboriginal visitors to the CKB.

In response to the COVID-19 pandemic, and the government's subsequent lockdown mandate, helping Aboriginal visitors return safely to their homes became a matter of priority for government and non-government agencies in CKB. The urgency and need for a collaborative approach to address this crisis led to the development of the SRS to deliver a multi-faceted approach to not just help visitors return to their communities, but to support them during their subsequent visits to the CKB.

The SRS trial ran from June 2020 to March 2021 across three phases: the assessment phase (June-July); the preparation phase (July-October); and the implementation phase (November-March). Although the SRS was designed and implemented during this time, the intention is for the strategy to continue to be delivered in the future. The SRS consisted of several interventions, including: the SRS Hub¹ or Shop Front; referral to various services; a transport strategy; a mobile police unit and community police service (Purple Patrol); and a program of events, such as youth holiday activities and barbeques.

The SRS was conceived by the Goldfields-Esperance District Core District Leadership Group (Core DLG) and overseen by the SRS Working Group, made up of the following members:

- BHP – the funder
- HOPE Community Services – auspiced funding organisation and Chair of Heads of Agency meetings
- Goldfields Indigenous Housing Organisation (GIHO) – Shop Front service provider
- Department of Communities – Chair of Steering Group
- City of Kalgoorlie Boulder
- WA Police (WAPOL)
- Department of Justice (Youth)

¹ These terms were used interchangeably during the implementation phase. For clarity, the term 'Hub' is used throughout the report.

- WA Primary Health Alliance
- Centrecare
- Aboriginal Family Legal Services
- Australian Red Cross
- Midwest Aboriginal Employment and Economic Development (MEEDAC)
- National Aboriginal Australians Agency (NIAA)

1.2 Program context

People identifying as Aboriginal and Torres Strait Islander represent 7.3% of the resident population of CKB (2,185 people)², but this number increases significantly during the summer months. Historically, Kalgoorlie has been a meeting place for different Aboriginal communities, namely people from the Ngaanyatjarra Lands and Tjuntjuntjara (see Figure 1). It has maintained this cultural standing and is a place where individuals meet during the summer months to conduct cultural business, socialise with family and friends, shop, and attend medical and other appointments. During these months, temperatures are very high in the surrounding Aboriginal communities and Kalgoorlie offers relief from the heat and is the main social and holiday destination.

This influx of visitors, whilst bringing social vibrancy to CKB and playing an important social and cultural role, also brings certain challenges that affect the health and safety of visitors and residents alike. Some of the visitors stay with family and friends, in some cases in overcrowded conditions. Others set up camp in sites within CKB or on the outskirts. However, low availability of accommodation in CKB has also led to people sleeping rough within the city. Additionally, some visitors have a lack of experience living in larger towns and there have been instances of deaths as a result of walking in front of moving cars and sitting or lying on roads. In 2019 there were 3 fatal accidents of this nature.

This is compounded by risky behaviour as a result of over-consumption of alcohol by some of the visitors resulting in injuries, antisocial behaviour and increased crime rates. The Department of Health³ outlines that drinking alcohol at risky levels by some Aboriginal and Torres Strait Islander people is a matter of serious concern often precipitated by factors, such as:

- trauma that extends across generations
- family separation
- insecure housing
- negative experiences early in life
- racism
- difficulty finding work

² ABS (2021):

https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/LGA54280

³ Department of Health (2021): <https://www.health.gov.au/health-topics/alcohol/alcohol-throughout-life/alcohol-and-aboriginal-and-torres-strait-islander-peoples>

- stress.

Visitors to Kalgoorlie may also be using alcohol to have fun, socialise and as part of taking a break from regular life in their communities. However, misuse of alcohol may be a result of their lack of experience in drinking. Many of the Aboriginal visitors coming to CKB come from 'dry' communities' where the sale (and consumption) of alcohol is banned. Additionally, in some of these communities the Cashless Debit Card program does not operate.

The Cashless Debit Card program is a Commonwealth Department of Social Services initiative set up to 'ensure that welfare payment are spent in responsible and meaningful ways, and reduce high levels of social harm'⁴. In this program 80% of an individual's welfare payments are controlled: the Cashless Debit Card cannot be used to buy alcohol or gambling products, nor to withdraw cash. Within the Goldfields region the Cashless Debit Card operates in the LGAs of Kalgoorlie-Boulder, Laverton, Leonora, Coolgardie and the state suburbs of Menzies, Kookynie and Ularring, in the Shire of Menzies.

This scheme is not in place for Aboriginal visitors from communities outside of these areas, however, and they therefore have all of their welfare payments to spend at will upon their visit to CKB. This then leads to some visitors purchasing, and subsequently over-consuming, alcohol which can result in serious health risks and antisocial behaviour. Additionally, Commonwealth government increases to JobSeeker payments as a result of the COVID-19 pandemic meant that there was more spending money available to visitors when they were able to visit CKB leading to the over-consumption of alcohol and antisocial behaviour⁵.

This has been occurring against a backdrop of social tension between the various community groups in CKB that has a long history dating to the early days of the establishment of the city. One of the most recent examples occurred in 2016, where frustration and anger about widespread racism precipitated by the death of a teenager, culminated in riots. The riots turned violent and several police officers were injured and several arrests were made. For the citizens involved in the riots, it was about fighting the "ongoing endemic racism" towards Aboriginal people⁶.

The SRS Working Group was established to facilitate active communication and collaboration between the various organisations to achieve the broad objectives of helping vulnerable Aboriginal visitors as well as decreasing anti-social behaviour. This is seen as essential for maintaining harmony within the community.

⁴ Department of Social Services (2021): <https://www.dss.gov.au/families-and-children/programmes-services/welfare-conditional/cashless-debit-card-overview>

⁵ Interview feedback

⁶ ABC News (August 30, 2016), *Kalgoorlie protest: Arrests made, officers injured in violent riot over teen's death*, <https://www.abc.net.au/news/2016-08-30/protesters-arrested-in-kalgoorlie-riot-after-teens-death/7797804>



Figure 1: Kalgoorlie and Aboriginal communities of the Goldfields, Western Australia

Source: Department of Planning, Lands and Heritage (2019) extract of map

1.3 Evaluation context

The Centre for Social Impact (CSI) was commissioned to carry out a retrospective review of the SRS once the intervention had finished. During the design and implementation phases of the strategy there were no formal methods put in place to track and evaluate the various interventions. As a result, this evaluation is based on feedback and data collected from the various service providers and agencies working on the design and implementation of the SRS. Some agencies recorded data on the number of users of their supports, but for others the counts are more informal and based on estimates. Due to resource constraints (both time and budget), the evaluation team carried out a rapid research and data review with support from staff from the Department of Communities and HOPE community services.

1.4 Purpose of the evaluation

The purpose of the evaluation is to understand how the SRS was delivered across the various agencies and to analyse the impacts of the initiatives, as conceptualised in the Program Logic. It is intended that the evaluation findings will help refine the intervention for future delivery and will provide supporting evidence to apply for continuing funding.

This report seeks to answer the following evaluation questions:

- 1) What activities, services and supports were offered?
- 2) How were these delivered?
- 3) What was the impact of the project on the Aboriginal participants?
- 4) What was the impact of the project on the broader community of Kalgoorlie-Bolder?
- 5) Which parts of the strategy were effective?
- 6) Which parts of the strategy need to be adapted?
- 7) How can the SRS be improved for future implementation?

1.5 Program Logic

The Program Logic is a thinking, planning and implementation tool that describes and diagrammatically represents how a program intends to impact change in a given area. Appendix 1 presents the SRS Program Logic developed by the District Leadership Group. In this Program Logic there are 5 main inputs:

- A community hub/shop front for engagement with community members;
- WA Police mobile facility and community engagement;
- Weekly barbeque and provision of food;
- Structured youth holiday activities and community member engagement activities;
- Structured transports options within Kalgoorlie-Bolder;
- Safe and reliable transport back to the Aboriginal communities of origin.

Some additional interventions were delivered that are not included in the Program Logic (such as the Purple Police), and are covered in this review. The inputs have associated outputs (activities) which are designed to lead to short, medium and long-term outcomes.

1.5 Methodology

The evaluation employed a mixed method approach to answer evaluation questions, utilising both qualitative and quantitative data sources. Table 1 presents the main data sources informing the evaluation. Appendix 2 lists the various stakeholders who participated in the primary data collection.

Table 1: Data sources

DATA SOURCES	DESCRIPTION
Interviews	<p>Seven semi-structured interviews were conducted with key stakeholders from the SRS Working Group via Zoom. These interviews provided insights into the development and delivery of the various programs within the strategy.</p> <p>Three unstructured face-to-face interviews were conducted with stakeholders in Kalgoorlie. These interviews offered the opportunity to explore service delivery in the Hub and to learn about the activities of the Purple Patrol and the experiences of delivering the transport services.</p>
Questionnaires	<p>A questionnaire was distributed to the key service delivery stakeholders. Five questionnaires were completed. These questionnaire responses were analysed for common themes, perceptions of successful strategies, participant responses, stories of impact, and key lessons for the future.</p>
Written feedback	<p>Written feedback was received via email and forms part of the evaluation evidence base.</p>
Workshop	<p>A face-to-face workshop was held in Kalgoorlie with key stakeholders. Participants were asked to define the SRS and the overall vision for the strategy, to assess what is working and what is needed to improve future iterations of the SRS. Responses from the workshop are integrated into the evaluation of the various programs.</p>
Impact stories	<p>Impact stories were captured by the Aboriginal service delivery providers to illustrate how some of the interventions have helped the recipients. They are second person descriptive accounts of what assistance was provided and how this was received. The accounts are informed by cultural sensitivity and respect for</p>

	the recipients of the programs. The evaluators worked with the Aboriginal service delivery providers to interpret the impact stories and document the findings.
Summary statistics of administrative data	<p>Guided by the Program Logic, statistical evidence was sought to determine the usage of the various interventions and the impact of the SRS. The following data was analysed:</p> <ul style="list-style-type: none"> • Attendance figures at SRS Hub: GIHO • Changes in crime rates: Computer Aided Dispatch (CAD) crime data - WAPOL • Disruptive behaviours in State Housing: Department of Communities – Housing Branch • Number of people using transport to return to communities of origin: GIHO • Participation rates in the summer school holiday program: PCYC
Secondary data sources	The evaluation also looked at secondary data sources, such as ABS statistics, reports, media articles and social media (Facebook) feedback and comments on the SRS.

1.6 Report structure

The report first examines what activities, services and supports were offered and how these were delivered. Each intervention is looked at in turn and the impact of these on the Aboriginal participants and broader CKB community are examined. The report then examines the feedback on the overall strategy to determine what was effective, what needed to be adapted and how the intervention might be improved in the future. Concluding thoughts are then presented. The report draws on quantitative and qualitative evidence. This is presented in Appendices at the end of the report.

2. THE SRS SUMMER SUPPORT HUB

2.1 The purpose of the Hub

The Summer Support Hub was a place for Aboriginal visitors and community members to engage in activities for social/recreational purposes over refreshments in a culturally safe and supportive environment. The Hub also acted as a linking agency that connected visitors to resources available within the community.



Source: ABC News 13.2.2021

The Hub was run by the Goldfields Indigenous Housing Organisation (GIHO), a not-for-profit Aboriginal organisation with staff (minimum 2 present at all times) who could speak many languages, had family ties in the visitors' communities and knew their family and kinship networks. This enabled them to be connected with the visitors in a culturally appropriate and approachable way. The Hub was a space for the community to meet and mingle: *"People from Johnston Street and the Lands came together at the Hub – it became a meeting place for locals and residents."* It was viewed as a comfortable and culturally safe place for Aboriginal visitors to go meet family and friends, where trusting relationships could develop. As stated by one of the staff members: *"The Hub provides visitors with a sense of dignity and basic human rights. It is an acknowledgement that they have a right to be there".*

The Hub was developed to provide a space for conversations to happen, and for staff to give information on COVID-19 and advice on available services. Staff provided 'warm referrals' to services, but were keen not to be a place where visitors' needs were formally assessed *"no clipboards here"*. Instead, they listened to the visitors and provided a space for conversations to happen based around the following questions:

"How are you?"

"What do you need?"

"How can we help you?"

For the duration of the trial period, the Hub premises were provided by the CKB in the city centre at St. Barbara Square. Upon completion of the trial period, the Hub was relocated to Maku Centre, which is in between Kalgoorlie and Boulder.



Source: ABC News 13.2.2021

The Hub was open for 2 hours in the morning from 9:00 to 11:00 am Monday to Fridays. From the end of November to the end of February, the Hub received 2,347 visitors, fluctuating between 15 and 88 visitors per day, with a peak of 88 visitors on the 14th of December (Figure 2).

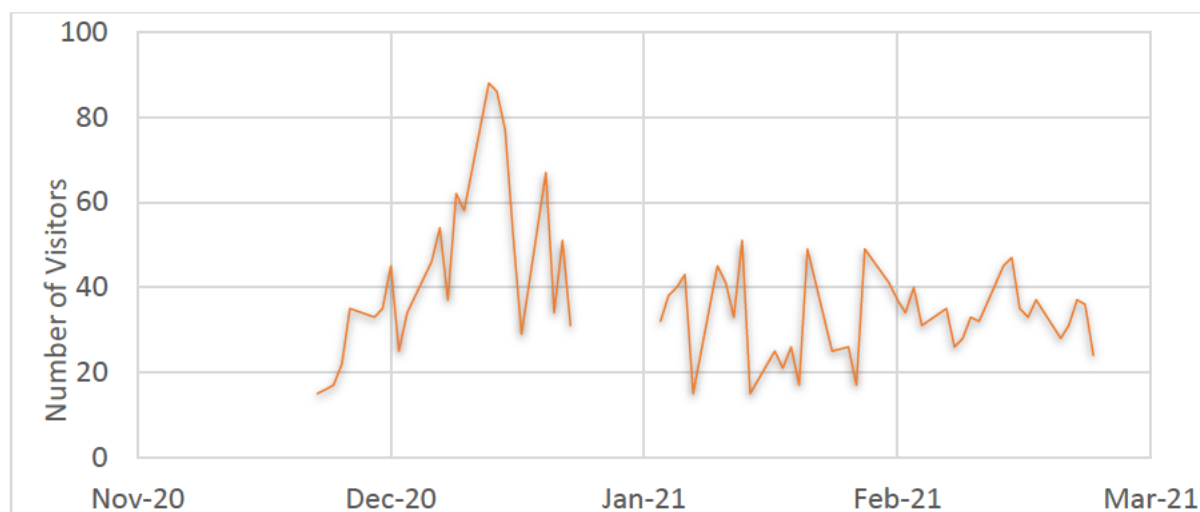


Figure 2: Visitors to the SRS Hub during the trial period

Source: GIHO records

The Hub provided refreshments: tea, coffee and milo, as well as porridge and muesli and noodles. It did not provide more substantial meals since it did not want to compete with the businesses in the vicinity⁷.

2.2 A space for connection and support

The Hub was a place that provided a broad range of support, tailored to need and delivered with respect. The following stories of impact were shared in the workshop, and illustrate the varied input and impact that the SRS had:

- Through relationship building multiple needs can be addressed: *“An intoxicated woman was supported at the Hub through provision of food. She then returned three more times and became more comfortable. She revealed she was a job seeker and needed to attend a jobactive appointment and didn’t want to go. Hub staff accompanied her to the appointment, where they learned that the provider had a ‘no shoes policy’ (meaning that barefoot clients would not be served), and she didn’t have shoes. The Hub found her some things so she could attend the appointment and meet appointment obligations. Her payment would have been cut off if she had failed to attend.”*
- The Hub provided a safe space for children to engage as well: *“Kids who had traditionally felt disconnected became more connected at the Hub – they had purpose – they swept floors and*

⁷ Interview feedback

‘made coffee for the oldies’. The Hub became a safe space and helped to manage and mediate behaviour (peer behaviour management if someone was getting out of hand).”

- A variety of needs were addressed: *“By providing coffee, food, and a place to charge wheelchairs at the Hub, we identified a need for access to regular medication, which we then picked up from the pharmacy for our client. Resulting in improved health outcomes and management of a condition with medication.”*
- Hub staff assisted people with their specific needs: *“Mums and grandmothers came in worried about their sons, Hub staff helped finding family.”* Others were given digital support to use their phones and access MyGov. *“Hub staff assisted people navigating services to assist with their direct needs – including referral pathways and finding appointments at suitable times.”*



GIHO staff and Purple Police officers work together to support and connect the community. Photo: M. Atkins

- The Hub created a natural space for providers to be able to engage – not just about functional remittances, but about other needs as well. For example: *“One man travelled from Boulder to Kalgoorlie every day to share a cuppa, he was in a wheelchair that needed repairs. The Hub connected him to a local business that was able to do this.”*
- People’s disability support and health needs could be explored and addressed: *“The Hub was a great discussion point for people’s health needs to discover interventions, linking them with appropriate services (for example to Bega Garnbirringu and the NDIS service), linking them at the right time, right place, in a culturally appropriate manner.”*
- Culturally sensitive and responsive support was given: *“The mother of a man who passed away came in constantly, she couldn’t get in contact with her community to find out about the death as her phone was out of credit. The Hub made the call so she could connect with her community who were then able to come to CKB to support her in the grieving process. The Hub became a safe place for grieving and the staff provided emotional support and helped gather support from other family members who came to the Hub. This helped her through her grief. She was consulted on her needs and was subsequently provided a space at Bega where the mourners could make wreathes and mourn together.”*

- Respectful engagement could have a deep impact on safety and wellbeing: *“I was travelling from the Hub along Lionel Street and noticed an elder lady struggling to walk and she seemed lost. I pulled over and offered her some kapi (water) and asked her if she wanted a lift, I helped her into the car and asked her where she wanted to go. She was travelling to her sisters’ house, but she couldn’t remember which house it was on Boomerang Crescent, we drive up and down a few times and eventually a young lady stood out the front, which helped us find the house. I helped her out of the car to go inside the house. Another lady came outside and asked if I could give her and her daughter a lift as their original ride was taking too long and they only had 30 minutes left to visit her son in prison. As we were driving to the prison the lady said that it was her birthday, I realised how special the day was to her and how important it was to make this visit with her son.”*⁸
- The Hub acted as a focal place to help Aboriginal people in need: *“A lady who was intoxicated the night before was provided with clothes so she could be dignified and safe, also given cups of tea, noodles and a space for a chat.”*
- The Hub was valued by the visitors: *“Antisocial behaviour was not an issue at the Hub as it was only open in the mornings. People were very respectful, and the environment was very friendly and welcoming. Swearing was not acceptable and the Hub was a nice environment for Land’s people.”*
- The Hub’s influence extended widely through its behaviour management strategy: *“Community members were encouraged to be self-managed and take initiative to control behaviour. Once the relationship was developed with community members, the program was a ‘big hit’.”*
- The Hub provided visitors with a sense of dignity and basic human rights: *“For once visitors were provided with a safe and welcoming space that was culturally appropriate. Before visitors were relegated to the fringes.”*

Further impact stories are presented in Appendix 3.

2.3 A place to get information and link to services

Over the duration of the SRS there was a rotating roster of organisations present in the Hub:

- Monday – Men’s Mental Health
- Tuesday – Youth Justice, Department for Child Protection or Education services
- Wednesday – Women and Children’s Health
- Thursday – Financial Counselling with Centre Care

⁸ This impact story was shared by GIHO

- Friday - National Indigenous Australians Agency, Youth Justice, Department for Child Protection or Education services

2.3.1 Mara Pirini Healing Place⁹



Mara Pirini is a support hub for all people facing family and domestic violence in Kalgoorlie. It is operated by Hope Community Services alongside Ngunytju Tjitji Pirni Corporation, One Tree Community Services, Wanslea Family Services, Aboriginal Legal Service WA and the Goldfields Indigenous Housing Organisation. Services include alcohol and other drug counselling, mental health support, housing, legal and financial support, family and domestic violence education and awareness activities, parenting support services including counselling and a crèche, and community activities including education workshops and yarning circles.



From mid-January 2021, a shower, clothing, and laundry facility opened there, initially on Tuesdays and Thursdays, however due to demand, the service was extended to all weekdays. These facilities were made available to women and children who had presented in the SRS Hub having travelled from the Ngaanyatjarra Lands and Tjuntjuntjarra. Due to the prevalence of food insecurity within the demographics that used the service, the FDV Hub also ensured that basic foods were available, such as bread, noodles, and fruit. The individuals presenting at the FDV Hub were given the opportunity to have key conversations around violence and safety planning. From mid-January until June the Mara Pirini Healing Place was used 298 times. This included 30 visits by children under the age of eighteen.

Mara Pirini reported that individuals accessed the services frequently, sometimes daily, and provided positive verbal feedback. Individuals who visited from communities such as Wanarn and Warakurna gave feedback that they heard positive things about the service in their communities 1,100-1,300 km away. Mara Pirini staff stated:

“Previously, there was nowhere else for women and children to access shower services. Having the shower and laundry service located at the (FDV) Hub has increased opportunities to provide wraparound support for demographics that are usually difficult for services to reach. Some individuals were linked to other services, such as health services, after presenting with infections and injuries... The service is restorative in terms of dignity and wellbeing.”

⁹ Feedback from the questionnaires

They commented on the importance of peer support workers since this improved the experience of the individual's accessing the service. In particular, *"having a point of contact that could speak Language aided in breaking down cultural barriers."*

The following stories of impact were shared:

- A woman who had been accessing the shower and laundry services presented at the FDV Hub and stated that the group she had been in had started fighting. She asked for Hub staff to call the Meedac bus service so that she could relocate as she did not want to get involved with the fighting.
- A woman presented to the FDV Hub for shower and laundry services. She had been the victim of an FDV assault but wasn't ready for case management. Staff were able to link her to a health service as her wounds were infected.
- A grandmother and two grandchildren presented at the FDV Hub to use the shower and laundry, and to get breakfast before the children went to school.

2.3.2 WA Country Health Service

The WACHS provides accessible health services to the regional population through a network of public hospitals, health services and nursing posts across rural and remote Western Australia. WACHS staff examined the patients and had discussions with families regarding child health checks and immunisation and where to access services, such as Population Health and Bega Garnbarringu. They had colouring activities with health messages for the children, and used their time at the Hub to engage and build rapport with families.

WACHS staff had discussions on the importance of good ear health and used the video otoscope to examine patients. The Ear Health team attended Tuesday mornings for a total of nine visits, their target group being families with children. In total, ten families received ear health checks and six families were followed up to attend ear health appointments and immunisations. Feedback from the workshop stated: *"The provision of ear health checks/screening allowed identification of those missing immunisations who were then referred to local AMS/GP/MMS provider to receive immunisation. This decreased ear health related diseases (e.g. early detection of otitis media) and increased the immunisation rate, preventing illness."*

The team were able to engage and build rapport with families. They stated that the Hub provided a great opportunity to create awareness, engage the community, and assist community members with concerns. In some cases, broader public health questions were asked, such as *"how do I quit smoking?"* In their questionnaire, they stated that the program was well received by the families and the Ear Health team built great rapport with the families over several visits. Many families came back on a regular basis which gave the team time to build trust and identify supports required and assist them to put these supports in place:

“The Summer Hub was a fantastic initiative. Very well received by the target group and very well supported by government and non-government partnerships. The target group were very comfortable accessing the service and St Barbara Sq. was an ideal space being close to services and a relaxing space to engage. Many families came back on a regular basis which gave time to build trust and identify supports required and assist putting them in place.”¹⁰

2.3.3 Goldfields Youth Justice Services (GYJS)

GYJS provide case management for young clients (aged 10-18) who have committed offences and been referred to them by the police or courts under the Young Offender’s Act. They work with families and communities around the young offender to offer support aimed at preventing or reducing recidivism and address outstanding needs that contribute to offending behaviour. Initially, GYJS provided support on a rotational basis to staff the Hub, but stepped back from this role when it became evident their services were not required with high frequency by the visitors to the Hub. However, GYJS continued to utilise the SRS Hub as a support service/information source for their clients and families visiting from communities.

The Hub allowed GYJS to ensure that highly mobile clients did not fall through the gaps as locating these clients is vital for service providers. GYJS staff provided the following feedback:

“I have worked with people from the remote communities of our Central Desert for nearly 20 years. What strikes me in every community is the importance of the Community Office. Residents of these communities rely on “the Office” for a wide range of supports/services – sending money orders; reporting on Parole; engaging with Centrelink; completing Tax returns; sending/receiving Mail; finding out about upcoming Court appearances; paying bills; sending condolence faxes; getting in touch with relatives incarcerated or obtaining identification. To me the SRS Shop Front represents “the Office” for those visiting Kalgoorlie-Boulder, who do not have the skills; knowledge or confidence to engage with mainstream support services. I see that many of these people, who are high functioning and contributing members of their home communities – become almost invisible in Kalgoorlie-Boulder. Such helplessness results in a cycle of homelessness; health problems; substance misuse and antisocial behaviour. “The Office” – or SRS Shop front, acts a bridge that connects people to the right services and addresses barriers to their engagement in such services.”

¹⁰ Questionnaire feedback

The following stories of impact¹¹ were shared:

- After being unable to locate the parents of a young person remanded in custody for their support in a bail application, they were provided the manifest list of people travelling on an SRS bus back to Warburton. They saw the client's parents were on the bus travelling home to Warburton after sleeping rough in Kalgoorlie-Bolder. This allowed them to locate and engage with the parents through the community office in Warburton, and consequently for them to support their son in a bail application and to return home to country.
- They were unable to locate one of their young non-Aboriginal clients who has a psychiatric and intellectual disability and does not engage with mainstream services. At the time he was homeless and non-compliant with the conditions of his Court Order, but through his attendance at the SRS shop front, they were able to locate and engage him in his Order. This avoided him returning to Court for breach action and avoiding him spending any time in Detention.
- They were working with a young person who had travelled with family to Kalgoorlie and become entrenched in alcohol misuse and associated antisocial behaviour. His family had left him in the care of extended family members, where he had worn out his welcome. By the time this young person decided that he needed to return to his home community, he did not have access to transport to return home. He was able to utilise the SRS bus trip home to Warburton, where he was again linked to positive family, culture and support services away from alcohol use. Had he remained in Kalgoorlie, GYJS was confident that he would have re-offended and spent further time in Detention.
- On a day GYJS was attending the SRS shop front, a young person from the Lands attended with his mother and the Police had been talking to him about a caution for stealing bikes at the skate park. The young person indicated that he was bored in Kalgoorlie and he wanted a bike of his own to play at the skate park. The SRS were able to seek a donated bike from the Salvation Army to give to this young person, with GYJS and Police supporting him to engage with the bike repair shop to fix its tyres. This young person took great pride in his new bike, attending the skate park regularly before returning home on an SRS bus with his parents.
- GYJS noticed a young man attending the SRS shop front for a milo who had matters on the Kalgoorlie Court that day. He had failed to appear in Court and an Arrest Warrant was issued for his arrest. He knew he had a court appearance coming up; but he didn't know what the date or day of the week was. GYJS were able to remind him of his court appearance and encourage him go to Court, where the Arrest Warrant was cancelled, and his matters dealt with. Had he not

¹¹ Questionnaire evidence

attended court, he would certainly been arrested at some point in the future, which would have meant spending time in Police custody.

2.3.4 Australian Red Cross

While the local Red Cross staff were not present at the Hub, they referred clients to the Hub as appropriate by distributing flyers to incoming residents at the Kalgoorlie Aboriginal Short Stay Accommodation (KASSA).

3. POLICING RESPONSES

3.1 About the approach

A core element of the SRS was having a policing response that could increase the safety and wellbeing of the visitors on the one hand, and address risky behaviour and crime, on the other. The response was developed and supported by WAPOL, through the mobile facility and Incident Management Team, with support from the CKB through the Purple Patrol.

3.2 WA Police responses

WAPOL was a key player in the design of the SRS, actively supporting the aim of keeping Aboriginal visitors safe during their visit, and reducing the rates of high-risk behaviours during this time. WAPOL contributed to this aim via two main strategies: a mobile policing facility; and the establishment of an Incident Management Team.

The mobile policing facility was a multifunctional police vehicle, branded with Aboriginal artwork, which patrolled the CKB. The mobile police unit was visible and approachable focusing on connection and safety: *“The car ‘550’ is the community relations car and everyone knows this car and know they can talk to the Community Relations officer”*¹². The vehicle was utilised for community engagement by providing information on where assistance was available and distributing food (fruit and yoghurt) and water to visitors as needed. If people had overindulged in alcohol, the facility provided assistance (dispensing food and water and/or taking them to a sobering up shelter). Additionally, this police facility was able to deal with disruptions and antisocial behaviour quickly in order to avert escalation.

The Police also established an Incident Management Team (IMT) as a central coordination point which was available 24/7 during the SRS program. The IMT worked to coordinate the support streams. This included supplying food to visitors, the community barbeques (on three occasions), patrols to ensure compliance with the Liquor Control Act from 7:00 am until 11:00 pm, and support to the SRS Hub on an ad hoc basis.

As part of the community engagement WAPOL also held three community barbeques. This was seen as an opportunity for the police to engage with visitors, build relationships and provide them with information, resources, and referrals. The barbeques had the added benefit of providing nourishment to some of the visitors thereby decreasing the impacts of alcohol consumption. This strategy was seen as an effective way to engage with people who might not otherwise engage with service providers. WAPOL supported the community in other ways as well, as stated in the workshop feedback: *“Police were given permission to buy food, toilet paper, damper. When there is a funeral everyone comes to*

¹² Workshop feedback

say sorry but often people don't have time to provide food for visitors. We provided this, this eases tensions, and we are supporting families.”¹³

Questionnaire feedback from WAPOL states that the IMT was vital for central policing coordination. The engagement strategies and food supply were beneficial to the visitors and received good feedback. Workshop feedback stated: *“If people are intoxicated or violent or aggressive there is nowhere for them to go except lock-up, and we (police) do not want that. We take away the alcohol and give them food to prevent this (the effects of alcohol and therefore risks of ending up in lock-up)”*. Patrols for compliance with the Liquor Control Act had a significant impact on anti-social behaviour and decreased violent offences. Interview feedback reported that the police presence played a key role in easing concerns of businesses in the surrounding areas. Their visibility made central businesses feel safer and supported.

The strategy was effective in developing trusting relationships and connections within the community. In some instances these connections were carried through to the Aboriginal communities of origin. In the workshop one member of the mobile policing facility recounted how when he was visiting a remote area children ran up to him and greeted him since they remembered him from their visit to CKB.

Feedback from WAPOL stated that the SRS was *“an excellent example of trying something innovative during which there was no fear of failing and no paralysis by analysis, a pragmatic multi-faceted approach to an enduring concern”*.

In the workshop one police officer stated:

“Policing is (generally) adversarial, so we are involved when something bad happens. In this strategy we will tip out the alcohol, but also give food. This has been awesome because this is not a typical policing response. This is us getting ahead of the game and aligns with what we are trying to achieve. And to have the other services with us is great.”

There was an acknowledgement that some of the policing strategies (such as emptying opened and unopened bottles of liquor belonging to people on the street) were not well received by some of the visitors: *“The patrols ensuring compliance with the Liquor Control Act did create some angst with those in breach, but that is usual response.”*

However, this strategy was welcomed by some members of the police force, as stated by an officer: *“Can I just say (for what it's worth) that the Summer Strategy appears to be a roaring success. The reduced amount of violent disorderly behaviour of late has been noticeable. It has also encouraged*

¹³ Workshop feedback

other members of the station to start confiscating alcohol as well, which is having a massive impact on our workload. Can I just say long may it continue!”¹⁴

The positive impact of the SRS is being felt within the force as well, as stated by another officer in the workshop: “Some (in the police force) were sceptical but now see we are preventing crime, there is less violence. Aboriginal people know us better now.”

This approach received positive support from the broader community as well, as shared on Facebook¹⁵: “Thank you for the community policing this little effort is very effective in changing attitude”. Another comment was: “Proactive policing is good policing. Good job.”

Media responses have also been very positive. The Kalgoorlie Miner reported that the SRS had “proved phenomenally effective in reducing the city’s antisocial behaviour issues”. An ABC News article reported that the safe spaces created had helped prevent ‘significant tragedies’ for the visitors by providing support and connecting people with required services and transport.

Homeless safe space making headway stopping any more 'significant tragedies' for Kalgoorlie's visitors

ABC Goldfields / By Madison Snow
Posted Sat 13 Feb 2021 at 10:01am



Source: ABC News

https://www.abc.net.au/news/2021-02-13/kalgoorlie-homeless-safe-space-making-headway-stopping-tragedies/13145544?fbclid=IwAR1Z5vfdt-2-13QfHP_Dl2aEF5vV4Gbr95Aeexkkbsb60w2d5Y4eOQT01lw

3.3 Safe Street ‘Purple Police’ Patrol

The Safe Street ‘Purple Police’ patrol was established by the CKB to replicate a similar initiative set up in Northbridge, the Perth Noongar Patrol. The Purple Police is made up of 4 Aboriginal people (2 men and 2 women) wearing distinctive purple-coloured uniforms and an ‘Eyes on the Street’ branded vehicle and they provide assistance and support to the Aboriginal and broader community of Kalgoorlie-Bolder. Officers are unarmed and are not members of the police force. Initially the Purple Police was established in response to the pandemic, tasked with informing the community about COVID-19 and how best to protect themselves. As the pandemic has progressed they now are educating the community on the importance of getting vaccinated.

¹⁴ Facebook post: [tinyurl.com/c5b9fwu3](https://www.facebook.com/c5b9fwu3)

¹⁵ Ibid.



Purple Policy vehicle is distinctively marked with 'Eyes on the Street' message. Photo: M. Atkins

The Purple Police patrol the streets and are often the first line of response when assistance is needed by Aboriginal people. They have continued to operate in CKB after the pilot phase of the SRS. The officers provided culturally-sensitive and respectful assistance to people in need. They diffuse violent situations and help visitors who find themselves in trouble. They support the WA police force and provide services for the

broader community as well, for example, by collecting syringes which are lying around on the street.

Feedback on the service reveals that it was very well received both by the Aboriginal visitors to CKB and by the SRS service providers who relied on their support. One of the workshop participants stated:

“Street Patrol was great! It was culturally appropriate management of antisocial behaviour with men dealing with aggressive men and women dealing with aggressive women.”

3.4 WA Police Crime Statistics

This section examines the Computer Aided Dispatch (CAD) data looking at the impact of the program on crime rates. Data was collected by WAPOL (predominately generated by members of the public) – the data looks at the attendance of particular tasks compared with the same week of the previous year. The tasks (crimes) examined were those that typically experienced increases during the summer months and are associated with displacement, alcohol abuse, and poverty. The tasks observed were assault, disturbance, noise complaints, offender on premise, public disorder, shoplifter, stealing, suspicious person, and other incidents.

Over the **four-month period** (November 2020 – February 2021), there was a decline of 471 incident reports for all nine types of incidents observed when compared to the same period the previous year, see Table 2. The greatest decrease was in reports of disturbance, which declined by 294, from 1,744 in 2019-2020 to 1,450 in the summer of 2020-2021. Reports of a suspicious person declined by 160, from 493 to 333. Stealing reports decreased by 11, from 87 to 76; assault decreased by 6, from 96 to 90; shoplifter decreased by 5, from 7 to 2; and reports of other incidents decreased by 1, from 147 to 146. noise complaints increased in incidence by 21 reports, from 104 to 125, and public disorder also increased by 1, from 9 to 10 reports. Overall, it appears the SRS program was successful in reducing the incidence of crime associated with displacement, alcohol abuse and poverty.

Table 2: Total CAD Tasking Summer Response November 2020 -February 2021

Cad Tasks	Total 2020-2021 (Nov-Feb)	Total 2019-2020 (Nov-Feb)	Difference	Percentage Change from previous year
Assault	90	96	-6	-6.25%
Disturbance	1450	1744	-294	-16.86%
Noise Complaint	125	104	+21	+20.19%
Offender on Premises	75	91	-16	-17.58%
Public Disorder	10	9	+1	+11.11%
Shoplifter	2	7	-5	-71.42%
Stealing	76	87	-11	-12.64%
Suspicious Person	333	493	-160	-32.45%
Other Incident	146	147	-1	-0.68%
TOTAL	2307	2778	-471	

Source: WAPOL data

The following analysis looks at the CAD data for each month of the implementation of the strategy in comparison to the same period the previous year. In **November 2020**, the first month of the program, there was an overall increase in the crimes examined when compared to the same weeks in the previous year, see Table 3. For the entire month the highest change in reports was in ‘Disturbance’, with 70 additional reports in November 2020 compared to November 2019. ‘Other Incidents’ increased by 37 (from 24 to 61), ‘Assault’ increased by 14 (from 19 to 33), ‘Offender on Premises’ increased by 8 (from 19 to 27), and ‘Noise Complaints’ increased by 3 (from 38 to 41). Other crimes decreased in incidence. The reports of a ‘Suspicious Person’ decreased by 31 (from 123 to 92), ‘Stealing’ decreased by 12 (from 29 or 17), and ‘Shoplifter’ and ‘Public Disorder’ both decreased by one compared to November 2019 (both dropping from 3 to 2).

Table 3: CAD Tasking Summer Responses in November 2020 and 2019

Cad Tasks	November 2020 total	November 2019 total	Difference	Percentage Change from previous year
Assault	33	19	+14	+73.68%
Disturbance	445	375	+70	+18.67%
Noise Complaint	41	38	+3	+7.89%
Offender on Premises	27	19	+8	+42.10%
Public Disorder	2	3	-1	-33.33%
Shoplifter	2	3	-1	-33.33%
Stealing	17	29	-12	-41.38%
Suspicious Person	92	123	-31	-25.20%
Other Incident	61	24	+37	+154.17%

Source: WAPOL data

December 2020 saw a reduction in crime reports, see Table 4. The greatest impact was on 'Disturbance' reports, which decreased by 42 (from 418 to 376). Reports of a 'Suspicious Person' decreased by 28 (from 113 to 85); 'Offender on Premises' decreased by 14 (from 27 to 13); 'Other Incidents' decreased by 9 (from 35 to 26); 'Shoplifter' decreased from 2 to 0; and 'Public Disorder' decreased by 1 (3 to 2). Reports of 'Assault' remained stable between the years, at 24 reports; 'Noise Complaints' increased by 17 (from 21 to 38); and 'Stealing' increased by nine reports (from 15 to 24).

Table 4: CAD Tasking Summer Responses in December 2020 and 2019

Cad Tasks	December 2020 total	December 2019 total	Difference	Percentage Change from previous year
Assault	24	24	0	0%
Disturbance	376	418	-42	-10.05%
Noise Complaint	38	21	+17	+80.95%
Offender on Premises	13	27	-14	-51.85%
Public Disorder	2	3	-1	-33.33%
Shoplifter	0	2	-2	-100%
Stealing	24	15	+9	+60%
Suspicious Person	85	113	-28	-24.78%
Other Incident	26	35	-9	-25.71%

Source: WAPOL data

January 2021 saw even greater declines in reported crimes when compared with the same time the previous year, see Table 5. The largest reduction was in 'Disturbance' reports, reducing by 202 (from 728 to 526). Next, reports of a 'Suspicious Person' reduced by 59 (from 194 to 135). 'Other Incidents' declined by 33 (from 73 to 40) and 'Stealing' reports declined by 7 (from 31 to 24). 'Offender on Premises' also declined by 7 (from 33 to 26), and 'Shoplifter' declined by 2 (from 2 to 0). There were a few crimes which increased during this period: reports of 'Assault' increased by 2 (from 28 to 30); 'Public Disorder' increased by 3 (from 2 to 5); and 'Noise Complaints' increased by 8 (from 29 to 37).

Table 5: CAD Tasking Summer Responses in January 2021 and 2020

Cad Tasks	January 2021 total	January 2020 total	Difference	Percentage Change from previous year
Assault	30	28	+2	+7.14%
Disturbance	526	728	-202	-27.75%
Noise Complaint	37	29	+8	+27.59%
Offender on Premises	26	33	-7	-21.21%
Public Disorder	5	2	+3	+150%
Shoplifter	0	2	-2	-100%
Stealing	24	31	-7	-22.58%
Suspicious Person	135	194	-59	-30.41%
Other Incident	40	73	-33	-45.20%

Source: WAPOL data

By February 2021 there were declines, or no change, in every type of crime reporting, except 'Other Incidents', see Table 6. 'Disturbance' reports decreased by 120 (from 222 to 103). Reports of 'Suspicious Person' decreased by 42 (from 62 to 21), whilst reports of 'Assault' decreased by 22 (from 25 to only 3). 'Noise Complaints' decreased by 7 (from 16 to 9), 'Offender on Premises' decreased by 3 (from 12 to 9) and report of 'Stealing' decreased by 1 (from 12 to 11). 'Public Disorder' and 'Shoplifter' reports remained stable (1 and 0 reported respectively). 'Other Incident' reports increased by 4 (from 15 to 19).

Table 6: CAD Tasking Summer Responses in February 2021 and 2020

Cad Tasks	February 2021 total	February 2020 total	Difference	Percentage Change from previous year
Assault	3	25	-22	-88%
Disturbance	103	223	-120	-53.81%
Noise Complaint	9	16	-7	-43.75%
Offender on Premises	9	12	-3	-25%
Public Disorder	1	1	0	0%
Shoplifter	0	0	0	0%
Stealing	11	12	-1	-8.33%
Suspicious Person	21	63	-42	-66.67%
Other Incident	19	15	+4	+26.67%

Source: WAPOL data

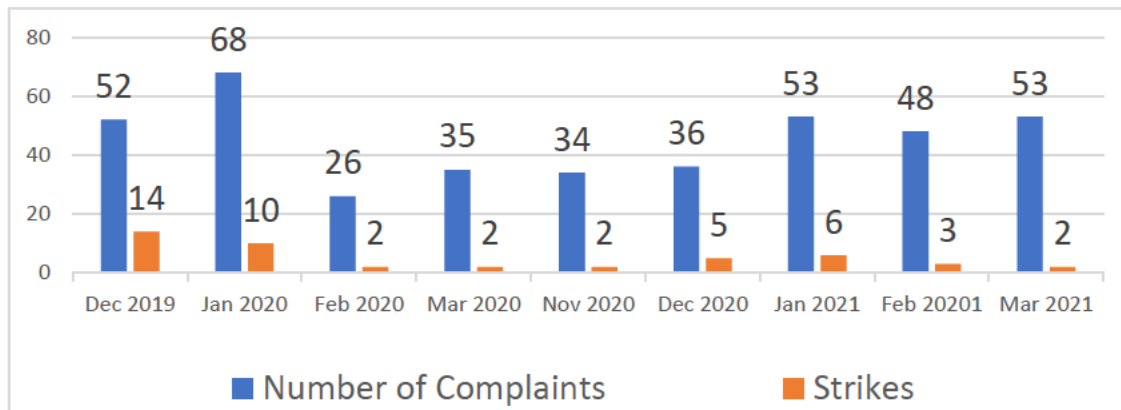
As is evident from the above analysis, as the intervention progressed over the summer months (from November to February), reported crime rates decreased across almost all categories.

3.5 Department of Communities Disruptive Behaviours in Housing Statistics

The Department of Communities collected their own data on disruptive behaviours which painted a slightly different picture to CAD data. They found that complaints about disruptive behaviour had generally spiked during the summer months when greater numbers of Aboriginal visitors were present in CKB. They also found complaints increased during COVID-19 lockdowns as people were visiting Kalgoorlie for longer periods and more people were at home during the day.

Table 7 shows that there were large reductions in complaints when comparing December and January complaints before and after the SRS was in place. However, there were increases in complaints in February and March. It should be noted that a lack of staff meant they faced issues finalising complaints from December 2020 until June 2021, which affects the statistics on strikes issued.

Table 7: Disruptive Behaviour



Source: Department of Communities, Housing Branch, Kalgoorlie

3.6 Community Feedback

Workshop feedback gave anecdotal evidence regarding decreasing crime in the city centre:

“A local bank manager came to the Hub to thank the Hub and sponsored the first aid kit and will be a key supporter. He said their branch was recognised on a state and regional level and they had significantly reduced their security incidents and expenses at the branch and directly attributed these improvements to the work of the SRS.”

4. TRANSPORT SERVICES

4.1 About the Service

The transport initiative was a key component of the SRS. It was designed to provide structured transport options for visitors within CKB, and also enabled visitors to return safely to their communities at the end of their visit.

4.1.1 Transport within CKB

Transport for visitors within CKB was delivered using the Meedac buses. These busses are branded with Aboriginal art that makes the service immediately recognisable. The service runs between Kalgoorlie and Bolder and allows visitors to get on and off at designated stops along the route. This service has enabled visitors (and locals) to get around CKB when they do not have private transport. Meedac transport staff are also trained to identify vulnerable patrons and refer them to suitable service providers. Service Providers commented that the Meedac service was very well received by the visitors.



Meedac bus. Photo: M. Atkins

4.1.2 Transport back to communities

Aboriginal visitors to CKB have no mainstream transport service that they can rely on to reach CKB and return back to their homes. Many visitors travel to CKB using a 'one-way car' and struggle to find transport back home. There are several reasons why Aboriginal visitors can become stranded in CKB¹⁶: they may have missed flights or other pre-arranged transport home; their vehicles might have broken down, been stolen or been impounded by the police; they may have been hospitalised or incarcerated and upon discharge had no way to return home; or they may have chosen to remain in Kalgoorlie with family and then wish to return to their home but have no way to do so.

¹⁶ Interview feedback



Summer Response Transport Initiative
 Source: Facebook Goldfields-Esperance District – WA Police Force
<https://www.facebook.com/wapolge/photos/3706686259408111>

The transport to the communities was an initiative that was supported by a broad range of stakeholders. Initially the police managed this initiative by hiring a bus and having police officers drive the visitors back home to their communities. The Shire of Kalgoorlie-Bolder then lent

financial and organisational support to the initiative. They purchased a bus, relocated the bus shelter and provided funds for food to sustain the travellers on their journeys.

Many organisations worked together to make this strategy work: reminding people about the bus service, collecting people and delivering them to the bus before the journey, preparing a barbeque before the bus departed, having food and water on the bus for the journey. DLG and GIHO staff accompanied visitors on the trip.

The Red Cross assisted in the promotion of transport services and staff utilised Red Cross vehicles to provide a shuttle service to pick up and deliver community clients to the central departure point in Kalgoorlie for travel back to their communities of origin.

GIHO administrative data show that in total, 145 people were given transport back to their communities (plus dogs), these trips were taken across five trips, see Figure 3.

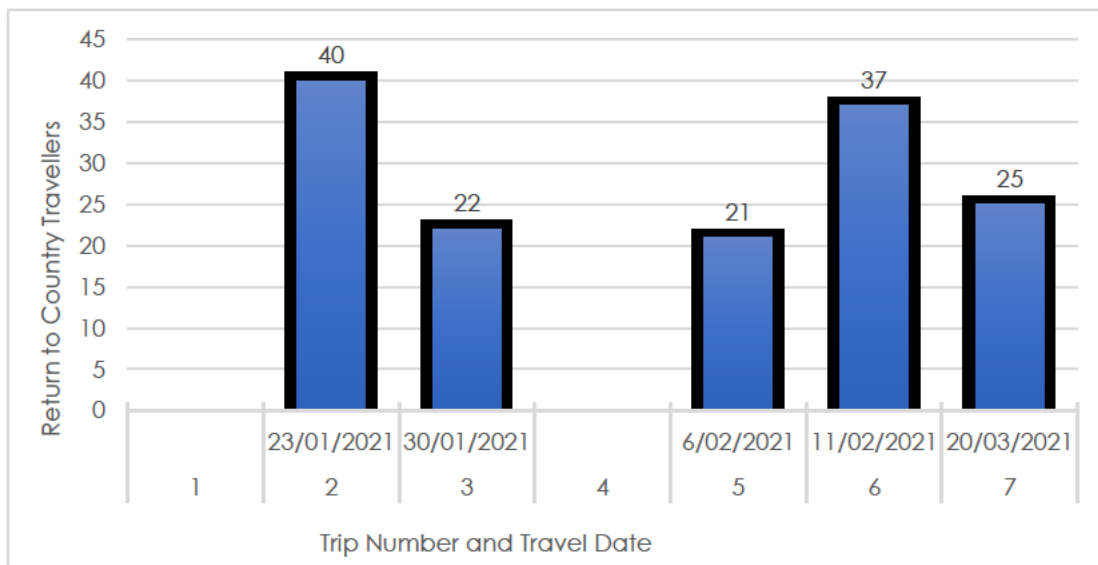


Figure 3: Return to Country

Data Source: GIHO data¹⁷

¹⁷ This data is not complete and may not capture all trips

The following stories of impact were shared in the workshop and questionnaires, and illustrate the varied input and impact that the transport service had:

- Transport to communities provided women and families of DV victims to return to their homes safely. Some women were asking if police would be travelling with them, they saw this as a safe place.
- The Red Cross had anecdotal feedback from KASSA residents that the transport services enabled community residents to return home earlier. This was vital for preventing returning Aboriginal people from spending additional nights sleeping rough in Kalgoorlie.
- The GYJS had one client who was able to utilise the SRS bus trip home where he could reconnect with positive family, culture, and support services, and stop the cycle of abusing alcohol and associated antisocial behaviours happening in CKB. This meant he was prevented from recidivism and therefore, spending more time in detention.
- The following impact story illustrates how a coordinated approach between various organisations can have positive outcomes:

“There was one incident whereby Ms X¹⁸ had fronted up to bus departure site and was visibly distressed. I was known as the Bus Lady from Communities, and I was approached and informed that Ms X could not get on the bus. She wanted to go home, get back ‘on country’ and be safe. After offering a cuppa from the Hub’s kitchen facilities, I was informed by Ms X that she had to report to the Kalgoorlie Police Station every Friday – she felt she was stuck in Kalgoorlie. I asked if she wanted to go home – she kept saying repeatedly, “The Police won’t let me, I have to report.” I spoke with the ADO from WAPOL, who was basically co-ordinating people and other logistics for the early departure back to Warburton. I advised him of Ms X’s dilemma about wanting to return to country on The Ng Lands and wanting to be safe. I spoke of Ms X doing the right thing and putting her name down at the Hub for the next trip back. The task was taken to hand and whilst we waited anxiously, ADO Mr CD made a few calls. At the end of the conversations, Ms X was advised she could make the trip home to Warburton on The Ng Lands, and her reporting site had been changed from the Kalgoorlie PS to the Warburton PS. A great outcome with a personal benefit, from personal attention. A great example of excellent community policing.”¹⁹

¹⁸ Name withheld

¹⁹ Author: staff from the Department of Communities, Kalgoorlie Regional Office.



Coolgardie Police on a Road Trip
Source: Facebook Goldfields-Esperance District – WA Police Force

Community feedback was very positive. One Facebook post received over 150 comments, 1,300 reactions, and 375 shares. Comments included the following:



5. POLICE AND COMMUNITY YOUTH CENTRE KIDS PROGRAM

5.1 About the Program

The Police and Community Youth Centre (PCYC) ran a school program delivered over a four-week period from January 4 until January 30 2021. It was open to all members of the Kalgoorlie-Boulder community. It culminated in the delivery of 36 events with activities ranging from structured boxing classes, movie days/nights, discos, drop in nights, skate park jams, camo play sessions, gymnastics play sessions, rock climbing, roller skating, hoops and jams nights, summer



Youth Drop In Night 15th January
Source: BHP School Holidays Program – Status Report

party, youth sports day, splash party, food festival and included three referral-based events run on an interagency level. General activities focused on promoting healthy living and social belonging. Participants were encouraged to promote healthy living by engaging in multiple physically challenging activities such as basketball, soccer, volleyball, laser tag, roller skating, dancing, rock climbing, gymnastics, climbing and structured team games. Healthy food was a highlight of the program with fresh fruit and healthy snacks being available for free to all participants at each event.



Disco Skate Night 16th January
Source: BHP School Holidays Program – Status Report

The intended deliverables from the program included reducing crime rates and recidivism among young people in the area, diverting young people at times when they were at risk of antisocial behaviour (Friday and Saturday evenings), and raising awareness of access to relevant referral pathways and service providers. It also provided an opportunity for promoting community engagement, belonging and social skills among young people and their families, and for learning physical, art, and life skills.

The PCYC believes these deliverables were achieved through various means. Firstly, activities were run every Friday and Saturday evening of the program, including a movie night, skate park jams, drop-in centre, and a roller-skating disco. This provided activities for young people when they are most at risk. The inclusive nature of the activities meant a large demographic was provided the opportunity to

socialise and develop connections. Furthermore, activities aimed to promote positive social skills through turn-taking, sharing, and bonding over interests, and staff promoting an accepting, positive environment for all. This allowed children and parents to develop a sense of community belonging and social connections. Awareness of referral pathways and services was developed by the participation of various



Hoops and Jams Night 9th January
Source: BHP School Holidays Program – Status Report

outside organisations in the program. This included the City of Kalgoorlie-Boulder and Centrecare joining to deliver a number of activities, the Cancer Council attending the Summer Splash day to provide information and activities on sun safety, and the Youth Police Officers and a member of the Goldfields-Esperance District Police Force engaging in many of the activities. The police attendance allowed for strengthened bonds between at-risk young people and the police, and the police were able to aid many of the young attendees. Finally, sports and dance activities allowed for promotion of physical activity.

5.2 Participation of Aboriginal Youth



For many of the activities there is no data on the rates of Aboriginal youth’s participation, and for activities where the number of Aboriginal participants was recorded, it is generally unclear whether they were Aboriginal visitors or local Aboriginal residents. The events which do not directly mention the number of Aboriginal participants are not discussed here. Table 8

presents the events calendar and approximate participation by Aboriginal children.

At these events, attendees often received a healthy meal and participated in various activities such as cooking, roller skating, movie nights, and sports. The Interagency Food Fest was a combined effort of the PCYC and the YMCA and was delivered for children referred to both agency’s programs. The Interagency Movie night in the park was organised in partnership with the City of Kalgoorlie Boulder, PCYC and



Indoor Rock Climbing 21st January
Source: BHP School Holidays Program – Status Report



Youth Summer Splash 27th January
Source: BHP School Holidays Program – Status Report

Centrecare. Due to a storm and rain, the screen could not be put up, but the 50 attendees gathered in an undercover area and enjoyed music, dancing, and a barbeque. When the crowd began to leave, 17 safeSPACE participants (of which 14 were Aboriginal) went to the PCYC centre to watch a movie indoors. At some events, Youth Police officers attended, allowing for connections to be developed.

Table 8: PCYC event calendar and Aboriginal participation

Event name	Date	Number of participants	Percentage of Aboriginal participants
Youth Drop-In night	15 th January	43	Approximately 30%
Disco Stake Night	16 th January	40	Over 50%
Interagency Food Fest	N/D listed	25	Approximately 30%
Interagency Movie Night PCYC Drop-In	22 nd January	17	Over 80%
Sports Day	23 rd January	53	Approximately 30%
Summer Splash Fiesta	27 th January	120	Approximately 25%
Youth Movie Night/Hoops and Jams	30 th January	36	Approximately 80%

Source: PCYC School Holiday Program (Jan 2021)

5.3 Significant observed changes in individual participant behaviour

The PCYC shared stories regarding Aboriginal children who experienced significant changes in their behaviour due to their participation in the program:

- A young Aboriginal girl had been attending the programs and was noted to be shy. After speaking with her siblings, program coordinators were informed that she was autistic. Her younger brother was taking part in the boxing program and after she showed some interest, she was encouraged to take part. Over the three-week period her confidence began rising and she became more social and began participating in the group. She then convinced her elder brother to take part.

- An eleven-year-old Aboriginal boy from Warburton had been visiting the centre every few days over the December and January period. He would come into the centre looking for any activities that were on and generally interacted well. On the evening of the disco, he came into the centre to partake in the activities, but youth workers noted his behaviour was erratic and when he came closer there was a strong smell of petrol.



Youth Movie Night/Hoops and Jams 30th January
Source: BHP School Holidays Program – Status Report

Youth workers spoke with him and they determined he had been sniffing petrol. Youth Police were informed, and he was offered water, food, and medical help. The Youth Police were then able to follow up on his case which resulted in him being referred to other services to support his recovery.

- A twelve-year-old Aboriginal boy was coming to centre to partake in the Hoops and Jams nights. He was a child in care and known for walking the streets at night-time and outbursts of aggressive behaviour. During the sessions he engaged well, had a great time and has expressed interest in attending more evening events.
- Youth Police Officers arrived at the centre with a young 14-year-old Aboriginal boy who was known to them. The boy had recently been charged with offences and was caught sniffing petrol and paint cans that week. Youth Police encouraged him to attend the evening sessions. During the Hoops and Jams session the boy was engaging much better than expected and was openly talking with Youth Police and Youth Workers about how he regrets sniffing as it made him feel sick and exhausted. He expressed to the Youth Police Officers that he didn't want to do that anymore and would like to keep attending these events.

5.4 Community Feedback

During the events, PCYC reported an overwhelming amount of positive feedback. Parents were grateful for having access to events over the school holidays for their children and older children were happy to have access to safe, free events.

5.5 Effect on Crime

Youth police officers reported decline in young offenders over the holiday period when compared to the previous months. The WA police reported a reduction of youth crime by 15% when compared to the previous year during the period of January 1st to 30th (the duration of the school holiday program).

5.6 Feedback from Workshop

The PCYC school programs resulted in visiting Aboriginal children having increased confidence, greater positive interactions in Kalgoorlie, and an improved sense of belonging and value. It also helped decrease the stigma on kids.

Some of the programs would be beneficial in the children's home communities. Lessons learned from events could be taken back to community (e.g., basketball). There is a need to increase what is happening in communities.

6. FEEDBACK ON THE SUMMER RESPONSE STRATEGY

This section reports on the feedback from the questionnaires, interviews and workshop. Stakeholders were asked to share their insights on the overall SRS. Participants were asked to reflect on what worked well, what needed to be modified, opportunities for the future, challenges encountered, and overall benefits of the strategy. Additionally, workshop participants were asked to articulate the mission statement for the SRS.

6.1 What worked well

6.1.1 Innovative approach

- The SRS was developed in partnership between the various organisations. The program model was innovative and responsive: *“There is nothing like this elsewhere”*.
- The broad buy-in from the partners resulted in unanticipated benefits: *“There were so many unintended positive outcomes”*.
- The Hub services were guided by the needs of the presenting users which made the service nimble and effective.

6.1.2 COVID-19 presented certain opportunities

- The COVID-19 pandemic presented many challenges to the various stakeholders, however, it also presented opportunities. Chief amongst these was the need to problem-solve quickly and build relationships rapidly.
- This enabled the SRS to swiftly progress from the assessment and preparation phases to the implementation phase.
- As the SRS progressed the trust amongst the various organisations grew as well.

6.1.3 Effective governance structure

- SRS Working group was made up of representatives of the District Leadership Group and the Heads of Agency and this proved to be an effective governance structure.
- This ensured that information was shared in an effective way so that decisions could be taken quickly with broad consensus.

6.1.4 Solidarity

- There was solidarity between the individual organisations.
- A shared vision evolved as the intervention was developed. Although initially set up as a strategy to reduce antisocial behaviour, it quickly expanded to be a multi-layered strategy with a broad mandate to support and connect Aboriginal people when they are in CKB and

help them to get back to their communities safely: *“The SRS had true coordination and desire that things have got to be different”*.

- While some service providers were sceptical at the beginning about the intent of the project and whether the stated outcomes could be delivered, in time they realised:
 - *“We all wanted to do good things and we all have something to offer”*
 - *“There were no ulterior motives”*

6.1.5 Collaboration

- The collaborative nature of the program was seen to be one of its main strengths: *“We have demonstrated that we can achieve good outcomes together.”* The collaboration enabled people to work together. The SRS helped to role model what a collaborative impact model looks like.
- The collaborative approach was also efficient since it enabled the pooling of service providers’ resources, as stated by one workshop participant: *“It wasn’t about competing for limited funding, but pooling our resources even if it was just our time and commitment to improved outcomes for both visitors and Kalgoorlie-Boulder.”*
- Effective and efficient collaboration was identified by all service delivery providers as a key success of the SRS, as articulated by one service provider: *“I cannot overstate how important the collaboration was to convert concept to practice”*.

6.1.6 Branding

- The branding of the program sent a clear and strong message of support across all service providers, from the police vehicle to posters, banners and shirts worn by the various staff.
- Branding helped the SRS to be clearly identified and accessed by the Aboriginal visitors.

6.1.7 Location

- Interviews with GIHO service staff revealed that when the Hub was located in the city centre at St. Barbara Square, there was higher attendance with more people meeting and socialising there.

6.2 Opportunities for the future

Workshop participants shared many varied suggestions for how to adapt the program in the future, including:

6.2.1 Engaging with communities

- In future the SRS should seek greater engagement with the broader community CKB.

- The lack of engagement and communication with the Elders from the CKB and from the Aboriginal communities of origin was identified as a shortcoming of the pilot phase. Support from the Elders could provide more buy-in and legitimacy to the program and help better prepare Aboriginal visitors to CKB.
- Elders from the Aboriginal communities, such as the Ngaanyatjarra Council (Aboriginal Corporation), and representatives from other shires, need to be consulted and brought into the SRS in the most appropriate way.
- There is potential to prepare Aboriginal visitors for their visit to CKB by having discussions (described as 'Bush Mob Rules' by WAPOL) around various topics, including: accommodation, transport, access to food and water, control of alcohol consumption and risky behaviour, and services available when they are in town.

6.2.2 Earlier planning

- The planning phase needs to begin earlier.
- Planning should include providing education or inductions to the Hub staff so they are aware of referral pathways and services available.
- Planning is also needed in terms of rostering service providers at the Hub. This could be facilitated by developing a directory of services.
- It was suggested that the hours of service of the Hub should be extended to operate on weekends and there should be provision of after-hours services.
- Mara Pirini also gave feedback that future iterations of the Healing place require a dedicated full-time employee which will allow for greater efficiency. This is preferable to the previous iteration where they used staff with other responsibilities to intermittently cover the service.

6.2.3 Events calendar

- An expanded calendar of events did not materialise in the pilot phase. This is an area that should be explored further, especially through youth programs. The lack of focus on children was identified as an area requiring additional support.
- One possible approach is to have smaller, but more regular events.

6.2.4 Improved communication

- Communication with the public could be improved. It was stated that the Shire of Kalgoorlie-Boulder were the only agency within the Working Group that had the authority to produce press statements about the SRS with a quick turnaround. The other agencies were bound by approvals processes, which were time consuming.

- The use of social media should be explored to promote the events and raise awareness of the SRS among community members.

6.2.5 Governance and measuring impact

- There is a need to develop a way for new members be part of the SRS through an expression of interest (EOI) and under a memorandum of understanding for partner agencies and organisations.
- There should also be community impact assessments, including capturing stories as the program runs.
- Future iterations of the SRS should build in an evaluation component that captures stories of impact, as well as other measures of change experienced by Aboriginal visitors and community members.

6.2.6 Set priority list

- Due to limited funding, ensuring the main needs of recipients are being met is the most feasible way to achieve the overall goal of the SRS (i.e., do not get distracted by trying to meet too many needs).
- The SRS should consider having the Hub open year round.
- The distribution of food should be regulated so it does not become an expectation. In this way, food provision would be more educational, so people do not come to rely on handouts (welfare dependence).
- If the SRS continues in the summer of 2021, the engagement of families with the health service will be a critical point of contact for promoting the COVID-19 vaccine in Aboriginal visitors to CKB.

6.2.7 Location

- With the move of the Hub to the Maku Centre “*fewer people visit, but we are better able to address their complex needs*”. There appears to be a trade-off between volume of visitors and the ability to address needs.
- Some service providers were of the opinion that the Hub should remain in the centre of town since this is the best way to address the needs of the visitors who come to CKB throughout the year.
- People from communities should be upskilled with capacity building to then run their own Hubs in the Lands (in a paid role), e.g., in Laverton and Leonora.

6.2.8 Culture Hub

- Opportunities to showcase Aboriginal art and culture should be explored. This could take the form of having a craft and performance market where visitors from the Aboriginal source communities can highlight their culture and sell their artworks.
- In future CKB could become a tourism hub showcasing Aboriginal art and culture.

6.3 Vision statements

Participants in the workshop were asked to reflect on the SRS vision statement. The following responses were given:

- *“Visitors to our community are welcome and safe. We achieve this through listening to community voices and services collaborating to respond with intent.”*
- *“Community caring for community and celebrating our diversity.”*
- *“Getting people home safely. Safety of people coming into Kalgoorlie; safety of country; safety of people going home.”*
- *“To create a space for better integrated community and social services to come together and provide a safe and culturally appropriate service to improve outcomes for our community.”*
- *“Using voice of community to make sustained change”;*
- *“Authentic approach to support all Australians”.*



7. CONCLUDING THOUGHTS

As presented in the above summary of findings, the SRS was successful on a number of levels. There is significant evidence that the strategy had a positive impact on the Aboriginal visitors using the Hub by enabling them to meet family and friends and to learn about, and be linked into, services. By accessing these services many visitors were able to tend to their needs and have a safer and healthier stay in CKB. The strategy was also successful in enabling visitors to return safely back to their communities of origin once their visit was over. The findings suggest that some of the visitors who were assisted with transport back to their homes would otherwise have struggled to return, would have remained in precarious circumstances in CKB for longer, resulting in potentially increased high-risk and/or antisocial behaviours impacting on their own health and wellbeing and that of the community.

There is compelling evidence that the strategy was effective in reducing crime rates during the summer months in comparison to the same period the previous year. Computer Aided Dispatch data and anecdotal evidence highlight a drop in antisocial and risky behaviour. This has been attributed in part to a more targeted and culturally appropriate community policing approach which often prevented situations escalating. As a result, both visitors and residents experienced a safer summer period in comparison to previous years. There is evidence that the SRS received broad community support with many CKB residents commenting on social media that the strategy was effective.

The SRS also had positive impacts on the organisations that collaborated to plan, prepare and implement the strategy. The SRS Working Group demonstrated that through strategic thinking around a shared vision, and establishing effective collaborative processes quickly, and the organisational buy-in and commitment to make it work, the strategy was able to be effectively delivered within a short time frame. The partnerships are now established and provide a firm foundation to build on into the future.

Based on these findings the evaluation team make the following recommendations:

- The SRS should continue into the future. The next iteration of planning for this strategy should cover a multi-year time period. Allowing a decent timeframe (3-5 years) would enable the strategy to mature, with the potential to move from a reactive, harm reduction focused strategy to a more integrated response that addresses a range of needs and continues to build more harmonious and positive experience for visitors and the broader CKB community.
- Further research is needed to determine whether the Hub should be operational throughout the year (even when visitors from the hinterlands are not in CKB), to assist resident Aboriginal

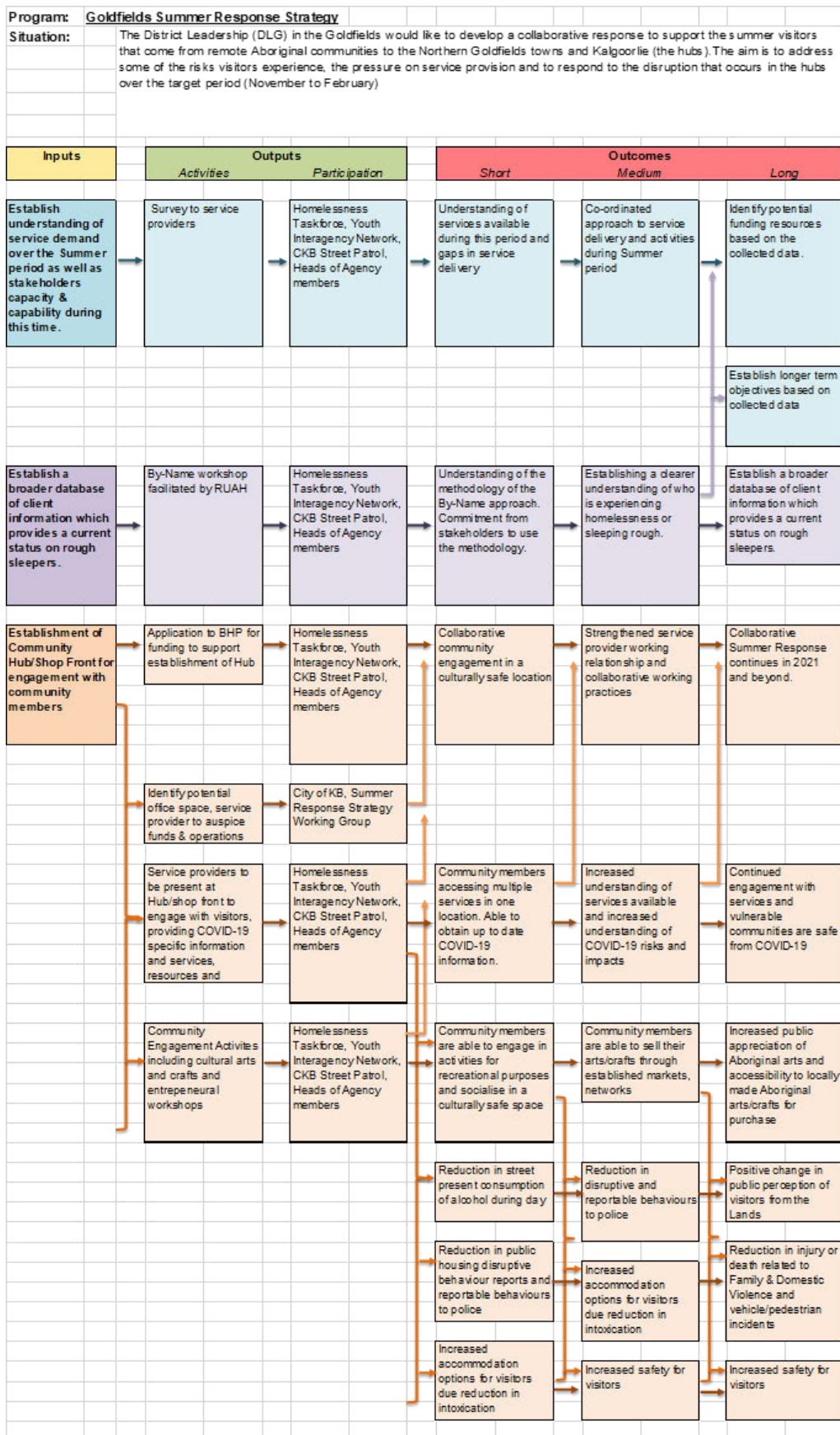
and non-Aboriginal community members. Additionally, evidence needs to be collected around examining the best location for the Hub, and reasons for this.

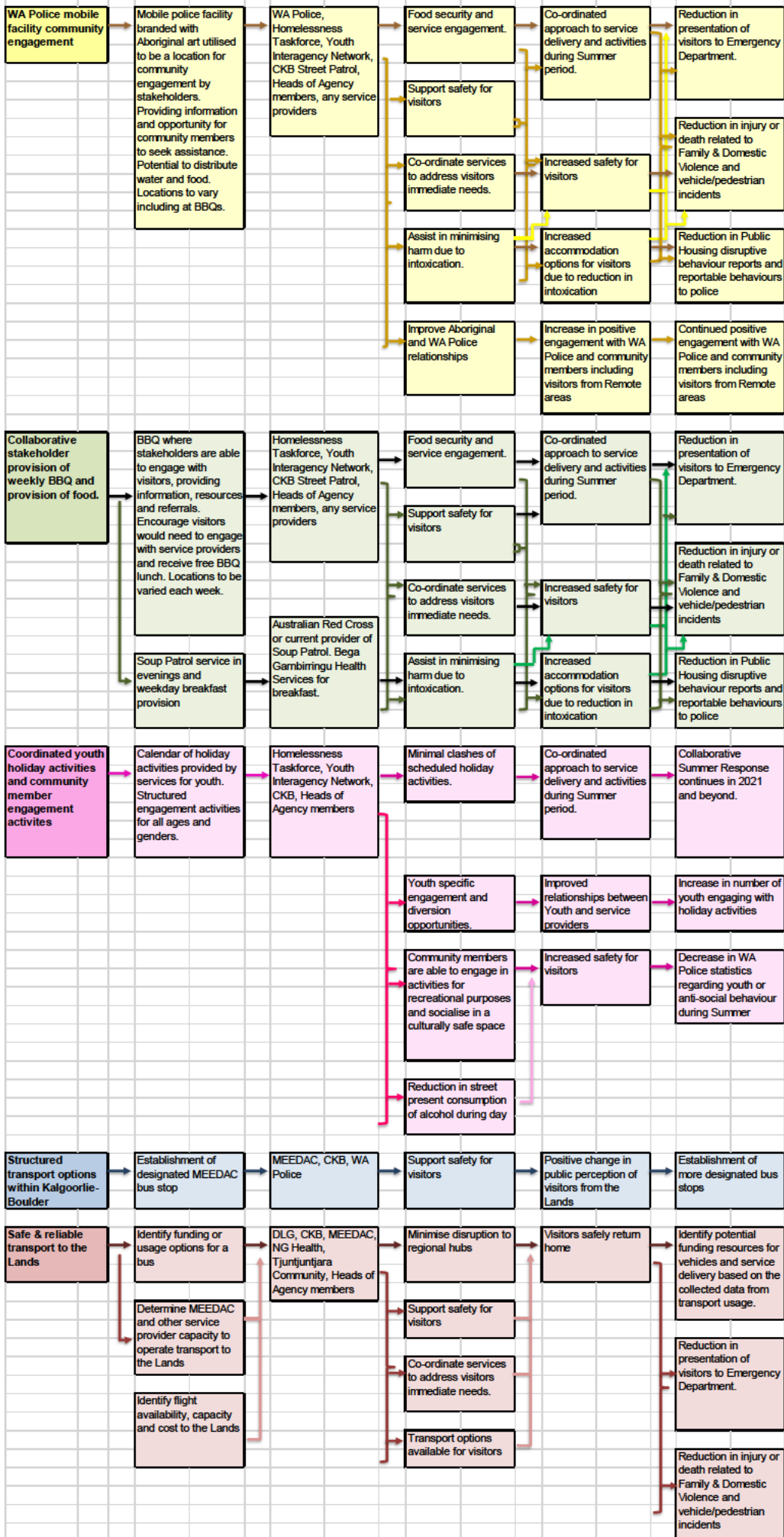
- The SRS should be expanded to have communication strategies in place within the Aboriginal communities of origin to better prepare visitors to CKB for their visit. This will help encourage visitors to pre-arrange suitable accommodation and transport, so they do not find themselves in precarious situations or vulnerable during their stay in CKB, and also to communicate expectations and information about staying safe in CKB. These communication strategies should be planned in partnership with Aboriginal Elders and service providers working in community.
- Continued tracking of the impact of COVID-19 is needed in order to explore risk mitigation strategies, and the SRS has the potential to play a critical role in keeping communities in CKB and in the hinterlands safe. More localised responses may be needed in the 2021/22 summer period. Additionally, innovative strategies to encourage greater vaccine take up need to be explored alongside travel initiatives to and from communities. The connections that visitors make with service providers while visiting CKB has the potential for significant positive health impacts on the Aboriginal communities through increasing the number of conversations about the vaccine, and increasing confidence in the vaccine, for both visitors and remote communities through word of mouth.
- More research is needed around circular transport within the regions.
- Different ways to engage the broader CKB community should be explored, including residents, other agencies and the business community in celebrating successes and positive impact stories that this evaluation has only just begun to explore. The strategy's stories of impact are heartening and communicate in positive and relatable ways the complexity of the lives of visitors, and what visits to CKB mean for them and their families. This may lead to greater understanding, potential buy-in and increased investment in the strategy and also inform people about what is happening.
- More research is needed to determine the circumstances of the visitors and what the best service response should be. By extension further research is needed to determine the impact of the intervention. Ethics approval should be sought in order to enable the participants to speak in their own voice and share their own experiences and recommendations for future implementation.

Given the significance of CKB to Aboriginal people in the surrounding areas, visits to CKB will continue in the future. The SRS has been a positive force in empowering Aboriginal visitors, increasing their safety while in CKB, and reducing the number of incidents of crime and disruptive behaviour for both

the visitors and the broader community. The interventions, and in particular the Hub, have been especially effective in connecting in authentic ways with Aboriginal visitors to CKB. These connections have been essential especially when visitors found themselves in precarious circumstances such as sleeping rough and/or not being able to get back home. Not only have these connections provided a sense of dignity and access to services such as transport back home, but they have also been instrumental in preventing harm. The SRS now has momentum and demonstrated impact to continue to support the visitors and residents of the City of Kalgoorlie-Boulder and should build on this success.

APPENDIX 1: PROGRAM LOGIC





APPENDIX 2: LIST OF PARTICIPANTS IN PRIMARY DATA COLLECTION

INTERVIEWS

Seven semi-structured interviews were conducted with key stakeholders from the SRS Working Group via Zoom:

- Melanie Croke – Department of Communities
- Merri Best – Goldfields Indigenous Housing Organisation (GIHO)
- Chelsea Hunter – HOPE Community Services
- Brad Jackson – WA Police Force (WAPOL)
- John Walker – City of Kalgoorlie-Bolder (CKB)
- Leslie-Ann Conway – Department of Communities
- Peter Tredinnick – WA Country Health Services

Three unstructured face-to-face interviews were conducted with stakeholders in Kalgoorlie:

- Elaine Bourne – GIHO
- Kyvia McIntyre – GIHO
- Robert Hansen – Purple Patrol

QUESTIONNAIRES

A questionnaire was distributed to the key service delivery stakeholders. Five questionnaires were completed by the following organisations:

- Australian Red Cross
- WA Country Health Service
- Department of Justice – Goldfields Youth Justice Services (GYJS)
- Mara Pirni Healing Place (FDV Hub)
- Western Australian Police Force

WRITTEN FEEDBACK

Written feedback was received via email from Clive Holt – BEGA Aboriginal Health Service.

WORKSHOP

A face-to-face workshop was held in Kalgoorlie on 6 September with the following organisations represented by key stakeholders:

- BEGA Garnbirringu Aboriginal Health Service:
 - Crystal O’Loughlin
 - Erica Cassidy
- Goldfields Indigenous Housing Organisation (GIHO):
 - Merri Best
 - Elaine Bourne
 - Nakisha Smith
 - Kyvia McIntyre

- West Australian Country Health Service (WACHS):
 - Peter Tredinnick
 - Raylene Cooper – Mental Health Services
 - Dani Sparrow – Population Health
- West Australian Police Force (WAPOL):
 - Brad Jackson
 - Laura Russ
 - Frank Martin
- HOPE Community Services:
 - Chelsea Hunter
 - Helen Mitchell
- Department of Justice:
 - Toni Forgione
- Department of Education:
 - Eric Pletz
- Midwest Employment and Economic Development Aboriginal Corporation (MEEDAC):
 - Andrew Greaves
- Department of Communities:
 - Melanie Croke
 - Leslie-Ann Conway
 - Joy Cabahug
 - Andrea Speer
- WANSLEA:
 - Joanne Gibson
- Services Australia:
 - Deepak Rangila
- National Indigenous Australians Agency (NIAA):
 - Carol Mann
- Cancer Council WA:
 - Rachel Jolly
- Western Australian Primary Health Alliance:
 - Sarah Brown
- Goldfields Women’s Refuge:
 - Carla Dimer

IMPACT STORIES

Impact stories were compiled by Merri Best from GIHO and Leslie-Ann Conway from the Department of Communities. Other impact stories were shared in the workshop.

SUMMARY STATISTICS

The following data was analysed:

- Attendance figures at SRS Hub: GIHO
- Changes in crime rates: Computer Aided Dispatch (CAD) crime data - WAPOL
- Disruptive behaviours in State Housing: Department of Communities – Housing Branch
- Number of people using transport to return to their communities: GIHO
- Participation rates in the summer school holiday program: PCYC

SECONDARY DATA SOURCES

The evaluation also looked at secondary data sources, such as ABS statistics, reports, media articles and social media (Facebook) feedback and comments on the SRS.

APPENDIX 3: IMPACT STORIES AND OTHER FEEDBACK

There were numerous **impact stories, lived experience perspectives, and anecdotal evidence** from participants. The stories were collected through questionnaire feedback and at the subsequent workshop held in Kalgoorlie in September 2021.

Goldfields Youth Justice Service Stories

GYJS believed the multiagency communication allowed for better client management and thus had positive impacts on the community and individuals. The Hub prevented highly mobile clients from falling through the gaps by allowing them to locate these clients. They provided five examples:

(1) After being unable to locate the parents of a young person remanded in custody for their support in a bail application, they were provided the manifest list of people travelling on an SRS bus back to Warburton. They saw the clients parents were on the bus travelling home to Warburton after sleeping rough in Kalgoorlie-Bolder. This allowed them to locate and engage with the parents through the community office in Warburton, and consequently for them to support their son in a bail application and to return home to country.

(2) They were unable to locate one of their young non-Aboriginal clients who has a psychiatric and intellectual disability and does not engage with main-stream services. At the time he was homeless and non-compliant with the conditions of his Court Order, but through his attendance at the SRS shop front support, they were able to locate and engage him in his Order. This avoided him returning to Court for breach action and avoiding him spending any time in Detention.

(3) They were working with a young person who had travelled with family to Kalgoorlie and become entrenched in alcohol misuse and associated antisocial behaviour. His family had left him in the care of extended family members, where he had worn out his welcome. By the time this young person decided that he needed to return to his home community, he did not have access to transport to return home. He was able to utilise the SRS bus trip home to Warburton, where he was again linked to positive family, culture and support services away from alcohol use. Had he remained in Kalgoorlie, GYJS was confident that he would have re-offended and spent further time in Detention.

(4) On a day GYJS was attending the SRS shop front, a young person from the Lands attended with his mother and Police had been talking to him about a caution for stealing bikes at the skatepark. The young person indicated that he was bored in Kalgoorlie and he wanted a bike of his own to play at the skate park. The SRS were able to seek a donated bike from the Salvation Army to give to this young person, with GYJS and Police supporting him to engage with the bike repair shop to fix its tyres. This young person took great pride in his new bike, attending the skate park regularly before returning home on an SRS bus with his parents.

(5) GYJS noticed a young man attending the SRS shop front for a milo who had matters on the Kalgoorlie Court that day. He had failed to appear in Court and an Arrest Warrant was issued for his arrest. He knew he had a court appearance coming up; but he didn't know what the date or day of the week was. GYJS were able to remind him of his court appearance and encourage him go to Court, where the arrest warrant was cancelled, and his matters dealt with. Had he not attended court, he would certainly been arrested at some point in the future, which would have meant spending time in Police custody.

These examples all show how the SRS helped prevent reoffending and reduced crime, also positively impacting the wider Kalgoorlie-Bolder community.

Other Questionnaire Stories

The **WA Police Force** received anecdotal evidence during engagement and transport strategies shows it was well received. The patrols ensuring compliance with the Liquor Control Act did create some angst with those in breach, but that is usual response. **Mara Pini** recounted how a woman accessing the services at the FDV Hub presented at the Hub and informed them that the group she had been in had started fighting. The Meedac bus service was called by Hub staff, allowing her to relocate away from the conflict. Another woman who presented at the Hub was a victim of FDV assault but was not ready for cases management, staff linked her with a health service to treat her infected wounds. Finally, a grandmother and two grandchildren were able to utilise the Hub to shower, do laundry and eat breakfast before school. **WACHS** found the Hub allowed them to identify families with children requiring immunisations and follow up with them with them ultimately attending their immunisation appointments. Three families also had follow-up ear health assessments and went to Bega for medical treatments. They also were able to build relationships with families and other local organisations. The **Red Cross** believes the impact was clearly evident through the large number of recipients utilising the services.

Quotes and stories from the Workshop (highlights):

“The Hub was a great discussion point for people’s health needs to discover interventions, linking them with appropriate services, linking them at the right time, right place, in a culturally appropriate manner.”

“Antisocial behaviour was not an issue at the Hub as it was only open in the mornings. People were very respectful, and the environment was very friendly and welcoming.”

People from Johnston street and Lands came together at the hub – it became a meeting place for locals and residents.

The Hub sometimes went above and beyond. For example, an intoxicated woman was supported at the Hub through provision of food. She then returned three more times and became more comfortable. She revealed she was a job seeker and needed to attend a job active appointment and didn't want to go. Hub staff accompanied her to the appointment, and the provider had a no shoes policy, and she didn't have shoes. The Hub found her some things so she could attend the appointment and meet appointment obligations for the appointment. Her payment would have been cut off if she had failed to attend.

Kids that had traditionally felt disconnected connected at the shop – they had purpose 'swept floors', 'made coffee for oldies'. The shop front became the safe space - shop front helped manage and mediate behaviour (peer behaviour management if someone was getting out of hand).

The shopfront created a natural space for providers to be able to engage – not just about functional remittances, but able to connect. For example, one man travelled from Boulder to Kalgoorlie everyday to share a cuppa, he was in a wheelchair which needed the battery fixed, but through the Hub he was connected to a local business who supported him in fixing it.

The mother of a man who passed away came in constantly, she couldn't get in contact with her community to find out about the death as her phone was out of credit. Shop front made the call so she could connect. This meant women could come from the community to support the mum. Shop front became a **safe place** for grieving and Hub staff provided emotional support and helped gather support from other family members who came to the hub. This helped her relieve her grief, and she was consulted about what she needed. She was provided a space at Bega to make wreathes and mourn together.

One police officer stated: "Policing is adversarial, so we are involved when something bad happens. In this strategy we will tip out the alcohol, but also give food. This has been awesome because this is not a typical policing response. This is us getting ahead of the game and aligns with what we are trying to achieve. And to have the other services with us is great."

Some (in the police force) we sceptical but now see we are preventing crime, there is less violence. Aboriginal people know us better now.

Stories from Merri Best, "Summer Support Hub Happenings"

(1) A regular client was seated outside the hub, crying and moaning. I approached her to see whether she was okay as we were unsure if she was grieving as there had been a recent death in the community, she explained that her stomach was hurting and was in severe pain. I called over Rex Weldon, who regularly visits the hub and assist clients in need. I assisted the lady to Rex's car and called Bega Clinic to inform them that the lady is in severe pain and will be there shortly with Rex.

(2) A lady had presented to the hub and asked us to call the hospital, when we contacted the hospital, they advised us that they were looking for her as she missed her dialysis appointment. A SSH team member had taken the lady to the hospital and explained the situation to ED, they were able to schedule the lady in again to have her dialysis right away.

(3) I had let clients into the hub before opening time to escape the rain, to have a cup of tea and noodles and warm up. They informed me that there is a disabled man lying under a tree near the old little sisters, and he was stuck. I rang a few service providers but, unfortunately, they were unable to assist at that time. However, after contacting Stephen Morrison at Hope, he advised that he could pick up the man. While I was reaching out to service providers, young guys from the youth hostel had noticed the man and carried him to the hostel, helped get cleaned up with a fresh change of clothes and gave him some food.

(4) There were two ladies arguing and fighting outside of the hub, we contacted the police and street patrol. The street patrol was able to come and diffuse the situation

(5) Helping a disabled client retrieve his medication from Wizard Pharmacy, communicating on his behalf that he would like one sheet at a time (1 week) instead of 2 as he usually misplaces the second sheet as it is too much for him to hold

(6) Assisted a lady in completing a housing application, advised her with the other documentation that she requires and where she needs to go to retrieve them and directed her to Department of Housing. She returned and let us know that she successfully lodged her application.

(7) A lady presented at the hub, she appeared exhausted. After listening to her, we realized how much distress she has been experiencing. She explained that she has no food at home, and her pension was late. She has difficulty walking; due to her disability she can only take a few steps and then needs to rest. She needed to get into town to check her bank account, but her car is currently in the shop getting fixed. She felt disheartened as she walked into the bank only to discover that she still hasn't been paid, she noticed the hub and thought she could have a cup of tea and something to eat, she felt even more distressed as we only had full and hi-lo milk and she could only have gluten and dairy free products due to her disabilities. She was due to take her medication but needed to take it with food. I walked to Coles to purchase some food that met her dietary requirements so that she could take her medication and gave her a lift home. I stored the food and almond milk in her fridge and there I discovered that she was living with no food in her fridge or cupboard and no family support. She explained that she was relieved and grateful that someone had just taken the time to try and help her, listen to her story and the struggles that she has been experiencing.

I returned to the office and tried to contact service providers that could assist her needs. I contacted her a few days later to see if her pay had come in and whether she needed a lift to do her grocery shopping. She advised that her pay went in the night prior and that she caught a taxi to Woolworths.

A few weeks later, she returned to the SSH looking a lot better and happier. She struggled for 11 years fragile bones breaking, having difficulties traveling to Perth for specialist appointment, experiencing unsatisfactory customer service, many complications with day to day living. She explained that she is now on the correct medication, feeling healthy than ever, no more struggling. She returned to thank us for going out of our way to listen to her and help her.

(8) I was travelling from the SSH along Lionel Street and noticed an elder lady struggling to walk and she seemed lost. I pulled over and offered her some kapi (water) and asked her if she wanted a lift, I helped her into the car and asked her where she wanted to go. She was travelling to her sisters' house, but she couldn't remember which house it was on Boomerang Crescent, we drive up and down a few times and eventually a young lady stood out the front, which helped us find the house. I helped her out of the car to go inside the house. Another lady came outside and asked if I could give her and her daughter a lift as their original ride was taking too long and they only had 30 minutes left to visit her son in prison. As we were driving to the prison the lady said that it was her birthday, I realized how special the day was to her and how important it was to make this visit with her son.

(9) A man and his partner presented to the SSH and asked us if we can contact Bega as he required medication, when we initially contacting Bega we advised reception that the man didn't look well and needs to see a doctor, they advised due to being too busy they couldn't send a bus for him. We contacted them again and explained that he has run out of his medication and requires more, they said if he requires medication they can pick him up but if he wants to see a doctor, he'll have to wait awhile. I also requested to speak to someone from the NDIS team as his wheelchair was starting to break, there was no answer so I left a message for someone from NDIS/Bega to follow this up before the wheelchair breaks.

Story from the WA Police Department: (Client – Ms X)

I was working with a few service providers during the Summer Response period. One community partner/agency was the WA Police Department, Goldfields/Esperance District Office.

I have a previously established relationship with this agency and some team members.

The WAPOL had on several occasions provided the service of several officers as qualified manpower to drive hired 4WD buses, as part of the Summer Response Strategy. The aim of the free supported transport bus trips was in recognition of the need and desire for stranded residents to return to The Ng Lands.

A few reasons can explain why residents from The Ng Lands were becoming stranded, from missing flights or other transport home, impounded vehicles along with hospitalisation or incarceration and discharge with no way home. Or, just plain choice to remain in Kalgoorlie with family.

Officers were of all ranks and experiences worked in different areas of activity of the supported transport bus trip, from manning the breakfast bbq prior to departure, collecting residents for the trip as well as providing other intel of passengers whereabouts, to packing luggage onto the 4WD bus.

There was one incident whereby Ms X had fronted up to bus departure site and was visibly distressed. I was known as the Bus Lady from Communities, and I was approached and informed that Ms X could not get on the bus. She wanted to go home, get back 'on country' and be safe.

After offering a cuppa from the Hub's kitchen facilities, I was informed by Ms X that she had to report to the Kalgoorlie Police Station every Friday – she felt she was stuck in Kalgoorlie.

I asked if she wanted to go home – she kept saying repeatedly, “The Police won't let me, I have to report.” I spoke with ADO Mr C D from WAPOL, who was basically co-ordinating people and other logistics for the early departure back to Warburton. I advised him of Ms X dilemma about wanting to return to country on The Ng Lands and wanting to be safe.

I spoke of Ms X doing the right thing and putting her name down at the Hub for the next trip back. The task was taken to hand and whilst we waited anxiously, ADO Mr CD made a few calls.

At the end of the conversations, Ms X was advised she could make the trip home to Warburton on The Ng Lands, and her reporting site had been changed from the Kalgoorlie PS to the Warburton PS.

A great outcome with a personal benefit, from personal attention. A great example of excellent community policing.²⁰

Story from BEGA GARNBIRRINGU Aboriginal Health Service: (Client – Mr X)

I was working with a few service providers during the Summer Response period. One community partner/agency was Bega Garnbirringu Aboriginal Health Service: particularly their Sobering Up Shelter team and their Social and Emotional Well-being team.

I have a previously established relationship with this agency and some of their team members. One team member was particularly concerned with a favourite client of the agency. His cultural sadness, his declining physical and mental state were becoming of a deep concern to all that knew him.

²⁰ Author: August 2021, Leslie-Ann Conway, Regional Co-ordinator, Department of Communities, Kalgoorlie Regional Office.

He was a visibly known elderly man from Warburton on The Ng Lands, who has lived in Kalgoorlie for many years. Despite numerous efforts and attempts by some agencies, along with calls to Bega from his family in Warburton, to get him home and back ‘on country’ – he remained in Kalgoorlie.

During the Remote Communities Biosecurity Shutdown in March 2019, the Department of Communities assisted more than a few residents to return on chartered planes to The Ng Lands. After working closely with Bega Garnbirringu Aboriginal Health Service, Mr X was convinced to ‘return to country’.

Under his own steam and with a real sense of determination he returned to Kalgoorlie.

I worked closely with Bega to monitor his desire to go back ‘on country’. The team members were talking to him about his experience on the charter plane and how he felt about seeing his family. He did not like the plane and he said his family was ‘being mean’.

With these authentic conversations and concerns of his being out in the open – team members from Bega worked with him and members of his family, particularly his daughter, to talk about going home and attempting to reconnect to family, cultural practices and being out ‘on country’.

Team members from Bega had contacted and visited the Hub and put Mr X name down for travel back to the Ng Lands – on the free supported bus trips. This happened a couple of times; and each time he went home – he would subsequently return to Kalgoorlie.

More conversations, support and encouragement were forthcoming from Bega Team members, fellow Ng Lands residents, (who all used to congregate at the Hub) as well as employees and volunteers at the Hub. Everyone wanted the best outcome for Mr X, but at his own beckoning.

After his journey home earlier this year, he has remained on the Ng Lands and his family is seeking a placement for Mr X at the Aged Care Facility at Wanarn. He is happy and culturally at peace, as he will remain ‘on country’ until his life has ended, which is what he realised he wanted.

The conversations, the support and encouragement, predominantly those here in Kalgoorlie, along with the free supported bus trips to the Ng Lands all played a significant part to assist Mr X in his personal and cultural aspirations.²¹

Feedback from Questionnaires

Other feedback (from questionnaires) included comments from **GYJS** that the SRS Shop Front represented an ‘office’ which is vital for residents of remote communities for support and services. This was particularly important for visitors to “Kalgoorlie-Boulder, who lack the skills; knowledge or

²¹ Author: Department of Communities staff, Kalgoorlie Regional Office (August 2021)

confidence to engage with mainstream support services. These people, who are “high functioning and contributing members of their home communities – become almost invisible in Kalgoorlie-Boulder. Such helplessness results in a cycle of homelessness; health problems; substance misuse and antisocial behaviour. “The Office” – or SRS Shop front, acts a bridge that connects people to the right services and addresses barriers to their engagement in such services.” The **WA Police Force** believe the SRS was an excellent collaborative strategy although earlier planning is essential. The SRS was an “excellent example of trying something innovative during which there was no fear of failing and no paralysis by analysis, a pragmatic multi-faceted approach to an enduring concern”. The **Red Cross** stated it was a “positive program with considerable benefit to those vulnerable members of the community.” Finally, the **WACHS** believed the “Summer Hub was a fantastic initiative. Very well received by the target group and very well supported by government and non-government partnerships. The target group were very comfortable accessing the service and St Barbara Sq was an ideal space being close to services and a relaxing space to engage. Many families came back on a regular basis which gave time to build trust and identify supports required and assist putting them in place.” In summary, all service providers were extremely happy with the initial year of the SRS program and believe it brought substantial benefits to the community members it was serving as well as the Kalgoorlie-Boulder community at large.

Quotes and stories from police

“if there wasn’t this strategy there would be more domestic violence, more children going hungry, more assaults, more bad behaviours in public (that is visible)

The Hub took people off the streets. There was never a problem there, it was a good meeting place, people felt safe. We could tell people about when the buses were going back

There was coordination between police, woollies, communities and multiple agencies. We had the message ‘respect our country’ – which made cultural sense to visitors

If people are intoxicated or violent or aggressive there is nowhere for them to go except lock-up, and we (police) do not want that. We take away the alcohol and give them food to prevent this (the effects of alcohol and therefore risks of ending up in lock-up)

The car ‘550’ is the community relations car and everyone knows this car and know they can talk to me, the Community Relations officer

Policing is adversarial so we are involved when something bad happens. In this strategy we will tip out the alcohol, but also give food. This has been awesome because this is not a typical policing response. This is us getting ahead of the game and aligns with what we are trying to achieve. And to have the other services with us is great.

Some (in the police force) were sceptical but now see we are preventing, there is less violence. Aboriginal people know us better now.

The initiative first started when people got angry with police, but now when they see police, they pour it out themselves

For the visitors, Kal is the bright lights, it's a break from community. Some stay with family and friends and others set up camp

Welcoming environment, with food, we stayed around, we engaged – the name of the game is to keep people safe

Police were given permission to buy food, toilet paper, damper. When there is a funeral everyone comes to say sorry but often people don't have time to provide food for visitors. We provided this, this eases tensions, and we are supporting families

We have given flowers; we help people buy clothes and blankets.

Stories of Impact from Workshop (in full)

A lady who came to the hub with complex needs was assisted by provision of suitable food for dietary needs, given transport home, and being listened to and provided practical solutions to improve health outcomes. Seen a few weeks later and her health and outcomes had improved.

Male in wheelchair travelling to town from Boulder, then needed to go to the chemist. I would pick his medication up for him while he was enjoying his coffee.

Many stories where the Hub staff assisted with people navigating services to assist with their direct needs – including referral pathways and finding appointments at suitable times.

Assisted people with disabilities – linking to Bega Garnbirringu NDIS services. This included people in wheelchairs, unwell. The Hub was a great discussion point for people's health needs to discover interventions, linking them with appropriate services, linking them at the right time, right place, in a culturally appropriate manner.

Antisocial behaviour was not an issue at the Hub as it was only open in the mornings. People were very respectful, and the environment was very friendly and welcoming. Swearing was not acceptable and the Hub was a nice environment for Land's people.

Mums and grandmothers came in worried about their sons, Hub staff helped finding family.

The Hub provided extra support, e.g. an intoxicated person was supported with food. She then returned three more times and became more comfortable. She revealed she was a job seeker and needed to attend a job active appointment and she didn't want to go. We accompanied her to the appointment, and the provider had a no shoes policy and she didn't have shoes. The Hub found her some thongs so she could attend the appointment and meet appointment obligations for a Job Network appointment. Her payment would have been cut off if she had failed to attend.

Street patrol was great! It was culturally appropriate management of anti-social behaviour with men dealing with aggressive men and women dealing with aggressive women.

The provision of ear health checks/screening allowed identification of those missing immunisations who were then referred to local AMS/GP/MMS provider to receive immunisation. This decreased ear health related diseases (e.g. early detection of otitis media) and increased the immunisation rate, preventing illness.

By providing coffee, food, and a place to charge wheelchairs at the HUB, we identified a need for access to regular medication, which we then picked up from the pharmacy for our client. Resulting in improved health outcomes and management of condition with medication.

Behaviour management strategy – encouraged community members to be self-managed and take initiative to control behaviour. Once the relationship was developed with community members, the program was a ‘big hit’.

Kids that have traditionally felt disconnected connected at the shop – they had purpose ‘swept floors’, ‘made coffee for oldies’. Acceptance was hard to break – the shop front became the safe space - shop front managed and mediated behaviour (peer behaviour management if someone was getting out of hand).

Wheelchair story: Boulder to Kalgoorlie everyday to share a cuppa, local businesses supported fixing the battery – the shopfront created a natural space for providers to be able to engage – not just about functional remittances, but able to connect.

Funeral: The mother of a man who passed away came in constantly, she couldn’t get in contact with her community to find out about the death as her phone was out of credit. Shop front made the call so she could connect. This meant women could come from the community to support the mum. Shop front became a **safe place** for grieving and Hub staff provided emotional support and helped gather support from other family members who came to the hub. This helped her relieve her grief, and she was consulted about what she needed. She was provided a space at Bega to make wreathes and mourn together.

Shop Front helped people with digital support like using their phones and accessing MyGov. Helped people gain access to services.

Referral services allowed a community member with mental health issues to get referred to mental health services and assess her physical capacity to manage her physical health.

A lady who was intoxicated the night before was provided with clothes so she could be dignified and safe, also given cups of tea, noodles and a space for a chat.

Community policing: One woman couldn’t get on a bus because of a police report, an officer was able to sort that she could go back on the bus if she reported to her local police when she go home.

Two sisters were sleeping rough because they couldn’t afford accommodation, Bega was able to organise a place on the bus.

A woman in an FDV situation visited with family to find a bus back to the communities. She didn’t end up going because of her situation, but she made the connection with the shop front – it was important the Hub was visible and in a central location.

The bus provided an opportunity to locate clients with needs. It allowed for information sharing between services to help clients.

Education and health were able to locate children who were on lists who were returning to Lands.

Transport to lands provided women and families of DV victims to return to the Lands safely. Some women were asking if police would be travelling with them, they saw this as a safe place.

On one trip near Christmas, an agency provided gifts to children on the bus.

Mr Jennings was well known in ill health, his family wanted him to be able to go home three times. He was provided the opportunity to come and go until he was ready to stay where he needed to.

People from Johnston street and Lands came together at the hub – it became a meeting place for locals and residents.

The SRS prevented anti-social behaviour the longer they stayed in town.

It reduced the amount of people staying in Boulder camp.

Accepted in the community: a local bank manager came to the Hub to thank the shop front and sponsored the first aid kit and will be a key supporter. He said their branch was recognised on a state and regional level and they had significantly reduced their security incidents and expenses at the branch and directly attributed these improvements to the work of the SRS.



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