

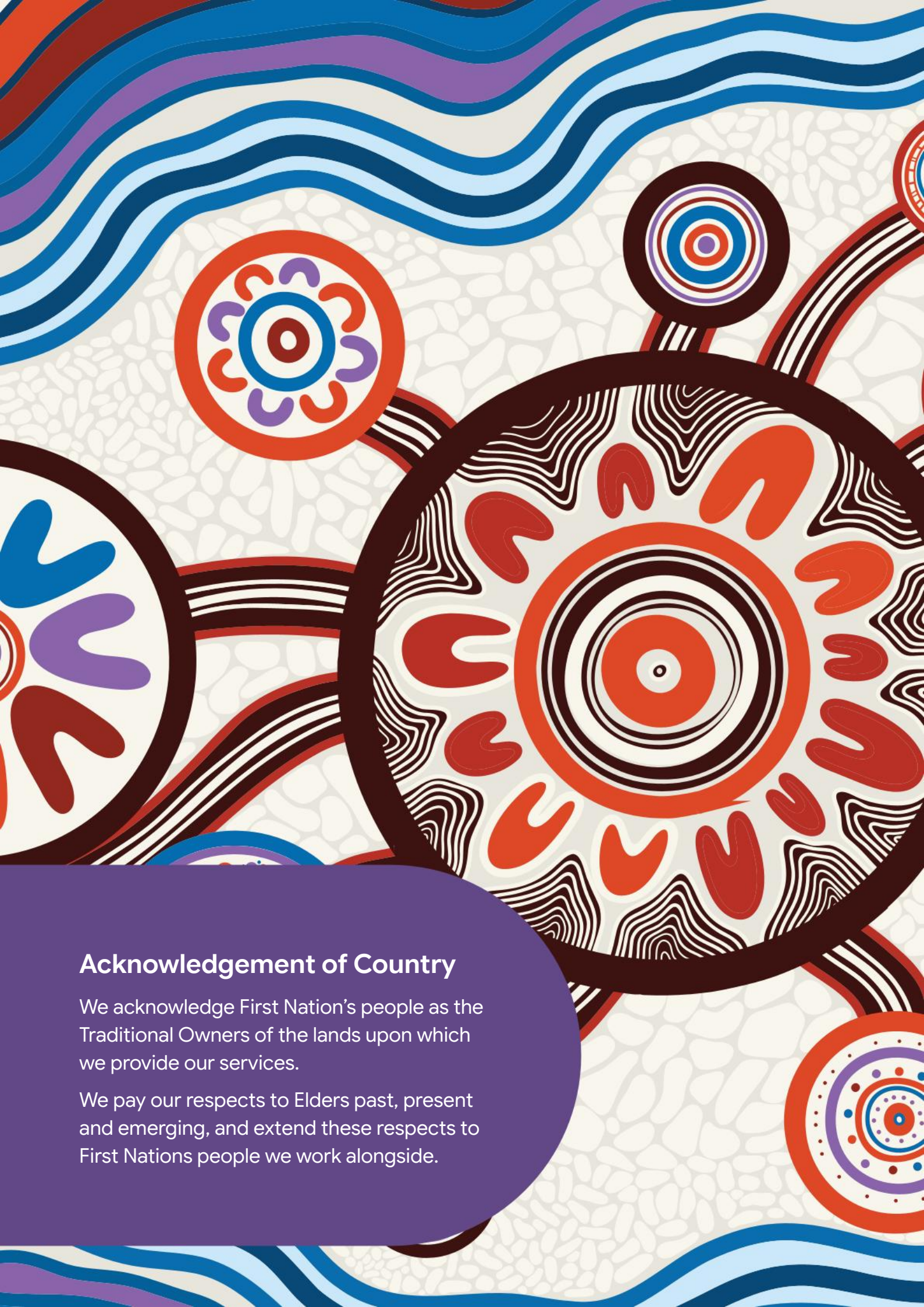
The logo for Outcare, featuring the word "OUTCARE" in a dark red, sans-serif font. The letter "C" is stylized with a small, curved line through its middle. The logo is positioned inside a thin, dark red circular outline.

OUTCARE

Guiding growth to
build stronger futures

The background of the slide is composed of several large, overlapping, organic shapes in shades of red, orange, and purple. A large, dark brown shape occupies the bottom right corner, serving as the backdrop for the title. A large, bright orange shape is in the center, and a light purple shape is on the left side.

**Capability
Statement**



Acknowledgement of Country

We acknowledge First Nation's people as the Traditional Owners of the lands upon which we provide our services.

We pay our respects to Elders past, present and emerging, and extend these respects to First Nations people we work alongside.



Who we are

Outcare is a leading community services provider in Western Australia, supporting people, families and communities across a range of life challenges, to build more stable futures.

We work alongside people to create clear, practical pathways. These pathways support people to secure housing, build life and work skills, maximise safety and wellbeing, strengthen social connections, and re-establish positive engagement with their communities.

Our approach is grounded in deep listening and real world understanding. We navigate complex systems, coordinate the right supports, and reduce barriers that slow progress so people can move forward with confidence and agency. We focus on capability, not dependency, and support change that is achievable, self directed, and sustainable.

Outcare delivers services where life happens across homes, communities and systems and stays engaged long enough for change to take hold. Our work is informed by more than 60 years of specialised experience, a strong commitment to cultural safety, and evidence led practice.

We are outcome focused and disciplined in how we work, measuring what matters and continuously strengthening how services are delivered across the sector.

Outcare is part of PeopleKind Group, a diverse and growing group of organisations delivering services across justice, disability, housing, allied health, child protection and community transition.

Our Vision

A community where everyone belongs and feels connected.

Our Purpose

To walk alongside people and communities, delivering safe, inclusive and responsive pathways that support growth, resilience and stronger futures.

Our Values



Compassion



Respect



Collaboration



Resilience



Courage

A Message from Our Managing Director

At Outcare, our purpose has always been clear: to walk alongside people, families and communities as they navigate change, rebuild stability and move toward stronger futures. For more than 60 years, we have grown in response to the needs of the Western Australian community and that commitment to learning, adapting and evolving continues to guide us forward.

Communities change. The challenges people face change. And as a purposeful human services organisation, we must change with them. Our strategic direction is anchored in this belief: that meaningful impact comes from listening closely, responding early and designing services that reflect the real lives, strengths and aspirations of the people we support.

Today, Outcare's work extends well beyond our origins. We deliver integrated pathways across justice, housing, wellbeing, mental health, family and youth services, always with a focus on prevention, connection and long-term outcomes. This shift is intentional. It reflects our responsibility to respond to increasing complexity with intention, from an evidence-base and centred on dignity.

Central to this work is our commitment to culturally safe practice, particularly in recognition of the disproportionate impact that systems have had and continue to have on Aboriginal people. We know we cannot do this work alone. That is why we are proud to partner with Aboriginal Community Controlled Organisations both in the metro and regional areas. These partnerships guide our approach, strengthen our accountability and ensure our services are informed by cultural knowledge, leadership and lived experience.

Just as critically, we invest in ensuring our own people are culturally capable. Cultural awareness is not a single point of learning. It is embedded into how we practise, how we reflect and how we grow. Our teams are supported to learn with humility, listen deeply and apply cultural understanding meaningfully in their everyday work,

The safety and wellbeing of children and young people sits at the heart of everything we do. Across our Brighter Futures pathways, and all Outcare services, safeguarding is non negotiable. We continue to invest in experienced therapeutic and practice teams who provide expert guidance, training and oversight ensuring our frontline staff are supported to deliver safe, trauma responsive and developmentally informed care.

Looking ahead, Outcare's future is one of purpose, building our impact and being a partner of choice. Our strategy is focused on strengthening practice excellence, deepening partnerships, building workforce capability and ensuring our systems are fit for the future ahead. Most importantly, it is about continuing to show up reliably, respectfully and with intention - for the people who place their trust in us.

Thank you for being part of Outcare's journey. Together, we will continue to guide growth, adapt with purpose and build stronger, more connected communities across Western Australia.



David Cain
Managing Director,
Outcare

Our Path

Outcare has been supporting people to rebuild their lives for more than 60 years. Since our beginnings in 1963, we have grown alongside the Western Australian community - adapting, learning and responding to changing needs while staying grounded in the belief that everyone deserves dignity, opportunity and connection.

Originally established to provide aftercare support for people leaving prison, Outcare has evolved into a diverse human services provider delivering integrated, community based pathways. While justice related support remains central to our work, our services now span family and women's services, housing stability, child safety, family and domestic violence, youth support, mental health, employment pathways and community transition.

In 2018, Outcare joined PeopleKind Group strengthening our foundations, extending our reach, and building our capacity to deliver lasting social impact. As part of a network of aligned partners, we are able to provide integrated, wrap around supports that improve outcomes for people through seamless, end to end pathways, backed by strong governance and shared expertise.

Today, supported by more than 200 skilled and committed staff, Outcare works alongside people at all stages of their journey, helping them reconnect, regain stability and move forward with confidence.



Why we're trusted

Our Expertise & Experience

Outcare brings decades of experience delivering high quality, trauma informed services across Western Australia. Our accreditations, partnerships and governance systems demonstrate strong capability, reliability and accountability.

We are:

- Accredited under National Safety and Quality Mental Health Standards
- Compliant with Better Care Better Services Standards for children
- A fully compliant NDIS provider
- Recognised for strong governance, safeguarding and continuous improvement

These accreditations confirm our excellent practice, strong governance and commitment to quality.

Commitment to Safety

Child Safety

Child safety is fundamental to everything we do. Guided by the National Principles for Child Safe Organisations, Outcare creates environments where children and young people are safe, respected and heard. Safeguarding is embedded across leadership, governance, policy and everyday practice, because protecting children is everyone's responsibility.

Family, Domestic and Sexual Violence

Outcare recognises that family, domestic and sexual violence is a serious and deeply gendered issue driven by inequality, power imbalance and systemic barriers.

Our trauma transformative approach prioritises safety, choice, dignity and respect. We work collaboratively across systems and services, centring lived experience and responding at individual, community and system levels to support long-term safety and recovery particularly for women and children.

Our Practice Framework

Outcare services are person-centred, accountable and grounded in lived experience. Our Practice Framework sets out how we work, bringing together evidence, cultural knowledge and real world insight to guide consistent, high quality support.

It shapes how we:

- **Build respectful and trusting relationships**
- **Embed trauma transformative, culturally safe, and evidence informed practice**
- **Reflect, learn and adapt**
- **Uphold our values in all interactions**

This framework ensures clarity, consistency and integrity across all programs and teams.

Core Practice Principles

Our work is guided by six core principles:



1. Trauma transformative and responsive

We recognise the pervasive impact of trauma and embed healing focused, strengths based approaches throughout our services.



2. Values-led

Compassion, respect, collaboration, resilience and courage shape how we work with people and partners.



3. Person-centred

People are the experts in their own lives. We work alongside them, supporting voice, choice and agency.



4. Capable and accountable

We invest in learning, evidence and reflective practice to strengthen ethical decision making and service quality.



5. Culturally safe and inclusive

We practise cultural humility and responsiveness, particularly in our work with Aboriginal communities.



6. Collaborative and evidence informed

We work across systems, adapt to complexity and continuously improve through shared learning.

Our Pathways

Safe Strong Lives

Safe, Strong Lives brings together pathways that help people achieve stability, safety and independence in their everyday lives. This work focuses on early intervention and practical, person centred support to help people remain housed, navigate complex challenges and strengthen their capacity to manage daily life. We have dedicated programs providing support to women before, during and after transitions from custody to community life.

This work recognises the unique experiences and barriers faced by women, including trauma, living with a disability, disrupted relationships and limited access to long term supports. By providing trusted support at critical moments and responding flexibly when circumstances escalate these pathways help individuals feel supported, respected and empowered to build resilience, strengthen community connections and maintain long term wellbeing.

Aboriginal Throughcare:

Provides culturally safe, person centred support that works alongside Aboriginal people from custody through to community, strengthening connections to culture, family and community while supporting safe reintegration, wellbeing and long-term independence.

Career Development:

Supports people to build pathways into employment through tailored career planning, skills development and connection to education and training opportunities that support independence.

Drug Court:

Works alongside the Drug Court to provide coordinated, recovery focused support that addresses substance use, stabilises living arrangements and supports compliance with court-ordered programs.

REACH:

Supports women exiting custody to reintegrate safely into the community through coordinated pre and post release support, focusing on housing, health, independence and reducing re-contact with the justice system.

Start Court:

Supports people engaged with the Magistrates Court to address underlying issues such as housing instability, health and social needs, helping reduce escalation and re-contact with the justice system.

Tidda:

Provides culturally safe, women-centred support for Aboriginal women involved in or at risk of justice system contact, strengthening connection to Culture, family and community while supporting long-term stability.

Thrive:

Outcare Provides early-intervention, practical support to help people remain safely housed, manage daily challenges and build the skills and confidence needed for long-term stability and wellbeing.

Bright Futures

Bright Futures supports children and young people to grow, heal and thrive through safe, therapeutic and developmentally responsive care. These pathways prioritise connection to family, culture, education and community while addressing trauma, instability and justice system contact. Through strong relationships, tailored support and collaboration with partners, Bright Futures helps young people build life skills, confidence and a sense of belonging, laying the foundations for positive, sustainable futures.

Bright Futures:

Provides 24/7 therapeutic, trauma informed care in safe residential settings, supporting young people with complex needs to stabilise, build skills and prepare for independence.

Reconnect:

Works with young people and their families to strengthen relationships, resolve conflict and prevent homelessness through early intervention, counselling and practical support.

Links:

Supports young people involved in or at risk of contact with the justice system to stay connected to education, training and community, reducing reoffending and improving long term outcomes.

Aboriginal Throughcare Youth:

Provides culturally safe, Aboriginal led support for young people transitioning in and out of custody, strengthening connection to culture, community and long term stability.

Our Impact

Each year, thousands of people access Outcare supports achieving outcomes such as improved housing stability, wellbeing, safety, employment readiness and stronger community connection.

Our impact is reflected not just in numbers, but in lived experience:

“I now have identification, access to food services and support with my driver’s licence. I’ve been lined up with an employer and I finally feel hopeful.”

“I communicate better with services and found the courage to pursue my dream of studying music.”

These stories sit at the heart of what we do—quiet transformations that enable lasting change.



Read stories from the people we support across WA communities.



One team, across Western Australia

At Outcare, our people are at the heart of everything we do. They are the drivers of change, the strength behind our services, and the reason our work creates meaningful, lasting impact.

Together, we are a values led, purpose driven community working across metropolitan, regional and remote Western Australia. While our services span multiple locations and pathways, our people are connected by a shared purpose and practice approach.

- We work as one organisation, learning from one another and strengthening capability across regions.
- Collaboration across teams and disciplines ensures people experience seamless, integrated support.
- Our statewide presence enables both local responsiveness and collective impact.
- Through actions like our all hands monthly staff event, organisational forums and our Employee Culture Reference Group.

A culture that shapes our work

Our culture is built on compassion, respect, accountability and collaboration.

- We prioritise psychological safety, connection and wellbeing so our people can do their best work.
- Diversity, learning and continuous improvement are actively encouraged.
- Our teams are united by a shared belief in second chances, the need to advocate for a fairer West Australia and community-led change.

Lived experience at the centre

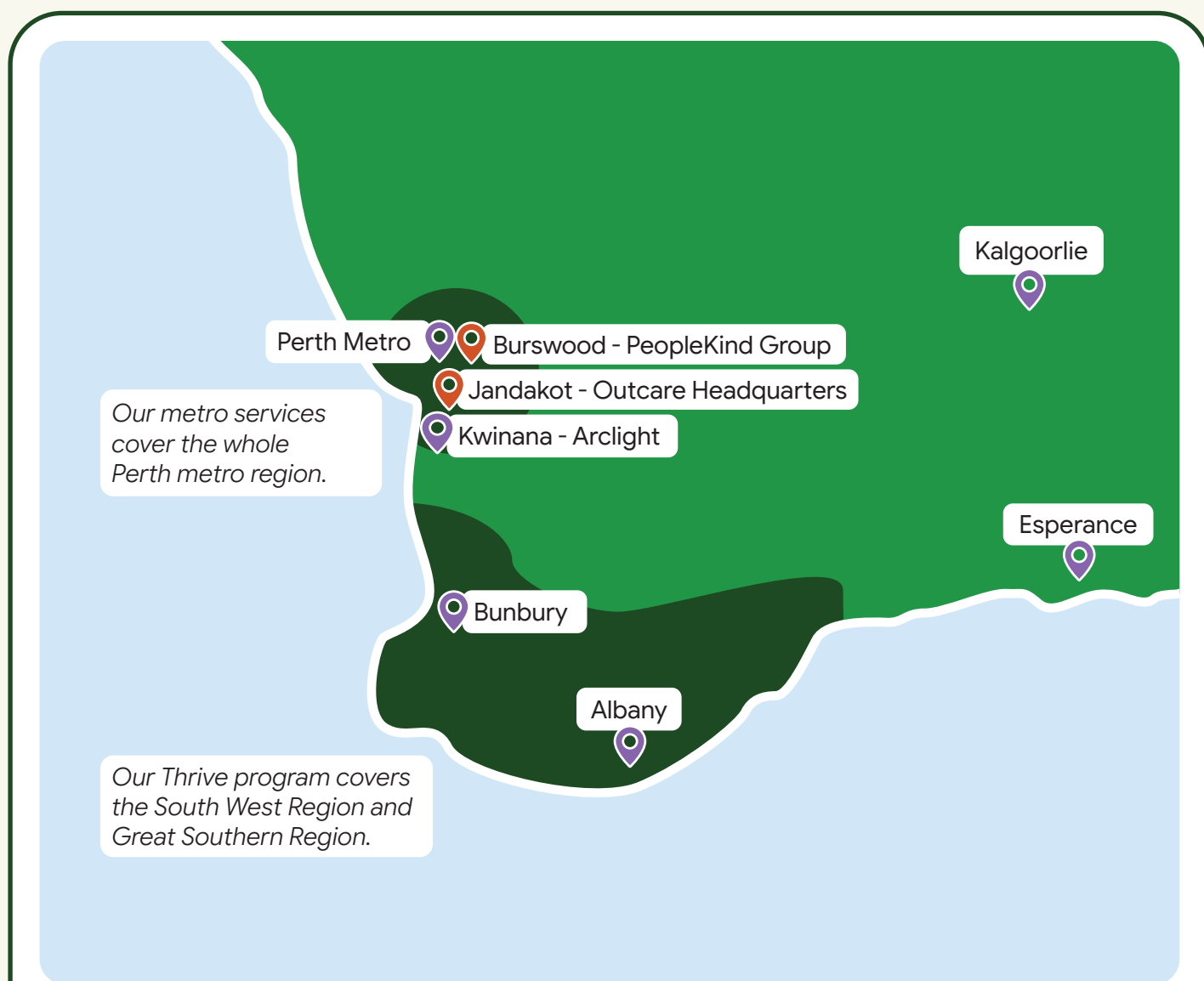
People with lived experience are intentionally located across our workforce, strengthening trust, relevance and connection.

- Our teams include people with first hand experience of the justice system, housing insecurity, recovery and reintegration.
- Lived experience informs how services are designed and delivered, keeping our work grounded, human and responsive.
- These team members help build hope, model resilience and support people from a place of genuine understanding.
- Their leadership enhances cultural safety, authenticity and dignity in every interaction.

A skilled, supported workforce

Outcare's people bring diverse expertise across human services, clinical practice, community development and operations.

- Our workforce holds broad qualifications and experience across justice, youth, housing, community services, psychology and case management.
- We invest in training, leadership development, supervision and reflective practice to build capability and confidence.
- Staff are supported to strengthen skills in trauma responsive practice, cultural capability, child safety and evidence informed care.
- Specialist therapeutic and practice teams provide guidance across programs, ensuring quality and safety - particularly within our Brighter Futures pathways.



Where our services operate

- 📍 PeopleKind Group - Burswood
- 📍 Outcare Headquarters - Jandakot
- 📍 Outcare offices/service
 - Esperance
 - Kalgoorlie
 - Perth Metropolitan
 - Kwinana – Arclight
 - Albany
 - Bunbury

Working together to support stronger futures

Whether you're looking to make a referral, explore a partnership, or learn more about Outcare and our pathways, we'd love to hear from you. We work closely with individuals, communities, government and sector partners across Western Australia to deliver support that is responsive, collaborative and grounded in care.

Make a referral:

If one of our pathways may benefit someone you are supporting, our team can help explore suitable options and guide next steps.

Explore partnerships:

Connect with us to discuss corporate partnerships, service collaborations or community initiatives that create meaningful, shared impact.

Access support:

If you're a client or supporting someone who may benefit from Outcare services. We're here to help connect you with the right pathway.

Learn more about Outcare:

Discover who we are, what we do, and read stories from the communities and people we work alongside.

Explore scholarship opportunities:

Learn about scholarships available through Outcare and how they support education, training and positive pathways.

Contribute to our scholarship programs:

Talk with us about supporting scholarships and investing in opportunities that change lives and strengthen communities.

Work with us:

Explore career opportunities at Outcare and learn what it means to be part of a values led, purpose driven organisation.

Connect with us online:

Follow Outcare on social media for updates, news and insights from across our programs and regions.

Speak with our team:

Have a question or want to talk things through? Our team is available to provide information, guidance and support.

Visit us:

Outcare has a presence across Western Australia and works closely with local communities, services and partners.

OUTCARE



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