OUTCARE · Guiding growth to build stronger futures

# Social Impact Report 2026



Artwork by Kieron Pearce

## Acknowledgement

We acknowledge the Traditional Owners and Custodians of the many lands across Western Australia on which Outcare provides services and supports communities. We pay our deepest respects to Elders past and present, and recognise the enduring connection of Aboriginal and Torres Strait Islander peoples to Country, culture, community and story.

This report reflects the experiences of people, families and communities from across our state. Whether engaging with justice, housing, mental health, child and family safety, education or community support systems, every person's journey is shaped by place, culture, relationships and connection. We recognise that Aboriginal and Torres Strait Islander peoples have sustained these connections for tens of thousands of years and continue to lead, advocate and strengthen communities today.

As an organisation committed to creating safer, stronger and more connected communities, we acknowledge our responsibility to listen, learn and walk alongside First Nations peoples in ways that respect culture, promote self-determination and contribute to lasting positive change for future generations.

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# Executive introduction

**Across Western Australia, people, families and communities continue to navigate growing complexity. The impacts of housing insecurity, family and domestic violence, mental health challenges, cost-of-living pressures and involvement across the justice and child protection system are increasingly interconnected. Demand for support continues to rise, while services across our sector face workforce pressures, funding uncertainty and growing expectations to ensure the delivery of sustainable, measurable outcomes.**

Despite these challenges, 2026 has been a year of growth, learning and impact for Outcare.

What has stood out most this year is not the work of any one service, but the strength, resilience and determination of the people and communities we work alongside. Across Western Australia, we continue to see people navigating complex challenges, often while supporting families, caring for others and rebuilding their lives. Their experiences remind us that effective support is rarely about a single program or intervention. It is about relationships, connection, hope and communities working together.

The conversations we have had with people, partners and practitioners across Western Australia, the country, and through international networks have reinforced that the challenges facing communities are shared, but so too are the opportunities. We continue to learn from emerging practice, evidence and lived experience, while remaining grounded in the realities of the communities we serve. These learnings have shaped Outcare 2031, our long-term commitment to helping create the conditions where people, families and communities can thrive, now and into the future.

> We continue to learn from emerging practice, evidence and lived experience, while remaining grounded in the realities of the communities we serve.






Central to this vision are our people.

Our workforce is our greatest strength. Across every program, region and team, our people bring compassion, expertise and an unwavering commitment to supporting others. Importantly, many also bring lived experience, providing insights that cannot be learned from textbooks or policies alone. When this lived experience is combined with strong professional practice, strategic thinking and a commitment to continuous improvement, it creates an organisation that is not only effective, but deeply connected to the communities it serves. We aim to bring a landscape of knowledge and experience.

Looking ahead, we remain focused on increasing our impact across Western Australia. Through Outcare 2031, we have set ambitious goals to strengthen our workforce, diversify and grow our impact, expand our geographic reach, deepen and broaden our partnerships, and support more people to achieve safe, strong lives and brighter futures. We are committed to ensuring that increasing our impact is purposeful, evidence-informed and driven by community need, so that more people can access the support they need, when and where they need it most.

This Social Impact Report brings that commitment to life. It demonstrates the difference our pathways, programs and supports make for the people who engage with Outcare, their families and the communities around them. Behind every outcome is a person with their own story of resilience, growth and possibility. I encourage you to read these stories, hear directly from the people we are privileged to support, and see the impact for yourself. Their experiences remind us why this work matters and what can be achieved when people are met with the right support, at the right time, and given the opportunity to thrive.

To our staff, volunteers, partners, funders, community members and the people who place their trust in us every day, thank you. The outcomes captured throughout this report belong to all of us. They represent thousands of moments of connection, hope, advocacy and change. Together, we are building stronger futures, creating lasting impact and helping communities across Western Australia thrive.



**David Cain,**
Managing Director



## Commitment to child safety

Child Safety is at the core of our work, guided by the National Principles for Child Safe Organisations. We are dedicated to creating environments where children are safe, respected, and heard, with their rights shaping our approach.

### In line with the principles, our approach:

- Embeds child safety in leadership and governance
- Ensures children's voices inform decisions
- Involves families and communities
- Upholds equity and inclusion
- Recruits and supports suitable people to work alongside children, young people, families and individuals
- Maintains child focused complaints processes
- Equips staff with ongoing training pertaining to child safety
- Maintains safe physical and online environments
- Regularly reviews implementation and documents how we keep children safe

**We all share responsibility for protecting children and supporting their wellbeing and inclusion. Outcare recognises and responds to children as victims/survivors in their own right.**

Exposure to violence, coercive control, fear or instability directly affects a child's safety, development, wellbeing, and long-term outcomes. Our practice design integrates the listening to and valuing of children's voices, partnering with safe caregivers, meeting statutory reporting responsibilities, and supporting recovery through trauma transformative, developmentally informed practice.








## Commitment to Aboriginal people and communities

At Outcare, we recognise that Aboriginal and Torres Strait Islander peoples have cared for Country, culture, family and community for tens of thousands of years. We acknowledge the strength, resilience and leadership of Aboriginal people and remain committed to walking alongside communities in ways that uphold self-determination, cultural authority and genuine partnership.

### Cultural Safety in Practice

Cultural safety is not a standalone initiative. It is a responsibility that sits at the heart of how we work with people, families and communities across Western Australia.

Our approach is grounded in the belief that individuals and communities are the experts in their own lives. We seek to create opportunities for people to make informed decisions about their futures, strengthen their connection to culture, family and community, and access supports that reflect their aspirations and priorities. This commitment to self-determination shapes our work across the lifespan, from prevention and early intervention with young people, through to supporting people in custody, preparing for release from custody, strengthening family relationships, and reconnecting with community.

We recognise that culturally safe services require continual learning, collaboration and reflection. All team members undertake cultural awareness and cultural safety training as part of their induction, with ongoing opportunities throughout the year to deepen their understanding, challenge assumptions, build capability and strengthen connections with Aboriginal people, communities and organisations. Through this process, we aim to create environments where Aboriginal people feel respected, heard, valued and safe.

# About Outcare

## Who we are

Outcare is a leading community services provider in Western Australia, supporting people, families and communities to overcome challenges and build stronger futures.

For more than six decades, Outcare has worked alongside Western Australians at times of transition, challenge and opportunity. What began with a focus on supporting people impacted by the justice system has evolved in response to the changing needs of our communities. Today, we continue to adapt and grow, informed by the experiences, aspirations and priorities of the people we support, ensuring our services remain relevant, contemporary, accessible and responsive in a changing world.

Guided by our purpose, guiding growth to build stronger futures, we work alongside people to create practical pathways toward safety, stability, connection and opportunity. Our approach is grounded in respect, cultural safety, evidence-informed practice and a belief in people's strengths and capacity for change.

We support people at critical points in their lives, helping them navigate complex systems, access the right supports, develop skills and confidence, and strengthen their connections to family, community and culture. By focusing on long-term wellbeing rather than short-term crisis response, we help create change that is meaningful, sustainable and owned by the people we support.

As part of PeopleKind Group, Outcare delivers services across metropolitan and regional Western Australia, with expertise in justice, child protection, youth support, housing, mental health, family wellbeing and community safety. Through our work, we seek to strengthen the conditions that enable people, families and communities to thrive, recognising that lasting impact is created through partnership, inclusion and a commitment to walking alongside people on their journey.




## Where we work

Outcare delivers services across metropolitan and regional Western Australia, including Perth, Kwinana, Bunbury, Albany, Kalgoorlie and Esperance. Through our broad geographic reach and strong local partnerships, we are able to support people in the communities where they live, learn and belong.





## Our approach

Outcare creates change by providing person-centred support that responds to people's unique circumstances, strengths and goals. We combine case support, practical assistance, advocacy, capacity building and partnership-based approaches to help people overcome barriers and achieve positive outcomes.

### Our services are organised into two pathways

#### Safe Strong Lives

Safe Strong Lives brings together services that help people achieve safety, stability and independence. Through earlier intervention, tailored support and practical assistance, we help people remain safely housed, navigate complex challenges and strengthen their capacity to manage everyday life.

This pathway includes support for women before, during and after transitions from custody to community, as well as people experiencing barriers related to trauma, disability, social isolation or limited access to long-term supports. By providing trusted support at critical moments, Safe Strong Lives helps people build resilience, strengthen community connections and maintain long-term wellbeing.

#### Bright Futures

Bright Futures supports children and young people to grow, heal and thrive through safe, therapeutic and developmentally responsive care. The pathway prioritises connection to family, culture, education and community while addressing the impacts of trauma, instability and contact with the justice system.

Through strong relationships, tailored support and collaboration with families and partners, Bright Futures helps young people develop life skills, confidence and a sense of belonging. The pathway aims to create the foundations for positive, sustainable futures and greater participation in community life.

## How we guide growth for stronger futures

We create change by walking alongside people through some of the hardest times in their lives. We take time to listen, understand what matters to them, and work together on the goals they want to achieve.

We know that lasting change happens when people feel safe, supported, connected and in control of their own lives. That's why we focus on helping people build stronger relationships, improve their wellbeing, find stability, develop practical skills and create the future they want for themselves.



# Why lived experience matters

We believe that lasting change is best supported by people who bring both professional expertise and a genuine understanding of life's complexities.

This is why we are committed to building a workforce that reflects a diverse range of lived experiences, including experiences of the justice system, recovery from alcohol and other drug use, mental health challenges, and personal journeys of resilience and growth.

These experiences enrich our practice, fostering trust, empathy and credibility with participants while providing a deeper understanding of the barriers people face. Beyond direct service delivery, the insights gained through lived experience help shape service innovation, influence system reform and ensure that the voices of those most impacted are reflected in the policies, programs and systems designed to support them.

We do this through a range of ways including:

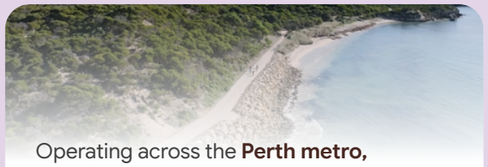
- Client feedback
- Outcome Star
- Surveys
- Interviews
- Co-design activities
- Child and youth participation



# Our Impact at a glance

## Across the 25/26 financial year...

**2000+**
total clients supported across 13 programs



Operating across the **Perth metro, Peel, South West, Great Southern,** and **Goldfields-Esperance** regions

**80**
children and young people supported across Bright Futures and Youth Pathways



**180**
women supported across our Women's Services and Aboriginal Throughcare Women's programs

**114**
Aboriginal and Torres Strait Islander men, women, and young people supported through our Aboriginal Throughcare programs

**73**
organisations were matched with clients seeking employment

**206**
Staff members



**83.7**
NPS score



(calculated from 43 completed NPS responses across 5 programs)

# Strengthening impact through partnership

We know that meaningful outcomes are achieved when Aboriginal-led organisations, communities and service providers work together.

Outcare is proud to partner with Aboriginal Community Controlled Organisations (ACCOs) that bring cultural authority, community knowledge and lived experience to the work we do.

## Maar Koodjal

Our partnership with Maar Koodjal strengthens our ability to deliver culturally informed and culturally responsive services.

Through guidance, collaboration and shared learning, Maar Koodjal helps ensure our approaches reflect the aspirations, strengths and needs of Aboriginal people and communities. Their expertise supports our workforce to build cultural capability while providing valuable advice that informs service delivery, program design and community engagement.

Learn more about Maar Koodjal:
**maarkoodjal.org.au**

MAAR KOODJAL
Past | Present | Future

## Ebenezer Aboriginal Corporation

Our partnership with Ebenezer Aboriginal Corporation provides important cultural guidance and community connection across a range of pathways and programs. Working together enables us to better support Aboriginal people and families by ensuring cultural perspectives are incorporated into practice, planning and decision-making. Their leadership and knowledge assist both our workforce and the communities we serve, helping strengthen relationships, trust and culturally safe outcomes.

Learn more about Ebenezer:
**ebenezer.org.au**

EBENEZER
ABORIGINAL
CORPORATION

## Southern Aboriginal Corporation

Our partnership with Southern Aboriginal Corporation (SAC) gives us valuable cultural guidance and strong community connections across the Great Southern, South West and Wheatbelt regions. SAC has a long history of supporting Noongar people and families, and its knowledge helps us make sure our pathways and programs reflect Noongar values and community priorities. Working together strengthens how our workforce engages with Aboriginal people and families, and builds the trust and relationships that lead to culturally safe, lasting outcomes in regional communities.

Learn more about
Southern Aboriginal Corporation:
**sacorp.com.au**

SOUTHERN
ABORIGINAL
CORPORATION

These partnerships reflect our commitment to listening, learning and working alongside Aboriginal-led organisations to ensure that services are informed by community knowledge and cultural authority.

## Growing and Supporting our Aboriginal Workforce

Aboriginal employees bring invaluable cultural knowledge, lived experience, professional expertise and community connection that strengthen our services and support better outcomes for the people we walk alongside. We are committed to creating pathways that attract, develop and retain Aboriginal employees, while providing supportive workplaces where people feel culturally safe, valued and empowered to grow their careers.

Our focus is not only on recruitment, but on creating meaningful opportunities for leadership development, professional growth and influence across the organisation.

Artwork by Joanne Ugle

## Walking Our Reconciliation Journey

As part of the PeopleKind Group, Outcare actively contributes to the commitments outlined in the PeopleKind Reconciliation Action Plan, helping drive meaningful actions and opportunities for Aboriginal and Torres Strait Islander peoples.

Outcare has also established a dedicated Cultural Pathways Team to help embed cultural safety and accountability by working closely with service pathways, practice leaders and support teams to facilitate cultural conversations, provide guidance, coordinate recognition of significant cultural dates and events, and support the implementation of culturally responsive practices.

Importantly, this approach helps ensure that cultural responsibility is shared across the organisation, rather than relying solely on the contributions of Aboriginal employees. By building cultural capability across all teams, we create greater opportunities for learning, reflection and action while reducing the cultural load often placed on Aboriginal employees.

We remain committed to creating services, workplaces and communities where Aboriginal people feel connected, respected and empowered to thrive.

# Impact Results

## Measuring what matters

Outcare measures impact by asking: “What changes are happening in people’s lives because of our services?”

Rather than only counting activities (for example, how many clients were supported, how many workshops were conducted), Outcare focuses on outcomes: the meaningful changes people experience.

**A note on our approach to impact measurement**

This is our first Impact Report, and an important step in being open about the difference our work makes, what the evidence tells us, and where we still have more to learn.

Measuring meaningful change in people’s lives is complex. We work to collect and report our impact data as accurately and consistently as possible, but our approaches currently vary across programs. Some programs use established or validated measures, while others draw on participant feedback, practitioner assessments and available program data. This means the strength and type of evidence presented throughout this report varies.

We have reported our findings to the best of our ability and have sought to be transparent about the evidence available, without claiming more than the data can reasonably demonstrate. We recognise that our methods are not perfect, and strengthening the quality, consistency and rigour of our impact measurement is an ongoing process.

We believe we have a responsibility to share what we know with our community, while being equally open about what we are still learning. As our approach continues to mature, so too will our ability to understand, demonstrate and improve the impact of our work.

In this report, you will see sample sizes vary between measures. These numbers should not be interpreted as representing the full program cohort. Differences reflect data availability, completion rates, and whether individual measures were relevant or applicable to a client’s circumstances.





## The Outcare approach

**1. We define the outcomes that matter**

Each program has a **Monitoring, Evaluation and Learning (MEL) Framework** that identifies:

- What outcomes the program is trying to achieve
- How those outcomes will be measured
- What evidence will be collected.

These outcomes are developed using:

- Program expertise
- Employees input
- Funder requirements
- Feedback from participants about which changes matter most to them.

**2. We collect evidence of change**

Outcare uses a mix of:

- Outcomes Star tools
- Client surveys
- Administrative data
- Case file evidence
- Client stories and lived experience feedback .

Examples include:

- Stable accommodation
- Reduced reoffending
- Improved life skills
- Better relationships
- Improved wellbeing
- Greater community connection

**3. We align outcomes to the organisation-wide framework**

Programs report into a common set of organisational outcomes so Outcare can tell a single impact story across all services. Recent reporting aligned program outcomes to organisational domains such as:

- Health, wellbeing and recovery.
- Safety, stability and reduced justice involvement.
- Skills, capability and economic stability.
- Strong relationships and social connection.
- Agency, inclusion and positive identity.

The Outcomes Framework is designed to provide “a common language” while still allowing individual programs to measure outcomes specific to their service.

**Health, wellbeing and recovery**

**Safety, stability and reduced justice involvement**

**Skills, capability and economic stability**

**Strong relationships and social connection**

**Agency, inclusion and positive identity**

**In this report, you will see these symbols indicating which domains a program contributes towards.**

**4. We assess the strength of the evidence**

Outcare MEL frameworks use evidence standards based on the Australian Education Research Organisation (AERO) evidence framework. This helps determine how confident we can be that a program is contributing to the outcomes observed.

**5. We use the findings to improve services**

Outcare’s stated position is that measurement is not about collecting data for its own sake. The purpose is to create:

- Insight.
- Learning.
- Better decision-making.
- Service improvement.

# Safe Strong Lives

**Safe, Strong Lives supports people to build safety, stability, independence and connection. The portfolio brings together programs across justice reintegration, housing and tenancy support, disability, employment, court diversion and family support to help people overcome complex challenges and achieve positive, lasting change.**

Our services support clients transitioning from custody, Aboriginal adults involved in the justice system, people living with intellectual, psychosocial and other disabilities, participants in specialist court diversion programs, public housing tenants, and people seeking employment and training opportunities.

Many of the people we support have experienced significant disadvantage, including trauma, homelessness, disability, family violence, mental health challenges, substance use, social isolation or involvement with the justice system.

Our approach recognises that sustainable change is achieved through coordinated, person-centred support that builds on individual strengths and responds to each person's unique circumstances.

By providing support at critical points of transition and creating pathways to stability, Safe, Strong Lives helps people build resilience, reduce the likelihood of future crises, strengthen connections with family and community, and create safer, stronger futures for themselves and those around them.







## Program insights: Women's Services

### REACH, TIDDA, and Aboriginal Throughcare Women support women transitioning from custody into the community.

REACH provides practical support and advocacy, while TIDDA offers tailored assistance for women with disability and complex needs, and Aboriginal Throughcare Women support Aboriginal women as they transition from custody into community Together, they help women build safer, more stable and independent lives.

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.



Safe Strong Lives | Women's Services

54 clients • 2 case managers • 1 peer worker

# REACH (Reintegration, Empowerment, Advocacy, Connection, and Healing)

## REACH supports women transitioning from custody to build safe, stable and meaningful lives in the community.

The program offers practical help, advocacy and encouragement before and after release. Between July 2025 and June 2026, REACH supported 55 women leaving Bandyup, Boronia and Wandoo.

Support can begin in the final nine months of custody and continue for up to two years after release. Through Outcare's Throughcare model, women have consistent, practical support from people they know and trust throughout this transition.

REACH works alongside women on the goals that matter to them, such as finding a safe place to live, reconnecting with family, accessing healthcare and services, and moving towards work. By building trust and strong support networks, REACH helps women create safer, more stable futures.

**REACH is supported by the Sisters of St John of God.**

### In their own words

When asked the questions, 'as a result of being in REACH, what is the most significant change in your life?' women spoke about the following:

- Housing and stability
- Education, employment and future goals
- Recovery and healthy lifestyles
- Family connection and reunification
- Confidence, self-advocacy and independence
- Social support and belonging
- Service navigation and community connection
- Planning and preparedness for release

Real quote from a REACH client:

*"I felt supported, which I have never felt before"*







## REACH's impact at a glance

**94.3%**
increased their community connection
33 of 35 eligible clients

**87.5%**
reduced or ceased their reoffending
28 of 32 eligible clients

**87.5%**
increased their life skills
43 of 49 eligible clients

## Overall results

**Health, wellbeing and recovery**

**44.4%**
reduced or ceased their misuse of alcohol and other drugs (AOD)
4 of 9 participants

**Safety, stability and reduced justice involvement**

**87.5%**
reduced or ceased their reoffending
28 of 32 participants

**51.4%**
reduced their risk of experiencing more FDV
11 of 33 participants

**33.3%**
were in stable accommodation
18 of 35 participants

**Skills, capability and economic stability**

**87.5%**
increased their life skills
42 of 48 participants

**62.2%**
increased employability or gained employment
28 of 45 participants

**Strong relationships and social connection**

**93%**
increased their pro-social behaviour
40 of 43 participants

**94.3%**
increased their community connection
33 of 35 participants

**Agency, inclusion and positive identity**

No direct outcome measures aligned with REACH

Safe Strong Lives | Women's Services

83 clients • 7 case managers • 1 participant engagement coordinator

# Tidda

**Tidda supports women with intellectual disability, acquired brain injury, psychosocial disability and other complex support needs as they transition from custody into the community.**

Working alongside women before and after release, the program provides tailored support, advocacy and connection to help women build stable, independent and meaningful lives.

Support can begin in the final nine months of custody and continue for up to two years after release, ensuring women have consistent support through every stage of their transition. Delivered through Outcare's Throughcare model, Tidda provides practical, relationship-based support that responds to each woman's strengths, goals and individual needs.

Tidda works with women to access housing, income, disability services, healthcare, community supports and everyday life skills. By helping women navigate complex systems, strengthen their independence and connect with the right supports, TIDDA helps create stronger foundations for life in the community.

**Tidda is supported by the Sisters of St John of God.**

## In their own words

When asked the question 'As a result of being in Tidda, what is the most significant change in your life?' women spoke about the following:

- Practical support and advocacy
- Access to disability supports (NDIS)
- Housing and stability
- Confidence and independence
- Hope and positive future outlook
- Throughcare and continuity of support
- Life skills and daily living
- Family connection and relationships
- Reduced risk of reoffending and staying on track
- Feeling heard, valued and understood

Real quote from a Tidda client:

*"If it wasn't for your program I probably would have taken myself back to jail"*

Case Study

## A Place to Rebuild, A Future to Shape

For Tiana, a safe place to live meant more than a roof over her head. It gave her the chance to focus on her well-being, reconnect with her son, and build a more stable future.

Before her release from custody, Tiana began working with Outcare's Tidda program to plan her return to the community. With her case manager, she prioritised securing housing, reconnecting with healthcare services, and working towards reuniting with her family.

Tiana initially found accommodation but lost it a few months later. For over two months, she had no stable place to call home, which made it harder to access her medication and manage her mental health.

During this time, Tiana stayed in touch with her case manager. Thanks to ongoing referrals and support from the Tidda team, she was given another opportunity for accommodation.

**On Christmas Eve, Tiana finally had a home again.**

Since then, she has maintained her housing for over six months, reconnected with mental health services, and strengthened her community support networks. She has now gone a full year since her release without any new criminal charges. With greater stability, Tiana has continued working towards rebuilding her relationship with her son. They spend time together under Family Court arrangements, and she has started a parenting course.

With every step forward, she is building a more positive future with her son.





## Tidda's impact at a glance

**88.1%**
improved the management of their trauma
59 of 67 eligible clients

**91.9%**
reduced or ceased their reoffending
34 of 37 eligible clients

**90.4%**
increased their life skills
66 of 73 eligible clients

## Overall results

**Health, wellbeing and recovery**

**88.1%**
improved the management of their trauma
59 of 67 participants

**Safety, stability and reduced justice involvement**

**91.9%**
reduced or ceased their reoffending
34 of 37 participants

**31%**
were in stable accommodation
13 of 42 participants

**Skills, capability and economic stability**

**90.4%**
increased their life skills
66 of 73 participants

**59.4%**
had an appropriate source of income and/or support
41 of 69 participants

**Strong relationships and social connection**

**61.7%**
improved connection with their children, including adult children
29 of 47 participants

**Agency, inclusion and positive identity**

No direct outcome measures aligned with Tidda

# Aboriginal Throughcare Women

## ATC Women supports Aboriginal women leaving custody to successfully reintegrate into the community and build safe, healthy and meaningful lives.

Working alongside women before and after release, the program provides culturally responsive, practical and relationship-based support that recognises the unique strengths, experiences and challenges of Aboriginal women.

Support begins before release and can continue for up to two years afterwards, ensuring women have consistent support during the transition from custody to community. Delivered through Outcare's Throughcare and Assertive Outreach models, the program helps women navigate housing, health services, family responsibilities, cultural connections and other practical challenges that can arise after release.

ATC Women works with each woman's goals, strengths and aspirations. This may include support with housing, family relationships, employment, education, alcohol and other drug recovery, cultural connection and everyday life skills. By building trust, strengthening support networks and addressing the factors that contribute to ongoing disadvantage and justice involvement, the program helps Aboriginal women create greater stability, wellbeing and independence for themselves, their children and their communities.

**Our Aboriginal Throughcare programs are supported by the National Indigenous Australians Agency.**

Case Study

### Building a Home, Reconnecting with Family

For Sophie, returning to the community after fourteen months in custody meant working towards something deeply important: building a safe, stable home where she could be reunited with her children.

With support from Outcare's Aboriginal Throughcare Women's Pathway, Sophie began facing the challenges of rebuilding her life. She worked with her case manager to set goals for recovery, housing and family reunification, while also accessing rehabilitation and other essential services.

With continued advocacy and coordination with housing and child protection services, Sophie secured accommodation. Outcare helped her settle in by providing bedding, household essentials and practical help to set up a home for herself and her daughter.

As Sophie continued with alcohol and other drug counselling, her case manager also helped with transport to daycare, food assistance and everyday tasks.

**One of Sophie's most meaningful milestones has been welcoming her youngest daughter for overnight visits, three nights each week.**

As reunification continues, Sophie has stayed connected with support services and reports that she feels safer, more stable and increasingly confident about her future.

What began as finding a safe place to live has become something Sophie has focused on throughout her recovery: a home where she and her daughters can rebuild their lives together.





## Aboriginal Throughcare Women's impact at a glance

**86.7%**
reduced or ceased their reoffending.
26 of 30 eligible clients

**79.1%**
developed new life skills
34 of 43 eligible clients

**72.1%**
demonstrated increased pro-social behaviour
31 of 43 eligible clients

## Overall results

**Health, wellbeing and recovery**

**64.7%**
engaged with supports to address alcohol and other drug use
43 of 50 participants
56 of 68 participants

**Safety, stability and reduced justice involvement**

**86.7%**
reduced or ceased their reoffending
77 of 84 participants

**44.4%**
achieved stable accommodation, maintaining housing for at least 3 months following release
41 of 50 participants

**Skills, capability and economic stability**

**61.9%**
increased their employability
12 of 14 participants

**79.1%**
developed new life skills through workshops, learning opportunities and practical support
44 of 50 participants

**Strong relationships and social connection**

**72.1%**
demonstrated increased pro-social behaviour
40 of 50 participants
11 of 14 participants

**Agency, inclusion and positive identity**

No direct outcome measures aligned with ATC Women

# Program insights: Court Diversionary Services

## Start Court, Drug Court, and Links support people involved in the justice system to address underlying factors contributing to offending.

Through tailored support spanning mental health, alcohol and other drug recovery, practical needs and connection to services, the programs help people strengthen wellbeing, stability and reduce future justice system involvement.






The immense help that was given to me, the constant backing, kind words and encouragement I received throughout my time was a humbling experience.

Not once did they give up, turn away or discourage myself.

**Start Court client**

Safe Strong Lives | Court Diversionary Services

# Start Court

## Start Court supports people whose mental health challenges have contributed to their involvement with the justice system.

The program works alongside participants to address the underlying issues that can lead to offending, helping them build safer, healthier and more stable lives.

Through individualised support, Start Court helps people engage with treatment, strengthen their wellbeing, improve life stability and work towards their personal goals. The program recognises that lasting change often requires support across multiple areas of life and works with participants to identify practical pathways forward.

By encouraging recovery, building resilience and reducing barriers to positive change, Start Court helps people reduce their involvement with the justice system and create stronger foundations for the future.

**Start Court is supported by the Mental Health Commission.**

## In their own words

When asked the questions, 'as a result of being in Start Court, what is the most significant change in your life?' clients spoke about the following:

- Recovery from alcohol and other drugs
- Improved mental and physical wellbeing
- Hope, agency, and a new direction
- Access to support and services
- Social and economic participation

Real quote from a Start Court client:

*"First time in my life I've been clean of drugs for over 9 months now. Also Start Court have given me all the services to stay clean and get the counselling I needed for a long time"*

Case Study

## A Second Chance, A Future of Her Own

After first stepping away from Start Court, 21-year-old Cassandra returned to the program to give herself a second chance. Her journey was not straightforward, but she stayed determined to work towards the future she wanted.

While managing home detention bail and complex personal circumstances, Cassandra received regular outreach and encouragement from Outcare's Start Court team. Their ongoing support helped her stay connected with services through difficult times.

With support that honoured both her culture and personal story, Cassandra made real progress towards her goals. She went into residential rehab, abstained from drugs and alcohol, and was actively looking for safer and more supportive places to live. Her church community became a very important source of stability and encouragement.

While working on her recovery, Cassandra also followed her interest in helping others. Outcare provided practical help, including study resources, and she completed a Certificate IV in Community Services.

Cassandra also successfully completed the Start Court program.

She is now exploring further education and hopes to become an Aboriginal Liaison Officer, using her lived experience to support other young people facing similar challenges.





## Start Court's impact at a glance

**86%**
improved their mental health
43 of 50 clients

**91.7%**
reduced or ceased their reoffending
77 of 84 clients

**88%**
maintained or increased their positive use of time
44 of 50 clients

## Overall results

| | | |
|---|---|---|
| **Health, wellbeing and recovery** | **86%** improved their mental health (43 of 50 clients) | **82.4%** engaged with support to address alcohol and other drug use (56 of 68 clients) |
| **Safety, stability and reduced justice involvement** | **91.7%** reduced or ceased their reoffending (77 of 84 clients) | **82%** maintained or improved progress towards a crime-free life (41 of 50 clients) |
| **Skills, capability and economic stability** | **85.7%** increased their life or employment skills (12 of 14 clients) | **88%** maintained or increased their positive use of time (44 of 50 clients) |
| **Strong relationships and social connection** | **80%** maintained or improved their relationships (40 of 50 clients) | **78.6%** increased their awareness of community support services available to them (11 of 14 clients) |
| **Agency, inclusion and positive identity** | No direct outcome measures aligned with Start Court | |

Safe Strong Lives | Court Diversionary Services

52 clients • 2 peer support workers

# Drug Court

Drug Court supports people experiencing problematic alcohol and other drug use who are involved in the justice system to improve wellbeing, address the underlying causes of offending, and strengthen their connection to treatment, support services and community.

The program combines treatment engagement, judicial oversight, case management and lived-experience peer support to help participants build healthier, safer and more stable lives.

Many participants face a range of interconnected challenges, including substance dependence, mental health concerns, housing instability, family disruption and justice system involvement.

Through collaboration with treatment providers, justice stakeholders and community services, Drug Court supports people to strengthen recovery, work towards personal goals and reduce future involvement with the justice system.

Outcare delivers the peer support component of Drug Court, providing participants with practical guidance, encouragement and support from people with lived experience. By helping participants build confidence, strengthen their support networks and develop strategies for long-term recovery, the program supports lasting positive change.

**Drug Court is supported by the Mental Health Commission.**

Case Study

## Shared Experience, A New Direction

After more than 20 years of methamphetamine use, Daniel was working hard on his recovery and trying to build a stable life for himself and his children. However, when he was first referred to Outcare's Drug Court peer support program, he wasn't sure about getting involved.

Trust began to grow through casual conversations at court. Daniel and his peer support worker found they had many things in common. Both were fathers, both working on recovery, improving their parenting skills, and finding safe housing.

This shared understanding became the foundation of a very positive relationship.

Drawing on his own experience, Daniel's peer worker offered practical advice and encouragement, helped him find services, and supported him to reach his goals. Together, they handled urgent needs like food assistance, gathering support letters, and progressing a priority housing application.

As Daniel continued his recovery, he began thinking about how he could use his experiences to help others. His peer worker helped him access a laptop for his Certificate III studies in Alcohol and Other Drugs, supporting his goals beyond the court program.

**Daniel graduated from Drug Court in just ten months, one of the fastest possible timeframes.**

He has not used drugs or alcohol for ten months, regained custody of his children, and begun working towards a career helping others facing similar challenges.

For Daniel, these achievements are about much more than finishing a court program. They reflect his commitment to recovery, his family, and a positive future.

His journey also highlights the value of peer support from someone with lived experience. Being understood by someone who has walked a similar path can help build the trust, confidence, and connections needed to move forward.

Daniel – "The shared experience [my peer support worker] and I had multiple areas of shared lived experience and difficulties and I was able to learn from him more than just ways of managing my AOD use, but multiple areas of my life."





## Drug Court's impact at a glance

**86.3%**
demonstrated greater awareness of their alcohol and other drug triggers
43 of 50 clients

**85.7%**
engaged in positive health behaviours
77 of 84 clients

**89.6%**
had greater involvement in decision making about their life goals and priorities
44 of 50 clients

## Overall results

**Health, wellbeing and recovery**

- **86.3%** demonstrated greater awareness of their alcohol and other drug triggers — 44 of 51 clients
- **85.7%** engaged in positive health behaviours — 36 of 42 clients

**Safety, stability and reduced justice involvement**

- **76.9%** received no new charges or convictions — 30 of 39 clients

**Skills, capability and economic stability**

- **34.1%** increased their employability or gained employment — 15 of 44 clients

**Strong relationships and social connection**

- **71.9%** improved their community or social participation — 23 of 32 clients

**Agency, inclusion and positive identity**

- **89.6%** had greater involvement in decision making about their life goals and priorities — 43 of 48 clients
- **89.6%** set at least one personal goal — 43 of 48 clients
- **73.8%** achieved at least one personal goal — 31 of 42 clients

# Links

## Links works alongside young people aged up to 17 who are before the Perth Children's Court and experiencing mental health challenges.

The voluntary program brings together specialist mental health and practical psychosocial support, helping young people address the circumstances affecting their wellbeing and reduce the likelihood of further contact with the justice system.

Through an individually co-designed recovery plan, support can include mental health and wellbeing, alcohol and other drug support, family relationships, education and training, employment, accommodation and connection to positive activities. Links is led by the Department of Justice in partnership with the Department of Health and Outcare.

During 2025/26, the program supported a small number of participants as service delivery and referral pathways were established. Given limited participant numbers, outcomes data is not yet sufficient for reporting. As participation grows, outcomes measurement will support a more robust assessment of program impact.

**Links is supported by the Mental Health Commission.**







Case Study

### Choosing Recovery, Building a Future

At 16, Tyson was grappling with mental health challenges and substance use issues when his life was upended. Just weeks after joining Outcare's Links program, he lost his father to an accidental overdose.

While grieving and hesitant about receiving psychological support, Tyson faced an uncertain future.

With encouragement from his Links Youth Case Manager, Tyson began to accept help. His case manager connected him with a psychologist, and a therapy dog made it easier for him to attend counselling. Over time, he became more open to the support offered.

Tyson saw that substance use was holding him back from the future he wanted, so he decided to enter residential rehabilitation.

Recovery was not easy for Tyson. After a relapse following treatment, he realised he needed more support. **He chose to return to rehabilitation on his own**, taking a big step in managing his recovery.

While working with Links, Tyson kept building practical skills and exploring his goals with his Youth Case Manager. He worked on his résumé, found part-time work, and enrolled in a Community Services course. He also built stronger support networks through counselling, peer groups, and community activities.

Sport and fitness became part of his routine, with Links supporting him to access gym membership and Mixed Martial Arts training.

By the time he completed Links, Tyson had made progress across most areas of his life. Alongside his employment and education achievements, he had developed greater confidence in recognising when he needed help and taking steps to access it.

Having experienced the value of trusted support himself, Tyson began considering how he could use his experiences to help others facing similar challenges.

# Program insights: Men's Services

## Aboriginal Throughcare Men

34 clients • 2 case managers

### ATC Men supports Aboriginal men leaving custody to successfully reintegrate into the community and build strong, positive futures.

Working alongside men before and after release, the program provides culturally responsive, practical and relationship-based support to help participants overcome barriers, reconnect with community and reduce future involvement with the justice system.

Support begins at least three months before release and can continue for up to two years afterwards. Delivered through Outcare's Throughcare and Assertive Outreach models, the program provides intensive support during the critical transition from custody to community, helping men navigate services, attend appointments, strengthen connections and work towards their goals.

ATC Men works with each participant's strengths, aspirations and cultural identity. This may include support with housing, employment, education, alcohol and other drug recovery, family relationships, connection to culture and everyday life skills. As part of Men's ATC, participants can engage in a brief FDV perpetrator intervention focused on recognising and challenging harmful behaviours and beliefs. The intervention supports men to take greater responsibility for their behaviour and work towards safer, more respectful relationships.

By building trust, strengthening support networks and addressing the factors that contribute to offending, the program helps Aboriginal men create safer, healthier and more stable lives for themselves, their families and their communities.

**Our Aboriginal Throughcare programs are supported by the National Indigenous Australians Agency.**





### Aboriginal Throughcare Men's impact at a glance

**81.3%**
engaged with supports to address alcohol and other drug use
13 of 16 clients

**82.1%**
reduced or ceased their reoffending and did not return to custody
23 of 28 clients

**93.3%**
achieved stable accommodation
14 of 15 clients

### Overall results

**Health, wellbeing and recovery**

**81.3%**
engaged with supports to address alcohol and other drug use
13 of 16 clients

**Safety, stability and reduced justice involvement**

**82.1%**
reduced or ceased their reoffending and did not return to custody
23 of 28 clients

**93.3%**
achieved stable accommodation, maintaining housing for at least three months following release
14 of 15 clients

**Skills, capability and economic stability**

**47.2%**
increased their employability
17 of 36 clients

**41.7%**
developed new life skills through workshops, learning opportunities and practical support
15 of 36 clients

**Strong relationships and social connection**

**47.1%**
were recorded as becoming a better role model
16 of 34 clients

**Agency, inclusion and positive identity**

No direct outcome measures aligned with ATC Men

Safe Strong Lives | Tenancy Support

# Program insights: Tenancy support

## THRIVE

1000+ clients • 16 case managers

### THRIVE supports people living in public and Aboriginal housing to keep their homes safe and stable and build greater independence and wellbeing.

Outcare employees work alongside clients whose tenancy may be at risk, offering practical support based on each person's needs and circumstances.

The team works with each client to understand what is making it harder for them to maintain their tenancy and agree on a practical plan. They may visit clients at home, help build everyday household and life skills, connect clients with specialist services, support them through financial or health challenges, and help resolve tenancy issues. Employees look at the whole picture, recognising that mental health, financial stress and family circumstances can all affect a person's ability to keep their home.

By building trust, strengthening skills and connecting clients with the right support, Outcare employees help people manage their tenancy more independently and create greater stability in their lives. Employees work with clients to address risks early and build the skills, confidence and support networks that can help them keep their housing over the longer term.

**Thrive is supported by the Department of Communities.**







### THRIVE's impact at a glance

**96.4%**
were managing their tenancy independently
380 of 394 clients

**91.4%**
increased their life skills
412 of 451 clients

**90.7%**
increased their household management capacity
409 of 451 clients

### Overall results

**Health, wellbeing and recovery**

**90.7%**
of clients increased their resilience
409 of 451 clients

**Safety, stability and reduced justice involvement**

**60.6%**
reduced their housing-related debt
43 of 71 clients

**71.7%**
reduced disruptive behaviour and illegal-use complaints
33 of 46 clients

**74.3%**
improved their property standards
217 of 292 clients

**96.4%**
were managing their tenancy independently at the three-month post-exit review
380 of 394 clients

**Skills, capability and economic stability**

**91.4%**
increased their life skills
412 of 451 clients

**90.7%**
increased their household management capacity
409 of 451 clients

**Strong relationships and social connection**

No direct outcome measure currently captured

**Agency, inclusion and positive identity**

No direct outcome measure currently captured

# Program insights: Employment support

## Career Development Program

569 individuals supported • 73 organisations supported

**The Career Development Program (CDP) provides people with practical employment, career and training support, helping them build skills, explore opportunities and take steps towards employment and greater economic participation.**

Support includes career guidance, job search and application assistance, mentoring, training and skills recognition, and apprenticeship and traineeship support.

The program also works with organisations through recruitment support, stakeholder engagement, workforce development assistance and workshops, helping strengthen connections between people, employers and employment opportunities. Due to the nature of the CDP program, client contact is often brief and may occur through phone calls or emails rather than ongoing engagement. For this reason, CDP reports the number of people and services supported rather than percentages of clients achieving outcomes.

During 2025–26, CDP supported 569 individual job seekers, delivered 2,921 individual services (e.g., mentoring support, application support, training) and supported 73 organisations fill a role.

**Our Career Development Program is supported by the Department of Training and Workforce Development as part of Jobs and Skills WA.**









### Career Development Program's impact at a glance

**569**
individual jobseekers supported

**2,921**
individual services (e.g., mentoring support, application support, training) delivered

**73**
organisations filled a role

### Overall results

**Health, wellbeing and recovery**

No direct outcome measure currently captured

**Safety, stability and reduced justice involvement**

No direct outcome measure currently captured

**Skills, capability and economic stability**

**569**
individual clients serviced

**821**
career guidance services delivered

**502**
job search and application assistance services delivered

**742**
mentoring support services delivered

**441**
training, skills recognition and related services delivered

**415**
apprenticeship/traineeship services delivered

**Strong relationships and social connection**

No direct outcome measure currently captured

**Agency, inclusion and positive identity**

No direct outcome measure currently captured

# Bright Futures

Bright Futures is the collective name for Outcare's youth services. Bright Futures offers a series of service pathways including youth residential for young people in out of home care, Reconnect, Arclight and Aboriginal Through Care Youth Support.

Each of these service streams provide person-centred, holistic care to support children and young people to grow, heal, and thrive . The work focuses on providing safe, therapeutic and developmentally responsive support and strengthening connections to family, culture, education and community. Through strong relationships and tailored support, we help young people build resilience, develop life skills and confidence, and create strong foundations for a brighter future.







## Program insights: Youth Pathways

Reconnect, Arclight, and Aboriginal Throughcare Youth support young people experiencing complex challenges to build safer, more stable and positive futures.

Through tailored, relationship-based support, the programs strengthen wellbeing and resilience, relationships and independence, while supporting young people to reconnect with education, training, community and other opportunities



Bright Futures | Youth Pathways

20 clients • 2 employees

# Reconnect

**Reconnect supports young people aged 12 to 18 who are experiencing homelessness, housing instability, family conflict, mental health challenges, or involvement with the justice system.**

Through early intervention and personalised support, the program works alongside young people and their families to build stronger relationships, improve wellbeing and create pathways to a more stable future.

Support is tailored to each young person's circumstances, strengths and goals, and can continue for up to two years. Through case management, counselling, family mediation, advocacy and practical assistance, Reconnect helps young people address challenges affecting their housing, education, employment and overall wellbeing.

Reconnect takes a trauma-transformative, strengths-based approach that recognises the important role of family, community and positive support networks. By helping young people build resilience, strengthen relationships and connect with the supports they need, the program helps them move from crisis and instability towards greater safety, connection and long-term stability.

**Reconnect is supported by the Department of Social Services.**







## Reconnect's impact at a glance

**80%**
engaged in alcohol and other drug counselling while identified as experiencing problematic alcohol and other drug use.

4 of 5 clients

**94.7%**
improved their relationships with family, friends or their case manager.

18 of 19 clients

## Overall results

**Health, wellbeing and recovery**

**80%**
engaged in alcohol and other drug counselling while identified as experiencing problematic alcohol and other drug use

4 of 5 clients

**Safety, stability and reduced justice involvement**

**58.3%**
reduced their justice involvement*

7 of 12 clients

**20%**
achieved stable accommodation, maintaining housing for at least three months

1 of 5 clients

**Skills, capability and economic stability**

**60%**
increased their engagement in education, training or employment

12 of 20 clients

**Strong relationships and social connection**

**94.7%**
improved their relationships with family, friends or their case manager

18 of 19 clients

**Agency, inclusion and positive identity**

No direct outcome measures aligned with Reconnect

*recording no return to custody and no new charge, or only a less serious charge.

20 clients • 1 senior youth worker • 2 youth workers

# Arclight (in partnership with City of Kwinana)

## The Arclight program supports vulnerable girls who are experiencing challenges in educational engagement, lower academic outcomes, antisocial behaviours, and are at-risk of contact with the justice system.

The program provides intensive, tailored support to small cohorts of six participants over 12 months, using a trauma-transformative, strengths-based and highly individualised approach to build confidence, strengthen wellbeing and create positive pathways for the future. Arclight is delivered in partnership with the City of Kwinana, the Department of Education, WA Police, Gilmore College, the Department of Child Protection and Family Support, and Curtin University.

The program provides intensive, relationship-based support tailored to each young person's circumstances, strengths and goals. Support focuses on improving emotional wellbeing, strengthening relationships, increasing engagement with education, developing life skills and building positive connections with family, community and support services.

Many young people accessing Arclight have experienced trauma, emotional distress, family instability and barriers to learning. Through early intervention, practical support and strong partnerships, Arclight helps young people build resilience, improve emotional regulation and reconnect with education and community. By supporting young people to develop their strengths and make positive choices, the program helps create safer, more hopeful futures.

**Arclight is supported by Telethon and the Department of Social Services.**

**A note on Arclight methodology**

Arclight operates around the school year, so results presented here draw on two program cohorts and multiple sources of evidence, including school records, validated pre- and post-program measures, and interviews with young people. Sample sizes are small and data availability varies between young people and measures. Suspension results are compared on a per-term basis to account for different periods of available school data. Results should therefore be read together as complementary evidence of impact, rather than as a single overall measure of program effectiveness.

*"I've been getting good attendance...last year my attendance was like below 40%, but then this year it was like coming up to 80%."*

*"The program has helped me cope, I guess. With the help that they've given me, (I can cope) if I'm having trouble at school or at home."*





## Arclight's impact at a glance

**85.7%**

reduced their average number of school suspensions per term during Arclight compared with 2025.

6 of 7 young people

**50%**

demonstrated reliable improvement in self-esteem. Young people also described increased confidence and respect.

2 of 4 young people

## Overall results

**Health, wellbeing and recovery**

**50%**

demonstrated reliable improvement in emotional regulation strategies.

2 of 4 young people

**Safety, stability and reduced justice involvement**

**85.7%**

reduced their average number of school suspensions per term during Arclight compared with 2025.

6 of 7 young people

**Skills, capability and economic stability**

**44.4%**

increased their average school attendance compared with their pre-Arclight attendance. Young people also described improved school engagement, grades and development of practical skills.

4 of 9 young people

**Strong relationships and social connection**

**25%**

demonstrated reliable improvement in prosocial behaviour. Young people also described friendships and support from Arclight facilitators as important parts of their experience.

1 of 4 young people

**Agency, inclusion and positive identity**

**50%**

demonstrated reliable improvement in self-esteem. Young people also described increased confidence and respect.

2 of 4 young people

Bright Futures | Youth Pathways

37 clients • 2 case managers

# Aboriginal Throughcare Youth

## Aboriginal Throughcare (ATC) Youth supports Aboriginal young people involved with, or at risk of involvement with, the justice system, including young people transitioning from custody back into the community.

The program provides intensive case management before and after release, with a focus on addressing the underlying causes of offending, supporting successful reintegration and reducing reoffending.

The program provides intensive, relationship-based and practical support tailored to each young person's circumstances, strengths and goals. Support is person-centred, trauma-transformative, strengths-based, solutions-focused and culturally safe, with a focus on areas including relationships, education and training, financial management, identification, trauma management and building greater self-reliance.

Young people accessing ATC Youth may face complex barriers when transitioning from custody or navigating the justice system. Through consistent relationships, assertive outreach and practical support, ATC Youth helps young people strengthen their independence, reconnect with education and services, build healthier relationships and reduce their involvement in offending.

**Our Aboriginal Throughcare programs are supported by the National Indigenous Australians Agency.**



### Aboriginal Throughcare Youth's impact at a glance

**85.3%**
demonstrated better management of trauma
29 of 34 clients

**84.8%**
demonstrated better financial management
28 of 33 clients

**82.4%**
demonstrated greater self-reliance and autonomy
28 of 34 clients

### Overall results

**Health, wellbeing and recovery**

**85.3%**
demonstrated better management of trauma through increased engagement with people or services, greater awareness of trauma triggers, or use of coping tools
29 of 34 clients

**Safety, stability and reduced justice involvement**

**85.7%**
reduced or ceased reoffending
This included clients with no new charge, conviction or administrative breach, as well as clients whose new charge or conviction was less serious than previously.
25 of 37 clients

**Skills, capability and economic stability**

**57.1%**
increased their engagement with education or training
12 of 21 clients

**84.8%**
demonstrated better financial management through increased financial awareness or reduced requests for financial support
28 of 33 clients

**Strong relationships and social connection**

**81.8%**
reported improved relationships
27 of 33 clients

**Agency, inclusion and positive identity**

**81.3%**
obtained identification
13 of 16 clients

**82.4%**
demonstrated greater self-reliance and autonomy by solving more problems independently
28 of 34 clients

# Program insights: Out of Home Care

## Youth Residential Services

14 young people in 24/7 residential care • 130 support employees

### Youth Residential Services provides intensive 24/7 therapeutic care for children and young people with complex needs who require a safe, stable and supportive home environment.

The program supports young people who may be unable to live in foster care due to placement breakdowns, trauma, behavioural challenges, or other circumstances that place them at risk of harm or disengagement.

Outcare currently operates residential houses across metropolitan and regional Western Australia, providing individualised care tailored to each young person's needs, strengths and goals. Young people are supported by dedicated Residential Youth Support Workers who work alongside them to build stability, strengthen wellbeing, develop life skills and reconnect with family, culture, education and community wherever possible.

Youth Residential Services takes a person-centred, trauma-transformative and culturally responsive approach that recognises every young person's potential. By creating environments where young people feel safe, valued and supported, the program helps them build confidence, strengthen their sense of identity and agency, and prepare for positive transitions into family reunification, foster care, independent living or other long-term arrangements.

During 2026, Outcare piloted a new outcomes survey for Youth Residential Services to better understand the difference the program makes for young people. Senior House Workers from 10 residential houses were asked to identify the outcomes they had observed among young people in their care over the previous year. These findings were complemented by direct feedback from six young people living in residential care. While the results are based on employees observations and a small number of young person responses, they provide valuable evidence of progress in areas such as stability, relationships, independence, wellbeing and participation.

**Our Out Of Home Care program is supported by the Department of Communities.**





### Youth Residential Services' impact at a glance

**100%**
of houses observed young people developing more structure and stability in their lives
10 of 10 houses

**83%**
said their house felt safe and comfortable
28 of 33 eligible clients

**83%**
said their carers cared about them and wanted them to do well
28 of 34 eligible clients

### Overall results

#### Health, wellbeing and recovery

**70%**
improved in emotional regulation and coping strategies
7 of 10 houses

**50%**
made healthier lifestyle choices
5 of 10 houses

**50%**
accessed support that improved their social and emotional wellbeing
5 of 10 houses

**83%**
said they could do things they enjoy, such as hobbies or play
5 of 6 houses

#### Safety, stability and reduced justice involvement

**100%**
developed more structure and stability in their lives
10 of 10 houses

**80%**
feel safe, cared for and included
8 of 10 houses

**83%**
said their house felt safe and comfortable
5 of 6 young people

**83%**
said they had privacy when they needed it
5 of 6 young people

**50%**
said they could ask for things they needed and know they would receive them
5 of 6 young people

## Overall results (continued)

### Skills, capability and economic stability

**70%**
developed greater independent living skills
7 of 10 houses

**30%**
increased participation in school, training or education
3 of 10 houses

**10%**
increased engagement with employment, volunteering or vocational pathways
1 of 10 houses

**83%**
said their carers taught them skills that would be useful later in life
5 of 6 young people

### Strong relationships and social connection

**80%**
improved relationships with family, peers or trusted adults
8 of 10 houses

**60%**
became more involved in community, sport or social activities
6 of 10 houses

**83%**
said their carers cared about them and wanted them to do well
5 of 6 young people

**67%**
felt comfortable sharing how they felt with their carers
4 of 6 young people

**83%**
felt comfortable sharing how they felt with their carers
5 of 6 young people

**83%**
knew who to ask for help at home and in the community
5 of 6 young people

### Agency, inclusion and positive identity

**60%**
became more self-aware and took greater responsibility for their behaviour
6 of 10 houses

**60%**
developed positive future goals and aspirations
6 of 10 houses

**40%**
strengthened their connection to culture, faith or identity
4 of 10 houses

**67%**
said they had a say in decisions affecting them
4 of 6 young people

**83%**
said they knew their rights and what to do if those rights were not followed
5 of 6 young people





Case Study

## Turning Passion into Opportunity

For Jane, computers were more than a hobby. Fascinated by how they worked, she spent countless hours teaching herself technical skills, troubleshooting problems and exploring a future in information technology.

When Jane joined Outcare's Youth Residential program in 2023, she was facing significant personal challenges and was unsure about her future. With steady support from her youth workers, she focused on personal stability, increased independence, and identifying opportunities beyond care.

One goal stayed the same for Jane: she wanted a career in IT.

Seeing Jane's enthusiasm and determination, the Outcare team helped her look for opportunities in the industry. They worked with PeopleKind Group's IT team to set up a four-week, part-time internship and managed the necessary approvals and support.

**For four weeks, Jane put her years of self-taught skills into practice in a real workplace.**

Working with experienced IT professionals, Jane built practical skills, learned about workplace expectations, and made valuable connections. She also shared her technical knowledge with the team.

Jane finished her placement with a letter of recommendation and advice to support her future career aspirations.

Jane's achievements go beyond her internship. While with Outcare, she completed a Certificate in Information Technology, became an Australian citizen, found stable housing, and received a Young Achievers Award. for her progress.

With growing independence, hands-on experience, and a clearer path into the industry she loves, Jane is making real progress towards a very positive future.

# The Road Ahead, Together

## Every person who comes to Outcare arrives with a story that is still being written.

Many have been told, in one way or another, that their past decides their future and that the door to a better life has quietly closed behind them. We have never believed that. Time and again, the people in this report have shown us how much courage it takes to prove it wrong. They are the heroes of this work. Our role has always been to walk beside them, to offer a steady hand and a clear way forward, and to keep believing in them on the days they find it hard to believe in themselves.

We have never walked that road alone. Right across Western Australia, community organisations, service providers, local leaders and many others have stood with us. They have shared what they know and opened doors we could never have opened by ourselves. Collaboration sits at the heart of everything we do, because real change happens when a whole community decides that nobody should be left behind.

When we look towards 2027, we see more of what makes this work matter: more partnerships, more pathways and more community. We want to reach people in more places across the state and grow the support and practices we know make a difference. We also want to welcome new partners from the community sector, business, philanthropy and sponsorship who want to be part of something bigger than themselves. If something in these pages has moved you, there is a place for you here too. You might partner with us, invest in a program or give your time as a volunteer. Together, we can make sure more people get the chance they deserve instead of being defined by a single moment in their lives.

None of this would be possible without the people who give so much of themselves to this work. To our more than 200 changemakers across Western Australia, thank you. You show up day after day and sit with someone through their hardest moments. You celebrate the small wins as if they were your own, and you never give up on the people in your care. The impact in this report belongs to you, and we are so proud to stand alongside you.

We are also deeply grateful to our Aboriginal Community Controlled Organisation partners. Your guidance and wisdom continue to shape how we walk alongside Aboriginal people, families and communities. Thank you for your trust and for sharing your knowledge with us so generously.

Finally, to every partner, supporter and friend who has been part of this journey, thank you for believing that people can change and for helping us make that belief real. The next chapter is still being written, and we can't wait to write it with you.

> When we look towards 2027, we see more of what makes this work matter: more partnerships, more pathways and more community.



OUTCARE

# Guiding growth to build stronger futures

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