



Outreach and Advocacy Solutions

Capability Statement



Welcome to Country

The i24s Aboriginal Corporation Pty Ltd (i24s) acknowledges Aboriginal and Torres Strait Islander Peoples as the First Peoples of Australia and the Traditional Owners and Custodians of lands and waterways on which we work and live.

We honour the wisdom of and pay respect to Elders past and present, and we acknowledge the cultural authority of all Aboriginal and Torres Strait Islander peoples across Australia.

We also acknowledge the vital contribution made by our Aboriginal and Torres Strait Islander employees and we thank them for their insights.



United Nations (UN) Declaration on the Rights of Indigenous Peoples

We acknowledge that the UN Declaration on the Rights of Indigenous Peoples (the Declaration) is an international human rights framework that recognises and protects the unique and collective rights of Indigenous peoples across the world.

In the Australian context, this instrument relates to Aboriginal and Torres Strait Islander people's rights.

We continue to strive for best practice when engaging with Aboriginal and Torres Strait Islander peoples and communities, in alignment with the Declaration, i24s' Human Rights Policy and our Aboriginal and Torres Strait Islander Peoples Engagement Strategy.

Introduction

The rising cost of living, predicted economic uncertainty and growing number of conflicts around the world, are all contributing to increasing levels of social inequity.

Across Australia, homelessness is often the result of lack of affordable accommodation, unemployment, mental illness, broken families, domestic violence and/or substance misuse, to name a few.

Finding solutions to reduce and in time, end homelessness means responding to the unique needs of each person – rather than forcing them into a system that may not be suitable for their individual needs.

Starting in WA, i24s' approach to outreach and advocacy has been and remains, firmly focussed on steadily reducing the disproportionate representation of Aboriginal people within the homelessness population.

i24s embraces a culturally appropriate, person-centred approach to outreach – which integrates trauma-informed care, multi-agency collaboration and specialised interventions, among other support and services.

The Co-Founders, Angela Kickett and Justin Kickett, established i24s in Perth, Western Australia (WA), some 10 years ago.

Angela and Justin have enjoyed distinguished careers serving the community and today, they continue to realise their vision, “We empower individuals to thrive by providing career pathways, meaningful employment and tangible business opportunities.”

Leveaging outreach and advocacy services is an important first step in breaking the cycle of helplessness, and in time, homelessness.



Outreach and Advocacy Underpinned by Humanity and Accountability

i24s is dedicated to supporting individuals and families experiencing hardship, homelessness and social disadvantage.

Through our outreach and advocacy services, we empower individuals and create pathways to stability and sustainable well-being.

OUR SERVICES

Coordinated Outreach Support

Our Coordinated Outreach Service is proactive. We provide a rapid-response model that is designed to identify, engage and deliver critical support for people experiencing homelessness in the Perth metropolitan area.

Through assertive and responsive outreach, we bring essential services to those in need, ensuring they gain access to essential services and community support.

- **Assertive Outreach:** Our highly trained team undertakes regular, scheduled patrols in key locations, to connect with individuals sleeping rough, build trust and link them with essential services.
- **Responsive Outreach:** We also provide flexible support for individuals experiencing crisis, including those in homelessness hotspots, encampments, or transitional situations.
- **Housing and Support Pathways:** We work closely with government agencies and other service providers to transition individuals from being homeless, and into safe, stable accommodation.

Return to Country (RTC) Program

i24s' RTC program supports Aboriginal people who wish to reconnect with their Country, family and cultural communities.

We provide assistance with:

- cultural liaison and community connection to ensure a safe transition;
- transport arrangements for eligible individuals seeking to return home; and
- short-term accommodation where necessary, during travel arrangements.

Governance and Long-Term Stability

Leveraging multi-agency collaboration and robust governance frameworks, our team works closely with individuals and families to help transition them out of crisis for the long-term.



Supporting People in Crisis is What We Do

We deploy collaborative and considered, multi-agency responses to assist individuals and families, with immediate and long-term outreach solutions.

OUR APPROACH

Cultural Safety and Community Engagement

At i24s, we understand the importance of cultural identity, as part of the healing and support process.

Our programs are guided by Aboriginal cultural principles and involve:

- culturally safe spaces for individuals and families to access services without fear of discrimination;
- Aboriginal-led service delivery, ensuring that staff understand and respect cultural protocols; and
- collaboration with Elders and community leaders to provide holistic and meaningful support.

Trauma-Informed and Person-Centered Care

We acknowledge the deep impact of trauma on individuals and communities.

Our services are designed to:

- provide compassionate, non-judgmental engagement;
- offer strength-based and self-determined support to empower individuals; and
- create safe and respectful pathways towards healing and stability.



Partnerships and Collaboration

Our outreach workers collaborate with the following government agencies and private sector service providers, to provide a coordinated response that meets the needs of our the communities we serve.

- **Department of Communities:** We work closely the Department, for referrals to housing, financial assistance and emergency response coordination.
- **Child Protection:** i24s liaises with representatives from the Department of Communities, mental health services and education providers – to ensure children at risk are supported in a holistic and coordinated manner.
- **Local Government Authorities:** We also engage with councils and ranger services for site management, local compliance and public safety considerations.
- **Police and Emergency:** We conduct outreach activities in a non-criminalising manner while addressing security concerns. De-escalation strategies are also observed to prevent conflict and to maintain safety.
- **Aboriginal Community-Controlled Organisations (ACCOs):** We deploy culturally appropriate services, including Elders support for Indigenous individuals. This encompasses executing RTC initiatives to reconnect Indigenous individuals with their families, communities and Country.
- **Medical:** Outreach workers frequently consult with representatives from the respective healthcare service providers, including general practitioners, local hospital, Homeless Healthcare and Country PatHS, among others.
- **Justice:** i24s supports individuals and families with their journey through the Justice system, by liaising with the local courts, fines enforcement department and/or prison/corrective services.
- **Mental Health, Alcohol and Other Drug:** We undertake rapid engagement with clinical teams to provide on-site assessments and crisis interventions for individuals and families with complex needs.
- **Community-Based Services and Volunteers:** We also mobilise faith groups, not-for-profits and peer support workers, to enhance service delivery and offer holistic, community-driven support.





Indigenous Development Program

Community begins with a sense of belonging. At i24s, our people make positive impacts on society by contributing to initiatives at a grassroots level.

Co-Founders, Angela Kickett and Justin Kickett, reflected on the lessons learned from their Indigenous ancestors and their sense of community, when they established the i24s Indigenous Development Program (Program).

The Program is designed to support disadvantaged and/or marginalised youth, by charting a course of support, learning, development and employment.

We engage youth via a multi-faceted approach which inspires self-motivation and job readiness.

We achieve this through the implementation of conventional and contemporary education, training and wellbeing initiatives, which improve self-esteem and proactivity.

Program participants learn skills relating to fitness for work, workplace health and safety, administration skills, among others.

Tangible, enduring, positive change begins with empathy and employment.

Key Program Deliverables

- Upskilling youth via workplace training and employment opportunities, including securing traineeships and/or cadetships, at i24s or within a client's company.
- Providing work and life mentoring, including providing 24/7 support when/if required.
- Deploying cultural heritage awareness training.
- Undertaking literacy and numeracy assessments.
- Leveraging champions and/or buddies to coach or serve as role models to other youth.
- Recognising and rewarding youth at regular milestones, including six-month and 12-month employment service anniversaries or upon completion of traineeships and/or cadetships.
- Providing support for homeless youth to access shelter, healthcare and other essential services.
- Providing Aboriginal youth with RTC support.
- Engaging support networks for youth, which could include fostering relationships with family, friends and others.
- Encouraging Program participants to grow and confidently 'pay forward' their experience via mentoring other youth.





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