

DIRECTORY OF ALTERNATIVE FIRST RESPONDERS

RESOURCE

Directory of alternative first responder (AFR)
programs



**ALTERNATIVE
FIRST RESPONDERS**



Directory of Alternative First Responder Programs

Version 1.0

Acknowledgment

The National Justice Project acknowledges that we live and work on unceded sovereign Aboriginal land, with our office on Gadigal Country. We pay our respects to Elders past and present and celebrate First Nations' continuation of a living spiritual, cultural and social connection with the land, sea and sky. We are indebted to the historical and ongoing work of Aboriginal and Torres Strait Islander community-controlled organisations, advocacy and first responses that have shaped what alternatives to policing can look like on this continent.

About this Directory

This Directory of Alternative First Responder (**AFR**) Programs (Version 1.0) provides a consolidated, jurisdiction-by-jurisdiction overview of non-police and multi-agency responses to mental health, youth justice, family violence, homelessness and community safety issues across Australia.

Its purpose is to identify, describe and compare AFR models – including co-response, community-led, health-based and culturally-led initiatives – with a focus on how these programs divert people away from law enforcement and toward appropriate support services.

The directory is intended to support legal analysis, policy development, advocacy and reform work, through comparison, budget outlines and further information of programs. It is not intended to be exhaustive and reflects publicly available information current at the time of preparation.

The Alternative First Responders campaign supports a community-led alternative first response model. The inclusion of other models in this directory is to explore what has been committed to in practice, and in policy to date.

The AFR campaign calls on Governments to recognise and support existing and emerging community-based alternatives to policing. This includes long-term sustainable funding for the expansion and evaluation of alternative first responder models that centre care and dignity. You can read more about the campaign in the Alternative First Responder [Position Paper](#).

Disclaimer on language

Language and word choice for programs, services and responses have been copied and pasted to reflect how the organisations and agencies explain their work. This is for consistency and so as not to misrepresent the work of the services and organisations. Language and word choice for programs, services and responses have not been chosen or authored by The National Justice Project.

Thank you

We are indebted to the project support provided by [Gadens](#) to complete this resource. We particularly want to thank the Sustainability and Social Impact team for all their work and time towards this resource.

Further contributions

We see this directory as a live document that we will continue to expand on. If you believe any examples of alternative first responses should be included in the next version please contact the campaign at afr@justice.org.au.

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Australian Capital Territory

Alternative First Responder Programs

T25 Clinic – Directions Health Services

Program Name	T25 Clinic – Directions Health Services
Response Type	Community-led response.
Response Team	Multi-disciplinary team of nurses, alcohol and other drug practitioners, mental health clinicians, a general practitioner, peer support workers and youth workers.¹ The program is delivered in collaboration with Directions Health Services and Woden Community Services.
Program Type	- Provides free nurse-led health and wellbeing services to young people (12-25 years) in the areas of mental health, STI screening, puberty and body image, information about vaping, family problems, relationship and social issues, pregnancy care, sex and contraception, drugs and alcohol, general physical health and sexuality and gender identity.² - Services are delivered on a walk-in basis at 5 fixed locations with additional pop-up school and community outreach locations during each school term.³
Governance Structure	Community-led service.
Funding Streams and Budgets	T25 Clinic is funded by the ACT Government under the Primary Health Services for young people program. T25 Clinic receives additional funding support by the Snow Foundation, John James Foundation, Aspen Medical Foundation and Aurora Gungahlin, Belconnen, Gungahlin, Hall and Tuggeranong Rotary Clubs.⁴
Outcome and Impact	No formal evaluation of this model is publicly available. Directions Health Services' FY24-25 Annual Reports, states that 101 young people were assisted through the Clinic during the financial year and that the main interventions were mental health support, general primary care and case management.⁵
National Framework	N/A

Winnunga Nimmityjah Aboriginal Health and Community Services (WNAHCS)

Program Name	Winnunga Nimmityjah Aboriginal Health and Community Services (WNAHCS)
Response Type	Community-led response.
Response Team	- Multidisciplinary team including general practitioners, nurse practitioners (including mental health, drug and alcohol and paediatric nurses), clinical psychologists, psychiatrists, paediatricians, O&G consultants, cardiologists, endocrinologists, dermatologists, dental assistants, dentists, midwives, social workers and cultural support workers.⁶ - Integrated service model with a dedicated Integrated Care Team to facilitate client journeys across clinic, social and allied health services.⁷
Program Type	- Aboriginal community controlled primary health care service. - Clinical services include immunisations, health checks, chronic disease management, cervical screening, hearing tests, dental checks, and information and support about diet.⁸ - Social health services and programs include social and emotional wellbeing, substance misuse counselling, Bringing Them Home counselling, child and adolescent mental health support, carer support, outreach to Bimberi Youth justice Centre and the Alexander Maconochie Centre, a needle and syringe exchange program, tobacco cessation services and healthy lifestyle services.⁹ - Transport services for clients to access appointments between the hours of 9am to 4pm, Monday to Friday.¹⁰ - All services are bulk billed and are free of charge for Aboriginal and Torres Strait Islander clients.¹¹
Governance Structure	NFP – registered charity.
Funding Streams and Budgets	>\$17M in grant revenue from more than 40 government and non-government grants.¹² >\$1M in Medicare and medical income.¹³
Outcome and Impact	Several research papers have been published about WNAHCS, which are listed on its website.¹⁴ WNAHCS' FY24-25 Annual Report states that it: - had 4,791 clients in 2024-2025 and that 84% of clients identified as Aboriginal and Torres Strait Islander; and - delivered 80,310 occasions of service (excluding group activities, transport and administrative services).¹⁵

National Framework	• WNAHCS is part of the Connected Beginnings Program, which is a national grants program used to integrate local support services so children and families can access culturally appropriate health and early childhood education and care services. The program is jointly funded by the Commonwealth Department of Education and Department of Health and Aged Care.¹⁶
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Sisters in Spirit Aboriginal Corporation (SISAC)

Program Name	Sisters in Spirit Aboriginal Corporation (SISAC)
Response Type	Community-led response.
Response Team	SISAC has two advocates/case workers who deliver individual advocacy & support.
Program Type	• Culturally grounded support, empowerment programs, and community services for Aboriginal and Torres Strait Islander families. • Delivers a Legal Advice Clinic through its partnership with Legal Aid ACT.¹⁷ • Delivers drop-in sessions on Tuesdays from 1pm – 4pm, and Thursdays from 9.30am – 12.30pm where women can attend SISAC to chat and receive support.¹⁸ • Provides individual advocacy & support to Aboriginal and Torres Strait Islander women and girls impacted by Family, Domestic and Sexual Violence, including referrals to wrap-around services.¹⁹
Governance Structure	NFP – registered charity.
Funding Streams and Budgets	>\$500,000 in grant revenue. ²⁰
Outcome and Impact	SISAC's website states that it supported over 100 women in 2024-2025. ²¹
National Framework	N/A

Police, Ambulance & Clinician Early Response (PACER) ACT

Program Name	Police, Ambulance & Clinician Early Response (PACER) ACT
Response Type	Co-responder model.
Response Team	A joint initiative involving ACT Policing, the ACT Ambulance Service (ACTAS), and Canberra Health Services (CHS). A multi-agency team made up of a police officer, paramedic, and mental health clinician. Their roles are as follows: • The police officer helps to make sure that the person requiring care, the PACER team, and the community are kept safe. • The paramedic helps to check and treat any physical health concerns the person requiring care may have. • The mental health clinician will assess mental health concerns and provide support for persons if they are in crisis.²²
Program Type	A service offered by Canberra Health Services.
Governance Structure	Government service.
Funding Streams and Budgets	>\$1M in funding from the Australian Capital Territory Government. ¹
Outcome and Impact	There are no publicly available impact reports or independent evaluation. However, a media release by The Greens ACT dated 24 January 2024 stated the following in relation to PACER: • Over 70% of patients attended to by PACER had avoided a hospital admission; • Since 2019 PACER had attended 6,510 incidents; and • PACER minimises both avoidable hospital presentations and contact with the justice system for people with mental health conditions.²
National Framework	N/A.

Thirrili Ltd

Program Name	Thirrili Ltd (operates nationally)
Response Type	Community-led response.
Response Team	Team of Indigenous Community Support Workers, Regional Indigenous Suicide Prevention Advocates and a Social and Emotional Wellbeing Practitioner. ²³
Program Type	- Provides culturally safe postvention and prevention support to Aboriginal and Torres Strait Islander families and communities affected by suicide and traumatic loss across Australia.²⁴ - Provides support through immediate suicide critical response; Service coordination and referrals; Ongoing engagement with families and communities; and Capacity building and community support activities.²⁵ - Operates a national 1800 support line.²⁶ - Delivers immediate postvention response, supporting families navigating police and coronial processes, coordinating services and referrals, identifying vulnerable individuals, and connecting families and communities to ongoing health and wellbeing supports.²⁷ - Delivers practical support through the Emergency Relief Fund.²⁸
Governance Structure	NFP – registered charity.
Funding Streams and Budgets	>\$5.8 million in government grant revenue. ²⁹
Outcome and Impact	No formal evaluation of this model is publicly available. Thirrili Ltd's FY24-25 Annual Report states that it answered 856 calls through its support line, supported 103 communities, responded to 182 suicide or traumatic incidents in community and made 152 emergency relief payments during the financial year.³⁰
National Framework	N/A

Outreach Service for Adults – ASSIST Program – Marymead CatholicCare

Program Name	Outreach Service for Adults – ASSIST Program – Marymead CatholicCare
Response Type	Community-led response.
Response Team	- The team comprises ASSIST Case Managers who deliver outreach support.³¹ - Referrals are managed through FIRST Canberra (operated by The Salvation Army Community Services Stream under a three-year agreement with the ACT Government), which serves as the main access point for referral, triage and intake into the ACT's housing and homelessness support system.³² - Delivered by Marymead CatholicCare Canberra & Goulburn.³³
Program Type	- Ongoing government-funded specialist homelessness outreach program.³⁴ - Case managers work from a trauma-informed, person-centred approach, offering information, advocacy and referrals to assist individuals, couples and families in gaining, transitioning into, or maintaining tenancies in public, community, or private housing.³⁵ - The ASSIST program operates as part of the ACT's broader specialist homelessness services system, providing tenancy sustainment and housing transition support.³⁶
Governance Structure	NFP – registered charity. ³⁷
Funding Streams and Budgets	The ACT Government allocated \$2.5 million to increase capacity of specialist home services and support rough sleepers transitioning into accommodation, with Marymead CatholicCare identified as a delivery partner. ³⁸ Specific budget figures for the ASSIST program are not publicly available.
Outcome and Impact	No formal evaluation of this program is publicly available. Marymead CatholicCare's FY24/25 Annual Report states that the program supported 118 people in the financial year.³⁹
National Framework	The ASSIST program is funded and delivered under the National Agreement on Social Housing and Homelessness. ⁴⁰

Specialist Youth Mental Health Outreach Team (SYMHO) – Canberra Health Services

Program Name	Specialist Youth Mental Health Outreach Team (SYMHO) – Canberra Health Services
Response Type	Government service model.
Response Team	- Multi-disciplinary team of doctors (psychiatrists), mental health nurses, and allied health staff (psychologists, occupational therapists and social workers).⁴¹ - The team works collaboratively with young people, their families/carers, and other health and community service providers.⁴²
Program Type	- Ongoing publicly funded specialist mental health program.⁴³ - Operates as part of the ACT public health system through Canberra Health Services.⁴⁴ - Provides tertiary level early intervention for first-episode psychosis and ultra-high-risk young people.⁴⁵ - Referrals are internal only; young people aged 14-17 years are referred via Child and Adolescent Mental Health Service Community teams; young people aged 18-24 years are referred via Access Mental Health or a hospital.⁴⁶ - Services are provided free of charge to consumers with a Medicare Card or ACT Services Access Card.⁴⁷
Governance Structure	Government service.
Funding Streams and Budgets	SYMHO is funded through Canberra Health Systems. Direct funding of the program is unknown, but the ACT Government's 2025-26 Budget committed >\$9.4 million over four years to strengthen community-based mental health programs. ⁴⁸
Outcome and Impact	No formal evaluation of this model is publicly available.
National Framework	N/A

Safer Youth Response Service (SYRS) – Marymead CatholicCare

Program Name	Safer Youth Response Service (SYRS) – Marymead CatholicCare
Response Type	Co-responder model.
Response Team	- The team comprises on-call youth workers who provide immediate crisis response, with referrals managed by ACT Policing.⁴⁹ - The service also works alongside the Therapeutic Support Panel and other ACT Government directorates and external service providers.⁵⁰ - Delivered by Marymead CatholicCare Canberra & Goulburn in partnership with ACT Policing and the ACT Government.⁵¹
Program Type	18-month government funded pilot program (commenced early 2024) for youth justice diversion.⁵² - Targets young people aged 10-14 years who are at risk of interacting with the youth justice system.⁵³ - Established to support the ACT Government's commitment to raising the minimum age of criminal responsibility from 10 to 14 years under the <i>Justice (Age of Criminal Responsibility) Legislation Amendment Act 2023 (VIC)</i>.⁵⁴
Governance Structure	NFP – registered charity. ⁵⁵
Funding Streams and Budgets	>\$1 million in funding from the ACT Government Community Services Directorate. ⁵⁶
Outcome and Impact	The SYRS Pilot is currently being independently reviewed, and formal outcome data has not yet been publicly released. ⁵⁷
National Framework	N/A
Allocation of Resources	ACT Policing manages all referrals to the SYRS. ⁵⁸

New South Wales

Alternative First Responder Programs

Lou's Place

Program Name	Lou's Place
Response Type	Community-led response.
Response Team	Case managers and volunteers.
Program Type	Standalone service. Drop-in centre for women in crisis, feeling isolated or needing support. Women can gather, work, have meals, showers and receive case management services for homelessness, domestic violence, mental health issues and addiction.
Governance Structure	NFP – registered charity.
Funding Streams and Budgets	>\$1M in funding from donations and corporate partners. ³
Outcome and Impact	The FY25 Annual Report states that, between July 2024 and June 2025: • 818 individual women were supported by Lou's Place across 11,727 visits. • 1,311 items of emergency clothing were provided alongside a hot shower. • 3,701 toiletries were supplied. • 3,366 takeaway meals provided. • 3,780 hours of practical and emotional support were provided through case management programmes.⁵⁹
National Framework	N/A.

Mudgin-Gal ('Women's Place')

Program Name	Mudgin-Gal ('Women's Place')
Response Type	Community-led response.
Response Team	Staffed by Aboriginal women, for Aboriginal women. Mudgin-Gal means 'Women's Place' and provides a safe haven, or meeting place, support point and advocacy centre for Aboriginal women to chat, cook, do laundry, or receive advocacy support for domestic violence.
Program Type	Initially a standalone service, now a part of the Safe and Strong Families program.
Governance Structure	NFP – registered charity.
Funding Streams and Budgets	>\$1M in funding from New South Wales (NSW) and Federal Government grants and donations. ⁴
Outcome and Impact	N/A.
National Framework	Yes - part of Safe and Strong Families Program.
Allocation of Resources	The NSW Department of Communities received \$13 million worth of Federal funding under the National Partnership Agreement on Family, Domestic and Sexual Responses 2023-25 to deliver the Safe and Strong Families Program. ⁵ Mudgin-Gal was a part of the first 11 pilot sites funded under stage 1 of the Safe and Strong Families Program. A further 32 sites were added in 2025. ⁶

Safe Aboriginal Youth Dubbo

Program Name	Safe Aboriginal Youth (SAY) Dubbo
Response Type	Community-led response.
Response Team	Provider: Oyster Tribe Aboriginal Corporation (Community-based organisation). The SAY team provides safe transport home or to a safe place for Aboriginal youth found unsupervised on the streets late at night and accompanies this with immediate welfare checks and referrals to support services.
Program Type	Standalone service that works alongside other government initiatives to address youth crime, including Operation Soteria which is a team of 80 dedicated NSW Police officers targeting regional crime hotspots. SAY Programs also operate in Kempsey, Taree, Newcastle, Bourke, Wilcannia, Moree, Orange, Coffs Harbour and Tamworth, all of which are community-led.
Governance Structure	NFP – registered charity.
Funding Streams and Budgets	>\$1 million in funding from NSW Government grants. ⁷
Outcome and Impact	There are no publicly available impact reports or independent evaluation.
National Framework	N/A.
Allocation of Resources	- In March 2025, Oyster Tribe was selected by the NSW Government to deliver the SAY program in Dubbo, with the expansion funded through a \$26.2 million NSW Government package to enhance community safety in regional NSW. - From March to August 2025, Oyster Tribe secured 6 grants and will be able to deliver a 5-year youth patrol program.⁶⁰

Community Living Supports

Program Name	Community Living Supports (CLS) – formerly named the Housing and Accommodation Support Initiative (HASI)
Response Type	Community-located response.
Response Team	A support worker from a community organisation, clinician from a local mental health service and family members.
Program Type	Statewide program, delivered locally through partnerships between local health district (LHD) mental health services and specialist mental health Community Managed Organisations (CMO).⁶¹ Following an extensive statewide consultation and review in 2024, HASI and CLS were consolidated into a single, rebranded CLS program, with the 2026 reform further streamlining this arrangement into one unified service model effective from 1 July 2026.⁶²
Governance Structure	Government service.
Funding Streams and Budgets	>\$1M in grants from the NSW Ministry of Health (Ministry) towards the Community Living Supports service model. ⁶³
Outcome and Impact	• A 2022 evaluation found HASI/CLS delivers net savings of about \$86k per person over 5 years.⁶⁴ • HASI/CLS supported 5,533 consumers in the study period from 2015 to 2019. The average time in CLS was 10.7 months.⁶⁵ • Consumer contact with community mental health services decreased by 10% in the first year in CLS/HASI and was 63.7% less if they remained in the programs for more than one year.⁶⁶ • Hospital admissions due to mental health decreased by 74% following program entry, and the average length of stay decreased by 74.8% over two years. This improvement was sustained after consumers exited the programs.⁶⁷ • From July 2023 to September 2024, HASI/CLS supported 4305 participants and delivered over 1.1 million hours of support.⁶⁸ • Consumers with a new charge in the criminal justice system and with community corrections orders dropped to almost zero in the year after program entry.⁶⁹
National Framework	N/A.
Allocation of Resources	Estimated funding of approximately \$432M over the next five years by the NSW State Government. ⁷⁰

Mental Health Community Living Supports for Refugees

Program Name	Mental Health Community Living Supports for Refugees (MH-CLSR)
Response Type	Community-located response.
Response Team	People that receive MH-CLSR services work with the following people: • a support worker from a community organisation; • a clinician of their choice or from a local mental health service; and • their family or other important people in their life to develop their own unique support plan.⁷¹
Program Type	MH-CLSR is a community-based program that provides support for refugees and people seeking asylum with mental health issues. ⁷² The program is located in seven LHD in NSW and is part of a suite of community-based psychosocial support programs for adults called the NSW Mental Health Community Living Programs. ⁷³
Governance Structure	Government service.
Funding Streams and Budgets	>\$1M in funding from NSW Health. ⁷⁴
Outcome and Impact	• The Ministry commissioned an evaluation of the program's first two years (2019–2021) to assess whether it was being implemented as intended. ○ By the end of the evaluation period, 165 consumers were receiving MH-CLSR support which is more than double the number that CMOs were contracted to support (79). Of those supported, 54% were refugees and 39% were people seeking asylum, with the remainder having other or unknown visa statuses.⁷⁵ • At a broad summary level, the evaluation has found the strengths of the program are: ○ Consumers report high levels of trust and satisfaction with the program, describing it as flexible and responsive to their needs.⁷⁶ ○ CMOs have recruited a suitably skilled workforce to support program delivery and established effective partnerships with local community organisations.⁷⁷ The program meets an identified need among refugees and people seeking asylum that is not addressed by the mainstream CLS program.⁷⁸
National Framework	N/A.

Housing and Accommodation Support Initiative Plus

Program Name	Housing and Accommodation Support Initiative (HASI) Plus
Response Type	Community-located response.
Response Team	- HASI Plus is delivered locally through a partnership between host LHDs and specialist mental health CMOs.⁷⁹ - Operated by support staff and a team leader provide ongoing psychosocial support tailored to participants' needs.⁸⁰ - Clinical oversight is provided by two Clinical Leads from The Buttery and from Mid North Coast LHD who work closely with the support team.⁸¹
Program Type	Part of a suite of community-based psychosocial programs for adults called the NSW Mental Health Community Living Programs ⁸²
Governance Structure	Government service.
Funding Streams and Budgets	>\$16M in funding from NSW Health with the last grant approved being \$4,690,963 in April 2020. ⁸³
Outcome and Impact	Between 2013 and September 2019, HASI Plus supported 101 consumers. At broad summary level:⁸⁴ - consumers and their families liked HASI Plus – they reported a wide range of positive experiences in the evaluation fieldwork (and overwhelming support for the housing component of the service model).⁸⁵ - there was a statistically significant reduction in mental health hospital admissions and length of stay after entry to the HASI Plus program.⁸⁶ For example, admissions were 56% lower in year one in the program, and the average number of days fell by 80% (from an average of 121.7 mental health admitted days in the year prior to HASI Plus to 24.8 admitted days in the year post admission to HASI Plus).⁸⁷ - HASI Plus support enhanced consumers' wellbeing by increasing independence, choice, social connection, and participation in meaningful activities.⁸⁸ The key areas in which HASI Plus was operating less effectively included: - inequitable access to HASI Plus across the state, particularly for consumers referred from non-host LHDs; and - low uptake of HASI Plus among individuals being supported following release from prison.⁸⁹

National Framework	Yes, falls under the National Partnership Agreement Supporting Mental Health Reform (2011-2016) (NPA).
Allocation of Resources	- HASI Plus was established in NSW in 2012 with funding support from the Federal Government under the NPA. Under the NPA, the NSW Government received funding until 30 June 2016 to improve outcomes for people with severe and persistent mental illness through a state-wide partnership between the Ministry and specialist mental health CMOs. A portion of these funds were allocated to the HASI Plus program.⁹⁰ - The total program cost paid by the NSW Government was \$11.2M in 2018-2019 and the average cost per package was \$186,011.⁹¹

Acute Care Teams

Program Name	Acute Care Teams (ACT)
Response Type	Health-led response.
Response Team	Acute Care Clinicians or Medical Officers.
Program Type	The ACT conduct urgent community-based assessments and short-term treatment interventions for people suffering acute episodes of mental illness or distress. The ACT will also facilitate transfers of care and referrals to and from other community mental health teams or community-based agencies for ongoing treatment, care and support. The functions of the ACT include: • receiving referrals - from the SESLHD State-wide Mental Health Telephone Access Line, the SESLHD Intake Team, non-acute community teams, or inpatient mental health wards (to help mental health patients transition from hospital to home); • triaging referrals - calling the clients to determine the need for the Acute Care Team assessment and any risk issues; • completing initial face-to-face assessments; • completing initial face-to-face risk assessments; • providing ongoing services – calling clients daily or every second day and conducting face to face assessments every 7 days; and • review of risk assessments by an Acute Care Consultant Psychiatrist/Psychiatric Registrar or other appropriate Medical Officer.⁹²
Governance Structure	Government service.
Funding Streams and Budgets	>\$1M in funding from NSW Government portfolios. ⁹³
Outcome and Impact	There are no publicly available impact reports or independent evaluation.
National Framework	N/A.

Police, Ambulance & Clinical Early Response (PACER) NSW

Program Name	Police, Ambulance & Clinical Early Response (PACER) NSW
Response Type	Co-responder model.
Response Team	Police officer, paramedic and mental health clinician attend call outs for specialist mental health responses.
Program Type	Standalone service. PACER supports 20 local government areas in NSW, including Sydney, Lismore, Liverpool, Blacktown, Campbelltown, Bankstown, Northern Beaches, Sutherland, Ku-ring-gai, Ryde and Wingecarribee.
Governance Structure	Government service.
Funding Streams and Budgets	>\$1M in funding from NSW Government.
Outcome and Impact	According to NSW Health, its evaluation of PACER demonstrates that PACER: • reduces Emergency Department presentations via police and ambulance by 48%⁹⁴; • reduces demand placed on agencies, including police time on scene; and • creates early de-escalation, avoiding coercive measures.
National Framework	N/A.

NSW Mental Health Acute Assessment Team

Program Name	NSW Mental Health Acute Assessment Team (MHAAT)
Response Type	Health-led response.
Response Team	Non-Special Operations Team comprises of a paramedic and a mental health nurse.
Program Type	The MHAAT provides on-site immediate clinical care and either makes referrals for ongoing support in the community or conveys the patient to a declared mental health facility where clinically required. ⁹⁵ Essentially, instead of a paramedic transporting a mental health patient to an emergency department where they would wait for an assessment and acute bed in a mental health facility, the MHAAT can assess mental health patients outside of the hospital system. ⁹⁶
Governance Structure	Government service.
Funding Streams and Budgets	MHAAT funding is not explicitly stated in budget papers as it is a partnership between NSW Ambulance and LHD.
Outcome and Impact	There are no publicly available impact reports or independent evaluation, however, according to the NSW Ministry of Health, the NSW Mental Health Acute Assessment Team: • has demonstrated a 75-80% diversion rate from emergency departments;⁹⁷ • increases non-transport rates by safely managing patients at home; • directs transfer to dedicated mental health facilities when necessary; and • provides a better patient experience and more efficient use of health resources.
National Framework	N/A.

Northern Territory

Alternative First Responder Programs

Community Court and Community Justice Group

Program Name	Community Court and Community Justice Group
Response Type	Community-led response.
Response Team	- Community Elders and/or respected persons from Groote Eylandt.⁹⁸ - Supported by a team of staff, including justice officers (male and female), a prevention and early intervention officer, an administration officer and a coordinator.⁹⁹
Program Type	- Community-led First Nations program for the Anindilyakwa people. - Members of the group support safety initiatives such as peacemaking (mediating and de-escalating community conflicts), and providing advice, targeted support and education to reduce the rate of offending.¹⁰⁰ - The member sits alongside the Judge and participates in Community Courts to promote understanding, engagement and accountability of those who have offended.¹⁰¹
Governance Structure	Community-governed.
Funding Streams and Budgets	>\$1M in funding from government grants provided by the Federal and NT Government. ¹⁰²
Outcome and Impact	- No publicly available impact reports or independent evaluation. - Community members have reported positive outcomes from the Community Court process: - Participants report that Community Court provides a greater opportunity to be heard and seen as a person compared to Local Court, and more people are choosing to attend Community Court.¹⁰³ - In July 2025: 130 offences were recorded in the past 12 months compared to 1,041 in 2019; a fall of 87.51 per cent.¹⁰⁴ - Youth offences have seen a significant decline with 28 offences reported in the past year compared to 267 in 2019.¹⁰⁵ - In the five years since the Group started, recorded crime on Groote Eylandt has almost halved.¹⁰⁶
National Framework	N/A.

Night Patrol – Alawa Aboriginal Corporation

Program Name	Night Patrol - Alawa Aboriginal Corporation (Night Patrol)
Response Type	Community-led response.
Response Team	Night Patrol staff 7pm to 1am, Monday to Friday.
Program Type	Night Patrol is a community based intervention initiative.¹⁰⁷ Night Patrol staff patrol the Minyerri community living area and encourage children to be off the streets late at night and return them safely back to their homes.¹⁰⁸
Governance Structure	NFP – registered charity ¹⁰⁹
Funding Streams and Budgets	>\$1M in funding from Federal Government grants and grants from the Minyerri Local Council. ¹¹⁰
Outcome and Impact	No publicly available impact reports or independent evaluation.
National Framework	N/A – only operates in a specific Local Government Area (LGA) of the NT.
Allocation of Resources	Information available is limited to an isolated Federal Government grant to the organisation that was allocated to children and schooling. The grant was awarded in October 2025 in the amount of \$908,554.86. ¹¹¹

Night and Youth Patrol – Tangentyere Council

Program Name	Night and Youth Patrol - Tangentyere Council
Response Type	Community-led response.
Response Team	Local Aboriginal staff and council members.
Program Type	The Night and Youth Patrol focuses on early intervention, crime prevention and diversion. The program has a one-way, one trip policy for all clients on any given night and there are some services they cannot provide. By way of example: • The program is not a taxi service - the night patrol cannot provide transportation to people moving to/from locations as part of their daily living. • The program is not a substitute for police or emergency services - it will not perform the functions of these services. • It does not provide security services for protecting assets in the community.¹¹²
Governance Structure	NFP – registered charity.
Funding Streams and Budgets	>\$1M in funding comprised of predominantly government grants, including from the Federal Government and NT Government. ¹¹³
Outcome and Impact	No publicly available impact reports or independent evaluation. In 2006, the Tangentyere Council Patrollers and Elek (2007) reported on their services in the Alice Springs area as follows: • there were 9,396 encounters, resulting in 5,474 people being assisted; • violence or a disturbance was the main reason in 9% of cases; • only 1% of people were taken to police; • 7% of call-outs occurred because the police needed community night patrols to assist them; and • about one-third of cases resulted from local residents calling on community night patrols.¹¹⁴
National Framework	N/A.
Allocation of Resources	The program receives funding from the Federal Government to fund employment.

Night and Day Patrol – Larrakia Nation Aboriginal Corporation

Program Name	Night and Day Patrol - Larrakia Nation Aboriginal Corporation
Response Type	Community-led response.
Response Team	The Night and Day Patrol comprises of volunteers, council members and community members. The Night and Day Patrol operates 7 days a week from 5am to 2am.
Program Type	The Night and Day Patrol is funded to improve the safety of Aboriginal people in the Darwin and Palmerston area. The Night and Day assists by providing the following services: • relocating a person to a 'safe' environment such as a relative's home, recognised safe house, women's refuge, hospital, sobering-up shelter or other medical facility; • diffusing violent situations where it is safe to do so; • diverting intoxicated people away from contact with the criminal justice system; • providing advice, information or referral to another service; • focusing on assisting youth, especially those at risk and reducing the demand placed on other services; • encouraging and supporting individuals to maintain social connections with home communities, including liaisons with their Return to Country Program; and • providing information to clients and supporting access to safe shelters in the event of a cyclone.¹¹⁵
Governance Structure	NFP – registered charity. ¹¹⁶
Funding Streams and Budgets	>\$1M from Federal Government and NT Government grants. ¹¹⁷
Outcome and Impact	No publicly available impact reports or independent evaluation.
National Framework	N/A.

ReConnect

Program Name	ReConnect
Response Type	Community-located response.
Response Team	Case workers and ReConnect Specialist Service Provider. ¹¹⁸
Program Type	- ReConnect is delivered by the Commonwealth Treasury through service providers, including Anglicare.¹¹⁹ - ReConnect aims to assist young people to stabilise their living situation and improve their level of engagement with family, work, education, training and their local community.¹²⁰ - Focuses on building stronger families and reuniting young people with their families, the program offers various opportunities for young people to grow, gain self-confidence and boost their self-esteem.¹²¹
Governance Structure	Government service.
Funding Streams and Budgets	>\$1M in funding from the Federal Government. ¹²²
Outcome and Impact	- DEX data and Provider survey responses outlined that the ReConnect program has improved the housing situation of children and young people.¹²³ - Only 4% of Providers reported that they connected a young person with safe, secure and stable housing.¹²⁴ - Providers commented that their funding is less than the increases they are experiencing in cost of service delivery, impacting on their ability to meet demand.¹²⁵ - Reconnect clients engaged during site visits reported positive experiences with the program, with: 65% rating the program as 'Excellent'; and 29% rating the program as 'Very Good'.¹²⁶ - Comments from clients of the program include that ReConnect: - improved confidence and skills in relationships; - increased participation in education; - created greater understanding of the law and young people's rights and responsibilities; and - increased sense of belonging within family and community.¹²⁷
National Framework	Yes, the Federal Government funds 70 organisations to deliver ReConnect across every state and territory. ¹²⁸

DV Co-Responder Model

Program Name	DV Co-Responder Model
Response Type	Co-responder model.
Response Team	The DV Co-Responder Model Team comprises: • NT Police; • A child protection practitioner; • A victim-survivor specialist support service; and • Specialist support service for people who use violence.
Program Type	• The DV Co-Responder Model is being run between the Department of Territory Families, House and Communities, NT Police, and specialist DFSV organisations, Women's Safety Services of Central Australia and Tangentyere Council.¹²⁹ • The program originally started as a pilot. Specialist staff work on the ground with NT Police to help manage the complexities of youth crime and antisocial behaviour, and to ensure children and their families get the support they require.¹³⁰ The Youth Responder Co-Pilot ensures the most appropriate responses are immediately available to ensure the safety of the community and the wellbeing of children and young people.¹³¹ • The DV Co-Responder Model aims to offer greater support to victim survivors of domestic and family violence and provide earlier intervention for people who have committed FDV.¹³²
Governance Structure	NFP – registered charity.
Funding Streams and Budgets	>\$1M in funding from government portfolios by the NT Government and the Federal Government. ¹³³
Outcome and Impact	No publicly available impact reports or independent evaluation.
National Framework	Yes - it is a part of the Federal Government's \$3.4 billion investment in women's safety nationally.
Allocation of Resources	NT Police commenced full operations of the new program on 29 September 2025, with the DV Co-Responder Model team reviewing police data from Domestic Family Violence (FDV) callouts to target early intervention strategies where they are needed most. ¹³⁴

Queensland

Alternative First Responder Programs

Crisis Support Team – Immigrant Women’s Support Services (IWSS)

Program Name	Crisis Support Team – Immigration Women’s Support Services
Response Type	Community-led response.
Response Team	Support services are given by a case worker and can include interpreters if needed.¹³⁵ Crisis support may include: • Assistance to escape from a situation of domestic violence. • Support in relation to a recent sexual assault or an event that may trigger memories of a past sexual assault. • Help to access supported/crisis accommodation or other housing options. • Urgent legal advice for immigration, family law, criminal matters and domestic violence orders.¹³⁶
Program Type	Standalone. IWSS is a specialist organisation that provides support to women and children from Culturally and Linguistically Diverse (CALD) backgrounds who have experienced domestic and/or sexual violence. IWSS provides crisis support, ongoing support through case management, and counselling and advocacy.
Governance Structure	NFP – registered charity.
Funding Streams and Budgets	• >\$1M in funding from the Department of Justice and Attorney General, and the Department of Social Services.¹³⁷ • 70% of the program’s funding comes from Federal Government grants but they also receive donations.¹³⁸
National Framework	This is not a national framework, however there are similar/equivalent programs across the nation. ¹³⁹

Community Patrol – Murri Watch

Program Name	Community Patrol – Murri Watch
Response Type	Community-led response.
Response Team	Murri Watch is a Queensland-based Aboriginal and Torres Strait Islander community-controlled organisation providing frontline, culturally safe support services for Indigenous people in custody, including youth watch house support, a diversionary centre for intoxication, and community patrols. ¹⁴⁰
Program Type	Community members conduct foot and vehicle patrols to offer information services, support or transportation to a safe place for homeless and intoxicated people in public spaces. ¹⁴¹
Governance Structure	NFP – registered charity.
Funding Streams and Budgets	>\$1M in funding from the Queensland Government in the form of government portfolios and grants.
Outcome and Impact	No publicly available impact reports or independent evaluation. In 2020, Murri Watch reported no incidents of self-harm among First Nations people in custody. Murri Watch supported 3,774 clients across their service areas and 7,394 cell visits were conducted.¹⁴²
National Framework	N/A.

Community Co-Responder Program – Anglicare Southern Queensland

Program Name	Community Co-Responder Program – Anglicare Southern Queensland (SQ)
Response Type	Co-responder Model.
Response Team	Queensland Police Service (QPS) and Youth Justice staff. ¹⁴³ The team is typically comprised of a Youth Justice or community practitioner who works alongside QPS. ¹⁴⁴
Program Type	The program is delivered by Anglicare SQ as part of its Youth Support services, in partnership with QPS and Youth Justice. The program focuses on providing assistance to young people aged 10-18 who live in Logan or the Gold Coast that are at risk of involvement in the youth justice system. ¹⁴⁵
Governance Structure	Government service.
Funding Streams and Budgets	Receives >\$1M from the Queensland Government youth justice and community safety funding delivered in partnership with Anglicare SQ, Federal Government subsidies, donations, community fundraising, and philanthropic funds. ¹⁴⁶
Outcome and Impact	No publicly available impact reports or independent evaluation. A 2023 Ministerial Media Statement stated the following: • The team of QPS and Youth Justice workers has interacted with young people more than 6,000 times, as it patrols the streets and other areas.¹⁴⁷ • A dedicated crime prevention team of police and Youth Justice workers on the Gold Coast has marked more than two years of operation, with more than 6,000 interactions with young people since its first patrol.¹⁴⁸ • In the past year there had been a 28 per cent decrease in the number of proven offences on the Gold Coast by 10–17-year-olds, and a 12 per cent decrease in the number of offenders.¹⁴⁹
National Framework	Anglicare exists across several states and territories across Australia and implements similar programs across the nation. However, this program itself is not a national program.

Mental Health Co-Responders Program

Program Name	Mental Health Co-Responders Program
Response Type	Co-responder model.
Response Team	Senior mental health clinicians from Central Queensland Health are partnered with senior paramedics from the Queensland Ambulance Service (QAS) and/or QPS police officers attending the scene. ¹⁵⁰
Program Type	As part of the broader QAS and QPS.
Governance Structure	Government service.
Funding Streams and Budgets	>\$1M in funding from government portfolios and government grants provided by the Queensland Government.
Outcome and Impact	A review of the West Moreton Mental Health Co-Responders Program was commissioned in 2017 by the Queensland Government and carried out by West Moreton Hospital and Health Service. The review found that the program produced the following results: • more timely assessment of the situation and rapid decision making about whether further clinical and/or police intervention is needed; • less restrictive approach to care as they saw individuals in their homes and allowed for more positive interactions; • allowed for increased police capacity and better learning and understanding from police in how to deal with mental health situations; • reduced the need for emergency examination authorities; • saved time and resources, particularly at the crisis scenes in that the issue was resolved quicker; and • improved communication and working relationships between mental health and police services.¹⁵¹
National Framework	N/A.

Metro South Addiction and Mental Health Services Co-Responder Program

Program Name	Metro South Addiction and Mental Health Services Co-Responder Program (MSAMHS MH CORE)
Response Type	Co-responder model.
Response Team	Senior mental health clinicians from Central Queensland Health are partnered with senior paramedics from the QAS and/or QPS police officers attending the scene. ¹⁵²
Program Type	Part of the broader QAS and QPS. This program is part of the broader Mental Health Co-Responders Program.
Governance Structure	Government service.
Funding Streams and Budgets	>\$1M in funding for the Mental Health Services Co-Responders Program from the Queensland Government. ¹⁵³
Outcome and Impact	The MSAMHS MH CORE QPS and QAS Co-Responder Program Evaluation found that: - Two thirds of the incidents that MSAMHS MH CORE had direct contact with were managed in the community. Of the incidents that MSAMHS MH CORE had direct contact: 45% resulted in no referral as the crisis was resolved; 17% of incidents were either referred to primary care or a Non-Government Organisation (NGO); 12% were referred to mental health incidents; 2% were classified as being taken into custody; 24% of incidents were transported to the Emergency Department; and - There was missing information regarding the outcome of the job for 12 incidents.¹⁵⁴ - Both QPS and clinicians believed that it was beneficial for consumers to be assessed in their own homes, and that the working relationship between QPS and clinicians was strong and roles were clearly defined.¹⁵⁵ - The co-responder model was viewed as an effective way to deal with mental health crisis by diverting consumers from the Emergency Departments and an alternative to enacting the default Emergency Examination Authority.¹⁵⁶
National Framework	N/A.

Sunshine Coast Youth Co-Responders Team

Program Name	Sunshine Coast Youth Co-Responders Team
Response Type	Co-responder model.
Response Team	The Sunshine Coast Youth Co-Responders Team is one of the teams that was launched as part of the broader Youth Co-Responder Teams in Queensland. This team was launched in September 2024 and comprises seven team member positions, including:¹⁵⁷ • three police officers; • three youth justice officers; and • one police liaison officer. The team is based in the Youth Engagement Hub at the Maroochydore Police Station.¹⁵⁸
Program Type	Joint operation between QPS and the Department of Youth Justice. Young people and their team are also referred to support services and diversion programs.
Governance Structure	Government service.
Funding Streams and Budgets	>\$1M in funding from government portfolios by the Queensland Government. ¹⁵⁹
Outcome and Impact	A Media statement from Queensland Government dated 4 September 2024, stated that an independent evaluation report regarding Youth Co-Responder Teams found the following: • Young people were less likely to commit serious crimes after engaging with Youth Co-Responder Teams; • The greatest reduction in reoffending was with serious repeat offenders, which saw a 73 per cent reduction in the number of offences committed 6 months post engagement with Youth Co-Responder Teams; • Youth responsible for an average of 25 offences in the six months before engaging with Youth Co-Responder Teams dropped to an average of 7 offences in the 6 months post engagement; • The total number of breaking and entering, illegal use of a motor vehicle, and theft (excluding motor vehicle) offences decreased substantially; • Most Youth Co-Responder Teams' interactions occur outside of standard Youth Justice business hours, with the 2pm to 10pm shift seeing the greatest activity (49 per cent); and • Youth Co-Responder Teams were a key connector to services.¹⁶⁰
National Framework	N/A.

West Moreton Mental Health Co-Responder Program

Program Name	West Moreton Mental Health Co-Responder Program
Response Type	Co-responder model.
Response Team	Mental health nurses alongside QPS police officer during assessments and management of individuals with mental health problems experiencing a crisis. ¹⁶¹
Program Type	As part of the broader QAS and QPS. The West Moreton Mental Health Co-Responder Program was one of the pilot areas for the Mental Health Co-Responders Program in Queensland.
Governance Structure	Government service.
Funding Streams and Budgets	The West Moreton Health Co-Responder Program received an initial grant of <\$1M from the Queensland Government to establish the program.¹⁶² In 2020/2021 and 2021/2022, the West Moreton Health Co-Responder Program received <\$1M in funding from the Queensland Government.¹⁶³
Outcome and Impact	A review of this program was commissioned in 2017 by the Queensland Government and carried out by West Moreton Hospital and Health Service. The review found that the program produced the following results: • more timely assessment of the situation and rapid decision making about whether further clinical and/or police intervention is needed; • less restrictive approach to care as they saw individuals in their homes and allowed for more positive interactions; • allowed for increased police capacity and better learning and understanding from police in how to deal with mental health situations; • reduced the need for emergency examination authorities; • saved time and resources, particularly at the crisis scenes in that the issue was resolved quicker; and • improved communication and working relationships between mental health and police services.¹⁶⁴
National Framework	N/A.

Youth Co-Responder Team

Program Name	Youth Co-Responder Team (YCRT)
Response Type	Co-responder model.
Response Team	The YCRT is a joint initiative by QPS and Youth Justice.¹⁶⁵ YCRT provide rapid response to young people at risk of engaging with or becoming further entrenched in the youth justice system.¹⁶⁶ Youth Justice site governance is centralised, whilst QPS report to their local leadership and central team. The teams are led by a QPS Hub Coordinator (usually a Sergeant) and report to the Youth Justice Unit (YJU).
Program Type	Joint operation between QPS and the Department of Youth Justice. The YCRT was established in the following locations from 2020 onwards, Brisbane North, Brisbane South, Cairns, Dalby, Fraser Coast, Gold Coast, Ipswich, Logan, Mackay, Moreton, Mount Isa, Rockhampton, Sunshine Coast, Toowoomba and Townsville.¹⁶⁷ Across Queensland, YCRTs work closely with partner agencies, NGOs and other support services to provide an immediate response that links at-risk youths to culturally appropriate services and ongoing support for both the youth and their families.¹⁶⁸ The YCRTs support youth on bail, including electronic monitoring devices, and help to ensure they have a greater understanding on compliance with bail conditions.¹⁶⁹ Additionally, they provide follow-up support, including home visits and referral to support services and interventions, to ensure young people they meet stay on the right track.¹⁷⁰
Governance Structure	Government service.
Funding Streams and Budgets	\$>1M in funding from the Queensland Government. ¹⁷¹
Outcome and Impact	The Youth Co-Responder Team – Outcome Evaluation Report dated 12 June 2024 reported the following outcomes: As of 31 March 2024: - YCRTs had nearly 90,000 engagements with at-risk youths in total; and - YCRT delivers approximately 7,200 interactions per month, comprising approximately 3,500 direct engagements with youths and 3,700 alternative interactions with family members, community organisations, and others.¹⁷²

	• Youths were less likely to commit serious crimes after engaging with YCRTs. • The total number of breaking and entering, illegal use of a motor vehicle, and theft (excluding motor vehicle) offences decreased substantially. • Youths committed 7 fewer offences on average in the 6-month period following their engagement with YCRTs compared to the 6 months prior. • The greatest reduction in reoffending was with serious repeat offenders. The most serious offenders saw a 73% reduction in the number of offences committed 6 months post-engagement with YCRTs. • When interpreting these results, it should be recognised that YCRT operates as a 'connector' program between more intensive supports delivered by Youth Justice, QPS, and the broader community. The changes reported here should not be attributed to YCRT alone.¹⁷³
National Framework	N/A.

South Australia

Alternative First Responder Programs

Aboriginal Community Liaison Officers

Program Name	Aboriginal Community Liaison Officers
Response Type	Community-led response.
Response Team	- Liaison role between the relevant local Aboriginal community and police. - Dedicated officers work at designated prison and community corrections centres to provide assistance to Aboriginal prisoners and offenders.¹⁷⁴
Program Type	Forms part of the Department of Correctional Services.
Governance Structure	Government service.
Funding Streams and Budgets	>\$1M in funding from government portfolios by the South Australian Department of Correctional Services. ¹⁷⁵
Outcome and Impact	No, publicly available impact reports or independent evaluation.
National Framework	Contribute to the implementation of the recommendations from the Royal Commission into Aboriginal Deaths in Custody. ¹⁷⁶

Aboriginal Community Patrols (APY Lands)

Program Name	Aboriginal Community Patrols (APY Lands)
Response Type	Community-led response.
Response Team	Community patrol teams work with the community, other service providers and police to improve community safety.¹⁷⁷ Each patrol team always has a team leader plus at least one patroller for each shift and may take place via vehicle or on foot.¹⁷⁸
Program Type	Community-led response. Aboriginal Community Patrols work across the following areas of far-north South Australia: ¹⁷⁹ • Iwantja (Indulkana); • Kaltjiti (Fregon); • Amata; • Pipalyatjara and Kalka; • Pukatja; and • Mimili.
Governance Structure	NFP – registered charity.
Funding Streams and Budgets	Funded by the Department of Prime Minister and Cabinet through the Indigenous Advancement Strategy and have come about in response to a strong push from local communities. ¹⁸⁰
Outcome and Impact	No publicly available impact reports or independent evaluation.
National Framework	Aboriginal Community Patrols are said to support the Remote School Attendance Strategy, ¹⁸¹ which is aimed at lifting school attendance in remote communities. ¹⁸² It is unclear if funding has been provided in connection with this strategy.

Just Listening

Program Name	Just Listening
Response Type	Community-led response.
Response Team	Just Listening practitioners come from a diverse team of practitioners which include nurses, psychotherapists and social workers. ¹⁸³
Program Type	Standalone program. The program is a Psychotherapeutically informed alternative to accessing the hospital emergency department or other mental health services for people experiencing emotional or mental distress. ¹⁸⁴
Governance Structure	Community-governed.
Funding Streams and Budgets	<\$1M in funding from donations.
Outcome and Impact	From May 2021 to November 2024: • 1900+ people offered listening and human connection; • 500+ people trained in the Just Listening approach; • 48 community members volunteered to listen to community members in crisis and distress; • 250+ hearing voices and suicide narratives groups facilitated free of charge (including online); • 20+ conference appearances and keynote addresses; • 0 times police or ambulance services were required; and • 6 people accessed Just Listening residential stays in emergency or respite situations.¹⁸⁵ Community members in distress who have regular access to Just Listening can more readily return to their families, workplaces and communities once they have been heard.¹⁸⁶ Professionals trained in Just Listening experience greater job satisfaction through more effective practice and increased connection with clients, patients and colleagues.¹⁸⁷
National Framework	N/A.

Mobile Assistance Patrol – Adelaide and Murray Bridge

Program Name	Mobile Assistance Patrol (MAP) – Adelaide and Murray Bridge
Response Type	Community-led response.
Response Team	The Aboriginal Sobriety Group Indigenous Corporation (Aboriginal Sobriety Group) operates the Mobile Assistance Patrol (MAP) in Adelaide and Murray Bridge. The response team comprises of a group of Aboriginal volunteers in the region. ¹⁸⁸
Program Type	Standalone service. The MAP is a transport service which operates from 4pm to Midnight from Tuesday to Saturday in Murray Bridge and 7 days a week in Adelaide. MAP has a particular focus on assisting people who are vulnerable, under the influence of alcohol and other drugs, and at risk of harm or being involved in anti-social behaviour either back to their homes or a safe place.¹⁸⁹ The response team provides their services at set pick up locations and are referred from other responder groups or police stations.¹⁹⁰ However, they do not make any calls to the police for assistance.¹⁹¹
Governance Structure	NFP – registered charity. ¹⁹²
Funding Streams and Budgets	>\$1M in funding from government grants from the South Australian Government, NDIS income, and rental income. ¹⁹³
Outcome and Impact	There is no independent evaluation of MAP. However, the 2025 Annual General Meeting Report for Aboriginal Sobriety Group refers to the following key achievements of MAP in Adelaide and Murray Bridge:¹⁹⁴ • Sustained strong relationships with South Australia Police (SAPOL), homelessness outreach teams in Adelaide and hospital emergency staff and community health services in Murray Bridge. • Assisted hundreds of community members to access safe accommodation and transport. • Delivered outreach across high-need areas, including Mypolonga, Taillem Bend, and Wellington. • Provided immediate response and referral for individuals in crisis, often preventing hospitalisations or arrests.
National Framework	N/A.

Allocation of Resources	MAP work with SAPOL by identifying individuals in public places in the inner city of Adelaide, who are experiencing harm, or are high risk due to the influence of drugs or alcohol or are not in a fit state to safely return by themselves, across to their home or safe place. ¹⁹⁵
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Encounter Youth Green Team – Encounter Youth Limited

Program Name	Encounter Youth Green Team – Encounter Youth Limited (Encounter Youth)
Response Type	Community-led response.
Response Team	The Encounter Youth Green Team comprises of a team of over 450 Christian volunteers from more than 45 church-based teams. ¹⁹⁶
Program Type	Encounter Youth work collaboratively on different programs with Emergency Services, including SAPOL, South Australian Ambulance Service (SA Ambulance) and the South Australian Attorney-General's Department and City of Adelaide and facilitate the only non-government response to a school-leaver celebration in Australia through their Schoolies Operation.¹⁹⁷ In addition to the South Australia Schoolies Operation, the Encounter Youth Green Team also works on the Hindley Street Program which involves patrolling the Hindley Street entertainment precinct each Saturday night from 11:30pm to 8am, and an initiatives program which provides volunteer opportunities for projects in Adelaide, Australia and internationally.¹⁹⁸
Governance Structure	NFP –registered charity. ¹⁹⁹
Funding Streams and Budgets	>\$1M in funding from revenue, Goods and Services, South Australian Government grants, other revenue, donations and bequests, and investments. ²⁰⁰
Outcome and Impact	There is no independent evaluation. However, in the 2025 Annual Impact Report, Encounter Youth outlined the following outcomes and impact for their programs: • The Hindley Street Program resulted in 14,710 positive interactions with individuals and 378 young people supported to get home safely; and²⁰¹ • In respect of the Schoolies Festival, 88% of school leavers that were surveyed said that Green Team assisted them.²⁰²
National Framework	N/A – this service is largely only offered in South Australia. However, there are some projects outside of South Australia through the Initiative Program and Empower Education.
Allocation of Resources	Hindley Street Patrols (allocation of additional police resources): • SAPOL hold extra powers in the vicinity of Hindley Street. This means they can search any person for

	weapons, carry out drug detection, order people “posing a risk to public safety” to leave the area, ban a person from the precinct for up to 24 hours, and remove children at risk of physical harm.²⁰³ Schoolies (allocation of additional police resources): • SAPOL run Operation Schoolies, which involves the deployment of additional officers, traffic operations, drug/alcohol enforcement, and work alongside emergency services partners.²⁰⁴ • Schoolies is a Declared Public Event. Police officers are authorised to carry out metal detector searches on any person within the festival and anyone attempting to enter or leave. This includes any property in the person’s possession.²⁰⁵
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Youth 110 – St John’s Youth Services

Program Name	Youth110 - St John’s Youth Services
Response Type	Community-led response.
Response Team	Youth110 is delivered by St John’s Youth Services. It is comprised of 30 modern, self-contained apartments over four floors, supported by a team of experienced workers who provide 24-hour support. ²⁰⁶
Program Type	Standalone service, which provides accommodation and assistance to young people aged 16-24.
Governance Structure	NFP – registered charity. ²⁰⁷
Funding Streams and Budgets	Youth110 receives >\$1M in funding from the Federal Government and South Australian Government via Believe Housing as well as donations from individual donors, corporate partnerships and philanthropic and community partners. ²⁰⁸ For the 2025-26 financial year, the South Australian Government is set to receive approximately \$122M to fund affordable housing initiatives, (including Youth 110). ²⁰⁹
Outcome and Impact	No formal evaluation of this program has been made available. The St John’s Youth Services Annual Review reported that Youth110: • provided more than 12,000 nights of accommodation;²¹⁰ • assisted over 100 young people and children.²¹¹ • almost two-thirds of residents experience mental health concerns and almost one-quarter identify as Aboriginal or Torres Strait Islander;²¹² • 24% of young people have been successfully supported to return home to family; and²¹³ • 40% of housing outcomes have been in sustainable properties.²¹⁴ More than 90 per cent of visitors stay only once, with the majority moving into safe, stable homes.²¹⁵
National Framework	N/A.

Urgent Mental Health Care Centre

Program Name	Urgent Mental Health Care Centre (UMHCC)
Response Type	Community-located response.
Response Team	Team of mental health professionals and clinicians from a range of backgrounds including nursing and social work. This includes a 'fusion' staffing model comprising of 50% clinical staff and 50% lived experience staff, ²¹⁶ to provide evidence-based clinical care.
Program Type	UMHCC is alternative to presenting at hospital for a mental health crisis.²¹⁷ It has extended operating hours (12pm to 12am) to cover the peak time of mental health emergency department presentations.²¹⁸ UMHCC is delivered by Neami National, in partnership with RI international.²¹⁹ UMHCC provide immediate help to reduce distress and support individuals through mental health crises, including via on-site clinical services. Their recovery-focused approach helps to understand patient needs and provide patients with the right support in the short-term, and connect them with ongoing support for the future.
Governance Structure	Government service.
Funding Streams and Budgets	UMHCC received >\$1M in funding from the Federal Government. ²²⁰ The program also receives funding from South Australia Health although the amount is not known. ²²¹
Outcome and Impact	A media release from 23 June 2025 states that UMHCC has supported over 20,000 visits from people experiencing a mental health crisis or distress, since opening in March 2021.²²² Co-evaluation research by Neami National (an organisation delivering UMHCC) and The ALIVE National Centre for Mental Health Research Translation supports the effectiveness of UMHCC's approach:²²³ • 44% of guests said they would not have sought support elsewhere; • 42% of guests would have otherwise presented at an emergency department; • 93% were satisfied with the UMHCC's welcoming physical environment; and • guests reported feeling safe, seen, heard and supported, often for the first time.
National Framework	UMHCC is the first of eight out-of-hospital adult mental health centre opened by the Australian Government in or around 2021. It is part of the network of Medicare Mental

	Health Centres, delivered by Neami National in partnership with RI international. ²²⁴
Allocation of Resources	\$14M was originally budgeted for UMHCC as the first of eight centres opened under a \$114.5M trial funded by the Australian Government in 2021. ²²⁵

SA Health and SAPOL Co-Responder Program

Program Name	SA Health + SAPOL Co-Responder Program
Response Type	Co-responder model.
Response Team	SA Health + SAPOL Co-Responder Program involves mental health nurses and allied health professionals working alongside SAPOL police officers, who collectively respond to triple zero callouts involving a mental health crisis. ²²⁶
Program Type	Standalone program, which is a joint initiative between South Australian Health and SAPOL.
Governance Structure	Government service.
Funding Streams and Budgets	\$>1M in funding from the South Australian Government. The 2025-26 South Australian State Budget provides >\$13M over five years to continue and expand the Mental Health Co-Responder Program across Adelaide.²²⁷
Outcome and Impact	There are no publicly available impact reports or independent evaluation. However, a media release reported the following in relation to the program: • The program prevented 2,472 presentations to emergency departments since commencing in 2022, which is of benefit to South Australian Health, and ensures that police are freed up for frontline duties; • Only 89 of more than 2,000 cases required hospitalisation; and • In 2021-22, more than half of all police drop-offs at hospital were delayed. This has now fallen to less than a third.²²⁸
National Framework	N/A.

Metropolitan Aboriginal Youth and Family Services

Program Name	Metropolitan Aboriginal Youth and Family Services (MAYFS)
Response Type	Co-responder model.
Response Team	Dedicated Aboriginal service within the South Australian Department of Human Services (DHS). MAYFS staff understand Aboriginal culture and have the skills and experience to meet the needs of Aboriginal young people. ²²⁹
Program Type	For Aboriginal and Torres Strait Islander young people aged 10 to 17 years currently involved with the Youth Justice system and/or SAPOL.²³⁰ MAYFS broader service, includes the following: • family-inclusive case management; • family-centred yarning circles; • family support with legal matters, e.g. attendance at legal appointments, advocacy in court and general support navigating legal system; and • supported referrals to other services.²³¹ MAYFS works in partnership with other agencies, including Youth Justice, SAPOL, the courts, schools, the NDIS, as well as non-government and community service organisations to provide access to a range of services and programs.²³² The program is focused on helping young people thrive by helping them stay engaged in school, training and work, participate in community activities like sport, music, arts and culture and build healthy relationships.²³³
Governance Structure	Government service.
Funding Streams and Budgets	>\$1M in funding from the Federal Government. ²³⁴
Outcome and Impact	There are no publicly available impact reports or independent evaluation.
National Framework	MAYFS contributes directly to the national Closing the Gap framework, particularly Outcome 11, which focuses on reducing the over-representation of Aboriginal young people in the criminal justice system. The <i>South Australian Closing the Gap Implementation Plan 2024–2026</i> highlights MAYFS' role alongside related projects, such as the Aboriginal Youth Pathways to Employment Pilot with RAW Group and the use of Aboriginal Cultural Consultants, as part of the state's efforts to advance this national outcome. ²³⁵

Tasmania

Alternative First Responder Programs

Beast Program – JCP Youth

Program Name	BEAST Program – JCP Youth
Response Type	Community-led response.
Response Team	The Beast Program is delivered by JCP Youth.
Program Type	The BEAST Program is a behaviour management and mentorship program, which is run by JCP Youth.²³⁶ BEAST Program offers 24-hour support, respite accommodation services (when required), case management and personal mentoring to boys aged 11-17 who are at risk of entering or escalating within the Child Safety system or Youth Justice system.²³⁷
Governance Structure	NFP – registered charity.
Funding Streams and Budgets	>\$1M in funding from Tasmanian Government portfolios and donations. ²³⁸
Outcome and Impact	There are no publicly available impact reports or independent evaluation.
National Framework	N/A.

Mental Health Emergency Response Service

Program Name	Mental Health Emergency Response (MHER) Service
Response Type	Co-responder model.
Response Team	Mental health clinicians work in close partnership with Ambulance Tasmania (AT), Tasmania Police and colleagues from Statewide Mental Health Services to rapidly respond to mental health crises in the community. ²³⁹
Program Type	The MHER (formerly known as PACER) is a tri-agency co-response service that provides care and support to people in mental health crisis in community settings.²⁴⁰ Based on the Southern PACER model, where first responders from each of the three organisations collectively attend callouts in the same vehicle.²⁴¹
Governance Structure	Government service.
Funding Streams and Budgets	Unable to be ascertained based on publicly available information.
Outcome and Impact	There are no publicly available impact reports or independent evaluation. However, in a Department of Health news release dated 28 August 2024, the following outcomes were • The service responds to crises received by AT and Tasmania Police in the surrounding areas 10 hours per day, 7 days a week; • In the South, the service has responded to over 4000 people, with 72% being supported to remain in the community and avoid unnecessary hospital attendances and/or hospital admissions; • In the North West, MHER has received 336 total callouts, with 77 % supported to remain in the community; • People have better outcomes by avoiding unnecessary hospital stays, but these community-based interventions reduce pressure on our hospitals, ambulance and police services; • The service is said to have benefitted communities and frontline services in other parts of the State; and • Since rolling out in Southern Tasmania in 2022 and Northwest Tasmania in 2023 – the service has attended more than 6,000 callouts to people in the community experiencing mental health distress.²⁴²
National Framework	N/A.

Victoria

Alternative First Responder Programs

Aboriginal Homelessness Entry Point – Ngwala Willumbong Aboriginal Corporation

Program Name	Aboriginal Homelessness Entry Point (Ngwala Willumbong Aboriginal Corporation)
Response Type	Community-led response.
Response Team	The Homelessness Team.
Program Type	Standalone program. Ngwala’s Homelessness Entry Point operates across Boonwurrung and Wurundjeri Countries (St Kilda and Naarm CBD) and supports individuals and families who are at risk of or who are experiencing homelessness by providing emergency, transitional and public housing.²⁴³ The Homelessness Team performs the following functions: • Assists with applications to the Office of Housing, Aboriginal Housing Victoria and other Transitional Housing Management organisations; • Advocate on behalf of clients between Aboriginal and mainstream Housing/Crisis services; • Assessment and intensive case management. • Provide support at VCAT hearings; • Crisis intervention; • Assisting clients to manage rental arrears and eviction issues; and • Aboriginal Private Rental Assistance (APRAP) • Budgeting advice.²⁴⁴
Governance Structure	NFP – registered charity. ²⁴⁵
Funding Streams and Budgets	>\$1M in funding from the Department of Health, Disability and Ageing, tariff from residents and other income. ²⁴⁶
Outcome and Impact	There are no publicly available impact reports or independent evaluation. However, the Australian Institute of Health and Welfare Specialist Homelessness Services (SHS) Annual Report revealed that in 2024-25:²⁴⁷ • 14,031 Aboriginal Victorians accessed SHS (with Ngwala being one such SHS); • there was a 9.4% increase in Aboriginal Victorians accessing SHS compared to a 2.5% increase for non-Aboriginal Victorians; and • 13.8% of all Victorians accessing SHS were Aboriginal.
National Framework	N/A.

First Response Youth Service in Melton – Hope Street Youth and Family Services

Program Name	First Response Youth Service in Melton – Hope Street Youth and Family Services
Response Type	Community-led response.
Response Team	- The service consists of two components provided by Hope Street Youth and Family Services, including a youth refuge providing supported crisis accommodation, and a mobile outreach service available 365 days per year including after hours.²⁴⁸ - Hope Street Youth and Family Services also operate the First Response Youth Service out of the City of Whittlesea.²⁴⁹
Program Type	Responsive specialist youth focused housing and support service. Youth Refuge (Accommodation/Housing)²⁵⁰ The refuge includes three separate buildings and offers: - short/longer term accommodation; - emergency relief such as food, material aid or medication; and/or - immediate and short-term services for general and specialist health; employment, education or training; legal and financial matters; recreational/social connectivity. First Response Youth Mobile Outreach Service (Support)²⁵¹ - Hope Street’s First Response Youth Mobile Outreach Service in Melton provides assertive outreach and intensive short-term crisis support to young people and young families aged 16–25 who are experiencing or at risk of homelessness in Melton and neighbouring LGAs. Operating 6 days a week, the service supports young people through assessment, planning, and referral, connecting them to crisis and longer-term accommodation, health services, education and employment pathways, legal and financial assistance, and emergency relief such as food, material aid, or medication.
Governance Structure	NFP – registered charity. ²⁵²
Funding Streams and Budgets	>\$1M in funding from Victorian Government portfolios, grants, donations and bequests, provision of goods and services (programs), and investments. ²⁵³

Outcome and Impact	Across 2024/25, Hope Street supported 780 young people and their children.²⁵⁴ Hope Street's operate from a four-stage model: 1. Immediate: Assertive outreach providing crisis response and intensive case management in the community. 2. Emergency: 24/7 crisis accommodation offering safety, stability, and access to essential resources. 3. Stable: Medium-term supported housing (up to 18 months) focusing on education, employment, wellbeing, and life skills. 4. Sustainable: Support into long-term housing solutions to prevent a return to homelessness and a pathway out of disadvantage.²⁵⁵ This continuum ensures Hope Street's services extend beyond crisis relief, addressing the complexities of the impact of homelessness, both immediate needs and long-term housing pathways.²⁵⁶
National Framework	N/A.

Dardi Munwurro Pty Ltd

Program Name	Dardi Munwurro Pty Ltd
Response Type	Community-led response.
Response Team	Dardi Munwurro's programs are facilitated by mentors, community Elders, an Aboriginal psychologist, First Nations AOD workers, a Family Engagement and Safety worker and other professionals.
Program Type	- Provides a range of men's healing programs, behaviour change programs, and services to the Victorian Aboriginal community. - Operates the 24/7 Brother to Brother First Peoples Men's Family Violence Referral Line, which provides phone support to Aboriginal men who need someone to talk to. The line is staffed by Aboriginal men, including Elders, who have lived experience.²⁵⁷ - Operates the Men's Healing and Behaviour Change program through weekly men's group sessions in Melbourne and fortnightly men's group sessions across Victoria, including for men in correctional services.²⁵⁸ - Operates Ngarra Jarranounith Place, which is a 16-week intensive residential program that supports at-risk men to strengthen their spirit and culture, adopt positive behaviours, and nurture healthy relationships.²⁵⁹ - Operates the Journeys Program, which supports young Aboriginal men aged 10 to 17 years through group sessions, one-on-one mentoring, and access to strong male mentors and Elders.²⁶⁰
Governance Structure	Community-led service.
Funding Streams and Budgets	Dardi Munwurro receives grant funding from the Victorian State and Federal Governments. Publicly available grant information has been detailed below. > \$8.1 million from the Victorian Government for Dardi Munwurro's Ngarra Jarranounith Place Residential Programs and Aboriginal Community Justice Panels.²⁶¹ > \$1 million from the National Indigenous Australians Agency for Dardi Munwurro's Youth Program.²⁶²
Outcome and Impact	Deloitte Access Economics prepared a cost benefit analysis report of Dardi Munwurro's programs in 2021. The findings of this report were that Dardi Munwurro's men's healing programs demonstrated clear benefits to participants "in terms of improving their connection to culture, restoration of identity, and strengthening relationships with family and community. The cost-benefit analysis quantifies the magnitude of the return on investment in the program – between 50% and 190%, depending on assumptions – as a result of increased employment, and reduced spending on the justice system". ²⁶³

National Framework	• Delivering the ‘Changing ways pilot program’ in North-Eastern and Southern Metropolitan Melbourne under the National Plan to End Violence against Women and Children 2022-2032. The program is intended to manage serious risk to help ensure victim-survivors are kept safer by increasing the focus on the person using violence through intensive interventions, individual behaviour change work and multi-agency collaboration.²⁶⁴
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Sobering Centre – Cohealth

Program Name	Sobering Centre - Cohealth
Response Type	Community-led response.
Response Team	Cohealth staff and Cohealth's public intoxication team. ²⁶⁵
Program Type	Standalone service. The Sobering Centre is a 24/7 fully staffed sobering centre based in Collingwood. The Sobering Centre is a supervised place where anyone from metropolitan Melbourne (except those who have serious physical or mental illness and pose a safety risk to themselves or others) can stay while they recover from the immediate effects of intoxication.²⁶⁶ Individuals are brought to the sobering centre by Cohealth's public intoxication team and bystanders can call 000 and advise them that a person is seeking support so the situation can be assessed for an appropriate emergency response.²⁶⁷
Governance Structure	NFP – registered charity.
Funding Streams and Budgets	Unable to be ascertained based on available information.
Outcome and Impact	There are no publicly available impact reports or independent evaluation.
National Framework	Cohealth primarily operates in Melbourne Victoria but has also branched into the east coast of Tasmania. ²⁶⁸

Metro Community Connectors

Program Name	Metro Community Connectors
Response Type	Community-located response.
Response Team	Embedded community outreach workers working in partnership with South East Community Links to deliver the program. ²⁶⁹
Program Type	The team work at Dandenong, Noble Park, Springvale, Footscray, Broadmeadows and Frankston stations to provide people in need with direct support and connect them to local support services. ²⁷⁰
Governance Structure	Government service.
Funding Streams and Budgets	<\$1M in funding from Metro's Moving Melbourne Community Grants. ²⁷¹
Outcome and Impact	- The Community Connectors Pilot Report (2024) outlines the significant impacts of the program at Dandenong Station which included: - Facilitated over 3,300 engagements. - Referred 188 people to additional services. - De-escalated 54 incidents and prevented harm in a further 49 situations. - Engaged 50-60 people in flexible casework and 18 in intense casework.²⁷² - Annual reports for 2025 for Dandenong and Frankston in which the below results were captured: The program facilitated support to over 4658 people in Dandenong and over 2,452 people in Frankston; 359 people in Dandenong and 204 people in Frankston were referred to additional services, including neighbourhood houses, youth services and drug and alcohol services; - The program prevented harm and de-escalated more than 245 situations in Dandenong and 715 situations in Frankston, such as verbal and physical assaults; - The program supported emergency services in 74 instances in Dandenong and 76 instances in Frankston; and - Station staff and Victoria Police have reported a more collaborative and respectful approach in relation to community members in crisis.²⁷³
National Framework	N/A.
Allocation of Resources	There is an annual grant pool valued at \$100,000 and an additional \$10,000 worth of advertising to be shared between organisations of metro trains. ²⁷⁴

Public Intoxication Response - Ngwala Willumbong Aboriginal Corporation

Program Name	Public Intoxication Response (PIR) - Ngwala Willumbong Aboriginal Corporation
Response Type	Community-located response.
Response Team	• Outreach team members of Ngwala Willumbong Aboriginal Corporation (NWAC).²⁷⁵ • The PIR program engages with people who are intoxicated in public in a way that is culturally safe, and provides immediate supports including food, transport, and minor first aid. • PIR also provides supervised places of safety with regular checks undertaken as well as appropriate referrals and information for the person to seek help with ongoing support.²⁷⁶
Program Type	Standalone service.
Governance Structure	NFP – registered charity. ²⁷⁷
Funding Streams and Budgets	>\$1M in Government Grants from the Victorian Government and Federal Governments.²⁷⁸ >\$1M in capital expenditure grants (which includes grants from the Department of Families, Fairness and Housing, Department of Health, National Indigenous Australians Agency, Australia Government Department of Health, and Department of Education and Training).²⁷⁹
Outcome and Impact	There are no publicly available impact reports or independent evaluation. Evaluation of the Justice-based Impacts of the Public Intoxication Reform to be released.
National Framework	N/A

Embedded Youth Outreach Program

Program Name	Embedded Youth Outreach Program (EYOP)
Response Type	Co-responder model.
Response Team	The project pairs a police officer with a Youth Support and Advocacy Service (YSAS) youth worker (the EYOP team) to provide an after-hours secondary response to young people encountering police. ²⁸⁰
Program Type	Standalone service. The EYOP team responds to police interactions with young people, engaging with young people in the field or at a police station to assess their needs and provide initial support, assessment and referral.²⁸¹ The program currently operates out of four Police Stations, being: • Werribee (servicing Wyndham, Hobsons Bay and Maribyrnong Local Government Area); • Dandenong (servicing Greater Dandenong, Cardinia and Casey Local Government Areas); • Caroline Springs (servicing Melton and Brimbank Local Government Areas); and • Shepparton (servicing Greater Shepparton Local Government Area).²⁸²
Governance Structure	Government service. ²⁸³
Funding Streams and Budgets	>\$1M in funding from Victorian State Government portfolios. ²⁸⁴
Outcome and Impact	Victoria Police engaged the Centre for Forensic Behavioural Science at Swinburne University to evaluate the program in September of 2020. Although these figures may be outdated, the following findings are noted: • A 9% reduction in the annual rate of offending in EYOP clients with a history of offending following intervention. • The benefits of the EYOP outweigh the costs and provides value for money. • Most young people who received a referral to a support service attended at least one appointment. • Young people spoke positively about the relationships they established with their youth workers and referral services. • Police members noticed the effectiveness of the youth workers' approach to de-escalate and engage with young people.²⁸⁵
National Framework	N/A.

Allocation of Resources	There are indications that there have been significant resource issues for the program, as articulated in the Swinburne report. There were also indications from some of the volunteer service providers that they were unable to keep up with demand and other operational issues. ²⁸⁶
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Western Australia

Alternative First Responder Programs

Danjoo Mia – Ebenezer Aboriginal Corporation

Program Name	Danjoo Mia – Ebenezer Aboriginal Corporation
Response Type	Community-led response.
Response Team	The program is delivered by the Ebenezer Aboriginal Corporation team. ²⁸⁷
Program Type	Danjoo Mia is a standalone program that provides crisis accommodation for single females aged 15-25. ²⁸⁸ The program also provides medium-term accommodation to single males or females aged 16-25 who are actively engaged in work or training at least three days a week, allowing them to stay for up to 2 years while participating in case management and the Life Program. ²⁸⁹
Governance Structure	NFP – a registered charity.
Funding Streams and Budgets	Danjoo Mia is now part of the National Partnership on Homelessness and is funded by the Western Australia Government. ²⁹⁰ The monetary value of government funding for this program is unable to be ascertained based on the available information.
Outcome and Impact	There are no publicly available impact reports or independent evaluation in relation to the Danjoo Mia program.
National Framework	Yes – It is funded by both the Western Australia Government and Federal Government and operates within the National Partnership on Homelessness. ²⁹¹

Homelessness Accommodation Support Worker North West Metropolitan and South East Metropolitan – Centrecare

Program Name	Homelessness Accommodation Support Worker North West Metropolitan and South East Metropolitan - Centrecare
Response Type	Community-led response.
Response Team	Homelessness Accommodation Support Worker North West Metropolitan is run by Centrecare (by housing support workers), in partnership with the Patricia Giles Centre and Youth Futures WA. Specifically, housing support workers provide the intensive support to individuals who have experienced homelessness to secure and maintain long-term accommodation.²⁹² Homelessness Accommodation Support Worker South East Metropolitan is delivered jointly by Centrecare and Mission Australia in the Perth South East metropolitan area.²⁹³ The team comprises of housing support workers.
Program Type	Standalone program focusing on early intervention and prevention.²⁹⁴ The program is for young people, single adults, couples, families and women with children escaping domestic violence, who are exiting the National Affordable Housing Agreement (NAHA) accommodation services.²⁹⁵ Homelessness Accommodation Support Worker South East Metropolitan provides six to 12 months of outreach support to individuals, couples and families who are homeless or at risk of homelessness and exiting crisis or short term NAHA accommodation services.²⁹⁶
Governance Structure	NFP – registered charity.
Funding Streams and Budgets	The program received >\$1M in funding by the Department of Communities under the National Partnership Agreement on the Homelessness.²⁹⁷ In 2025, the Western Australia Government invested \$5.8 billion to boost housing supply and provide targeted support across Western Australia.²⁹⁸ The Western Australia Government also allocated \$70.2M in the 2024-25 State Budget to continue more than 120 critical homelessness services, including in regional Western Australia.²⁹⁹ The Western Australia Government also committed to \$350M to the Remote Communities Fund, including \$140M specifically to improve housing supply and living conditions in remote and town-based Aboriginal communities.³⁰⁰

	The Department of Communities invests more than \$100M in specialist services and programs for people experiencing homelessness each year. These funded services range from accommodation to life essentials and specialist support. ³⁰¹
Outcome and Impact	There are no publicly available impact reports or independent evaluation.
National Framework	This is a part of the Western Australia Specialist Homelessness Services, connected to the All Paths Lead to a Home: Western Australia's 10-Year Strategy on Homelessness 2020- 2030.

Safe at Home

Program Name	Safe at Home
Response Type	Community-led response.
Response Team	The Safe at Home program involves community elders and local organisations. ³⁰²
Program Type	Safe at Home is a standalone program,³⁰³ which is provided by MacKillop Family Services (also referred to as <i>Kanyjaru Ngarnarna Wapa</i>)³⁰⁴, Centrecare and Gawooleng Yawoodeng Aboriginal Corporation (also referred to as “Kununurra Crisis Accommodation”)³⁰⁵ in Western Australia.³⁰⁶ Safe at Home is designed to undertake risk assessments, safety planning, security upgrades and provide in-home support for people escaping family and domestic violence.³⁰⁷ The program allows individuals to maintain stable housing, and individuals can self-refer or be referred by other services, including by police, hospital, and other community organisations.³⁰⁸
Governance Structure	NFP – registered charity. ³⁰⁹
Funding Streams and Budgets	Each of Centrecare, Gawooleng Yawoodeng Aboriginal Corporation and MacKillop Family Services received >\$1M in funding from government portfolios as part of a \$72.6M funding package announced in November 2023 to strengthen responses to family and domestic violence in Western Australia. ³¹⁰
Outcome and Impact	An Evaluation was published in 2013 in which all women interviewed strongly agreed about the program’s benefit. 109 out of 243 (49%) of clients also maintained accommodation for at least for 12 months. It is noted that the statistics are likely outdated. ³¹¹
National Framework	Department of Social Services National Plan to End Violence against women and children 2022 – 2032. ³¹²

Safe Night Space – Ruah Centre for Women and Children

Program Name	Safe Night Space – Ruah Centre for Women and Children
Response Type	Community-led response.
Response Team	The Safe Night Space (SNS) is provided by Ruah Centre for Women and Children, which is an independent, not-for-profit community service with a professional staffing team of more than 200. ³¹³
Program Type	The SNS provides a safe and culturally secure night space for women experiencing homelessness, family and domestic violence and other vulnerabilities.³¹⁴ SNS has capacity for up to 30 women per night and operates from 4pm to 7am, seven days a week, all year.³¹⁵ SNS also works with referral partners (for example, Anglicare Street Connect, Indigo Junction, Salvation Army) and also works with hospitals and other organisations for emergency placements.³¹⁶
Governance Structure	NFP– registered charity.
Funding Streams and Budgets	>\$1M in funding from the Western Australia Government, through Lotterywest, government grants, and government portfolios.³¹⁷ In December 2025, the Western Australia Government announced \$109.9M package of initiatives to support and keep victim-survivors safe, hold perpetrators to account and raise awareness about family and domestic violence. The package includes a boost of \$34.9M towards expanding Family and Domestic Violence Response Teams (FDVRT), which aim improve the safety of child and adult victim-survivors through timely and early intervention. The funding will allow for additional staff and enable metropolitan FDVRTs to operate seven days a week, in line with regional teams.³¹⁸ A further \$45.8M has been committed by the Western Australian Government to funding initiatives outlined in the Family and Domestic Violence System Reform Plan 2024-2029.³¹⁹
Outcome and Impact	The SNS Evaluation found the SNS has provided 12,675 nights of safety to women experiencing homelessness, who would otherwise have spent those nights sleeping rough on the streets of Perth. Whilst at SNS women collectively received 29,000 pieces of information and advice, 1,150 referrals to specialist services, 6,890 showers and over 3,500 items of clothing. ³²⁰
National Framework	N/A.

Together We Ride – Men’s Outreach Service Aboriginal Corporation and Family Outreach Service (MOSAC)

Program Name	Together We Ride (TWR) – Men’s Outreach Service Aboriginal Corporation and Family Outreach Service (MOSAC)
Response Type	Community-led response.
Response Team	The TWR team consists of 1 team leader and 2 Indigenous mentors. ³²¹
Program Type	Services include therapeutic and psychosocial/educational services that aim to reduce incidence of family violence and abuse and youth suicide. Outreach services extend to most remote communities and towns in the Kimberley. ³²²
Governance Structure	NFP – registered charity. ³²³
Funding Streams and Budgets	- TWR received >\$1M in initial funding from the Federal Government.³²⁴ This funding ended March 2025,³²⁵ causing the program to be temporarily paused for 5 months. However, the National Indigenous Australians Agency (NIAA) has provided an additional year of funding, reestablishing the program.³²⁶ - As of 27 January 2026, the MOSAC Manager for Family Outreach Services reported that the TWR program is no longer operating due to a lack of funding, calling for immediate support.³²⁷
Outcome and Impact	There are no publicly available impact reports or independent evaluation. However, an ABC article dated 20 May 2024 reported the following: - out of 26 boys involved with the program there's been up to a 40% increase in school attendance;³²⁸ and - program leaders also say 75% of the boys involved in the program who had been regularly monitored by local police had no further interaction with law enforcement after enrolling.³²⁹
National Framework	N/A.

Pilbara Safe Spaces

Program Name	Pilbara Safe Spaces
Response Type	Community-located response.
Response Team	The Department of Communities and Pilbara Development Commission work together with local ACCOs to deliver the Pilbara Safe Spaces program in Port Hedland and Newman. ³³⁰
Program Type	Standalone program.
Governance Structure	Community-governed. ³³¹
Funding Streams and Budgets	• >\$1M in funding from BHP and Fortescue through the Resources Community Investment Initiative over five years; and • >\$1M in funding from the Western Australia 2024-25 State Budget.³³²
Outcome and Impact	There are no publicly available impact reports or independent evaluation.
National Framework	The intention is for the Pilbara Safe Spaces to be delivered in line with Western Australia's Aboriginal Empowerment Strategy, Aboriginal Procurement Policy, and the National Agreement on Closing the Gap. ³³³

Youth Hub and Night Space – Marra Worra Worra Aboriginal Corporation

Program Name	Youth Hub and Night Space – Marra Worra Worra Aboriginal Corporation
Response Type	Community-located response.
Response Team	The Youth Hub and Night Space is delivered by Marra Worra Worra Aboriginal Corporation in Fitzroy Crossing and supported by Western Australia Police. ³³⁴
Program Type	Standalone program. The Youth Connection Hub and Safe Space provides young people with supervision during evening and nighttime hours, hot meals, access to showers, hygiene and basic amenities, positive engagement activities, Aboriginal-led relationship-based support and guidance, transport, support to reconnect and assistance to re-engage with school and other support services.³³⁵ A Night Patrol also works alongside the Night Space.³³⁶
Governance Structure	NFP – registered charity.
Funding Streams and Budgets	<\$1M in additional funding in 2024 from the Western Australian Government.³³⁷ The Western Australia Government also announced the following in the 2025-26 Budget.³³⁸ • \$3M for upgrades at the Marra Worra Worra Night Place; and • \$6M to establish a Kununurra Night Space program.
Outcome and Impact	There are no publicly available impact reports or independent evaluation. However, a National Indigenous Times Article dated 9 January 2026, and an ABC article dated 14 May 2025 reported the following: • 199 young people visited the service a total of 746 times from 21 December 2025 to 4 January 2026. More than a quarter were children under 10, with 61 children aged between 4 and 9 accounting for 153 of those visits; and³³⁹ • 2025 data shows that nearly 400 young people had attended the space in its first seven months, with over 8,000 visits and 12,500 hot meals served. On an average night, the centre expects to host 40 children, with numbers exceeding 90 on some evenings, while more than 20 local Indigenous staff have been employed through the service.³⁴⁰
National Framework	N/A,

Aboriginal Community Connectors Program

Program Name	Aboriginal Community Connectors Program (ACCP)
Response Type	Government service model.
Response Team	Department of Communities.
Program Type	The ACCP delivers essential community services by providing transport to a safe place, diversion from unsafe situations, referrals to complementary services, mediation or de-escalation where safe to intervene who are at risk of harm and assistance to community members to attend local events and activities in the regions. ³⁴¹
Governance Structure	Government service.
Funding Streams and Budgets	• ACCP receives >\$1M in funding from Department of Communities' government portfolios.³⁴² • More than \$350M committed in 2026-2027 State Budget as part of continued investment for Aboriginal people and communities.
Outcome and Impact	There are no publicly available impact reports or independent evaluation.
National Framework	N/A.

Family and Domestic Violence Response Team

Program Name	Family and Domestic Violence Response Team (FDVRT)
Response Type	Co-responder model.
Response Team	A joint initiative between the Department of Communities and Western Australia Police.
Program Type	The FDVRT model aims to improve the safety of child and adult victims of FDV through a collaborative approach that focuses on timely and early intervention following a police call out to a domestic violence incident. There is a FDVRT in every Department of Communities district and in most regions the team is co-located.³⁴³ The collaborative approach of the FDVRT model includes: • joint risk assessments using a common framework informed by police, child protection and specialist family and domestic violence workers; • identification of opportunities to intervene early with families experiencing family and domestic violence; • timely responses following police call out; • responses targeted to client needs, identified risks and unique case circumstances; • supported and streamlined client pathways through the service system; • co-ordinated responses between partner agencies; • multi-agency safety planning on a needs basis, involving agencies and organisations that have a role in responding to family and domestic violence; and • a shared database has been developed to support the operations of the FDVRT including recording outcomes.³⁴⁴
Governance Structure	Government service.
Funding Streams and Budgets	>\$1M in funding from the Western Australian Government and is part of a broader portfolio of the Cook Government's \$109.9M FDV package. ³⁴⁵
Outcome and Impact	There are no publicly available impact reports or independent evaluation.
National Framework	N/A.

WA Police Mental Health Co-Response

Program Name	Western Australia Police Mental Health Co-Response (MHCR)
Response Type	Co-responder model.
Response Team	The Mental Health Co-Response (MHCR) is a joint initiative between Western Australia Police, the Mental Health Commission and Western Australia Health Services. Mental Health Professionals are co-located with police, and mobile response teams respond to mental health and welfare related incidents.³⁴⁶ The Midwest MHCR in Geraldton is said to comprise of Western Australia Police officers, mental health clinicians and Aboriginal mental health workers, which operate as a mobile team to respond in person to mental health and welfare related incidents within the Geraldton area in unmarked police vehicles 6 days per week between 1pm to 11pm.³⁴⁷
Program Type	The MHCR is a standalone service, which started as a two-year trial on 18 January 2016 in response to increased demand on police to attend to and manage incidents that involved a mental health element.³⁴⁸ The two-year trial was in the North-West Metropolitan and South-East Metropolitan Districts.³⁴⁹ In 2021, MHCR expanded to Geraldton,³⁵⁰ and in 2022 it was announced that MHCR would roll out into the South West and would initially cover Bunbury and surrounds from late July 2022.³⁵¹ 7 additional officers were sent to the South West region to assist with the roll out of MHCR initiative and they planned to give at least 20 officers specialist training to enable them to work side by side with mental health clinicians.³⁵²
Governance Structure	Government service.
Funding Streams and Budgets	The MHCR has received >\$1M in funding from the Western Australia Government.³⁵³ The Mental Health Commission also reported the following in breakdowns of the Western Australia State budgets: • The 2024-25 WA State Budget would deliver \$1.453 billion dollars to mental health, alcohol and other drug services in 2024-25;³⁵⁴ and • The 2025-26 WA State Budget will deliver more than \$1.6 billion dollars to mental health, alcohol and other drug services.³⁵⁵
Outcome and Impact	An Evaluation Report of the two-year MHCR trial was carried out and submitted by the Sellenger Centre for Research in Law, Justice and Change on 29 March 2018 (Evaluation Report). ³⁵⁶ The Evaluation Report contained

	data provided by the Western Australia Mental Health Co-Response Unit which indicated that over the course of the trial, the MHCR team attended: • 2,907 mental health tasks in which the consumer was engaged; • 1,014 mental health tasks where consumer was not engaged (e.g., unable to locate, resolved without attendance); and • 737 non-mental health welfare checks; and • 226 non-mental health police tasks.³⁵⁷ The Evaluation Report also concluded that the MHCR program: • enabled respectful resolution of incidents and provided mental health consumers with a voice enabling them to have some control over the outcome of the incident; • had positive resource impacts as incidents were resolved in a timely manner, transportation was less frequent and less time was spent in the Emergency Department; • had tension due to an inconsistency between 'business as usual' and the MHCR model, the positioning of the teams, understanding of their role and value and disparate organisational policies and procedures for police and health; • enabled mental health practitioners to determine real risk and when it was low. It also enabled mental health consumers to be supported in their home rather than being transported to hospital; • reduced the time taken for police to attend incidents involving mental health crisis. The time taken attending incidents where an individual was not transported was also lower for areas where the MHCR program was in place; • enabled the MHCR team to establish a relationship with individuals and efficiently resolve incidents through access to the individual's mental health history; • had an impact on advice and referrals to relevant services, as this was significantly more likely to be provided in areas where the MHCR program was in place; • had an impact on police outcomes as a police outcome was significantly less likely in the areas that the MHCR program was in place; and • had an impact on the use of force by police as the use of force by police during incidents involving a person with a mental health illness was lower in areas that the MHCR program was in place.³⁵⁸ The Mental Health Commission 2022-23 Annual Report said that they had commenced reviews into several programs, including the MHCR program.³⁵⁹ However, the outcome of this review is unclear.
National Framework	N/A.

Allocation of Resources	The Mental Health Commission's Budget Commitments for 2024-25 said the State Government was investing \$7.9M to a Western Australian Virtual Emergency Department (WAVED) mental health component and an ambulance co-response model in the metropolitan area.
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- ¹ 'Who we are,' *T25 Clinic* (Web Page) <[Who We Are - T25 Clinic](#)>.
- ² 'Services,' *T25 Clinic* (Web Page) <[What We Talk About - T25 Clinic](#)>.
- ³ 'Directions Annual Report 2024-25,' *Directions Health Services* (Web Page), 20 <[Directions-Annual-Report-24-25 FINAL web.pdf](#)>.
- ⁴ Ibid, 21.
- ⁵ Ibid.
- ⁶ 'Annual Report 2024 -2025,' *Winnunga Nimmityjah Aboriginal Health and Community Services* (Web Page), 8-11 <[21657-WN-Annual-report-2025-revised.pdf](#)>.
- ⁷ Ibid, 30.
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