

**EVALUATION OF THE VOLATILE SUBSTANCE ABUSE (VSA) SUPPLY
REDUCTION PROJECT**

on behalf of

TANGENTYERE COUNCIL INCORPORATED

ANNE MOSEY

December/January 2008/9

INDEX

Project Background	p. 2
Evaluation Methodology	p. 2
Nominated Evaluation Personnel	p. 3
Process (Management) Evaluation	p. 4
Outcome (Impact) Evaluation	p. 5
Conclusions	p. 10
Recommendations	p. 11
Appendices	p. 12
1 Milestones Description (NCCPP)	
2 Attachment B to Schedule – Evaluation (NCCPP)	
3 Activity Objectives and Key Performance Indicators (NCCPP)	
4 List of Interviewees	
5 Interview Questionnaire	
6 Resume of Anne Mosey	

PROJECT BACKGROUND

The Central Australian Youth Link Up Service (CAYLUS) is a program of Tangentyere Council in Alice Springs. Its core funding comes from the Commonwealth Department of Health and Ageing though it administers funds from around 12 other sources. The service has worked closely with retailers of volatile substances in Alice Springs since its inception in 2002. In 2004 the service engaged Anne Mosey (the author of this evaluation) to work with retailers to develop an information kit and code of conduct to assist the better management of these risky substances. The Responsible Sale of Solvents Kit (Dept of Health and Ageing) was based largely on this original work.

The CAYLUS service area spans the bottom half of the Northern Territory and the organisation operates with a small number of staff. In 2007 it was decided to seek funding to appoint a dedicated staff member to continue and expand the supply reduction work with retailers. The Commonwealth Attorney General's Department allocated one-off funding through its National Community Crime Prevention Program (NCCPP). CAYLUS engaged a worker who filled the position for around 6 months before moving back to live with his family in a remote community. This would have left only 6 months wages funding making it difficult to recruit to the position, so the Attorney Generals Department committed a further 6 months funding. CAYLUS was fortunate enough to be able to recruit Emma Trenorden, a recruit with a wealth of applicable local experience to the role. This evaluation is being conducted mid way through this one year period at the end of the original NCCPP funding.

EVALUATION METHODOLOGY

The evaluation methodology was conducted in 3 stages:

- 1 Continual evaluation of the project by CAYLUS staff of performance against the objectives and milestones, contained in the required progress reports
- 2 Final stage of project - Process (Management) Evaluation
- 3 Final stage of project - Outcome (Impact) Evaluation using quantitative and qualitative data, and providing recommendations

Ongoing project evaluation has been undertaken by CAYLUS staff and management (Blair McFarland, Tristan Ray) as a collaborative ongoing process with the VSA Supply Reduction Worker.

An external evaluator, Anne Mosey, was contracted by Tangentyere Council at the completion of the project to undertake some sections of both the process and outcome evaluations, in particular, to conduct stakeholder interviews and provide an analysis of data collected from them (qualitative data and analysis).

The evaluation consisted of interviews over 3 days (21, 24-25 November 08) conducted by Anne Mosey and Emma Trenorden. A separate interview was conducted by Emma Trenorden with the NT Police with Phil Hassall (CAYLUS Casework Coordinator) observing, due to the sudden illness and then death of Anne Mosey's father in SA. (There had been some difficulty in arranging a time for this interview due to NT Police rosters and change of roles of police staff.) All interviews followed the same interview questionnaire (see Appendix). Data from the interviews has been analysed and written up by Anne Mosey.

As the contract between Anne Mosey and Tangentyere Council was for five days including interviews, this evaluation and analysis is necessarily brief.

As well, CAYLUS management have provided the evaluator with copies of earlier reports to funding bodies, both funding agreements (NCCPP and Attorney Generals), the radio advertisements produced for CAAMA, an interim report by Kris Marel produced as part of a Masters Thesis on VSA, and a report on the rollout of Opal fuel produced by Tangentyere Research Unit. These have been used as background briefing material only and have not been cited in the text.

Interviews were conducted with a number of stakeholders from a list suggested by CAYLUS staff, which included both Government - NT Police, Alcohol and Drug Service of Central Australia (ADSCA), Alice Springs Town Council (ASTC) - and Non-Government services - Bushmob as part of Drug and Alcohol Services Association (DASA), Larapinta Valley Learning Centre, and retailers in Alice Springs. The interview questionnaire was formatted collaboratively with the current VSA Supply Reduction Worker, Emma Trenorden, and she participated in all interviews. This process was intended to be both a learning experience for her, and a means of providing feedback for her role and her activities within the role.

NOMINATED EVALUATION PERSONNEL

The majority of the ongoing evaluation has been undertaken by CAYLUS staff and management (Blair McFarland, Tristan Ray) as a collaborative ongoing process with the VSA Supply Reduction Worker, Emma Trenorden.

An external evaluator, Anne Mosey, was contracted by Tangentyere Council towards the end of the project to undertake some sections of both the process and outcome evaluations.

The external evaluation took 5 days – 3 days of setting up and completing interviews and the development of an interview questionnaire, and 2 days of reading background material and analysis of data and reports.

Interviews were completed between 22 – 26 November as one-to-one interviews with the VSA Supply Reduction Worker observing. Due to the death of the evaluator's father, the data analysis has not been able to be completed until early January 2009. The final interview was undertaken

by the VSA Supply Reduction Worker with Phil Hassall (CAYLUS Casework Coordinator). Interview notes were emailed to the evaluator.

PROCESS (MANAGEMENT) EVALUATION

Was the project implemented as planned and what factors influenced implementation?

The project appears to have been implemented as planned.

Recruitment is an issue mentioned in interim reports and by interviewees. This is a common and ongoing issue for all Central Australian agencies, both Government and Non-Government. CAYLUS has been able to attract good people for this position. One has moved back to his remote community (an Indigenous employee) for family reasons, and two interim staff moved on as intended due to other commitments. The current VSA Supply Reduction Worker is the fourth in the role, in a period of 18 months. She has been employed at CAYLUS since July 2008.

In the interim between employed VSA Supply Reduction Workers, other CAYLUS staff have picked up the duties of this role. They have attempted to do this as well as possible, given their other duties, but the speed of response to retailers and agencies has sometimes suffered. It may have taken several days to respond to a request or notification of sniffing, instead of an immediate response when a dedicated staff member is employed. This was noted by several interviewees, who nevertheless accepted the difficulties of Central Australian recruitment.

In time-limited projects like this, new staff need to have a good local knowledge, be self-directed and hit the ground running. Indigenous employees have other issues, related to their cultural responsibilities, which may mean they have less time to complete the work load or provide an immediate response for retailers or agencies.

Did the project meet all milestones?

The project met all deadlines in a timely manner, with the exception of recruitment, see above.

What comment can you make about how the project was managed? Include any issues that may have arisen that related to financial matters that impacted on the project.

The project appears to have been managed well. The primary issue has been continuity of employment, see above.

CAYLUS management has excellent personnel management skills, providing a cheerful, positive and supportive staff environment in a field of high burn-out and rapid staff turnover. They provide regular discussions, debriefing sessions, adequate background information, appropriate level of resources and practical support for staff in the CAYLUS team. The current VSA Supply Reduction Worker has a good relationship with other CAYLUS staff and has stated that she feels well supported in her role.

OUTCOME (IMPACT) EVALUATION

Did the project achieve the stated objectives, and deliver the outcomes listed in the schedule?
Yes, see earlier interim progress reports.

Did the project make a difference in terms of the problems it sought to address?

All interviewees commented on the speed and effectiveness of the VSA Supply Reduction Worker in the quick response to notification of sniffers, and providing referral and ongoing case management. However youth crime statistics did not markedly decrease, in part due to a change in the way data was being collected, see factors below.

Report against the agreed performance indicators for the project both in terms of the quantity and quality of the activities delivered and outcomes observed.

See interim progress reports.

What impact did the project have on the local community as a crime prevention measure?

NT Police noted a slight reduction in break-and-enter crimes, but were uncertain as to what had caused this, after an earlier strong reduction (2 years ago). Other agency interviewees noted less sniffing and consequent drop in youth crime.

Has it changed the lives of people in the community?

By making access to glues and sniffable paint much harder, there has been a marked effect on the lives and health of young people and children in Alice Springs. The Coordinator of the Larapinta Valley Learning Centre commented that due to all the agencies targeting 'ringleader' sniffers and reducing the supply of sniffable substances, there has been much less incentive for the peer group to sniff.

What did the project do which impacted on the problem?

The project provided a contact point and a rapid response to retailers with VSA issues, either attempted break-ins or theft of VS products. Police were immediately notified and the VSA Supply Reduction Worker worked with police and retailers to deal with the immediate offender, then to address why they were able to access VS products in the store eg poor placement or supervision of products, lack of awareness of NT VSA legislation regarding possible supply offences by retailers, or lack of concern/awareness about the issue, or lack of awareness of the VSA Supply Reduction Worker's role. At a later date, the VSA Supply Reduction Worker would work with other agency staff to case manage the sniffer(s) and sometimes assist with transfer to another location, eg outstation.

Spot information education sessions were compiled by CAYLUS staff for broadcast on CAAMA radio and local media networks. These were successful in making remote and local community people aware of the issues around VSA in the Central Australian region.

How did it bring about change and if not, why?

Change was brought about by the ability of a dedicated worker to very rapidly respond to a phone call from a retailer, agency, or member of the public. Other factors (see below) impinged on the ability of the project to bring about a large reduction in youth crime (see below), although there was a slight decrease.

How did the observed changes relate to the project activities implemented?

See below, results of interviews.

Were there any unintended consequences or outcomes from the project?

An unexpected consequence was the greatly increased level of awareness of, and understanding of, CAYLUS and Tangentyere Council, particularly from large and small retailers. All retailers interviewed expressed enthusiasm for CAYLUS for initiating and maintaining the VSA Supply Reduction project.

There have also been improved levels of interaction and communication between Alice Springs agencies and CAYLUS on VSA issues and clients.

What impact did the context in which you delivered the project have on its effectiveness?

Some factors complicated the context of the project, making it difficult to accurately estimate the impact of the project on the Alice Springs community. All stakeholders interviewed commented on these factors and the resulting difficulty.

These were the roll-out of Opal fuel in remote communities initially and Alice Springs later, the changeover from sniffable to un-sniffable spray paint by several retailers, and the effect of the Federal Intervention. Without going into a detailed analysis that is outside the scope of this evaluation, some effects may be briefly noted.

The roll-out of Opal caused an initial reduction in sniffer numbers, but then an increase in numbers of chronic remote community sniffers coming into Alice Springs to access either premium unleaded fuel or spray paints and glues. The spray paint change caused a marked reduction in paint sniffing and some transference to builders' and bike glues. The Intervention, by reducing alcohol access within Alice Springs, meant a transference by some drinkers to premium unleaded petrol and/or glues. Coincidentally, the NT Police have changed their data collection methods, resulting in higher numbers of break-and-enter crimes being reported.

What were the views of the community, the stakeholders and the clients (if any) regarding the operation and effectiveness of the project?

The results below detail feedback from the community and stakeholders.

No clients were interviewed. This was due to the short time frame of this section of the evaluation, and the difficulty of obtaining Ethics Approval in time.

Results of Interviews

Eleven people were interviewed, all one-on-one except for two together from ADSCA (the VSA Coordinator and the VSA RN).

Four were from Government agencies:

ADSCA,

NT Police Social Order Unit,

Alice Springs Town Council (Councilor with Substance Abuse portfolio).

Two were from NGOs:

Bushmob (DASA),

Larapinta Valley Learning Centre.

Five were from retailers:

Five franchisees from national chains (Flynn Foodland Supermarket, Home Timber and Hardware, Clark Rubber, Repco, Supercheap).

Two larger stores (Coles and K Mart) were approached but the managers were unable to spare the time due to the closeness to Christmas (interviews were 4 weeks before Christmas). It says much for the good relationships that have been built between CAYLUS and the remaining retailers, that all were prepared to give 20-30 minutes of pre-Christmas time to the evaluator.

Interview Questions:

1) *Who do you work for and for how long?*

All interviewees had worked in their roles for 4 years or less, most 1-2 years. 2 had only just started in their role. See earlier comments re recruitment issues in CA.

2) *Do you know about the VSA Supply Reduction position?*

Only 2 didn't know, 1 NGO and 1 Gov, both were new in their roles. All retailers knew and had used the service.

3) *What type of support has been offered to you by CAYLUS?*

a) *quick response assistance* - 1 NGO worker, 1 Gov worker and all retailers had used the quick response service.

b) *regular follow-ups* - NGO workers, 1 Gov, 4 retailers

c) *sales record form* - No NGO or Gov, 1 retailer used it regularly, 2 used it sometimes

d) *ban list* - 1 NGO and 1 Gov, 3 retailers (others either didn't know about it or didn't think it was necessary for their store)

e) *point of sale stickers* - 1 NGO, 1 Gov, all retailers

f) *posters, Retailers VSA Kit* – 1 NGO, 1 Gov, 5 retailers

g) *VSA education session with Powerpoint for retailers staff* – 1 NGO, 1 Gov, 3 retailers

h) *case management* – 2 NGO, 1 Gov, nil retailers

i) *liaison role* – 2 NGO, 1 Gov, nil retailers

4) *What was the most useful form of support? And why? Give an example.*

One NGO worker stated the ban list and working with retailers. He gave the example of a town camp woman who had told him her niece had bought glue from a supermarket and had been sniffing the night before. He told the VSA Supply Reduction Worker and she saw the store manager and checked on her procedure for ID check re age. Another NGO worker stated all 9 points were very useful in his role.

Two Government workers stated quick response, follow-up, case management and liaison. One mentioned that he had gone to a town camp the day before on a report, young people had been seen sniffing on the river bank, he had reported this to the VSA Supply Reduction Worker, she took the tins and followed up with the retailer to let them know and help to plan a store strategy for those products. Retailers focused on quick response, follow-up, point of sale stickers, posters and the Retailers VSA Kit, with one mentioning the ban list. Several retailers wanted more staff training especially for junior staff who were frightened when people came in, were refused service and got angry. Two retailers mentioned the value of the quick response service, and stated that police response was very poor or slow. One retailers described a break-in the week before to get drums of tile glue, sniffers hadn't known they stocked it so no trouble before, he got quick response from VSA Supply Reduction Worker, 'police response is a waste of time'.

5) *Have there been any difficulties with your contact with CAYLUS? Give an example.*

Most interviewees mentioned poor response times from previous VSA Supply Reduction Workers due to absence, hard for other CAYLUS staff to respond quickly as they had other duties, but all said that since the current VSA Supply Reduction Worker was employed there had been a very good response rate.

Questions 6 – 11 referred to the broader social and crime prevention impact of the role and of other interventions, eg Opal, NT Intervention, and change to low aromatic paints over a period of several years. Several interviewees had difficulty answering these questions. Some of this was due to their short time in their current job, (eg police, some retailers, one NGO), others because their focus is on their store and not on 'social' issues, others because they didn't have time for an extended interview so the evaluator compressed these questions. However some interviewees answered these questions separately, so their answers are given below. In some cases interviewees gave the same answers to all the latter questions, and saw them as interchangeable.

6) *Do you think the VSA position has made a difference to the levels of VSA in Alice Springs?*

One NGO worker agreed as most of the sniffers are from the town camp he works at. He saw the position as 'making it much harder for kids to access any VS, there was a lot of glue coming in, now if people want to sniff they have to siphon UP petrol from cars', when there is a small outbreak of glue sniffing they (he and the VSA Supply Reduction Worker) have been able to trace it immediately, in one case to a new manager at a retailer who didn't know the VSA system for that store.

Both Gov workers agreed that due to the supply reduction factor, VS users were unable to access VS products.

One retailer said that it had ‘made a lot of difference here, VS products being stolen off shelf before’. They went through ‘a really bad stage two years ago, staff had to be aware all the time, had to hire security guards, kids tried to steal fuel from cars at night when customers came in for shopping’. Another retailer said it had made a difference, ‘one eighth of what it was’. Two other retailers thought there was no difference or slightly more theft and break-and-enter crimes (neither of these last two had been targeted much by sniffers and hadn’t called on CAYLUS much).

7) *Have you noticed any changes in sniffers’ behaviour over the last 2 years? What are they?*

One NGO worker said that it’s now ‘much tamer, much heavier last summer’. He commented that some of the young people he works with had been mandated, ie, removed from Alice Springs under the NT VSA legislation to a remote area outstation, and that had the effect of removing the ring leaders, thus slowing down the level of sniffing. He attributed this to the work done by CAYLUS and other agencies.

A Gov worker said that there was more of a drift to town of heavy chronic sniffers and that since Opal came in they have changed to other substances. A retailer thought there was generally less sniffing, but sees a change to butane canisters and aerosol deodorant cans. A Gov worker thought there was a drastically reduced level of sniffing compared to previously before Opal came in, but another Gov worker stated that more recently, more people were coming to town (from remote communities) to sniff, mainly wanting fuel. One NGO worker stated that ‘with all the agencies targeting ringleaders and making it hard for them, then it’s also harder for their peer group to sniff.’ He thought there was a lot of tilers’ glue stolen last year, but he hadn’t seen that for a long time, and he commented that trespass and treatment orders had removed young people from town.

8) *Have you noticed any changes in the level of theft or break-and-enter attempts?*

One NGO worker commented that none of his group of clients had been gaoled for break-and-enter or theft in the last 18 months. A Gov worker thought there might be an increase and that car yards were being targeted now. Two retailers thought that theft had increased on some lines, but reduced on others. Another Gov worker thought there had been a reduction in theft 2 years ago, but rising now as more people are coming to town because of the NT Intervention.

9) *Have there been any changes you noticed since the NT Intervention?*

See above comments. One NGO worker said that there was less money due to quarantining of incomes, so heavy drinkers were changing to glue. Another Gov worker thought there were better police responses due to the VSA legislation, but that the Intervention had made no difference.

10) *Have there been any changes you noticed since the introduction of Opal fuel?*

Some interviewees commented that there was less fuel, so more transference to glues and paint.

One NGO worker thought there were a lot of sniffers breaking into cars at blocks of flats (to get petrol), and that was a lot less now.

11) Have there been any changes you noticed since the changeover to low aromatic spray paint?

One NGO worker said that ‘there was a graveyard of rusted spray paint cans’, due to the Low Aromatic (LA) paint, and that sniffers had transferred to glue now. One Gov worker said he had found some kids trying to sniff it, and had given the tins to the previous VSA Supply Reduction Worker, hadn’t had any feedback on the results. One retailer said that there had been a ‘huge drop in sales requests for spray paints’. Two retailers had LA paints, others said they locked up the high aromatic paints. A retailer with LA paints commented that another hardware store stocking high aromatic paints had them caged, but that the cage was often broken into. (This store manager was not interviewed.)

12) Is there anything else you would like CAYLUS to do to support your work?

All interviewees except one commented that they were very satisfied with the current level of service from CAYLUS, ‘doing a great job’. One Gov worker said he would like more detailed information and feedback on case management, to assist with the process of mandating VS clients.

13) Do you have any other comments?

One retailer said that she couldn’t use the ban list as she didn’t know the names of young people.

Otherwise no further comments from interviewees.

CONCLUSIONS

The project has been very successful in achieving its stated aims and in its broader role within the local community.

Some factors, eg, increased break and enter statistics, are more likely to be attributable to changes due to NT Government’s VSA legislation, the change from petrol to Opal in remote communities, and the effects of the Federal Intervention, and changes in NT Police data collection processes.

Retailers were generally very positive about the role of the VSA Supply Reduction Worker and her role. Some had changed their views regarding VSA and the importance of working collaboratively with Tangentyere, from an initial skepticism and lack of support, to a very enthusiastic response – ‘awesome’. Retailers emphasised the value of the **quick** response, if there was no answer to one or more calls to CAYLUS they soon gave up and stopped using the service.

Agencies (Gov and NGO) were extremely positive, citing the essential nature of the service provided, in the chain of agencies dealing with VSA and VS users. They also mentioned the need

for a rapid response and immediate feedback and referral to occur for VS users. Therefore the rapid response nature of the service needs to be maintained. VSA Supply Reduction Workers need to be self-starters as there is no time for complex daily directions or follow-up by other staff.

VSA has not gone away in the NT and is not likely to, given its 40 year history here. What has happened however, is the great reduction in numbers of casual and experimental sniffers. There is a consequent window for services to adequately work with and support the much smaller number (approx 20 including town and remote in Central Australia) of chronic long-term sniffers.

The VSA Supply Reduction position is an essential link in this chain of agencies, in both assisting to stop the supply of VS (through work with retailers) and supporting agencies working with VS users (with rapid response and case work follow-up).

RECOMMENDATIONS

It is recommended that:

- the VSA Supply Reduction position continue to be funded,
- the position be most usefully and effectively funded to CAYLUS through Tangentyere Council Inc., but failing that should be funded at DASA or ADSCA,
- that Government consider funding similar positions in other areas with levels of urban VSA, in particular Darwin in the NT,
- that Government consider funding a similar position at other rural towns nationally which express concerns with VSA (eg other rural towns/cities interstate of up to 100,000 pop),
- that the position needs to be based at an NGO for its rapid response capabilities, preferably but not definitely an Indigenous organisation (for its greater level of local and family knowledge),
- that a new position needs to be funded for at least 24 months to continue its effectiveness, then reviewed for the provision of ongoing funding or transfer to another organization.

APPENDICES

APPENDIX 1 PFA Milestone Description as per Feb 08 PFA

1.1 To perform the Activity You must achieve the following Milestones by the relevant completion date:

	Milestone Description	Completion Date
i	Execution of this agreement	Date of signing of this agreement.
ii	Recruitment of VSA Prevention Worker	July 2007
	Project worker to liaise with community and target groups	October 2007
iii	Staff trained in the retailers' code of practice re the sale of volatile substances	October 2007
iv	Process in place for identifying non compliant retailers	October 2007
v	Follow up to identification of non compliant retailers	On-going
vi	Community education programs involving retailers and other community groups and individuals using elements of the kit already available.	On-going
vii	Preparation of the community radio education program using good practice models from similar projects	October – December 2007
viii	Development of evaluation tools	December 2007
ix	Evaluation	December 2007 - May 2008 (project's final report to include evaluation report)
x	Involvement of DASA and ADSCA	At commencement of the project and December 2007 - May 2008.
xi	Staff trained in the retailers' code of practice re the sale of volatile substances	November 2007
xii	Final Report submitted to Us	June 2008

APPENDIX 2

The Final Evaluation Report—at the conclusion of the project

The evaluation report will capture the learnings from the projects and will report on the project as a crime prevention initiative. The issues you must cover are set out in the Schedule at Appendix B.

Project background

- Background to the development of the project – what it set out to achieve and acknowledge its funding sources
- A description of the project, including an explanation as to the crime and/or community safety problem it sought to address
- Outline the project objectives and how the organisation set about planning to achieve these objectives; not just what the project delivered but how it sought to address the targeted problem.

Evaluation methodology

- What type of evaluation was chosen for the project; who did it and when?
- Provide a description of the evaluation methodology; what data collection tools did you use? Why was this methodology adopted?
- What problems were encountered in trying to conduct the evaluation as per the original plan?

Process evaluation

- Was the project implemented as planned and what factors influenced implementation? Did the project meet all milestones? It is helpful to understand why a project may have had problems implementing its activities and meeting milestones.
- What comment can you make about how the project was managed? Include any issues that may have arisen that related to financial matters that impacted on the project (not undertaking a financial audit but financial issues that may have arisen in respect to the way the project was conducted)

Outcome evaluation

- Did the project achieve the stated objectives, and deliver the outcomes listed in the schedule? Did the project make a difference in terms of the problem/s it sought to address?
- Report against the agreed performance indicators for the project, both in terms of the quantity and quality of the activities you delivered and outcomes you observed. What does a comparison of your performance against these performance indicators tell you about whether the project achieved the stated objectives?
- What impact did the project have on the local community as a **crime prevention measure**? Has it change the lives of people in the community?
- What did the project do which impacted on the problem? How did it bring about change, and if not, why? How did you attribute the observed change to the project activities you implemented?
- Were there any unintended consequences or outcomes from the project?
- What impact did the context in which you delivered the project have on its effectiveness?

- What were the views of the community, the stakeholders and the clients (if any), regarding the operation and effectiveness of the project?

Conclusions and recommendations

- What conclusions can be drawn about the effectiveness of the intervention you implemented as a crime prevention measure?
- Could the project be implemented in other areas or to address other problems?
- Are there any recommendations on improved practice for similar crime prevention initiatives as a result of your project? What has your organisation learnt in terms of delivering similar initiatives in the future?
- What more do we need to know about the effectiveness of this type of project, or about the problem you sought to address?

APPENDIX 4

LIST OF INTERVIEWEES

Government agencies:

ADSCA – Richard Farrell, VSA Case Manager

Michelle McGuirk, Acting VSA Registered Nurse

NT Police – Sargeant Paul Milne, Supervisor, Social Order Task Force Unit

AS Town Council – Melanie Van Haaren, Councilor (Substance Abuse Committee Chair)

Non-Government agencies:

Bushmob (DASA) – Louisa Fontanot, Acting Manager

Larapinta Valley Learning Centre - Ian Sweeney, Coordinator and caseworker

Retailers:

Flynn Foodland Supermarket – Dianne Sanders, Manager

RepcO – Craig Price, Manager

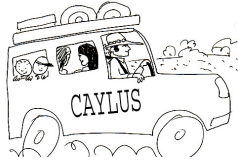
Supercheap Auto – Paul Bourke, Manager

Clark Rubber – Brett Schmidt, Owner/Manager

Home Timber and Hardware - Brenton Joy, Owner/Manager

**APPENDIX 5
INTERVIEW QUESTIONNAIRE**

**Tangentyere Council
Central Australian Youth Link-Up Service
(CAYLUS)**



Po Box 8070
Alice Springs NT 0871
Ph: 8951 4236
Fax: 8952 8521

Evaluation: CAYLUS VSA Supply Reduction Role

1. Who do you work with? How long for?
2. Do you know about the VSA Supply Reduction position?
3. What type of support has been offered you by CAYLUS?
 - Quick response assistance
 - regular follow ups
 - Sales Record form
 - Ban List
 - Point of Sale stickers
 - Posters, Retailer's Kit
 - VSA education session
 - Case management
 - Liaison role
4. What was the most useful kind of support? And why? Give an example.
5. Have there been any difficulties with your contact with CAYLUS? Give an example.
6. Do you think the VSA position has made a difference to the levels of VSA in Alice Springs?
7. Have you noticed any changes in sniffers' behaviour over the past two years? What are they?
8. Have you noticed any changes in the levels of theft/break & enter attempts? (reduced, no change, or increased?)
9. Have there been any changes you have noticed since the NT Intervention started?
10. Have there been any changes you have noticed since Opal Fuel was introduced?
11. Have there been any changes you have noticed since low aromatic Spray Paint was introduced in January last year?
12. Is there anything else you would like CAYLUS to do to support your work?
13. Any other comments?

**APPENDIX 6
ANNE MOSEY RESUME**

RESUME

ANNE MOSEY

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EDUCATION

- 2001 Diploma of Community Services (Alcohol and other Drugs Work), Spencer College of TAFE, SA
Diploma of Community Services (Management), Spencer College of TAFE, SA
Certificate 4, Workplace Training & Assessment, Spencer College of TAFE, SA
- 1988 Postgraduate Diploma, Visual Arts, Sydney College of the Arts, NSW
- 1981-2 Fine Arts I, II for B.Arts (incomplete), Univ of Sydney, NSW
- 1979 Ceramics Certificate, East Sydney Technical College, NSW
- 1973 Diploma in Art Teaching (Secondary), SA School of Art, Torrens College of Advanced Education, SA
- 1969-71 English I, II, III , Philosophy I, for B.Arts (incomplete), Univ of Adelaide, SA

PROFESSIONAL EXPERIENCE

- 2008 **Consultant**, for Tangentyere Council, Alice Springs, evaluating VSA Supply Reduction role.
- Consultant** for HPE (Healthcare Planning and Evaluation Pty) , qualitative evaluation of PHCRED program for Dept of Health and Ageing.
- 2007 **Consultant** for HPE, qualitative evaluation of community responses to remote area swimming pools in northern SA, for Dept Health and Ageing.
- 2005-6 **Senior Research Fellow**, Centre For Remote Health, Alice Springs. Project Manager and Senior Research Fellow working on *Feasibility Study into Community Service Models for Volatile Substance Misuse in the Cross Border Region of Central Australia.*

2004- 5 **Senior Policy Officer (Inhalants)**, NT Department of Health and Community Services, providing strategic advice and policy on inhalants issues including petrol sniffing in the Northern Territory.

2004 **Consultant**, for Central Australian Youth Link Up Service (CAYLUS), Tangentyere Council, developing a *Retailers Responsible Sale of Solvents Kit*, and a retail staff training program.

Consultant, assisting Dr Carol Watson and Christine Hart, for Mabunji Resource Centre, Borroloola, NT, developing a Community Services Needs Analysis. funded by Commonwealth Department of Family and Community Services

Consultant, NPY Womens Council, NT, to provide ongoing evaluation and support for the Youth Wellbeing Program.

Consultant/trainer, Tangentyere Council, providing training for service providers and remote community members and staff in Papunya, Ntaria, Kintore, Mutitjulu, and Alice Springs.

Consultant, Nhulumbuy Regional Itinerants Strategy, providing advice and supervision to the Community Night Patrols project.

2003 **Consultant**, with Aboriginal Drug and Alcohol Council of SA, and National Drug Research Institute, Curtin University, on *An Evaluation of the Comgas Scheme*, for Commonwealth Department of Health and Ageing. A six-month project across NT, SA, WA.

Consultant/trainer, NT Department of Health and Community Services, providing workshops on petrol sniffing and other inhalants in NT, based on the ADAC kit, *Petrol Sniffing and Other Solvents*. A six -month project during 2002-3, involving 16 communities in the Top End and CA.

Consultant, for Yuendumu Community Council, to establish and provide protocols for Yuendumu Mens Night Patrol.

Consultant, for Mataranka and Jilkminggan Councils, NT, advising on the need for a Community Night Patrol as part of a larger Public Behaviour project.

2002 **Consultant/trainer**, Queensland Health, providing workshops on inhalant abuse and community development strategies for youth workers and other service providers based in Brisbane and regional areas, and developing a community chroming strategy for the Inala area.

Consultant/facilitator, NT Department of Health and Community Services, providing workshops on petrol sniffing and other inhalants across remote communities and urban centres.

Consultant/facilitator, Queensland Health, providing regional workshops on inhalants, *Providing Community Solutions for Inhalants Issues*, to regional and remote towns and communities in the Southern, Central and Northern Zones of Queensland. (24 workshops over 2 months, all having a regional focus)

Consultant, Waltja Palyapai Tjutangku, working in Balgo, Mularn, WA to interview community members on childrearing practices.

Consultant, Mabunji Aboriginal Resource Centre, Borroloola, assisting the community to develop a Night Patrol and formalise its structure, protocols and procedures.

Disability Advocate/Director (acting), Disability Advocacy Service, Alice Springs.

2001 **Consultant**, Kalkarinji Aboriginal Council, NT, assisting the community in developing strategies for Family Violence

Consultant, Palyalatju Maparnpa Aboriginal Corporation, Balgo, WA,

- assisting the community in developing strategies for Family Violence
- conducting ongoing evaluation of the petrol sniffing strategy

Trainer, Mercy Community Health Service, Balgo, NT, providing workshops on substance misuse

Trainer, developing and delivering workshops on Inhalant Substance Abuse and Interventions for service providers in Central Australia

Trainer, Tangentyere Council, Alice Springs, NT, providing supervision and Train-the-Trainer Workshops for Remote Area Night Patrol Course Deliverers

Consultant, assisting individuals with Strategic Planning in their workplace

2000 **Consultant**, Commonwealth Department of Health and Aged Care, evaluating the range of use, level of uptake and accessibility of *The Grog Book* and *Giving Away the Grog*, by Maggie Brady. A four-month national project.

Consultant, Batchelor Indigenous Institute of Education, Darwin, NT, providing course developmental assistance for a Course in Community Patrolling.

Consultant, Drug and Alcohol Services Association, Alice Springs, NT, providing cross-cultural support, networking, education and submission advice on alcohol and petrol sniffing issues to remote communities through the Remote Area Aboriginal Alcohol and other Substances Strategy and assisting DASA with the restructure and administration of the RAAASS Program.

Consultant, Kardu Numida Council, Port Keats, NT, evaluating and providing ongoing support for the Kardu Palgnun Night Patrol

Consultant, Tangentyere Council, Alice Springs, NT, assisting in the development of a Training Resource Kit for Remote Area Night Patrols

Consultant, Territory Health Services, NT, assisting in the ongoing development of *The Family Coping Strategy*

Consultant, Mercy Community Health Service, Balgo, WA, evaluating and providing ongoing support for the identified Petrol sniffing Strategy, for Balgo, Mularn, Yagga Yagga and Billiluna.

1999 **Consultant**, Mercy Community Health Service, Balgo, WA, consulting with the communities of Balgo, Bililluna, Malarn, Yagga Yagga, to identify appropriate long-term and short-term strategies in relation to petrol sniffing in the region, and assisting the communities to develop some of these strategies in the short term.

Trainer, Tangentyere Council, delivering RANP Training Module to Kardu Palgnun Night Patrol, Port Keats, NT (3 weeks)

Consultant, Kardu Numida Council, Port Keats, NT, providing developmental assistance for and establishing, a womens' Night Patrol in Port Keats (Wadeye)

Consultant, Territory Health Services, NT, assisting with the training and support for the Alcohol After-care Worker, Borrolloola, NT

1998 **Project Officer**, Central Australian Family Resource Centre (now Waltja Tjutanku Palyapai Aboriginal Corporation) Alice Springs, NT, training two Aboriginal trainees in the use of *The Workers Book*, an instruction manual on remote area recruitment.

Consultant, Ali Curung Aboriginal Council, developing a women's Night Patrol in Ali Curung

Researcher, Living with Alcohol Program, Territory Health Services, NT, assisting with the development of *The Family Coping Strategy*

Artist in residence, NSW Ministry for the Arts Studio, Woolloomooloo, NSW

1997

Project Officer, Remote Area Inhalant Substance Abuse, Central Australian Alcohol and other Drugs Services, Territory Health Services, Alice Springs, NT

- consulting with remote area Aboriginal communities and Government and non-Government service providers on the nature and extent of petrol sniffing in Central Australia
- developing a report and recommendations to NT Government

- establishing a database in Remote Health Services on remote area petrol sniffer numbers
- establishing an inter-agency forum at field officer level to provide support for communities experiencing inhalant substance abuse (Central Australian Inhalant Substance Agency Network)

1992-97 **Cross-Cultural Facilitator**, Drug and Alcohol Services Association, Alice Springs, NT. This part-time position involved working with communities in Central Australia on projects dealing with alcohol and petrol-sniffing abuse, assisting them to develop projects and access funding through the Remote Area Aboriginal Alcohol and other Substance Abuse Strategy.

1996 - 9 **Consultant**, Living with Alcohol, Territory Health Services, NT, researching Aboriginal family coping strategies

1996 **Consultant**, Central Australian Family Resource Centre, assisting the Yuendumu Child Care Centre Committee to develop an Operational Plan for the Yuendumu Child Care Centre, Yuendumu, NT

Coordinator/trainer, NT Police, Alice Springs Region, NT, developing and providing a Cross-cultural Training Course

Tutor, Centralian College of TAFE, Alice Springs, NT, in Bachelor of Visual Arts

Project Officer, Central Australian Family Resource Centre, Alice Springs NT, developing *The Workers Book*. This is an instruction manual on recruitment processes for remote area Aboriginal communities in the NT. Duties involved trialling the draft of the Workers Book in 4 real community recruitment situations and re-designing and editing the draft after consultation. (6 months)

Cross-cultural Facilitator, Drug and Alcohol Services Association, Alice Springs, NT for the RAAASS Program

1995 **Cross-cultural Facilitator**, Drug and Alcohol Services, Alice Springs, NT

Guest Lecturer, Faculty of Torres Strait and Islander Studies, NT University, Darwin, NT

Speaker, *Winter School in the Sun*, Brisbane

Speaker, *Wijay Na?*, Darwin

Speaker, Australian Society of Anthropology Conference, Charles Sturt University.

- 1994 **Cross-cultural Facilitator**, Drug and Alcohol Services Association, Alice Springs, NT
Artist in Residency, London, UK (Australia Council)
Guest Lecturer, University of Connecticut, USA
Speaker, *Littoral*, Manchester, UK
- 1993 **Coordinator**, Remote Area Aboriginal Night Patrols, Drug and Alcohol Services Association, Alice Springs. This involved consulting with 10 remote communities to assist them develop community Night Patrols, and providing ongoing support.
Cross-Cultural Facilitator, RAAASS, Drug and Alcohol Services Association, Alice Springs.
- 1992 **Anthropologist**, Aboriginal Areas Protection Authority, Alice Springs, NT
- 1990-91 **Coordinator**, Yuendumu Women's Resource Centre, Yuendumu, NT.
 - ran programs on Home and Community Care (Territory Health), Adult Literacy (NT Open College), Alcohol Education (Office for the Status of Women), Child Care, Sewing, card and T-shirt printing.
 - assisted in development of Women's Law and Culture meetings held at Kununurra, Balgo, Darwin and Derby
 - received funding for upgrade of buildings, two vehicles
 - supported the development of Yuendumu Women's Night Patrol and liaised with Yuendumu Police
 - organised and facilitated a Women's Meeting of women from communities to plan strategies to deal with alcohol abuse.
 - obtained Multi-Purpose Funding (Commonwealth Health and Family Services), a Pilot Project for the NT
 - increased the number of staff from one to eight
- 1989 **Lecturer**, Department of Visual Arts (p/t), Sydney College of the Arts
Lecturer, Department of Visual Arts (p/t), University of Western Sydney
- 1988 **Lecturer** (p/t), Sydney College of the Arts
Guest Lecturer, Newcastle College of Advanced Education
- 1984-88 **Lecturer**, Ceramics (p/t), Colleges of Technical and Further Education at Gymea, Meadowbank, Liverpool and East Sydney, NSW.
- 1978-84 **Relief Teacher** (Secondary), schools in Sydney, NSW while studying.

1976-78 **Teacher** (Secondary, Art), Sydney, NSW

1974-76 **Teacher** (Secondary, Art), Darwin, NT

PUBLICATIONS

2006 *The Policing Implications of petrol sniffing and other solvent abuse in Aboriginal and Torres Strait Islander Communities*, Shaw, Mosey et al

Feasibility Study for Community Service Models to Address Volatile Substance Misuse in the Cross-Border Region of Central Australia, Shaw, Watson et al.

2005 *Volatile Substances Retailers Kit for Alice Springs Region*, Tangentyere Council

2004 *The Evaluation of the Comgas Scheme*, Shaw, Mosey et al.

2002 *Evaluation of The Grog Book and Giving Away the Grog*

2000 *Dry Spirit: A Report on Petrol sniffing Interventions in the Kutjungka Region of WA*

1998 *Petrol Sniffing in the Central Australian Region*

1996 *Yuendumu Child Care Operational Plan*

Report on Women's Legal Needs at Yuendumu and Nyrripi

The Remote Area Aboriginal Alcohol and other Substance Strategy, paper given at "Winter School in the Sun" with Bob Gaff

Collaborative Art Practice, paper given at "Wijay Na?" Conference, Darwin, with Dolly Nampijinpa Daniels

Working Together, seminar given at Australian Anthropology Society Conference, Albury Wodonga, with Dolly Nampijinpa Daniels

1995 *The Workers Book* (trialled, edited), Central Australian Family Resource Centre, Alice Springs

1994 *Report on Remote Area Aboriginal Night Patrols, 1991-94*

From the Margins, paper given at Littoral Conference, Manchester, UK

Collaborative Art in Central Australia, paper given at University of Connecticut

Together or Separate, paper given at Artists Week, Adelaide Festival of Arts with Dolly Namijinpa Daniels

GRANTS

- 1997 Development Grant (Australia Council)
Artist-in-Residency, Sydney, NSW Ministry for the Arts
- 1994 Artist-in-Residency Grant (Australia Council)
- 1991 Professional Development Grant (Australia Council)
- 1989 Project Grant (Australia Council)
- 1987 Project Grant (Australia Council)

BOARDS/ COMMITTEES

- 2005- Alcohol Rehabilitation and Education Foundation (Executive Director)
- 2004-5 National Inhalants Advisory Taskforce (NIAT), NT Government representative
- 2004 Alcohol Rehabilitation and Education Foundation (Executive Director)
Peoples Alcohol Action Coalition (PAAC)
- 2003 Alcohol Rehabilitation and Education Foundation (Director)
- 2002 Alcohol Education and Rehabilitation Foundation (Director)
Drug and Alcohol Services Association, Alice Springs (President)
- 2001
Drug and Alcohol Services Association (President, Committee member), Alice Springs
Central Australian Inhalant Substance Abuse Network
Peoples' Alcohol Action Coalition
Watch This Space Gallery, Alice Springs (Committee Member)
- 2000 Central Australian Inhalant Substance Abuse Network

Alice Alcohol Representative Committee (Public Representative)

Drug and Alcohol Services Association, Alice Springs, NT (Public Officer)

1999 Araluen Art Centre Advisory Committee, Alice Springs (Committee Member)

Watch This Space Gallery, Alice Springs (Committee Member)