

Note: Commercially sensitive information and service provider details have been removed from this Project Plan by agreement of the Commonwealth and Western Australia.

Western Australia Project Plan

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS: SCHEDULE A

PRELIMINARIES

This Project Plan is a schedule to the National Partnership Agreement on Homelessness (the Agreement) and should be read in conjunction with that Agreement.

TERMS OF THIS PROJECT PLAN

This Project Plan will commence on 1 July 2017 or when it is agreed between the Commonwealth of Australia, represented by the Minister for Social Services, and Western Australia, represented by the Hon. Minister Simone McGurk MLA, for Child Protection, whichever is the later, and will cease on completion or termination of the Agreement.

As a schedule to the Agreement, the purpose of this Project Plan is to provide the public with an indication of how frontline homelessness services are intended to be delivered and demonstrate Western Australia's capacity to achieve the outcomes of the Agreement.

This Project Plan will cover the one-year period of 2017-18.

This Project Plan may be varied in accordance with clauses 23, 47, 49 and 50 of the Agreement.

PART ONE: STRATEGIC OVERVIEW OF IMPLEMENTATION STRATEGY

Table 1: Strategic overview of implementation

1. What is the relevant context for Western Australia, including any reform directions being taken to improve homelessness outcomes?

Historical Context

The Western Australian (WA) State Government together with not-for-profit community service sector organisations is committed to responding in new and sustainable ways to give people at risk of, or experiencing homelessness, the opportunity to move beyond the immediate crisis and into long term sustainable housing.

The WA homelessness service system supports families in crisis, women and children affected by family and domestic violence (FDV), young people and single adults using a case management approach that draws on a range of services, including preventative, crisis support and accommodation programs. The principle of “No Wrong Door” underpins the service provision for all homelessness programs funded under the National Affordable Housing Agreement (NAHA) and the National Partnership Agreement on Homelessness (NPAH).

The WA homelessness service system is a diverse network of different services across government and the not-for-profit community services sector. The various parts of the service system are interconnected and do not operate in isolation from other elements of the service system. The Department for Child Protection and Family Support (the Department) is the lead agency responsible for the coordination and implementation of homelessness funding in WA. The Department continues to work closely with the WA Housing Authority to support individuals and families experiencing homelessness or at risk of homelessness, to obtain and/or maintain affordable and safe accommodation.

The *WA Homelessness State Plan 2010- 2013, Opening Doors to address Homelessness* (the State Plan) has guided how different parts of the homelessness service system contribute to reducing homelessness. The State Plan provides a framework for communities to work together to address homelessness. The three directions of the State Plan include:

- early intervention and prevention;
- a better integrated service system; and
- breaking the cycle of homelessness.

In May 2016, the Government announced the release of *Homelessness in Western Australia – A Snapshot of the State government’s role in Homelessness Policy Services and Future Directions* (the Homelessness Paper). The Homelessness Paper highlights the achievements of the State Government and the direction the State will take in partnership with the not-for-profit community services sector to further build and strengthen current initiatives.

The collective efforts of NAHA and NPAH homelessness service system have resulted in improvements that WA continues to build on, such as the:

- implementation of an integrated and coordinated FDV service system to support women and children escaping FDV;
- provision of intensive support for young people with complex needs who are homeless or at risk of homelessness, with a focus on young people leaving care;
- provision of appropriate housing and support models for Aboriginal people who are homeless or at risk of homelessness;

- strengthening outreach and support services to vulnerable cohorts, such as those experiencing mental health concerns, alcohol and drug issues and people leaving correctional facilities; and
- continued growth of social housing.

In June 2015, the WA State Government announced the *Affordable Housing Strategy 2010-2020: Opening Doors to Affordable Housing* had met its target and delivered more than 20,000 affordable homes for nearly 50,000 people along the housing continuum throughout the State. This has been achieved through partnerships across government, private sector and not-for-profit community sector organisations. Furthermore, the Government endorsed a new minimum target of 30,000 by 2020.

The planning, design and delivery of homelessness services in WA has been informed by a range of broader policies including the:

- *Delivering Community Services in Partnership Policy, July 2011;*
- *Western Australian Mental Health and Alcohol and Drug Services Plan 2015-2025;*
- *Western Australian Affordable Housing Strategy 2010-2020: Opening Doors to Affordable Housing;*
- *Western Australia's Family and Domestic Violence Prevention Strategy to 2022;* and
- *Safer Families, Safer Communities Kimberley Family Violence Regional Plan 2015-2020.*

Evaluations of the WA NPAH programs to date has highlighted the success and effectiveness of the programs. *The National Partnership Agreement on Homelessness Evaluation of Western Australian Programs, Final Report* (Evaluation), released June 2013, was a two year evaluation on the implementation of 14 different NPAH programs. Both this Evaluation and an audit undertaken by the Western Australian Auditor General indicated that the 14 programs were delivered in accordance with the NPAH Implementation Plan. The Evaluation found for many clients, the NPAH programs meant a restoration of dignity, self-respect, confidence and independence. The Evaluation noted that the combination of housing clients in affordable and adequate accommodation whilst delivering sustained and intensive support for a period of up to 12 months after the person has been housed, has been successful in preventing and reducing homelessness. Addressing the practical needs of clients through brokerage funds and supporting clients to access mainstream services was also highly valued and successful.

Further, in 2015-16, the Australian Institute of Health and Welfare (AIHW) reported that more than 24,200 clients accessed specialist homelessness services in WA. Unpublished AIHW data indicates of these, approximately 8,700 clients were assisted by NPAH services. An estimated 15,000 of the 24,200 clients needed accommodation. Of those who needed accommodation 77 per cent were provided with accommodation and 9 per cent referred to other services for accommodation. These are significant successes. Assisting people to remain housed, or helping them to access housing, creates stability in their lives. It also minimises the social disadvantage, the negative physical and mental health impacts of repeated or prolonged periods of homelessness.

Demographic and Geographic Circumstances

Continuation of NPAH programs and strategies such as the *Affordable Housing Strategy 2010-20* are essential elements of the homelessness service system in WA. Access to safe, secure, affordable housing underpins the economic and social well-being of WA households and their communities. In recent years, favourable living conditions and the resources sector boom have had an impact on the State's economy. This has resulted in rapid growth in the State's population. According to the Australian Bureau of Statistics (ABS), Western Australia's population increased by 3 per cent in 2013

(71,000 people), and 2.2 per cent in 2014 (54,383 people). This was the fastest growth of all the states and territories, and well above the national growth rate of 1.7 percent¹.

At the height of the mining boom, there was significant demand for housing, pushing up prices and placing pressure on low to moderate income households. This increasing demand for housing has also seen growing numbers of people seeking assistance from homelessness service providers.

WA is now facing a decline in the mining resources boom, as population growth slows and the economic downturn continues, there is increase in unemployment, decrease in participation rates and economic growth and financial stress for many individuals and families. In 2013, when the resource sector was still booming investors were providing housing to meet the demand. The median weekly rent for Perth is down 13 per cent, the lowest figure since 2011. The Real Estate Institute of Western Australia (REIWA) has reported a 3 per cent vacancy rate as the market continues to adjust to the mining boom.

Low income earners who struggled with high housing prices during the mining boom should be better off now – but in reality, they are not. Professor Rachel Ong's research to date has found those who did not benefit during the mining boom are not winning from the downturn either. The study found that there was a huge amount of income inequality and wealth inequality in the State. Professor Ong states, *"Before the mining boom slowed down, a typical job was full-time and it was much easier to get into long term employment contracts. We are seeing the labour market much more unstable and a growth in casual work and people having to potentially go from one contract to another over short periods of time". Further, "A person with middle to lower income might now find it easier to enter the rental market, but people in the bottom 10 per cent still cannot compete."*

A Sustainable Future for the NPAH and Quality Services

In 2016, the State Government undertook a review of homelessness programs funded under the National Affordable Housing Agreement (NAHA) and National Partnership Agreement on Homelessness (NPAH). Stakeholders have been consulted in relation as to how Western Australia can further improve on the service design, delivery and outcomes for individuals, families, children and young people experiencing or at risk of homelessness. As part of this process, regional homelessness forums were held in country regions and across the Perth metropolitan area between July and November 2016. The project will inform the development of a long term strategic homelessness plan.

A review of WA Specialist Homelessness Services Standards (the Standards) was finalised and the implementation of the Standards commenced in July 2014. The revised Standards are consistent with contemporary specialist homelessness service practice, in line with the reform directions to support the provision of quality services. The Standards enable services to adopt best practice to improve long term outcomes for people who are homeless. The Standards are monitored through the contract management process.

Further, in accordance with the *Western Australian Disability Services Act 1993*, Specialist Homelessness Services are required to report annually on outcome areas that address equal opportunity access and inclusion requirements for people with disability and strategies for achieving these outcomes.

WA is committed to funding services at a sustainable level and support organisations to meet the increased salary costs associated with the Fair Work Australia (FWA) final Equal Remuneration Order made 22 June 2012 and the Western Australian Industrial Relations Commission (WAIRC) decision on 29 August 2013. The new Commonwealth contribution to of Supplementation for the Pay Equity

¹ Australian Bureau of Statistics: Regional Population Growth, Australia 2013-2014.

Orders in the 2017-18 NPAH is welcomed. Consistent with the principles of procedural fairness WA will ensure the SACS supplementation will be distributed to eligible organisations based on a percentage of the total annual funding level.

Existing Projects and Reforms in Western Australia

Between 2008-09 and 2014-15 the rate of FDV reported to WA Police has increased by 25 per cent, up to 41,315 in 2014-15. The Personal Safety Survey (ABS 2012) found that WA had the highest rate of reported physical and sexual violence perpetrated against women, after the Northern Territory. Aboriginal women and children are overrepresented in these statistics and are significantly more likely to be harmed, including hospitalisation, disability and death (Ombudsman 2015, Department for Child Protection and Family support 2015).

During 2017-18 there will be continued reform and commitment to addressing FDV as part of the *Western Australia's Family and Domestic Violence Prevention Strategy to 2022*. Since July 2013, the Department has been working with the Women's Council for Domestic and Family Violence Services (WA) (the Women's Council) to progress reforms for FDV service system. On 1 October 2015, the FDV Accommodation and Support Services across the Perth metropolitan area commenced working within an integrated service system response aimed at enhancing the safety of women and children at imminent risk of FDV.

The Department continues to work with the FDV Accommodation and Support Services to improve their capability and responsiveness as an individual agency and collectively as a service system, to enhance the provision of quality integrated responses to people affected by FDV. A key component of the Service System Response is three Lead 24/7 Emergency Response Services (ERS) contracted in late 2015 to support the service system. The ERS work as a specialist group with the whole FDV Accommodation and Support Services service group to support optimum and flexible responses for women and children. The ERS ensure ease of referral across the system by assisting women to locate to the most appropriate service following a crisis admission.

The ERS work with the FDV Accommodation and Support Services to ensure appropriate access and referral pathways for women and children, at the point of crisis and later, as a part of case management. Close working relationships are essential between FDV Accommodation and Support Services to provide improved referral pathways and promote a coordinated and integrated Service System Response. A Memorandum of Understanding (MOU) outlining the commitment of all parties to the development and maintenance of collaborative working relationships and improved referral pathways to guide practice has been developed. The purpose of the MOU is to support the FDV Accommodation and Support Services – service system response framework through formalising arrangements aimed at enhancing the safety of women and children in imminent danger.

An evaluation of the FDV Service System Response found that there was improved communication, coordination and trust between the Department's Crisis Care Unit and all women's refuges, particularly the Emergency Response Services. There was also improved cooperation and coordination between refuges across the metropolitan area. Bed usage across the metropolitan service system has been optimised and the use of motels for women and children has declined. Overall, the Service System Response Framework has been extremely successful producing outcomes benefiting women and children in imminent danger and the FDV sector generally.

A continued commitment to an integrated service system remains a key priority for WA. The FDV Coordinated Response Services (CRS) are part of an interagency approach focussing on early intervention. The FDV Response Teams include the CRS (non-government organisation), Western Australia Police and the Department. These teams undertake joint assessment, triage and coordinated responses between the partnering agencies to enable improved safety for child and adult victims of FDV.

In May 2016, the Government announced the release of *Homelessness in Western Australia – A Snapshot of the State government's role in Homelessness Policy Services and Future Directions* (the Homelessness Paper). The Homelessness Paper highlights the achievements of the State Government and the direction the State will take in partnership with the not-for-profit community services sector to further build and strengthen current initiatives.

The Street to Home Program involves a partnership approach which streamlines service delivery and enables improved client outcomes. This program is a comprehensive multiagency response to address the needs of rough sleepers in inner city Perth and Fremantle. Street to Home service providers participate in Registry Week; a survey of rough sleepers in the City of Perth. The survey is used to identify the most vulnerable rough sleepers for housing and support services.

In May 2014, funding was provided for the coordination of the survey, and a further one off grant was provided in July 2014 to build on existing collaboration, and work with vulnerable people identified through Registry week. Work is continuing with the Street to Home Management Group and other key stakeholders, participating in workshops to consider current issues in the key areas of housing, health/mental health and support for rough sleepers and how positive outcomes for those who are most vulnerable in the inner city homelessness population can be delivered and sustained over time, through greater collaborative efforts.

According to Specialist Homelessness Services Collection (SHSC) Data 2015-16, Aboriginal people represent 42 per cent of those accessing specialist homelessness services. The provision of Aboriginal Short Stay Accommodation facilities in a number of regional towns in WA is seen as a priority to support health, education and employment outcomes for Aboriginal people and to contribute to 'Closing the Gap' on Aboriginal disadvantage. Aboriginal Short Stay Accommodation facilities cater for the temporary movement of Aboriginal people from remote communities visiting service towns to access a range of services including business, medical, judicial or visiting for cultural reasons.

Two short stay facilities provided through *Royalties for Regions* funding have been established in Derby and Kalgoorlie to meet the need of Aboriginal visitor accommodation in these major regional towns. These facilities have been well received by the Aboriginal and wider communities and are successful in providing an innovative response to meet the needs of Aboriginal visitors from remote communities.

Mobility within defined areas is a fundamental part of Aboriginal culture relating to land use practices, kinship relations and spiritual and ceremonial activities. Broome serves as a regional centre that has historically been a crossing point for local Aboriginal groups. In April 2009 the Commonwealth Government funded two studies on behalf of the Shire of Broome and the Yawuru Aboriginal Corporation to ascertain the need, scope and cost of establishing an approach to addressing Aboriginal homelessness in Broome. The report generated by Kadar, Pearson and Partners viewed the solution to the issue of Aboriginal homelessness as an integrated approach to the delivery of social services including accommodation and support components.

The construction of a Broome Aboriginal Short Stay Accommodation (BASSA) facility in 2017 – 2018 is a commitment through State (*Royalty for Regions*) funding. The anticipated service operational opening date for the BASSA is 1 March 2018. The BASSA will provide temporary safe accommodation with access to ancillary support services for Aboriginal people visiting Broome from across the Kimberley. The BASSA service model will be based on those operating successfully in Derby and Kalgoorlie and will provide a safe supportive environment for up to 80 people in single, double or family units. Service users will be supported to access services and/or referrals to external support services.

2. What frontline services or programmes will Western Australia deliver in 2017-18 to meet the outcomes of the Agreement.

Joint State and Commonwealth Funding will be allocated to the following programs, as part of the 2017-18 NPAH:

Street to Home

- The Street to Home program is a comprehensive multiagency response to address the needs of rough sleepers in the inner city Perth and Fremantle areas. The Street to Home model comprises four integrated elements: an acute homeless night shelter, assertive outreach, mobile clinical outreach and housing support. Clients are provided with information, support, case management and referral to mainstream organisations.
- This program is provided in partnership by eight not-for-profit community service sector organisations and the Mental Health Commission.

Crisis accommodation and support for single adults and couples experiencing homelessness

- The Acute Homeless Night Shelter Tom Fisher House (TFH) commenced in June 2016 and is a joint partnership between the State Government and the St Vincent de Paul Society WA Inc. (the Society). TFH provides short-term overnight crisis accommodation for up to seven nights for eight chronically homeless adult men, two couples over the age of 18 years and two kennels with vet assistance to enable clients with pets to be accepted into the facility. Referrals are received from the Street to Home Assertive Outreach workers and Meal Services and Day Centres.

Remote Rough Sleepers – Assertive Outreach

- Remote Rough Sleeper Assertive Outreach provides support and assertive outreach primarily for Aboriginal rough sleepers in and around two remote regional centres in the Goldfields and the West Kimberley.
- Assertive Outreach Workers provide outreach and intensive case management with wrap-around support services tailored to address rough sleepers' basic needs. The program aims to address health, mental health, child care, education, employment, housing and welfare issues for rough sleepers. Rough sleepers are assisted to access training and education programs.

Remote Rough Sleepers – Accommodation

- Short term accommodation and support is provided, primarily for Aboriginal people, visiting from remote communities surrounding Kalgoorlie-Boulder and Derby.
- The construction of a Broome Aboriginal Short Stay Accommodation (BASSA) facility in 2017–2018 is a commitment through Royalty for Regions funding. The BASSA anticipated to be completed in December 2017 and will provide temporary safe accommodation options with access to ancillary support services for Aboriginal people visiting Broome. Service users will be supported to access services and/or referrals to external support services.

Safe at Home

- The Safe at Home initiative was undertaken as a partnership between the Department, the Women's Council and the WA Police. The Safe at Home program operates across the Perth metropolitan area, the Wheat belt and South-West region of WA. The initiative aims to improve the safety of women who have separated from abusive partners and provide support for women and children to stay in their homes when safe and appropriate.
- The initiative provides women with an option to stay housed as an alternative to entering the traditional homelessness service system. This initiative can make the financial burden for women escaping violence more manageable by reducing the costs associated with finding alternative accommodation, establishing and furnishing household and relocating children's schools. Being able to remain in the same area can also mean the support networks and employment security is not disrupted.
- This initiative provides specialist workers to assess the safety and support needs of women and children to stay in their own home, where it is safe to do so. Brokerage funding is utilised to stabilise housing and increase security to homes where required. Specialist workers assist women to obtain a Violence Restraining Order and make appropriate referrals to other relevant

services. A component of the safe at home program is a response to the perpetrator of violence. Safe at Home services work in collaboration with the perpetrator response service in order to maximise the safety of women and children.

Domestic Violence Outreach

- The Domestic violence Outreach Services have similar features to the Safe at Home services, however they are regionally based. Domestic Violence Outreach services operate in the Great Southern, Pilbara, Peel, Goldfields and Murchison districts.
- The Domestic Violence Outreach program supports women and children experiencing FDV to stay in their homes when it is safe to do so.
- Referrals to the program are made by the Western Australia Police at the time of issuing a Police Order for the removal of the perpetrator, with the consent of the victim to release their details to a support service. The Domestic Violence Outreach program takes referrals from other services as well the inclusion of a 'Safe at Home' element to assist women and children to remain in their home when it is safe to do so to prevent homelessness.

Family and Domestic Violence Coordinated Response Services

- FDV Coordinated Response Services are provided by not-for-profit community sector organisations, in 17 districts across the State. The program represents a partnership between the WA Police, the Department and the community based FDV Coordinated Response Service referred to as the FDV Response Teams. The partnership jointly triage reported incidents of FDV and provide risk assessment and appropriate responses for families and individuals including formal referrals to Safe at Home and Domestic Violence Outreach.

Family and Domestic Violence Accommodation Services

- As part of State NPAH matching, funds are provided to three FDV accommodation and support services. This includes a refuge in Busselton (in the South West Region), opened in February 2014; a refuge in Ellenbrook, opened in May 2016 and the re-development of the Wooree Miya Women's Refuge, opened in January 2017. These services ensure women and children escaping FDV are safe and supported.

Young Women Leaving Child Protection Services

- The Young Women Leaving Child Protection Service provides young women and young mothers leaving care, with supported accommodation. It works to develop independent living skills, and refers to a range of specialist services to enable clients to live independently. The program provides access to education, training and employment, as well as counselling, mediation, family support and parenting support services. The program aims to intervene early and equip young women to successfully transition from care to independent stable long term accommodation.

Support for Children in Homeless Families

- The Support for Children in Homeless Families program provides support to children who are accompanying their parents in specialist homelessness accommodation services and assists them in addressing issues associated with their homelessness.

Tenancy and Housing Support Workers

- The Homelessness Accommodation Support Worker (HASW) and Tenancy Support Programs provide intensive support to homeless individuals and families including those with substance abuse issues and those leaving correctional and mental health facilities. The programs enable homeless Western Australians to move from temporary and crisis accommodation into long term secure housing. HASW and tenancy services liaise with mainstream mental health and drug and alcohol services, housing providers, including community housing, public housing and property managers in the private sector to source suitable properties for long term housing.
- Clients are linked to employment, education and training, health, financial counselling and social networks. The program has adopted a collaborative and integrated approach. The service providers developed better linkages with community service sector organisations, including the Housing Authority, which enables clients to move from homelessness services into their own stable accommodation.

Homeless Assessment and Referral Service (Entrypoint Perth)

- Entrypoint Perth commenced operation in February 2014. Entrypoint Perth is an assessment and referral service assisting people who are homeless or at risk of homelessness in the Perth metropolitan area to access accommodation and support options. This includes providing an assessment of the client's circumstances, information and referral to homelessness services and other accommodation options.
- Entrypoint Perth aims to streamline responses for people who are homeless by improving consumer access to appropriate accommodation and support services in the metropolitan area. It does not duplicate the work undertaken by other specialist homelessness services.

Foyer Oxford

- The Foyer Oxford provides accommodation for 98 young people. The Foyer Oxford is a partnership between Foundation Housing Ltd, Anglicare WA, and the Central Institute of Technology, with operational funding is provided by the Department and BHP. It is a strong collaborative effort to provide at-risk young people aged 16 to 25, with supported accommodation, access to education and case management to break their cycle of homelessness, and transition to sustainable independent living.

At Risk Youth Accommodation

- At Risk Youth Accommodation provides accommodation from 5pm to 10am the following morning for young people in the care of the CEO ranging from 14 to 17 years or from 15 to 17 for children not in the care of the CEO. The service can accommodate up to six young people per night and provides two meals and laundry facilities. This service targets young people where no other appropriate accommodation options are available and the young person has limited engagement with other services.

3. How will Western Australia focus on the priority outputs, including where this will draw on any new or current innovate approaches?

Priority Output 15 (a) Support services for women and children experiencing domestic and family violence, including to stay in their present housing if it is safe to do so.

During 2017-18 there will be continued reform and commitment to addressing FDV as part of the *Western Australia's Family and Domestic Violence Prevention Strategy to 2022* (the Prevention Strategy) and *The Freedom from Fear: Working towards the Elimination of Family and Domestic Violence In Western Australia, Action Plan 2015* (the Action Plan). The Prevention Strategy provides the framework in which a comprehensive and shared response to FDV can be achieved. The Prevention Strategy represents a long term focus on early intervention, victim safety and perpetrator accountability.

The Action Plan provides a framework that aims to build on the work already undertaken in Western Australia and further strengthens a whole of government and community sector response that is risk informed, integrated and accountable. The objectives of the Action Plan are:

- women, children and men are safe and live in communities free of violence;
- perpetrators of violence are held accountable;
- responses to FDV are integrated;
- responses are accountable for the safety of adult and child victims; and
- responses are informed by assessments of risk.

The FDV service system in WA includes a number of key components:

- FDV Accommodation and Support Services (including crisis and transitional accommodation);
- three Lead 24/7 Emergency Response Services;
- the Safe at Home and Domestic Violence Outreach Programs;
- FDV Counselling, Advocacy and Support Services;
- the FDV Response Teams;

- FDV Industry Development; and
- perpetrator response (including accommodation options, outreach and domestic violence men's behaviour change programs).

Regardless of the type of service, the safety of victims, predominantly women and children is the core priority of all funded services. The State Government has committed to improving the safety and outcomes for women and children experiencing FDV through the introduction of integrated and accountable systems response that prioritises victim safety and perpetrator accountability. All contracted services are required to:

- meet the "Western Australian Family and Domestic Violence Common Risk Assessment and Risk Management Framework" (the Framework). The Framework sets common practice standards for FDV screening, risk assessment, risk management and risk monitoring for all services – mainstream and specialist, government and non-government – in the Western Australian service sector. The purpose of the framework is to:
 - support better identification of, and response to, victims of FDV regardless of what area of the service sector they come into contact with;
 - ensure service responses are client and safety focused; and
 - support interagency collaboration so responses are timely, holistic, streamlined and co-ordinated.
- meet the Practice Guidelines: Women and Children's FDV Counselling and Support Programs.
- meet the Practice Standards for Perpetrator Intervention: Engaging and Responding to Men who are Perpetrators of FDV.
- **The Busselton Women's Refuge (now known as Tuart House)** commenced in February 2014. The service is located in the south-west region and provides safe, supported accommodation for women, with or without children who are escaping FDV. The service has capacity to accommodate up to six families at any one time. The service also offers a response to the perpetrator of the violence including monitoring and managing the risks posed to the victim and to intervene to bring about a positive change in behaviour. This unique new service model in the Busselton region enables increased safety to victims through holding perpetrators accountable. The service works with the FDV Coordinated Response Service in the local area. The service also accepts referrals from the metropolitan women's refuges to increase safety for women needing to leave the metropolitan area, and to provide accommodation for women and children when there is none available in the metropolitan area.
- **The Ellenbrook Women's Refuge** is located in the North-East metropolitan region and commenced in May 2016. The service is funded to work within the FDV Accommodation and Support Service System Response framework aimed at enhancing the safety of women and children at risk of FDV. The service provides an integrated and comprehensive service for women and children escaping FDV with a strong case management and empowerment approach. The refuge is a 'cluster model' that consists of five different sized independent units within one secure location. The Cluster model enables larger families to be accommodated, including women with older boys. The service model fosters women's independence and provides more privacy than often associated with communal style refuges.

The service provides outreach support to women exiting the refuge and to women in the community from an off-site location. The service also offers a Safe at Home service to support women and children experiencing domestic violence to stay in their own homes, when it is safe to do so. A component of the service is brokerage funds to purchase goods and services to address individual client needs and identify barriers to optimal outcomes.

- **The Wooree Miya Women's Refuge** has been operating in the Perth metropolitan area for 14 years. The Wooree Miya Women's Refuge moved to new purpose built facilities in late January 2017. The Wooree Miya Women's Refuge is the only Aboriginal Community controlled FDV Accommodation and Support Service in the metropolitan area provide specialist services to Aboriginal women and children. The new facility provides increased accommodation capacity for up to 10 families at any one time and is able to accommodate larger families, including women with older boys. The Department has committed additional recurrent funding in consideration of the increased capacity. The new service model builds on women's resilience and allows women to continue to manage their lives with support and access to specialist services, vocational training and work readiness programs through partnerships with training organisations offered on-site. Outreach support is provided to clients who are not accommodated at the facility, including previous residents who are provided with follow-up support to ensure that they remain safe in their accommodation following their stay at the facility.
- **The Family and Domestic Violence Coordinated Response Services** commenced in 2013. FDV Coordinated Response Services are provided by not-for-profit community sector organisations, in 17 districts across the State. The program represents a partnership between the WA Police, the Department and the community based FDV Coordinated Response Service referred to as the FDV Response Teams. The partnership jointly triage reported incidents of FDV and provide risk assessment and appropriate responses for families and individuals including formal referrals to Safe at Home and Domestic Violence Outreach.
- **Safe at Home and Domestic Violence Outreach Programs** commenced in 2010 and remain a State priority. The Safe at Home and Domestic Violence Outreach programs provide specialist workers to assess the safety and support needs of women and children who have experienced domestic violence, to enable them to stay in their own homes where it is safe to do so. The program also provides brokerage funds to stabilise housing and increase security. A component of the Safe at Home and Domestic Violence Outreach program is a response to the perpetrator of violence. Services work in collaboration with the perpetrator response service in order to maximise the safety of women and children.

Priority Output 15 (b) Support Services to young people aged 12 to 24 years who are homeless or at risk of homelessness to re-engage with their family where it is safe to do so, maintain stable accommodation and engagement with education and/or employment.

In May 2016, the Government announced the release of *Homelessness in Western Australia – A Snapshot of the State government's role in Homelessness Policy Services and Future Directions* (the Homelessness Paper). The Homelessness Paper highlights the achievements of the state Government and the direction the State will take in partnership with the not-for-profit community services sector to further build and strengthen current initiatives.

The principle of "No Wrong Door" underpins the service provision for all homelessness services in WA. It is a contractual requirement for all homelessness services to comply with the Specialist Homelessness Services (SHS) Service Standards which provides a benchmark for acceptable ways of operating, to ensure the best outcomes for clients. There are 14 SHS Service Standards and these are organised under five categories: direct service provision, client's rights and participation, integrated service system, service management and health and physical safety. The SHS Service Standards are audited as part of the contract management process. Further, in accordance with the *Western Australian Disability Services Act 1993*, homelessness services are required to report annually on outcome areas that address equal opportunity access and inclusion requirements for people with disability and strategies for achieving these outcomes.

- **The Foyer Oxford** in Leederville is the largest single accommodation service for young people, and the first purpose built Foyer development for young people in Australia. The Foyer Oxford won the State's Best Sustainable Development Award for 2014 and has been positively accepted and supported by the wider Leederville community.

The Foyer Oxford service model is innovative. Young people are assisted to overcome obstacles in their lives, and gain the skills they require to achieve self-sufficiency and long term outcomes such as education, employment and stable accommodation. These are conditions to the lease agreements for each young person at the Foyer – referred to as the Foyer Deal.

Up to 98 young people aged 16 to 25 years, including up to 24 young parents and their children, who are homeless or at risk of homelessness, are provided with long-term transitional accommodation in self-contained apartments for up to two years with 24 hour onsite support. Case management and referral to mainstream and specialist services is also available. Young parents are provided with additional specialist parenting support. The client group is diverse, and priority access is given to Aboriginal young people, young people who have experienced the child protection system, and young people leaving the care of the Chief Executive Officer (CEO).

- **At Risk Youth Accommodation (ARYA)** provides accommodation from 5pm to 10am the following morning for young people ranging from 14 to 17 years. The service can accommodate up to six young people per night and provides two meals and laundry facilities. This service targets young people where no other appropriate accommodation options are available and the young person has limited engagement with other services.

Young People who are admitted to ARYA are often in the care of CEO of the Department for Child Protection and Family Support. On-going support is provided through their case workers which includes but is not limited to engaging or re-engaging with family where it is safe to do so and engaging with education / employment. Young people admitted to ARYA (both those in the care of the CEO and those not in the care of the CEO) are usually also linked with another youth accommodation program, where they receive support and case management. ARYA staff are trained to work with youth and provide support during the overnight stay which may include advice on self-care, and provision of information on services.

- **The Young Women Leaving Child Protection Service** provides young women, and young mothers leaving care, with independent living accommodation. It provides the opportunity to develop independent living skills, and linkages with a range of specialist services to enable them to successfully transition from care to independent stable long term accommodation. The program provides young women with access to education, training and employment, as well as counselling, mediation, family support and parenting support services.

Priority Output 15 (c) Support Services for children who are homeless or at risk of homelessness including but not limited to maintaining contact with the education system.

In relation to Output 15(c) all WA NPAH programs consider this output when supporting homeless families. This includes housing and tenancy support services focussing on keeping families in their homes and reducing the risk of homelessness. The SHS Service Standard 4 Service Provision to children accompanying parents/carers states: "*Children accompanying parents/carers and receiving a service are recognised as clients in their own right. Their needs are considered and where possible, they are provided with or assisted to access appropriate services*". Being child focussed all homelessness services have an appreciation of and respect for the needs of children or young people receiving services. Appropriate assessments are made and children and young people are a focus of case management plans.

- **The Support for Children in Homeless Families program** specifically provides support to children who are accompanying their parents into specialist homelessness accommodation services and assists them in addressing issues associated with their homelessness. The focus is to prevent a lifetime of disadvantage that may include long term homelessness as an adult. Using a case management model, children are supported and assisted to overcome trauma and disruption resulting from their homeless experience. Children are linked to resources and supports in their local community to normalise the child's daily life and experiences, especially in respect to education and participation in recreation activities.

4. Which geographical area(s) will Western Australia prioritise in 2017-18 when considering expenditure on the priority outputs listed at clauses 15(a), 15(b) and 15(c) of the Agreement, and what services are being provided to these areas?

GEOGRAPHICAL AREA 1: Inner-City Perth/Leederville – Youth Homelessness

The Foyer Oxford in Leederville is the largest single accommodation service for young people, and the first purpose built Foyer development for young people in Australia. The Foyer Oxford won the State's Best Sustainable Development Award for 2014 and has been widely accepted and supported by the wider Leederville community.

Foyer Oxford is located on the Central Institute of Technology campus located at 196 Oxford Street in Leederville. The site is within a designated 'Education Precinct' and neighbours the School of Isolated and Distance Education and the Department of Sport and Recreation.

Leederville was an ideal setting for developing Perth's first Foyer because it is centrally located; is home to the Central Institute of Technology Leederville Campus; offers easy access to public transport; and boasts a range of local amenities like cafes, and shopping, entertainment and recreation facilities.

Up to 98 young people aged 16 to 25 years, including 24 young parents and their children, who are homeless or at risk of homelessness are provided with long-term transitional accommodation in self-contained apartments for up to two years and 24 hour onsite support. Case management and referral to mainstream and specialist services.

Community engagement strategies developed by the service provider have included establishing a community reference group comprised of business owners, residents and individuals from the local community, holding Foyer Oxford open days, and involving Foyer residents and staff in local community events. Through a community group Foyer Oxford participates in the weekly Leederville farmers' market.

Foyer Oxford is having a significant positive impact on the young people assisted and the community. Anglicare WA (Foyer Oxford service provider) contracted an independent evaluator to conduct a public perception survey in Leederville, over a four year period. Data from the first six month period showed that of the 180 Leederville residents surveyed, 96 per cent agreed the Foyer Oxford is an important project, and 70 per cent supported the project being established in Leederville.

GEOGRAPHICAL AREA 2: Family and Domestic Violence Services in the South West Region (Busselton), the North-East Metropolitan Area (Ellenbrook) and the South-East Metropolitan Area (Kenwick).

FDV is the single largest cause of homelessness. According to the Specialist Homelessness Services Collection data, in 2015-16 nationally, an estimated 105,619 adults and children (38 per cent of all clients) sought assistance as a result of experiencing FDV. In Western Australia, an estimated 10,880 adults and children (45 per cent of all clients) sought assistance as a result of experiencing FDV. The

Department's crisis accommodation vacancy register for metropolitan FDV accommodation services indicates that there are limited places available for women and children escaping violence on any given night. It is not unusual for there to be no vacancies across the metropolitan area.

South-West Regional Western Australia

ABS data shows that over the past five years the south-west region's average growth rate was 2.7 per cent resulting in an extra 21,492 people living in the area since 2009. The population of the south West region was estimated at 174,052 in 2014. The south-west region of Western Australia covers an area of approximately 23,970 square kilometres, rapid population growth for the region has continued along the coastal fringe.

A new women's refuge opened in Busselton in February 2014 for women and children escaping FDV in the south-west region of Western Australia. Currently known as Tuart House, the service can accommodate up to six families. While the refuge was built due to identified need in the region, referrals are also accepted from other regional areas and the metropolitan area.

In addition to the services provided to women and children escaping violence, the service offers a response to the perpetrator of the violence including monitoring and managing the risks posed to the victim and to intervene to bring about a positive change in behaviour. This unique new service model in the Busselton Region enables increased safety to victims through holding perpetrators accountable.

North-East Metropolitan Area (Ellenbrook)

Ellenbrook is a rapidly developing residential area with a 2015 forecast population of 34,761 and 12,163 dwellings. It is expected that there will be more than 52,000 persons and approximately 20,000 dwellings by 2036. Between 2001 and 2006, and again between 2006 and 2011, the population almost doubled and this rapid population growth is expected to continue.

More than 82 per cent of all households in the Ellenbrook area are family households and 56 per cent of these are households with children. More than 87 per cent of residents in the Ellenbrook area are aged less than 55 years and of these, slightly more than 35 per cent are aged less than 20 years. Almost 30 per cent of the population is less than 15 years of age with young children aged 0 - 9 making up 20 per cent².

In May 2016, a new metropolitan crisis accommodation service for women and children fleeing violence in the North-East metropolitan corridor of Perth commenced. The new service increases the capacity of the FDV service system. The new facility has capacity to accommodate six families and is based on a 'cluster model' design to allow larger families and women with older boys to be accommodated. The cluster model also fosters women's independence as the unit style accommodation provides a secure facility but without the constraints associated with communal style women's refuges.

South-East Metropolitan Area (Kenwick)

The south east metropolitan area profile covers approximately 1,591 square kilometres (ABS 2012) and includes three Local Government Authorities (LGAs), the City of Armadale, the City of Gosnells and the Shire of Serpentine-Jarrahdale. According to the 2011 Census (ABS 2012) there is an estimated 186,626 people living in the region and approximately 57 per cent reside in the City of Gosnells. The south east metropolitan area represents 8.33 per cent of WAs population. Approximately 34 per cent of the population in this area was born overseas, which is slightly above the WA average of 31 per cent (2012 ABS). People who identified as being of Aboriginal and Torres Strait Islander in the 2011 Census (ABS2012) represented approximately 3 per cent of the population

² City of Swan / Local Area Plans / Ellenbrook 23 June 2015

in the LGA of Armadale and Gosnells which is consistent with the state-wide figure for WA of three per cent.

The Wooree Miya Women's Refuge has been operating in the Perth metropolitan area for 14 years. The Department has worked in partnership with the Housing Authority, Indigenous Lands Council and the service provider to support the development of a new and expanded facility for the Wooree Miya Refuge.

The Wooree Miya Refuge is the only refuge in the metropolitan area predominantly for Aboriginal women and children who are homeless or at risk of homeless due to FDV. The new facility increases the service capacity from 5 families to 10 families. The State Government has committed additional recurrent funding in consideration of the increased capacity. The new service model builds on women's resilience and allows women to continue to manage their lives with support and access to specialist services, vocational training and work readiness programs through partnerships with training organisations are offered on-site. Outreach support is provided to clients who are not accommodated at the facility, including previous residents who are provided with follow-up support to ensure that they remain safe in their accommodation following their stay at the facility.

GEOGRAPHICAL AREA 3: Aboriginal Short Stay Accommodation Facilities in the Kimberley

The Kimberley region covers a land area of 419,558 square kilometres; 16 per cent of the total land area of WA. According to the ABS 2012, 34,794 residents live across six towns and 183 Aboriginal communities. It is the most sparsely populated region in the State with more than 40 per cent of the population being Aboriginal people. According to Specialist Homelessness Services Collection Data 2015-16, Aboriginal people represent 42 per cent of those accessing specialist homelessness services.

The provision of Aboriginal Short Stay Accommodation facilities in WA is seen as a priority to support health, education and employment outcomes for Aboriginal people and to contribute to 'Closing the Gap' on Aboriginal disadvantage. Aboriginal Short Stay Accommodation facilities cater for the temporary movement of Aboriginal people from remote communities visiting service towns to access a range of services including business, medical, judicial or visiting for cultural reasons.

Two short stay facilities in Derby and Kalgoorlie have been established since January 2013 to meet the need of Aboriginal visitor accommodation in these major regional towns, who may otherwise sleep rough in public places or in overcrowded households. These facilities have been well received by the Aboriginal and wider communities and are successful in providing an innovative response to meet the needs of Aboriginal visitors from remote communities.

The construction of a Broome Aboriginal Short Stay Accommodation (BASSA) facility in 2017 – 2018 is a commitment of new State Government (*Royalty for Regions*) funding. The BASSA will provide temporary safe accommodation with access to ancillary support services for Aboriginal people visiting Broome from across the Kimberley. The Shire of Broome have cited an estimated 100 to 150 Aboriginal people sleeping rough in Broome on any given night, with this number increasing significantly during the wet season. The BASSA service model will be based on those operating successfully in Derby and Kalgoorlie. Service users will be supported to access services and/or referrals to external support services.

5. Broadly, what level of NPAH funding does Western Australia expect to allocate to domestic and family violence, and youth homelessness in 2017-18

2017-18:

\$14,531,216

Note:

The percentage of domestic violence and youth have been calculated separately and converted to a dollar value as per the requirements of Part 2: Implementation Information for Initiatives, and Expecting Reporting. The percentage of domestic violence and youth homelessness have been calculated based on the 2015-2016 Western Australian Specialist Homelessness Services Collection.

6. What is the expected level of homelessness service delivery expenditure for Western Australia under the NPAH in 2017-18?

2017-18:

Total Contribution: \$33.3 million (SACS included)

Expected reports, reviews or evaluations

In accordance with clause 31 and 32 of the Agreement, a final update is to be provided to the Commonwealth based on the monitoring and assessment of progress against this Project Plan, and any evaluations and reviews of services and outputs delivered. Details of any expected reports, reviews or evaluations of initiatives are to be listed in Table 3.

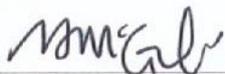
Table 3: List of information expected to contribute to the final update to the Commonwealth.

Item no.	Short description of expected item	Expected timeframe
1	With the opening of Foyer Oxford, an ongoing evaluation process began to monitor the progress of the service. A local community and business survey was conducted in the Leederville area to investigate community attitudes toward Foyer Oxford. In addition, KPMG was appointed to conduct the Foyer Oxford service evaluation over the next four years.	Community and Business Survey – Completed KPMG Report – July 2018
2	Professor Donna Chung’s Evaluation of 24 hour emergency accommodation response to high risk domestic and family violence for women and children.	September 2017
3	Department for Child Protection and Family Support overview of available SHSC data related to Western Australian NPAH programs.	September 2017
4	Data relating to the Family and Domestic Violence Coordinated Response Services and the At-Risk Youth Accommodation Service.	September 2017

Project Plan Sign off

The Parties have confirmed their commitment to this agreement as follows:

Signature



Date

16 August 2017

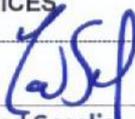
Hon Simone McGurk MLA

MINISTER FOR CHILD PROTECTION; WOMEN'S INTERESTS;

PREVENTION OF FAMILY AND DOMESTIC VIOLENCE;

COMMUNITY SERVICES

Signature



Date

12 September 2017

Senator the Hon Zed Seselja

Part Two: Implementation Information for Initiatives, and Expected Reporting

Initiative information

Table 2: Description of initiatives including services funding under each initiative for Western Australia

No.	*Initiative Title	Short description of Initiative	Output/s addressed (refer to Clause 15 of NP)	Name of Service Provider/s
1	Youth Services - Foyer Model – Accommodation for Homeless Young People	The Foyer is an international model where stable supported accommodation is provided to young people who are homeless or at risk of homelessness. Young people live in purpose built self-contained transitional accommodation for up to two years and are provided with holistic support with linkages to education, training and employment opportunities. The service also contains a number of places for young people leaving the child protection system.	15 (b) (c)	Oxford Foyer
				Anglicare WA Inc.
2	Young Women Leaving Child Protection Services	The Young Women Leaving Child Protection Service provides young women, and young mothers leaving care, with independent living accommodation. It provides the opportunity to develop independent living skills, and linkages with a range of specialist services to enable them to successfully transition from care to independent stable long term accommodation. The program provides young women with access to education, training and employment, as well as counselling, mediation, family support and parenting support services.	11 (b) (c)	Young Women Leaving Child Protection Services
				Parkerville Children and Youth Care Inc.
3	At-Risk Youth Accommodation Service (ARYA)	At Risk Youth Accommodation provides accommodation from 5pm to 10am the following morning for young people in the care of the CEO ranging from 14 to 17 years or from 15 to 17 for children not in the care of the CEO. The service can accommodate up to six young people per night and provides two meals and laundry facilities. This service targets young people where no other appropriate accommodation options are available and the young person has limited engagement with other services. Young People who are admitted to ARYA are often in the care of CEO of the Department for Child Protection and Family Support. On-going support is provided through their case workers which includes but is not limited to engaging or re-engaging with family where it is safe to do so and engaging with education / employment. Young people admitted to ARYA (both those in the care of the CEO and those not in the care of the CEO) are usually also linked with another youth accommodation program, where they receive support and case management. ARYA staff are trained to work with youth and provide support during the overnight stay which may include advice on self-care, and provision of information on services.	15 (b)	At-Risk Youth Accommodation Service
				Life Without Barriers
4	Support for Children in Homeless Families	Support for Children in Homeless Families provides support to children who are accompanying their parents into specialist homelessness accommodation services and assists them in addressing issues associated with their homelessness. The focus is to prevent a lifetime of disadvantage that may include long term homelessness as an adult. Using a case management model, children are supported and assisted to overcome trauma and disruption resulting from their homeless experience. Children are linked to resources and supports in their local community to normalise the child's daily life and experiences, especially in respect to education and participation in recreational activities.	15 (b) (c)	Support for Children in Homeless Families
				Centrecare Inc. (SKY)
				Fremantle Multicultural Service Inc.
				Multicultural Services Centre of Western Australian Inc.
				Parkerville Children and Youth Care Inc. - Support and Counselling Services (SACS)
Women's Health Care Association Inc. - Multicultural Kids in Focus				
5	Street to Home	Street to Home is a comprehensive response for people sleeping rough in the Perth metropolitan area. The program is an integrated model to assist people sleeping rough to stabilise their situation, access long term accommodation and end the cycle of homelessness. Three components make up the service; assertive outreach; housing support; and a mobile clinical outreach team.	15 (a) (b) (g) (h)	Assertive Outreach
				Ruah Community Services
				St Patrick's Community Support Centre Ltd
				UnitingCare West
				Salvation Army (WA) Property Trust (City Homelessness Response Service)
				Supportive Housing Services
				55 Central Inc.
				Foundation Housing
				Salvation Army (WA) Property Trust
				St Bartholomew's House Inc.
				St Patrick's Community Support Centre Ltd
				Mobile Clinical Outreach Team
				WA Health Department - Mental Health Commission
				6
St Vincent de Paul Society				
7	Remote Rough Sleepers - Assertive Outreach	Remote Rough Sleeper Assertive Outreach provides support and assertive outreach primarily for Aboriginal rough sleepers in and around two remote regional centres in Western Australia; Broome and Kalgoorlie-Boulder. Assertive Outreach Workers provide outreach and intensive case management with wrap-around support services tailored to address rough sleepers' basic needs. The program enables issues surrounding health, mental health, child care, education, employment, housing and welfare to be addressed.	15 (h)	Remote Rough Sleepers - Assertive Outreach
				Bega Gambirringu Health Services Inc. (From 1 August 2016)
				Centacare Kimberley Association Inc.
8	Remote Rough Sleepers - Accommodation	Remote Rough Sleeper provides short term accommodation and support, primarily for Aboriginal people visiting from remote communities surrounding Kalgoorlie-Boulder. This is State funding and critical to the reform of the sector.	15 (h)	Remote Rough Sleepers - Accommodation
				Australian Red Cross - Kalgoorlie Aboriginal Short Stay Accommodation
				Derby Aboriginal Short Stay Accommodation

Part Two: Implementation Information for Initiatives, and Expected Reporting

Initiative information

Table 2: Description of initiatives including services funding under each initiative for Western Australia

No.	*Initiative Title	Short description of Initiative	Output/s addressed (refer to Clause 15 of NP)	Name of Service Provider/s
9	Homeless Accommodation Support Worker Program	The Homelessness Accommodation Support Worker program provides intensive support to homeless individuals and families and people who have experienced, or are at risk of homelessness. The program adopts a Housing First approach and assists individuals and families to move from temporary and crisis accommodation into long term secure housing. Homelessness Accommodation Support Workers liaise with housing providers, including community housing, public housing and property managers in the private sector to source suitable properties for long term housing. The program also assists individuals and families to effectively link with mainstream services. Workers support clients to address other issues and needs that impact on the tenancy, including employment, education and training, health, financial counselling and community and social participation. Clients are also assisted to re-engage with their families where appropriate and to become active members of the community.	15 (a) (b) (c) (g)	Homelessness Accommodation Support Worker
				Australian Red Cross Society (WA Division)
				Centrecare Inc.
				Centrecare Inc.
				Fremantle Multicultural Service Inc.
				Mercy Community Service Inc.
				Patricia Giles Centre Inc.
				Share and Care Community Services Group Inc.
				Westaus Crisis and Welfare Service Inc.
Youth Futures WA (Inc.)				
10	Housing Support Workers - Corrective Services Program	The Housing Support Workers - Corrective Services program adopts a Housing First approach and assists adults and young people exiting Corrective Services facilities and/or programs, to secure and maintain stable accommodation and avoid homelessness. Housing Support Workers engage clients in intensive case management and link them with relevant mainstream services, such as employment services, financial counselling, education and training, domestic violence services, outreach services and advocacy. They are also assisted to re-engage with their families where appropriate and to become active members of the community.	15 (a) (b) (f)	Housing Support Workers - Corrective Services
				Centrecare Inc.
				Ruah Community Services
11	Housing Support Workers - Drug and Alcohol Program	Housing Support Workers - Drug and Alcohol - The program adopts a Housing First approach to support people who are homeless, or at risk of homelessness and are engaging in treatment programs to address their alcohol and drug use. The program assists clients to secure and maintain long term stable accommodation and to continue to engage with drug and alcohol treatment services. Clients are referred from specialist drug and alcohol services including community drug service teams, residential services, outpatient services and homelessness workers. A case management approach supports clients to access and maintain housing. An integral element of the program involves linking clients with a range of mainstream services including education, employment and training. Housing Support Workers liaise with housing providers, including community housing, public housing and property managers in the private sector to source suitable properties for long term housing for clients under this program.	15 (a) (b) (e)	Housing Support Workers - Drug and Alcohol
				Centrecare Inc.
12	Housing Support Workers - Mental Health	Housing Support Workers - Mental Health - The program assists people with a severe and persistent mental illness who are homeless, or at risk of homelessness, and exiting Specialist Mental Health Inpatient Units. The program adopts a Housing First approach and assists clients to access and maintain long term stable accommodation and avoid homelessness. Housing Support Workers employ a case management approach and work/liaise with mainstream mental health services, housing providers, including public housing, community housing and property managers in the private sector to source suitable properties for long term housing for clients.	15 (a) (b) (f)	Housing Support Workers - Mental Health
				Albany Halfway House Association Inc.
				Australian Red Cross Society (WA Division)
				Lamp Inc.
				Rise Network Inc.
				Ruah Community Services
13	Housing Support Workers	This program provides funding for services to assist people having difficulty securing or maintaining stable accommodation. HSWs will work in collaboration with other service providers in the provision of support to clients. Services provide intensive support targeted at clients who are at risk of, or at any stage of homelessness by providing support to secure, or maintain secure stable and long term accommodation. The services may take referrals from some or all of the following sources as detailed in the individual Service Agreements: <ul style="list-style-type: none"> • NAHA accommodation services; • property managers and landlords within the private sector; • Housing Authority; • Community Housing Providers; • Drug and Alcohol Services including residential treatment programs; • Mental Health inpatient services; • Corrective Services; • other non-government organisations; and • self-referral. 	15 (a) (b) (d) (e) (f) (g) (i)	Housing Support Workers
				Agencies for South West Accommodation Inc. trading as Accordwest [NEW - Housing Support Workers - South West. Amalgamated services - Private Rental Tenancy Support Service Initiative - South West Region and Housing Support Workers: Corrective Services Adult Initiative - South West Region] (From 1 August 2016)
				Anglicare WA Inc. [NEW - Housing Support Workers - South West Metropolitan and Peel Areas (Amalgamated services: Homelessness Accommodation Support Worker - South West Metropolitan Area, Housing Support Workers - Drug and Alcohol Initiative - Peel, Housing Support Workers - Drug and Alcohol Initiative - South West Metro Area and Fremantle Anglicare Stabilising Tenancies (FAST))] (From 1 August 2016)
				Anglicare WA Inc. [Anglicare Private Rental Tenancy Services Initiative - Great Southern Region amalgamated (\$143,495) with Homelessness Accommodation and Support Workers - Great Southern Region (\$142,027) to now become the Housing Support Workers - Great Southern] (From 1 January 2016)
				Centacare Kimberley Association Inc. [Housing Support Worker: Mental Health - Kimberley changed name to Housing Support Workers - West Kimberley] (From 1 August 2016)

Part Two: Implementation Information for Initiatives, and Expected Reporting

Initiative information

Table 2: Description of initiatives including services funding under each initiative for Western Australia

No.	*Initiative Title	Short description of Initiative	Output/s addressed (refer to Clause 15 of NP)	Name of Service Provider/s
				Geraldton Resource Centre [NEW - Homelessness Accommodation Support Worker Murchison - Geraldton has amalgamated with Housing Support Workers; Corrective Services Initiative Murchison - Geraldton to now become Housing Support Workers: Murchison - Geraldton] (From 1 August 2016)
				Mission Australia ACN 000 002 522 [NEW - Homelessness Accommodation Support Worker - South East Metropolitan amalgamated with Housing Support Workers; Drug and Alcohol Initiative - North West and South East Metropolitan Areas to now become Housing Support Workers - North West and South East Metropolitan Areas]. (From 1 August 2016)
				Pilbara Community Legal Service Inc Housing Support Worker: Drug and Alcohol Initiative - Pilbara has amalgamated with the Homelessness Accommodation Support Worker - Pilbara to become the Housing Support Worker - Pilbara (From 1 January 2016)
				Indigo Junction (formerly Swan Emergency) [NEW - Homelessness Accommodation Support Worker - North East metropolitan Area amalgamated with Housing Support Workers; Drug and Alcohol Initiative - North East Metropolitan Area to now become Housing Support Workers - North East Metropolitan] (From 1 August 2016)
14	Private Rental Tenancy Support Services Program	The Private Rental Tenancy Support Services work with families or individuals having difficulty maintaining private rental tenancies by linking people with mainstream services before debts or other tenancy management issues become too large or eviction processes start. Using a strong partnership approach, the worker liaises with landlords, property managers, and tenants to successfully negotiate the maintenance of tenancies. Referrals to the service are made by private real estate agencies and other support agencies including financial counsellors.	15 (a) (b) (c) (k)	Private Rental Tenancy Support Services Australian Red Cross Society (WA Division) Multicultural Services Centre of Western Australian Inc.
15	Public Tenancy Support Services Program	The Public Tenancy Support Service program supports public housing tenants at risk of eviction to prevent homelessness. The workers provide assistance with managing budgets and developing skills to maintain a stable and functioning household. Clients are linked with mainstream services to assist with addressing issues which are impacting on their tenancy. Participation in the program is with tenants consent, however it may become a condition of tenancy where there has been anti-social behaviour that impacted upon a prior tenancy agreement. The program also assists people with limited skills who are not eligible for mental health or disability services programs.	15 (a) (b) (c) (k)	Public Tenancy Support Services Avon Youth Community and Family Services Inc. Carnarvon Family Support Services Inc. Kimberley Community Legal Services Inc. Mission Australia ACN 000 002 522 - Murchison
16	Homeless Accommodation and Support Services	Individualised Community Living packages are to support people who are homeless, or at risk of homelessness, with mental health illnesses, to live independently in social housing properties in the community.	15 (f)	Homeless Accommodation and Support Services - Individualised Community Living Mental Health Commission
17	Homeless Accommodation and Support Services - Homeless Assessment and Referral Service	The Homeless Crisis Referral Service (Entrypoint) aims to streamline access to specialist homelessness services by providing homeless people with assessment and appropriate referral via a centralised entry point. The service has funds allocated to purchase overnight accommodation where there are no other options. The service covers the metropolitan area.	15 (g) (l)	Homeless Assessment and Referral Service - Entrypoint Centrecare Inc.
18	Family and Domestic Violence Coordinated Response	State funded in 2013, the Department entered into a partnership with Western Australian Police, and 17 non-government domestic violence services (provided by 13 organisations) to form the Family and Domestic Violence Response Team. The interagency approach focusses on early intervention and involves joint assessment, triage and coordinated responses between partnering agencies with a view to improving the safety of child and adult victims of family and domestic violence.	15 (a) (l)	Family and Domestic Violence Coordinated Response Anglicare WA Inc Anglicare WA Inc Anglicare WA Inc Anglicare WA Inc Eastern Region Domestic Violence Services Network Inc Mission Australia ACN 000 002 522 Mission Australia ACN 000 002 523 Patricia Giles Centre Inc Ruah Community Services Share & Care Community Services Group Inc The Lucy Saw Centre Association Inc Waratah Support Centre (South West Region) Inc Women's Health Care Association Inc

Part Two: Implementation Information for Initiatives, and Expected Reporting

Initiative information

Table 2: Description of initiatives including services funding under each initiative for Western Australia

No.	*Initiative Title	Short description of Initiative	Output/s addressed (refer to Clause 15 of NP)	Name of Service Provider/s
19	Safe at Home	The Safe at Home Program diverts women and children from entering the traditional crisis accommodation system and a prolonged experience of homelessness. Service workers assess the safety and support needs of women and children to assist them stay in their own home, where safe to do so. Support and intensive case management is provided to stabilise housing and increase security to the home.	15 (a)	Safe At Home
				City of Stirling
				Patricia Giles Centre Inc.
				Ruah Community Services
				Share and Care Community Services Group Inc.
				South West Refuge Inc.
20	Domestic Violence Outreach	Domestic Violence Outreach workers in rural and remote locations provide support and outreach services to women and children experiencing domestic violence. The service operates at the time of issuing a Police Order for removal of the perpetrator when the police officer obtains consent for the victim to release their details to a support service. In addition, Domestic Violence Outreach program takes referrals from other services as well as police. The program operates in five regions across the State, and includes a 'Safe at Home' element to assist women and children to remain in their home when it is safe to do so to prevent homelessness.	15 (a)	Domestic Violence Outreach
				Anglicare WA Inc.
				Chrysalis Support Services Inc.
				Goldfields Women's Refuge Association Inc.
				Pat Thomas Memorial Community House Inc.
21	Family and Domestic Violence Accommodation and Support Services	These new facilities will provide supported and safe accommodation to women, with or without children, who are escaping family and domestic violence and have become homeless as a result of family and domestic violence. Referrals will be accepted from metropolitan and other regional women's refuges to increase the safety of women and children who need to leave the residence and where other women's refuges may be unable to accommodate the women and children due to capacity. This is a new State funding. Ellenbrook Refuge is due to open in early 2016. Re-development of the of the Wooree Miya Women's Refuge has commenced and is due to open in mid 2016. The new refuge will have significantly greater capacity to accommodate more families including larger families with older children. The additional State Government funding (as per of 2016-17) will commence when the service has re-located to the new site.	15 (a)	Family and Domestic Violence Accommodation and Support Services
				Communicare - Tuart House
				Pat Giles Centre Inc - Ellenbrook Refuge
22	Homelessness Data and Reporting	*Homelessness and Data' funds enable the collection of SHSC data for NPAH services which can be monitored and reported at both a National and State level. Through the SHSC data, progress reports provided by services and active contract management, trends, outputs and outcomes for clients assisted by NPAH services can be reported and areas for improvement can be identified. The funding allocated for "Homelessness Data and Reporting" is only a portion of the overall funding Western Australia is required to contribute towards the contract with Infoexchange to provide the SHIP and data submission to the AIHW which produce a range of reports. These joint Commonwealth and State NPAH funds ensure Western Australian service providers can continue to participate in the Specialist Homelessness Services Collection (SHSC). SHSC is an integral requirement of the 2017-18 NPAH Agreement.	15 (l)	Homelessness Data and Reporting
				Department for Child Protection and Family Support
23	Homelessness Service System Reform	In 2011-12, the Western Australian State Government announced the Sustainable Funding and Contracting with the Not-For-Profit (NFP) Sector Initiative (the Initiative) which included a uniform 15 per cent price increase to all eligible State Government contracts within the Not for Profit community service sector (Component I). This increase was designed to address sustainability issues. The State Government has subsequently approved a funding increase to Specialist Homelessness Services under the joint Commonwealth/State agreements commensurate with Component I funding, to support organisations to attract and retain staff and improve the level of service coordination and provision they provide. This is additional to the core funding level of organisations provided through Commonwealth / State NAHA funding, and is subject to State Budget approval. This additional funding has been allocated in the 2017 Western Australia State Budget for 2017-18. A list of NAHA services is attached including the allocation of this additional funding to services.	15 (a) (b) (c) (d) (e) (f) (g) (h) (i) (j) (k) (l) (m)	Homelessness Service System Reform 103 services funded under the NAHA
Sub-total - priority out 15 a (domestic and family violence) **				\$8,562,551
Sub-total - priority out 15 b and 11c (youth services) **				\$5,968,668
Combined Commonwealth and State SACS				\$1,462,424
TOTAL Funding for 2017-18				\$31,869,548