

*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

1. 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

2. This Project Plan will commence on 1 July 2015 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 Helen Morton MLC, Minister for Child Protection, whichever is the later, and will cease on completion or termination of the Agreement.
3. 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.
4. This Project Plan will cover the two-year period of 2015-16 to 2016-17.
5. This Project Plan may be varied in accordance with clauses 19, 45, 46 and 48 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?**

The Western Australian 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.

Critical safety net services provide essential accommodation, support, and outreach services, that aim to help vulnerable Western Australian's from falling through the gaps. Early intervention and prevention services aim to provide a range of support and accommodation services to help break the cycle of homelessness. These services are provided by an integrated team from key government agencies and the community services sector.

The Western Australian initiatives to respond to homelessness have had a significant impact on the lives of people experiencing homelessness, and those at risk of homelessness. The Department for Child Protection and Family Support provides funding for homelessness services through the National Affordable Housing Agreement (NAHA) and the National Partnership Agreement on Homelessness (NPAH). In 2013-14, the Australian Institute of Health and Welfare (AIHW) reported that more than 21,000 Western Australians have accessed specialist homelessness services. Unpublished AIHW data indicates that of these, approximately 6,100 clients were assisted by NPAH services. An estimated 12,600 of the 21,000 clients needed accommodation. Of those who needed accommodation 74 per cent were provided with accommodation and 10 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 and the negative physical and mental health impacts of repeated, or prolonged periods of homelessness.

Evaluations of the Western Australian NPAH programs to date have also 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 that 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.

The Department for Child Protection and Family Support is the lead agency responsible for the coordination and implementation of homelessness funding in Western Australia. The Department for Child Protection and Family Support continues to work closely with the Department of Housing to support individuals and families experiencing homelessness or at risk of homelessness, to obtain and / or maintain affordable and safe accommodation.

The Department of Housing *Affordable Housing Strategy 2010-2020: Opening Doors to Affordable Housing* has delivered more than 18,000 affordable homes since 2010. The Strategy has delivered affordable housing options to Western Australians through a range of strategies including:

- a strong transition orientated social housing system;
- affordable land and housing supply;
- affordable rental opportunities;
- affordable home ownership opportunities; and
- partnerships and reforms across government and industry.

On 10 May 2015, the Western Australian Minister for Housing, the Honourable Colin Holt MLC, announced that a \$560 million investment in social housing will halve the number of seniors and families currently on the priority waitlist. The investment aims to deliver 1,000 additional homes, which will be built, purchased or leased over the next two years to benefit the most vulnerable people on the priority waitlist for social housing. The focus is on constructing new homes, augmented by spot-purchasing or pre-purchasing competitively priced dwellings, leasing private rental stock and renewal of existing public housing sites.

Continuation of NPAH programs and strategies such as the Affordable Housing Strategy 2010-20 are essential. Access to safe, secure, affordable housing underpins the economic and social well-being of Western Australian households and their communities. In recent years, favourable living conditions and the resources sector boom have had an impact on the Western Australian economy. This has resulted in rapid growth in our 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 percent<sup>1</sup>. The flow on effect has been a 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. Western Australia is now facing a decline in the mining resources boom and with this an anticipated increase in unemployment and financial stress for many individuals and families.

Western Australia provides a range of homelessness programs and services, including preventative, crisis relief and accommodation programs, given the range of people who experience homelessness. This includes those who need permanent housing with ongoing access to services and case management, including those who may require short term support to address issues currently impacting on their ability to achieve housing stability (for example substance abuse/mental health), and those who require limited support and purely access to affordable housing.

### **Existing Projects and Reforms in Western Australia**

During 2015-17 there will be continued reform and commitment to addressing family and domestic violence as part of the Western Australia's Family and Domestic Violence Prevention Strategy to 2022. Since July 2013, the Department for Child Protection and Family Support has been working in partnership with the Women's Council for Domestic and Family Violence Service (WA) Inc to progress reforms for a family and domestic violence service system that aims to improve the safety of women and children impacted by family and domestic violence. An important component of this approach is that three specialist 24/7 emergency response services will take a lead coordination and facilitation role across the Perth metropolitan area. The services will be the key referral points for the Western Australian Police Service, the Department for Child Protection and Family Support's Crisis Care Unit and the Entrypoint Perth homeless referral service.

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<sup>1</sup> Australian Bureau of Statistics: Regional Population Growth, Australia 2013-2014.

An integrated service system remains a key priority for Western Australia. The Family and Domestic Violence Coordinated Response Services (CRS) are part of an interagency approach focussing on early intervention. The Family and Domestic Violence Response Teams include the CRS (non-government organisation), Western Australia Police and the Department for Child Protection and Family Support. These teams undertake joint assessment, triage and coordinated responses between the partnering agencies to enable improved safety for child and adult victims of family and domestic violence.

Similarly, the Street to Home Program involves a partnership approach which streamlines service delivery and enables improved client outcomes. Street to Home service providers also participate in Registry Week, which is 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, though greater collaborative efforts.

In Western Australia (based on Specialist Homelessness Services Collection Data 2013-14), Aboriginal people represent 38 per cent of those accessing specialist homelessness services. Providing support to Aboriginal people experiencing homelessness remains on the reform agenda for Western Australia. This includes but is not limited to:

- provision of funding for Aboriginal Short Stay Accommodation Services in regional areas designed for Aboriginal people who are visiting from remote communities, who may otherwise sleep rough in public places or, in overcrowded households;
- the re-development of the Wooree Miya Women's Refuge, which is the only refuge in the metropolitan area primarily for Aboriginal women and children who are homeless or at imminent risk of homelessness due to family and domestic violence. The new refuge will have significantly greater capacity to accommodate more families including larger families with older children; and
- a project regarding coordination between inner city service providers to ensure integrated service provision for Aboriginal people, many who maybe visiting Perth from regional areas for medical treatment, and do not have suitable accommodation.

### **A Sustainable Future for the NPAH and Quality Services**

Notwithstanding the success of NPAH to date, there have also been learnings of what could be done differently. The Department for Child Protection and Family Support continues to work in partnership with the not for profit community sector services to improve practices where required, and create better outcomes for clients. Review of NPAH programs through contract management and regular consultation through working groups such as the Senior Officers Group (comprised of representatives from relevant government agencies) and program specific groups (such as the Street to Home Managers Group) facilitate positive partnerships and avenues for change.

A review of Western Australia 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.

Western Australia 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. With the lack of increase in funding for the 2015-17 NPAH, Western Australia was required to make adjustments to programs to manage the funding shortfall and enable organisations to meet their obligations related to the FWA and WAIRC decisions. Further adjustments will be required for 2016-17 to again ensure services receive an increase in their core funding level. This will involve consultation with the sector and adjustments to Part 2 of the Project Plan will be made prior to 1 July 2016.

## **2. What frontline services or programmes will Western Australia deliver in 2015-16 to 2016-17 to meet the outcomes of the Agreement?**

Joint State and Commonwealth Funding will be allocated to the following programs, as part of the 2015-17 NPAH:

### **Street to Home**

- The Street to Home program represents a comprehensive multiagency response towards addressing the needs of rough sleepers. Overall the Street to Home model comprises four integrated elements: acute homeless night shelters, assertive outreach, mobile clinical outreach and housing support.
- The Street to Home program operates in the inner city areas of both Perth and Fremantle.
- This program adopts a partnership approach that involves service managers, the Mobile Clinical Outreach Team, Department of Housing, night shelters and the Assertive Outreach Teams and Housing Support Workers meeting on a regular basis to monitor and improve client outcomes, streamline service delivery, discuss and develop client management techniques. The partnerships required are critical to the success of the program.

### **Accommodation and Support for Single Adults experiencing homelessness**

- The Interim Night Shelter for Tom Fisher House is a joint partnership between the State Government and the St Vincent de Paul Society. It provides overnight accommodation for up to eight chronically homeless men over the age of 18 years. Referrals are received from Street to Home Assertive Outreach workers.
- Construction of a new purpose built premises (to be known as Tom Fisher House) has commenced. The new premises will have 10 rooms and is due to open in 2015-16. Tom Fisher House is to be named after one of the St Vincent de Paul Society's longest serving volunteers. Tom Fisher has volunteered for the Society for over 50 years providing food, clothing, shelter, friendship and support to many people in the Western Australian community.

### **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.
- 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.

### **Safe at Home**

- The Safe at Home initiative was undertaken as a partnership between the Department for Child Protection and Family Support, the Women's Council for Domestic and Family Violence Services (WA) Inc and the Western Australia Police.
- The program has resulted in a major shift from the traditional model of safety for victims of domestic violence, by enabling women and children to remain in their own home when safe to do so. This recognises that remaining in the safety of their own home can enable greater stability for women and children. The option of having to flee and possibly reside in a refuge is very destabilising for victims and removes them from their community supports and children's education.
- In this program women and their children receive an integrated, intensive service. Safety audits are undertaken on the women's homes and modifications are made to the homes where necessary to address safety issues.

### **Domestic Violence Outreach**

- The Domestic Violence Outreach program supports women and children experiencing family and domestic violence to stay in their present housing 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 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.

### **Family and Domestic Violence Coordinated Response Services**

- Family and Domestic Violence Coordinated Response Services are provided by 13 not-for-profit community sector organisations, across 17 districts across the State, as part of the Family and Domestic Violence Response Teams (FDVRT). The interagency approach with the Western Australia Police and the Department for Child Protection and Family Support, 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. Formal pathways are established between the FDVRT and outreach services (primarily NPAH Safe at Home and Domestic Violence Outreach Services).

### **Family and Domestic Violence Accommodation Services**

- As part of State NPAH matching, funds are provided to three accommodation services for women and children escaping family and domestic violence. This includes a refuge in Busselton (in the South West Region) which opened in February 2014; a refuge in Ellenbrook which is currently being constructed and is due to open in early 2016 and in 2016-17 funds will be allocated following the re-development of a refuge providing accommodation and support for Aboriginal women and children.

### **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 have developed better linkages with other agencies, including the Department of Housing, which enables clients to move from homelessness services into their own stable accommodation.

### **Homeless Assessment and Referral Service**

- 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 provided by the Department for Child Protection and Family Support and BHP Billiton. 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 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.

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

In Western Australia, specific programs were created under the initial NPAH to deliver the priority outputs outlined in the Agreement, for example Oxford Foyer (priority output 11 (b)), Safe at Home and Domestic Violence Outreach (priority output 11 (a)), and Support for Children in Homeless Families (priority output (c)). It should be noted however that the majority of the other specialist homelessness services funded through the NPAH provide services to a range of individuals with often complex needs. While the Street to Home program was not designed specifically for women and children escaping domestic violence, a portion of their clients are women who have experienced violence, and 'family and domestic violence' is included as perhaps one of several reasons for seeking assistance.

To ensure that objectives and outcomes of this NPAH are supported, which includes a focus on the priority outputs, the Department for Child Protection and Family Support will be reviewing and re-developing the Regional Homelessness Plans. Regional Homelessness Plans are developed between local community, government and non-government stakeholders for specific regional areas across the State. These plans optimise service integration at all levels and build a strong foundation for current specialist homelessness services and new innovative collaborations between specialist homelessness services and mainstream agencies.

### **FAMILY AND DOMESTIC VIOLENCE**

The Western Australian Domestic Violence Service System Project was undertaken with the Women's Council for Domestic and Family Violence Services (WA) Inc. in partnership with the Department for Child Protection and Family Support. The Project Report made recommendations for a more flexible mix of service models, including outreach focused models, to create a more integrated and responsive system. In addition three lead 24/7 Emergency Response Services in the metropolitan area will be the key contacts for WA Police, Crisis Care and Entrypoint Perth for women who are in immediate danger and need urgent accommodation. The lead agencies are due to commence 1 October 2015.

#### **Domestic Violence Support Services**

In 2015-16 and 2016-17, the Safe at Home and Domestic Violence Outreach program will be funded approximately \$2.3 million per year through the joint Commonwealth/State NPAH and provides 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.

In 2015-16 and 2016-17, approximately \$2 million per year will be allocated for 17 Family and Domestic Violence Co-location Response Services throughout the State. The Co-location Response Model consists of the Family and Domestic Violence Coordinated Response Service (FDV CRS), Western Australian Police and the Department for Child Protection and Family Support. The partnership involves a cooperative triage of the Domestic Violence Incidence Reports (DVIR) and provides risk assessment and appropriate responses for families and individuals in incidences of family and domestic violence. Responses may include facilitating multiagency responses on a needs basis. The FDV CRS provide services as planned through the triage process.

### **NEW FAMILY AND DOMESTIC VIOLENCE SERVICES**

#### **Tuart House - Busselton's Women's Refuge**

A new women's refuge opened in Busselton in February 2014 for women and children escaping family and domestic violence 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.

An open tender process was undertaken in early 2015. Communicare Inc was the recommended preferred provider. Additional to providing services to women and children escaping violence, Communicare 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.

### **Ellenbrook Women's refuge**

A new metropolitan crisis accommodation service will be provided for women and children escaping family and domestic violence in Perth. The refuge will be based on the 'cluster model' that consists of unit-style accommodation within a secure facility. Cluster model refuges enable larger families to be accommodated, including women with older boys, and provide more privacy and independence to women and children.

### **Wooree Miya Women's Refuge**

Wooree Miya Women's Refuge is the only refuge in the metropolitan area primarily for Aboriginal women and children who are homeless or at imminent risk of homelessness due to family and domestic violence. The refuge is currently being re-developed and will have significantly greater capacity to accommodate more families including larger families with older children.

## **YOUTH HOMELESSNESS**

### **Foyer Oxford**

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 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 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**

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.

### **Young Women Leaving Child Protection**

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.

### **OUTPUT 11(C) – SUPPORT SERVICES FOR CHILDREN WHO ARE HOMELESS OR AT RISK OF HOMELESSNESS INCLUDING TO MAINTAIN CONTACT WITH THE EDUCATION SYSTEM**

In relation to Output 11(c) all Western Australian 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 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 recreational activities.

#### **4. Which geographical area(s) will Western Australia prioritise in 2015-16 and 2016-17 when considering expenditure on the priority outputs listed at clause 11(a), 11(b) and 11(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) and North-East Corridor of the Perth metropolitan area (Ellenbrook)**

Family and domestic violence is the single largest cause of homelessness. *Western Australia's Family and Domestic Violence Prevention Strategy to 2022* sets out a commitment by the Western Australian Government to reduce the incidence of family and domestic violence through a focus on integration and reform over the longer term.

According to the Specialist Homelessness Services Collection data, in 2013-14 nationally, an estimated 84,774 adults and children (33% of all clients) sought assistance as a result of experiencing family and domestic violence. In Western Australia, an estimated 8,422 adults and children (39 per cent of all clients) sought assistance as a result of experiencing family or domestic violence.

The Department's crisis accommodation vacancy register for metropolitan family and domestic violence 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**

A new women's refuge opened in Busselton in February 2014 for women and children escaping family and domestic violence 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.

An open tender process was undertaken in early 2015. Communicare Inc was the recommended preferred provider. Additional to providing services to women and children escaping violence, Communicare 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.

### **North-East Corridor of the Perth 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 Place area are family households and 56 per cent of these are households with children. More than 87 per cent of residents in the Ellenbrook Place 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 cent<sup>2</sup>.

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

A new metropolitan crisis accommodation service (currently under construction) will be provided for women and children fleeing violence in the northern metropolitan area of Perth in order to increase the capacity of the family and domestic violence service system. The new women's refuge is being built in Ellenbrook based on feedback and need identified by clients and the service system.

The new facility will have capacity to accommodate six families and will be 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.

**5. Broadly, what level of NPAH funding does Western Australia expect to allocate to domestic and family violence, and youth homelessness in 2015-16 and 2016-17**

<p>2015-16: \$13,050,833</p> <p>Note: This amount is an estimation and has been determined by calculating the total amount of funding in the priority areas over the two year period divided into two amounts for the respective years.</p>	<p>2016-17: \$13,050,833</p> <p>(this is an estimate based on 2015-16 funding levels. It is anticipated to be similar, if not greater in 2016-17).</p>
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**6. What is the expected level of homelessness service delivery expenditure for Western Australia under the NPAH in 2015-16 and 2016-17?**

<p>2015-16: \$29,940,000</p>	<p>2016-17: \$29,940,000</p>
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PART TWO: IMPLEMENTATION INFORMATION FOR INITIATIVES, AND EXPECTED REPORTING

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

No.	*Initiative Title	Short description of Initiative	Output/s addressed (refer to Clause 11 of NP)	Name of Service Provider/s
1	<b>Youth Services - Foyer Model – Accommodation for Homeless Young People</b>	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.	11 (b) (c)	Anglicare WA Inc.
2	<b>Young Women Leaving Child Protection Services</b>	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)	Parkerville Children and Youth Care Inc.
3	<b>At-Risk Youth Accommodation Service (ARYA)</b>	ARYA provides accommodation from 5pm to 10am the following morning for young people ranging from 14 to 17 years. This 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.	11 (b)	Life Without Barriers
4	<b>Support for Children in Homeless Families</b>	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.	11 (b) (c)	Centrecare Inc.
				Fremantle Multicultural Service Inc.
				Multicultural Services Centre of Western Australian Inc.
				Parkerville Children and Youth Care Inc.
5	<b>Street to Home</b>	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.	11 (a) (b) (g) (h)	Women's Health Care Association Inc.
				Ruah Community Services
				St Patrick's Community Support Centre Ltd
				UnitingCare West
				55 Central Inc.
				Foundation Housing
				Salvation Army (WA) Property Trust
				St Bartholomew's House Inc.
St Patrick's Community Support Centre Ltd				
6	<b>Homeless Accommodation and Support Services - Tom Fisher Acute Homeless Night Shelter</b>	Acute Homeless Night Shelter provides overnight accommodation to chronically homeless who would otherwise be sleeping rough in inner-city Perth. This is new State funding and critical to the reform of the sector.	11 (h)	WA Health Department - Mental Health Commission
				St Vincent de Paul Society
7	<b>Remote Rough Sleepers - Assertive Outreach</b>	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.	11 (h)	Bega Garbarringu Health Services Inc.
				Centacare Kimberley Association Inc.

8	<b>Remote Rough Sleepers - Accommodation</b>	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.	11 (h)	Australian Red Cross - Kalgoorlie Aboriginal Short Stay Accommodation Derby Aboriginal Short Stay Accommodation
9	<b>Homeless Accommodation Support Worker Program</b>	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.	11 (a) (b) (c) (g)	Agencies for South West Accommodation Inc. trading as Accordwest (ceasing from 1 August 2016) Australian Red Cross Society (WA Division) Centrecare Inc. Fremantle Multicultural Service Inc. Geraldton Resource Centre Marnin Bowa Dumbara Aboriginal Corporation Mercy Community Service Inc. Mission Australia ACN 000 002 522 Patricia Giles Centre Inc. Share and Care Community Services Group Inc. Swan Emergency Accommodation Westaus Crisis and Welfare Service Inc. Youth Futures WA (Inc.)
10	<b>Housing Support Workers - Corrective Services Program</b>	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.	11 (a) (b) (i)	Agencies for South West Accommodation Inc. trading as Accordwest Centrecare Inc. Geraldton Resource Centre Ruah Community Services Youth Futures WA (Inc.)
11	<b>Housing Support Workers - Drug and Alcohol Program</b>	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.	11 (a) (b) (e)	Centrecare Inc. Mission Australia ACN 000 002 522 Swan Emergency Accommodation
12	<b>Housing Support Workers - Mental Health</b>	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.	11 (a) (b) (f)	Albany Halfway House Association Inc. Australian Red Cross Society (WA Division) Centacare Kimberley Association Inc. Lamp Inc. Rise Network Inc. Ruah Community Services St Patrick's Community Support Centre Ltd
13	<b>Housing Support Workers</b>	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"> <li>• NAHA accommodation services;</li> <li>• property managers and landlords within the private sector;</li> <li>• Housing Authority;</li> <li>• Community Housing Providers;</li> <li>• Drug and Alcohol Services including residential treatment programs;</li> <li>• Mental Health inpatient services;</li> <li>• Corrective Services;</li> <li>• other non-government organisations; and</li> <li>• self-referral.</li> </ul>	11 (a) (b) (d) (e) (f) (g) (i)	Anglicare WA Inc. Pilbara Community Legal Service

14	<b>Private Rental Tenancy Support Services Program</b>	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.	11 (a) (b) (c) (k)	Agencies for South West Accommodation Inc. trading as Accordwest Australian Red Cross Society (WA Division) Multicultural Services Centre of Western Australian Inc.
15	<b>Public Tenancy Support Services Program</b>	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.	11 (a) (b) (c) (k)	Anglicare WA Inc. (ceasing from October 1 2015) Anglicare WA Inc. (ceasing from August 2016). Avon Youth Community and Family Services Inc. Carnarvon Family Support Services Inc. Centrecare Inc. (ceasing from October 1 2015) Kimberley Community Legal Services Inc. Mission Australia ACN 000 002 522 (ceasing from October 1 2015) Mission Australia ACN 000 002 522 - Murchison
16	<b>Homeless Accommodation and Support Services</b>	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.	11 (f)	Mental Health Commission
17	<b>Homeless Accommodation and Support Services - Homeless Assessment and Referral Service</b>	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.	11 (g) (l)	Centrecare Inc.
18	<b>Family and Domestic Violence Coordinated Response</b>	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.		Anglicare WA Inc Eastern Region Domestic Violence Services Network Inc Mission Australia ACN 000 002 522 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
19	<b>Safe at Home</b>	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.	11 (a)	City of Stirling Patricia Giles Centre Inc. Ruah Community Services Share and Care Community Services Group Inc. South West Refuge Inc. The Lucy Saw Association Inc.
20	<b>Domestic Violence Outreach</b>	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.	11 (a)	Anglicare WA Inc. Chrysalis Support Services Inc. Goldfields Women's Refuge Association Inc. Pat Thomas Memorial Community House Inc. Pilbara Community Legal Service
21	<b>Family and Domestic Violence Accommodation and Support Services</b>	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. Referral s 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.	11 (a)	Communicare - Tuart House Pat Giles Centre Inc - Ellenbrook Refuge Aboriginal Alcohol and Drug Service - Wooree Miya Women's Refuge

22	<b>Homelessness Data and Reporting</b>	'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 Infoxchange 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 2015-17 NPAH Agreement.	11 (l)	Department for Child Protection and Family Support
23	<b>Homelessness Service System Reform</b>	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 2015 Western Australia State Budget for 2015-16 and included in the Forward Estimates for 2016-17. A list of NAHA services is attached including the allocation of this additional funding to services.	11 (a) (b) (c) (d) (e) (f) (g) (h) (i) (j) (k) (l) (m)	104 services funded under the NAHA

Sub-total -priority output 11(a) (domestic and family violence services) **	\$14,963,786
Sub-total - priority outputs 11(b) and 11(c) (children and youth services) **	\$11,137,881
Funding 2015-16	\$29,940,000
Funding 2016-17	\$29,940,000
Total funding	\$59,880,000

**Additional Notes: Western Australia  
Expenditure for the priority outputs**

As noted in Part One of the Project Plan, in Western Australia, there are a number of programs that are directly aligned with the priority outputs of family and domestic violence, youth and support for children who are homelessness or at risk of homelessness. For such programs / services the full funding amount has been included in the applicable priority expenditure column.

It is also noted however that a number of NPAH programs, whilst not having family and domestic violence, for example, as a priority target group, do provide services to individuals and families where family and domestic violence may be identified as one of several reasons for seeking assistance. In such cases, expenditure (at a program level) has been estimated based on 2013-14 SHSC data and 2014-15 funding levels to determine how much expenditure is aligned to the priority outputs.

**Homelessness Service System Reform**

Please note that all NPAH outputs have been included under this initiative given the range of NAHA services providing assistance to individuals and families experiencing homelessness or at risk of homelessness. However output (l) is the focus of this initiative – improvements in service coordination and provision. Expenditure under the priority outputs has therefore not been included.

## Expected reports, reviews or evaluations

In accordance with clause 30(a) and 31 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	Western Australian Auditor General's Report – Implementation of the National Partnership Agreement on Homelessness in Western Australia	Completed
2	Social Systems and Evaluation – National Partnership Agreement on Homelessness Evaluation of Western Australian Programs	Completed
3	A review of the Derby Aboriginal Short Stay Accommodation (under the Remote Rough Sleepers Accommodation program) is being undertaken by the Department of Housing and Department of Child Protection and Family Support.	August 2016
4	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
5	Professor Donna Chung's evaluation of the Safe at Home service delivery pilot model - Evaluation of 24 hour emergency accommodation response to high risk domestic and family violence for women and children	July 2017
6	Department for Child Protection and Family Support overview of available SHSC data related to Western Australian NPAH programs.	September 2017
7	Data relating to the Family and Domestic Violence Coordinated Response Services and the At-Risk Youth Accommodation Service.  For Coordinated Response Services this will include how many family and domestic violence incident reports were assessed and managed. For example, whether the client/s were referred to police, the Department for Child Protection and Family Support or allocated to the Coordinated Response Services, noting that some clients will receive a joint response which will involve two or more Family and Domestic Violence Response Team members.  For At Risk Youth Accommodation, this will include available data regarding the aggregated number of placement days provided during a reporting period (a placement day is defined as the period 1700 hrs to 1000 hrs the following day), the number of young people who accessed the service and information regarding the provision of transport passes provided to the young people.	September 2016 and September 2017

**Project Plan Sign off (Parts One and Two)**

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

Signature AK Mitchell Date 28/4/2016  
The Hon Andrea Mitchell MLA, Minister for Child Protection

CP  
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Signature \_\_\_\_\_ Date 05.05.16  
The Hon Christian Porter MP, Minister for Social Services