

Western Australia Project Plan

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

PART 1: PRELIMINARIES

1. This Project Plan is a schedule to the 2014-15 National Partnership Agreement on Homelessness (NPAH) and should be read in conjunction with that Agreement. The objective in the National Partnership is: *The Parties will sustain their commitment to reducing homelessness through sustained effort and partnerships with business, the not for profit sector and the community.*
2. The NPAH supports Commonwealth and jurisdictions efforts to reduce homelessness levels across Australia, recognising that a reduction in homelessness requires targeting key groups: rough sleepers; people experiencing homelessness more than once, people experiencing violence, especially women and children; children and young people, including those subject to or exiting care and protection; Indigenous people; and people exiting social housing and institutional care, such as health and mental health services, juvenile justice or adult prisons. The relationship between overcrowding, housing and homelessness is also recognised.

PART 2: TERMS OF THIS PROJECT PLAN

3. This Project Plan will commence on 1 July 2014, provided 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.
4. As a schedule to the NPAH, the purpose of this Project Plan is to provide the public with an indication of how the reform or project is intended to be delivered and demonstrate Western Australia's capacity to achieve the outcomes of the NPAH.
5. This Project Plan will cease on completion or termination of the NPAH, including the processing of final payments against performance benchmarks or milestones.
6. This Project Plan may be varied by written agreement between the Commonwealth and State Ministers responsible for it under the overarching NPAH.
7. The Parties to this Project Plan do not intend any of the provisions to be legally enforceable. However, that does not lessen the Parties' commitment to the plan and its full implementation.

PART 3: STRATEGY FOR WESTERN AUSTRALIA IMPLEMENTATION

Initiative information – Service Continuity

For Table 1: See attached

Reform Directions

8. *[Note the purpose of this component is to provide a description of what reform directions will be undertaken in 2014-15.]*

In 2014-15 the reform of the homelessness sector that commenced during the initial NPAH from 2009-13 and then the transitional NPAH from 2013-14, will continue. The development and implementation of the NPAH programs afforded opportunities to progress reform to achieve a better connected, integrated and responsive service system. This continues through both the NPAH and the National Affordable Housing Agreement (NAHA) and focuses on the three key outcomes of early intervention and prevention, a better integrated system; and breaking the cycle of homelessness.

The key activities to be undertaken in 2014-15 are:

- Active participation in the planned Commonwealth review of the housing and homelessness service system and review of the current NPAH programs in Western Australia to identify areas for service improvement to be incorporated with a future longer term agreement.
- Review of the Western Australian Homelessness State and Regional Plans.
- The staged implementation of the Homelessness Assessment and Referral Service (Entrypoint). Entrypoint commenced in February 2014. In the first year of operations, Entrypoint will take referrals from only three of the Department for Child Protection and Family Support (the Department) offices, the afterhours Crisis Care Unit and the Department of Housing's Homeless Advisory Services and self-referrals. The staged implementation will support and preserve the sustainability of the service as it develops and expands to all district offices.
- The State Government has and will continue to invest heavily in effective homelessness services and new homelessness accommodation initiatives.
 - New facilities such as the St Bart's Lime Street complex and the Oxford Foyer provide much needed relief for people experiencing homelessness in inner city Perth.
 - In early 2014, 'Beacon' opened which is an inner city service providing accommodation and support to single men with an increased capacity to 102 beds.
 - An Interim Night Shelter for Tom Fisher House officially opened in April 2014 providing accommodation and support for up to seven chronically homeless men. Construction of the new purpose built premises will occur in 2014-15. It is expected Tom Fisher House will open in July 2015.
 - There is on-going active engagement with community sector organisations responding to inner city rough sleepers, including participation and contribution in forums and activities, such as Registry Week.
- Construction of the Derby Aboriginal Short Stay Accommodation Service. This facility will accommodate up to 54 people in both individual and family units and has been designed for Aboriginal people who are visiting Derby, who may otherwise sleep rough or in overcrowded households. The Derby facility is due to open in August 2014.
- Continued reform and commitment to addressing family and domestic violence and responding to vulnerable women and children who as a result of family and domestic violence become homeless. Western Australia's Family and Domestic Violence Prevention Strategy to 2022 sets out a commitment by Western Australia to reduce the incidence of family and domestic violence through a focus on integration and reform over the longer term. In 2014 a Reference Group will be convened to explore the issues impacting on regional Western Australia, in particular the Kimberley region. The Reference Group will

include representation from government and community sector organisations who will work closely with key stakeholders in the area.

- In the Kimberley region, the Department will be introducing an on-call Safe House Model which incorporates outreach services and brokerage. This revised service model is based on contemporary best practice.
- Since July 2013, the Department has also been working in partnership with the Women's Council 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 four 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's Crisis Care Unit and the Homeless Referral Service to provide better access into services.
- In 2014-15, planning and construction will progress for a new metropolitan women's refuge.

Estimated costs

9. The maximum financial contribution to be provided by the Commonwealth to the jurisdiction is \$14.97 million payable in accordance with Part 5 of the NPAH. All payments are exclusive of GST.

Risk management

[Note: the purpose of this component is to demonstrate that a risk assessment has been undertaken, any identified risks considered and a risk management plan has been developed].

10. A risk management plan is in place for service delivery initiatives. Risks have been actively identified, entered into a risk log and categorised in terms of impact and likelihood. The risk management plan does not need to be provided to the Commonwealth.

Relevant State or Territory Context

[Note: This section should provide a brief statement on the particular state or territory's unique circumstances as context for the approach taken to deliver on the National Partnership's outcomes and objectives.]

11. In developing this Project Plan consideration has been given to relevant Western Australian context. Key factors that have influenced the proposed direction are:
 - a. Under the NPAH, provision of support services and accommodation for people who are homeless or at risk of homelessness will be contained at the level of service effort existing at the expiry of the 2013-14 NPAH.
 - b. The *National Partnership Agreement on Homelessness Evaluation of Western Australian Programs Final Report* (March 2013) (the NPAH Evaluation) and the audit conducted by the Western Australian Office of the Auditor General tabled in the State Parliament in October 2012, both indicated that Western Australian NPAH programs were been successfully implemented with positive outcomes for clients. The Auditor General determined that all programs were delivered as agreed in the 2009-13 Implementation Plan and that most programs met or exceeded client targets.
 - c. Though there have not been any additional Western Australian audits or formal reviews during 2013-14, data and progress reports from services indicate their continued commitment to meeting contractual requirements and their commitment to make a positive difference to people experiencing homelessness.

- d. In Western Australia, specialist homelessness services funded under the National Affordable Housing Agreement (NAHA) provide a critical safety net for people experiencing or at risk of homelessness. There are 110 NAHA specialist homelessness services recurrently funded to provide accommodation and or a range of supports to assist people address the underlying causes of their homelessness and to assist them to become independent. The NPAH evaluation found the implementation of the NPAH programs has resulted in more effective working relationships between specialist homelessness services and mainstream agencies.
- e. Access to safe, secure, affordable housing underpins the economic and social well-being of Western Australian households and their communities. The high cost of housing in recent years has led to significant levels of housing stress among low and moderate income households and growing numbers of people seeking assistance from homelessness service providers due to financial hardship.
- f. Population growth, a relatively strong economy and favourable living conditions, have created significant demand for housing in Australia and indeed Western Australia where the resource boom has resulted in significant population growth in comparison to the rest of the country.
- g. Through the State Government's *Affordable Housing Strategy 2010-2020: Opening Doors to Affordable Housing* (Opening Doors), the Department of Housing is firmly focussed on helping Western Australians progress towards home ownership. As part of Opening Doors, the Department of Housing plays a pivotal role in connecting stakeholders and partners from the private and not-for-profit sectors, local government authorities and other State Government agencies to deliver at least 20,000 more affordable homes by 2020 for low to moderate income earners.
- h. The Department of Housing provides a direct gateway for NPAH funded homelessness service providers to refer clients for public housing. The waiting list for public and or community housing is however extensive in Western Australia, as with other states and territories. Programs and dwellings are urgently needed. The Department of Housing has indicated it is unlikely to build and manage the properties required within the current funding commitments. Any future Agreement/s must contain on-going funding for new building construction.

Reporting requirements

(Note: The purpose of this component is to maximise the data quality available for reporting on the 2014-15 NPAH. This component ensures existing SHSC data is high quality, accessible for NPAH reporting and that the reduced reporting arrangements are viable for the parties, as well as the AIHW.)

12. Reporting requirements for jurisdictions under previous NPAHs have been replaced with a requirement for jurisdictions to ensure that NPAH funded agencies participate monthly in the Specialist Homelessness Services Collection (SHSC) administered by the Australian Institute of Health and Welfare (AIHW).
13. The Commonwealth will utilise existing data provided in the SHSC for NPAH reporting. Data will be sourced by the Commonwealth from the SHSC, significantly reducing the reporting burden on jurisdictions.

14. Western Australia agrees to ensure funded services and initiatives that are in-scope for the SHSC participate in the SHSC or have an exemption from participation agreed by the Commonwealth.
15. The Commonwealth will monitor agency reporting in the SHSC. Western Australia agrees to complete information in through the SHSC regarding:
 - a. non-participation indicator and reason (if applicable); and
 - b. NPAH funding indicator.
16. Western Australia agrees to allow the AIHW to provide the Department of Social Services (DSS) information to monitor agency participation in the SHSC and confidentialised client level data, including a unique identifier for NPAH-funded agencies, to inform NPAH reporting on client outcomes in relation to NPAH funding. The data provided by the AIHW will not be able to ascertain the identity of SHS clients and agencies, and will satisfy all privacy and confidentiality requirements.
17. The AIHW will continue to allow three months for agencies to submit their data and will notify DSS of agencies which are required to participate but have not submitted data into the SHSC after the reporting due date.

Sign off

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

Signature

Date

The Hon Helen Morton MLC, Minister for Child Protection

Signature

Date

The Hon Kevin Andrews MP

Part 3: STRATEGY FOR WESTERN AUSTRALIA IMPLEMENTATION

Initiative information – Service Continuity

Table 1: Description of initiatives including services funding under each initiative

No.	*Initiative Title	Short description of Initiative	Output/s addressed (refer to Clause 10 of NP)	Name of Service Provider/s
1	Youth Services - Foyer Model – Accommodation for Homeless Young People	<p>The Foyer is an international model where stable supported accommodation is provided to young people who are homeless or at risk of homelessness.</p> <p>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.</p>	<p>16 (g) Support services for homeless people, including families with children, to stabilise their situation and to achieve sustainable housing.</p> <p>16 (d) Support services to young people aged 12 - 18 years who are homeless or at risk of homelessness to re-engage with their family where it is safe to do so, maintain sustainable accommodation and engagement with education and/or employment.</p>	Oxford Foyer
				Anglicare WA Inc.
2	Street to Home	<p>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.</p> <p>The Street to Home program has three elements; Assertive Outreach Team (AOT), a Mobile Clinical Outreach Team (MCOT), and Housing Support Workers (HSW). MCOT supports clients under the Street to Home program.</p>	<p>16 (h) Outreach programs to connect rough sleepers to long-term housing and health services.</p> <p>16 (g) Support services for homeless people, including families with children, to stabilise their situation and to achieve sustainable housing.</p>	Assertive Outreach
				Ruah Community Services
				St Patrick's Community Support Centre Ltd
				UnitingCare West
				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				
3	Safe at Home	<p>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.</p>	<p>16 (f) Support services for women and children experiencing domestic and family violence to stay in their present housing where it is safe to do so.</p>	Safe At Home
				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.				
4	Domestic Violence Outreach	<p>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.</p>	<p>16 (f) Support services for women and children experiencing domestic and family violence to stay in their present housing where it is safe to do so.</p>	Domestic Violence Outreach
				Anglicare WA Inc.
				Chrysalis Support Services Inc.
				Goldfields Women's Refuge Association Inc.
				Pat Thomas Memorial Community House Inc.
Pilbara Community Legal Service				
5	Domestic Violence Child Support Workers	<p>Domestic Violence Child Support Worker services provide child centred responses to children in domestic violence accommodation services to improve linkages with mainstream services including schools, child care and health professionals. The Domestic Violence Child Support Worker initiative is a key strategy to improve the support provided for children who are homeless, including support to maintain contact with the education system.</p>	<p>16 (i) Support services for children who are homeless or at risk of homelessness including to maintaining contact with the education system.</p> <p>16(f) Support services for women and children experiencing domestic and family violence, including to stay in their present housing where it is safe to do so.</p>	Domestic Violence Child Support Worker
				Anglicare WA
				Share and Care Community Services Group Inc.

No.	*Initiative Title	Short description of Initiative	Output/s addressed (refer to Clause 10 of NP)	Name of Service Provider/s
6	Coordination Worker: Children in Domestic Violence Accommodation	The Keeping Kids Safe Project strengthens the responses to children in domestic violence accommodation services to improve integration with mainstream services including schools, child care and health professionals. The project provides workforce development opportunities for Children's Advocates and Child Support Workers in refuges and provides information, training, and resources to improve the support provided to children and young people accompanying their mother or primary caregiver into a domestic violence refuge.	16 (i) Support services for children who are homeless or at risk of homelessness including to maintaining contact with the education system. 16(f) Support services for women and children experiencing domestic and family violence, including to stay in their present housing where it is safe to do so.	Co-ordination Worker: Children in Domestic Violence Accommodation The Women's Council for Domestic and Family Violence Services (WA)
7	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.	16 (g) Support services for homeless people, including families with children, to stabilise their situation and to achieve sustainable housing. 16 (d) support services to young people aged 12 - 18 years who are homelessness or at risk of homelessness to re-engage with their family where it is safe to do so, maintain sustainable accommodation and engagement with education and/or employment.	Young Women Leaving Child Protection Services Parkerville Children and Youth Care Inc.
8	Homelessness Accommodation Support Worker	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.	16 (g) Support services for homeless people, including families with children, to stabilise their situation and to achieve sustainable housing.	Homelessness Accommodation Support Worker Agencies for South West Accommodation Inc. trading as Accordwest Anglicare WA Anglicare WA Australian Red Cross Society (WA Division) Centrecare Inc. Centrecare Inc. Fremantle Multicultural Service Inc. Geraldton Resource Centre Marmin Bowa Dumbara Aboriginal Corporation Mercy Community Service Inc. Mission Australia ACN 000 002 522 Patricia Giles Centre Inc. Pilbara Community Legal Service Inc. Share and Care Community Services Group Inc. Swan Emergency Accommodation Westaus Crisis and Welfare Service Inc. Youth Futures WA (Inc.)
9	Housing Support Workers – Corrective Services	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.	16 (g) Support services for homeless people, including families with children, to stabilise their situation and to achieve sustainable housing.	Housing Support Workers - Corrective Services Agencies for South West Accommodation Inc. trading as Accordwest Centrecare Inc. Geraldton Resource Centre Ruah Community Services Youth Futures WA (Inc.)

No.	*Initiative Title	Short description of Initiative	Output/s addressed (refer to Clause 10 of NP)	Name of Service Provider/s
10	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.	16 (b) Support services to assist homeless people with substance abuse issues to secure or maintain stable accommodation.	Housing Support Workers - Drug and Alcohol
				Anglicare WA Inc.
				Anglicare WA Inc.
				Centrecare Inc.
				Mission Australia ACN 000 002 522
				Pilbara Community Legal Service Inc.
Swan Emergency Accommodation				
11	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.	16 (c) Support services to assist homeless people with mental health issues to secure or maintain stable accommodation.	Housing Support Workers - Mental Health
				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				
12	Private Rental Tenancy Support Services	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.	16 (l) Support for private and public tenants to help sustain their tenancies, including through tenancy support, advocacy, case management, financial counselling and referral services.	Private Rental Tenancy Support Services
				Agencies for South West Accommodation Inc. trading as Accordwest
				Anglicare WA Inc.
				Anglicare WA Inc.
				Australian Red Cross Society (WA Division)
Multicultural Services Centre of Western Australian Inc.				
13	Public Tenancy Support Services	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.	16 (l) Support for private and public tenants to help sustain their tenancies, including through tenancy support, advocacy, case management, financial counselling and referral services.	Public Tenancy Support Services
				Anglicare WA Inc.
				Anglicare WA Inc.
				Avon Youth Community and Family Services Inc.
				Carnarvon Family Support Services Inc.
				Centrecare Inc.
				Kimberley Community Legal Services Inc.
				Mission Australia ACN 000 002 522
				Mission Australia ACN 000 002 522 - Murchison
				Pilbara Community Legal Service Inc.
Pilbara Community Legal Service Inc.				
14	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.	16 (i) Support services for children who are homeless or at risk of homelessness including to maintaining contact with the education system.	Support for Children in Homeless Families
				Centrecare Inc.
				Fremantle Multicultural Service Inc.
				Multicultural Services Centre of Western Australian Inc.
				Parkerville Children and Youth Care Inc.
Women's Health Care Association Inc.				

No.	*Initiative Title	Short description of Initiative	Output/s addressed (refer to Clause 10 of NP)	Name of Service Provider/s
15	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.	16 (h) Outreach programs to connect rough sleepers to long-term housing and health services. This program provides accommodation to people who may otherwise be sleeping rough.	Remote Rough Sleepers - Assertive Outreach
				Bega Garribirringu Health Services Inc. Centacare Kimberley Association Inc.
16	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.	16 (h) Outreach programs to connect rough sleepers to long-term housing and health services.	Remote Rough Sleepers - Accommodation
				Australian Red Cross - Kalgoorlie Aboriginal Visitors Accommodation Derby Aboriginal Visitor Accommodation Facility
17	Homeless Accommodation and Support Services - Tom Fisher Acute Homeless Night Shelter	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.	16 (h) Outreach programs to connect rough sleepers to long-term housing and health services. This program provides accommodation to people who may otherwise be sleeping rough.	Acute Homeless Night Shelter
				St Vincent de Paul Society
18	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.	16 (c) Support services to assist homeless people with mental health issues to secure or maintain stable accommodation.	Homeless Accommodation and Support Services - Individualised Community Living
				Mental Health Commission
19	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.	16 (e) Improvements in service coordination and provision.	Homeless Assessment and Referral Service - Entrypoint
				Centrecare Inc.
20	Family and Domestic Violence Accommodation and Support Services	Busselton Women's Refuge 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.	16 (f) Support services for women and children experiencing domestic and family violence to stay in their present housing where it is safe to do so.	Busselton Women's Shelter
				City of Busselton
21	Improved Financial Counselling Services	This is a continuation of funding provided under the 2009-13 and 2013-14 NPAH for Financial counselling services. Financial Counselling Services work with clients to resolve financial crises which may result in legal action, loss of essential services or eviction.	16 (l) Support for private and public tenants to help sustain their tenancies, including through tenancy support, advocacy, case management, financial counselling and referral services.	There are 47 Financial Counselling services State-wide
22	Homelessness Program Administration	Homelessness Program Administration enables the effective implementation of the NPAH program and includes projects that are critical to the reform of the sector including: NAHA specialist homelessness services reform; State and Regional homelessness plans; service standards review and implementation; protocols review and implementation; and workforce development.	16 (e) Improvements in service coordination and provision. 16 (k) workforce development strategies and career progression opportunities for workers in homelessness services.	Homelessness Program Administration
				Department for Child Protection and Family Support
23	Homelessness Data and Reporting	Homelessness Data and Reporting contributes to the National Housing reforms through implementation of Specialist Homelessness Service Collection.	16 (e) Improvements in service coordination and provision.	Homelessness Data and Reporting
				Department for Child Protection and Family Support
24	Homelessness Service System Reform	Funding to services funded under the NAHA to enable continuation of the reform agenda which supports the national response to homelessness.	16 (e) Improvements in service coordination and provision.	110 services funded under the NAHA
25	All Service Groups	The State Government provides supplementary funding to NPAH SHS. The 2014-15 funding of \$1,062 million is a one off payment applied services to attract and retain staff, improve the level of care they provide and assist them to deliver sustainable quality services in the future. This amount, commensurate of Component 1 funding is divided among all NPAH services.	16 (e) Improvements in service coordination and provision.	