

**IMPLEMENTATION PLAN FOR NATIONAL PARTNERSHIP AGREEMENT ON
HOMELESSNESS
BETWEEN THE COMMONWEALTH OF AUSTRALIA
AND
WESTERN AUSTRALIA**

PRELIMINARIES

1. Reducing homelessness will require all governments to pursue improvements to a wide range of policies, programs and services. The key strategies agreed in the National Partnership on Homelessness are:
 - a) More effort is required to prevent and intervene early to stop people becoming homeless and also lessen the impact of homelessness.
 - b) Breaking the cycle of homelessness with investment in services that help people get back on their feet, find stable accommodation and, wherever possible, obtain employment.
 - c) A better connected service system to achieve long-term sustainable reductions in the number of people who are homeless.
2. This Agreement recognises that a reduction in homelessness requires targeting key groups: rough sleepers, people experiencing homelessness more than once, people escaping 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, institutional care such as health, mental health, juvenile justice, or adult prisons.
3. This Agreement has been developed within the context of the broader Council of Australian Governments (COAG) Reform Agenda, which includes actions in healthcare, mental health, substance abuse, disabilities, housing, employment, education/training and overcoming disadvantage of Indigenous people. Together with other elements of the broader COAG Reform Agenda, this Agreement will improve the social inclusion of homeless Australians.
4. The National Partnership Agreement on Homelessness has an agreed focus of State and Territory effort on four core outputs of:
 - A Place to Call Home initiative;
 - Street to home for chronic homeless people;
 - Support for private and public tenants to help sustain their tenancies; and
 - Assistance for people leaving child protection services, correctional and health facilities.
5. It was agreed by COAG that the Commonwealth will provide an additional \$400 million over four years from 2009-10, and the States will match this with a \$400 million commitment, recognising efforts of the States in their most recent Budget. Specific requirements for State matched funding are that it:
 - directly addresses the outputs of the National Partnership Agreement on Homelessness;
 - is new effort and could include new recurrent and capital funding provided in State 2008-09 Budgets;
 - could include States' contribution to the National Partnership Agreement on Social Housing if directly linked to homelessness services; and
 - would be assessed by the Commonwealth on a case by case basis.

**National Partnership Agreement on Homelessness funding by Government
2009-10 to 2012-13 *
(\$ million)**

Government	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	C'lth #	Total
State and Territory	104.4	78.4	102.4	51.2	30.4	9.6	5.2	18.4	0	400.0
Commonwealth	101.4	76.2	99.5	49.7	29.5	9.3	5.1	17.9	11.4	400.0
Total	205.8	154.6	201.9	100.9	59.9	18.9	10.3	36.3	11.4	800.0

Note:

* Calculation of Homelessness NP funding is based on ABS 2006 Census Homeless people proportional breakdown by State and Territory.

Commonwealth funding is for national priorities of Research, and development of Information Technology

Guidelines outlining the requirements of State and Territory matching funding is at Attachment A.

This Agreement also incorporates A Place to Call Home Initiative (APTCH) and a core output is the implementation of APTCH. The Commonwealth will provide \$150 million over five years to the States and Territories for APTCH. The States and Territories will match the Commonwealth's \$150 million contribution.

The allocation of Commonwealth funding to APTCH is provided at Table 2 below.

**Table 2: A Place to Call Home: Commonwealth Funding - 2008-09 to 2012-13
(\$ million)**

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	Total
Commonwealth	38.78	29.54	35.70	17.08	11.06	5.00	5.00	7.84	150.0

FUNDING

In accordance with paragraphs 34 and 37 of the Homelessness National Partnership Agreement, the Commonwealth has determined that the following amounts will be offered to the State of Western Australia to support the outcomes of the Agreement:

2008-09	\$2.806 million
2009-10	\$11.902 million
2010-11	\$15.919 million
2011-12	\$16.558 million
2012-13	\$19.608 million

EXPENDITURE OF FUNDS

Funding provided by either party under this Agreement is agreed to deliver on the four core outputs and give priority and relative effort to the 12 additional outputs targeting key groups and expanding and improving services to people at risk or homeless. The outputs are detailed at paragraphs 15 to 18 of the National Partnership Agreement on Homelessness.

REPORTING

Western Australia will provide a detailed report on an annual basis to the Commonwealth against the outputs, performance indicators and timelines, as detailed in their respective Implementation Plans.

The Commonwealth will provide reports to the States and the Northern Territory and other relevant stakeholders against the performance indicators and timelines, as detailed in the Implementation Plans.

The reports will be provided within 12 weeks of the end of the relevant period, or as otherwise specified in the agreed Implementation Plans.

PAYMENT SCHEDULE

Each annual amount will be paid monthly at the beginning of the month and payments may be adjusted subject to status reports. The Commonwealth acknowledges the importance of continuity of services and will not withhold payments so as to place any undue financial risk on Western Australia, service providers or threaten the continuity of services to clients.

PROMOTION AND PUBLICITY

Jurisdictions will be required to acknowledge the Commonwealth's funding through the National Partnership Agreement on Homelessness in any publications, promotional materials and promotional activities relating to projects that are funded through the agreement.

STAKEHOLDER ENGAGEMENT

The parties will jointly write to peak bodies and service providers operating within the sector including an edited version of this agreement when the National Partnership on Homelessness is signed and provide opportunities for regular input and consultation.

REVIEW

The Implementation Plan is a working document and can be amended at any time with consent of both of the Parties. A formal review of the Implementation Plan will be conducted annually by the Commonwealth. The first annual review will be completed by no later than 30 May 2010 and a report will be provided to Western Australia by no later 30 June 2010.

GOVERNANCE

In Western Australia the Department for Child Protection is the lead agency with responsibility for implementing the National Partnership Agreement on Homelessness.

The Western Australian Council on Homelessness has been established with representatives from the not-for-profit sector and mainstream government agencies to provide advice to the Minister for Child Protection on matters relating to homelessness and achieve the homelessness outcomes required under the National Affordable Housing Agreement and National Partnership Agreement on Homelessness.

In addition, a Senior Officers Group has been established to progress the WA Implementation plan and includes representatives of relevant government Departments.

AREAS FOR FURTHER WORK

The parties will continue to work together to identify and plan areas for further reform, joint investment, to monitor progress against targets and revise these as necessary and agreed.

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Western Australian Context (as updated in 2010)

In Western Australia homelessness accommodation and support services, previously funded under the Supported Accommodation Assistance Program, provide a critical safety net for people experiencing homelessness. There are 122 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 Western Australian State Homelessness Strategy (SHS) 2002 – 2006 was a comprehensive across Government response to better meet the needs of people who are homeless or at risk of homelessness. As a result of the SHS \$52 million was provided for a range of additional services for people who are homeless, including services funded by the Department of Health's, Mental Health Division and Drug and Alcohol Office. Initiatives of the SHS have now been recurrently funded and constitute part of the State's ongoing response to homelessness.

Western Australia has also taken a multi-faceted approach to tackling housing affordability including help for first home buyers, introducing shared equity schemes such as First Start, building more public housing, improving land release, providing assistance to tenants and improving services to homeless people.

An important part of the homelessness service responses in Western Australia is the 2004 Western Australian Mental Health Strategy and consists of five key initiatives to address mental health demand including supported community accommodation for people with severe mental illness.

The Western Australian Government announced a new Social Housing Taskforce December 2008. Taskforce members were chosen from a range of community, industry and local government bodies for their individual expertise and ability to be innovative in coming up with new strategies to address the social housing shortages in the State.

The Taskforce is receiving positive support across all sectors and organisations to examine international and national models of social housing as a catalyst for developing Western Australian strategies to produce a vibrant and growing social housing sector. The Taskforce is due to report to the Minister for Housing by 30 June 2009.

Western Australia is well placed to implement initiatives under the National Partnership Agreement on Homelessness. Central to the implementation of the initiatives is engaging mainstream services such as Centrelink, Housing, Mental Health, Drug and Alcohol, Education and Job Networks. Engagement and integration with mainstream services in provision of accommodation and support for people experiencing or at risk of homelessness is an integral element of all initiatives.

The Western Australian Implementation Plan for the National Partnership Agreement on Homelessness (NPA) supports the achievement of four core outputs. Western Australia has also prioritised additional outputs in order to meet the performance benchmarks in the NPA.

The Western Australian Implementation Plan is not about doing more of the same but rather proposes to lever change in how homelessness is responded to in Western Australia by providing a more integrated response to homelessness. The initiatives focus on intervening early, preventing the cycle of

homelessness while addressing the needs of a range of target groups across metropolitan, regional and remote Western Australia.

A number of initiatives link directly with the Social Housing and Nation Building and Jobs Plan National Partnership Agreements to provide the essential support to ensure homelessness does not re-occur for people housed in the new properties.

All WA initiatives have a component of brokerage funding to ensure services are responsive to client needs and to facilitate an integrated approach between specialist homelessness services and mainstream agencies.

Western Australia will also work towards a better connected service system and more responsive services through improvement in service co-ordination. This includes the development of State and regional homeless action plans and appropriate service standards and accreditation mechanisms.

The Western Australian strategy is consistent with the direction of Commonwealth Government White Paper, *The Road Home: A National Approach to Reducing Homelessness* and is informed by the evaluations of the State Homelessness Strategy and the SAAP V Innovation and Investment Fund Pilot Projects.

The WA Implementation Plan has been developed in consultation with representatives from the homelessness sector in Western Australia including the Western Australian Council of Social Services Inc, the Women's Council for Domestic and Family Violence Services Inc, the Youth Advisory Council of Western Australia, the SAAP State Advisory Committee and key homelessness non government agencies in Western Australia.

A State Reference Group has been established to progress the WA Implementation plans including representatives of the Departments of the Premier and Cabinet, Treasury and Finance, Child Protection and Housing.

Lotterywest partnered with the Department for Child Protection to support the implementation of the initiatives by providing access to financial support for equipment and vehicles to transport clients.

In addition planning is progressing for a joined up approach with mainstream service providers, such as Department of Health: Mental Health Division and Drug and Alcohol Office, Department of Corrective Services, Department of Housing, Disability Services Commission, Public Advocate and the Department for Communities Office for Youth.

Existing Homelessness Accommodation and Support Services

Type of Service	Rural/ Remote	Metro	Total
Domestic Violence Accommodation	20	15	35
Youth Accommodation	10	16	26
Youth Support Services (Non Accommodation)	5	4	9
Single Men's Accommodation		7	7
Family Accommodation	3	8	11
Domestic Violence Outreach (Non Accommodation)	3	2	5
Cross Target Accommodation	8	4	12
Meals and Day Centres (Non Accommodation)	1	4	5
Outreach/Support Adults (Non Accommodation)	3	0	3
Family Safety Services (Non Accommodation)	3		3
Private Rental Advocacy	3	3	6
Total	59	63	122

Note: This table has been revised to reflect the streamlining of contracting arrangements which has resulted in fewer contracts. The number of services being provided has not decreased. Pilot projects previously funded under the Innovation and Investment Fund have now been included in the recurrent National Affordable Housing Agreement funding of specialist homelessness services.

Groups requiring special consideration

According to the Australian Bureau of Statistics, December 2008, Western Australia had a population of 2 163 300 people. 3.8 percent of the population of WA is Aboriginal or Torres Strait Islander. Although it has the largest land area of any Australian State or territory and makes up 32.9 percent of the Australian landmass, Western Australia accounts for approximately 10 percent of Australia's population. 60 percent of Aboriginal people live in the non-metropolitan area as compared to 25 percent of the non-Aboriginal population. There are many very small communities in the north and south of the State including Aboriginal communities, especially in the remote north. This geography presents a challenge to all purchasers and service providers who seek to ensure equity of access to services regardless of the location.

The *Counting the Homeless 2006 Western Australia* report identifies in Western Australia Indigenous people make up 11% of people experiencing homelessness.

Population Growth in Western Australia

Western Australia's population has grown at an average of 1.5 per cent over the last five years, accelerating in more recent years with net population growth of 2.7 per cent (50 000 people) over the last 12 months.

All States and Territories experienced positive population growth over the 12 months ended 31 December 2007. However, Western Australia and the Northern Territory recorded the largest percentage gains (2.4%).

Additional information: 2010

Roll out of NPA in Western Australia

Following the announcement of the WA Implementation Plan on 23 July 2009 a series of presentations were conducted across the State to inform specialist homelessness services and mainstream Government and non government agencies of the WA Plan.

Workshops were conducted across the state and were attended by specialist homelessness service providers, mainstream and government service providers, and the Department of Housing. Service specifications, incorporating input from agencies at the workshops were finalised and expressions of interest were called from eligible organisations.

Contracts for all NPAH metropolitan services and the majority of rural and remote services have now been finalised.

The new service providers have worked together with mainstream and key referring agencies to ensure consistency of service provision across organisations and also foster sharing of best practice and resources to facilitate a ‘no wrong doors’ approach.

In May 2010, a series of information sessions on the new initiatives were conducted across the State for stakeholders. These sessions outlined the new directions of intervening early and breaking the cycle by supporting people into long term sustainable housing. The sessions were also an opportunity to introduce new workers to mainstream service providers in order to facilitate local connections and networks.

The feedback from the non government sector has been extremely positive regarding the level of sector engagement and participation in the development and roll out of the WA NPAH Implementation Plan.

The consultation phase has resulted in excellent sector understanding of the requirements of the new initiatives and the need for increased integration with government and non government mainstream services. However, it has been a time intensive process to deliver across the state and has resulted in some delays in services commencing. As a result, the revised implementation plan includes revision to targets to reflect the commencement date of services in 2009-10.

In 2010, consultations with service providers identified that the targets set for the Housing Support Worker Mental Health and Corrective Services initiatives did not accurately reflect the complexity of client needs. Therefore the targets for those initiatives were revised to allow for adequate support for people engaged in the program to maximise opportunities for successfully maintaining long term stable housing.

Western Australia considers the initiatives undertaken will enable the following Performance Benchmarks at Attachment B in the Implementation plan to be met:

- By 2013, a decrease of 7 per cent of the number of Australians who are homeless to less than 12,455 (from the WA baseline of 13,391) - reduction of 937
- By 2013, a decrease of a third to 997 Indigenous Australians who are homeless (from the WA baseline of 1,496) - reduction of 499
- By 2013, a decrease by 25 per cent of the number of Australians sleeping rough to less than 1,794 (from the WA baseline of 2,392) - reduction of 598

The Department for Child Protection has commissioned the development of an evaluation framework for the Homelessness NPA initiatives using both quantitative and qualitative approaches. All Western Australian initiatives will be independently evaluated to identify outcomes achieved. Learnings from the evaluations will be circulated throughout the sector to improve responses to homelessness and develop further initiatives.

Reform of the homelessness sector

The Western Australian Council on Homelessness (WACH) has been established with representatives from non government sector and mainstream government agencies to provide advice to the Minister for Child Protection on matters relating to homelessness and achieve the homelessness outcomes required under the National Affordable Housing Agreement (NAHA) and Homelessness NPA. The WA Council on Homelessness will be convening regional seminars with senior government officers and local stakeholders to facilitate the development of regional plans.

A senior officers group, referred to in the Implementation Plan as a State Reference Group, has met regularly throughout the development and implementation phase of the NPA to oversee progress. The senior officers group is made up of representatives of:

- Department for Child Protection (Chair);
- Department of the Premier and Cabinet;
- Department of Treasury and Finance;
- Department of Housing;
- Department of Health - Drug and Alcohol Office;
- Department of Corrective Services;
- Mental Health Commission;
- WA Police
- Public Advocate; and
- Lotterywest.

The revised Terms of Reference include capacity to identify systemic issues that may impede the success of the new programs and work towards a whole of government response to resolving issues.

Following the commencement of NAHA there has been no reduction in service provision or funding for non-government homelessness services previously funded under the Supported Accommodation and Assistance Program (SAAP V).

The Department for Child Protection arranged for a smooth transition of contract arrangements from the SAAP to NAHA and funding has continued. However, specialist homelessness services have been encouraged to reform in line with the White Paper directions and provide better integrated services. The Department has worked with service providers to streamline contracts to reduce duplication and enable greater flexibility in responses for clients within the service.

As contracts are being renewed the following has been incorporated into all new contracts:

The National Affordable Housing Agreement (NAHA) provides the framework for the Commonwealth and State/Territory Governments to work together to improve housing affordability and homelessness outcomes. The NAHA aspirational objective is that all Australians have access to affordable, safe and sustainable housing that contributes to social and economic participation. The outcome for people who are homeless or at risk of homelessness is to achieve sustainable housing and social inclusion. This will be achieved through assisting people who are homeless to secure and sustain their tenancies and to assist in moving from crisis accommodation or primary homelessness to sustainable accommodation.

The Commonwealth Government's White Paper: The Road Home states that the response to homelessness will be implemented through three strategies:

- ***Turning off the Tap: services will intervene early to prevent homelessness.***
- ***Improving and expanding services: services will be more connected and responsive to achieve sustainable housing, improve economic and social participation and end homelessness for their clients.***
- ***Breaking the cycle: people who become homeless will move quickly through the crisis system to stable housing with the support they need so that homelessness does not re-occur.***

The new initiatives are a means to lever change in how mainstream agencies work together with specialist homelessness services. The Western Australian Implementation Plan is not about doing more of the same but rather it strengthens responses to homelessness by providing a more integrated service system. Central to the implementation of the initiatives is engaging mainstream services such as Centrelink, Housing, Mental Health, Drug and Alcohol, Education and Employment Services. Engagement and integration with mainstream services in the provision of accommodation and support for people experiencing or at risk of homelessness is an integral element of all initiatives.

The Department of Housing and the Department for Child Protection are committed to ensure the support services provided through the Homelessness NPA are aligned with properties allocated to people on the Department of Housing Priority Waitlist. The two Departments are working closely to ensure an integrated response. A number of initiatives link directly with the Social Housing and Nation Building and Jobs Plan National Partnership Agreements to provide the essential support to ensure homelessness does not reoccur for people housed in the new properties. This funding for housing is estimated at \$640 million.

Broader social services reforms and initiatives

A number of initiatives are underway in Western Australia which will complement the initiatives outlined in the Implementation Plan. These include:

Affordable Housing

In 2009, the WA State Government released two strategic housing reports:

- **More Than A Roof and Four Walls** which was produced by the Social Housing Taskforce; and
- **Housing 2020: Future Directions for Affordable Housing** which provided an initial blueprint for a State Affordable Housing Strategy.

Housing 2020 suggested potential directions for system change including public housing reform, promoting growth through sectors such as community housing, increasing land and housing options and improving support and transition incentives. These broad reform areas are now being explored through the development of a State Affordable Housing Strategy.

The Strategy will detail a range of actions to increase housing options for those on low and moderate incomes. It will also reflect the directions of the Homelessness NPA WA Implementation Plan, particularly the need for effective, integrated services to respond to and reduce homelessness.

Mental Health

In March 2010, the Western Australian Mental Health Commission was established with a focus on people living with a mental illness and their ability to recover. A priority is to improve the way individualised care is provided and co-ordinated for people with a mental health illness. The new Mental Health Commission will also actively involve mental health consumers and carers in the planning and delivery of mental health services. This focus on mental health will enable the State to have dedicated and tailored services that will provide the best possible care available to people with a mental illness.

A range of new initiatives are being implemented in Western Australia for people with mental illness including:

- Youth Reach South (YRS) and YouthLink work with transient young people with mental health disorders and illnesses. Approximately 80% of YRS accepted referrals of young people have a current history of homelessness. The model is one of assertive outreach, early intervention and a strong focus on engagement;
- A new accommodation and support service for young people (aged between 17 and 22 years) who either have a very serious and persistent mental illness or are at very high risk of developing a mental illness commenced in Fremantle in 2010. Accommodation is being provided from a purpose built facility for 16 young people;
- § Project 50 is a new service for people with a mental illness who are homeless or at risk of homelessness, assist them to live in the community with appropriate treatment and support; and
- A new 34 bed accommodation service for people with a mental illness who are at risk of or experiencing homelessness is due to open in September 2010. The service will provide accommodation and intensive support for up to 12 months.

Other Service Integration developments in Western Australia that will complement reform of the homelessness sector

Family Support

The Department for Child Protection, in partnership with the community services sector, will facilitate the development of family support hubs across the metropolitan and regional areas. Family support hubs will connect clients to specialised services that work with vulnerable children and families to deliver a holistic and networked approach to children and families at risk or experiencing crisis.

Family support hubs will bring these services together in each region to work in an integrated and coordinated way. The establishment of family support hubs will make seeking support for families easier and less threatening and facilitate another opportunity to work with families.

Homelessness services for families, young people and women and children experiencing domestic violence will be part of the family support hubs and the hub will provide a common entry point for families and individuals who are homeless or at risk. The common entry point will provide a team of workers skilled in providing assessment, referral and support and will also enable a 'no wrong doors' approach.

Domestic Violence

A new approach is being implemented for Family and Domestic Violence Case Management and Coordination across the state to monitor and support the management of domestic violence cases with a focus on case management of high risk cases and integrated responses to family and domestic violence.

Family and Domestic Violence Case Management and Co-ordination Services are responsible for:

1. Linking family and domestic violence agencies together to facilitate integrated, best practice local responses to the identification, case management, co-ordination and monitoring of responses to family and domestic violence;
2. Providing a structured forum through which State-wide protocols are followed regarding the sharing of information, risk assessment and safety planning;
3. Providing a forum for discussion, problem solving, planning and implementation of strategies regarding barriers and issues that impede an integrated response to family and domestic violence;
4. Monitoring family and domestic violence service delivery and be collectively accountable with other agencies for the quality of services to victims and perpetrators in the geographical area they cover; and
5. Provide data and reports as requested and participate in reviews and evaluations.

To achieve optimum outcomes for clients, Family and Domestic Violence Case Management and Co-ordination Services facilitate co-ordinated and integrated agency responses at a local level. The purpose of the collaborative response is to keep adults, young people and children safe by maintaining relationships between agencies to deliver integrated responses.

Overview: Western Australian Implementation plan

The Western Australian Implementation plan is closely aligned with the White Paper on homelessness and is centred on the three core strategies of the National Partnership Agreement on Homelessness:

1. Preventing homelessness and intervening early so that fewer people become homeless;
2. Breaking the cycle of homelessness so fewer people remain or re-enter homelessness; and
3. Working towards a better connected, integrated and responsive service system.

1. Early intervention and prevention

The following initiatives aim to reduce the numbers of people becoming homeless:

- Private Rental Tenancy Support
- Public Tenancy Support
- Assistance for young women leaving child protection
- Housing Support Workers – Mental Health
- Housing Support Workers – Corrective Services
- Housing Support Workers – Drug and Alcohol
- Safe at Home

2. Breaking the Cycle

The following initiatives aim to break the cycle of homelessness for people experiencing homelessness:

- A Place to Call Home – Social Housing Dwellings
- A Place to Call Home – Foyer
- Street to Home
- Homelessness Accommodation Support Workers
- Outreach for remote rough sleepers
- Support for children who are homeless

3. Better Integrated Service system

- Pilot project for people with exceptional complex needs

The design and implementation of the new initiatives will be both a driver of, and reliant on, improved integration of the service system, including mainstream and specialist homelessness services.

FUNDING SUMMARY

National Partnership Agreement on Homelessness - WA Implementation Plan Summary

Core Outputs								
	Key Strategy	Outputs	Capital State	Capital C/W	Land State	Support C/W	Support State	Total
16 (a)	Breaking the cycle	Implementation of the <i>A Place to Call Home</i> initiative	14.6	17.10			2.50	34.20
16 (b)	Breaking the cycle	Street to Home Initiatives for chronic homeless people (rough sleepers)	23.70		7	9.50	2.64	42.84
16 (c)	Early intervention and prevention	Support for private and public tenants to help sustain their tenancies, including through tenancy support, advocacy, case management, financial counselling and referral services				9.30	16.38	25.68
16 (d)	Early intervention and prevention	Assistance for people leaving child protection services, correctional and health facilities, to access and maintain stable, affordable housing				6.43		6.43
Total Core Outputs			23.70		7.00	25.23	19.02	74.95
Additional Outputs								
	Key Strategy	Outputs						
17 (b)	Prevention and early intervention	Services to assist homeless people with substance abuse to secure or maintain stable accommodation				5.04		5.04
17 (e)	A better connected service system	Test new funding models for specialist homelessness services that reflect the costs of delivering services to clients with complex needs				0.15		0.15
17 (f)	Prevention and early intervention	Support for Womens and children experiencing domestic and family violence to stay in their present housing where it is safe to do so				5.33	1.56	6.89
17 (g)	Breaking the Cycle	Assistance for homeless people, including families with children, to stabilise their situation and to achieve sustainable housing				8.20		8.20
17 (h)	Breaking the Cycle	Outreach programs to connect rough sleepers to long term housing and health services				2.41		2.41
17 (j)	Breaking the Cycle	Support for children who are homeless				3.21		3.21
Total Additional Outputs						24.4	1.56	25.90
Total							21	100.9

Core Output 16(a) Implementation of the A Place to Call Home Initiative

Core Output 16(a) A Place to Call Home Initiative

Key Strategy: Breaking the Cycle

A Place to Call Home: 33 individual properties

Objective:

Improve outcomes for homeless people through the provision of additional housing and joined-up services to assist homeless people to achieve stable housing outcomes.

Description:

The A Place to Call Home – Social Housing Dwelling initiative will provide thirty three (33) newly purchased or constructed public housing dwellings over a three year period for homeless people. The 33 individual properties will house people on the Department of Housing Priority Wait List due to homelessness. A combination of spot purchased and newly constructed dwellings will provide 33 new social housing dwellings with tenants receiving targeted support services for the first year of their tenancy.

It is intended that homeless people will be able to maintain their tenure in dwellings provided once intensive support is no longer required. Homes acquired will be rolled into the mainstream social housing system when support is no longer required or at the expiry of twelve months.

Target Group

This initiative will meet the needs of people on the Department of Housing waitlist including single adults and couples. 11% of people assisted will be Indigenous.

Location

Metropolitan area

How will success be measured:

Success will be measured through data collected by service providers and through an annual customer perception survey.

- Number of people engaged by the services and length of support;
- Number of people assisted to obtain and maintain stable housing;
- Number of people assisted to access health supports including mental health and drug and alcohol services;
- Percentage of people who report confidence to manage their situation as a result of receiving the service; and
- Percentage of people who report their needs are met as a result of using the service.

Impact on Homelessness Output(s):

This initiative will support Core Output 16(a), Additional Output 17 (g).

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Core Output 16(a) Implementation of the A Place to Call Home Initiative

Performance Indicators

33 dwellings: Additional data will be provided to indicate the number of individuals supported depending on the number of individuals, couples and families supported.

Target: 100% of people assisted obtain and maintain housing for at least 12 months

	2008-09	2009-10	2010-11	2011-12	2012-13
Base	0	10	20	30	33
Target (number of dwellings)	10	10	10	3	0
Performance Indicator (total number of dwellings provided)	10	20	30	33	33

Core Output 16(a) Implementation of the A Place to Call Home Initiative

Foyer Model: accommodation for homeless young people

This service will commence full operation on completion of the purpose built premises. An interim model adopting Foyer principles will operate from September 2011 to enable provision of services for homeless young people. The interim Foyer will accommodate up to 14 young people. A second facility for up to 6 young women pregnant or with children will also cater for this target group from 1 October 2011. They will be supported for a period of two years.

This program is specifically designed for young people and adopts the 'housing first' principle, where stable and secure housing and linkages with mainstream services are both provided. The on-site support provides life skills development and the opportunity for young people to access education and training.

The Foyer development will provide secure housing and on-site support services for up to 100 young people, including 35 young people who are at risk of or experiencing homelessness, young people leaving child protection services, and young families.

Target Group

This initiative meets the needs of young people who are homeless including single young people, young people exiting the care of child protection services, and young families. 11% of people assisted will be Indigenous.

How will success be measured

Success will be measured through data collected by service providers and through an annual customer perception survey.

- Number of young people engaged by the services and length of support;
- Number of young people assisted to obtain and maintain stable long term housing;
- Number of young people linked with employment, education and/or training;
- Percentage of young people who report confidence to manage in their accommodation as a result of receiving the service;
- Percentage of young people who report their needs are met as a result of using the service; and
- Number of strategies implemented to improve service coordination and provision for young people through the Foyer model.

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Core Output 16(a) Implementation of the A Place to Call Home Initiative

Performance Indicators

Target: 100% of people assisted obtain and maintain housing for at least 12 months

	2008-09	2009-10	2010-11	2011-12	2012-13
Base	0	0	0	0	20
Target: Number of people sustained in tenancies	0	0	0	20	0
Performance Indicator (Total number sustained in tenancy)	0	0	0	20	20

Summary: Funding, Number of people assisted and Performance Indicators Core Output 16(a) A Place to Call Home Initiative

Funding period and level:

Proposal	2008-09 (\$ million)	2009-10 (\$ million)	2010-11 (\$ million)	2011-12 (\$ million)	2012-13 (\$ million)	Total (\$ million)
Aust Gov funding	2.806	2.806	2.806	2.806	5.856	17.08
State Gov funding: Capital	0.577	7.893	6.139			14.609
State Gov funding: Services	0.25	0.26	0.27	0.871	0.818	2.469
No of dwellings Social Housing	10	10	10	3		33
No of dwellings Foyer				20		20
Number of people assisted: Social housing	10	10	10	3		33
Number of people assisted: Foyer				35	35	70

1. Foyer support funding is recurrent

The strategies will contribute to meeting the following Performance Indicator:

- Proportion of Australians who are homeless;
- Proportion of Australians who are experiencing primary homelessness (rough sleeping);
- Increase in the number of people exiting care and custodial settings into secure and affordable housing;
- The proportion of people experiencing repeat periods of homelessness; and
- Number of young people who are homeless or at risk of homelessness who are re-engaged with family, school and work.

Core Output 16 (b) Street to Home for Chronic Homeless People

Core Output 16(b) Street to Home for Chronic Homeless People

Key Strategy: Breaking the Cycle

Street to Home

Objective: Decrease the number of rough sleepers in Western Australia by 25% by 2013

Existing measures:

\$83,000 per annum (2008-09) Street Present Project operating in Perth and Fremantle funded under the SAAP V Innovation and Investment Fund. Evaluation indicates program requires significant expansion.

New measures under Homelessness National Partnership Agreement

Street to Home is a comprehensive response for rough sleepers including single adults, families and young people. The program provides accommodation and wrap-around, whole-of-person support to improve long-term outcomes for rough sleepers, preventing them from cycling back into homelessness.

Street to Home has a strong focus on outreach through taking support and intensive case management to the person to ensure people who have been sleeping rough are supported into long-term secure, stable housing.

Case management and an integrated approach between specialist and mainstream agencies are integral to the program, and the inclusion of a brokerage component ensures services are responsive to individual clients' needs.

The initial focus of the program will be the inner city Perth and Fremantle areas, however, the program has the flexibility to work with rough sleepers across the metropolitan area.

The Street to Home Program is comprised of three integrated components:

1. Assertive Outreach Teams
2. A Mobile Clinical Outreach Team
3. Housing Support Workers.

Assertive Outreach Teams have the flexibility to work during and outside normal business hours to make initial contact with rough sleepers where they are residing or spending time during the day. The Workers address rough sleepers' basic needs, and accept referrals from a range of mainstream and specialist homelessness services including mental health, drug and alcohol, day centres, police, local government staff, hospitals and homelessness accommodation services.

Mobile Clinical Outreach Team provides rough sleepers with mental health and drug and alcohol assessment, intervention and medication management, and referral and active support to access and/or continue engagement with community mental health services. The Team will assist individuals to access mainstream community mental health drug and alcohol services, and can provide clinical sessions at flexible times that meet clients' needs.

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Core Output 16 (b) Street to Home for Chronic Homeless People

Housing Support Workers are directly linked to Assertive Outreach Teams and the Mobile Clinical Outreach Team to support rough sleepers to access and maintain long term stable accommodation. Accommodation may be provided in crisis accommodation services in the first instance or may be provided in the community through public or community housing. Where appropriate clients will be supported to return to live in the family home, or with other family members or friends.

Target Group

People who are homeless or at risk of homelessness, including families, men, women and young people (18 to 25 years), who are rough sleepers. Rough sleepers are defined as people who live on the streets and do not access stable accommodation. **11% of people assisted will be Indigenous.**

Location

At total of eight non-government service providers provide assertive outreach and housing support to rough sleepers across the metropolitan area. The Mobile Clinical Outreach Team is delivered through the South Metropolitan Area Health Service – Mental Health.

Impact on Homelessness Output(s):

This initiative will support Core Output 16(b) and Additional Outputs 17 (a) (b) (c) & (e)

How will success be measured:

Success will be measured through data collected by service providers and through an annual customer perception survey.

- Number of people engaged by the services and length of support;
- Number of people assisted to access health supports including mental health and drug and alcohol services;
- Percentage of people who report confidence to manage their situation as a result of receiving the service;
- Percentage of people who report their needs are met as a result of using the service; and
- Number of strategies implemented to improve service coordination and provision for rough sleepers.

Performance Indicator – Assertive Outreach

Proportion of Australians who are experiencing primary homelessness

Target: 50% of rough sleepers assisted access health supports including mental health and drug and alcohol services

Street to Home - Assertive Outreach	2009-10	2010-11	2011-12	2012-13
Number of people assisted	15	75	75	75
Base	0	8	45	83
Target: Number of rough sleepers who access mental health and drug and alcohol support	8	38	38	38
Performance Indicator (Total number of rough sleepers accessing mental health and drug and alcohol services)	8	45	83	120

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Core Output 16 (b) Street to Home for Chronic Homeless People

Performance Indicator – Housing Support Workers

Proportion of Australians who are experiencing primary homelessness

Target: 50% of people assisted obtain and maintain housing for at least 12 months

Street to Home - Housing Support Workers	2009-10	2010-11	2011-12	2012-13
Number of people assisted	56	261	261	261
Base	0	28	159	289
Target: Number of rough sleepers accommodated	28	131	131	131
Performance Indicator (Total number of rough sleepers accommodated)	28	159	289	420

Rebuild of St Bartholomew's House

A major new facility will be constructed for homeless people in the inner suburb of East Perth on land leased from the East Perth Redevelopment Authority. A total of 148 units will be built: 54 long-term, 12 crisis units, 42 transitional lodging-house units and a 40 bed aged care facility.

The East Perth complex will accommodate homeless men and be managed by St Bartholomew's House (St Bart's), an Anglican not-for-profit organisation. Construction will commence in 2010 for planned completion in 2012.

The State is contributing \$22m, the Federal Government Department of Health and Aging \$7.3m and Department for Environment \$.771m for ecological sustainable design features and St Bart's \$1m.

To complement the existing funding from the National Affordable Housing Agreement, additional support will be provided to the residents by housing support workers which are part Street to Home. St Bart's is committed to ensuring that people have access to a range of flexible accommodation options and are able to move seamlessly along the housing continuum from crisis to permanent housing.

Summary: Funding, Number of people assisted and Performance Indicators

Core Output 16(b) Street to Home for Chronic Homeless People

Funding period and level:

	2009-10	2010-11	2011-12	2012-13	Total
Australian Government Funding	1,942,726	2,324,809	2,557,961	2,721,382	9,546,878
State Funding: Capital			23,700,000		23,700,000
State Funding - Land			7,000,000		7,000,000
State Funding: Services	635,228	646,217	668,397	691,353	2,641,195
Number of people assisted	71	336	336	336	1079

The number of people assisted will contribute to meeting Performance Indicators:

- Proportion of Australians who are homeless;
- Proportion of Australians who are experiencing primary homelessness (rough sleeping); and
- The proportion of people experiencing repeat periods of homelessness.

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Core Output 16(c) Support for private and public tenants to help sustain their tenancies

Core Output 16 (c) Support for private and public tenants to help sustain their tenancies

Key Strategy: Early Intervention and prevention

Financial counselling

Objective: Reduce the number of people exiting social housing and private rental into homelessness by 25% by 2013.

Description:

A component of the State matching funding for the NPAH includes new recurrent funding for financial counselling services, provided through the Western Australian 2008-09 State Budget.

Financial Counselling Services work with clients to resolve financial crises such as the risk of legal action, loss of essential services or eviction. Services offer information, conduct assessments and provide options and support to assist consumers address identified problems and manage their financial situation more effectively.

Consumers with financial difficulties may also be experiencing other personal or social problems such as difficulties in sustaining housing, problem gambling, conflict or violence in a relationship or substance abuse. The service contributes to addressing the holistic needs of consumers by actively referring them to other relevant community resources and networks as appropriate.

Target Group

Single adults, Families, Young people.

Location

This is a state wide response including metropolitan, rural and remote.

Impact on Homelessness Output(s):

This initiative will support Core Output 16(c) and Additional Output 17 (a)

How will success be measured:

Success will be measured through data collected by service providers and through an annual customer perception survey.

- Number of people engaged by the services and length of support;
- Number of people assisted to maintain existing tenancy following financial counselling;
- Percentage of people who report confidence to manage financially as a result of receiving the service; and
- Percentage of people who report their needs are met as a result of using the service.

Targets for financial counselling services are not appropriate as this funding contributes to an existing financial counselling service system.

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Core Output 16(c) Support for private and public tenants to help sustain their tenancies

Hardship Utilities Grants (HUGS)

Objective: Reduce the number of people exiting social housing and private rental into homelessness by 25% by 2013.

Description:

Hardship Utility Grants Scheme (HUGS) provides financial assistance to people in genuine financial hardship to pay their utility accounts so as to avoid being disconnected or restricted from supply.

A component of the State matching funding for the NPAH includes new recurrent funding for HUGS, provided through the Western Australian 2008-09 State Budget.

HUGS is targeted towards the most disadvantaged in the community, including those at risk of homelessness. The scheme provides additional options, through Financial Counselling Services to limit the likelihood of essential utilities disconnection. An assessment tool and criteria has been developed to determine financial hardship and eligibility for the HUGS scheme.

Target Group

Families, single men and women, young people.

Location

This is a state wide response including metropolitan, rural and remote.

Impact on Homelessness Output(s):

This initiative will support Core Output 16(c).

How will success be measured:

Success will be measured through data collected by service providers and through an annual customer perception survey.

- Number of people engaged by the services and length of support;
- Number of people assisted to maintain existing tenancy following assistance with a Hardship Utilities Grant;
- Percentage of people who report confidence to manage financially as a result of receiving the service; and
- Percentage of people who report their needs are met as a result of using the service.

Targets for HUGS are not appropriate as this funding contributes to the existing HUGS program.

Private Rental Tenancy Support Services

Objective: Reduce the number of people exiting social housing and private rental into homelessness by 25% by 2013.

Existing measures:

\$1,209,780 per annum (2008-09) for 8 Private Rental advocacy and support services to assist people in private rental maintain existing tenancies.

\$310,000 per annum (2008-09) for “Home Link” – a service to provide practical support for people at risk of eviction from private rental.

New measures under Homelessness National Partnership Agreement

Description:

Private Rental Tenancy Support Services provides assistance to individuals or families experiencing difficulty in maintaining private rental tenancies. Assistance is structured around the needs of each person or family, and aims to prevent eviction and possible homelessness.

Tenancy Support Workers intervene at the earliest opportunity before debts or other tenancy management issues become too large, and use a case management approach to address issues that may lead to eviction. Support Workers work with clients to stabilise their tenancy and access a range of specialist and mainstream services. Where appropriate, clients are referred to financial counselling services which can also assist them to access the Hardship Utilities Grant Scheme (HUGS).

Building positive working relationships with local real estate property managers is an essential element of this service model, and Tenancy Support Workers are able, with tenants consent, to liaise with property managers/landlords. Tenants are offered support to negotiate a plan to stabilise threatened tenancies, which promotes early referral to the service, enables families and individuals to increase their knowledge and skills to maintain stable accommodation, and facilitates good outcomes for the tenancy.

Another key component in assisting clients to maintain their tenancy and avoid eviction is providing support that enables access and participation in education, employment and training opportunities, that improve clients’ economic and community participation.

Target Group

Families and individuals in private rental tenancies who are at risk of eviction and homelessness.

Location

- North West Metropolitan (3 FTE)
- South West Metropolitan (2FTE)
- Metropolitan wide - CaLD (1.5 FTE)
- South West (1 FTE)
- Great Southern (1FTE)

Impact on Homelessness Output(s):

This initiative will support Core Output 16(c) and Additional Output 17 (a)

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Core Output 16(c) Support for private and public tenants to help sustain their tenancies

How will success be measured:

The success of the program will be measured through data collected by service providers and through an annual customer perception survey.

- Number of people engaged by the services and length of support;
- Number of people who are in appropriate accommodation after 12 months;
- Number of people who access new or alternative appropriate accommodation.
- Percentage of people who report confidence to manage their tenancy as a result of receiving the service; and
- Percentage of people who report their tenancy support needs are met as a result of using the service.

Performance Indicator

Reduce the number of people exiting private rental into homelessness

Target: 75% of people assisted sustain tenancy for at least 12 months

Private Rental Tenancy Support Services	2009-10	2010-11	2011-12	2012-13
Number of people assisted	135	275	275	275
Base	0	101	308	514
Target: Number of people sustained in tenancies	101	206	206	206
Performance Indicator (Total number of people sustained in tenancy)	101	308	514	720

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Core Output 16(c) Support for private and public tenants to help sustain their tenancies

Public Tenancy Support Services

Existing measures:

\$ 4.5 million per annum (2008-09) for Supported Housing Assistance Program (SHAP) and In-home Practical Support to assist people in public housing maintain their tenancies.

New measures under Homelessness National Partnership Agreement

Description:

This program targets Department of Housing tenants facing difficulties maintaining a tenancy, and aims to prevent them reaching the point of eviction and possible homelessness. The program has a strong focus on building the capacity of tenants to resolve their tenancy challenges and sustain a long-term tenancy.

Housing Support Workers use a case management approach, and visit tenants in their homes on a regular basis to help resolve problems that are placing their tenancy at risk. Housing Support Workers provide tenancy advice and support, advocacy, practical assistance and linkage or referral to mainstream services. Tenants are assisted to manage budgets and develop skills to maintain a stable and functioning household, and receive guidance on ensuring external factors do not impact on the tenancy.

Participation in the program is with tenants' consent, but can become a condition of the tenancy where there has been a breach of prior tenancy agreements such as debts, poor property standards or anti-social behaviour. Pre-tenancy referrals may also be made where an individual or family is considered at risk due to previous accommodation or homelessness history.

A key component in assisting people to sustain their tenancy and avoid eviction and possible homelessness is integration with mainstream services. This includes supporting and assisting people to access and participate in education, employment and training opportunities to improve their economic and community participation.

Target Group

Existing Department of Housing tenants whose tenancy is in danger or who are at risk of eviction and homelessness, and new Department of Housing tenants identified as "at risk".
11% of people assisted will be Indigenous.

Location

Metropolitan

- North West Metropolitan (1FTE)
- South West Metropolitan (1FTE)
- South East Metropolitan (1FTE)

Rural and remote

- South West (1.5FTE)
- Murchison (1.5FTE)
- Wheatbelt (1.5FTE)
- Pilbara (1.5FTE)
- Kimberley (1FTE)

Impact on Homelessness Output(s):

This initiative will support Core Output 16(c) and Additional Output 17 (a)

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Core Output 16(c) Support for private and public tenants to help sustain their tenancies

How will success be measured:

Success of the program will be measured through data collected by service providers and through an annual customer perception survey.

- Number of people engaged by the services and length of support;
- Number of people who have been at risk of eviction who maintain their tenancy in public housing for at least 12 months (including new “at risk” tenants);
- Percentage of people who have been threatened with legal action or eviction while on the program;
- Percentage of people who report confidence to manage their tenancy as a result of receiving the service;
- Percentage of people who withdraw prior to completion of the support period;
- Percentage of people linked to secondary services and resources for extra assistance;
- Percentage of people who report their tenancy support needs are met as a result of using the service

Performance Indicator

Reduce the number of people exiting social housing into homelessness

Target: 75% of people assisted sustain tenancy for at least 12 months

Public Tenancy Support Services	2009-10	2010-11	2011-12	2012-13
Number of people assisted	60	240	240	240
Base	0	45	225	405
Target: Number of people sustained in tenancies	45	180	180	180
Performance Indicator (Total number of people sustained in tenancy)	45	225	405	585

Summary: Funding, Number of people assisted and Performance Indicators

Core Output 16(c) Support for private and public tenants to help sustain their tenancies

Funding period and level:

Proposal	2009-10	2010-11	2011-12	2012-13	Total
Australian Government Funding	2,039,168	2,365,749	2,431,399	2,498,870	9,335,186
State Funding: Brokerage					
State Funding: Services	3,830,000	4,987,300	3,746,319	3,820,000	16,383,619
Number of people assisted	195	515	515	515	1740

The number of people assisted will contribute to meeting Performance Indicator:

- Proportion of Australians who are homeless; and
- Reduce the number of people exiting social housing and private rental into homelessness.

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Additional Output 16(d) Assistance for people leaving child protection services, correctional and health facilities

Core Output 16(d) Assistance for people leaving child protection services, correctional and health facilities

Key Strategy: Early Intervention and prevention

Young Women Leaving Child Protection Services

Objective: Increase the number of people exiting care and custodial settings into secure and affordable housing

Existing measure

\$737,000 per annum (2008-09) for three Leaving Care Services for young people leaving statutory child protection care.

New measures under Homelessness National Partnership Agreement

Description

This program provides young women leaving child protection services, including young mothers, with independent living options and the opportunity to develop living skills that enable them to live independently long term. The program includes education programs, mediation, family support and parenting support programs. An essential element of the program providing young women with access to specialist services including employment, education and training and counselling.

Clients receive support for an average period of 12 months, and the program has a brokerage component to ensure service provision is responsive to client needs, and to facilitate an integrated approach between specialist homelessness services and mainstream agencies.

Target Group

Young women leaving child protection services, including young mothers. 11% of young women assisted will be Indigenous.

Location

South East Metropolitan area

Impact on Homelessness Output(s):

This initiative will support Core Output 16(d) and Additional Output 17 (c).

How will success be measured:

Young women leaving child protection services are:

1. provided with independent living options so that they are not homeless
2. provided with support programs, specialist services including employment, education and training and counselling
3. assisted to move into stable long term housing

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Additional Output 16(d) Assistance for people leaving child protection services, correctional and health facilities

Performance Indicator

Reduce the number of young people exiting child protection services into homelessness

Target: 75% of young people assisted obtain and maintain tenancy for at least 12 months

Young Women leaving Child Protection services	2009-10	2010-11	2011-12	2012-13
Number of people assisted	12	12	12	12
Base	0	9	18	27
Target: Number of people sustained in tenancies	9	9	9	9
Performance Indicator (Total number of people sustained in tenancy)	9	18	27	36

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Additional Output 16(d) Assistance for people leaving child protection services, correctional and health facilities

Housing Support Worker – Mental Health

Existing measures:

Initiatives under the WA Mental Health Strategy including accommodation for homeless people with mental illness are under construction for 34 homeless adults and 16 homeless young people.

New measures under Homelessness National Partnership Agreement

Description:

This program assists people with a severe and persistent mental illness who are exiting Specialist Mental Health Inpatient Units to access and maintain long term stable accommodation and avoid homelessness. The program supports clients to maintain their accommodation while admitted, or upon discharge.

Housing Support Workers are integrated with mainstream Mental Health Services in metropolitan locations, and liaise with housing providers, including public housing, community housing and property managers in the private sector to source suitable properties for long term housing for clients under this program.

Clients are supported to access stable accommodation through case-management and individualised transitional support plans. Outreach support is provided to ensure clients are supported with long-term needs and the tenancy is maintained. A continuum of care approach ensures clients can move through service stages but remain with the same support worker until stable housing has been maintained over time.

As part of this program, clients would be reasonably expected, when the Housing Support Worker support is no longer required, to be able to live independently in the community with appropriate mainstream services engaged as required.

Target Group

People who are homeless or at risk of homelessness, including men, women and young people (16 to 25 years), who are residing in a specialist mental health inpatient unit.

Location

Metropolitan

- Royal Perth (1FTE)
- Graylands (1FTE)
- Sir Charles Gardiner (1FTE)
- Swan/ Joondalup (1FTE)
- Armadale/Bentley (1FTE)
- Fremantle/Rockingham (1FTE)

Rural and remote

- Great Southern (0.5FTE)
- South West (0.5FTE)
- Goldfields - Kalgoorlie (0.5FTE)
- Kimberley – Broome (0.5 FTE)

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Additional Output 16(d) Assistance for people leaving child protection services, correctional and health facilities

Impact on Homelessness Output(s):

This initiative will support Core Output 16(d) and Additional Output 17 (c).

How will success be measured:

Success will be measured through data collected by service providers and through an annual customer perception survey.

- Number of people engaged by the services and length of support;
- Number of people assisted to obtain and maintain stable accommodation;
- Percentage of people who report confidence to manage their accommodation as a result of receiving the service; and
- Percentage of people who report their needs are met as a result of using the service.

Performance Indicator

Reduce the number of people exiting mental health services into homelessness

Target: 75% of people assisted obtain and maintain accommodation for at least 12 months

Housing Support Workers - Mental Health	2009-10	2010-11	2011-12	2012-13
Number of people assisted	50	85	85	85
Base	0	37	100	163
Target: Number of people sustained in tenancies	37	63	63	63
Performance Indicator (Total number of people sustained in tenancy)	37	100	163	226

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Additional Output 16(d) Assistance for people leaving child protection services, correctional and health facilities

Housing Support Worker – Corrective Services

Existing measures:

\$360,000 per annum (2008-09) for Transitional Accommodation and Support Service for ex-prisoners when they first leave prison provides support to ex-prisoners to maintain their tenancy by managing rent payments and other outgoings, maintaining the property to appropriate standards and managing the behaviour of occupants and visitors;

New measures under Homelessness National Partnership Agreement

Description:

This program assists prisoners leaving correctional facilities, Transitional Accommodation Support Services or Re-entry programs to secure and maintain stable accommodation and avoid homelessness. Clients and their families are given support and the opportunity to effectively transition back into the community and gain skills necessary to make positive life choices, in becoming responsible citizens by adopting law-abiding lifestyles.

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. If appropriate, Housing Support Workers support clients to return to live in the family home, or with other family members or friends, as a member of the household. When clients are part of a family group or couple the worker provides support to the family, by ensuring they are linked with mainstream services, recognizing the importance of these relationships for clients to achieve long term stable housing.

The support period begins up to three months before release/placement and continues for twelve months after release/placement. A flexible approach provides intense support at the beginning of the program, which decreases over time as needs impacting on homelessness are addressed. Alternatively, support is increased to resolve issues that arise and impact on the client's ability to maintain accommodation.

Contact continues throughout the support period to ensure that clients are not at risk of homelessness.

Clients supported as part of this program would be reasonably expected, when the support period is complete, to have developed the necessary skills to live independently in the community with mainstream services engaged as required.

Target Group

This initiative targets men, women and juveniles leaving correctional facilities, Transitional Accommodation Services or prisoner Re-entry programs. **11% of people assisted will be Indigenous.**

Location

Metropolitan

- Men's Correctional Facilities (1FTE)
- Women's Correctional Facilities (1FTE)
- Juvenile Correctional Facilities (1FTE)

Rural and remote

- South West (1FTE)
- Murchison (1FTE)

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Additional Output 16(d) Assistance for people leaving child protection services, correctional and health facilities

Impact on Homelessness Output(s):

This initiative will support Core Output 16(d) and Additional Output 17 (c).

How will success be measured:

Success will be measured through data collected by service providers and through an annual customer perception survey.

- Number of people engaged by the services and length of support;
- Number of people assisted to obtain and maintain stable accommodation for at least 12 months;
- Percentage of people who report confidence to manage their accommodation as a result of receiving the service; and
- Percentage of people who report their needs are met as a result of using the service.

Performance Indicator

Reduce the number of people exiting justice system into homelessness

Target: 75% of people assisted obtain and maintain accommodation for at least 12 months

Housing Support Workers - Corrective Services	2009-10	2010-11	2011-12	2012-13
Number of people assisted	15	80	80	80
Base	0	11	71	131
Target: Number of people sustained in tenancies	11	60	60	60
Performance Indicator (Total number sustained in tenancy)	11	71	131	191

Summary: Funding, Number of people assisted and Performance Indicators

Core Output 16(d) Assistance for people leaving child protection services, correctional and health facilities

Funding period and level:

Proposal	2009-10	2010-11	2011-12	2012-13	Total
Australian Government Funding	944,085	1,780,700	1,828,998	1,878,613	6,432,396
State Funding: Brokerage					
State Funding: Services					
Number of people assisted	77	177	177	177	608

The number of people assisted will contribute to meeting Performance Indicators:

- Proportion of Australians who are homeless;
- Proportion of Australians who are experiencing primary homelessness (rough sleeping);
- Increase in the number of people exiting care and custodial settings into secure and affordable housing; and
- Number of young people (12 to 18 years) who are homeless or at risk of homelessness who are re-engaged with family, school and work.

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Additional Output 17(b) Services to assist people with substance abuse to access and maintain stable accommodation

Additional Output 17(b) Services to assist people with substance abuse to access and maintain stable accommodation

Key Strategy: Early Intervention and prevention

Housing Support Worker – Drug and Alcohol

Objective: Reduce the proportion of people experiencing repeat periods of homelessness by 25% by 2013.

Existing measures:

Drug and Alcohol specialist workers in youth and single adult accommodation and support services.

New measures under Homelessness National Partnership Agreement

Description:

This program aims to support people who are homeless, or at risk of homelessness, and have problems relating to alcohol and drug use, to secure and maintain long term stable accommodation. The program aims to prevent people with drug and alcohol issues becoming entrenched in homelessness, and a key element involves a commitment from the client to address their drug and alcohol issues through engagement with 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 maintain housing and continue engagement with drug and alcohol treatment. An integral element of the program involves linking clients with a range of mainstream services including education, employment and training. When the client is part of a family group or couple the worker will provide support to the family, by ensuring they are also linked with mainstream services, recognizing the importance of these relationships for the client to achieve long term stable housing.

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. If appropriate, Housing Support Workers support clients to return to live in the family home, or with other family members or friends, as a member of the household.

Target Group

The Target group includes men, women, families and young people who are homeless, or at risk of homelessness, and whose alcohol and/or drug use are a factor in their homelessness. Clients must be currently engaged in treatment or completing treatment in a residential treatment program. Clients who have a history of previous engagement with treatment services and demonstrate willingness to re-engage are also included in the target group. **11% of people assisted will be Indigenous.**

Location

Metropolitan

- North West Metropolitan (1.5FTE)
- North East Metropolitan (1.5FTE)
- South West Metropolitan (1.5FTE)

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Additional Output 17(b) Services to assist people with substance abuse to access and maintain stable accommodation

- South East Metropolitan (1.5FTE)

Rural and remote

- South West (1FTE)
- Peel (1FTE)
- Pilbara – Port Hedland (1FTE)
- Kimberley – Fitzroy Crossing (1FTE)

Impact on Homelessness Output(s):

This initiative will support Additional Output 17(b), & (l).

How will success be measured:

Success of the program will be measured through data collected by service providers and through an annual customer perception survey.

- Number of people engaged by the services and length of support;
- Number of people engaged in alcohol and drug treatment programs
- Number of people who are in appropriate accommodation after 12 months;
- Percentage of people who report confidence to manage their accommodation as a result of receiving the service;
- Percentage of people who report their accommodation needs are met as a result of using the service

Performance Indicator

The proportion of people experiencing repeat periods of homelessness

Target: 75% of people assisted obtain and maintain accommodation for at least 12 months.

Housing Support Workers – Drug and Alcohol	2009-10	2010-11	2011-12	2012-13
Number of people assisted	45	172	122	122
Base	0	33	162	254
Target: Number of people sustained in tenancies	33	129	92	92
Performance Indicator	33	162	254	346

Due to difficulties in attracting and retaining staff in remote areas there were delays in establishing two Housing Support Worker – Drug and Alcohol services which resulted in targets not being reached in 2010-11. Therefore, the total number of people assisted has been revised to 346.

Summary: Funding, Number of people assisted and Performance Indicators

Additional Output 17(b) Services to assist people with substance abuse to access and maintain stable accommodation

Funding period and level:

Proposal	2009-10	2010-11	2011-12	2012-13	Total
Australian Government Funding	1,208,256	1,241,785	1,276,245	1,311,661	5,037,947
State Funding: Brokerage					
State Funding: Services					
Number of people assisted	45	172	122	122	461

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Additional Output 17(b) Services to assist people with substance abuse to access and maintain stable accommodation

The number of people assisted will contribute to meeting Performance Indicator:

- Proportion of Australians who are homeless;
- Proportion of Australians who are experiencing primary homelessness (rough sleeping);
and
- The proportion of people experiencing repeat periods of homelessness.

Additional Output 17(e) Improvements in Service Coordination and Provision

Additional Output 17(e) Improvements in Service Coordination and Provision

Key Strategy: A better connected service system

Pilot Project - Responses for people with exceptionally complex needs

Objective: This initiative will contribute to reducing the proportion of people experiencing repeat periods of homelessness by 25% by 2013.

New measures under Homelessness National Partnership Agreement

Description:

This initiative is a whole of government pilot project which aims to provide a co-ordinated service delivery response to ensure the accommodation needs are met and to improve the well being and quality of life of individuals with exceptionally complex needs. These individuals are typically involved with disability, mental health, drug and alcohol and the justice systems.

This cohort is extremely difficult to work with due to multiple needs and the pilot project aims to bring together mainstream agencies in a coordinated manner to meet the needs of the clients. The funding provided will be specifically targeted to ensure housing needs are addressed in an integrated manner.

Target Group

This initiative targets people with exceptionally complex needs.

Location

Metropolitan area

Impact on Homelessness Output(s):

This initiative will support Additional Output 17(e).

How will success be measured:

Success will be measured through data collected by service providers and through an annual customer perception survey.

- Number of people engaged by the services and length of support;
- Number of people assisted to obtain and maintain stable accommodation; and
- Percentage of people who report their needs are met as a result of using the service.

Performance Indicator

The proportion of people experiencing repeat periods of homelessness

Target: 75% of people assisted obtain and maintain accommodation for at least 12 months.

People with Exceptionally Complex Needs	2009-10	2010-11	2011-12	2012-13
Number of people assisted	5	5	5	
Base	0	3	6	
Target: Number of people sustained in tenancies	3	3	3	
Performance Indicator (Total number sustained in tenancy)	3	6	9	

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Additional Output 17(e) Improvements in Service Coordination and Provision

Summary: Funding, Number of people assisted and Performance Indicators

Additional Output 17(e) Improvements in Service Coordination and Provision

Funding period and level:

Funding period and level:: Proposal	2009-10	2010-11	2011-12	2012-13	Total
Australian Government Funding	50,000	50,000	50,000		150,000
Number of people assisted	5	5	5		15

The number of people assisted will contribute to meeting Performance Indicator:

- Proportion of Australians who are homeless;
- Proportion of Australians who are experiencing primary homelessness (rough sleeping);
and
- The proportion of people experiencing repeat periods of homelessness.

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Additional Output 17(f) Support for women and children experiencing domestic and family violence to stay in their housing

Additional Output 17(f) Support for women and children experiencing domestic and family violence to stay in their housing

Key Strategy: Early Intervention and Prevention

Safe at Home

Objective: This initiative will contribute to increasing the number of families who maintain or secure safe and sustainable housing following family violence.

Existing measures:

\$360,000 per annum (2008-09) for five Domestic Violence Outreach programs to link women experiencing domestic violence and perpetrators into appropriate support services.

New measures under Homelessness National Partnership Agreement

Description:

This program provides support for women and children who wish to stay in their own home following domestic violence, and **will contribute to increasing the number of families who maintain or secure safe and sustainable housing following family violence.**

Specialist workers assess the safety and support needs of women and children to stay in their own home following domestic violence, when it is safe to do so. Brokerage funds are available to stabilise housing and increase security. Linkages to the WA Police through a Memorandum of Understanding and local protocols are critical.

The program provides another option for women based on an individual assessment of risk and safety, to allow women to make informed choices. Risk assessment, upgrades to home security and safety planning are required to ensure confidence and safety. Women are linked with mainstream services, including legal services to assist them to maintain stable housing.

The development phase of the model will commence in 2009-10 and will involve engagement of all stakeholders including the WA Police. Service provision will commence in 2010-11.

Target Group

This initiative targets women and children experiencing domestic violence.

Location

Metropolitan

- North West Metropolitan (2FTE)
- South West Metropolitan (2FTE)
- South East Metropolitan (2FTE)
- North East Metropolitan (2FTE)

Rural and remote

- South West (2FTE)
- Wheatbelt - Northam (2FTE)

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Additional Output 17(f) Support for women and children experiencing domestic and family violence to stay in their housing

Impact on Homelessness Output(s):

This initiative will support Additional Output 17(f) & (k)

How will success be measured

Success will be measured through data collected by service providers and through an annual customer perception survey.

- Number of people engaged by the services and length of support;
- Number of women (and children) who are assisted to stay safely in their own home after domestic violence;
- Number of women who access legal services;
- Percentage of women who report confidence to manage as a result of receiving the service; and
- Percentage of women who report their needs are met as a result of using the service.

Performance Indicator

The number of families who maintain or secure safe and sustainable housing following family violence

Target: 75% of families assisted maintain or secure safe and sustainable housing for at least 12 months.

Safe at Home	2009-10	2010-11	2011-12	2012-13
Number of people assisted		300	300	300
Base		0	225	450
Target: Number of people sustained in tenancies	0	225	225	225
Performance Indicator (Total number sustained in tenancy)		225	450	675

Target: 75% of families who have experienced domestic violence are provided with legal and court support.

Safe at Home - Legal and court support	2009-10	2010-11	2011-12	2012-13
Number of people assisted		300	300	300
Base		0	225	450
Target: Number of people provided with legal and court support	0	225	225	225
Performance Indicator (Total number sustained in tenancy)		225	450	675

Additional Output 17(f) Support for women and children experiencing domestic and family violence to stay in their housing

Domestic Violence Outreach

Description

This program provides support to women and children experiencing domestic violence following removal of the perpetrator from the family home.

Women will be offered support through referrals to a wide range of agencies including Crisis Care, medical practitioners, health services, legal services, mental health agencies, women's refuges, drug counselling, Court Victim Support Services, relationships counselling, domestic violence children's counselling services. Brokerage funds are available to stabilise housing and increase security.

At the time of issuing a Police Order for removal of the perpetrator, WA Police obtain consent from the victim to release their details to a support service. The service follows up with clients during the period of the order or on the next working day, making telephone contact and offering support.

The development phase of the model will commence in 2009-10 in conjunction with the development of the Safe at Home Program and will involve engagement of all stakeholders including WA Police. Service provision will commence in 2010-11.

Target Group

This initiative targets women and children experiencing domestic violence.

Location

Rural and remote

- Peel
- Murchison - Geraldton
- Pilbara
- Goldfields – Kalgoorlie
- Great Southern - Albany

Impact on Homelessness Output(s):

This initiative will support Additional Output 17(f) & (k).

How will success be measured:

Success will be measured through data collected by service providers and through an annual customer perception survey.

- Number of people engaged by the services and length of support;
- Number of women (and children) who are linked with mainstream services following domestic violence;
- Number of women who access legal services;
- Percentage of women who report confidence to manage as a result of receiving the service; and
- Percentage of women who report their needs are met as a result of using the service.

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Additional Output 17(f) Support for women and children experiencing domestic and family violence to stay in their housing

Performance Indicator

The number of people who are homeless or at risk of homelessness who are provided with legal and court support

Target: 50% of families who have experienced domestic violence are provided with legal and court support

Domestic Violence Outreach	2009-10	2010-11	2011-12	2012-13
Number of people assisted		250	250	250
Base		0	125	250
Target: Number of people supported	0	125	125	125
Performance Indicator (Total number sustained in tenancy)		125	250	375

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Additional Output 17(f) Support for women and children experiencing domestic and family violence to stay in their housing

Perpetrator Response

Objective: This initiative will contribute to increasing the number of families who maintain or secure safe and sustainable housing following family violence.

Safe at Home provides specialist workers to assess safety and support needs of women and children to stay in their own home, where it is safe to do so, and provides brokerage funds to stabilise housing and increase security. Linkages to Police through a Memorandum of Understanding and local protocols are critical.

At the time of issuing a Police Order, the WA Police officer provides both parties with the option of being contacted by a support service. If consent is granted the WA Police: Family Protection Coordinator (FPC) will organise a referral to the perpetrator response service within a 24 hour period or as soon as possible.

The *Perpetrator Response* was funded through the National Partnership Agreement on Homelessness in 2009-10. From July 2011 an expanded *Perpetrator Response*, funded under the National Affordable Housing Agreement, will be a state-wide service offering telephone and face to face support to the violent perpetrator of clients accessing Safe at Home and Domestic Violence Outreach Programs and will offer crisis counselling and support to address their behaviour.

Description:

The *Perpetrator Response* identifies the female family members affected by the actions of the perpetrator and provides crisis assistance, referral and case management appropriate to the needs of the family and their circumstances. The service will have close partnerships with domestic violence services to ensure women are referred to the most appropriate specialist services and to facilitate safety planning and critical incident management when a crisis arises for victims.

This initiative ensures the partners of perpetrators are supported to maximise the safety of women and children. The program enables a coordinated approach to monitoring the perpetrators behaviour by providing assistance to partners of perpetrators through integration with support services for women.

This information is provided for context only. There are no reporting requirements beyond 2009-10.

Target Group

This initiative targets women and children experiencing domestic violence.

Location

South West metropolitan area

Impact on Homelessness Output(s):

This initiative will support Additional Output 17(f) & (k)

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Additional Output 17(f) Support for women and children experiencing domestic and family violence to stay in their housing

How will success be measured:

Success will be measured through data collected by service providers and through an annual customer perception survey.

- Number of people engaged by the services and length of support;
- Number of women (and children) who are assisted to stay safely in their own home after domestic violence;
- Number of women who access legal services;
- Percentage of women who report confidence to manage as a result of receiving the service; and
- Percentage of women who report their needs are met as a result of using the service.

Performance Indicator

The number of families who maintain or secure safe and sustainable housing following family violence

Target: 75% of families assisted maintain or secure safe and sustainable housing for at least 12 months.

Partners of Perpetrators	2009-10	2010-11	2011-12	2012-13
Number of people assisted	50			
Base	0			
Target: Number of people sustained in tenancies	38			
Performance Indicator (Total number sustained in tenancy)	38			

Summary: Funding, Number of people assisted and Performance Indicators

Additional Output 17(f) Support for women and children experiencing domestic and family violence to stay in their housing

Funding period and level:

Proposal	2009-10	2010-11	2011-12	2012-13	Total
Australian Government Funding	236,276	1,656,855	1,828,071	1,609,083	5,330,284
State Funding: Brokerage					
State Funding: Services		507,089	521,161	535,623	1,563,873
Number of people assisted	38	350	350	350	1088

The number of people assisted will contribute to meeting Performance Indicator:

- Proportion of Australians who are homeless;
- Number of families who maintain or secure safe and sustainable housing following family violence; and
- Number of people who are homeless or at risk who are provided with legal services.

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Additional Output 17(g) Assistance for homeless people, including families with children to stabilise their situation and to achieve sustainable housing

Additional Output 17(g) Assistance for homeless people, including families with children to stabilise their situation and to achieve sustainable housing

Key Strategy: Breaking the Cycle

Homelessness Accommodation Support Worker

Objective: This initiative will contribute to reducing the proportion of people experiencing repeat periods of homelessness by 25% by 2013.

New measures under Homelessness National Partnership Agreement

Description:

Homelessness Accommodation Support Workers work in collaboration with existing homelessness service providers to provide support to clients transitioning to their own accommodation, and liaise with housing providers, including public housing, community housing and property managers in the private sector to source suitable properties for long term housing. If appropriate, clients are supported to return to live in the family home, or with other family members or friends, as a member of the household.

Homelessness Accommodation Support Workers assist people exiting specialist homelessness accommodation services to secure and maintain stable accommodation.

This program ensures people who have experienced homelessness, or are at risk of homelessness, effectively link with mainstream services to address a range of issues including employment, health, financial management and social integration, to achieve long term, secure, stable housing.

Target Group

People who are homeless or at risk of homelessness, including single adults, young people, families and women with children. 11% of people assisted will be Indigenous.

Location

Metropolitan

- North West Metropolitan (3FTE)
- North East Metropolitan (2FTE)
- South West Metropolitan (2FTE)
- South East Metropolitan (2FTE)

Rural and remote

- South West (1FTE)
- Pilbara (1FTE)
- Kimberley (1FTE)
- Peel (1FTE)
- Wheatbelt (1FTE)
- Great Southern (1FTE)
- Goldfields (1FTE)
- Murchison (FTE)

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Additional Output 17(g) Assistance for homeless people, including families with children to stabilise their situation and to achieve sustainable housing

Impact on Homelessness Output(s):

This initiative will support Additional Output 17(a), 17(d), 17(g) & 17(l).

How will success be measured:

Success of the program will be measured through data collected by service providers and through an annual customer perception survey.

- Number of people engaged by the services and length of support;
- Number of people assisted to obtain and maintain stable accommodation for at least 12 months and are no longer homeless;
- Percentage of people who report confidence to manage their accommodation as a result of receiving the service;
- Percentage of people who report their tenancy support needs are met as a result of using the service

Performance Indicator:

Proportion of Australians who are experiencing repeat periods of homelessness:

Target: 75% of people assisted obtain and sustain accommodation for at least 12 months.

Homelessness Accommodation Support Worker	2009-10	2010-11	2011-12	2012-13
Number of people assisted	90	390	390	390
Base	0	68	360	653
Target: Number of people sustained in tenancies	68	293	293	292
Performance Indicator (Total number sustained in tenancy)	68	360	653	945

Number of staff provided with training and development opportunities

	2009-10	2010-11	2011-12	2012-13
Performance Indicator (Total staff provided with training and development opportunities)	12	17	17	17

Summary: Funding, Number of people assisted and Performance Indicators

Additional Output 17(g) Assistance for homeless people, including families with children to stabilise their situation and to achieve sustainable housing

Funding period and level:

Proposal	2009-10	2010-11	2011-12	2012-13	Total
Australian Government Funding	1,394,662	2,209,258	2,270,565	2,333,573	8,208,057
State Funding: Brokerage					
State Funding: Services					
Number of people assisted	90	390	390	390	1260

The number of people assisted will contribute to meeting Performance Indicators:

- Proportion of Australians who are homeless;

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Additional Output 17(g) Assistance for homeless people, including families with children to stabilise their situation and to achieve sustainable housing

- **Proportion of Australians who are experiencing primary homelessness (rough sleeping);**
- **The proportion of people experiencing repeat periods of homelessness;**
- **Number of families who are homeless or at risk who receive financial advice, counselling and/or case management; and**
- **Number of staff provided with training and development opportunities.**

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Additional Output 17(h) Outreach programs to connect rough sleepers to long term housing and health services

Additional Output 17(h) Outreach programs to connect rough sleepers to long term housing and health services

Key Strategy: Breaking the Cycle

Remote Rough Sleeper Assertive Outreach

Objective: This initiative will contribute to a decrease in the number of rough sleepers in Western Australia by 25% by 2013.

New measures under Homelessness National Partnership Agreement

Description:

This program provides support and assertive outreach primarily for Indigenous rough sleepers.

Assertive Outreach Teams 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, and rough sleepers are assisted to access training and education programmes.

The program aims to ensure rough sleepers in remote areas are provided with appropriate support and assistance to access specialist and mainstream services, and to obtain and maintain stable accommodation, including return to country where appropriate.

The support provided is based on individual clients' needs and may be long term if required. The program has a brokerage component to ensure services are responsive to clients' needs, and to facilitate an integrated approach between specialist homelessness services and mainstream agencies.

Target Group

This initiative targets rough sleepers in remote locations. The majority of people assisted will be Indigenous.

Location

Rural and remote

Kimberley – Broome (2FTE)

Goldfields – Kalgoorlie (2FTE)

Impact on Homelessness Output(s):

This initiative will support Additional Output 17(h).

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Additional Output 17(h) Outreach programs to connect rough sleepers to long term housing and health services

How will success be measured:

Success will be measured through data collected by service providers and through an annual customer perception survey.

- Number of people engaged by the services and length of support;
- Number of people assisted to obtain and maintain stable housing;
- Percentage of people who report confidence to manage in their accommodation as a result of receiving the service; and
- Percentage of people who report their needs are met as a result of using the service.

Performance Indicator

Proportion of Australians who are experiencing primary homelessness

Target: 50% of people assisted to access mainstream services and accommodation.

Remote Rough Sleeper Assertive Outreach	2009-10	2010-11	2011-12	2012-13
Number of people supported	5	25	25	25
Base	0	3	15	28
Target: Number of people assisted to access mainstream services and accommodation	3	13	13	12
Performance Indicator (Total number assisted)	3	15	28	40

Summary: Funding, Number of people assisted and Performance Indicators

Additional Output 17(h) Outreach programs to connect rough sleepers to long term housing and health services

Funding period and level:

Proposal	2009-10	2010-11	2011-12	2012-13	Total
Australian Government Funding	582,592	598,758	610,734	622,948	2,415,032
State Funding: Brokerage					
State Funding: Services					
Number of people assisted	5	25	25	25	80

The number of people assisted will contribute to meeting Performance Indicator:

- Proportion of Australians who are homeless;
- Proportion of Australians who are experiencing primary homelessness (rough sleeping); and
- The proportion of people experiencing repeat periods of homelessness.

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Additional Output 17 (j) Support for children to maintain contact with the education system

Additional Output 17(j) Support for children to maintain contact with the education system

Key Strategy: Breaking the Cycle

Support for Children in Homeless Families

Existing measures:

- Support for young parents in six youth crisis accommodation services;
- Support for children in family homelessness accommodation services in two metropolitan locations; and

Description:

This program provides support to children and assists them in addressing issues associated with homelessness. Children receive services to overcome the trauma and disruption resulting from their homeless experience. Emotional and behavioural problems resulting from homelessness are addressed, and children provided with opportunities to take part in “normalised” recreational activities they otherwise may not be able to access. Children who are in need of other support services for issues such as disability support are linked to other agencies.

An important aspect of the services is to ensure children are linked into and regularly attending school, and are provided with additional support to maintain contact with their school. Counsellors are cognisant of ongoing safety issues for children if issues related to domestic violence, drug use etc. are ongoing in the family.

Services are provided both individually and within group settings, predominantly on an outreach basis, and are flexible and responsive to children’s needs, which may include assistance with transport. Services are primarily offered to children who are unable to access mainstream services, as assessed by the referring agency.

Target Group

Children aged 4-14 years living in or being supported by specialist homelessness accommodation services for families, Public Tenancy Support Services (PTSS) and Supported Housing Assistance Program (SHAP). **11% of people assisted will be Indigenous.**

Location

Two existing services in the metropolitan area will be expanded and three additional workers will support children from Culturally and Linguistically Diverse (CaLD) backgrounds.

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Additional Output 17 (j) Support for children to maintain contact with the education system

How will success be measured:

Success will be measured through data collected by service providers and through an annual customer perception survey.

- Number of children assisted to engage in education, health and community recreation;
- Number of parents and children engaged by the services and length of support;
- Percentage of families who report confidence to manage their children's needs as a result of receiving the service; and
- Percentage of families who report their needs are met as a result of using the service.

Performance Indicator

Target: 75% of children assisted to engage in education, health and community recreation

Support for Children in Homeless Families	2009-10	2010-11	2011-12	2012-13
Number of children assisted	45	120	120	120
Base	0	23	83	143
Target: Number of children engaged in education, health and community recreation	23	60	60	60
Performance Indicator (Total number engaged in education, health and community recreation)	23	83	143	203

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Additional Output 17 (j) Support for children to maintain contact with the education system

Domestic Violence Child Support Worker

Objective: This initiative will contribute to increasing the number of children (under 12 years) who are homeless or at risk of homelessness who are provided with additional support to maintain contact with their school, child care and/or health professional.

Existing measures:

- Part time children's support workers in 18 country domestic violence accommodation services. Activities include crèche, recreation activities, playgroup;
- A once off project in 2008-09 to strengthen the child support worker role in domestic violence accommodation services to ensure the needs of children are met in particular linking children and mothers with mainstream services such as schools, childcare and child health professionals.

New measures under Homelessness National Partnership Agreement

Description:

The children's support worker role is to work with mothers and children and build linkages between other community services (for example schools, child health, counselling and recreation) to reduce the impact of homelessness and domestic violence on children. This will lead to better client outcomes through providing mothers with appropriate skills and supports to assist the long term development and well being of their accompanying children.

The children's support worker role aims to minimise the impacts of domestic/family violence and provide supports to children so that their resilience is increased and their future vulnerability to homelessness reduces.

The program strives to improve mothers' and children's safety, general wellbeing and self-esteem and ensure children attend school. Services are provided to improve parenting skills and the bond between mother and child, which is often fractured or disrupted in domestic violence situations.

Target Group

Women with accompanying children escaping domestic violence. **11% of people assisted will be Indigenous.**

Location:

Rural and remote

Great Southern (0.5FTE)
Wheatbelt (0.5FTE)

How will success be measured:

Success of the program will be measured through data collected by service providers and through an annual customer perception survey.

- Number of mothers and their children engaged with the Child Support Worker;
- Number of children attending school or linked into other community services;
- Percentage of mothers who report being supported in their parental role and an improved self-reliance;
- Percentage of children being case managed with a case plan in place.

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Additional Output 17 (j) Support for children to maintain contact with the education system

Domestic Violence Child Support Worker	2009-10	2010-11	2011-12	2012-13
Number of children assisted	45	60	60	60
Base	0	23	53	83
Target: Number of children engaged in education, health and	23	30	30	30
Performance Indicator (Total number engaged in education,	23	53	83	113

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Additional Output 17 (j) Support for children to maintain contact with the education system

Coordination Worker: Children in DV Accommodation Services

Objective: This initiative will provide workforce development and career progression for workers in homelessness services. It will also contribute to increasing the number of children (under 12 years) who are homeless or at risk of homelessness who are provided with additional support to maintain contact with their school, child care and/or health professional.

Existing measures:

- Part time children's support workers in 18 country domestic violence accommodation services. Activities include crèche, recreation activities, playgroup;
- A once off project in 2008-09 to strengthen the child support worker role in domestic violence accommodation services to ensure the needs of children are met in particular linking children and mothers with mainstream services such as schools, childcare and child health professionals.

New measures under Homelessness National Partnership Agreement

Description:

This program ensures Child Support Workers in rural and remote domestic violence accommodation services are supported and provided with training to improve outcomes for children. The program builds on the 'Keeping Children Safe' pilot project which supported the development of the Child Support Worker role in country domestic violence women's refuges.

Training is provided to promote child-aware and protective behaviour practices, and assists services to implement local protocols that ensure the needs of accompanying children are addressed. In particular, the maintenance of contacts with schools, child care and/or health professionals, is addressed.

The Coordinator role strengthens responses for children in domestic violence accommodation services and improves integration with mainstream services including schools, child care and health professionals. A brokerage component ensures services are responsive to children's' needs, and facilitates an integrated approach between specialist homelessness services and mainstream agencies.

Target Group

For women and children experiencing domestic violence and families with children who are homeless.

Location

State Wide

Impact on Homelessness Output(s):

This initiative will support Additional Output 17(j) (l).

How will success be measured:

Success will be measured through data collected by service providers and through an annual customer perception survey.

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

Additional Output 17 (j) Support for children to maintain contact with the education system

Women and Children experiencing domestic violence are;

1. supported to maintain contact with the children's school, child care and health professionals
2. have access to brokerage funds in response to children's needs
3. supported by well trained specialist support workers

Performance Indicator

Coordination Worker - Children in DV accommodation	2009-10	2010-11	2011-12	2012-13
Number of staff provided with training and development	20	20	20	20
Base	0	20	40	60
Target: Number of staff provided with training and development	20	20	20	20
Performance Indicator (Total number staff provided with training and development)	20	40	60	80

Summary: Funding, Number of people assisted and Performance Indicators

Additional Output 17(j) Support for children to maintain contact with the education system

Funding period and level:

Proposal	2009-10	2010-11	2011-12	2012-13	Total
Australian Government Funding	600,612	896,225	917,540	801,596	3,215,973
State Funding: Brokerage					
State Funding: Services					
Number of children assisted	90	180	180	180	630
Number of staff provided with formal training and development opportunities	20	20	20	20	80

The number of people assisted will contribute to meeting Performance Indicators:

- Number of young people (12 to 18 years) who are homeless or at risk of homelessness who are reengaged with family, school and work; and
- Number of children (under 12 years) who are homeless or at risk of homelessness who are provided with additional support to maintain contact with their school.
- Number of staff of specialist homeless services provided with formal training and development opportunities

The Parties have agreed the following performance indicators and benchmarks as part of the National Partnership Agreement on Homelessness. Targets/milestones for Western Australia are set out in the table below.

Performance Indicator	Baseline	Performance Benchmark	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-2013
Proportion of Australians who are homeless	104,676 Australians are homeless	By 2013, a decrease of 7 per cent the number of Australians who are homeless to less than 97,350 people	WA Baseline 13,391 1% decrease Target 13,257 Reduction on baseline: 134 Reduction: 09-10 134	WA Baseline 13,391 3% decrease Target 12,989 Reduction on baseline: 402 Reduction: 10-11 268	WA Baseline 13,391 5% decrease Target 12,721 Reduction on baseline: 670 Reduction: 11-12 268	WA Baseline 13,391 7% decrease Target 12,454 Reduction on baseline: 937 Reduction: 12-13 267
	9,531 Indigenous people are homeless (ABS Census 2006)	By 2013, a decrease of a third to 6,300 Indigenous Australians who are homeless	WA Baseline 1496 5% decrease Target 1,421 Reduction on baseline: 75 Reduction: 09-10 75	WA Baseline 1496 15% decrease Target 1,272 Reduction on baseline: 224 Reduction: 10-11 149	WA Baseline 1496 25% decrease Target 1,122 Reduction on baseline: 374 Reduction: 11-12 150	WA Baseline 1496 33% decrease Target 1,002 Reduction on baseline: 494 Reduction: 12-13 120

Performance Indicator	Baseline	Performance Benchmark	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-2013
Proportion of Australians who are experiencing primary homelessness (rough sleeping)	16,375 Australians rough sleeping or equivalent measures of 8 homeless people sleeping rough per 10,000 population (ABS Census 2006)	By 2013, a decrease by 25 per cent the number of Australians sleeping rough to less than 12,300 people or equivalent measure of 6 homeless people sleeping rough per 10,000 population	WA Baseline 2,392 5% decrease Target 2,272 Reduction on baseline: 120 Reduction: 09-10 120	WA Baseline 2,392 10% decrease Target 2,153 Reduction on baseline: 239 Reduction: 10-11 119	WA Baseline 2,392 20% decrease Target 1,914 Reduction on baseline: 478 Reduction: 11-12 239	WA Baseline 2,392 25% decrease Target 1,794 Reduction on baseline: 598 Reduction: 12-13 120
The number of families who maintain or secure safe and sustainable housing following family violence	Interim Measure: 42,000 SAAP(a) support periods ^(b) for women and women with children	Number of women assisted to maintain or secure safe and sustainable housing	WA Baseline 0 Target 38 Performance Indicator: 38	WA Baseline 38 Target 188 Performance Indicator: 226	WA Baseline 226 Target 188 Performance Indicator: 414	WA Baseline 414 Target 188 Performance Indicator: 602

Performance Indicator	Baseline	Performance Benchmark	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-2013
Increase in the number of people exiting care and custodial settings into secure and affordable housing	Interim Measure: 8,802 SAAP ^(a) support periods ^(b)	By 2013, the number of people released from such institutions into homelessness is reduced by 25 per cent or less than 3,500 people.	WA Baseline 597 5% decrease Target 567 Reduction on baseline: 30 Reduction: 09-10 30	WA Baseline 597 10% decrease Target 537 Reduction on baseline: 60 Reduction: 10-11 30	WA Baseline 597 20% decrease Target 478 Reduction on baseline: 119 Reduction: 11-12 60	WA Baseline 597 25% decrease Target 448 Reduction on baseline: 149 Reduction: 12-13 30
Reduce the number of people exiting social housing and private rental into homelessness.	15,205 ^(c) SAAP ^(a) support periods ^(b)	By 2013, the number of people exiting from social housing and private rental to homelessness is reduced by less than 25 per cent or less than 11,400 ^(c) people.	WA Baseline 755 4% decrease Target 725 Reduction on baseline: 30 Reduction: 09-10 30	WA Baseline 755 10% decrease Target 679 Reduction on baseline: 76 Reduction: 10-11 46	WA Baseline 755 20% decrease Target 604 Reduction on baseline: 151 Reduction: 11-12 75	WA Baseline 755 25% decrease Target 566 Reduction on baseline: 189 Reduction: 12-13 38

Performance Indicator	Baseline	Performance Benchmark	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-2013
The proportion of people experiencing repeat periods of homelessness	14,800 SAAP ^(a) clients required three or more support periods ^(b) in a 12 month period	By 2013, a 25 per cent reduction or less than 11,100 ^(d) people experience three repeat periods of homelessness at an emergency service in 12 months	WA Baseline 1000 5% decrease Target 950 Reduction on baseline: 50 Reduction: 09-10 50	WA Baseline 1000 10% decrease Target 900 Reduction on baseline: 100 Reduction: 10-11 50	WA Baseline 1000 20% decrease Target 800 Reduction on baseline: 200 Reduction: 11-12 100	WA Baseline 1000 25% decrease Target 750 Reduction on baseline: 250 Reduction: 12-13 50
Number of young people (12 to 18 years) who are homeless or at risk of homelessness who are re-engaged with family, school and work		The number of young people assisted to re-engage with family, school and work.	Base: 0 Target: 12 Performance Indicator: 12	Base: 12 Target: 12 Performance Indicator: 24	Base: 24 Target: 47 Performance Indicator: 71	Base: 71 Target: 47 Performance Indicator: 118
Number of children (under 12 years) who are homeless or at risk of homelessness who are provided with additional support to maintain contact with their school.		The number of children who are provided with additional support to maintain contact with their school.	Base: 0 Target: 90 Performance Indicator: 90	Base: 90 Target: 180 Performance Indicator: 270	Base: 270 Target: 180 Performance Indicator: 450	Base: 450 Target: 180 Performance Indicator: 630

Performance Indicator	Baseline	Performance Benchmark	Target 2009-2010	Target 2010-2011	Target 2011-2012	Target 2012-2013
Number of families who are homeless or at risk of homelessness who receive financial advice, counselling and/or case management.		Number of people in private tenancy who are assisted to sustain accommodation for at least 12 months.	Base: 0 Target: 64 Performance Indicator: 64	Base: 64 Target: 293 Performance Indicator: 357	Base: 357 Target: 293 Performance Indicator: 650	Base: 650 Target: 293 Performance Indicator: 943
Number of people who are homeless or at risk who are provided with legal services		Number of people experiencing domestic violence who are homeless or at risk who are provided with legal services and court support.	Base: 0 Target: 38 Performance Indicator: 38	Base: 38 Target: 413 Performance Indicator: 451	Base: 451 Target: 413 Performance Indicator: 864	Base: 864 Target: 413 Performance Indicator: 1277
Number of staff of specialist homeless services provided with formal training and development opportunities		Number of staff of specialist homelessness services provided with training and development opportunities	Performance Indicator: 20	Performance Indicator: 20	Performance Indicator: 20	Performance Indicator: 20

(a) Use of SAAP service data is a proxy measure until better data becomes available under this Agreement

(b) Number of people not known – a client may receive more than one ‘support period’

(c) Figure revised to include 11,120 clients who were in private rental before support in 2006-07, giving total of 15,156 support periods

(d) Figure revised as error in calculation of the 25 per cent decrease in people experiencing repeat periods of homelessness, the correct figure is 11,100 clients.