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## Preventing and Responding to Homelessness in the City of Joondalup

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## Executive Summary

Shelter WA was commissioned by the City of Joondalup to investigate the prevalence, contributing factors and options to reduce homelessness within the City. In completing this project, Shelter WA has undertaken to collect and analyse local, state and national data on homelessness, interview key stakeholders and review relevant literature, in order to develop recommendations for the City of Joondalup on innovative approaches to respond to homelessness in the region.

Shelter WA engaged with a range of different stakeholders throughout this project, including service providers and people who have experienced homelessness in the Joondalup area, to determine the prevalence of homelessness in and around the City of Joondalup and establish the extent of current service provision and gaps. Informed by broader desktop research, this analysis identified a range of different and complementary approaches, including: improved coordination between different services, WA Police and local government; preventative measures; community education; and strategies to increase social and affordable housing stock in the region.

Importantly, stakeholders also identified a range of diverse accommodation and support options that have proved successful in other areas, such as Street to Home, Foyer and drop-in centres. These approaches would require different levels of involvement from the State Government, ranging from funding provision and partnership opportunities with the City of Joondalup, to amendments to the land use system to influence the development of social and affordable housing.

During the project, stakeholders provided numerous suggestions, which are documented throughout the report. Drawing on the suggestions that are workable in the City of Joondalup and Shelter WA's knowledge of the sector, Shelter WA made several specific recommendations for the City of Joondalup which are shown in the grey boxes, throughout the report. A summary of those recommendations are as follows:

1. Develop and implement a Homelessness Strategy, in collaboration with the City of Wanneroo;
2. Partner with existing Street to Home providers to link assertive outreach services with existing programs;
3. Collaborate with community housing providers, State Government and private industry to identify opportunities to develop accommodation and support services (similar to Foyer model) for families and young people in the City of Joondalup;
4. Identify opportunities to utilise the land use system to encourage the development of social and affordable housing;
5. Provide ongoing education for front-line City employees and information sharing with WA Police and other relevant agencies; and
6. Designate safe places for people to sleep in their cars, with access to toilets, and provide security to ensure safety, if allowable under local laws.

This report also evaluates the benefits of a drop-in centre in greater detail, as a one-stop shop approach to service provision for people at risk of or experiencing homelessness, and the ways this centre may inter-relate with existing service delivery in the region.

It is envisaged a drop-in or resource centre would provide pathways out of homelessness with supportive links to accommodation providers, potentially drawing on existing outreach models, such as Street to Home and the City of Joondalup's Youth Mobile Service.

Engagement with local stakeholders has identified broad support for the City of Joondalup to explore this model further, based on a partnership approach with local services and/or the City of Wanneroo, building on the collaborative approach of the Joondalup and Wanneroo Interagency Homelessness Action Group.

Shelter WA recommends the City of Joondalup support the development of a resource centre (drop-in centre) to:

- Provide a safe, supportive environment for people experiencing homelessness;
- Offer immediate, practical relief to people experiencing homelessness through the provision of food, clothing, etc.;
- Assist clients to access specialised services, either on-site or through warm referrals, to create pathways out of homelessness; and
- Assist clients to access social or affordable housing, through direct referrals to crisis accommodation and by developing strong links with community housing providers, the Housing Authority, and other low cost accommodation providers.

Any approach to establish a drop-in or resource centre should be part of the broader Homelessness Strategy to be implemented by the City of Joondalup, with clear partnership processes for the City to align with local services, as well as other local governments and WALGA to advocate to State and Commonwealth agencies for continued policy development and funding to address homelessness.

## Introduction

Since early 2012, the City of Joondalup has observed an increase in people sleeping rough in public areas around the region. Rough sleepers are often found taking shelter against buildings owned by local businesses, sleeping within public toilet blocks and shopping centre car park stairwells, camping in bush and parkland areas, and temporarily living out of their cars. Resources seeking to address homelessness currently exist within the City, however, the growth in instances of homelessness indicate that a further investigation into the causes of homelessness and strategic solutions to alleviate homelessness are necessary.

In addition to those who are visibly experiencing homelessness, taking shelter in public places and sleeping in cars, homelessness affects a wider group of people, those moving from place to place, staying with friends or family, or living in insecure accommodation. This type of 'hidden homelessness' is often more pervasive than rough sleeping.

The impact of homelessness on those experiencing it can be devastating, causing a breakdown in relationships with friends and family, difficulties securing and maintaining employment and disconnection from society. Research has shown that many people who present as homeless as adults, first experienced homelessness as a child, indicating that assisting families to move out of homelessness, and preventing homelessness in the first instance, benefits the immediate family as well as future generations (Flatau, et al., 2013).

In addition to those people who have cycled in and out of homelessness, service providers in the region report increased demand for services from people who had never required assistance in the past, particularly seniors, who are simply unable to meet the increasing cost of living.

Interventions to address homelessness must consider the diverse range of issues people face in securing and maintaining accommodation, in addition to providing the necessary resources to address presenting issues. Focusing on prevention for those in insecure accommodation or at risk of homelessness is critical. At the same time, people already experiencing homelessness may require interventions to alleviate immediate pain and suffering, as well as specialised pathways out of homelessness, based on particular needs.

Addressing homelessness requires a whole of community response, including from Government-funded specialist services, faith-based and community organisations, private industry and local government. Shelter WA commends the City of Joondalup for recognising the role local governments can play in addressing homelessness and actively engaging in partnerships with relevant agencies to proactively address homelessness in the Joondalup region.

## Scope and Methodology

The project brief in the Request for Quote (RFQ) requested that recommendations be developed on options available to the City in tackling the issues of homelessness, including a partnership arrangement with an adjoining Local Government to co-host a full time equivalent shared resource, the allocation of space at an appropriate City facility to be used as a drop-in centre, and identification of funding options to fit-out a drop-in centre. It was clear in discussions with stakeholders that the feasibility of a drop-in centre could not be assessed in isolation in order to address the questions raised in the RFQ. Shelter WA would need to broaden the scope to include how a potential drop-in centre would be part of a coordinated and systematic approach to address homelessness in the area, and whether it was the most suitable response.

The Project objectives included the identification of:

- The prevalence of homelessness in the City of Joondalup including rough sleepers, those living in their cars and couch surfers;
- The extent to which members of the community are at risk of homelessness;
- Specialist homelessness services provided in the City of Joondalup and north west metropolitan region and gaps in service provision;
- Partnership opportunities that may exist with external agencies, stakeholders and service providers in the delivery of specialist homelessness services in the City of Joondalup;
- The feasibility of establishing a homeless drop-in centre within the City of Joondalup including potential sites;
- A model of service delivery for a homeless drop-in centre including outsourcing delivery to community groups;
- Estimated costs of fitting out and establishing a homeless drop-in centre within the City of Joondalup;
- Funding sources that may exist for fitting out and establishing a homeless drop-in centre; and
- The broader role of Local Government and other spheres of Government in supporting people who are homeless.

This project involved stakeholder consultations with key City of Joondalup staff, specialist homelessness service providers, church groups, community groups, relevant State Government agencies, local governments, and people who had experienced homelessness in Joondalup. Details of interviewees, workshop attendees and survey respondents are included at *Appendix 1*.

Stakeholders were identified by the City of Joondalup, members of the Joondalup and Wanneroo Interagency Homelessness Action Group (JWIHAG), Shelter WA's Homelessness Advisory Committee, the WA Housing Hub and via social media.

Stakeholder consultations included:

- Interviews with 27 key stakeholders;
- Workshop with members of the JWIHAG;
- Survey of 26 people who experienced homelessness in Joondalup;
- Examining social media for issues relating to homelessness in Joondalup; and
- Follow up survey of 17 JWIHAG members relating to the establishment of a drop-in centre.

Shelter WA's recommendations are based on stakeholder consultations as well as local, national and international housing and homelessness desktop research. Services were identified through stakeholder consultation and the Housing Options & Resources section of the WA Housing Hub.

## Affordable Housing and Homelessness in Joondalup

Situated in the Northwest Corridor of the Perth Metropolitan area, the City of Joondalup covers an area of 9,900 ha (or 99km<sup>2</sup>) with an enumerated resident population of 168,638 as at 2014. Joondalup has many amenities and services available in its city centre, and is well serviced by public transport with the train station direct line to the Perth CBD. Although the population has grown rapidly in recent decades, the population density remains relatively low, with 17.03 persons per hectare (id.com, 2014), predominated by single family detached homes. Joondalup is relatively affluent compared to many other parts of WA, reflected in the Social Economic Indexes for Areas (SEIFA)<sup>1</sup> score of 1,082.4, placing Joondalup as the 7<sup>th</sup> least disadvantaged local government area in the state. SEIFA scores range from 597.6 in Halls Creek to 1126.5 in Peppermint Grove, with a low score representing high levels of disadvantage measured in terms of income, educational attainment, unemployment, and jobs in relatively unskilled occupations (id.com, 2014).

The cost of housing in Joondalup is also higher than that of WA generally, with a median value of \$639,155, \$101,703 higher than the median house value for Western Australia (id.com, 2014). Median house prices, as of June 2015, ranged throughout the City of Joondalup from \$500,000 to

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<sup>1</sup> SEIFA is a product developed by the Australian Bureau of Statistics which ranks Local Government Areas in Australia according to relative socio-economic advantage and disadvantage. It is often used to inform policy and funding decisions and provides the basis for research into relationships between socio-economic disadvantage and various health and educational outcomes.

\$890,000 (REIWA, Interactive Map, 2015). The high cost of housing has made it difficult for people to access affordable home ownership.

Affordable rentals are also in short supply. There are fewer rentals (18%) in Joondalup, compared to the metro area (28%) (ABS, 2012), with median rents for housing and multi-residential units ranging from \$220 to \$900 as of June 2015 (REIWA, 2015). The upper tier of rental pricing in the City of Joondalup is far out of reach for people on low incomes or government benefits.

There is a significant gap between demand for and supply of social housing within the City of Joondalup. The Housing Authority held a total of 43,272 social housing properties (consisting of 36,668 public housing properties and 6,604 community housing properties) across Western Australia by mid-2014. However, only a considerably small number of these (518 public housing and 63 community housing) are located within the City of Joondalup, equivalent to 0.97% of the 59,848 dwellings in the City of Joondalup. Comparatively, the City of Wanneroo held a total of 64,497 private dwellings with 1,888 social housing properties in total, representing 2.93% of the total housing stock.<sup>2</sup> Any plans to develop land held by the Housing Authority, other state government agencies, and the City of Joondalup, should examine opportunities to incorporate, and make land available for, social housing to meet the growing need of the Joondalup community.

The social housing wait list in WA was 20,127, including 2,770 on the priority list, at 30 June 2015. The waiting list for northern district (Joondalup) applicants seeking social housing highlights the shortfall in supply of social housing compared to demand, as numerous applicants (including families) have been on the list for over ten years as of August 2015. Even on the priority waiting list, some applicants have been waiting for almost six years. Furthermore, people who are currently experiencing homelessness, with no fixed address, are regularly removed from the list if they have no forwarding address in order to receive mail.<sup>3</sup> These figures highlight that the demand for social and affordable housing far outweighs the supply in this region.

In addition to a notable lack of affordable housing for low to moderate income earners, there is often a mismatch of housing types and housing requirements. For example, the Housing Authority notes there are numerous singles and couples seeking housing although the majority of public housing properties in the area consist of four bedrooms and two bathrooms.<sup>4</sup> There is also a distinct lack of appropriate, diverse, smaller dwellings for singles, couples and small families.

Caravan parks are one of the few forms of affordable accommodation available in the region, however threats of closure of parks and variable rental costs in addition to overcrowding reduce the viability of caravan parks as a solution to the growing Housing Authority wait list.

Social housing tenants sometimes require education regarding budgeting and tenancy management to maintain a successful tenancy. The Housing Authority in Joondalup has evicted four tenants for debts this year and, in limited cases, for disruptive behaviour (two pending).<sup>5</sup> Increasing social housing stock, and developing tenancy education programs for social housing tenants, will likely reduce the increased risk of homelessness in the region.

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<sup>2</sup> Figures obtained from the Housing Authority, August 2015

<sup>3</sup> Based on data obtained from the Housing Authority, August 2015

<sup>4</sup> Based on interview with Housing Authority, 18 August 2015

<sup>5</sup> Based on interview with Housing Authority, 18 August 2015.

## Defining Homelessness

An analysis of responses to homelessness understandably requires a definition of the term. The definition of homelessness refers to a situation whereby a person does not have suitable accommodation options, and where current living arrangements:

- are in a dwelling that is inadequate; or
- has no tenure, or if the initial tenure is short and not extendable; or
- does not allow control of, and access to space for social relations.

This definition is used by the Australian Bureau of Statistics (ABS) (2012) and is widely used by researchers and the homelessness services sector. It acknowledges that homelessness is not necessarily always characterised by 'rooflessness' or a lack of shelter, whether temporary or long term. It is the insecurity of housing and the inappropriate nature of that housing.

Homelessness can also be defined according to three tiers, which are:

- Primary homelessness: experienced by people who do not have conventional accommodation (i.e. people sleeping on park benches or camping illegally in tents);
- Secondary homelessness: experienced by people who frequently travel between one form of temporary shelter to another (i.e. hostels, refuges, 'couch-surfing'); and
- Tertiary homelessness: experienced by people who stay in accommodation that is below minimum community standards (i.e. caravan parks and boarding houses) (Productivity Commission, 2015).

The first two tiers are acknowledged and counted in ABS data as homeless, and within that, as different operational groups. The third tier roughly equates to what the ABS refers to as people who are marginally housed. The reason these distinctions are relevant for the City of Joondalup is that, while primary homelessness is more visible as people sleep in parks or other public spaces, the majority of people experiencing homelessness are those who are experiencing 'secondary homelessness', staying with friends and family, moving from place to place.

A broader category are those 'at risk' of homelessness: in addition to people who experience tertiary homelessness, this includes those in housing stress (households in the lowest 40% of income distribution, paying over 30% of their income on rent). These categories, and estimates for people in the City of Joondalup, are discussed below.

## Estimating homelessness

### Census data

The ABS estimates homelessness as part of the 5-yearly Census. The most recent Census in 2011 identified 9,595 people experiencing homelessness in Western Australia. This increased from 8,277 in 2006. The majority of this increase is accounted for by people living in severely overcrowded dwellings, which are dwellings where four or more bedrooms are needed in order to adequately house the number of people in the household.

In addition to those counted as homeless, there were 7,068 people living in marginal housing in other crowded dwellings, improvised dwellings, or caravan parks (ABS, 2012)

The 2011 Census identified 157 people as experiencing homelessness and 113 in marginal housing in the City of Joondalup. The table below shows the breakdown of those figures, by operational groups for Joondalup, Wanneroo and Stirling.

#### Homelessness in North-Western Perth Metropolitan Area, 2011

	Joondalup	Wanneroo	Stirling
Improvised dwellings/tents/sleeping out	0	0	15
Supported accommodation for homeless	0	0	41
Staying with others	101	85	142
Boarding house	0	0	23
Temporary lodging	0	0	14
Severely overcrowded	39	190	184
<b>All homeless:</b>	<b>157<sup>6</sup></b>	<b>302</b>	<b>419</b>

#### Marginally Housed North-Western Perth Metropolitan Area, 2011

	Joondalup	Wanneroo	Stirling
Other crowded dwellings	89	323	467
Marginally housed in caravan parks	24	53	20
<b>Total marginally housed/at risk</b>	<b>113</b>	<b>376</b>	<b>487</b>

Source: ABS (2012)

#### Local data

At the time of the 2011 Census, service providers noted that the estimate from the Census in 2011 was likely an undercount since they encountered people sleeping rough as well as those who were 'couch surfing', staying with others because they did not have stable accommodation of their own. Service providers and City officials also noted, in stakeholder consultations undertaken for this Project, a marked increase in homelessness over the past several years.

<sup>6</sup> Totals do not add up as some data is not released because of confidentiality.

The City of Joondalup and local service providers collect data on the number of people they encounter who are experiencing homelessness, and the types of homelessness. According to City of Joondalup data, at least 100 rough sleepers have been engaged by staff within the City since January 2012.<sup>7</sup>

The table below summarises local data on homelessness, estimated on a per month basis. Details are at *Appendix 2: Local data on homelessness*.

### Estimate of Number of People Experiencing Homeless, *per month*, City of Joondalup

Source of data	Rough sleepers, tents, cars, etc.	Supported accommodation	Couch surfing, staying with friends, turned away from supported accommodation, overcrowded	At risk – risk of eviction, overcrowding, insecure caravan parks, severe housing stress <sup>8</sup>
Entrypoint (Centrecare)	43 <sup>9</sup>			
City of Joondalup	5 <sup>10</sup>			20 <sup>11</sup>
City of Wanneroo	1			5 <sup>12</sup>
Patricia Giles Centre	27 women + 35 children <sup>13</sup>			
Youth Futures WA	24 emergency relief, 6 supported accommodation <sup>14</sup>			
HAND <sup>15</sup>	2		2	5
Survey of car parks	12 <sup>16</sup>			

<sup>7</sup> Based on People At Risk Database obtained from City of Joondalup, Community Development team.

<sup>8</sup> Figures for severe housing stress in the City of Joondalup (as measured by the ABS, households in the bottom 40% of income distribution, paying more than 50% of their income on housing) are not included in the table due to data limitations.

<sup>9</sup> Data for January – June 2015, distinct callers from suburbs within the City of Joondalup for accommodation and support services.

<sup>10</sup> Based on average May – August 2015 figures from City of Joondalup People at Risk database

<sup>11</sup> Based on conversation with Financial Counsellor, City of Joondalup, 28 August 2015

<sup>12</sup> Based on financial counselling clients determined to be at risk of homelessness, August 2015, City of Wanneroo

<sup>13</sup> Based on data obtained from the Patricia Giles Centre on 20 August 2015 for previous three months (beginning 28 May) includes single women and women and children sleeping rough, staying with friends and family, and/or at risk of homelessness.

<sup>14</sup> In the last 12 months, provided emergency relief to 285 young people in Joondalup who were sleeping rough, couch surfing or moving place to place with no fixed address to meet the criteria. Receives 40-85 referrals to crisis accommodation and between 10-15 for transitional accommodation, per month, encompassing Perth metro area (not limited to Joondalup).

<sup>15</sup> Based on data from HAND for May-September 2015, includes adults and children in Joondalup and Wanneroo

<sup>16</sup> Average per night, based on survey conducted from 13 June to 29 July 2015. May include some duplicates with HAND and City of Joondalup.

These figures are estimates on a monthly basis, unlike the Census which is a point-in-time count for one night. It is important to note that some of the figures from HAND and the City of Joondalup, and HAND and the City of Wanneroo may be double counted. The survey of car parks may also count some of the same people who were identified by Joondalup, Wanneroo and/or HAND. Some of the women and children reported by the Patricia Giles Centre may also appear in other figures.

Many people move around to different parts of the metro area, in and out of the City of Joondalup boundaries, hence obtaining a precise count will require further analysis, and is not within the scope of the Project. Working with the ABS to obtain an accurate count as part of the 2016 Census, and supporting local efforts, such as Registry Week, coordinated by Ruah Community Services in February 2016, will present important steps to obtaining a more accurate representation of homelessness numbers in the area.

Entrypoint (Centrecare) is a free assessment and referral service assisting people experiencing, or at risk of, homelessness in the Perth Metropolitan area to access accommodation and support options. Trained staff assess individual circumstances by telephone or in person, provide individuals with information on accommodation and support options in the Perth metropolitan area, and if eligible, provide formal referrals to crisis accommodation options. Entrypoint receives from 320 to 360 calls per month, from people experiencing homelessness throughout the Perth Metropolitan area. The majority of the requests are for crisis accommodation from people sleeping rough, staying with friends and family, or at imminent risk of eviction. It is uncertain how many of the calls are from the Joondalup area since approximately half the call records do not specify the address of last residence. Among those that do specify the location of the caller, 43 distinct people made contact from a suburb within the City of Joondalup from January to June 2015.<sup>17</sup>

HAND Nor Inc. assists people experiencing homelessness, or who are marginally housed, with food and blankets, and also provides a shower service in Merriwa one day a week. Data collected from HAND from May – 4 September 2015, included outreach to people in Joondalup (8 adults, sleeping rough and in their cars) and people who visited the shower service in Wanneroo (15 adults and 12 children, sleeping rough, in cars, couch surfing and marginally housed).

In our interviews, stakeholders mentioned that some people experiencing homelessness came to Joondalup at the end of the train line because it was perceived to be safer than staying in the Perth CBD, yet is still accessible to services and public transport to other parts of the City. Several people talked about the presence of a group of young people disengaged from education and employment who congregate at the Joondalup train station and who may be homeless. Another person mentioned that some young people ‘train surf’, moving around from place to place during the day and sleep on the train in the evening.<sup>18</sup>

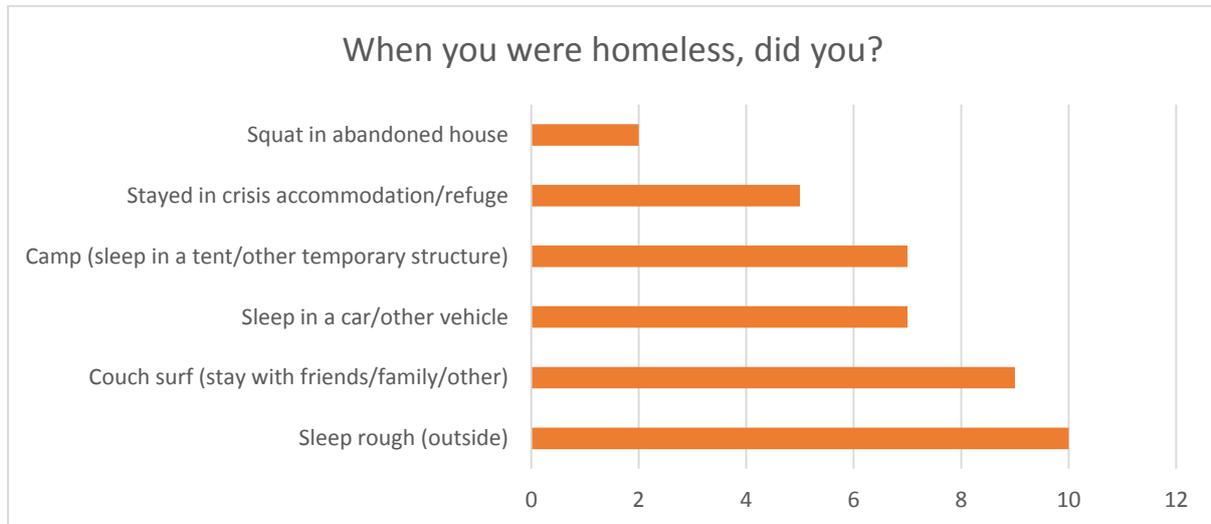
As part of our research, Shelter WA conducted a survey of 26 people who had experienced homelessness in or around Joondalup. Most of the respondents (16) reported moving around to various locations including Joondalup, Wanneroo, Perth CBD, East Perth and Victoria Park. Others said they stayed predominantly in Wanneroo (4) or Joondalup (5).

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<sup>17</sup> Data provided by Entrypoint, September 2015

<sup>18</sup> Based on conversations with South West Australia Homeless People, August 2015.

Respondents were asked where they slept when they were homeless. The results are shown below.<sup>19</sup>



## Pathways into Homelessness

People find themselves homeless for various reasons. *The Road Home: National Approach to Reducing Homelessness* identified four main pathways into homelessness, based on research by Chamberlain and MacKenzie (2003):

- Housing stress, often driven by poverty and accumulating debt;
- Family breakdown, particularly driven by domestic violence;
- Poor life transitions, particularly transitions out of the child protection system, prison or statutory care; and
- Untreated mental health and substance use disorders that lead to the loss of housing, education, employment, family and other relationships.

These pathways are consistent with homelessness trends in Joondalup. Interviews with relevant stakeholders identified some trends about the existing homeless population within the City. The primary groups of people experiencing homeless in Joondalup include:

- Women with/without children escaping domestic and family violence;
- Young people, on their own or in small groups, as a result of family conflict; and
- People with underlying mental health conditions, who have difficulty maintaining housing and/or become homeless on release from hospital.

There are services available in Joondalup aimed at assisting people in these situations, however, as with many homelessness services around the state, they are unable to meet increased demand. For

<sup>19</sup> Respondents could select more than one answer.

example, the Patricia Giles Centre, a refuge for women and children escaping family/domestic violence, was forced to turn away 23 women and children in May-July 2015 due to a lack of capacity.

Another group are people who are underemployed or unemployed, who sometimes carry large debts, and are unable to access rental accommodation. People in this situation have often held jobs for various periods in their lives, often had families and raised children, but through a series of events, or sometimes one catastrophic event (i.e. health problems or divorce) they have lost their homes and jobs and become disconnected from social networks. People in this situation often require much less support than others with multiple or complex issues.

Mobility is a key issue further exacerbating experiences of homelessness in the City. The homeless are often 'hidden', sleeping and living out of their car in places such as car parks but not all have access to a vehicle. People experiencing homelessness may employ various strategies to minimise harm. For example, one stakeholder described a group of young women in Joondalup who sleep during the day so they can be awake at night to avoid dangerous situations. They walk around at night or stay in small groups.<sup>20</sup>

A homeless family was camping in Yellagonga Regional Park in the City of Wanneroo to avoid detection, and were unaware of prescribed burns in the area. HAND Nor Inc (Homeless, At risk, Needy, Disadvantaged) located the family and notified them about the fire.<sup>21</sup>

In addition to the groups of people experiencing homelessness listed above, there are others who may be seen as 'chronically homeless' such as one man who had been homeless for five years, living in his car.<sup>22</sup> Stakeholder interviews suggest that the City of Joondalup rangers and WA Police generally do not move people on or issue infringements if the person is not impacting on others in the area. While those with access to a car are more fortunate than others, people reported concerns about safety when sleeping in their car.

There is no single profile of people who are experiencing homelessness in Joondalup, it reaches across ages and includes people with complex needs, such as alcohol or drug misuse, as well as those unable to keep up with increasing costs of living. Because people experiencing homelessness in Joondalup have diverse life experiences, challenges and needs, a range of services is required to address varied circumstances.

## Main reasons people seek assistance

During 2013-14, an estimated 21,437 people received support from a government-funded specialist homelessness agency in Western Australia. These figures are not available for Joondalup specifically, since some service users in other geographic areas access services in Joondalup, and some Joondalup based services may assist people in other parts of the Perth Metropolitan area. Nevertheless, the data provides an indication of the types of needs people face in WA, including Joondalup.

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<sup>20</sup> Based on interview with Graffiti Removal Support Officer, City of Joondalup, 26 August 2015.

<sup>21</sup> Based on interview notes with, Community Development staff, City of Joondalup, 6 August 2015.

<sup>22</sup> Interview with Graffiti Control Support Officer, City of Joondalup 26 August 2015.

The main reasons for clients seeking assistance from homelessness services, based on data collected from government-funded specialist homelessness services (AIHW, 2014), include:

- Domestic and family violence 29%
- Financial difficulties 21%
- Housing crises 8%
- Inadequate or inappropriate housing 8%

Data reported by the Australian Institute for Health and Welfare (2014) reveals that homelessness service users in Western Australia were:

- mostly female (61.5%)
- mostly Australian-born (84.6%). The next most frequent countries of birth were the United Kingdom and New Zealand
- mostly non-Indigenous (58.5%). Aboriginal or Torres Strait Islander peoples were, however, over-represented (32%) relative to their population size (3%)
- 18% of clients in WA lived in remote or very remote locations
- 29% were under the age of 18<sup>23</sup>

Between 2006/2007 and 2013/2014, financial reasons increased from 11% to 21% as the primary reason for people seeking assistance from specialist homelessness services (AIHW, 2014; AIHW, 2013).

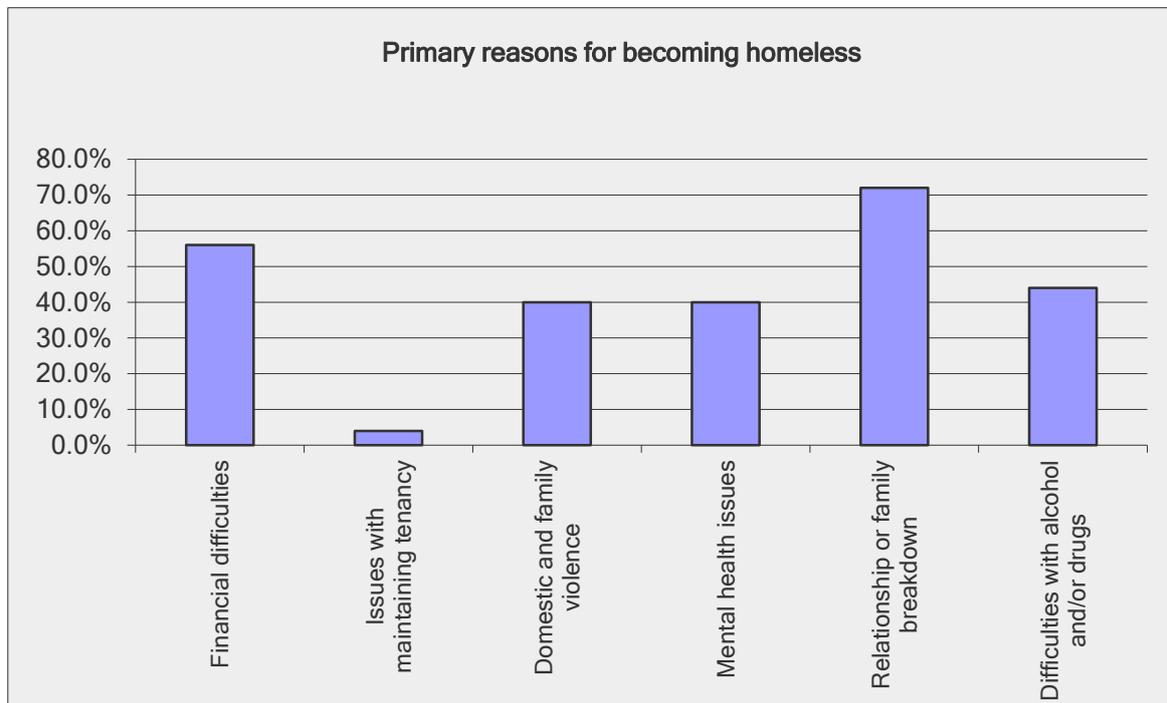
Specialist homelessness services provide a wide range of services for many people in need, however they are often unable to meet the total demand. In 2013/2014 approximately 53 people were turned away from services every day, due to services unable to meet their needs (AIHW, 2014).

Perth Registry Week 2014, an annual survey carried out by Ruah Community Services to identify the number and needs of frequent or permanent rough sleepers, found 168 individuals sleeping rough in the Perth CBD during the week of 11-16 May 2014. Forty-one (41) of these were young people under the age of 25. Individuals over the age of 25 on average spent approximately 6 years experiencing homelessness. Thirty per cent (30%) of respondents had a history of foster care or institutional care as a child, and almost half of all survey respondents reported having experienced emotional, physical, psychological, sexual or other type of abuse or trauma, for which help was not sought (Ruah, 2014). For a number of respondents, this was a factor in causing them to become homelessness.

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<sup>23</sup> Flatau et al (2013) conducted a survey of 647 people experiencing homelessness. They found that almost half (48.5%) reported that their parents had been homeless at some time during their lifetimes. Their study suggests that intergenerational homelessness is a significant issue and that early interventions aimed at children and young teenagers, are needed to address the individual risk factors, including family violence and drug and alcohol misuse, in addition to the system-level responses and the availability of affordable accommodation.

Among the 26 people surveyed as part of this project, who had experienced homelessness, they reported relationship and family breakdown and financial difficulties as the primary reasons for becoming homeless, shown on the graph below.



## At risk of homelessness

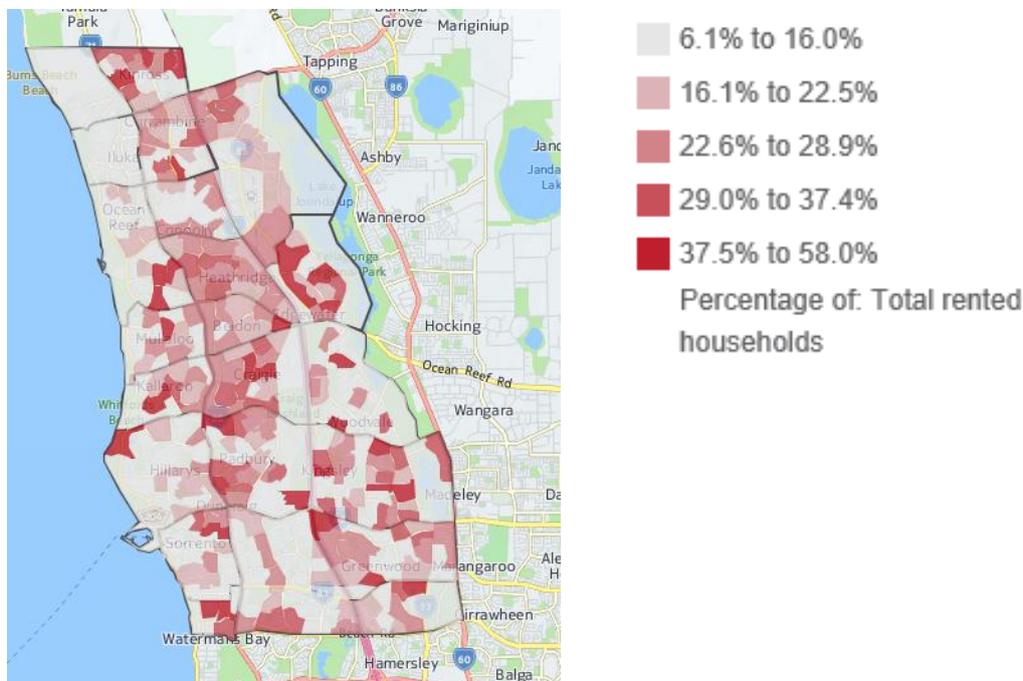
People can be at risk of homelessness due to financial and housing stress, family conflict or violence, transitions out of institutionalised care, untreated mental illness, or substance misuse.

### Housing Stress

One indicator of a risk of homelessness can be rental stress, measured as households in the lowest 40% of the income distribution, who are paying more than 30% of their gross weekly income on rent. As of 2011, there were 2,000 people in the City of Joondalup in rental stress. The rate of rental stress in Joondalup was slightly lower (20.7%) than that of the Perth Metropolitan area (22.7%).

The areas of higher percentages of people in rental stress are shown in the map below (id.com, 2014).

### Households in rental stress, by percentage, 2011



While renters tend to be at greater risk, some with mortgages are also at risk, particularly if people have taken on significant debt, lose their job or have their working hours reduced. As of 2011, there were 1,441 households in mortgage stress in the City of Joondalup. Areas of mortgage stress, with number of households, in the City of Joondalup are (id.com, 2014):

- Greenwood (88)
- Padbury (92)
- Heathridge (98)
- Kingsley (117)
- Duncraig (127)

### Unemployment

The official unemployment rate for the City of Joondalup is very low (2.7% as at June 2015), however this may not reflect the extent to which some workers have either had their hours reduced and/or are in insecure employment. The overall slowdown of the resources industry in the state has contributed to economic uncertainty across the whole of Western Australia. While Joondalup is not necessarily affected more detrimentally than other parts of the Perth Metropolitan area (and in fact, may be less affected), numerous stakeholders mentioned the impact of the economy on current and anticipated demand for services. For example, the Patricia Giles Centre reported a relationship between financial stress as a contributing factor to domestic violence among their clients.

## Ageing population

When the City of Joondalup was providing financial counselling services (prior to 30 September 2015), there was a reported increase in the rate of seniors seeking financial counselling, who were at risk of homelessness.<sup>24</sup> The traditional housing career for many Australians has included rentals as a transitional tenure, with many people purchasing a home in their 30s and paying off a mortgage by retirement. However, this ‘housing career’ is no longer linear, with many people entering and exiting homeownership throughout their lives due to changes in employment, relationship breakdowns, reformulating households and health issues.

Studies have identified major differences between those who become homeless later in life, to those who experience homelessness before the age of 50 (Chamberlain, Johnson, & Robinson, 2014). The latter group are more likely to be men, never married, without regular employment, and suffering from alcohol misuse issues and mental health problems. Whereas, those who are experiencing homelessness for the first time later in life are more likely to have had a conventional housing history as private renters but only accumulating small financial reserves. These individuals may experience a crisis such as health problems or family breakdown, which may result in homelessness due to an insufficient reserve of funds to maintain independent housing (Chamberlain, Johnson, & Robinson, 2014).

## Closure of caravan parks

Caravan, and long stay residential, parks have long been a source of affordable accommodation, particularly for seniors. With increasing pressure on access to land, and the redevelopment and increased revenue potential, some caravan parks in the Perth metro area are in the process of closing (i.e. Carine Gardens), leaving long-term residents with limited affordable housing options.

There are several caravan parks in Joondalup and Wanneroo:

- Burns Beach Caravan Park, 35 Ocean Parade, Iluka
- Kingsway Tourist Park, Kingsway Drive, Kingsway
- Ocean Reef Caravan Village, Mangano Pl, Wanneroo
- Wanneroo Caravan Park, 18 Jacaranda Drive, Wanneroo

Whilst none of these has announced immediate plans to close, with other parks closing there may be increased demand for housing within these parks, as alternative affordable housing options. Long-stay tenants in caravan parks have often spent much of their retirement funds on their caravan, but have relatively little security of tenure to the land. If they are unable to move their caravan, due to updated mobile homes legislation, their options may be limited and contribute to increased risk of homelessness for some residents.

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<sup>24</sup> Based on interview with Financial Counsellor, City of Joondalup, 28 August 2015.

## City of Joondalup Responses to Homelessness

In addition to services such as Financial Counselling (services ceased on 30 September 2015) and Youth Outreach, which are vital to the prevention of homelessness, the City has shown a commitment to addressing homelessness through the adoption of the Homelessness Protocol, playing an active role in the Joondalup and Wanneroo Interagency Homelessness Action Group and undertaking this research to inform future actions.

### Assisting People who are Homeless within the City Protocol

The Protocol outlines the course of action to be taken by City Officers when they come across people who are homeless and rough-sleeping in City facilities such as toilet blocks, parks, carparks or beaches. The objectives are to provide City employees with information on how to deal with a person who is homeless in City facilities or public open space, and to provide a co-ordinated approach to homelessness in the City.

Once notified of someone who is experiencing homelessness, the Community Development Co-ordinator will arrange for contact to be made with the person by two City officers and will, as appropriate:

- Provide advice on short and long-term accommodation;
- Refer the person to relevant state government departments, community service providers, emergency accommodation providers or local church groups, or liaise with these agencies on the homeless person's behalf; and
- Provide homelessness packs for people sleeping rough if required.

In addition to notifying the Community Development team, the protocol stipulates that City employees should not attempt to move people on or move their possessions. This is significant to ensure people who are homeless are not unnecessarily moved on, or lose their possessions.

In interviews with stakeholders, particularly the WA Police and City employees, they referred to the protocol as a way to coordinate actions and a clear course of action. The Police informed Project staff they were in regular contact with the Community Development team.

### Joondalup Wanneroo Interagency Homelessness Action Group

Local governments and community organisations have been working together on these issues through the Joondalup and Wanneroo Interagency Homelessness Action Group. The City of Joondalup's involvement in the group demonstrates the City's commitment to work with other stakeholders to address homelessness in the North West corridor. The JWIHAG is open to government, not for profit, corporate and churches who work within the homelessness sector or related industry in and around the Joondalup, Wanneroo region. The purpose is to share

information, build on opportunities, collaborate, develop partnerships and integrate services, where appropriate. The City of Joondalup plays an active role in the group, which meets on a six weekly basis and is chaired by a local service provider.

## Services for People Experiencing Homelessness

### Specialist Services

Not-for-profit community organisations and government agencies provide a range of services and limited accommodation options for people experiencing homelessness in the City of Joondalup. These are described in detail in *Appendix 3 Identification of Services in the City of Joondalup*, including a description of key services by:

- Accommodation and Support;
- Support Services (without accommodation);
- Food ; and
- Homelessness Prevention.

*Appendix 3* also includes a matrix demonstrating the range of services available, and a map illustrating the location of such services.

### Gaps in Services

The stakeholder consultations revealed there are many exceptional services in the community, however many are oversubscribed, unable to meet the growing need, particularly for crisis and supported accommodation.

Based on our stakeholder consultations, the primary gaps in services and accommodation include:

- Crisis accommodation for families (i.e. single parents, couples with or without children, including, but not limited to, those affected by family violence);
- Crisis accommodation for young people (including 14/15 year olds);
- Supported accommodation for people with mental illness;
- Safe place to park or camp;
- Access to showers, laundry facilities (either in a physical location or mobile unit); and
- Access to long-term affordable housing.

In addition to discussions with service providers, our survey asked people who had experienced homelessness in Joondalup what services they believed were required, shown in the graph below. Respondents were asked to place the services in order of importance, resulting in an average ranking for each service from 0 to 5.



## Recommendations to Address Homelessness in Joondalup

Findings from Shelter WA’s research of homelessness issues and consultations with stakeholders have determined the following:

- Due to the relatively small number of people experiencing homelessness in the area compared to other parts of the Perth metropolitan area, small, targeted interventions have the potential to have a significant impact on homelessness in the area;
- Early intervention measures are vital to prevent homelessness, and limit the need for more intense services at a later stage;
- While the availability of secure and appropriate housing alone won’t eliminate homelessness, it is a pre-requisite in addressing the issue;
- It is important to develop trust with people, and that the support is non-judgmental and not punitive;
- Homelessness programs need robust relationships with property managers, housing providers, and property developers to create alternative housing options;
- Issues that led to homelessness don’t just disappear when someone leaves crisis facilities – people need ongoing support to maintain housing and to develop skills to address issues which led to homelessness in the first place. If the crisis agency is not able to provide it, a referral to an appropriate support provider is crucial.

In the course of conducting this research, stakeholders provided a range of recommendations to minimise the number of people who experience homelessness, respond to immediate needs and create pathways out of homelessness for people in Joondalup and surrounding areas.

## Increased coordination to address homelessness

There are numerous services providing relevant support to people experiencing homelessness. The JWIHAG and the work done by the Community Development team at the City of Joondalup are vital to provide coordination of services and responses. Further coordination among the sector will benefit service providers by reducing gaps and duplication of services, and will benefit individuals with clearer referral pathways.

Stakeholders remarked on the need for a coordinated approach and sharing resources with adjacent Local Government Areas, to the extent possible, to help improve coordination of services across the North West corridor. One person suggested a localised Entrypoint, which could be provided by the City of Joondalup, however Centrecare’s Entrypoint can and does undertake planned assessment of clients at its Joondalup office by appointment. This service, as well as other services in the area, could be more widely publicised to make sure they are known to the sector and wider community. Other people emphasised the importance of collecting accurate data (i.e. 2016 Census and Registry Week) to inform decision-making.

Greater coordination among services could be achieved in various ways as illustrated in the table below.

### Increased coordination among service providers, WA Police and local government

Options	Pros	Cons
<b>In conjunction with the City of Wanneroo, develop and implement a Homelessness Strategy</b>	Collaborative approach with other council(s); build on networks and relationships	Cost to councils (1 FTE, shared between Joondalup and Wanneroo)
<b>Publicise available services – including Entrypoint as a central point of contact</b>	Minimal cost; greater access to information among the community, service users and agencies	Increased pressure upon Entrypoint’s current resources (i.e. staffing)
<b>Support greater access to homelessness data through 2016 Census and Registry Week Feb 2016</b>	Census can account for people in overcrowded dwellings, caravan parks, and couch surfing to capture ‘secondary’ and ‘tertiary’ homelessness.  Tools available from Ruah to conduct count and assessment of rough sleepers, coordinated with other councils	Census is point-in-time count and does not reflect movement of people throughout the year  Registry Week does not provide data on other, more prevalent, forms of homelessness

Shelter WA’s recommendations to increase coordination are included on page 25, combined with recommendations to prevent homelessness.

## Preventative measures

Numerous stakeholders emphasised the need to prevent homelessness through early intervention, and that many of the ways to do so are more cost effective, more humane and minimise the trauma associated with homelessness. Early intervention also saves money due to minimising expenditure on institutional costs (i.e. justice, health and homelessness services).

Preventative measures recommended during the stakeholder engagement process:

- community education and awareness;
- budgeting and financial management;
- specialist services aimed at keeping people in their homes; and
- increased supply of affordable housing.

## Community Education and Awareness

Stakeholders at the workshop identified increasing community education and awareness as a significant response, including:

- Providing information about where to access services – publish a directory of services, offer information sessions, post flyers, Community Connect/Homeless Connect-type events; and
- Public education campaign to reduce the stigma of homelessness.

Stakeholders also discussed education for the private sector including landlords, who may be willing to provide lower rent accommodation for people experiencing homelessness. This could be done through support from a community housing organisation, State Government or the City of Joondalup. One stakeholder suggested the City of Joondalup could offer discounted land rates to owners who rent out their properties to people on benefits.<sup>25</sup> This could be offered to landlords who rent to tenants with a Pensioner Concession Card (it could also be extended to those with a Seniors Card). This would be relatively easy to implement, since it could follow a similar process to how the City already offers discounted rates to owner occupiers with proof of a valid Pensioner Concession Card, State Concession Card, WA Seniors Card or both a WA Seniors Card and Commonwealth Seniors Health Card.<sup>26</sup>

The need for tenancy education was also raised by numerous stakeholders. In particular, the Roofs for Youths program was discussed as a good program to assist young people to learn about their tenancy rights and responsibilities, and that this training module hadn't been updated or used recently, although it offers a way to improve tenancy education among young people. Other people suggested life skills training and parenting education, which could incorporate skills people require to maintain housing and access services, if required.

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<sup>25</sup> Based on interview with local person experiencing homelessness, 2 September 2015.

<sup>26</sup> Many councils offer discounted rates to owner occupiers, similar to the City of Joondalup, however we are not aware of any local councils yet that offer discounted rates to landlords, who rent their property to Pension Concession Card holders.

## Budgeting and Financial management

The City of Joondalup, City of Wanneroo, and The Spiers Centre Inc. each offered Financial Counselling Services, up until September 2015, to assist individuals and families experiencing financial crisis to recover and strategically plan for the future through measures such as counselling, advocacy, referral, and the Hardship Utility Grant Scheme (HUGS). On average the City of Joondalup's Financial Counselling Service provided services to 60 new clients per month, with many of these clients presenting at risk of homelessness due to substantial rent arrears, or arrears on their mortgage for which the bank had defaulted and was taking recovery action.<sup>27</sup> The provision of financial counselling is currently being restructured, and it is unclear which agencies will provide financial counselling services in the North West Corridor beyond October 2015.

Providing financial counselling is one of the most effective early intervention strategies (MacKenzie & Steen, 2013). Effective financial counselling, provided at an early stage, can prevent homelessness by assisting people with prioritising, negotiating with creditors, developing an action plan and developing alternative employment and housing options. It can also assist people who are at risk of eviction with advocacy and the tools they need to sustain a tenancy.

## Specialist services aimed at preventing homelessness

### *Safe at Home*

Domestic violence continues to be one of the leading causes of homelessness in WA and Australia. When domestic and family violence occur, women and children often become homeless. Leaving their home can cause financial hardship for women due to relocation costs, as well as instability and trauma for children, including disruption from engagement in education. When forced to leave, women can incur significant removalist fees, loss of possessions and storage charges, particularly if they have to relocate more than once. Leaving their home is likely to disrupt women's lives in other ways; for example, cutting them off from support networks and affecting their ability to maintain work.

The aim of the Safe at Home Program in WA is to provide support for women and children experiencing domestic violence to stay in their housing, when it is safe to do so. The program offers practical and emotional support to assist women to remain in the home and re-establish their lives without violence. The program can fund security measures such as alarms and locks, as well as liaison with Police to provide added security. Safe At Home staff can assist women with information about Violence Restraining Orders, financial options, parenting orders and other forms of support. In an evaluation of the Safe at Home program in WA in 2013, 49% (119) of participants were stably accommodated for at least 12 months, and many of the children continued to be enrolled and attending school after 12 months (Cant, Meddin, & Penter, 2013).

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<sup>27</sup> Based on interview with Financial Counsellor, City of Joondalup, 28 August 2015

The Patricia Giles Centre Inc. operates a Family and Domestic Violence Coordinated Response program in Joondalup and Mirrabooka. This program functions in partnership with the Western Australian Police (WA Police) and the Department for Child Protection and Family Support to undertake risk assessment of WA Police Domestic Violence Incident Reports and provide appropriate responses for families and individuals in incidences of family and domestic violence. The Safe At Home program provides support for women to remain in their home, when it is safe to do so potentially diminishing the likelihood of homelessness and disruption to women and children.

### *Youth Services*

Supporting young people to minimise conflict with family, develop life skills and access educational and employment opportunities is a significant way to prevent homelessness. Centrecare Inc. operates a Youth Support Service, which assists at risk, disadvantaged young people commencing secondary education up to the age of 18 years. It helps young people access centre based services, outreach and mobile services and drop-in centres, enabling them to connect with appropriate support, family members, peers and their communities. Services work to build on young people's skills and abilities to enhance their strengths and further develop resilience. The City of Wanneroo North Zone Youth Service operates a similar service.

Centrecare also provides a Parent Adolescent Conflict Counselling Service. This service offers a short term counselling/mediation service for at risk young people commencing secondary education up to the age of 18 years, and their families, working towards resolving parent/adolescent conflict, providing early intervention strategies to prevent risk escalating and to divert young people away from high risk situations that may impact on their safety.

Youth aged 12-18 years located both north and south of the Swan River in Perth can also seek outreach support services provided through the MercyCare Reconnect program. This service attends to youth who are either experiencing difficulties at home or have recently become homeless due to family issues. Family and individual mediation, counselling, education, advocacy, referral, and information are also provided.

### *Private Tenancy Support*

Assisting people who are already in private rentals, but are struggling to maintain the tenancy, is a cost effective way to prevent homelessness. The Red Cross offers a Private Tenancy Support Service for tenants located in the Northern suburbs by assisting tenants in private rentals to access financial counselling services, through advocacy, and other relevant services. Similar services are also offered by UnitingCare West.

Tenants can also access information and advocacy through Tenancy WA, an independent not-for-profit specialist community legal centre which provides information, advocacy and legal services on residential tenancy matters in order to assist residential tenants, boarders and lodgers.

## Access to social housing as prevention and response

The demand for social housing far outweighs the supply in the City of Joondalup. Increasing the supply of social housing simultaneously with other strategies will help prevent homelessness. Social housing can be delivered as public housing and/or community housing, in combination with private developers to provide well-designed housing. It can be incorporated into new and existing developments sprinkled throughout suburbs, sometimes referred to as a ‘salt and pepper’ approach to avoid concentrations of disadvantage, minimise resistance from neighbours, and build vibrant mixed income suburbs with access to amenities and services.

Under the Social Housing Investment Package, the Housing Authority has committed to 1,000 new social housing dwellings over the next two years, specifically aimed at families and seniors. Even if a small proportion (50-75) of these new properties could be earmarked for Joondalup, it could help prevent homelessness among families and seniors at risk in the region.

The most recent round of the National Rental Affordability Scheme (NRAS) was cancelled and there are no plans to reinstate it, however if the Commonwealth Government recommences the program or if something similar is developed on a state-based scale, it would be appropriate for the City of Joondalup to work with private developers and/or community housing providers to secure NRAS properties in the area.

These properties are rented at below market rates (80% of market) to eligible households, often key workers whose wages are above the limit for social housing, but are unable to secure an affordable rental or purchase a home in the area. This could be appropriate for some key workers in Joondalup.

Another option to expand the supply of affordable housing to prevent homelessness is through head leasing of private rentals to community housing providers. The community housing provider rents the property from the owner, and sub-leases it to an eligible tenant. The advantages to private landlords:

- rent payments are secure
- the rental period is defined
- the community housing provider returns the property in the condition in which it was originally leased, apart from fair wear and tear.

Several of the community housing growth providers in WA, such as Foundation Housing, are exploring this option.

Head-leasing can also be between a government agency and private owner. For example, under the Real Housing for Growth head-leasing initiative, the Northern Territory Government head-leases privately owned dwellings for a 10 year period, where the owner/investor is guaranteed 52 weeks market rent per year. The Territory Government then rents the dwellings to eligible tenants at 30% below market rent.

Shelter WA notes, in the context of falling rents, higher vacancy rates and slowed or negligible growth in property prices, there is an increased impetus for many property owners to find secure long-term tenants for their properties. This may encourage private landlords to make properties available to community housing providers and/or the Housing Authority within head-leasing arrangements.

The Housing Authority Rental Pathways Program provides financial incentives for over-income public tenants to access private rental housing, with ongoing rental subsidy for up to two years, and security of tenure. Similar programs could be funded by the Housing Authority and the Department for Child Protection and Family Support to provide exit points for clients accessing homelessness services. Developing relationships with real estate agents and property owners would be essential to ensure adequate properties are available.

### Increase stock of affordable housing

While the availability of more affordable housing will not prevent all homelessness, it will decrease homelessness significantly for those who are unable to access affordable accommodation, but who may not have other complicating factors (i.e. undiagnosed mental illness etc.). The City is not necessarily in a position to build affordable dwellings directly, however the City has the ability to increase affordable housing through the planning process and work with the private sector to increase the diversity and affordability of housing in the region.

In our interviews and workshop, stakeholders were adamant about the need for more affordable housing, and to investigate innovative ways to deliver more affordable accommodation in partnership with the private sector, not-for-profits and community organisations.

Their suggestions included:

- Allow smaller dwellings, and the use of alternative construction materials and design (i.e. 'Tiny Houses', pre-fab, temporary structures);
- Adopt inclusionary zoning to stipulate minimum percentages of affordable housing in new housing developments;
- Encourage the use of ancillary dwellings ('granny flats') to provide affordable accommodation, and offer incentives to owners to rent them below market rates;
- 'House matching' service to match people with under-utilised dwellings with boarders;
- Adapt Oxford Foyer Model to Joondalup;
- Ensure design excellence to build pride and a sense of community. Good design doesn't have to be expensive (i.e. incorporating community gardens); and
- Cubes – Japanese model (prefabricated, replaceable modular cube building, a "jenga" skyscraper, each unit can be replaced quite easily).

The table below presents various preventative measures and the pros and cons of each approach, based on Shelter WA's research and stakeholder consultations.

## Preventative Measures

Options	Pros	Cons
<b>Community Education and Awareness</b>	Minimal cost	Varying levels of effectiveness, requires widespread collaboration
<b>Budgeting and Financial management</b>	Minimal cost, benefits large group	Changes to funding for Financial Counsellors may leave shortfall
<b>Specialist services aimed at keeping people in their homes (tenancy, youth, safe at home)</b>	Cost-effective compared to intensive support services to re-house people	Requires funding and commitment from various levels of government
<b>Develop relationships with real estate agents and landlords to head lease rental properties</b>	Capacity for community housing providers to approach landlords while market is flat.	Need to identify strategies to retain properties when market changes.
<b>Increase stock of affordable housing</b>	Caters to diverse needs of Joondalup residents; decreases demand for social housing; allows homelessness services to concentrate assistance on those with complex needs	Requires political commitment; possible changes to zoning/planning system; incentives for developers

To increase coordination and prevent homelessness, Shelter WA recommends the City of Joondalup:

- **In conjunction with the City of Wanneroo, develop and implement a Homelessness Strategy.**
- **Advocate to State and Commonwealth Governments to fund early intervention and prevention services (i.e. financial counselling, tenancy education, and Safe at Home). Where funding is unavailable, but there is demonstrated need, the City may consider funding the preventative service to be provided directly or via a community organisation.**
- **Approach the Housing Authority about appropriate opportunities to expand the development and provision of social housing within the City of Joondalup as part of the Social Housing Investment Package.**
- **Identify opportunities to utilise the land use system to encourage the development of social and affordable housing (i.e. inclusionary zoning).**

### Accommodation and support options

Most approaches to homelessness involve combining accommodation with support services, based on the recognition that one without the other is insufficient to create pathways out of homelessness.

Support services include services for people who are experiencing homeless as well as those at risk. Support services are often required after someone who has experienced homelessness is housed, in order to stabilise accommodation and prevent future instances of homelessness. Support services recommended during stakeholder engagement included:

- youth outreach services;
- tenancy support services;

- Day centres/drop-in centres for people experiencing homelessness;
- access to health care services;
- support with issues of alcohol or substance misuse;
- mental health services; and
- assistance seeking employment.

### Crisis, transitional and supported accommodation

Stakeholders provided innovative ideas about ways to accommodate people requiring housing, re-purpose existing resources, and create new solutions:

- Place people into empty hotel/motel rooms. Provide tax relief or some other financial incentive to hotels (i.e. the City could promote the hotel through advertising);
- Use sea containers for crisis accommodation<sup>28</sup>;
- Use de-commissioned dongas from mine sites, re-fitting for crisis or transitional accommodation temporarily on sites in the City where land is currently under-utilised ('old Bunnings site'); and/or
- City of Wanneroo and City of Joondalup to each purchase and operate a caravan park, corporate sector to provide funding and service providers to operate on day-to-day basis, providing accommodation and support services.

People also had ideas about how to fund new services:

- All real estate agents to give small percentage (0.5-1%) of rental income to a pool of funds that go towards services for people experiencing homelessness;
- Develop a social enterprise such as a cleaning company (i.e. to clean rental properties) to fund services and provide jobs; and
- Create businesses similar to Delancey Street in California, a 'residential self-help organisation' providing housing and employment for people experiencing homelessness.<sup>29</sup>

### Models linking accommodation and supports

Addressing homelessness requires a combination of providing shelter – either crisis, transitional or long term - as well as providing support services, to address the underlying causes of homelessness (i.e. mental health issues, substance misuse). However, there are many different models for combining the two, several examples are described below.

#### *Street to Home*

The Street to Home program in WA is provided by Ruah Community Services, St Patrick's Community Support Centre and UnitingCare West. It assists rough sleepers in accessing stable accommodation

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<sup>28</sup> See 'Shipping container home built in three days houses homeless people', <http://www.offgridworld.com/irelands-first-shipping-container-home-built-in-3-days-houses-homeless-people/>

<sup>29</sup> See <http://delanceystreetfoundation.org/>.

and addressing the issues which have led to their homelessness. According to an evaluation of Street to Home in WA, the program has been very successful in obtaining accommodation for clients and/or assisting them to maintain accommodation (Cant, Meddin, & Penter, 2013). Information provided by agencies indicated that 115 Street to Home clients had maintained accommodation for at least 12 months and fifteen had not. It is reasonable to assume, based on the data, that a further twelve clients accommodated before July 2011 maintained accommodation for at least 12 months.

Additionally, data from the Housing Authority indicates that of the 70 Street to Home clients accommodated in public housing between 1 May 2010 and 30 June 2011, 90% retained their tenancy for 12 months or more.

The value of the Street to Home program is the extensive outreach component where trained support workers spend time developing a rapport and building trust, since some people who are experiencing homelessness are reticent about engaging with service providers. An example is an Assertive Outreach Team operated by UnitingCare West, which engages with individuals who do not access mainstream homelessness services. The combination of time spent building relationships and offering intensive support, combined with access to housing through priority allocation by the Housing Authority has been instrumental in the success of the program.

### *Housing First*

The Housing First approach to homelessness response is widely embraced in Canada, the US and the UK, radically shifting models of service delivery over the past several decades. Services and accommodation in these countries had been focused on a treatment model, for example where sobriety was a pre-condition for housing. Housing First, on the other hand, does not require a person to demonstrate their 'housing readiness' by going through treatment programs. While there are many different variations of Housing First, they generally adhere to the following core principles:

- Immediate access to permanent housing with no housing readiness requirements;
- Consumer choice and self-determination;
- Recovery orientation;
- Individualised and client-driven supports; and
- Social and community integration.

Housing First approaches have demonstrated positive outcomes in terms of accommodation, often housing the most difficult, 'chronically homeless' individuals who were unable to secure housing through existing programs (AHURI, 2012). It has also proved to be cost effective, in that providing stable accommodation often saves money in emergency department visits, involvement with the criminal justice system, and in providing crisis accommodation. It is not clear whether a Housing First model is effective in securing other, non-accommodation, outcomes such as employment and social inclusion (Johnson, Parkinson, & Parsell, 2012).

A Housing First model is difficult to implement in the Australian context because of the severe shortage of affordable housing. Nevertheless, it is a useful way of thinking about providing people who are experiencing homelessness with secure housing as quickly as possible and then providing supports to address the underlying issues and to maintain housing. This is in contrast to providing temporary accommodation as a stepping stone, with multiple transitions, before securing more stable accommodation (AHURI, 2012).



### *Common Ground*

Common Ground is another model combining accommodation and support. It was first developed in New York and has expanded to many cities in the US, Europe and Australia. While it varies in practice, the main elements are combining housing with support services targeted at highly vulnerable people experiencing chronic homelessness (AHURI, 2014). Common Ground generally involves high-density housing, with a mix of tenants, some with complex needs and others without, and relies heavily on private philanthropy for establishment costs.

Elizabeth Street Common Ground in Melbourne provides permanent, affordable and safe housing together with long-term tailored support services including mental health services, employment assistance and medical referrals. It has 131 units of supported accommodation and 30 affordable homes for families. In addition to residential dwellings, it includes offices for partner organisations and community facilities for tenants including a green roof garden.

### *Foyer*

The Foyer model is similar to other programs outlined above in that it involves the provision of housing combined with supports, although it differs in that there are specific requirements for tenants to adhere to, in order to gain access and remain in the program, and the housing. This often includes meeting regularly with a case worker and enrolling in education, or accessing employment. It is considered an ‘aspirational program’, aimed at helping young people set goals and develop practical skills to gain employment and sustain housing. There are more than 1,000 Foyers around the world.

The Foyer Oxford in Leederville opened in 2014. It provides high-quality accommodation, support and training for up to 98 young people between the ages of 16 and 25. It is Australia’s first purpose-built Foyer.

Each resident of Foyer Oxford is required to make a formal commitment to<sup>30</sup>:

- engage in training and/or employment;
- access support and meet with support workers;
- meet obligations that come with a formal lease (including rent payments, regular property inspections and maintaining appropriate behaviour); and
- be a positive member of the Leederville community.

While the Foyer model is generally for young people, a similar program could be put in place for families although some aspects would need to be adapted (i.e. lower density, larger units).

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<sup>30</sup> See Oxford Foyer <http://oxfordfoyer.com.au/>

Drop-in or day centres are often developed as a response to street-present homelessness, and can take many different forms. Some can provide a safe place where people can access food and showers, or services can be more extensive, designed as a 'one stop shop' to provide a coordinated approach to meet basic needs (food, clothing, hygiene) as well as linking people in to support services (i.e. drug treatment, mental health services) and accommodation through referral processes.

The appropriateness of a drop-in centre in Joondalup is considered more thoroughly in subsequent sections of this report.

### Accommodation and Support Options

Options	Pros	Cons
<b>Street to Home</b>	One-on-one targeted intervention able to cater to client needs; linked to priority allocation with the Housing Authority; could expand Community Development team's outreach	Existing providers limited to inner city; requires investment to expand service and develop priority allocation with Housing Authority or other housing providers; time required for detailed case management
<b>Housing First</b>	Provides housing for 'chronically homeless' which can be most difficult to house; saves \$ in health, criminal justice	Requires access to affordable housing (not currently avail in Joondalup); may not address underlying causes of homelessness
<b>Common Ground</b>	Mix of tenants; addresses chronic homelessness	Requires capital investment from private sector, government; high-density
<b>Foyer</b>	Can be targeted to young people and/or families; linked with training and education	Requires capital investment from private sector, government
<b>Drop-in/day centre</b>	Provides emergency relief, safety, access to services	Unless linked with appropriate services, may not serve as pathway out of homelessness

**As part of a Homelessness Strategy, Shelter WA recommends the City of Joondalup considers addressing the accommodation and support service needs of people who experience homelessness by:**

- **Partnering with existing Street to Home providers to link assertive outreach services with existing programs; and**
- **Collaborating with community housing providers, State Government and private industry to identify opportunities to develop accommodation and support services (similar to Foyer model) for families and young people in the City of Joondalup.**

## Managing Public Space

In addition to their other functions, local governments are also managers of public space. In this role, local governments can either exacerbate homelessness by issuing move on and infringement notices or lessen the impact of homelessness on individuals and the surrounding community. By-laws that negatively impact on people who are homeless, for example, can criminalise the behaviour of people forced to sleep outside in public places, sleep in their cars in public lots, urinate and defecate in public if no public toilets are available, and store their belongings in public places.

Being able to access toilets is of significant importance. Locking toilet blocks and making them inaccessible to people who are sleeping rough or in their cars will do little to improve the health or safety of people experiencing homelessness and nearby residents. Councils have successfully experimented with different options including self-cleaning toilets that are available 24/7 but unable to be used as shelter.

In their research on the approaches of local governments to homelessness, Prance and Beer (2013, p. 42) state:

*Managing public safety is commonly acknowledged as an important responsibility for local governments. By-laws provide a mechanism for councils to maintain community safety and wellbeing. However, the enforcement of local government by-laws can have negative repercussions for rough sleepers that are not readily understood within councils. On the other hand, many capital city councils, such as the City of Adelaide, have created innovative partnerships with frontline service providers to ensure that homeless people are not discriminated against.*

The City of Adelaide has a Homelessness Project Officer, who works with the City Precinct Officers to ensure their duties do not conflict. The Homelessness Project Officer's role is to educate council staff about dealing with homelessness appropriately, to operate community awareness engagement, and to facilitate positive outcomes in the homelessness sector (Prance & Beer, 2013).

Prance and Beer (2013, p. 38) found 'some councils – such as the City of Port Phillip and to a certain extent the City of Sydney – adopt an atypical approach to the regulation of public space. Some of these councils emphasise the human rights of homeless people and seek to manage the perception of public nuisance within the wider public by positive measures that seek to educate, and via the provision of facilities that improve the wellbeing of homeless persons while simultaneously reducing negative impacts for the wider public'.

Prance and Beer (2013) recommend reviewing existing council policies and strategy documents, being mindful of homelessness. Particular attention should be paid to social plans, community wellbeing studies, community development frameworks, public space management regulations and bylaws, to ensure they do not negatively impact on people who are homeless.

The City of Joondalup has already committed to the Protocol for Addressing Homelessness, which is a significant achievement. In our stakeholder interviews, including the WA Police and people who had experienced homelessness in the area, it was clear that although some actions were at the discretion of rangers and police, for the most part, people who experience homelessness are treated

with respect and dignity and only moved on when there is a health or safety issue. Police were only involved when there was a criminal matter.

Rangers and Police did not apply punitive actions to people who have few options for where they reside or keep their belongings. The City of Wanneroo adopted a similar protocol and is the process of implementing it.

Numerous stakeholders mentioned the need to have a safe place to park their cars and/or to camp. This could be in designated areas, i.e. various church car parks or public car parks at the beach, with access to toilets and some security. The security could be provided by the City and/or WA Police, so people would know that the presence of Police or Rangers is not to be feared, but is in fact providing security – not to remove people experiencing homelessness, but instead to ensure public safety for every citizen, including those without housing.

The City of Joondalup and City of Wanneroo held a training session for their staff, about homelessness, through the West Coast Institute. This training was well received, and provided an opportunity to increase awareness about homelessness issues, minimise the stigma of homelessness, and provide City employees with clear guidelines on how to respond to people experiencing homelessness. This training should be provided on an ongoing basis for relevant staff, as well as information about community resources of where people can access appropriate services.

### Managing Public Space

Options	Pros	Cons
<b>If allowable under local laws, safe places for people to park their cars – could be rotating designated or multiple, dispersed locations</b>	Improves safety for people who are homeless and reduces their risk of obtaining parking fines or disturbance	Require additional security and coordination among rangers and police
<b>Review by-laws to ensure not negatively impacting people who are homeless</b>	Improved human rights for people who are experiencing homelessness	Possibly negative reactions from some residents
<b>Continue training for City employees (rangers, public safety, waste, librarians) and Police</b>	Minimal cost, improved education and coordination	Requires resources for training

#### To effectively manage public space as part of a Homelessness Strategy, Shelter WA recommends:

- Review City local laws to ensure they do not adversely impact people experiencing homelessness;
- Provide ongoing education for front-line City employees and information sharing for WA Police and other relevant agencies; and
- Designate safe places for people to sleep in their cars, with access to toilets, and provide security to ensure safety, if allowable under local laws.

## Drop-In Centre

As per the City of Joondalup's research brief, the feasibility of establishing a drop-in centre is discussed in more detail here. Shelter WA recommends that a drop-in centre be implemented as part of a broader, staged-approach to address homelessness in Joondalup. The other elements can be explored in more detail as part of the development of a comprehensive Homelessness Strategy, based on this report and the previous action plan developed by the JWIHAG.

### Drop-in Centre as part of Broader Strategy to Address Homelessness

#### Stage 1

- Establish drop-in centre for day use
- If local laws allow, designate safe place(s) for people to park and/or camp with access to toilets, known to rangers/police to offer security
- Partner with existing Street to Home assertive outreach services to build relationships with people sleeping rough, connect with support services and develop housing options with the Housing Authority and other housing providers
- Develop plans for crisis and longer term accommodation for families and young people – facilitated by the City of Joondalup, provided by community housing providers, churches and the Housing Authority
- Review the City of Joondalup's planning provisions to increase the supply of affordable housing in new developments (i.e. any new housing in Lot 9000)

#### Stage 2

- Establish crisis accommodation, either for targeted groups or for flexible use (i.e. families, young people)
- Increase the supply of affordable housing through land use system
- Explore innovative designs to increase diversity and affordability of crisis and long-term accommodation – use of alternative materials that reduce build times, use of dongas for temporary housing, shipping containers, etc.

## Model of service delivery

Drop-in centres range in the types of services delivered, and their purposes. At one end of the spectrum, a drop-in centre can provide short term, emergency relief (i.e. soup kitchen) and focus on harm minimisation. At the other end, a drop-in centre can be a place to access intensive case management with a structured pathway to support services and housing.

In addition to interviews with service providers in Joondalup and the JWIHAG workshop, Shelter WA conducted a follow up survey about the types of services a drop-in centre should provide (17 respondents), and a consumer survey among 26 people who have experienced homelessness in Joondalup.

Shelter WA also interviewed operators of drop-in centres in Northbridge (Ruah Centre, Passages), Perth (Tranby) and Fremantle (St Patrick's Community Support Centre). These centres are largely staffed by paid employees and cater to a relatively high volume of people, compared to the number of people that could be expected to use a drop-in centre in Joondalup. Although a drop-in centre in Joondalup will not have the volume that the other centres do and will run on a smaller scale, its model of service delivery can be informed by the experiences and expertise of other centres.

The drop-in centres vary in their services and approach. Tranby Day Centre, run by UnitingCare West, supports 50-70 people per day. It provides food, showers, medical and dental services, case management, legal advice and mail collection. Due to the high number of people attending the service, some of whom have chronic, complex mental illness or challenging behaviours, UnitingCare West employs qualified and highly trained staff, including a security guard on site. UnitingCare West is moving away from running Tranby as a day centre, where people come for food and other support, to a homelessness program that is more structured. In this new model, clients will sign service agreements stating their rights and responsibilities, and will have more structured activities to attain better outcomes, particularly civic connectedness and employment.<sup>31</sup> This type of service – aimed at reintegrating people into society, connecting them to housing, employment and community – is costly. It requires intensive engagement with clients to build relationships and provide intensive support services. It also requires qualified staff to support clients experiencing complex issues such as chronic undiagnosed mental illness and/or substance misuse.

Passages resource centre is a referral service for homeless or street present young people between the ages of 12 and 25. Passages Northbridge is a joint venture between the Rotary Club of Perth and the St Vincent de Paul Society in Western Australia. In addition to meeting basic needs through the provision of food and showers, trained staff support young people with legal issues, health concerns, financial issues, addictions, counselling, relationships and general day-to-day living. They discourage people attending the service who are not homeless or at risk of homelessness. For example, they have a no school uniforms policy to deter young people from attending (and getting caught up in that environment, through relationships with young people at risk). They can support young people as young as 12, and need to ensure that older people do not attend the service and engage in 'grooming' behaviour of their clients.

St Patrick's Meals and Day Centre provides free daily breakfasts and subsidised lunches. The Day Centre also provides emergency relief services including food hampers, showers, clean towels, toiletries and clothing for those who find themselves with nowhere else to go. It also has a self-serve café style courtyard, movie room, billiards, computer centre and library. Approximately 120-180 people visit the Centre per day. The Centre is open 365 days a year, Monday-Friday, 7:30am-3:30pm, Sat 8:30am-2:30pm and Sunday 9am-1pm.

The Ruah Centre is an inner-city day centre for adults that provides access to showers, computers, telephones and activities. Full meals are not available due to funding limitations, although people can access hot drinks, toast and fruit. There are many visiting services which provide specialised advice and support at the Centre, including mobile GP, Street Law, and the Centrelink Community Team.

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<sup>31</sup> Based on interview with UnitingCare West, 31 August 2015.

Both Tranby and Ruah have moved away (or are moving away) from previous models of a day-centre service delivery model where staff provided services directly for clients. At Ruah, clients are encouraged to do things for themselves – preparing food, use the computers, etc. Tranby is encouraging clients to become engaged in a more structured program to access support services (i.e. job training).

## Services

Shelter WA's surveys and stakeholder engagement outlined the types of services to be offered at a drop-in centre to be provided on site:

- Food and meals
- Clothing incl. vouchers, uniforms, 'swap scheme'
- Lockers/storage for belongings
- Showers/laundry
- Internet (computers and Wi-Fi)/phones/power to charge electronic devices/printer
- Somewhere to receive mail
- Tenancy support – how to fill out applications, tenancy education, Housing Authority applications
- Budgeting and financial management
- Assistance with Centrelink payments
- Basic mental health services (all staff / volunteers to be trained in how to assist someone presenting with mental health issues)
- Haircuts (free or low cost)
- Referral service with updated list of vacancies in crisis and other accommodation
- Youth workers, esp. to provide family mediation
- Emergency relief/vouchers for a meal/supermarket/sleeping bags, swags, blankets - emergency packs (with toothpaste, shampoo, etc.)
- Brokerage (to pay for accessing ID, facilitate legal freedom for youth, access to TAFE/university/apprenticeships, medicine, white goods)
- someone to listen

Either with periodic visits and/or referrals to:

- Mental health services
- Alcohol and drug counselling
- Services to assist people experiencing family violence
- Medical/dental services

Links to crisis accommodation

- Safe place to park/camp on premises or nearby
- Linked to crisis accommodation on site or nearby
- Could include 4-6 studio/bedsit-style accommodation with separate entrances (developed at a later stage)
- Information about other housing options (low cost rentals, Housing Authority, share housing)

### Links with outreach services

- Youth outreach team
- Rangers
- WA Police

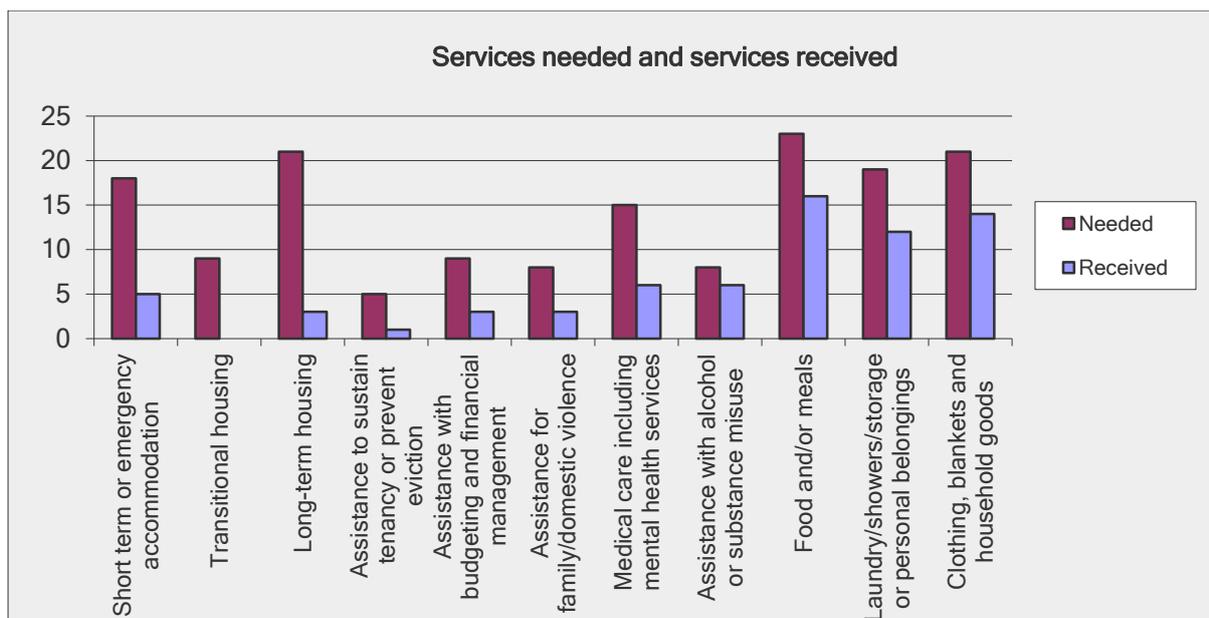
### Coordination

- Hub for advocating and linking people with appropriate services (similar to Entrypoint)

All of the service providers, particularly those that run drop-in centres, emphasised the importance of having qualified, trained staff on-site able to deal with challenging situations. In particular, services relating to mental health, domestic violence and substance misuse will be most appropriately delivered through regular visits from the appropriate service providers and/or through referrals. A Senior Youth Worker from Passages said her strongest recommendation for a new resource centre is to have trained staff on-site. Young people in crisis face a range of issues – mental health, drug and alcohol, and trauma – that can lead to challenging behaviours. Passages maintains a staff to young person ratio of 1:4. Staff are provided training on conflict resolution and therapeutic crisis intervention. In our interviews, representatives from St Patrick’s Community Services, UnitingCare West and Ruah made similar comments about the need for trained staff to work closely with clients and stated that untrained staff can put clients at risk and be detrimental to the service.

Volunteers can play a supporting role such as preparing and serving food, organising donations and fundraising. Everyone -- volunteers and staff -- should hold appropriate Working with Children checks and Police Clearances.

We asked people who had experienced homelessness in Joondalup what services they required when they were homeless and which services they received. Some of these could be provided, either directly or by referral, through a drop-in centre model.



Shelter WA recommends establishing a drop-in centre to provide a supported pathway out of homelessness, rather than as a place to fill time during the day. This will require extensive links with crisis accommodation providers and knowledge of other housing options available at a low cost. It should be open and inclusive, recognising that people will require different services based on their experiences.

Structuring the centre – and possibly naming it – as a resource centre, instead of a drop-in or day centre, might be more appropriate to convey its purpose as a place for information and assistance, as well as a place where basic needs can be met.

Safety is a primary concern for clients at all the drop-in centres. Both Ruah and St Patrick's Meals and Day Centre do not allow children at the centre. At Passages, the door is locked and young people have to knock to gain access. This is to prevent adults from attending the services and negatively impacting on the young people who visit the service. UnitingCare West and Ruah provide security at their facilities. There can be 50-70 people at Tranby at any time, and 120-150 people visit the Ruah Centre each day. People tend to visit one centre or the other, with little overlap. In our interviews, both agencies said managing a large number of people is difficult, given that some of the clients exhibit challenging behaviour. A Senior Manager of Ruah Community Services, said that adding a security guard had minimised 'incidents' dramatically. The other factor that has helped minimise conflict is an emphasis on staff relationships with clients to build trust and engagement.

**Shelter WA recommends the City of Joondalup supports the development of a resource centre (drop-in centre) to:**

- **Provide a safe, supportive environment for people experiencing homelessness;**
- **Offer immediate, practical relief to people experiencing homelessness through the provision of food, clothing, etc.;**
- **Assist in accessing specialised services, either on-site or through referrals, to create pathways out of homelessness; and**
- **Assist in accessing affordable accommodation through referrals to crisis accommodation and links with community housing providers, the Housing Authority, and other low cost accommodation providers.**

## Location

Most stakeholders with whom we spoke agreed there should be at least one physical, static location for a drop-in centre. Some expressed the need for multiple sites and/or a mobile drop-in centre in the form of a van or bus to provide services where people are located. Others suggested establishing a physical location first, then adding outreach services, such as an Emergency Response Team. An outreach service could be coordinated with the Youth Outreach Teams, run by the City of Joondalup.

The usage of the centre will be dependent on developing trusting relationships built up over time. People who require a service are sometimes hesitant to access that service because of mistrust, negative previous experiences with service providers, or simply not being aware of the service.

In our interviews, stakeholders mentioned the importance of the centre being open as much as possible, ideally seven days a week. If the hours are shorter, they should be fixed hours widely advertised. St. Patrick’s Centre is open every day, Passages is open Monday - Thursday 9am-4pm and Friday 9-1pm, and Ruah is open Monday - Friday 9am – 1pm. Tranby is open from 7am -12pm Monday – Friday, and the same building is used later in the day, 4-8pm for families as part of the Family Foundations Service, providing meals, material assistance, psychological and emotional support, referrals, education assistance, advice and information.

For a drop-in centre in Joondalup, which should cater to the diverse needs of people experiencing homelessness (youth, singles, families), it may be important to have separate hours for different groups, particularly to ensure safety and security for young people, women and children. For example, the centre could be open to young people, under 25, during certain hours and/or to families at particular times. During those hours only families, for example, would be able to access the service to ensure safety and security for young children. Some provisions would need to be made for families attending the centre together (for example, with older children, or extended family) so no one is turned away.

The centre should include universal design, providing accessibility for people with disability. It also needs to provide an open and inclusive environment for people of different ages, cultures and life experiences, including LGBT people experiencing homelessness.

#### Location of Drop-In Centre

Options	Pros	Cons
<b>Adjunct to existing service provider</b>	Combined with other services; would not need to be staffed separately	No suitable locations identified; Limited space
<b>Heathridge Leisure Centre</b>	Available space	Not accessible by public transport; close to residential; would require fit out
<b>Winton Road Precinct</b>	Close to public transport; not close to residential neighbours	Cost – would need to purchase/rent building
<b>Other local government, state government or private underutilised land: ‘old Bunnings’, across from ECU, Lot 9000</b>	Better utilisation of existing land	Most land designated for particular use; will take many years to change use
<b>Mobile Service/Bus</b>	Able to move to where needed most; does not require people to come to centralised location	Constrained space, could not provide storage

**Shelter WA recommends the City of Joondalup supports the development of a resource centre (drop-in centre) in an easily accessible location, close to public transport, ideally combined with existing services. If not, Winton Road might be a possibility with further investigation as to the availability of facilities in that location.**

## Feasibility and costing

The costs of establishing and operating a drop-in centre vary greatly, depending on the number of people served, types of services offered and facilities. The other drop-in centres are largely staffed by paid employees and cater to a relatively high volume of people, compared to the number of people that could be expected to use a drop-in centre in Joondalup, requiring a smaller annual budget. Many of the existing drop-in centres, despite receiving government funding, run at a loss every year. This is made up by fundraising, philanthropic contributions and cross-subsidies from other programs.

### Start up

The start-up costs will depend on whether a premise can be leased for the purpose or a new facility is purchased. Current real estate figures obtained from REIWA (2015) and Real Commercial (2015) on 10 September 2015 reveal that the existing average cost of commercial properties, similar in composition to the proposed drop-in centre were \$725,000 (ranging from \$560,000 - \$950,000). This included seven properties, three on Winton Road, two on Delage Street, one on Franklin Street and one on Davidson Terrace. Most of these developments featured an industrial/warehouse, kitchenette, water closet or ablution block, storage rooms and office space. The properties ranged in size from 115sqm – 344sqm, with an average price of \$3,000 per square metre.

The cost of leasing, based on six properties on Winton Road and one on Franklin Lane, were \$32,160 - \$62,665 per annum, ranging in size from 182 – 323 sqm. The average cost of rent was \$163 per sqm per annum (ranging from \$120-194).

The following tables summarise anticipated and potential urban planning and building services fees deemed to be applicable for establishing a drop-in centre. Fees regarding a change of land use and construction have also been included as it is not yet confirmed whether an established, appropriately zoned development will be used or demolished.

### City of Joondalup Planning Fees

Description of Planning Services	Maximum Fees
<b>Determination of development application (other than for an extractive industry) where the estimated cost of the development is:</b> ~ / < \$50,000 > \$50,000, < \$500,000 > \$500,000, < \$2.5 million	\$147.00 0.32% of the estimated cost of development \$1,700 + 0.257% for every \$1.00 in excess of \$500,000
<b>Application for Change of Use or for Change of Continuation of a Non-Conforming Use where the above does not apply</b>	\$295.00 and if the change of use or the alteration or extension or change of the non-conforming use has commenced, an additional amount of twice this fee by way of penalty
<b>Sign application</b>	\$147.00 for Development Application (if less than \$50,000) + \$100.00 per class of sign
<b>Issue of written planning advice</b>	\$73.00 (including GST)

(City of Joondalup, 2015)

### Current City of Joondalup Building Services Fees

Building Service Fees	Value
Land purchase inquiry	\$58.00 per application plus \$34.00 rates component
Building Permit Certified (BA1) Commercial Developments	Value of building work (G.S.T. included) \$ _____ x 0.09%. Minimum Fee: \$95.00
Building Service Levy Value of building work (G.S.T. include.) <\$45,000 Value of building work (G.S.T. include.) >\$45,000	Minimum Fee \$61.65 \$ _____ x 0.137%
BCITF Levy payable when value of building work is above \$20,000	Value of building work (G.S.T. include.) \$ _____ x 0.2%
Certificate of Design Compliance Fees (class 2 – 9 buildings). Fee based on estimated construction value.	\$480.00 + 0.1% of the estimated construction costs
Completed New Building (Class 2-9 Buildings new complete – s.46)	\$95.00 per application
Replacement Occupancy Permit for Permanent Change of Building use classification (s.49) or Application to replace an occupancy permit for an existing dwelling (s.52(1)) Building Service Levy	\$95.00 per application  \$61.65
Demolition Permit Uncertified Class 2 - 9 Commercial	Minimum fee \$95.00 per storey
Copies of building plans (commercial = site plan, floor plan & elevations)	\$79.00 per set (\$40 for additional copy/page, \$16.00 viewing fee)

(City of Joondalup, 2015)

#### Operating costs

The ongoing operating costs will depend on the extent to which paid staff are required as well as volunteers. It will be important for the facility to be managed during all hours of operation. A part-time (0.5 FTE) coordinator (paid or volunteer position) will be needed to coordinate a roster of services, manage the premises, and report to a governance committee. Policies and procedures will be required to provide guidance regarding safety, privacy of clients, data storage and training and professional development for all staff and volunteers. UnitingCare West cautioned that running a solely volunteer program to address complex issues might be cost-effective, but may not be appropriate, depending on the needs of the clientele. Service users may require specialised services and case management, which trained staff are better placed to provide.

The Ruah Centre's annual budget is approximately \$600,000.

Many of the other costs associated with service delivery will be provided by existing services (i.e. private tenancy support) and could be incorporated into the drop-in centre, at no additional cost to the centre.

## Partnership Opportunities

There are many opportunities for the City of Joondalup to partner with other councils, particularly the City of Wanneroo, Government agencies and community service providers including Red Cross, Centrecare, MercyCare, Youth Futures WA and the Patricia Giles Centre, as well as churches and community groups. There may also be opportunities to work with specialist providers such as the North Metropolitan Community Alcohol and Drug Service.

Numerous stakeholders expressed an interest in contributing to the establishment of a drop-in centre, particularly among churches in the local community. Consulting with the business community was beyond the scope of this project, but there may be valuable sources of philanthropy willing to contribute to the initial cost, operating expenses, or establishment of an endowed fund to support the drop-in centre.

In addition to financial contributions, the contribution of volunteers will be critical to the success of a drop-in centre. Training volunteers (and holding appropriate insurance cover) will be an important component of the establishment and ongoing operations of a drop-in centre.

We asked members of the JWIHAG what their agency/organisation could contribute including support services, financial contributions and volunteers. In our interviews and in survey responses, the following organisations expressed an interest in coordinating their services with a drop-in centre or contributing in some other way:

- Australian Red Cross
- Carramar Uniting Church
- Centrecare
- City of Wanneroo
- Department for Child Protection and Family Support
- HANDnor Inc
- headspace Joondalup
- Housing Authority
- Joondalup Community Mental Health Service
- Lake Joondalup Baptist Church
- MercyCare
- Northreach Community Church
- Partners in Recovery Perth North Metro
- Ruah
- Salvation Army Merriwa
- St Patrick's Community Support Centre
- UnitingCare West
- Youth Futures WA

**Shelter WA recommends the City of Joondalup extends an invitation to local stakeholders to collaborate on the development of a drop-in centre, optimising the use of existing and shared resources as much as possible.**

## Funding sources

There are various options for funding a drop-in centre, drawing on private philanthropy from local businesses, volunteers and financial contributions from churches, and accessing existing services provided by government-funded services (i.e. mental health, counselling).

There may be other funding sources such as Lotterywest, which could cover some of the establishment costs and fit-out. Lotterywest provides grants to local government authorities or not-for-profit organisations for a wide range of charitable purposes. For a drop-in centre this could include:

- Building - Community and workplace building grants can help develop spaces where people can come together to share interests or seek support. They can also provide accommodation for community organisations to carry out their work;
- Project funding - related equipment and supplies, time-limited operating costs, including wages, project administration, professional fees and travel. Depending on the length and potential benefit of the project, Lotterywest may also support capital costs;
- Organisational development – strategic planning for governance committee of a proposed drop-in centre, development of policies and procedures, training for volunteers and committee members;
- Research to assist in the establishment of the centre - professional fees, salaries, administration, specialised equipment and minor capital works.
- Furniture and equipment including office items, telephone and filing systems, resource materials, whitegoods, toys, and other equipment; and
- Emergency Relief grants can assist organisations providing people in urgent need with food, clothing, shelter, transport and other essentials.

While the majority of funding will come from other sources, some funding may be required from the City towards the initial set up of the drop-in centre. The primary role for the City of Joondalup will be to identify suitable premises for a drop-in centre, undertaking a public awareness raising strategy to minimise opposition, coordinating services, and contributing some services already delivered by the City (i.e. youth outreach, community development) which will link in with services available at the drop-in centre.

An initial investment will be needed if a building is purchased for this purpose. Other possibilities could be a long-term lease, or use of existing underutilised City of Joondalup or City of Wanneroo building. A cost-benefit analysis will be required to assess rental and purchase options. Ideally, the centre could be co-located with an existing service. However, in the course of this research a suitable location with an existing service was not identified.

Funding options include:

- Fundraising by churches and the broader community. This could be done through existing fundraisers (i.e. golf tournament) with churches and community events, or the establishment of an annual appeal fund.
- Partnering with churches to provide substantial upfront contributions totalling \$2.5 million to establish an endowment, with the annual yield to cover operating costs (i.e. 6% = \$150k per year)
- Currently there is no capital funding attached to the National Partnership Agreement on Homelessness, through 2017. Advocating to Commonwealth/State to include capital funding in future agreements.
- Application to Lotterywest for a fit out grant for the centre – furniture, computers, kitchen.
- The Office of Crime Prevention funds Passages and may provide funding towards drop-in services for youth.
- Service providers to provide specialised services – MercyCare, Youth Futures WA, community mental health.
- Secure social impact investment from private sector, State Government or local government – i.e. funding is tied to critical outcomes for people attending the centre. This can provide additional, focused funding, but must be designed judiciously to ensure appropriate resources are in place to deliver the desired outcomes (i.e. if there is no affordable accommodation available, measuring whether people obtained affordable accommodation may be inappropriate).

The allocation of space will depend on the final location chosen and whether it is designed to grow with the space, potentially including crisis accommodation at some stage and offices of service providers, or whether a smaller, informal program model is adopted.

**Shelter WA recommends the City of Joondalup leverages support from potential partners to minimise the establishment costs of a drop-in centre.**

## Role of Local, State and Commonwealth Government

### Commonwealth and State

Commonwealth and State Governments are engaged in different aspects of housing and homelessness funding and policy development. Demand for housing is driven, in part, by Commonwealth policies on financial regulation, taxation, income support and immigration. Meanwhile, State, Territory and local governments influence the supply of housing through regulation, land release, planning, zoning and tax settings (Australian Government, 2015). In 2013-

14, the Commonwealth Government committed a total of \$5.93 billion towards affordable housing and homelessness programs through Commonwealth Rent Assistance<sup>32</sup>, the National Partnership Agreement on Homelessness, the National Partnership Agreement on Remote Indigenous Housing, and the National Affordable Housing Specific Purpose Payment, while a total of \$4.1 billion was devoted to homelessness and social housing by the State and Territories governments. There are two Commonwealth/State agreements that drive housing and homelessness policy, the National Affordable Housing Agreement and the National Partnership Agreement on Homelessness:

The National Affordable Housing Agreement provides the framework for the Commonwealth and States to work together to improve housing affordability and homelessness outcomes by:

- providing direction for a range of measures including social housing, assistance to people in the private rental market, support and accommodation for people who are homeless or at risk of homelessness, and home purchase assistance;
- working towards improving coordination across housing-related programs to make better use of existing stock and under-utilised Government assets and achieve better integration between housing and human services, including health and disability services; and
- reducing the rate of homelessness.

In 2015/2016, WA is due to receive \$149 million as part of the NAHA.

The National Partnership Agreement on Homelessness (NPAH) focuses on key strategies to reduce homelessness:

- prevention and early intervention to stop people becoming homeless;
- breaking the cycle of homelessness; and
- improving and expanding the service response to homelessness.

In WA, NPAH funds are managed by the Department for Child Protection and Family Support, while the Housing Authority provides housing for seven NPAH programs. The development and implementation of the NPAH programs has afforded opportunities to progress the reform of the homelessness sector in Western Australia.

NPAH services have provided clients with intensive case management, including linking clients and their children with mainstream services such as education, training, employment, mental health and drug and alcohol services. Thus, the implementation of the NPAH has resulted in more effective working relationships between specialist homelessness services and mainstream agencies, such as the Housing Authority and the WA Police (Social Systems and Evaluation, 2013).

In March 2015, the Australian Government announced it will provide \$230 million to extend the National Partnership Agreement on Homelessness for two years to 30 June 2017, with funding priority given to frontline services focusing on women and children experiencing domestic and family violence, and homeless youth. The WA State Government will receive \$15 million from the Commonwealth each year, for two years, and will match that amount with a combination of new and previously allocated funds.

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<sup>32</sup> Commonwealth Rent Assistance (CRA) is a Commonwealth-provided income supplement paid to income support and Family Tax Benefit recipients who rent in the private market or community housing.

The Commonwealth is undergoing a White Paper process on the Reform of the Federation, which may alter funding arrangements and policy development at the State and Commonwealth level. Regardless of these changes (which will not be determined for at least 18 months from the time of this report), service delivery will continue to be provided at the local level, primarily by not-for-profit community services funded by State and Commonwealth Governments. Future funding is likely to be more targeted and specialised, but it is not yet clear what those priorities will be.

The City of Joondalup is likely to be impacted by these developments, as responsibilities (and funding obligations) shift from one level of government to another. The City needs to work with other local governments to advocate for a continued and strong policy response to homelessness from both State and Federal Governments, to minimise the impact to local governments of reductions in Commonwealth and State funding for housing and homelessness.

## Local Government

Each level of government plays a role in addressing affordable housing and homelessness. Local governments can reduce homelessness without making large financial contributions or taking on a significant service provision role. Local governments do not necessarily need to provide ongoing specialist homelessness services, which are able to be delivered by skilled non-governmental organisations.

In fact, the role of local government can be to: (a) ensure by-laws do not negatively impact people who are experiencing homelessness; (b) facilitate the provision of services for people experiencing homelessness; and (c) support the provision of affordable housing through the planning system and provision of land where feasible.

Discussions with stakeholders revealed they preferred Local Government to play a role as:

- Advocate;
- Educator;
- Facilitator;
- Provider of access to, and use of, public space;
- Limited funder and service provider to benefit local community, where gaps in services exist (i.e. coordination of existing services, referral and advice); and
- Enabler of land use – to increase affordable housing and minimise barriers to providing accommodation and support services to people who are homeless.

An example of appropriate service provision is financial counselling. Ensuring access to financial counselling was a consistent theme with stakeholders as a cost-effective way to prevent homelessness. Financial literacy, more broadly, as well as tenancy education were also discussed as appropriate services for local government to either provide directly or contract with a non-profit service provider.

The City of Joondalup should continue its support of homelessness initiatives and its commitment to respond respectfully to people who experience homelessness. Prance and Beer (2013) found that local governments with a ‘best practice’ approach to homelessness embrace the following principles:

- A right to shelter;
- Regulating the use of public spaces;
- A commitment to ongoing research and policy development;

- Demonstrating community leadership;
- Maintaining an advocacy role;
- Facilitating social inclusion; and,
- Respectfully responding to diversity within the homeless population.

The City's Protocol embodies many of these principles, however the City does not currently have a Homelessness Strategy in place. Developing such a strategy, potentially in conjunction with the City of Wanneroo, will assist in driving a coordinated, staged approach to addressing homelessness in the area.

The City of Joondalup could also consider developing a Homeless Charter of Rights. Prance and Beer (2013) explain that a Charter of Rights for homeless people ensures 'that the homeless continue to enjoy the same level of rights available to others in society'. These rights include:

- Not blaming or punishing people for being homeless;
- Working with homeless people to address their homelessness;
- Ensuring that council's plans, policies and procedures do not disadvantage homeless people;
- Addressing homelessness as part of wider objectives to establish a more inclusive city;
- Recognising homeless people's rights and responsibilities are the same as everyone else's;
- Recognising that homeless people may have an affiliation with certain public spaces;
- Recognising that homeless people have a right to be in public spaces without fear of harassment, as well as the responsibility not to infringe on others;
- Consulting with homeless people on decisions that affect them;
- Recognising that homeless people need to access infrastructure in public spaces to meet some of their basic needs; and,
- Recognising that some Aboriginal people may have a preference for conducting social activities outdoors in certain public spaces.

**In addition to developing a Homelessness Strategy and other recommendations above, Shelter WA recommends the City of Joondalup:**

- **works with the WA Local Government Association (WALGA) and other local governments to advocate for a strong response to homelessness from the Commonwealth and States, and that those responsibilities (and funding) are not diminished as part of the Reform of the Federation;**
- **Considers developing a Homeless Charter of Rights; and**
- **Raises community awareness about homelessness and works to enable people experiencing homelessness in the City to participate fully in community life without stigma or discrimination.**

## Conclusion

Shelter WA has prepared this report for the City of Joondalup to identify and address issues surrounding homelessness within the City of Joondalup. The research involved data collection, a literature review of responses to homelessness, and extensive stakeholder engagement (surveys,

interviews, and a workshop with JWIHAG) to provide input into the report. Some of the key findings include:

- The number of people rough sleeping, in tents or cars, is relatively small (20-40)<sup>33</sup> but appears to be growing;
- Homelessness in the form of couch surfing, residing in insecure accommodation and marginal housing is more common (270)<sup>34</sup>, although the exact figures are difficult to ascertain;
- This group along with those in housing stress are at risk of homelessness;
- Prevention through the availability of social and affordable housing and support services (budgeting and financial counselling, private tenancy support) benefit the community and are more cost effective than other interventions;
- There is a shortage of crisis and transitional accommodation facilities in Joondalup, particularly for families, young people, and people with mental health issues, who have difficulty maintaining housing due to underlying health conditions.
- There are several specialist homelessness services available in Joondalup, which expressed interest in coordinating with other services to support people experiencing homelessness in the area.
- There may be untapped potential for support from churches and businesses to support prevention and homelessness services in the City.

A series of recommendations for the City of Joondalup have been devised based on this evidence to improve quality of life and ease hardship for people experiencing, or at risk of, homelessness within the local government area. Shelter WA recommends the City of Joondalup:

1. Develops and implement a Homelessness Strategy, in conjunction with the City of Wanneroo;
2. Partners with existing Street to Home providers to link assertive outreach services with existing programs;
3. Collaborates with community housing providers, the State Government and private industry to develop accommodation and support services (similar to the Foyer model) for families and young people in the City of Joondalup;
4. Identifies opportunities to utilise the land use system to optimise the development of social and affordable housing;
5. Provides ongoing training for front-line City employees, WA Police and other relevant agencies; and
6. Designates safe places for people to sleep in their cars, with access to toilets, and provides security to ensure safety.

Shelter WA recommends the City of Joondalup supports the development of a resource centre (drop-in centre) to:

- Provide a safe, supportive environment for people experiencing homelessness;

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<sup>33</sup> Based on local data. See *Appendix 2*.

<sup>34</sup> Based on 2011 Census

- Offer immediate, practical relief to people experiencing homelessness through the provision of food, clothing, etc.;
- Assist in accessing specialised services, either on-site or through referrals, to create pathways out of homelessness; and
- Assist in accessing affordable accommodation through referrals to crisis accommodation and links with community housing providers, the Housing Authority, and other low cost accommodation providers for long-term housing options.

This centre would be an effective measure to provide immediate, practical relief to people experiencing homelessness as well as to provide access to specialised services, either on-site or through referrals, to create pathways out of homelessness. It should also assist people in accessing accommodation through existing providers.

The drop-in centre could also be used by the City as a place to innovate an increase in housing options (e.g. through new crisis accommodation on site, community partnerships, private industry contribution, as well as that of churches and community groups, and possible future NPAH capital funding, if available). This centre should be developed in an easily accessible location, close to public transport, ideally joined-up with existing services, and in collaboration with local stakeholders.

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## Appendix 1: Stakeholder consultation

### Appendix 1a: Interviewees and workshop attendees

To gather input from stakeholders, Shelter WA conducted one-on-one interviews with key stakeholders, ran a workshop on 20 August 2015 with the Joondalup & Wanneroo Interagency Homelessness Action Group, and conducted a survey among 17 service providers about drop-in centre services. Shelter WA also conducted a survey of 26 people who experienced homelessness in Joondalup. Some of them have been able to access accommodation and are no longer homeless, and others are currently homeless. The surveys are included as Appendix 1b and 1c. The names of these individuals are not included to respect their privacy.

Interviewees and attendees of the JWIHAG workshop are listed below.

Name	Title	Organisation
Brenton May	Formerly homeless in Joondalup	N/A
Chauncey Johnson	Co-ordinator Community Safety	City of Joondalup
Chris Heslin	A/Program Manager	Joondalup Community Mental Health
Christelle Venaille	Youth Outreach Worker	Mercy Care
Craig Wanstall	Senior Sergeant, Officer in Charge of the Joondalup Police Station	WA Police
Daisy Ashworth	Manger of Homeless Hub and Tenancy Support Service Manager, Private Tenancy Support Service	Red Cross
David Cain	Executive Manager – Community Living	UnitingCare West
Debbie Terelinck	Manager Community Development and Library Services	City of Joondalup
Gary Hunt	Chief Executive Officer	City of Joondalup
Hayley McGreal	Housing Services Team Leader, North Metropolitan Region	Housing Authority
Helen O'Sullivan	Coordinator Funded Services	City of Wanneroo
Helen Robinson	Manager Mental Health, Homelessness and Youth Services	Mercy Care
Jan Gilbert	Event Co-ordinator	Northreach Community Church
Julie Forrester	Community Development Coordinator	City of Joondalup

Kate Ihanimo	Program Manager	Centrecare homelessness services including Entrypoint
Kim McDonald	Acting Service Coordinator	Joondalup Community Mental Health
Lawrence Scott	Graffiti Control Support Officer	City of Joondalup
Lorraine Kelly	Refuge Support Worker	Patricia Giles Centre
Matilda Martin	Private Tenancy Support	Red Cross
Meg Whiteley	Senior Youth Worker, Passages	St Vincent de Paul
Melissa Porteus	Manager Homeless Services	Youth Futures WA
<i>Name withheld</i>	Formerly homeless in Joondalup	N/A
Paul Bailey	Youth Engagement Officer	Headspace
Peter Madden	Team Leader Youth Services	City of Joondalup
Robert Evans	Financial Counsellor	City of Joondalup
Robyn Fernihough	Senior Manager	Ruah Community Services
Tanya Cairns	President (and founder)	HAND Nor
Teresa Milne	Assistant District Director	Department for Child Protection and Family Support
Troy Pickard	Mayor	City of Joondalup
Vicki Barry	Operations Manager	Headspace
Victor Crevatin	Director – Housing and Support Services	St Patrick's Community Support Centre
Wayne Belcher	Associate Pastor – Community Life	Lake Joondalup Baptist Church



## Appendix 1b: Survey of people experiencing homelessness



### Homelessness services in the City of Joondalup

Shelter WA is conducting research for the City of Joondalup about what services are needed to assist people experiencing homelessness. We want to hear from people who have experienced homelessness in the City of Joondalup and surrounding suburbs about what they believe would be most useful for them. Your responses will help inform future services and assist people in need.

Please submit your responses by **28 August 2015**. All responses are confidential.

If you would like to fill this survey out online, go to  
[https://www.surveymonkey.com/r/joondalup\\_homelessness](https://www.surveymonkey.com/r/joondalup_homelessness)

#### When you were homeless, where were you located?

- City of Joondalup
- City of Wanneroo
- Moved around
- Other \_\_\_\_\_

#### What were your primary reasons for becoming homeless? Tick all that apply.

- Financial difficulties
- Issues with maintaining tenancy
- Domestic and family violence
- Mental health issues
- Relationship/family breakdown
- Difficulties with alcohol and/or drugs
- Other \_\_\_\_\_

#### When you were homeless, did you:

- Sleep rough (outside)
- Couch surf (stay with friends / family / other)
- Sleep in a car / other vehicle
- Camp (sleep in a tent / other temporary structure)
- Stayed in crisis accommodation / refuge
- Stayed in a hostel / motel
- Other \_\_\_\_\_

**What services did you *need* and which did you *receive*?**

	<b>Needed</b>	<b>Received</b>
Short term or emergency accommodation		
Transitional housing		
Long-term housing		
Assistance to sustain tenancy or prevent eviction		
Assistance with budgeting and financial management		
Assistance for family/domestic violence		
Medical care including mental health services		
Assistance with alcohol or substance misuse		
Food and/or meals		
Laundry/showers/storage of personal belongings		
Clothing, blankets and household goods		
Other (please note)		

**What additional services do you believe are required in the City of Joondalup to assist people experiencing homelessness, by importance?**

1. Day centre with showers, food, support services, washing machines, computers, etc.
2. Mobile bus to provide support services in various locations, including showers, washing machines, computers, etc.
3. Safe place for people to sleep in their cars
4. Safe place for people to camp without being moved on
5. Crisis accommodation for families
6. Domestic violence refuges
7. Low cost, short-term accommodation

**Are there any other services that you believe should be added?**

\_\_\_\_\_

**Are you:**

- Male  
 Female  
 Other \_\_\_\_\_

**Are you:**

- Single  
 Partnered

**Age:**

- 19 and under  
 20-34  
 35-54  
 55-64  
 65 and over

**Are you:**



- Aboriginal or Torres Strait Islander
- Non-Aboriginal or Torres Strait Islander

**Were you born in Australia?**

- Yes
- No

**If no, did you come to Australia as a:**

- Refugee/asylum seeker
- Migrant
- N/A

**Do you speak a language other than English as your primary language?**

- Yes \_\_\_\_\_
- No

**Do you have child(ren) ages:**

- 0-5
- 6-10
- 11-16
- 17-21
- Over 21
- None
- How many children do you have in total? \_\_\_\_\_

**Is there anything else you would like to tell us about your experiences and recommendations?**

**Thank you!**

**Please return this survey to Level 1 Claisebrook Lotteries House 33 Moore Street, East Perth 6004  
or email to [research@hotmail.com](mailto:research@hotmail.com).**

**If you would like to discuss this survey, please contact Shelter WA on 9325 6660.**

## Appendix 1c: Survey about Drop in Centre

The following survey was sent to members of the JWIHAG, following the workshop on 20 August 2015, to clarify their views on drop-in centre services and gauge interest in contributing to a drop-in centre.



### Drop-in Centre Services

Shelter WA is seeking your input about the possibility of developing a drop-in centre to provide support for people experiencing homelessness in Joondalup and surrounding areas. Please respond by Friday, 28 August. Contact Shae Garwood at 9325 6660 or [research@shelterwa.org.au](mailto:research@shelterwa.org.au) if you would like additional information about this survey.

#### 1. What services should a drop-in centre provide?

- Food and meals
- Clothing
- Lockers/storage
- Showers/laundry
- Tenancy support – how to fill out applications, tenancy education
- Budgeting and financial management
- Assistance with Centrelink payments
- Mental health services
- Alcohol and drug counselling
- Services to assist people experiencing family violence
- Medical/dental services
- Haircuts
- Computers/phones/printer
- Referral service with updated list of vacancies in crisis and other accommodation
- Safe place to park/camp on premises or nearby
- Linked to crisis accommodation on site or nearby
- Linked with outreach services
- Other (please specify) \_\_\_\_\_

#### 2. Would your organisation be willing to contribute to a drop-in centre?

- Support services. Specify in box below
- Financial contribution
- Volunteers
- Facilities and/or land. Specify in box below.
- Other \_\_\_\_\_

**Please provide your contact details.**

Name:

Company:

Email Address:

Phone Number:

## Appendix 2: Local data on homelessness

### City of Joondalup

The City records incidents of homelessness in its People at Risk database, and, prior to 30 September 2015, through its financial counselling service. For the past four months, 20 people have been recorded as homeless as follows:

May	June	July	August
12	6	0	2

This includes people sleeping rough, in tents, and in cars. They were located in Beldon Park, Neil Hawkins Park, bush in Edgewater, Ocean Reef Marina and Warwick open space and a vacant lot in Joondalup town centre. In a few cases city employees reported people sleeping rough, but when the Community Development team visited the site the tent was gone and/or people had left with their possessions. Of those with their ages recorded, several were young people (under 25) and one was a couple in their 30s. When the Community Development team visited them, they provided information about services, distributed basic goods and, on one occasion, transported the person to a nearby caravan park.

On average the City of Joondalup's Financial Counselling Service had 60 new clients per month, with approximately 85% of these clients presenting as at risk of homelessness due to substantial rent arrears or arrears on their mortgage for which the bank had defaulted and was taking recovery action.

Prior to the City of Joondalup's Financial Counselling Services ceasing on 30 September 2015, Robert Evans, City of Joondalup Financial Counsellor, reported there was a trend of elderly people seeking financial counselling, especially due to the high cost of renting. He said most people in receipt of Disability or Aged Centrelink Pensions were at a disadvantage in the rental market. He said the same issues were apparent for single parents with children, particularly those who were unemployed or on reduced working hours. He reported that most of the clients were living in poverty to just manage their rent.

### City of Wanneroo

Through their Financial Counsellors, the City of Wanneroo identified approximately 10-15 clients per month who were at risk of homelessness. The following table represents data for people identified as at risk of homelessness.

May	June	July	August
7	12	0	2

In addition to those above, a mother and her child were reported by city employees to be sleeping in their car and are now housed, through Foundation Housing.

### **Entrypoint (telephone service to all areas provided by Centrecare)**

Entrypoint receives from 320 to 360 calls per month, from people experiencing homelessness throughout the Perth Metropolitan area. The majority of the requests are for crisis accommodation from people sleeping rough, staying with friends and family, or at imminent risk of eviction. It is uncertain how many of the calls are from the Joondalup area since approximately half the call records do not specify the address of last residence. Among those that do specify the location of the caller, 43 distinct people made contact with Entrypoint from January to June 2015 from a suburb within the City of Joondalup.

### **Patricia Giles Centre – northern suburbs**

In August 2015, the Patricia Giles Centre, a refuge for women and children experiencing family violence, reported receiving requests from 86 women with 105 accompanying children over the previous three months (28 May – 20 August 2015). This includes single women, as well as women with children, who are rough sleeping, staying with friends or family, and/or at risk of homelessness.

### **Youth Futures WA – Davidson Terrace Joondalup**

Youth Futures WA provides an average of 285 young people (aged 15-24) per year with emergency relief in the form of hampers, food vouchers, bus passes and medication payments in the City of Joondalup. They can be sleeping rough, couch surfing or moving from place to place with no fixed address to meet service criteria.

Youth Futures WA receives 40 – 85 referrals per month for crisis accommodation and 10 – 15 for transitional accommodation. These can be referrals from all over the Perth metropolitan area and are not limited to the City of Joondalup.

### **Headspace – Reid Promenade Joondalup**

Each person completes a survey as part of the preliminary assessment at Headspace. Of the 300 clients supported per year, approximately 2% or 6 clients identify as experiencing homelessness or being at risk of homelessness (including rough sleeping and couch surfing).

### **HAND – Jenolan Way Merriwa – provides services to City of Joondalup**

HAND Nor Inc. assists people experiencing homelessness or marginally housed with access to showers, food, clothing and other goods. The following data was collected for May – 4 September 2015, and includes outreach in Joondalup (8 adults, sleeping rough or in their cars) and people attending the shower service in Merriwa on Wednesdays (15 adults and 12 children, sleeping rough, in cars, couch surfing and marginally housed).

	May	June	July	August (+ 1 <sup>st</sup> wk of Sept)
Rough sleeping/tent	4	3	1	1
Sleeping in car		1	2	2
Couch surfing		2 adults + 3 children	1	1
Marginally housed	3 adults + 4 children	5 adults + 5 children	1	1

Some of the people here may also be counted in the data provided by the City of Joondalup and City of Wanneroo since both local governments work closely with HAND to respond to people sleeping rough or in their cars.

### Survey of Car Parks

The Northreach Community Church conducted a snapshot survey of people sleeping in their cars, between 29 June – 13 July 2015. They attended particular sites between midnight and 6am to get the most accurate count. Cars with Eastern States number plates and campervans were not included in the count to ensure that tourists were not inadvertently counted as homeless. The survey found a range of 5 – 18 cars in total, with an average of 12 cars per night.

Range: between 5 cars (13 July 2015) and 18 cars (29 June 2015).

Average: An average total of 12 cars across all the car parks.

	29/6	30/6	2/7	6/7	7/7	9/7	13/7	14/7	16/7
<b>Burns Beach</b>	0	0	0	0	0	0	0	0	0
<b>Iluka Foreshore car park</b>	0	0	1	0	0	1	0	1	0
<b>Ocean Reef Boat Harbour</b>	0	0	1	0	0	2	2	4	6
<b>Key West Parking Station</b>	0	0	0	0	0	0	0	0	0
<b>West View Parking Station</b>	0	2	0	0	0	3	1	1	0
<b>Tom Simpson Parking Station (Mullaloo)</b>	3	0	0	0	1	0	0	0	0
<b>Mullaloo Beach Parking Station</b>	0	0	0	0	1	0	0	1	0
<b>Whitfords Beach Car Park 1</b>	2	0	1	0	1	0	0	0	0
<b>Whitfords Beach Car Park 2</b>	0	0	1	0	3	1	0	1	0
<b>Pinnaroo Point Car Park</b>	0	1	4	2	2	2	2	3	1
<b>Hillarys Dog Exercise Beach Car Parks</b>	5	1	0	1	2	0	0	0	0
<b>Whitfords Nodes Car Park</b>	3	6	1	5	0	0	0	1	4
<b>Spinnakers Restaurant Area Car Parks</b>	2	0	0	1	1	1	0	3	0
<b>Hillarys Boat Harbour N</b>	1	0	0	1	0	2	0	0	0
<b>Hillarys Boat Harbour S</b>	1	0	0	1	1	0	0	1	1
<b>Sorrento Beach Car Park N</b>	1	0	0	0	0	1	0	0	0
<b>Sorrento Beach Car Park S</b>	0	0	0	0	0	0	0	0	0
<b>Marmion Beach Car Park</b>	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>18</b>	<b>10</b>	<b>9</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>5</b>	<b>16</b>	<b>12</b>

Some of these people may also appear in the data from HAND and the City of Joondalup.

## Appendix 3: Identification of accommodation and support services in Joondalup

### Appendix 3a: Descriptive summary of specialist services

There are various support and accommodation services for people experiencing homelessness or at risk of homelessness, which currently operate within the City of Joondalup. These services have been categorised according to:

- Accommodation and Support;
- Support Services (without accommodation);
- Food; and
- Homelessness Prevention.

#### Accommodation and Support

##### *Department of Housing – Intensive Family Support Program*

**The Department of Housing funds an Intensive Family Support Housing Program. This is a one year pilot which works intensively with families with children who are experiencing homelessness as a result of being evicted from a Department of Housing property.**

Families who meet the program criteria may be offered an opportunity to secure a house and intensive support to assist them in maintaining their tenancy in an approved house. This is initially offered in the form of a short term lease through a community housing provider, with strict conditions regarding disruptive behaviour in breach of the tenancy agreement. If the client(s) can maintain twelve months of tenancy without breach of the conditions, they may be able to obtain a long term tenancy within the property. A series of mandatory and intensive interventions are scheduled throughout the program. The interventions include: tenancy agreement management support, parenting support, drug and alcohol support, family and household functioning support, household budgeting and financial services, child school attendance support and mental health services.

##### *Horizon House*

**Horizon House provides long term accommodation, and intensive support and care for young people aged 16 – 22 years, who are currently either at risk of, or are experiencing, homelessness.**

Horizon House operates in an anonymous location in Wanneroo through St John of God Social Outreach and provides residents with long-term support for education, life skills development, training, and employment.

##### *Patricia Giles Centre*

**The Patricia Giles Centre provides accommodation and support services for single women and women with children under the age of 18 experiencing domestic and family violence at various locations around the Northern suburbs.**

Services include counselling, crisis accommodation, emergency relief, and specialised support services.

It has three primary programs, one of which is Housing Support Start, which provides assistance to women exiting refuges in the Northern suburbs to find safe alternative accommodation, through links with the Department of Housing, community housing providers, or the private rental market. Assistance and ongoing support continues for up to 12 months once the client has settled into their new home.

The Rebecca West House refuge provides crisis accommodation, domestic violence counselling and outreach support in the Northern suburbs.

The Safe at Home Service provides support for women living in the Northern suburbs who are unable, or unwilling, to leave their home, providing assistance for the perpetrator to leave instead, where that is a safe option. Staff assist in assessing risk, devising safety plans and implementing increased practical safety measures, as well as regular outreach assistance and support.

#### *UnitingCare West*

**UnitingCare West provides a range of services to people in the Northern suburbs, including the Independent Living Program and the Individual Disability Advocacy Service.**

UnitingCare West's Independent Living Program provides accommodation through a supportive landlord service in response to referrals received from mental health clinics for people experiencing a chronic, persistent mental illness. Individuals cannot directly approach the organisation and request accommodation themselves. The service currently operates through 225 houses in the Northern suburbs. An Individual Disability Advocacy service is also provided in partnership with Sussex Street Community Law Service to provide information and advice regarding support services, networking with relevant people in the community, and one-to-one support with matters such as finances, education, recreation and sport, accommodation, health, neglect or abuse, access, transport and other concerns.

#### *Youth Futures WA*

**Youth Futures WA provides a range of services for youth aged 15 – 24 in the Joondalup area.**

Youth Futures WA provides emergency relief through the provision of food vouchers, hampers, bus passes, and payment for medication for youth aged 15 – 24 in the City of Joondalup, Wanneroo, and Stirling. Assistance is also provided through accommodation provision, and links to education, training and employment.

Two key services operate through Youth Futures WA: Teenagers in Need of Crisis Accommodation (TINOCA), which provides short term crisis accommodation for up to three months and assistance to find appropriate long term accommodation for youth aged 15 – 19 years who are currently experiencing, or are at risk of, homelessness; and Community Outreach Model of Education and Training (COMET), which links youth to education and training equivalent to Years 9-11 (Certificates in General Education) and a Certificate I in Information Technology (TAFE accredited). It also teaches various life skills such as cooking, budgeting and social interaction.

## Support Services

### *Anglicare WA*

**Anglicare WA offers various support services within the centre of Joondalup at Sanori House.**

These services include:

- Active Response Bereavement Outreach (ARBOR), which provides short-medium term counselling, referral, volunteer support and support groups to people who have lost loved ones to suicide;
- Relationship counselling;
- Family relationship service for carers;
- Support for families in the event of parents' separation in order to reduce conflict and assist children with the transition;
- Specialised family violence support;
- Professional counselling and other services through an employee assistance program; and
- Royal Commission support for children who have experienced sexual abuse.

### *Centrecare*

**Centrecare provides various specialist services to people experiencing, or at risk of, homelessness in Joondalup.**

Centrecare's services include professional counselling, support services, emergency relief and family dispute resolution. The services are intended for single men, women, and couples with children, as well as women escaping domestic and family violence.

Centrecare also offers a Parent – Adolescent Conflict Counselling service, which supports parents, guardians and youth aged 12-18 to develop creative solutions to conflict. This service is offered free of charge to healthcare card holders.

### *Edge Youth Centre*

**The Edge Youth Centre operates out of two centres in the Joondalup area: the Currambine Community Centre and the Anchors Youth Centre within the Heathridge Leisure Centre.**

Edge provides a space for young people to congregate and learn about homelessness and associated issues, including: accessing accommodation, family breakdown mediation, mental health services, and drug and alcohol misuse rehabilitation. Various recreational items are available including television and films, music, board games, gaming devices, and pool/foosball tables.

### *H.A.N.D Nor*

**Homeless, At risk, Needy, Disadvantaged North of the River Inc (H.A.N.D Nor) provides various goods and services to people who are either at risk of homelessness or are at risk of homelessness north of the Swan River.**

H.A.N.D. operates a crisis response service to provide assistance for people who are experiencing homelessness or wish to notify the service of someone experiencing homelessness. It also provides free shower services in Merriwa, a mobile service that delivers food and toiletry care packs and other services, deliveries of bread and milk as well as food hampers, community meals, and it soon will also provide hairdressing services and a senior first aid officer.

### *MercyCare*

**MercyCare operates Reconnect in the Northern suburbs, which provides outreach support services to young people aged 12 -18 who are at risk of, or experiencing, homelessness due to family issues.**

Advice and assistance is provided to young people, their parents / guardians and families in the form of individual and family counselling, information, education, mediation, advocacy and referral.

### *Northreach Community Church*

**The Northreach Community Church partners with Youth Futures WA to provide support for young people in the Joondalup area, who are either experiencing homelessness or have disengaged from their community and education.**

The church also operates a Community Connect program, providing goods and services such as food, clothing, blankets, information and advice, and haircuts.

Other organisations providing similar services to these, as well as financial advice and referrals, include the Salvation Army (Heathridge & Merriwa), Spiers Centre (Heathridge) and St Vincent De Paul.

### *Northern Suburbs Community Legal Centre*

**The Northern Suburbs Community Legal Centre operates in Joondalup and provides generalist community legal advice and casework services.**

It covers a range of legal issues such as tenancy, family law, civil law, criminal law, community legal education and community development, public interest advocacy, and law reform tenancy advice services.

### *Red Cross – Homelessness Hub*

**The Red Cross Homelessness Hub provides referral services and assistance with housing applications.**

Drop in sessions are held on a fortnightly basis at the Joondalup library for a duration of three hours. Services provided at the Hub include provision of information, advice and assistance with housing options, locating suitable housing and associated services, as well as completion and printing of housing applications and related documents. The Homelessness Hub is funded until the end of September 2015.

### *True North Church*

**The church provides food, showers, care packs, referrals, and also operates a second hand clothing store in Mullaloo.**

### *Y-Lounge*

**The City of Joondalup's Youth Services provides a range of youth services, including outreach and a youth centre on wheels, coordinated through their online platform, the Y Lounge.**

Support services are provided for young people experiencing, or at risk of, homelessness. Primary services offered include outreach, liaison, youth awards, mentoring and the youth centre on wheels.

The youth centre on wheels, known as the Youth Mobile, travels around the City of Joondalup at different times to provide food and a place for temporary congregation for youth. The Youth Mobile



is operated by youth workers and is fitted with a kitchen, television, music player, gaming platforms and seating.

## Food Services

Numerous organisations provide food and meals and/or community kitchens at different locations to support people experiencing or at risk of homelessness within the City of Joondalup. Some of these organisations include the Merriwa Salvation Army, Soul Link (Joondalup), and Celebrate Recovery (Banksia Grove) which provides a free three course halal meal.

## Homelessness Prevention

### *City of Joondalup and Wanneroo Financial Counselling Services (ceased 30 September 2015)*

**These services provided financial advice and counselling to clients concerned about their financial management.**

### *North Metro Community Alcohol and Drug Service*

**The service (NMCADS) offers an extensive series of alcohol and other drug services at various locations including Joondalup and Warwick.** It was developed in partnership with Cyrenian House and Next Step.

### *Red Cross Private Tenancy Support Service*

**The Red Cross operates an outreach private tenancy support service in the Northern suburbs.** It provides advice and support to maintain private tenancies and referrals to other essential services such as emergency financial relief and access to food.

### *Salvation Army Careline*

**The Careline offers a confidential telephone support service for people experiencing issues such as going through crisis, loneliness, depression, and general concerns requiring a trained counsellor.** Trained counsellors are available to provide information and referrals when required.

### *Seniors Housing Centre*

**The Centre is a joint-venture project between COTA and the Department of Commerce – Consumer Protection, providing information and referrals for seniors regarding their housing options.** It assists seniors in planning their housing futures, accessing the relevant network of housing services available, and gaining the necessary information needed to make informed decisions regarding their housing future.

### *Tenancy WA*

**Tenancy WA provides a state-wide telephone advice helpline for residential tenants.** It also provides advice on tenancy issues, such as legal rights for public housing, community housing and private rentals.

### Appendix 3b: Accommodation and housing supports matrix

Map Reference	Service	Service Summary	Address	Accommodation Assistance (Emergency)	Accommodation Assistance (General)	Centrelink Assistance	Clothes/Blankets	Counselling	Employment Assistance	Financial Counselling	Information and Advocacy	Emergency Relief / Food	Outreach Response
<b>Services Located Within Joondalup and north west corridor</b>													
<b>Accommodation + Support Services</b>													
N/A	<b>Patricia Giles Centre</b>	Offers safe crisis accommodation and counselling for women and children affected by domestic violence. The Centre also provides culturally appropriate Aboriginal services. There are a number of support groups run at various times including self-defence, children's groups, fun & fitness.		•				•					
	<b>Horizon House - Wanneroo</b>	Horizon House provides accommodation, care and intensive support to young people aged 16 to 22 who are vulnerable, homeless or at risk of homelessness. Horizon House welcomes young people from all backgrounds, providing long-term support for education, training, employment and life skills development.	Wanneroo	•	•				•				
1.F.	<b>Balga Family Accommodation Service - Salvation Army</b>	Provides housing to families who are either homeless or facing immediate risk of homelessness. Para legal support, advocacy and life skills training are key features of this service. The service also provides: food and meals, emergency relief, financial counselling and a early learning centre for children 0-6 years.	10-18 Lavant Way, Balga	•						•	•		

Map Reference	Service	Service Summary	Address	Accommodation Assistance (Emergency)	Accommodation Assistance (General)	Centrelink Assistance	Clothes/Blankets	Counselling	Employment Assistance	Financial Counselling	Information and Advocacy	Emergency Relief / Food	Outreach Response
<b>Services Located Within Joondalup and north west corridor (cont'd)</b>													
<b>Accommodation + Support Services (cont'd)</b>													
1.G.	<b>Ebenezer Home</b>	Provides support and accommodation to young people between the ages of 15 and 25 years who are homeless or at risk of homelessness. Provides a crisis refuge in Girrawheen for females and also provide transitional accommodation for males and females in Marangaroo and Nollamara. Ebenezer Home staff is predominantly Aboriginal and therefore provide culturally specific service for Aboriginal youth, however, all are accepted.	AEC Church Building, 4 Penrith Place, Balga	•	•								
3.E.	<b>Teenagers in Need of Crisis Accommodation (TINOCA) - Youth Futures WA</b>	Provides short term (up to three months) crisis accommodation and assistance to acquire appropriate long term accommodation for youth aged 15 – 19 years who are either at risk of or are experiencing homelessness.	Suite 3, 70 Davidson Terrace, Joondalup	•	•								
3.F.	<b>UnitingCare West - Independent Living Program</b>	Provides a supportive landlord service to people renting accommodation through UnitingCare West's Independent Living Program. Referrals for accommodation are received from mental health clinics and individuals cannot apply for accommodation themselves.	90 Boas Avenue, Joondalup Northern Suburbs Community Legal Centre, 10 Cobbler Place Mirrabooka		•								
<b>Support Services, Information and Referrals</b>													
3.D.	<b>Anglicare WA - Joondalup</b>	Anglicare WA Joondalup offers family and relationship counselling and support services.	Sanori House Suite 4, First Floor, 126 Grand Boulevard, Joondalup					•					
3.G.	<b>Centrecare – Joondalup</b>	Centrecare Joondalup delivers professional counselling, support, emergency relief and family dispute resolution. For families, single men, women and couples with children escaping domestic violence.	85 Boas Avenue, Joondalup					•				•	

Map Reference	Service	Service Summary	Address	Accommodation Assistance (Emergency)	Accommodation Assistance (General)	Centrelink Assistance	Clothes/Blankets	Counselling	Employment Assistance	Financial Counselling	Information and Advocacy	Emergency Relief / Food	Outreach Response
<b>Services Located Within Joondalup and north west corridor (cont'd)</b>													
<b>Support Services, Information and Referrals (cont'd)</b>													
3.G.	<b>Centrecare Indigenous Family Program</b>	Centrecare Djooraminda's Indigenous Family Program (IFP) provides culturally sensitive support and counselling to Aboriginal and Torres Strait Islander families via outreach. The service also offers referrals to other relevant agencies if required.	85 Boas Avenue, Joondalup					•					•
3.G.	<b>Centrecare Homelessness Accommodation Support Worker Initiative – North West</b>	The program operates as a consortium model between Centrecare, Youth Futures WA and the Patricia Giles Centre in order to support clients whom are exiting support accommodation in obtaining and maintaining allocated stable, long term, and affordable housing for a period of at least 12 months.	85 Boas Avenue, Joondalup					•					•
5.A.	<b>UnitingCare West - Emergency Relief</b>	UnitingCare West's emergency relief service assists people with immediate financial crises. Assistance is generally in the form of food cards or part payment of outstanding utility bills.	56 Baltimore Parade, Merriwa									•	
3.E.	<b>UnitingCare West - Individual Disability Advocacy</b>	The Individual Disability Advocacy Service is an independent and confidential support service, provided in partnership with Sussex Street Community Law Service.	Joondalup City Lotteries House, 70 Davidson Terrace, Joondalup								•		
2.B.	<b>Salvation Army - Heathridge</b>	The Salvation Army at Heathridge operates a thrift shop on Tuesdays and Thursday mornings.	36 Christmas Avenue (Tuesday and Thursday 9.30 - 12.00pm)				•						
5.B.	<b>Salvation Army - Merriwa</b>	In Merriwa the Salvation Army provides emergency relief to people who find themselves in extremely difficult circumstances each Wednesday from 9.30am - 3.00pm. In addition, a community dinner is held each Wednesday from 5.30 - 6.30pm with opportunity for chats and games.	26 Jenolan Way, Merriwa (Community Dinner 5.30 - 6.30 Wednesday)				•					•	

Map Reference	Service	Service Summary	Address	Accommodation Assistance (Emergency)	Accommodation Assistance (General)	Centrelink Assistance	Clothes/Blankets	Counselling	Employment Assistance	Financial Counselling	Information and Advocacy	Emergency Relief / Food	Outreach Response
<b>Services Located Within Joondalup and north west corridor (cont'd)</b>													
<b>Support Services, Information and Referrals (cont'd)</b>													
2.C.	<b>The Spiers Centre</b>	The Spiers Centre Inc is committed to making a positive difference to the lives of individuals, families and the community in the northern suburbs. Provides assistance through emergency relief and financial counselling programs, and through the provision of personal development programs and support groups and by engaging volunteers in a variety of activities.	4 Albatross Court, Heathridge									•	•
3.H.	<b>Red Cross Homelessness Hub</b>	The Red Cross Homeless Hub provides information, advice or assistance with: locating suitable housing, understanding your housing options, completing and printing off housing applications and documents and understanding which services are relevant to your housing needs. Available once a fortnight at Joondalup Library. Funded until September 2015.	Meeting Room 1, Joondalup Library, 102 Boas Avenue, Joondalup									•	
<b>Food</b>													
4.A.	<b>Celebrate Recovery</b>	Celebrate Recovery provides a free Halal 3 course meal, Monday and Wednesday 4.00-5.30pm.	Banksia Grove Community Centre, Grass Tree Bend, Banksia Grove										•
3.B.	<b>Northreach Community Church</b>	Community Connect at Northreach Community Church strives to make a difference in the lives of those in our community needing a helping hand – offering support in a number of ways (tea/coffee, hot food, warm clothes, blankets, helpful info, advice, haircuts etc.)	116 Winton Road, Joondalup				•						•
2.A.	<b>True North Church</b>	True North Church provides food, showers, care packs, referrals and runs a second hand clothing store open Tuesday and Saturday from 9.00am - 1.00pm.	19 Scaphella Avenue, Mullaloo				•						•
2.E.	<b>Soul Link</b>	Food relief is provided on Wednesdays 11-12.30pm	Cnr Lincoln Lane and Winton Road, Joondalup										•

Map Reference	Service	Service Summary	Address	Accommodation Assistance (Emergency)	Accommodation Assistance (General)	Centrelink Assistance	Clothes/Blankets	Counselling	Employment Assistance	Financial Counselling	Information and Advocacy	Emergency Relief / Food	Outreach Response
<b>Services Located Within Joondalup and north west corridor (cont'd)</b>													
<b>Homelessness Prevention</b>													
3.C.	City of Joondalup's Y Lounge	Y Lounge is the City of Joondalup's youth services team focused on outreach, liaison, youth centre on wheels, youth awards, mentoring and finance. Youth Liaison workers hang out at Lakeside Joondalup Shopping Centre every Thursday evening 3.30pm - 7.30pm. The Youth Mobile also runs around the City of Joondalup, stopping in different locations at different times to be a youth centre on wheels.	Various, Joondalup										
3.C.	City of Joondalup Financial Counselling Service	The City provides free, confidential information to all residents about financial issues including: mobile phone contracts, car contracts, Centrelink, housing - information and support, and can negotiate or advocate on your behalf, credit cards, contracts and banking; budgeting and bills. <b><i>Ceased 30 September 2015.</i></b>	Administration Centre, Boas Avenue							•			
2.H.	City of Wanneroo Financial Counselling Service	The City provides free, confidential information to all residents about financial issues including: mobile phone contracts, car contracts, Centrelink, housing - information and support, and can negotiate or advocate on your behalf, credit cards, contracts and banking; budgeting and bills.	23 Dundebur Road, Wanneroo							•			
3.E.	Youth Connections - Youth Futures WA	Provides a safety net for young people who have disengaged from education, or are at risk disengaging, through the provision of tailored case management, mentoring, and alternative education. Youth Connections is a program for young people aged 13-19 years who are at risk of not making a successful transition through school and from school to further education, training or work. Youth Workers meet with young people either at our office, school or at a place that is convenient to them in order to support and assist them to achieve their goals.	Suite 3/70 Davidson Terrace					•			•		

Map Reference	Service	Service Summary	Address	Accommodation Assistance (Emergency)	Accommodation Assistance (General)	Centrelink Assistance	Clothes/Blankets	Counselling	Employment Assistance	Financial Counselling	Information and Advocacy	Emergency Relief / Food	Outreach Response
<b>Services Located Within Joondalup and north west corridor (cont'd)</b>													
<b>Homelessness Prevention (cont'd)</b>													
1.C.	<b>Reconnect – MercyCare</b>	Reconnect is an outreach support service providing assistance to young people (12 - 18) who are having difficulties staying at home, or who have recently become homeless because of family issues. We work with young people, their parents /guardians and families to provide support through individual and /or family counselling, mediation, information, education, advocacy and referral.	Unit 6, 8 Dugdale Road, Warwick					•			•		•
3.I.	<b>Neami - Joondalup</b>	A community based mental health service supporting people living with mental illness to improve their health, live independently and pursue a life based on their own strengths, values and goals.	22 Upney Mews, Joondalup					•			•		•
2.D. & 3.A.	<b>Edge Youth Centre</b>	Edge Youth Centre provides a safe space for youth to congregate and gain information on factors related to homelessness, such as: mental health, drugs and alcohol, family breakdown, and accommodation. Recreational items such as gaming platforms, DVDs and music, board games, and pool/foosball tables are also available.	Delemere Avenue, Currambine (Thursday - 3.00-6.00pm) OR Sail Terrace, Heathridge (Friday - 6.00-9.30pm)				□				•		
2.F.	<b>Northern Suburbs Community Legal Centre Inc</b>	Generalist Community Legal Centre Legal Advice and casework services on a range of legal issues including Family Law, Civil Law, Tenancy, and Criminal Law Community legal education and community development Public Interest Advocacy and law reform Tenancy advice service provide clients with telephone information.	Building 1, Edith Cowan University 270 Joondalup Drive								•		

Map Reference	Service	Service Summary	Address	Accommodation Assistance (Emergency)	Accommodation Assistance (General)	Centrelink Assistance	Clothes/Blankets	Counselling	Employment Assistance	Financial Counselling	Information and Advocacy	Emergency Relief / Food	Outreach Response
<b>Services outside of Joondalup and the north western corridor (sample provided here, further details available on WA Housing Hub: <a href="http://www.wahousinghub.org.au">www.wahousinghub.org.au</a>)</b>													
<b>Accommodation + Support Services</b>													
	<b>Zonta House Refuge Association</b>	Provides crisis and support accommodation for women aged 18 years or older, without children, who have been impacted by family or domestic violence or other forms of crisis. Assistance is also provided in resourcing transitional accommodation if needed. Additionally, short to medium term accommodation is also provided for women suffering from mental illness or alcohol / substance abuse addictions.	Canning Bridge	•									
	<b>Stirling Women's Centre</b>	Provides crisis accommodation for women, with or without children (boys up to the age of 16), who are escaping family or domestic violence. The Centre also assists with: referrals, advocacy, outreach, housing information, income, Police and court support, violence restraining orders, counselling services, legal advice and general welfare.	Stirling	•				•			•		•
	<b>Noongar Mia Mia</b>	Noonga Mia Mia is an Indigenous owned and controlled company established to provide and manage housing for Indigenous people within the Perth metropolitan area. Noongar Mia Mia provides rental accommodation to Aboriginal people in Perth and remotes. Noongar Mia Mia also supports tenants to access home ownership.	2 Sussex Street, Maylands		•								
	<b>St. Bartholomew's Homeless and Transitional Support Services</b>	St Bartholomew's Homeless and Transitional Support Services provides crisis, support and transitional short to medium term accommodation and services for single men and families either experiencing or are at risk of homelessness	7 Lime Street, East Perth	•	•								
	<b>St. Bartholomew's Kensington Street Transitional Accommodation</b>	St Bartholomew's Kensington Street Transitional Accommodation provides low cost, safe accommodation for female aged 55 years or over who are homeless or at risk of homeless.	7 Lime Street, East Perth		•								

Map Reference	Service	Service Summary	Address	Accommodation Assistance (Emergency)	Accommodation Assistance (General)	Centrelink Assistance	Clothes/Blankets	Counselling	Employment Assistance	Financial Counselling	Information and Advocacy	Emergency Relief / Food	Outreach Response
<b>Services outside of Joondalup and the north western corridor (sample provided here, further details available on WA Housing Hub: <a href="http://www.wahousinghub.org.au">www.wahousinghub.org.au</a>), (cont'd)</b>													
<b>Accommodation + Support Services (cont'd)</b>													
	<b>Mission Australia - Youth Accommodation and Support Service</b>	Provides 24-hour crisis accommodation for 15 – 18 years and transitional accommodation for 16 – 24 years.		•									
	<b>UnitingCare West Homeless Accommodation Service - North</b>	The Homeless Accommodation service provides short to medium term accommodation for men, women, couples and families who are homeless or at imminent risk of homelessness whilst they reassess their lives, identify future goals and successfully transition into independent living. The program has a strong component of case management which is aimed at assisting clients move into their own appropriate level of alternative independent living. The service comprises of a range of properties from shared houses to individual units.	5/5 Aberdeen Street, East Perth		•								
	<b>Foyer Oxford</b>	Foyer Oxford provides young people with fully self-contained transitional housing for up to two years, combined with personalised social supports and opportunities to access employment, education and training.	Leederville		•				•				
<b>Support Services, Information and Referrals</b>													
	<b>Street to Home – Ruah, St Pats, and UnitingCare West</b>	Assists homeless persons in accessing stable accommodation and addressing the issues affecting their homelessness. Assertive Outreach Teams work to engage with individuals who are not accessing traditional homeless services, and aims to build trusting relationships in which additional support can be provided to address a range of life issues.			•								•
	<b>Crisis Care Helpline</b>	A 24-hour information service offering referrals and advice on available hostel and refuge accommodation.									•		

Map Reference	Service	Service Summary	Address	Accommodation Assistance (Emergency)	Accommodation Assistance (General)	Centrelink Assistance	Clothes/Blankets	Counselling	Employment Assistance	Financial Counselling	Information and Advocacy	Emergency Relief / Food	Outreach Response
<b>Services outside of Joondalup and the north western corridor (sample provided here, further details available on WA Housing Hub: <a href="http://www.wahousinghub.org.au">www.wahousinghub.org.au</a>), (cont'd)</b>													
<b>Support Services, Information and Referrals (cont'd)</b>													
	<b>Entrypoint Perth</b>	<p>Entrypoint Perth is a free assessment and referral service assisting people who are homeless or at risk of homelessness in the Perth metropolitan area to access accommodation and support options.</p> <p>Entrypoint: assesses individual circumstances on the phone or in person; provides individuals with information on accommodation and support options in the Perth metropolitan area; if eligible, provides formal referrals to crisis accommodation options and vacancies that exist; and makes referrals to the most eligible appropriate services.</p>								<ul style="list-style-type: none"> <li>•</li> </ul>			
	<b>Street Law Centre</b>	<p>Street Law is a free outreach legal service that provides information, referrals, advice and advocacy support to the homeless or those at risk of homelessness.</p> <p>The services take place at Ruah, Tranby and Passages.</p> <p>Areas of law include: housing, debt, bankruptcy, minor criminal law, discrimination, guardianship and administration applications, police complaints, criminal injuries compensation, fines, freedom of information applications, violence restraining orders and family law.</p>								<ul style="list-style-type: none"> <li>•</li> </ul>			

Map Reference	Service	Service Summary	Address	Accommodation Assistance (Emergency)	Accommodation Assistance (General)	Centrelink Assistance	Clothes/Blankets	Counselling	Employment Assistance	Financial Counselling	Information and Advocacy	Emergency Relief / Food	Outreach Response
<b>Services outside of Joondalup and the north western corridor (sample provided here, further details available on WA Housing Hub: <a href="http://www.wahousinghub.org.au">www.wahousinghub.org.au</a>), (cont'd)</b>													
<b>Food</b>													
	<b>Tranby Day Centre</b>	Tranby Day Centre provides day support to homeless people as well as those at risk of becoming homeless through the provision of a safe accepting and inclusive environment in which support, advocacy and referral can be provided. The service is aimed at people aged over 18 years of age. Breakfast is provided every morning free of charge with light refreshments and sandwiches also available. Clients do not require a referral to access Tranby's services and can also see the Community Centrelink Team, Mobile GP, Street Lawyer and Individual Disability Advocate service from the Tranby day centre.	6/5 Aberdeen Street			•					•	•	
	<b>Ruah Centre</b>	Day centre for adults that provides access to showers, computers, telephones, activities, hot drinks, toast, and fruit. There are many visiting services which provide specialised advice and support at the Centre, including: The Mobile GP, Street Law, and the Centrelink Community Team.	33 Shenton Street, Northbridge			•					•	•	
	<b>Passages Drop-In Centre</b>	Referral service for homeless or street present young people between the ages of 12 and 25. In addition to meeting basic needs through the provision of food and showers, trained staff support young people with their legal problems, health concerns, financial issues, addictions, counselling, relationships and general day-to-day living.	22 Palmerston Street, Northbridge					•			•	•	

Map Reference	Service	Service Summary	Address	Accommodation Assistance (Emergency)	Accommodation Assistance (General)	Centrelink Assistance	Clothes/Blankets	Counselling	Employment Assistance	Financial Counselling	Information and Advocacy	Emergency Relief / Food	Outreach Response
<b>Services outside of Joondalup and the north western corridor (sample provided here, further details available on WA Housing Hub: <a href="http://www.wahousinghub.org.au">www.wahousinghub.org.au</a>), (cont'd)</b>													
<b>Homelessness Prevention</b>													
	<b>Salvation Army Careline</b>	Offers a confidential helpline for people going through crisis, experiencing loneliness, depression, feelings of isolation and needs someone to talk to. Trained counsellors are available 24 hours a day, 365 days a year to offer a wide range of options which might include information, and referrals to empower clients to change their situation.						•			•		
	<b>The Seniors Housing Centre</b>	The Seniors Housing Centre is a collaborative venture between COTA and the Department of Commerce – Consumer Protection to offer a gateway for information and referrals for Seniors on their available housing options. The Centre does not directly offer housing, or financial and legal advice, but can be an invaluable information provider for Seniors looking to plan their housing futures or wondering how to access the network of housing services available to them.	Suite 1, Level 3, 110 William Street								•		
	<b>Tenancy WA</b>	Provides state-wide telephone advice for residential tenants, including issues about public housing, community housing and private rentals.	2/18 Plain Street								•		

## Appendix 3c: Maps of accommodation and housing supports

### Map 1. Northern Suburbs

#### Key:

**1.A. – Ocean View Motel**

**1.B. – Karrinyup Water Resort**

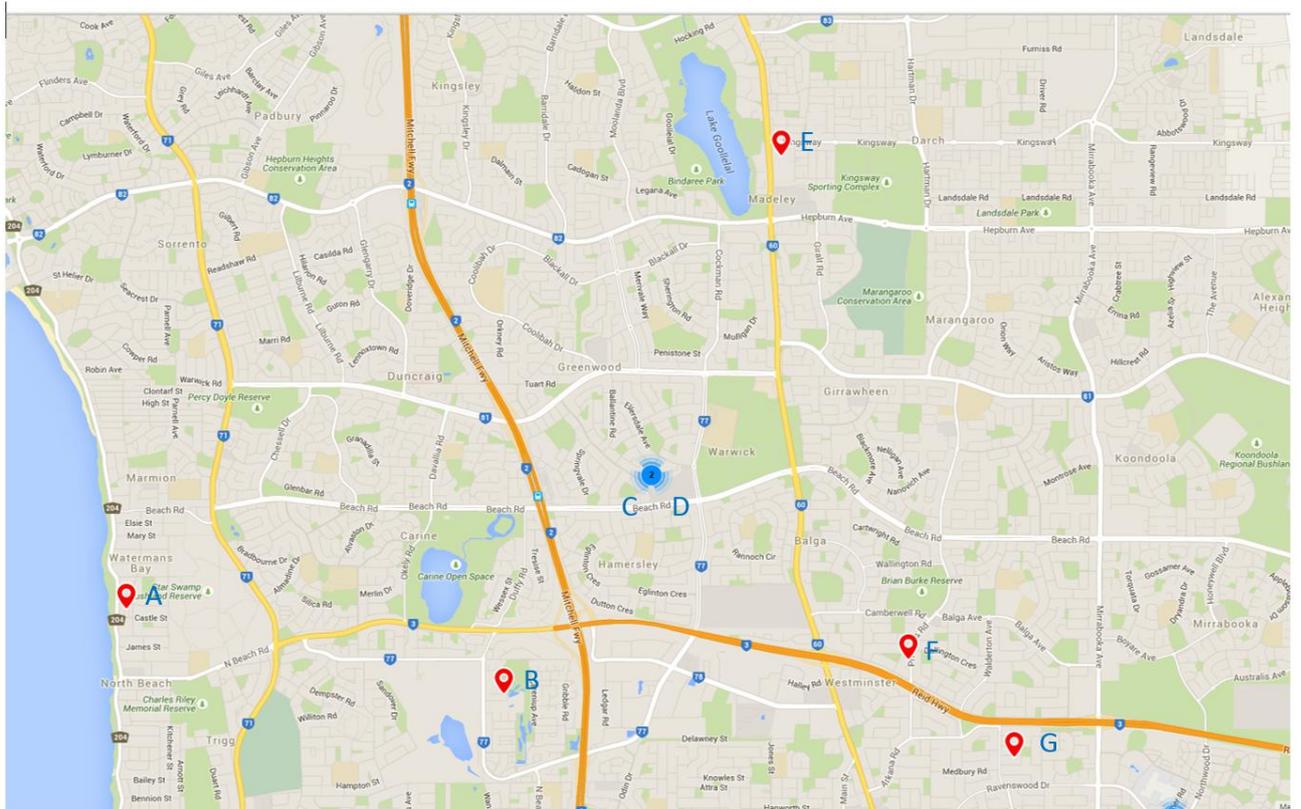
**1.C. – Reconnect - MercyCare**

**1.D. – At Risk Youth Accommodation Service**

**1.E. – Kingsway Tourist Park**

**1.F. – Balga Family Accommodation Service**

**1.G. – Ebenezer Home**



## Map 2. South Joondalup - Wanneroo

### Key:

**2.A. – True North Church**

**2.B. – Salvation Army - Heathridge**

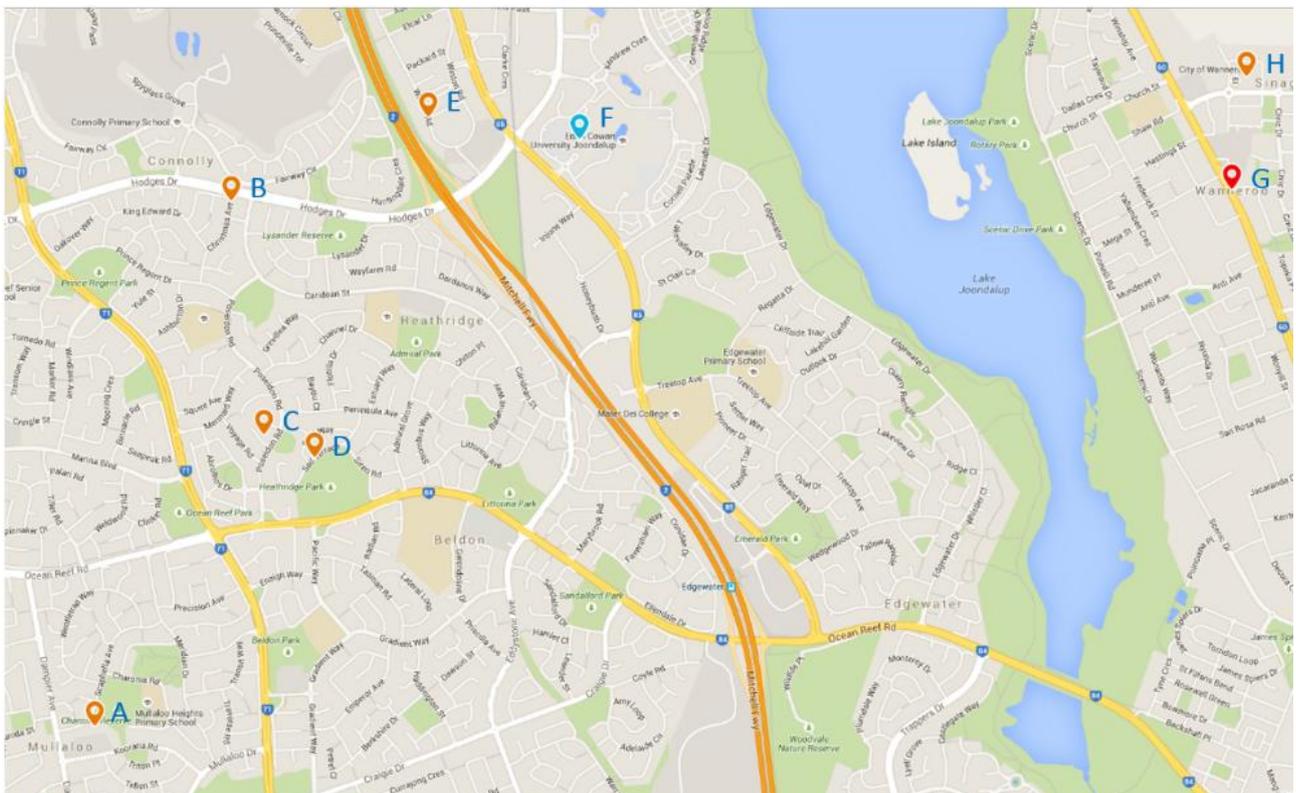
**2.C. – The Spiers Centre**

**2.D. – Edge Youth Centre - Heathridge**

**2.E. – Soul Link**

**2.F. – Northern Suburbs Community Legal Centre**

**2.H – City of Wanneroo Financial Counselling**



Map 3. Joondalup Centre

**Key:**

**3.A. – Edge Youth Centre - Currambine**

**3.B. – Northreach Community Church**

**3.C. – City of Joondalup Y Lounge**

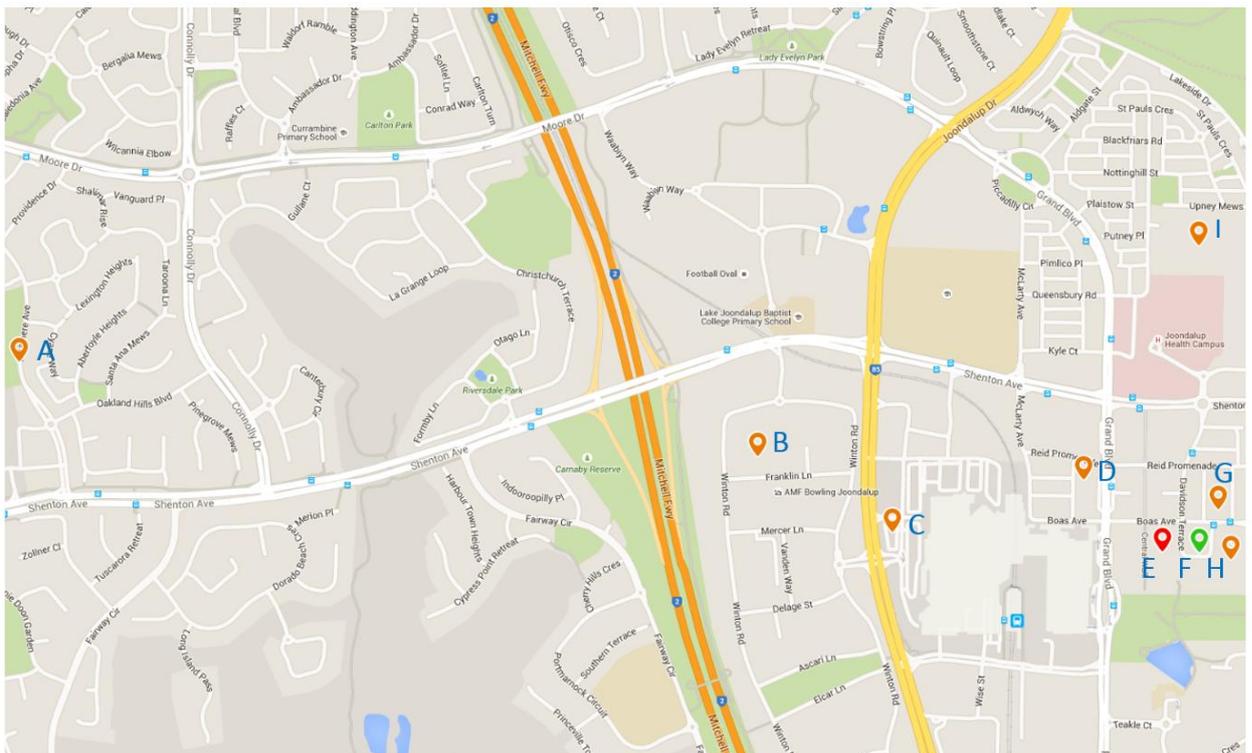
**3.D. – Anglicare WA - Joondalup**

**3.E. – Teenagers in Need of Crisis Accommodation; Youth Connections – Youth Futures WA ; UnitingCare West – Individual Disability Advocacy**

**3.F. – UnitingCare West – Independent Living Program**

**3.G. – Centrecare - Joondalup**

**3.H. - Red Cross Homeless Hub**

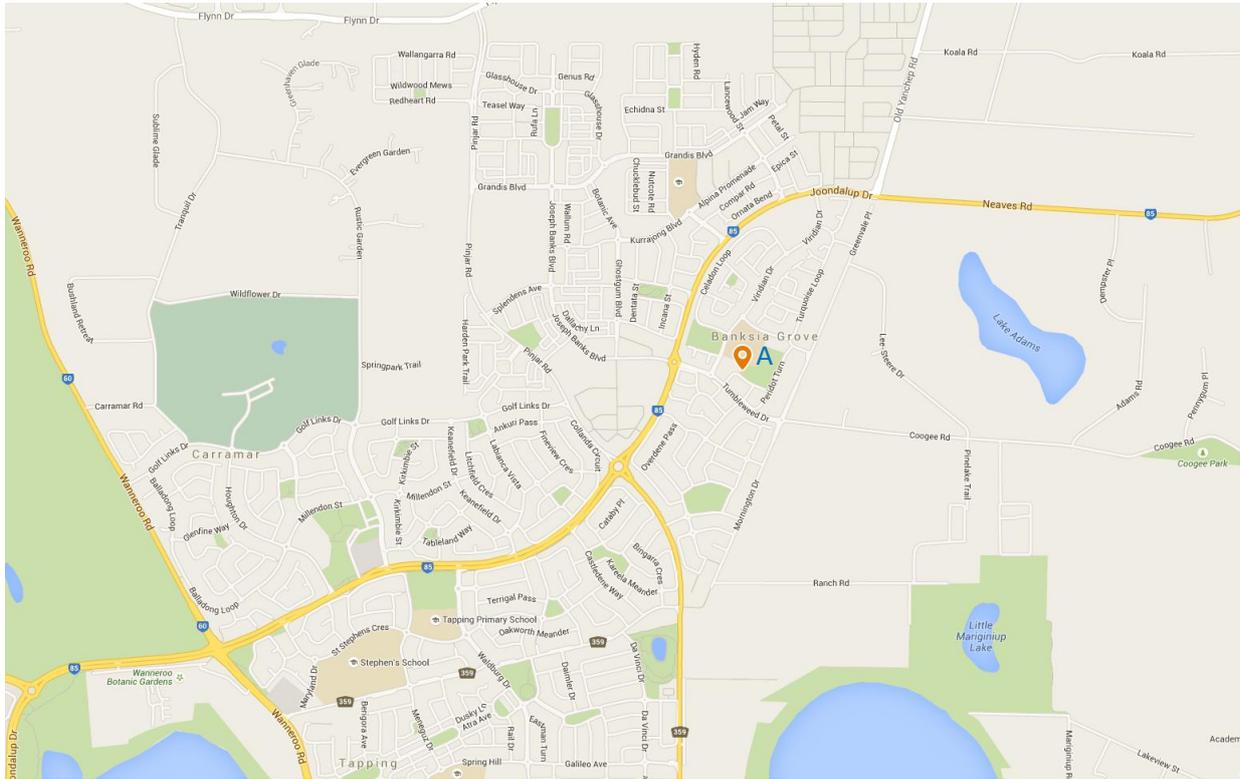


**3.I. – Neami - Joondalup**

## Map 4. Banksia Grove

### Key:

#### 4.A. – Celebrate Recovery



**Key:****5.A. – UnitingCare West – Emergency Relief****5.B. – Salvation Army – Merriwa**