

# Regional Homelessness Plan

2018/19 – 2021/22



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## Message from the Mayors

The Cities of Joondalup and Wanneroo are proud to deliver a Regional Homelessness Plan that will assist the community with understanding, preventing and responding to homelessness.

The Plan has been the result of a two-year development phase, with respectful consideration given by both Cities, and includes input from stakeholders in the community who have an interest in the optimum wellbeing of people at-risk of, or experiencing homelessness. Underpinning the plan is comprehensive research into the complexities, reasons for, prevalence of and responses to homelessness.

The Regional Homelessness Plan seeks to provide a framework that will inform how the Cities respond to homelessness and provides milestones for action. The plan will be reviewed, evaluated and reported on annually.

We are very pleased that the Cities of Joondalup and Wanneroo are working together with a united approach and believe it will bring positive and long-lasting results for those community members who are living with high needs in our growing northern metropolitan suburbs.

**Hon Albert Jacob JP**  
Mayor, City of Joondalup

**Mayor Tracey Roberts JP**  
City of Wanneroo

# Background

The Cities of Joondalup and Wanneroo have recognised that homelessness is a complex and growing issue affecting people in the northern suburbs as well as more broadly across Australia. The multi-dimensional nature of homelessness necessitates involvement by a wide range of agencies, including all spheres of government; the not-for-profit, commercial and private sector; community groups and individual efforts.

It is known that the causes of homelessness are incredibly varied with each person having a unique set of circumstances that impacts their experience of homelessness or sleeping rough. Key factors that may contribute to homelessness include domestic violence, sexual abuse, a shortage of affordable housing, unemployment, mental health issues, trauma, family breakdown, grief and loss, and hazardous drug and alcohol use.

Given that there is no sole sphere of Government or service provider that has capacity to address every contributing factor to homelessness, it is critical that a whole of community and commitment to an inter-agency approach to a common outcome is secured. This sharing of resources, knowledge and programming can maximise the provision of services available to support a community and in doing so, take meaningful strides to sustain an improved quality of life for people experiencing homelessness.

Homelessness is an extreme representation of disadvantage and social exclusion in the community. Adding to the complexity, can be a lack of community understanding through negative stigma or stereotypes which can hamper efforts to address homelessness.

Local Government is largely considered to be the sphere of government closest to the people, responsible for the wellbeing of communities through the provision of infrastructure, services and regulation. Whilst there is no specific mandate for Local Government to play a major role in addressing homelessness, Local Government through its planning, health, community development and regulatory powers can facilitate positive local and regional responses to end homelessness.

## Understanding homelessness

According to the Australian Bureau of Statistics (ABS) 2016 Census of Population and Housing, it is estimated that on any given night in Western Australia around 9,000 people are considered to be homeless. There are however more people who are homeless and not counted as such. Over a year, WA's specialist homelessness services are assisting over 24,000 people, with significant over-representation of Aboriginal people (41%).

While there is no internationally agreed definition of homelessness, the ABS considers the cultural definition of homelessness incorporating three tiers of homelessness as:

- Primary homelessness: people without conventional accommodation (living in the streets, in deserted buildings, improvised dwellings, under bridges, in parks, etc);
- Secondary homelessness: people moving between various forms of temporary shelter including friends, emergency accommodation, youth refuges, hostels and boarding houses; and
- Tertiary homelessness: people living in single rooms in private boarding houses without their own bathroom, kitchen or security of tenure.

It is recognised that people will often move between these three tiers adding to the complexity of gathering accurate data of the current state of homelessness.

In 2011, a second definition of homelessness was developed by the ABS informed by an understanding of homelessness as homelessness, not rooflessness. It emphasises the core elements of 'home' in Anglo American and European interpretations of the meaning of home as identified in research evidence (Mallet, 2004). These elements may include: a sense of security, stability, privacy, safety, and the ability to control living space. Homelessness is therefore a lack of one or more of the elements that represent a 'home'.

In brief, the ABS statistical definition is that:

- When a person does not have suitable accommodation alternatives they are considered homeless if their current living arrangement:
  - » Is in a dwelling that is inadequate; or
  - » Has no tenure, or if their initial tenure is short and not extendable; or
  - » Does not allow them to have control of, and access to space for social relations.

During homelessness week in 2018 the Department of Communities published a report, *Homelessness in Western Australia: A review of the research and statistical evidence* prepared by The Centre for Social Impact, University of Western Australia.

This report outlined the key causal factors, drivers or associations that commonly present in populations of homeless people. These include but are not limited to:

- Trauma and Post Traumatic Stress Disorder (PTSD)
- Mental health issues
- Substance use problems
- Domestic and family violence
- Interactions with the justice system.

According to the report the above factors may be co-occurring and/or interconnected. Trauma, substance use, and physical and mental illness often occur before, during and after periods of homelessness. Interactions with the justice system are similar in that there is research to indicate that there are high rates of ex-prisoners without a secure home, but also those experiencing homelessness especially chronic forms of homelessness

such as rough sleeping, which lack safety, leave people more vulnerable to criminal activities and interacting with police. Domestic violence is the other key individual antecedent for homelessness. The link between domestic and family violence and homelessness is validated across a wide range of statistical data sources, as well as qualitative studies.

As well as individual-level drivers of homelessness that involve life events or experiences that predispose individuals to the risk of homelessness, structural determinants of homelessness are also a key driver of homelessness. Structural determinants relate to the conditions in the socio-economic landscape which enable people to access the resources they need to maintain secure housing.

Resources include financial, educational and employment opportunities and what is required to meet the cost of housing is affected by factors in the housing market that make housing more or less affordable.

Prevention of homelessness can occur through the provision of social and affordable housing options. A Housing First approach, with wrap-around service support if required, is critical to prevent homelessness. So too is immediate access to suitable crisis accommodation. A focus on early intervention and a strong and co-ordinated service response including access to free or low-cost financial and emotional counselling, domestic and family violence and drug and alcohol support services. Understanding the local data to inform what is needed and to track change and the evidence base of what works to end homelessness is critical to guide responses.



# Homelessness in the Cities of Joondalup and Wanneroo

## City of Joondalup

In March 2018, the Australian Bureau of Statistics released homelessness estimates based on the 2016 Census of Population and Housing. In the City of Joondalup, which records a population of 160,507 residents, the ABS estimate 143 people are experiencing homelessness, or 0.08% of the population. The reports estimate that 80 individuals are staying temporarily with others, 30 are in supported accommodation, 22 are in 'severely' crowded dwellings, six are living in boarding houses and four are sleeping rough or in an improvised dwelling.

The City's own records challenge the estimates provided by the ABS. In 2012, homelessness in the City of Joondalup became more visible, prompting the City to begin documenting and responding to reports of rough sleepers in public space. Since that time, officers have received over 300 reports of rough sleeping resulting in engagement with 240 people experiencing homelessness. The likely reason these numbers are much higher than those reflected in the Estimating Homelessness report is because people who are sleeping rough are not easily captured in the Census.

The City has a protocol which guides staff on the process for reporting rough sleepers and how to engage with a person experiencing homelessness. Under the protocol, staffs are provided training on understanding and responding to homelessness and rough sleepers are offered information, support and referral if they are open to it.

In 2015/16 there were 53 rough sleepers and in 2016/17 there were 59 rough sleepers who were offered information and services once reported to the City. During both of those periods, two thirds were male and one third female. The age range was between early twenties and 80 years; and between 50% and 60% were located within the Joondalup City Centre.

From 1 July 2017 to 30 August 2018, the City has received 25 reports of 28 different rough sleepers. Of these, 43% are male 32% female and the remainder unknown. The age range was from 24 years to late sixties.

Within these reported figures on homelessness, there are currently 12 people who are regularly reported to the City, but not listed as new rough sleepers as they were first reported prior to 30 June 2017 and were not re-counted. These twelve people are well-known to City officers as they are long-term rough sleepers who do not wish to be referred to accommodation services and generally refuse support. The City receives ongoing communication from the public regarding these people, mainly concerns about their well-being.

While rough sleeping is the most visible and acute form of homelessness, other forms of 'hidden' homelessness such as overcrowding and couch surfing are known to exist in the City but the City does not record these statistics.

## City of Wanneroo

Findings in the ABS, Estimating Homelessness Report state that of the 199,882 individuals living in the City of Wanneroo, 367 of them are experiencing homelessness, 0.18% of the total population. Of these 367 persons, none are sleeping rough or in improvised dwellings, eight are living in boarding houses, 26 are in supported accommodation for the homeless, 95 are staying temporarily with others and 232 are living in 'severely' crowded dwellings.

While these numbers suggest that there are no rough sleepers in the City of Wanneroo this is likely to be because of the geographical spread of the City and the difficulties in identifying these individuals. Qualitative information has been received by City officers while engaging with members of the public indicating a significant rise in individuals and families camping in bushland or sleeping in their cars in community carparks in the City of Wanneroo.

The ABS report identified a number of suburbs in the South Ward as most at risk of or effected by homelessness. Mortgage stress has been identified in certain suburbs within the North Ward where the proportion of people more than 30 days behind their mortgage repayments is above 5%.

Statistics received from a local financial counselling service provider report over a 6-month period from 1 July 2017 – 31 December 2018, 162 City residents received financial counselling advice from that provider alone and had a total combined debt of nearly \$39million. Furthermore, 114 people within the City were declared bankrupt during the months of October, November and December last year. Data received from The National Debt helpline indicate that over 400 City residents made contact between 1 July 2017 – 31 March 2018 highlighting that some residents in the City are impacted by financial hardship and stress. With the

current economic climate and forecasted population growth, the City is a strong advocate for and works closely with community groups and not for profit organisations that support community wellbeing and aid financial hardship such as financial counselling.

2016 Census reveals unemployment within the City of Wanneroo has grown dramatically over the last five years with figures more than doubling between 2012 and 2017. As of June 2018, the unemployment rate in the City of Wanneroo was at 8.5%; 2.2% higher than the WA average. The City is working on and has developed a number of initiatives and resources to assist in increasing employment such as the refurbishment of the Girrawheen Hub. The aim of the Hub is to work with organisations to help job seekers learn skills that will help them get work and support those wanting a change of career or to start a new business.

Currently there are a number of homelessness support services available within the community, such as financial counselling, tenancy support programs which assist individuals and families that unable to meet their rent payments, and a number of food relief services. The City refers those in need of such assistance to the relevant organisations to ease their financial strain and ensure they have their daily needs met. With high numbers of at-risk people, the City is focused on advocating for prevention elements such as financial counselling services and facilitating community programs and activities which encourage social connection.

The City of Wanneroo has also developed an internal procedure for responding to reports of homelessness as a means of ensuring that those experiencing homelessness are offered the appropriate service to meet their needs. This procedure will be reviewed and updated accordingly as part of the actions and strategies set out in the plan.



# Joondalup Wanneroo Ending Homelessness Group

In 2011, the Cities of Joondalup and Wanneroo were founding members of the Joondalup Wanneroo Homelessness Action Group (JWHAG). After extensive consideration, the group renamed themselves in 2018 as Joondalup Wanneroo Ending Homelessness Group (JWEHG).

The ambition to end homelessness aligns with the WA Alliance to End Homelessness which released its state-wide plan in 2018. Although ending homelessness may sound aspirational and is more likely to be influenced at a State and Federal level, the group considered it was important to articulate their commitment to ending homelessness, rather than managing it. The JWEHG meets regularly and is open to members from

government, not for profit, corporate, faith based organisations and community who work within the homelessness sector or related industry, in and around the Joondalup and Wanneroo region.

The purpose of this group is to share information, build on opportunities, collaborate, develop partnerships and integrate services, with a vision to effectively end homelessness in the Northern Corridor. The Cities play an active role in the group, which meets on a six-weekly basis and is chaired by a local service provider. The JWEHG has welcomed the development of the Regional Homelessness Plan and are a lead agency that will contribute to the delivery of assigned actions and policies set out in the plan.

“That first night I slept in my car I had no idea I would still be sleeping in it nearly a year later” she said.

## Magdalena's story

Magdalena is 62, was a nurse for 40 years, well respected, with friends and interests; a happy life.

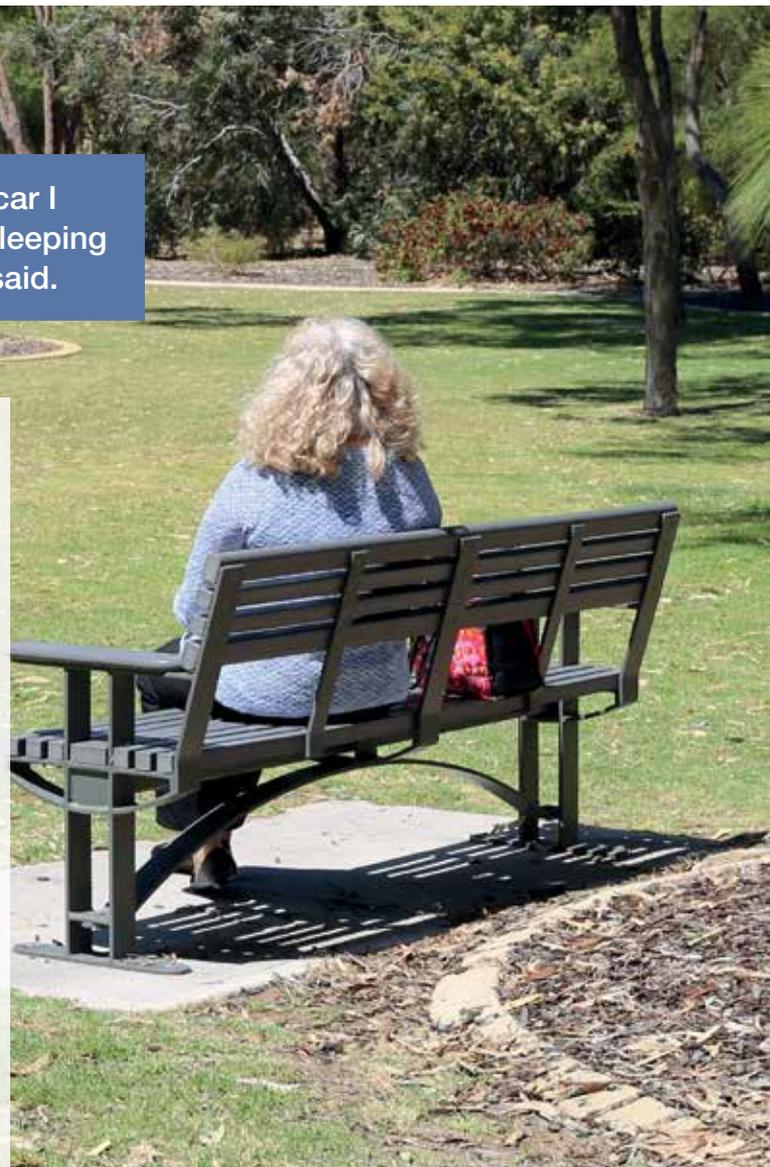
A series of stressful events at work led her to quit her job and she lost her home in regional WA after being left unable to pay her mortgage.

She decided to move to Perth but on arrival found her accommodation had fallen through. “That first night I slept in my car I had no idea I would still be sleeping in it nearly a year later” she said.

“I would spend a few days in one place and then move on. Sometimes I would sit outside a leisure centre and it would take me hours to get up the courage to go and use the facilities.”

Help finally came when she saw a card for a Community Connect Day at a church in Joondalup for those without a home. “Within days they had found share accommodation for me. That first night was lovely to stretch out in a bed.”

Magdalena has been in secure accommodation for the past eighteen months and is rebuilding her life.





### Chris' story

Chris experienced homelessness – living out of his car for 18 months. With the help of local services, he is now back on his feet and running his own Charter Vehicle business.

## Community consultation

In 2015, the Cities of Joondalup and Wanneroo simultaneously adopted recommendations to develop a joint Regional Homelessness Plan. Since then, ongoing strategic and operational discussions between the two Cities have occurred.

In October 2016, a community stakeholder workshop was jointly hosted with 64 attendees from local government, State government departments, churches, shopping centre management, community based homeless support services, real estate agents and people with lived experience. Outcomes of the workshop informed the development of the Regional Plan.

In 2017, each City held workshops with their respective Elected Members who welcomed the opportunity to input to the development of the plan. Pertinent actions in the plan were formed as a result of these workshops.

Key themes that emerged from all consultation include a targeted advocacy program to State and Federal governments to fund early intervention services; an exploration of partnership opportunities with service providers, local churches and businesses; the establishment of ongoing specialist homeless support programs and the identification of affordable housing options.

In 2018, consultation and contributions to the development of the Regional Homelessness Plan were focussed on key external stakeholders such as peak bodies, other local governments, and industry drivers such as Shelter WA, Red Cross and Western Australian Local Government Association.

# Regional Homelessness Plan

## Vision

The Cities of Joondalup and Wanneroo are committed to ensuring that people at-risk of or experiencing homelessness have the optimum opportunity to improve their circumstances. The purpose of the plan is to articulate publicly the collaborative commitment of preventing and responding to end homelessness in the region.

Actions in the plan will be achieved through the development and implementation of agreed actions through each City's role to coordinate, support, advocate, collaborate and facilitate within their respective communities. This regional vision is underpinned by three key pillars:

- Building community capacity, understanding and engagement;
- Prevention and early intervention; and
- Responding to homelessness.

The plan will:

- Clarify the Cities' roles in addressing homelessness;
- Work towards a strong and co-ordinated response to homelessness;
- Maximise efficiency of community resources in responding to homelessness;
- Seek to understand the nature and breadth of homelessness;
- Use data wisely to inform evidence based change and decision making;
- Engage and inform the community;
- Provide strategic direction for the Cities in relation to homelessness; and
- Advocate at State and National Level.

### Al's story

This is Al – a 57 year old community entrepreneur and volunteer.

Ten years ago Al lost his wife to cancer and became sole parent to his two daughters aged 8 and 10. Through some poor decisions during his grief, Al and his daughters became homeless and he was admitted to hospital for his own safety.

Al's life is back on track now due to extended family support and community services.

Al is a pillar of his community and never dreamed this could happen to him.

Al is a pillar of his community and never dreamed this could happen to him.



# The role of others

The roles of the Cities of Joondalup and Wanneroo are co-ordinator, supporter, facilitator, collaborator and advocate. The roles of other stakeholders in the homelessness space are identified in the table below.

Group	Role
Australian Government	Funding provider through the National Housing and Homelessness Agreement
State Government	Fund distributor through the National Housing and Homelessness Agreement
Peak Bodies	Service provider/advocate/policy developer/facilitator
Specialist Homelessness Services	Service provider/advocate
Faith-based organisations	Service provider/advocate
Community organisations	Service provider/advocate
Small community groups	Service provider/advocate
Individuals with lived experience	Receiver of services/advocacy
Individuals in the community	Advocate

## Measurement and accountability

The Cities of Joondalup and Wanneroo will oversee the implementation, review, evaluation and reporting of the plan in context of their own Local Government area.

This includes ensuring the plan is distributed both externally and internally, integrated into the business plans and budgets of relevant business units and reported on annually.

In addition, each local government will develop its own localised Implementation Plan that takes into account any unique aspects applicable to the respective regions.

Due to the necessity to create foundation data, some measures in the plan will begin after benchmarking is completed in the first year of implementation. Benchmarking may also include consideration of the State Homelessness Plan which is yet to be published.

## References

During the development of this Plan extensive research was conducted to inform the pillars, goals and actions contained in the document.

Key references include:

*The Western Australian Strategy to End Homelessness - 2018*. Western Australian Alliance to End Homelessness.

*Homelessness in Western Australia – 2016* – the Australian Bureau of Statistics.

*Homelessness Background Paper 2016* – the Cities of Joondalup and Wanneroo.

Report into Preventing and Responding to Homelessness in the City of Joondalup 2015 – Shelter WA.

*Preventing and Responding to Homelessness in the City of Joondalup*. City of Joondalup Council Report December 2015.

*Opening Doors to Address Homelessness – Western Australia Homelessness – State Plan 2010-2013*.

2049.0 - Census of Population and Housing: Estimating homelessness, 2016

[economy.id.com.au](http://economy.id.com.au)

*Homelessness in Western Australia: A review of the research and statistical evidence* - Centre for Social Impact, University of Western Australia

# Action Plan

## Pillar 1: Building Capacity, Understanding and Engagement

**Goal:** Stakeholders communicate and collaborate effectively with clear purpose to end homelessness

	Strategy	Action	Timeline	Responsibility	Measure
1.1	Maintain a formalised interagency network of stakeholders in the northern suburbs to ensure the sector works effectively, efficiently and collaboratively.	a. Annual review of the Joondalup Wanneroo Ending Homelessness Group (JWEHG) and its alignment to sector strategies and policy. b. Actively participate in the JWEHG.	2018/19 - 2021/22  2018/19 - 2021/22	The Cities of Joondalup and Wanneroo	<ul style="list-style-type: none"> <li>Annual review evidenced via written report.</li> <li>Participate in a minimum of five meetings annually.</li> </ul>
1.2	Ensure relevant, accurate and consistent data is collected and made available in the northern suburbs to inform sound decision-making by stakeholders.	a. Develop a joint approach to the definition, collection and recording of local quantitative data and statistics. Align with state or national metrics where practicable. b. Develop a shared understanding of how the data and statistics will be used to support ending homelessness. c. Develop avenues for collecting and sharing meaningful qualitative data on homelessness such as storytelling.	2018/19  2019/20  2019/20	The Cities of Joondalup and Wanneroo	<ul style="list-style-type: none"> <li>Ongoing data collection reported through JWEHG meetings.</li> <li>Annual report evidencing data used to inform decision making and initiatives to support the goal of ending homelessness.</li> <li>Qualitative data collection and distribution tool developed.</li> </ul>
1.3	Build effective relationships with key government and peak bodies to ensure the Cities are aligned with State strategic direction, and in a position to support achieving the actions of the Regional Homelessness Plan.	a. Develop a stakeholder management plan to advocate for, accelerate and leverage pivotal relationships required for advancing the Regional Homelessness Plan and ending homelessness in the northern suburbs. b. Participate in relevant opportunities and research by identified stakeholders.	2018/19  2018/19 - 2021/22	The Cities of Joondalup and Wanneroo	<ul style="list-style-type: none"> <li>Stakeholder management plan developed and implemented.</li> <li>Evidence of participation in research via annual report.</li> </ul>

	Strategy	Action	Timeline	Responsibility	Measure
1.4	Improve understanding and build knowledge capacity of stakeholders within the region to deliver services and focussed effort that addresses homelessness in the northern suburbs.	<p>a. Explore service gaps, oversupply or duplicated effort and through a co-design approach. Advocate accordingly in an effort to create an optimal mix of service provision.</p> <p>b. The Cities provide information to the community about possible homelessness initiative funding sources upon request (e.g. state and federal grants).</p> <p>c. Communication plan developed to increase awareness of information platforms.</p> <p>d. Promote existing directories and information platforms of all known service providers that support people experiencing homelessness.</p>	<p>2019/2020</p> <p>2018/19 – 2021/22</p> <p>2019/20</p> <p>2020/21</p>	The Cities of Joondalup and Wanneroo	<ul style="list-style-type: none"> <li>• Report created outlining identified gaps, oversupply and advocacy avenues pursued.</li> <li>• Record of enquiries and responses.</li> <li>• Directories are promoted and made available.</li> <li>• Communication plan developed and implemented.</li> </ul>
1.5	Engage the wider community in better understanding homelessness and promoting a dignified, respectful response.	a. Coordinate and support initiatives that challenge negative stereotypes, dispel myths and foster understanding.	2018/19 – 2021/22	The Cities of Joondalup and Wanneroo	<ul style="list-style-type: none"> <li>• Participation in Homelessness Week annually.</li> <li>• Report on participation on other social marketing campaigns.</li> </ul>
1.6	Improve understanding of the interrelationships between providers to encourage increased communication and collaboration.	<p>a. Hold networking events to build relationships and encourage stakeholders to be aware of their own strengths and limitations.</p> <p>b. Advocate to improve referrals and communication between agencies to optimise the likelihood of individuals finding safe and secure accommodation when transitioning between different tiers of homelessness.</p>	<p>2019/20 – 2021/22</p> <p>2018/19 – 2021/22</p>	JWEHG. Supported by the Cities of Joondalup and Wanneroo	<ul style="list-style-type: none"> <li>• Three networking events held each year.</li> <li>• Evidence of advocacy through JWEHG minutes.</li> </ul>
1.7	Increase engagement with local businesses to build awareness and reduce negative stigma around homelessness.	a. Coordinate training for local businesses in relation to responding to homelessness and creating inclusive and respectful services.	2020/21	The Cities of Joondalup and Wanneroo	<ul style="list-style-type: none"> <li>• Training held with businesses.</li> <li>• 85% of participants report a positive change towards people experiencing homelessness.</li> </ul>

## Pillar 2: Prevention and Early Intervention

**Goal:** People have a strong sense of wellbeing and are capable of recognising triggers that lead to homelessness enabling them to take action early

	Strategy	Action	Timeline	Responsibility	Measure
2.1	Support opportunities that benefit the wellbeing of the community and keep people connected.	<ul style="list-style-type: none"> <li>a. Continue to offer a wide range of programs that support the 'Act-Belong-Commit' message.</li> <li>b. Advocate for and support programs that address social isolation.</li> <li>c. Continue to provide free or affordable services to the community such as libraries and community hubs.</li> <li>d. Advocate, facilitate and support new community initiatives to address prevention and early intervention of homelessness consistent with the role of local government.</li> </ul>	2018/19 - 2021/22	Cities of Joondalup and Wanneroo in partnership with organisations such as WA Council on Homelessness (WACH), Department for Communities and WALGA	<ul style="list-style-type: none"> <li>• Continuation of relevant programming around health and wellbeing.</li> <li>• Effectiveness of new initiatives responding to homelessness within the Cities.</li> </ul>
2.2	Increase community awareness and understanding of the triggers that lead to homelessness and support services available.	<ul style="list-style-type: none"> <li>a. Support and encourage people to take action and seek help before the impact of the contributing factor results in homelessness (i.e. financial counselling, community law service tenancy advice, employment assistance, family mediation).</li> </ul>	2018/19 - 2021/22	The Cities of Joondalup and Wanneroo	<ul style="list-style-type: none"> <li>• Promotional campaigns to be delivered during Homelessness Week (August) and Anti-Poverty Week (October) each year with minor messaging on at least two other occasions.</li> </ul>
2.3	Promote and facilitate opportunities that increase positive lifestyles, promote independence and address the causal factors of homelessness.	<ul style="list-style-type: none"> <li>a. Advocate for initiatives that encourage and support positive lifestyles, positive behaviours and development of life skills (for example, positive parenting, anger management, grief, addiction, financial counselling).</li> </ul>	2018/19 - 2021/22	The Cities of Joondalup and Wanneroo	<ul style="list-style-type: none"> <li>• Effectiveness of initiatives implemented.</li> <li>• Number of community attendees and demographic statistics.</li> </ul>
2.4	Support an effective affordable housing system.	<ul style="list-style-type: none"> <li>a. Review respective local housing strategies to include support for the provision of affordable housing.</li> <li>b. Identify opportunities to utilise the land system to optimise the development of social and affordable housing.</li> </ul>	<p>2019/20</p> <p>2019/20</p>	The Cities of Joondalup and Wanneroo	<ul style="list-style-type: none"> <li>• Housing affordability and homelessness are considered as key strategic issues as part of the preparation of new and review of existing Local Housing Strategies.</li> </ul>

### Pillar 3: Responding to Homelessness

**Goal:** People experiencing homelessness or sleeping rough have their basic needs met and ultimately are transitioned into appropriate support services

	Strategy	Action	Timeline	Responsibility	Measure
3.1	Increase awareness of initiatives and services for people experiencing homelessness, including 24/7 options.	a. Provide information about available services and support for people who identify as experiencing or at risk of homelessness through community libraries, facilities and Cities' websites.	2018/19 - 2021/22	Cities of Joondalup and Wanneroo	<ul style="list-style-type: none"> <li>Information in libraries and community facilities is distributed and revised twice annually.</li> <li>Information about hardship on CoJ and CoW websites checked for accuracy quarterly.</li> </ul>
3.2	Local Government approaches are considerate of those experiencing homelessness.	<p>a. When Council and City policies, local laws, protocols and procedures are reviewed consideration of actions that may have a negative impact on those experiencing homelessness are taken into account.</p> <p>b. Review and implement process for responding to rough sleepers.</p>	<p>2019/20 - 2021/22</p> <p>2018/19 - 2020/21</p>	The Cities of Joondalup and Wanneroo	<ul style="list-style-type: none"> <li>City policies reflective of consideration of and consideration for homelessness.</li> <li>Process is reviewed and communication plan developed</li> </ul>
3.3	Respond proactively to reports of rough sleepers being cognisant of differing needs.	<p>a. Explore options for the provision of an Outreach Response program delivered by a specialist homelessness service provider.</p> <p>b. Advocate for the implementation of the findings from Outreach Response program report.</p>	2019/20	The Cities of Joondalup and Wanneroo and JWEHG	<ul style="list-style-type: none"> <li>Provide a report by 30 June 2020.</li> <li>Evidence of advocacy avenues pursued shown in annual report.</li> </ul>





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## City of Joondalup Regional Homelessness Plan 2018/19 - 2021/2022

## Annual Progress Report for 2020/21

	In progress/ongoing
	Completed
	Behind schedule
	Not due to commence

**Pillar 1: Building Capacity, Understanding and Engagement**

Goal: Stakeholders communicate and collaborate effectively with clear purpose to end homelessness

	Strategy	Action	Timeline	Responsibility	Measure	Progress	Results for 2020/21
1.1	Maintain formalised interagency network of stakeholders in the northern suburbs to ensure the sector works effectively, efficiently and collaboratively.	<p>a. Annual review of the Joondalup Wanneroo Ending Homelessness Group (JWEHG) and its alignment to sector strategies and policy.</p> <p>b. Actively participate in the JWEHG.</p>	<p>2018/19-2021/22</p> <p>2018/19-2021/22</p>	The Cities of Joondalup and Wanneroo.	<ul style="list-style-type: none"> <li>Annual review evidenced via written report.</li> <li>Participate in a minimum of five meetings annually.</li> </ul>		<ul style="list-style-type: none"> <li>Annual review survey compiled in August 2020 was completed by 12 members.</li> <li>Results rated JWEHG in terms of networking and increased knowledge of services (80%) and for achieving outcomes towards ending homelessness (72%).</li> <li>City officers planned and attended five JWEHG meetings.</li> <li>Request to members for support from senior management of each member group sent via JWEHG Chair on 20.5.21.</li> <li>Move to quarterly JWEHG meetings with sub-groups</li> </ul>

## Pillar 1: Building Capacity, Understanding and Engagement

Goal: Stakeholders communicate and collaborate effectively with clear purpose to end homelessness

	Strategy	Action	Timeline	Responsibility	Measure	Progress	Results for 2020/21
							working on key priorities in this plan.
1.2	Ensure relevant, accurate and consistent data is collected and made available in the northern suburbs to inform sound decision-making by stakeholders.	<p>a. Develop a joint approach to the definition, collection and recording of local quantitative data and statistics. Align with state or national metrics where practicable.</p> <p>b. Develop a shared understanding of how the data and statistics will be used to support ending homelessness.</p> <p>c. Develop avenues for collecting and sharing meaningful qualitative data on homelessness such as storytelling.</p>	<p>2018/19</p> <p>2019/20</p> <p>2019/20</p>	The Cities of Joondalup and Wanneroo.	<ul style="list-style-type: none"> <li>Ongoing data collection reported through JWEHG meetings.</li> <li>Annual report evidencing data used to inform decision making and initiatives to support the goal of ending homelessness.</li> <li>Qualitative data collection and distribution tool developed.</li> </ul>		<ul style="list-style-type: none"> <li>JWEHG <a href="#">joint data collection</a> approach and analysis paper developed and trialled.</li> <li>The Cities of Joondalup, Wanneroo and six (of 20) agencies contributed <a href="#">monthly data</a> which collated by the Spiers Centre up to October 2020.</li> <li>General trends reported by JWEHG members at meetings (through case conferencing and positive news stories).</li> <li>Data collection sub-group to establish best way of collating data with a new proposal to link with 'By Name' program through RUAH community services.</li> <li>Regular updates reported to the City through the local street chaplaincy program.</li> <li>Worked with internal stakeholders to improve recording of homelessness reports received by the City.</li> </ul>

## Pillar 1: Building Capacity, Understanding and Engagement

Goal: Stakeholders communicate and collaborate effectively with clear purpose to end homelessness

	Strategy	Action	Timeline	Responsibility	Measure	Progress	Results for 2020/21
1.3	Build effective relationships with key government and peak bodies to ensure the Cities are aligned with State strategic direction, and in a position to support achieving the actions of the Regional Homelessness Plan.	<p>a. Develop a stakeholder management plan to advocate for, accelerate and leverage pivotal relationships required for advancing the Regional Homelessness Plan and ending homelessness in the northern suburbs.</p> <p>b. Participate in relevant opportunities and research by identified stakeholders.</p>	<p>2018/19</p> <p>2018/19-2021/22</p>	The Cities of Joondalup and Wanneroo.	<ul style="list-style-type: none"> <li>Stakeholder management plan developed and implemented.</li> <li>Evidence of participation in research via annual report.</li> </ul>		<ul style="list-style-type: none"> <li>Stakeholder management plan in development phase.</li> <li>Series of joint meetings held (July-September 20) with the Cities of Wanneroo and Stirling and Uniting WA to discuss homelessness outreach service provision.</li> <li>Sector trends and connections further strengthened through regular WACOSS updates with WACOSS playing a key role in JWEHG and the Food Relief Collaboration Group.</li> <li>No research identified to participate in this year.</li> </ul>
1.4	Improve understanding and build knowledge of stakeholders within the region to deliver services and focussed effort that addresses homelessness in the northern suburbs.	<p>a. Explore service gaps, oversupply or duplicated effort and through a co-design approach. Advocate accordingly in an effort to create an optimal mix of service provision.</p> <p>b. The Cities provide information to the community about possible</p>	<p>2019/2020</p> <p>2018/19-2021/22</p>	The Cities of Joondalup and Wanneroo.	<ul style="list-style-type: none"> <li>Report created outlining identified gaps, oversupply and advocacy avenues pursued.</li> <li>Record of enquiries and responses.</li> <li>Directories are promoted and made available.</li> </ul>		<ul style="list-style-type: none"> <li>Service gaps identified in City Centre met by new services in Joondalup including: Grace Church Café drop-in, expansion of Foodbank mobile van, Vinnies Support Centre, Red Cross Meal Connect and Ruah Community Services.</li> <li>Regional Food Relief Collaboration Group established by the Cities of Wanneroo, Joondalup and Stirling to increase the</li> </ul>

## Pillar 1: Building Capacity, Understanding and Engagement

Goal: Stakeholders communicate and collaborate effectively with clear purpose to end homelessness

	Strategy	Action	Timeline	Responsibility	Measure	Progress	Results for 2020/21
		<p>homelessness initiative funding sources upon request (e.g. state and federal grants).</p> <p>c. Promote existing directories and information platforms of all known service providers that support people experiencing homelessness.</p> <p>d. Communication plan developed to increase awareness of information platforms.</p>	<p>2020/21</p> <p>2019/20</p>		<ul style="list-style-type: none"> <li>Communication plan developed and implemented.</li> </ul>		<p>capacity of and collaboration between food relief providers.</p> <ul style="list-style-type: none"> <li>Lotterywest COVID-19 Emergency Response Fund information provided with support offered to all known eligible support services.</li> <li>The <a href="#">Hardship and Homelessness Services Directory</a> was updated (June 21) to cover the Cities of Joondalup and Wanneroo, as well as other key services throughout the metro area that are easily accessible by public transport.</li> <li>Directories printed and distributed via Street Chaplains, Libraries, Customer Service and Leisure Centres and Services.</li> <li>Directory available to view and download on the City's website.</li> <li><a href="#">Hardship-and-Homelessness-Services.pdf (joondalup.wa.gov.au)</a></li> <li>Promotion of information platforms (during Emerge Stronger campaign and Homelessness Week 2020) included in the Community Development Communications Plan.</li> </ul>
1.5	Engage the wider community in better understanding	a. Coordinate and support initiatives that challenge negative	2018/19-2021/22	The Cities of Joondalup and Wanneroo.	<ul style="list-style-type: none"> <li>Participation in Homelessness Week annually.</li> </ul>		<ul style="list-style-type: none"> <li>Focus of Homelessness Week 2020 (2-8 August) was a Pathways to Affordable Housing</li> </ul>

## Pillar 1: Building Capacity, Understanding and Engagement

Goal: Stakeholders communicate and collaborate effectively with clear purpose to end homelessness

	Strategy	Action	Timeline	Responsibility	Measure	Progress	Results for 2020/21
	homelessness and promoting a dignified, respectful response.	stereotypes, dispel myths and foster understanding.			<ul style="list-style-type: none"> <li>Report on participation on other social marketing campaigns.</li> </ul>		<p>Campaign with the theme 'Everybody needs a home'.</p> <ul style="list-style-type: none"> <li>Campaign promoted hardship and tenancy support services, crisis accommodation, affordable rental and home ownership options, included online information, email campaign and flyer distribution.</li> <li>During peak COVID-19 restrictions Emerge Stronger – Support Services was promoted with 6,733 people reached.</li> </ul>
1.6	Improve understanding of the interrelationships between providers to encourage increased communication and collaboration.	<p>a. Hold networking events to build relationships and encourage stakeholders to be aware of their own strengths and limitations.</p> <p>b. Advocate to improve referrals and communication between agencies to optimise the likelihood of individuals finding safe and secure accommodation when transitioning between different</p>	<p>2019/20-2021/22</p> <p>2018/19-2021/22</p>	JWEHG. Supported by the Cities of Joondalup and Wanneroo.	<ul style="list-style-type: none"> <li>Three networking events held each year.</li> <li>Evidence of advocacy through JWEHG minutes.</li> </ul>		<ul style="list-style-type: none"> <li>One networking event held: Service Delivery post COVID-19 in August 2020.</li> <li>In 2021 the networking took place at JWEHG meetings.</li> <li>Meetings with key stakeholder Uniting WA (July - Sept 2020) in relation to seeking resources to set up an outreach service in the northern suburbs.</li> <li>Advocacy work is ongoing through JWEHG - regular case conferencing takes place and individuals have been supported through collaboration of services.</li> </ul>

## Pillar 1: Building Capacity, Understanding and Engagement

Goal: Stakeholders communicate and collaborate effectively with clear purpose to end homelessness

	Strategy	Action	Timeline	Responsibility	Measure	Progress	Results for 2020/21
		tiers of homelessness.					
1.7	Increase engagement with local businesses to build awareness and reduce negative stigma around homelessness.	a. Coordinate training for local businesses in relation to responding to homelessness and creating inclusive and respectful services.	2020/21	The Cities of Joondalup and Wanneroo.	<ul style="list-style-type: none"> <li>• Training held with businesses.</li> <li>• 85% of participants report a positive change towards people experiencing homelessness.</li> </ul>		<ul style="list-style-type: none"> <li>• Training with businesses to be progressed in 2021/22 due to other priorities for businesses during COVID-19 period.</li> <li>• Awaiting outcome of City of Wanneroo research project which will contribute towards planning.</li> <li>• Ongoing business-related enquiries recorded to contribute to the City's understanding of business needs and challenges in relation to homelessness.</li> </ul>

## Pillar 2 – Prevention and Early Intervention

Goal: People have a strong sense of wellbeing and are capable of recognising triggers that lead to homelessness enabling them to take action early

	Strategy	Action	Timeline	Responsibility	Measure	Progress	Results for 2020/21
2.1	Support opportunities that benefit the wellbeing of the community and keep people connected.	<p>a. Continue to offer a wide range of programs that support the 'Act-Belong-Commit' message.</p> <p>b. Advocate for and support programs that address social isolation.</p>	2018/19-2021/22	Cities of Joondalup and Wanneroo in partnership with organisations such as WACH (WA Council on Homelessness) Department for	<ul style="list-style-type: none"> <li>• Continuation of relevant programming around health and wellbeing.</li> <li>• Effectiveness of new initiatives responding to homelessness within the Cities.</li> </ul>		<ul style="list-style-type: none"> <li>• <a href="#">Promotion of Act-Belong-Commit</a> in the Homelessness and Hardship Directory and 11 community events and programs.</li> <li>• Provision of a range of library and community services including the Spiers Centre facility however some programs</li> </ul>

## Pillar 2 – Prevention and Early Intervention

Goal: People have a strong sense of wellbeing and are capable of recognising triggers that lead to homelessness enabling them to take action early

	Strategy	Action	Timeline	Responsibility	Measure	Progress	Results for 2020/21
		<p>c. Continue to provide free or affordable services to the community such as libraries and community hubs.</p> <p>d. Advocate, facilitate and support new community initiatives to address prevention and early intervention of homelessness consistent with the role of local government.</p>		Communities and WALGA.			<p>suspended during COVID-19 restrictions.</p> <ul style="list-style-type: none"> <li>• Cultural Services calendar provides opportunities for all age demographics to engage with arts and cultural activities across 18 programs and events.</li> <li>• Craigie Leisure Centre offers a range of programs and activities for people of all ages.</li> <li>• Recreation Services provide support and resources for sporting clubs to ensure all residents have opportunities for participation in sport and recreation.</li> <li>• Joondalup Volunteer Resource Centre promoted volunteering online and through the physical referral service.</li> <li>• Advocacy letters sent (November 2020) from the Mayors of Joondalup, Wanneroo and Stirling to support tender applications for provision of outreach support for people experiencing homelessness.</li> <li>• Ruah Community Services funding successful to extend support in northern corridor.</li> <li>• Development of new services in Joondalup with support from the City including: Grace Church Café Drop-in, expansion of</li> </ul>

## Pillar 2 – Prevention and Early Intervention

Goal: People have a strong sense of wellbeing and are capable of recognising triggers that lead to homelessness enabling them to take action early

	Strategy	Action	Timeline	Responsibility	Measure	Progress	Results for 2020/21
							Foodbank mobile van, Vinnies Support Services, Red Cross Meal Connect and Ruah Community Services.
2.2	Increase community awareness and understanding of the triggers that lead to homelessness and support services available.	a. Support and encourage people to take action and seek help before the impact of the contributing factor results in homelessness (i.e. financial counselling, community law service tenancy advice, employment assistance, family mediation).	2018/19-2021/22	The Cities of Joondalup and Wanneroo.	<ul style="list-style-type: none"> <li>Promotional campaigns to be delivered during Homelessness Week (August) and Anti-Poverty Week (October) each year with minor messaging on at least two other occasions.</li> </ul>		<ul style="list-style-type: none"> <li>Campaigns delivered during Homelessness Week 2020 raised awareness of '<a href="#">Pathways to Affordable Housing</a>' linking to Shelter's national campaign Everybody's Home and the City's COVID-19 messaging of Emerge Stronger Support Services through social media and Anti-poverty week 2020.</li> <li>Ongoing promotion through the City's website and on Twin Cities radio in 2020 relating to COVID-19 support services and promotion of seniors housing options in March 21.</li> </ul>

2.3	Promote and facilitate opportunities that increase positive lifestyles, promote independence and address the causal factors of homelessness.	b. Advocate for initiatives that encourage and support positive lifestyles, positive behaviours and development of life skills (for example, positive parenting, anger management, grief, addiction, financial counselling).	2019/20  2020/21	The Cities of Joondalup and Wanneroo.	<ul style="list-style-type: none"> <li>• Effectiveness of initiatives implemented.</li> <li>• Number of community attendees and demographic statistics.</li> </ul>		<ul style="list-style-type: none"> <li>• Five events and two ongoing projects branded with the Act-Belong-Commit message including print and electronic, digital and radio messaging.</li> <li>• Provision of 1,429 library events attracted 20,273 participants.</li> <li>• Community Transport Program and a range of youth services, programs and events were provided.</li> <li>• Provision of the Spiers Centre (services supporting clients at risk of homelessness).</li> <li>• Seven hundred and thirty-four clubs and groups listed in the Community Directory and online Events Calendar promote a range of groups and programs that promote positive lifestyles.</li> <li>• The Communities <i>in-focus</i> capacity building program for community groups and organisations that support positive lifestyles delivered three workshops with 158 participants and sixty eight percent of survey respondents indicated they would make changes in their organisation as a result of participating.</li> <li>• 2.3b – a range of State Government subsidised life skill workshops identified as being delivered by key community service providers in Joondalup including Relationships Australia and Anglicare.</li> <li>• Contributed to Primary Prevention Plan for Violence</li> </ul>
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## Pillar 2 – Prevention and Early Intervention

Goal: People have a strong sense of wellbeing and are capable of recognising triggers that lead to homelessness enabling them to take action early

	Strategy	Action	Timeline	Responsibility	Measure	Progress	Results for 2020/21
							Against Women in the Northern Corridor – meetings 25 February and 7 May 2021.
2.4	Support an effective affordable housing system.	a. Review respective local housing strategies to include support for the provision of affordable housing. b. Identify opportunities to utilise the land system to optimise the development of social and affordable housing.	July 2020	The Cities of Joondalup and Wanneroo.	<ul style="list-style-type: none"> <li>Housing affordability and homelessness are considered as key strategic issues as part of the preparation of new and review of existing Local Housing Strategies.</li> </ul>		<ul style="list-style-type: none"> <li>Several of the City's Housing Opportunity Areas overlap with areas identified by the State Government's Affordable Housing Action Plan for the provision of additional affordable housing.</li> </ul>

## Pillar 3 – Responding to Homelessness

Goal: People experiencing homelessness or sleeping rough have their basic needs met and ultimately are transitioned into appropriate support services

	Strategy	Action	Timeline	Responsibility	Measure	Progress	Results for 2020/21
3.1	Increase awareness of initiatives and services for people experiencing homelessness, including 24/7 options.	a. Provide information about available services and support for people who identify as experiencing or at risk of homelessness	2018/19-2021/22	The Cities of Joondalup and Wanneroo.	<ul style="list-style-type: none"> <li>Information in libraries and community facilities is distributed and revised twice annually.</li> <li>Information about hardship on CoJ and CoW websites</li> </ul>		<ul style="list-style-type: none"> <li>Full review of the Hardship and Homelessness Directory completed in June 2021 with updates to information on the website (including COVID-19-specific updates) completed as new information is received.</li> <li>User-friendly map with key Joondalup and Wanneroo City</li> </ul>

### Pillar 3 – Responding to Homelessness

Goal: People experiencing homelessness or sleeping rough have their basic needs met and ultimately are transitioned into appropriate support services

	Strategy	Action	Timeline	Responsibility	Measure	Progress	Results for 2020/21
		through community libraries, facilities and Cities' websites.			checked for accuracy quarterly.		<p>centre support services included in the Directory.</p> <ul style="list-style-type: none"> <li>Community Development team receives weekly listings of Youth and Homelessness Services.</li> </ul>
3.2	Local Government approaches are considerate of those experiencing homelessness.	<p>a. When Council and City policies, local laws, protocols and procedures are reviewed consideration of actions that may have a negative impact on those experiencing homelessness are taken into account.</p> <p>b. Review and implement process for responding to rough sleepers.</p>	<p>2019/20-2021/22</p> <p>2018/19-2020/21</p>	The Cities of Joondalup and Wanneroo.	<ul style="list-style-type: none"> <li>City policies reflective of consideration of and consideration for homelessness.</li> <li>Process is reviewed and communication plan developed.</li> </ul>		<ul style="list-style-type: none"> <li>Progress delayed on review of internal Homelessness Protocol (was completed in August 2021)</li> <li>Communication plan linked in with Community Development Communication plan which will be updated in 2021/22.</li> <li>Stakeholder relationship with Street Chaplains ongoing in 2020/21 and during initial COVID-19 restriction had been very proactive and responsive.</li> <li>Positive relationships ongoing with JWEHG members in response to homelessness in the CBD and other suburbs. A multi-agency group responding to homelessness in the City Centre was set up in May 2021.</li> </ul>

### Pillar 3 – Responding to Homelessness

Goal: People experiencing homelessness or sleeping rough have their basic needs met and ultimately are transitioned into appropriate support services

	Strategy	Action	Timeline	Responsibility	Measure	Progress	Results for 2020/21
3.3	Respond proactively to reports of rough sleepers being cognisant of differing needs.	<p>a. Explore options for the provision of an Outreach Response program delivered by a specialist homelessness service provider.</p> <p>b. Advocate for the implementation of the findings from Outreach Response program report.</p>	2019/20	The Cities of Joondalup and Wanneroo and JWEHG.	<ul style="list-style-type: none"> <li>• Provide a report by 30 June 2020.</li> <li>• Evidence of advocacy avenues pursued shown in annual report.</li> </ul>		<ul style="list-style-type: none"> <li>• Meetings with key stakeholder Uniting WA (July - Sept 2020) in relation to seeking resources to set up an outreach service in the northern suburbs.</li> <li>- In Nov 2020 liaised with service providers to establish those submitting tender applications for the Housing First Outreach Support Service to advocate for services in the northern corridor and offer collaboration/support letters.</li> <li>• Advocacy letters sent (November 2020) from the Mayors of Joondalup, Wanneroo and Stirling to support tender applications for provision of outreach support for people experiencing homelessness.</li> <li>• Report on homelessness funding options not required as Ruah Community Services received funding to bring services to the northern suburbs.</li> </ul>

# Regional Homelessness Plan 2022/23 – 2025/26

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## Message from the Mayors

To be included following the Plan's adoption by both Council's.

Hon. Albert Jacob JP

Mayor, City of Joondalup

Mayor Tracey Roberts JP

City of Wanneroo

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## Background

In 2015, the Cities of Joondalup and Wanneroo were asked to consider a response to homelessness and rough sleeping in the northern corridor. This was prompted as a result of increasing homelessness and unemployment, and housing affordability pressures within the Cities. Together, the Cities developed a Regional Homelessness Plan 2018/19 – 2021/22 which was adopted by both Councils in 2018.

With the Plan due to expire in 2021/22, the Cities recognised that its intention and purpose were still applicable and relevant, therefore, the Cities have decided to extend the Regional Homelessness Plan, with revisions to reflect the current environment. These revisions, most notably address that the homelessness landscape has changed over the past four years, with a global pandemic and housing crisis impacting both the availability and affordability of housing, and other social factors.

The Cities continue to play a key role in responding to homelessness by coordinating, supporting, facilitating and advocating for support services that will improve the lives of our most vulnerable residents. Collaboration with key agencies has been paramount to facilitating successful outcomes, and continues to be a strong theme recognised in the Plan.

The Cities of Joondalup and Wanneroo recognise that homelessness is a complex and growing issue affecting people in the northern suburbs as well as more broadly across Australia. Homelessness is an extreme representation of disadvantage and social exclusion in the community. Adding to the complexity can be a lack of community understanding through negative stigma or stereotypes which can hinder efforts to address homelessness.

The multi-dimensional nature of homelessness necessitates involvement by a wide range of organisations, including all spheres of government, community organisations and groups, the private sector and the broader community. The sharing of resources and knowledge is essential for enhancing social impact in the provision of policy settings, services, infrastructure and awareness raising to support those at risk of and experiencing homelessness.

In 2020 the State Government launched its first strategy to address homelessness. The *All Paths Lead to a Home: 10-Year Strategy on Homelessness 2020-2030* defines a clear role for Local Government authorities as being best placed to understand communities, facilitate local partnerships and coordinate place-based responses to homelessness.

## Understanding homelessness

According to the Australian Bureau of Statistics (ABS) 2016 *Census of Population and Housing*, it is estimated that on any given night in Western Australia around 9,000 people are considered homeless and / or street present. Of these 9,000 people, approximately 1,000 of them are sleeping rough; with the remaining 8,000 experiencing 'hidden homelessness' – people with no choice but to couch surf or sleep in their cars. There are however, more people who are homeless yet not counted as such. The *Specialist*

*Homelessness Services annual report 2020-21* revealed that 24,500 people in Western Australia received homelessness assistance, with family and domestic violence as the top reason for people accessing services.

While there is no broadly agreed definition of homelessness, the Australian Institute of Health and Welfare (AIHW) considers the cultural definition of homelessness incorporating three tiers of homelessness as:

- Primary homelessness: people without conventional accommodation (living in the streets, in deserted buildings, improvised dwellings, under bridges, in parks, etc.);
- Secondary homelessness: people moving between various forms of temporary shelter including friends' houses, emergency accommodation, youth refuges, hostels and boarding houses; and
- Tertiary homelessness: people living in single rooms in private boarding houses without their own bathroom, kitchen or security of tenure.

It is recognised that people will often move between these three tiers adding to the complexity of gathering accurate data of the current state of homelessness.

The Australian Bureau of Statistics defines homelessness as: When a person does not have a suitable accommodation alternatives, they are considered homeless if their current living arrangement:

- Is a dwelling that is inadequate; or
- Has no tenure, or if their initial tenure is short and not extendable; or
- Does not allow them to have control of, and access to space for, social relations.

The ABS definition of homelessness emphasises the core elements of 'home' in Anglo American and European interpretations as identified in research evidence (Mallet, 2004). These elements may include a sense of security, stability, privacy, safety, and the ability to control living space. Homelessness could therefore be considered as a lack of one or more of the elements that represent a 'home'.

It is known that the causes of homelessness are incredibly varied with each person having a unique set of circumstances that impacts their experience. During Homelessness Week in 2018 the Department of Communities published its, *Homelessness in Western Australia: A review of the research and statistical evidence* report, prepared by The Centre for Social Impact, University of Western Australia. This report outlined the key causal factors, drivers or associations that commonly present in populations of homeless people, these include but are not limited to:

- Trauma and Post Traumatic Stress Disorder (PTSD)
- Mental health issues
- Substance use problems
- Domestic and family violence
- Interactions with the justice system.

According to the report, the above factors may be co-occurring and / or interconnected. Trauma, substance use, and physical and mental illness often occur before, during and after periods of homelessness. Interactions with the justice system are similar in that there is

research to indicate that there are high rates of ex-prisoners without a secure home, but also those experiencing homelessness especially chronic forms of homelessness such as rough sleeping, which lack safety, leave people more vulnerable to criminal activities and interacting with police. Domestic violence is the other key individual antecedent for homelessness. The link between domestic and family violence and homelessness is validated across a wide range of statistical data sources, as well as qualitative studies.

## Housing stress

Provision of adequate and affordable housing is fundamental to tackling homelessness, acknowledging that causal factors are also required to be considered in the response. A Housing First approach, with wrap-around service support if required, is critical to preventing homelessness; so too is immediate access to suitable crisis accommodation. Understanding the local data to inform what is needed, tracking change and developing evidence-based solutions is critical to guide effective responses to homelessness.

COVID-19 changed the landscape of homelessness and exacerbated the housing crisis in Western Australia. Fiscal policy measures implemented during the first year of the pandemic have had a compounding impact on the economy, driving increased inflation and subsequently impacting the housing market. This has reduced the amount of affordable homes available for purchase and rent, affecting a cohort of people who have not previously required support services or been at risk of experiencing homelessness.

In the *Unlock Housing Heat Map Summary Homelessness and Housing Stress 2021 report*, Shelter WA revealed that as of July 2021 the waitlist for social housing across WA was 17,320 households (over 30,000 people), with an average wait time of approximately two years. These wait times result in short and medium term accommodation options being filled to capacity, with 66% of requests for accommodation not being met.

With a strong demand for rental properties, a slow supply of new rental homes and rising rental fees, securing a rental property is more challenging now than ever before. Anglicare's *Rental Affordability Snapshot 2022* revealed that advertisements for rental homes have plummeted by over a third since the previous year. The national vacancy rate has fallen to record lows, halving from 2% to 1%. With these factors in play, there is even more pressure on low income renters to find an affordable home. The report also revealed that couples out of work, single parents on Centrelink payments and people on disability support all face a market where 0.1% of rentals are affordable to them.

Considering these alarming statistics and recognising that access to housing is a primary factor to reducing homelessness, improving opportunities for people to access social and affordable housing in a timely manner, is one of the focuses of this Plan.

# Homelessness in the Cities of Joondalup and Wanneroo

## City of Joondalup

In March 2018, the ABS *Estimating Homelessness* report found that of the 154,455 City of Joondalup residents (2016), there were approximately 143 people experiencing homelessness, or 0.1% of the population. It was estimated that 80 individuals were staying temporarily with others, 30 were in supported services accommodation, 22 were in 'severely crowded dwellings, six were living in boarding houses and four were sleeping rough or in an improvised dwelling. It is likely that the numbers were much higher. People experiencing homelessness are not easily captured in research. Additional resources were provided for the 2021 Census which engaged people with local knowledge to assist with data collection outreach to people who are street present. It is anticipated this has helped to build a more accurate picture of homelessness in the City.

In 2021 the City of Joondalup received 106 reports of people who were street present, with additional reports made by service providers and community run organisations through the Joondalup Wanneroo Ending Homelessness Group.

The City has a Strategic Position Statement in relation to homelessness:

"The City of Joondalup recognise that a whole of community response is required to reduce and prevent homelessness and minimise the impact of homelessness on families, individuals and the community.

The City's role in addressing homelessness will be one of coordination, support and advocacy in responding to homelessness in collaboration and partnership with the State and Federal Government, neighbouring local governments, homeless support services, community organisations and other relevant stakeholders to ensure that people experiencing homelessness are provided with effective and coordinated responses."

The City of Joondalup also has an internal protocol which guides staff on the process for reporting rough sleepers and how to engage with a person experiencing homelessness. Under the protocol, staff are provided training on understanding and responding to homelessness, and rough sleepers are offered information, support and referral if they are open to it.

The City of Joondalup CBD is a service provider hub for the greater northern corridor, with 17 service providers and the Joondalup Health Campus including an Emergency Department and Mental Health division. The city centre is considered a safe place for people who are street present, providing a high level of amenities including access to transport, services and the Joondalup Library which provides access to free Wi-Fi and computer use.

In 2020, the poverty line benchmark income was \$457 a week or less (*Poverty in Australia 2020* Australian Council of Social Services). There were approximately 11,000 City of Joondalup residents with a weekly income of \$499 or less (ABS 2016 Census data). The Joondalup local government area is ranked in the top ten most advantaged local government areas in the Western Australia Socio Economic Index, which may contribute to residents

who are of low socio-economic status being further marginalised. The City of Joondalup has a higher than average Western Australian median house price, which has been compounded by the current housing crisis. As a result, some residents, for example, young people leaving home, women escaping domestic violence and older women separating from long term partners with a lack of superannuation and divided assets, have been priced out of the local market possibly resulting in a need for them to relocate away from Joondalup and away from their local community and support networks.



## City of Wanneroo

Findings in the 2018 ABS *Estimating Homelessness Report* state that of the 199,882 individuals living in the City of Wanneroo, 367 of them are experiencing homelessness, 0.18% of the total population. Of these 367 persons, none are sleeping rough or in improvised dwellings, eight are living in boarding houses, 26 are in supported accommodation for the homeless, 95 are staying temporarily with others and 232 are living in 'severely' crowded dwellings. These numbers are not an accurate representation of homelessness in the City due to difficulties in identifying people sleeping rough, in vehicles or couch surfing, particularly with the City's vast geographical spread. People experiencing homelessness are often transient, making it challenging to collect accurate data on the number of people experiencing homelessness.

Reports received from the City by local residents and service providers also challenge the ABS data. Over a 12-month period, from 31 March 2021 to 31 March 2022, the City received 98 reports of people sleeping rough in the community. Comparatively, in 2018 the City received 34 reports over a similar 12 month period. This significant increase in numbers is a result of improved data collection methods, increased awareness of homelessness, which was prompted by the development and implementation of the Plan, and an actual increase in the number of people experiencing homelessness. Improving data collection and alignment with state practices and methodologies continues to be a priority in the Plan.

The City of Wanneroo has many suburbs in the bottom 50<sup>th</sup> percentile on the SEIFA Index, with Girrawheen in the bottom sixth and Koondoola in the bottom third percentile. The ABS report identified a number of suburbs in the South Ward as most at risk of or affected by homelessness. The suburbs of Pinjar and Wanneroo are in the top three suburbs in Australia experiencing mortgage stress, with Merriwa also included in the top ten. Furthermore, the Shelter WA Unlock Housing Heat Map 2021 highlighted that nearly 43% of residents in Butler and 40% of residents in Girrawheen are experiencing rental stress.

The City has seen a large increase in the complexity and severity of homelessness reports, with a 37.6% increase in cases requiring agency involvement from 2020 to 2021. The City has also experienced the challenge of accommodating and supporting persons experiencing homelessness who are not yet ready to accept long-term support. Another challenge the City has experienced is the increasing demand for outreach and support services. Local volunteer organisations are overwhelmed and unable to meet the demand for their services, compounded by funded outreach services stating they have limited timely, or no capacity, to provide responsive assistance.

Preventative measures such as financial counselling, tenancy support and social connection are increasingly important given the high numbers of people at-risk, forecasted population growth, and economic factors such as increasing cost of living and lack of available and affordable housing. Additionally, responsive measures are needed to address those who are experiencing homelessness. In addressing this, the City will direct advocacy efforts to the State Government for increased funding towards assertive outreach programs and crisis accommodation within the City.

### *Case Study*

Since the development of the Plan, the City's response to homelessness has been evolving. The Plan led to the development of an internal procedure to guide City staff on how to respond to reports of homelessness in the community. The procedure supports a compassionate, person-centric approach, aligning with the vision of the Plan, ensuring that people at-risk of, or experiencing homelessness, have the optimum opportunity to improve their circumstances.

In May 2020, a number of tents were erected at a local park by people experiencing homelessness. The City made contact with homelessness support services to engage with the individuals and also increased patrols in the area for the period. The City's compassionate approach to the situation, provided the opportunity for the people experiencing homelessness to stay in situ whilst local voluntary organisations provided essential supplies. Unfortunately, due to the limited funded Assertive Outreach services and other resources available, this situation lasted approximately three months and the City was

inundated with community enquiries; some voicing compassionate welfare concerns for the people sleeping rough, and others raising complaints about community safety and disruption to the local amenity. Eventually, as a result of collaboration between homelessness support agencies and the City, the majority of these people were supported to move into more appropriate accommodation and transition out of homelessness.

This compassionate approach has proved to be effective in supporting people to transition into appropriate housing; however has associated challenges, including meeting community expectations of moving people on quickly. The City strives to continue to build awareness of homelessness in the community to broaden understanding and empathy with the goal of removing negative stigma. The City also continues to advocate for the appropriate level of funded outreach services and transitional accommodation to be made available for this region.

## Joondalup Wanneroo Ending Homelessness Group

In 2011, the Cities of Joondalup and Wanneroo were founding members of the Joondalup Wanneroo Homelessness Action Group (JWHAG) which was renamed the Joondalup Wanneroo Ending Homelessness Group (JWEHG) in 2018 to encapsulate the vision of the group.

The ambition to end homelessness aligns with the WA Alliance to End Homelessness which released its state-wide plan in 2018. Led by a not-for-profit homelessness service provider (currently Red Cross), JWEHG meets regularly and membership is open to members of government, community members with lived experience, not for profit, corporate and faith based organisations, and anyone else who works within the homelessness sector or related industry, in and around the Joondalup and Wanneroo region. The aims and functions of the group include:

- Providing a space where coordinated responses, partnerships and collaboration between stakeholders are encouraged.
- Promoting an integrated approach to service delivery and accommodation services in the region.
- Data collection and analysis, identifying service gaps, raising awareness, and advocacy.
- Information sharing on early intervention and homelessness services, programs, and events.
- Implementing responsibilities and actions in the Regional Homelessness Plan.
- Monitoring and responding to related industry and government developments including policy, funding and trends.

Since the development of the Plan, JWEHG have continued to strengthen and prosper in the homelessness space. The structure of the group has transformed to include subgroups of identified key priorities including advocacy, data collection and food relief. This serves to separate strategic goals and operational challenges, acknowledging the importance of both elements. Case conferencing at each meeting has led to a number of positive outcomes for vulnerable people, including people transitioning out of homelessness.

The group has experienced some challenges over the past few years, resulting in delays to the progress of the Plan. These challenges include limited resourcing and lack of a centralised, uniform approach to data collection. Recognising the challenges and identifying capacity building opportunities for JWEHG continues to be paramount to the success of the group.

The Chair of JWEHG has active involvement in both the Food Relief Collaboration Group, and the North West Metropolitan District Leadership Group (NWM DLG), ensuring that localised knowledge and data regarding homelessness in the region is shared. This allows the NWM DLG to support outcome based initiatives and advocate for local needs to be addressed and/or funded by relevant government agencies.

#### *Case Study – A collaborative approach to ending homelessness*

In 2020, JWEHG discussed a local family of five that were made homeless due to sudden unplanned unemployment. The children attended a local school in the area, and one of the family members presented with health conditions. The family experienced homelessness for the majority of a year.

To maintain hygiene standards and food security, the family accessed City facilities such as beach showers and barbeque stations; encountering a variety of challenges whilst experiencing homelessness, including the breakdown of their vehicle. This made accessing essential services such as food relief and washing facilities more difficult, resulting in further entrenchment in poverty which saw both the physical and mental health of the family decline.

Through a multi-agency response and effective collaboration, JWEHG came together to identify opportunities to support the family to transition out of homelessness into appropriate accommodation. The follow up, wrap-around services provided by JWEHG members were also vital to ensure the family maintained their new housing arrangement.

Whilst the above case study highlights the role of JWEHG in an operational capacity, the strategic element of JWEHG is paramount to preventing homelessness.

## **Community consultation**

In 2015, the Cities of Joondalup and Wanneroo simultaneously adopted recommendations to develop a joint Regional Homelessness Plan; continuing to collaborate on strategic and operational initiatives and discussions since then.

In October 2016, a community stakeholder workshop was jointly hosted with 64 attendees from local government, State government departments, faith-based organisations, shopping centres, community-based homelessness and hardship services, real estate agents and people with lived experience.

In 2017, each City held workshops with their respective Elected Members who welcomed the opportunity to contribute towards the development of the Plan. Pertinent actions in the plan were formed as a result of these workshops.

Key themes that emerged from all consultation include a targeted advocacy program to State and Federal governments to fund early intervention services; an exploration of partnership opportunities with service providers, local churches and businesses; the establishment of ongoing specialist homeless support programs and the identification of affordable housing options.

In 2018, consultation and contributions to the development of the Regional Homelessness Plan were focussed on key external stakeholders such as peak bodies, other local governments, and industry drivers such as Shelter WA, Red Cross Australia and the Western Australian Local Government Association.

In 2022, both Cities worked with JWEHG to assess the progress of the 2018/19 – 2021/22 Regional Homelessness Plan's actions, and reviewed information and data from local service providers and industry bodies over the period, with a particular focus on the past twelve months. This consultation acknowledged that the vision, and three key pillars are still relevant today and should continue to form the basis of the revised Action Plan, while also identifying revisions within the Action Plan that update the Plan in the current environment.

## **Snapshot of outcomes from the 2018/19 – 2021/22 Regional Homelessness Plan**

The Regional Homelessness Plan 2018/19-2021/22 has resulted in a number of positive outcomes to support and improve the lives of people experiencing homelessness. Examples include:

### **Pillar 1: Building Capacity, Understanding and Engagement**

- ✓ Training was delivered for key employees on important topics such the role of Local Government in responding to homelessness and challenging existing beliefs and stereotypes to broaden understanding and foster empathy. This supports the Cities in delivering a compassionate, person-centric response to homelessness.
- ✓ Capacity building and collaboration with JWEHG resulted in multiple targeted initiatives such as the implementation of a Food Relief Collaboration Group, which aims to maximise food relief services for community, and reduce duplication across the region.
- ✓ Partnerships were formed with agencies that deliver support to people at risk of, or experiencing homelessness to facilitate collaboration and support people transition out of homelessness.
- ✓ Assistance provided to community groups to support development and submission of successful funding applications to facilitate local community initiatives that benefit the wider community including vulnerable community members.
- ✓ National Volunteer Week 2019 campaign featured a series of videos developed to profile local volunteer services delivering support to people at risk of, and experiencing homelessness. The aim of this was to acknowledge the importance of volunteers and highlight the impact they can have.

- ✓ The Cities worked with Community Field Officers from the Australian Bureau of Statistics in 2021 to aid accurate data collection for the census to better inform homelessness statistics in the north metropolitan region.
- ✓ Research and engagement with businesses located in areas where people sleeping rough frequent to broaden understanding of homelessness and facilitate a more effective and compassionate response.
- ✓ Delivery of the Regional Homelessness Networking Forum in August 2021, highlighted key state priorities and funding opportunities in the homelessness space. The forum was attended by approximately 85 people from across the homelessness sector including CEOs and senior executives.

### **Pillar 2: Prevention and Early Intervention**

- ✓ Development and distribution of the Joondalup and Wanneroo Hardship and Homelessness Directory which incorporates local and metro key service providers so information on homelessness support services is easily accessible.
- ✓ Facilitation of Partnerships with a number of agencies that align with the prevention of homelessness such as financial counselling and food relief groups to ensure the community have access to key support services.
- ✓ Advocacy for the continuation or implementation of key homelessness support services that support vulnerable community members and enable them to improve their circumstances.
- ✓ Development and implementation of the Community Response and Recovery Fund in July 2021 which supported community response and recovery during the COVID-19 pandemic.
- ✓ Delivery of annual awareness campaign throughout Homelessness Week and Anti-poverty Week to increase community understanding on the issues that surround poverty and raise awareness on available support services.
- ✓ Implementation of a variety of supports initiated in response to the COVID-19 Pandemic such as “Emerge Stronger” and provision of community care packs to minimise social isolation and facilitate community connection.

### **Pillar 3: Responding to Homelessness**

- ✓ Development of a Homelessness Management Procedure guiding City employees on demonstrating a compassionate approach to people experiencing homelessness. The procedure is delivered in collaboration with service providers and considers both public and private property.
- ✓ Coordinating services to respond and support people experiencing homelessness on public property to ensure access to essential goods such as food and to facilitate opportunities to transition out of homelessness.
- ✓ Program of regular engagement with community groups and organisations and individuals has enabled better understanding of community need, the development of targeted responses, connections, and collaborations, and contributed to the Local Impact Assessment and Recovery Response report, which was presented to the State Government
- ✓ The Cities worked together to identify and liaise with agencies to encourage them to apply for state funding to provide homelessness outreach services in the northern suburbs.

## The Vision of the Plan

The Cities of Joondalup and Wanneroo are committed to ensuring that people at-risk of or experiencing homelessness have the optimum opportunity to improve their circumstances. The purpose of the plan is to publicly articulate a collective commitment of prevention and response, to end homelessness in the region.

Actions in the plan will be achieved through the development and implementation of agreed actions through each City's role to coordinate, support, advocate, collaborate and facilitate within their respective communities. This regional vision is underpinned by three key pillars:

- Building community capacity, understanding and engagement;
- Prevention and early intervention; and
- Responding to homelessness.

### **The Plan aims to:**

- Clarify the Cities' roles in addressing homelessness;
- Work towards a strong and co-ordinated response to homelessness;
- Maximise efficiency of community resources in responding to homelessness;
- Seek to understand the nature and breadth of homelessness;
- Use data wisely to inform evidence based change and decision making;
- Engage and inform the community;
- Provide strategic direction for the Cities in relation to homelessness; and
- Advocate at State and National Level

## The Role of Local Government

The Cities of Joondalup and Wanneroo role in responding to and addressing homelessness in our communities is to:

- Facilitate local partnerships;
- Coordinate place-based responses to homelessness;
- Advocate in identified areas where resource allocation or policy changes are needed;
- Ensure that information on local services and supports are available and accessible;
- Utilise land and assets to create places that are inclusive and can support vulnerable people, such as libraries and community centres; and
- Ensure Rangers, Field Officers and front line staff are informed and supported to interact with people experiencing homelessness.

The Cities acknowledge that different sectors and levels of government play different roles in responding to homelessness, and that collaboration and partnerships are vital to ensure best practice.

Further information regarding the roles of others can be found in the State Homelessness Plan – [All Paths Lead to a Home](#).

## **Measurement and accountability**

The Cities of Joondalup and Wanneroo will oversee the implementation, review, evaluation and reporting of the plan in context of their own Local Government area.

This includes ensuring the plan is distributed both externally and internally, integrated into the business plans and budgets of relevant business units and reported on annually.

DRAFT

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## Action plan

### Pillar 1: Building Capacity, Understanding and Engagement

**Goal:** Stakeholders communicate and collaborate effectively with clear purpose to end homelessness

	Focus	Action	Timeline	Responsibility
1.1	<b>Joondalup Wanneroo Ending Homelessness Group (JWEHG)</b> Collaborative approach to identify, understand and improve local needs and outcomes	a. Support JWEHG to develop annual priorities b. Build capacity of JWEHG as the group responsible for leading this collaborative approach c. Bi-annual review of the Joondalup Wanneroo Ending Homelessness Group (JWEHG) and its alignment to sector strategies, policy and membership d. Support JWEHG to collaborate with the North West Metropolitan District Leadership Group to generate strategic support and awareness of homelessness matters within the region	Annually Ongoing  2023/24 & 2025/26  Ongoing	CoW & CoJ CoW & CoJ  CoW & CoJ  CoW, CoJ & JWEHG
1.2	<b>Data Collection &amp; Analysis</b> Ensure relevant, accurate and consistent data is collected and made available in the region to inform advocacy and sound decision making by stakeholders	a. Research different approaches and mechanisms for centrally collecting and sharing data between local governments and service providers in the region b. Define the type and potential uses of data collection and opportunities for sharing of analytics across the region c. Collect and share meaningful qualitative data on homelessness with stakeholders and different levels of government d. Advocate for local government and service providers within the Perth metropolitan area to have access to a centralised data sharing platform	2022/23  2022/23  Ongoing  2022/23 & 2023/24	JWEHG  CoW & CoJ  JWEHG  CoW, CoJ & JWEHG
1.3	<b>Strategic Relationships</b> Build effective relationships and partnerships to address	a. Build effective relationships with key government and peak bodies and ensure awareness of and respond to strategic and policy directions and funding opportunities for the region	Ongoing	CoW & CoJ

	homelessness in the northern suburbs	b. Improve understanding and build knowledge capacity of stakeholders within the region to deliver services and focussed effort that addresses homelessness	Ongoing	JWEHG
1.4	<b>Community &amp; Stakeholder Education</b> Engage the wider community to better understanding homelessness and promote an individualised approach	a. Coordinate and support initiatives that challenge negative stereotypes, dispel myths and foster understanding b. Build capacity of local businesses and stakeholders in hotspot areas to respond to reports of homelessness c. Educate community on options available to assist in the prevention of and direct response to homelessness	Ongoing Ongoing Ongoing	CoW & CoJ CoW & CoJ CoW & CoJ

## SPOTLIGHT PROJECT

### Capacity building for businesses

The Cities of Joondalup and Wanneroo are investigating capacity building for local businesses and shopping centre management to address homelessness, in line with the *No Wrong Door* approach.

## Pillar 2: Prevention and Early Intervention

**Goal:** People have a strong sense of wellbeing and are capable of recognising triggers that lead to homelessness enabling early action

	Focus	Action	Timeline	Responsibility
2.1	<b>Services</b> Supporting the region to have an optimal supply of services to meet demand	a. Explore service gaps, oversupply or duplicated effort in the region. a. Collaborate with service providers to address and/or advocate for required service provision in the region	2022/23 Ongoing	CoW, CoJ & JWEHG CoW, CoJ & JWEHG
2.2	<b>Community Connection and Support</b> Support opportunities that benefit the wellbeing of the community, keep people connected and enable access to services.	a. Advocate for and support programs that enhance community wellbeing and address social isolation. b. Provide and facilitate access to affordable services to the community to enhance social connection. c. Advocate, facilitate, support and promote community initiatives and services that address prevention and early intervention of homelessness consistent with the role of local government. d. Raise awareness of the early warning signs of homelessness and encourage people to seek help if they are experiencing them.	Ongoing Ongoing Ongoing Ongoing	CoW & CoJ CoW & CoJ CoW & CoJ in partnership with organisations CoW & CoJ
2.3	<b>Housing Accessibility</b> Improve opportunities for people to access social and affordable housing in a timely manner.	a. Advocate for more social and affordable housing in the region b. Support the provision of affordable housing in local housing strategies	Ongoing 2022/23 & 2023/24	CoW, CoJ & JWEHG CoW & CoJ

### SPOTLIGHT PROJECT

#### Social connection for isolated people

Investigate gaps, resources and models to improve social connection for isolated people and trial models to develop tailored approaches to reduce loneliness in the northern suburbs.

**Pillar 3:** Responding to Homelessness

**Goal:** People experiencing homelessness or sleeping rough have their basic needs met and ultimately are transitioned into appropriate support services

	Focus	Action	Timeline	Responsibility
3.1	<b>Direct Response</b> Respond proactively to reports of people who are experiencing homelessness, being cognisant of differing needs.	<ul style="list-style-type: none"> <li>a. Provide information about available services and support for people who identify as experiencing homelessness</li> <li>b. Support the provision of homelessness support services in the region.</li> <li>c. Support and participate in key initiatives to identify and address homelessness in the region.</li> <li>d. Provide a person-centric direct response to people experiencing homelessness in the region.</li> </ul>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>CoW, CoJ &amp; JWEHG</p> <p>CoW &amp; CoJ</p> <p>CoW, CoJ, JWEHG</p> <p>CoW, CoJ, Service Providers</p>
3.2	<b>Advocacy</b> Advocate for crisis and social accommodation services and funded outreach in the region.	<ul style="list-style-type: none"> <li>a. Advocate for the expansion of funded, specialised homelessness outreach services in the region.</li> <li>b. Advocate for the provision of crisis accommodation, social housing and associated wrap around services in the region.</li> </ul>	<p>Ongoing</p> <p>Ongoing</p>	<p>CoW, CoJ &amp; JWEHG</p> <p>CoW, CoJ &amp; JWEHG</p>

**SPOTLIGHT PROJECT**

**Local government collaborative approach**

The Cities of Joondalup and Wanneroo are contributing to the Local Government Homelessness Knowledge Hub Project being led by Shelter WA, and are members of the Reference Group to help inform and guide the project.

**SPOTLIGHT PROJECT**

**Local government collaborative approach**

The Cities of Joondalup and Wanneroo will advocate for Government funded assertive outreach services and crisis accommodation in the region to support people to improve their situation.