Homeless Sector Review
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## Recommendation for City of Perth to support Homeless Sector

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Executive Summary

The City of Perth conducted a review of the homeless sector operating within the City of Perth and extending to the inner city to better understand the prevalence and factors contributing to homelessness, specific services supporting homeless people and the systemic issues within the sector. This review of the sector is the perceptions of the City of Perth based on information and data collected through research, key service stakeholder engagement, internal business unit consultation, community and business engagement and analysis of relevant literature. The City of Perth acknowledges the countless organisations that provide support services to those experiencing homelessness within its boundaries.

The purpose of this review is to provide a holistic overview of various contributors to the sector and the current environment including service delivery gaps. The review provides a clear understanding of the City of Perth’s role within the homelessness sector and outlines a body of work for the City to undertake to establish this role.

Recommendations for the City of Perth include:

- Supporting a housing first approach to end homelessness in Western Australia;
- Developing strong connections and foundations with service providers to support the homeless sector;
- Committing to cultural awareness training for all City of Perth staff to better engage with the Aboriginal community and develop more culturally appropriate relationships;
- Develop an Aboriginal Engagement Framework to provide a deeper understanding of the Aboriginal community to inform planning, implementation and accountability of City of Perth business;
- Developing, maintaining and evaluating mutually reciprocal partnerships with local governments to end homelessness in Western Australia;
- Reviewing Homeless Connect Perth to ensure it aligns with the ending homelessness in Western Australia strategy and meets objectives of service providers within the sector;
• Effective and appropriate strategies to manage and coordinate use of public spaces meeting the expectations and needs of the whole community, including those experiencing homelessness;

• Taking a lead advocacy role for service providers in platforms and forums to progress organisational objectives and create social change to end homelessness in Western Australia;

• Identifying and providing in kind support for activities and initiatives which contribute to ending homelessness in Western Australia;

• Providing and delivering community education and awareness initiatives through the City’s communication mediums to change community perceptions of homelessness and focus efforts to ending homelessness in Western Australia;

• Committing to partnerships with service providers with clear roles and responsibilities of the City of Perth to assist ending homelessness in Western Australia; and

• Committing support to ongoing research of factors contributing to homelessness in Western Australia sharing findings with the sector to inform and contribute to strategies and plans.
Any recommendations must be considered and integrated aligned to the City of Perth Strategic Community Plan:

While the City of Perth commits to working towards the achievement of these goals, it has a limited degree of influence. It is critical the City of Perth identifies its role in delivery against these goals, acknowledging that in some instances it can only advocate on behalf of its community. The following section identifies the strategic objectives that work towards achieving the goals, with clear indicators to measure progress as well as the City of Perth’s role to make it happen. The different roles the City of Perth as an organisation will take to support the homeless sector is shown below;
Lead
The City of Perth will play a lead role in the delivery of services and programs to meet this objective.

Partner
The City of Perth will build partnerships with others to assist in the delivery of services and programs to meet this objective.

Advocate
The City of Perth will advocate on behalf of its community to influence the delivery of services and programs to meet this objective.
Introduction

The City of Perth, as a local authority, has a responsibility to residents, business owners and visitors of the City. The City has taken a lead role in developing a comprehensive understanding of homelessness and support services available within the City of Perth.

The purpose of this review is to demonstrate a holistic overview of the homeless sector and current environment identifying service delivery gaps. The review provides a clear understanding of the City of Perth’s role within the homelessness sector and outlines a body of work for the City to undertake to establish its position.

Scope and Methodology

The City of Perth is committed to conducting a review of the homeless sector within the City extending to the inner city to better understand the prevalence and factors contributing to homelessness, specific services supporting people experiencing homelessness and the systemic issues within the sector. This review is the perceptions of the City of Perth based on information and data collected through research, key service stakeholder engagement, internal business unit consultation and analysis of relevant literature. It is important to note that although this report provides a comprehensive picture of the homeless sector within the City of Perth it does have limitations due to available city resources and skill base to conduct further research and sometimes limited access to data. Data will also often reflect a point in time and is influenced by a variety of factors such as collection methodology, definitions and the scope of the study. The City of Perth acknowledges the countless organisations that provide support services to those experiencing homeless within its boundaries.

The expected outcomes of the review included:

- A comprehensive understanding of the service providers operating within the City and the services available to those experiencing or at risk of homelessness;
- Identification of any duplication of services and service delivery areas;
- A comprehensive understanding of service uptake and capacity of organisations delivering services within the City of Perth;
- Identification of the geographical reach of both stationary and outreach service delivery;
- A comprehensive understanding of “unofficial” support providers operating within the City of Perth;
- A comprehensive understanding of the locations that “unofficial” support providers deliver goods and services to those experiencing homelessness;
- Clear layered mapping of “hotspot” areas within the City boundaries frequented by those experiencing homelessness, including pop-up outreach services, homelessness support organisation locations and areas of high antisocial behavior identified by WA Police.
• Identifying opportunities to enhance the amenity of areas considered ‘hotspots’
• A comprehensive understanding of the impact of homelessness on the economic profile of the City;
• A comprehensive understanding of all homeless sector working groups and forums with an agenda pertaining to the City of Perth area;
• A complete audit and update of the City’s homeless services in the Inner City brochure;
• Identifying service delivery gaps within the sector and issues affecting providers;
• Identifying the City’s role within the homeless sector; and
• Utilising data collected to influence a community wide homeless strategy.

The City of Perth has access to data revealing community profiling, however recognises there are gaps within this data which need to be identified. The focus of the existing data will be at City-wide scale, and where possible additional data will be sought to include the new areas of the City. There has been limited benchmarking (i.e. comparison) due to the complexity of the issues and varying methodologies between homelessness counts and assessments minimising the ability for direct comparison. The City of Perth is in a transitional period resulting in considerable change and improvements to systems and processes. Continued improvement will assist in identifying, capturing and evaluating data provided by organisations partnering with the City, including those operating from the City’s reserves and public open spaces.

The gaps in available data required to improve understanding of the homeless community were filled through community dialogue, surveys, stakeholder engagement and literature review. The City of Perth utilised tools such as Engage Perth, Survey Monkey, interviews and evaluation data from internal business units and employees as part of this review. The City recognises there are data gaps in this report and provides an overview of the sector, more research is required to acquire a comprehensive understanding. Difficulties were experienced in obtaining data and information due to limitations of not for profit organization data collection systems, staff resource allocation to data collection and sophisticated data collections tools. Information sharing was also limited as a result of strained historical relationships between the City and organisations operating within the sector. Organisations within the sector do not openly share statistics and figures of service uptake and capacity due to the competitive nature of the homeless sector not for profit funding model. The City needs to build trusting and reciprocal relationships with organisations through partnership to be able to gain a deeper understanding of the service delivery.

Defining Homelessness

Homelessness is a present social issue within the City of Perth and the wider community. Homelessness encompasses many definitions, however for the purpose of the report; the Australia Bureau of Statics (ABS) definition of homelessness will be applied. On 4 September 2012, the ABS released the Information Paper: A Statistical Definition of Homelessness which outlined
that the ABS had changed from a ‘cultural definition’ to an understanding of homelessness as homelessness, not roofless. The new statistical definition of homelessness is:

“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.”

This definition was published on 12 November 2012 and applied to Census data collected in 2001, 2006, 2011 and 2016.

**Existing Homelessness**

On Census night in 2016 there were 116,427 persons nationally, classified as homeless. This was a significant 5 percent increase to the 102,439 persons classified as homeless on Census night in 2011. Among those people who were not classified as being homeless on Census night but were living in some form of marginal housing and may be at risk of homelessness, the number of people living in other improvised dwellings increased moderately by 20% to 5,401 persons in 2016, while the number of people marginally housed in caravan parks fell by 18% to 10,685 persons in 2016. Western Australians comprised eight percent of the total homeless Australians in 2016. The homelessness rate per 10,000 people in Western Australia fell by 11% in the 2016 Census data.

**Rate of homeless persons per 10,000 of the population, by State and Territory of usual residence - 2001, 2006, 2011 and 2016 (a)**

<table>
<thead>
<tr>
<th>States and Territories</th>
<th>2001</th>
<th>2006</th>
<th>2011</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>New South Wales</td>
<td>36.4</td>
<td>33.9</td>
<td>39.7</td>
<td>50.4</td>
</tr>
<tr>
<td>Victoria</td>
<td>38.9</td>
<td>35.3</td>
<td>41.7</td>
<td>41.9</td>
</tr>
<tr>
<td>Queensland</td>
<td>54.8</td>
<td>48.3</td>
<td>43.9</td>
<td>46.1</td>
</tr>
<tr>
<td>South Australia</td>
<td>39.8</td>
<td>37.0</td>
<td>36.4</td>
<td>37.1</td>
</tr>
<tr>
<td>Western Australia</td>
<td>53.6</td>
<td>42.3</td>
<td>41.0</td>
<td>36.4</td>
</tr>
<tr>
<td>Tasmania</td>
<td>27.5</td>
<td>24.0</td>
<td>31.0</td>
<td>31.8</td>
</tr>
<tr>
<td>Northern Territory</td>
<td>904.4</td>
<td>791.7</td>
<td>723.3</td>
<td>599.4</td>
</tr>
<tr>
<td>Australian Capital Territory</td>
<td>30.4</td>
<td>29.3</td>
<td>48.7</td>
<td>40.2</td>
</tr>
<tr>
<td>Australia</td>
<td>50.8</td>
<td>45.2</td>
<td>47.6</td>
<td>49.8</td>
</tr>
</tbody>
</table>

On Census night in 2016 there were 9,005 persons in Western Australia classified as homeless. This is a decrease of 2 percent from the 9,191 on census night in 2011. Census 2016 data recorded 1083 persons living in improvised dwellings, tents or sleeping out with 34.2% identifying as Aboriginal and Torres Strait Islander. The rate of Aboriginal and Torres Strait Islander
homelessness was 344.6 persons per 10,000: a rate more than 13 times the non-Indigenous population. Persons living in improvised dwellings, tents or sleeping out were most highly represented in the 35-44 (229) and 45-54 (249) age group and many represented in the 25-34 (197) age group.

2016 Census data highlights an increase of persons living in crowded dwellings, in Western Australia this figure increased from 5,204 in 2011 to 5,787 in 2016. This increase in persons living in crowded dwellings is reflected across all States and the Australian Capital Territory. In 2011, of those persons in severely crowded dwellings, 2,671 (64%) identified as Aboriginal. A considerable statistic given that 3.1% of the Western Australia population identify as Aboriginal or Torres Strait Islander.

Data and demographics relating to rough sleepers are likely to change due to the transient nature of the population and can fluctuate year to year and season to season. Concerns have also been raised by the homeless sector regarding the accuracy of the 2016 Census data given there is no specific question asking if someone is experiencing homelessness which is determined by other information. Shelter WA are currently undertaking a survey to determine whether the Census data is consistent with the experience of service providers in WA.

Specialist homeless services reports are derived from the Specialist Homelessness Services Collection. Governments across Australia fund a range of services to support people who are homeless or at risk of homelessness. These services are delivered by non-government organisations including agencies specialising in delivering services to specific target groups (such as young people or people experiencing domestic violence), as well as those that provide more generic services to those facing housing crises. These agencies are described as specialist homelessness services. Data from the Australian Institute of Health and Welfare (AIHW) annual report on specialist homelessness services 2014 -2015 depicts

- the rate of homelessness in WA is 48.9% of the national average;
- 5356 are male and 4236 are female;
- Of those sleeping rough 595 are male and 332 are female; and
- Of those accessing Specialist Homelessness Services 2045 were male and 2107 were female.

Data from the Australian Institute of Health and Welfare annual report on specialist homelessness services 2014 -2015 identifies where people stay in Perth;

<table>
<thead>
<tr>
<th>Accommodation Type</th>
<th>WA</th>
<th>National Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rough sleeping</td>
<td>10%</td>
<td>6%</td>
</tr>
<tr>
<td>Supported accommodation for the homeless</td>
<td>10%</td>
<td>20%</td>
</tr>
<tr>
<td>Boarding houses</td>
<td>14%</td>
<td>17%</td>
</tr>
<tr>
<td>Overcrowded dwellings</td>
<td>43%</td>
<td>39%</td>
</tr>
<tr>
<td>Staying with other households</td>
<td>23%</td>
<td>17%</td>
</tr>
<tr>
<td>Other temporary accommodation</td>
<td>1%</td>
<td>1%</td>
</tr>
</tbody>
</table>
Main reasons people seek assistance

During 2016-2017, an estimated 24,626 people received support from a government-funded specialist homelessness agency in Western Australia. The main reasons for clients seeking assistance from homelessness services, based on data collected from government-funded specialist homelessness services (AIHW, 2016-2017), include:

According to the Australian Institute of Health and Welfare Annual Report on Specialist Homelessness Services 2016-2017, One in 104 people in Western Australia (WA) received homelessness assistance, lower than the national rate (1 in 84). The top 3 reasons for clients seeking assistance were:

- domestic and family violence (42%, compared with 37% nationally)
- financial difficulties (38%, compared with 38% nationally)
- housing crisis (25%, compared with 44% nationally).

On average, 67 requests for assistance went unmet each day.

- Nationally 7 out of 10 daily unassisted requests included a need for some type of accommodation support (72%).
- Most commonly, agencies were unable to meet requests for accommodation because there was no accommodation available at the time.
- The majority of unassisted requests came from females (66%).

Between 2006/2007 and 2013/2014, financial reasons increased from 11% to 21% as the primary reason for people seeking assistance from specialist homelessness services (AIHW, 2014; AIHW, 2013). Specialist homelessness services provide a wide range of services for people in need, however they are often unable to meet the total demand. In 2013/2014 approximately 53 people were turned away from services every day, due to services unable to meet their needs (AIHW, 2014).

Chief Justice Wayne Martin in his presentation at the Shelter WA Business Breakfast in 2016 reaffirmed the above information when he noted the characteristics of those likely to be homeless in Australia. These included:

- Indigenous people who although 3% of the population are 23% of the clients accessing specialist homeless services;
- Those escaping family violence together with other relationship issues was the biggest factor leading to seek supported housing in WA in 2014/15;
- Young people leaving State care and protection are over represented in the homeless population; and
- There is consistent evidence that people who are homeless have much higher prevalence of mental illness which is also a key risk factor for homelessness.
He also noted that people experiencing homelessness are more likely to be victims of crime and also to be perpetrators of crime while being less likely to resort to the legal system for protection or advice.

**Homelessness in the Inner City**

Perth Registry Week is an event coordinated by RUAH Community Services as the lead agency, in partnership with the City of Perth and other government and non-government agencies. Perth Registry Week is aimed to identify the most vulnerable people experiencing homelessness and is critical to identifying and prioritising the delivery of support services to those in need according to their level of vulnerability. The event took place over two weeks in February 2016 and provided an opportunity to understand the issues homeless people face on a daily basis including access to services and factors which may have contributed to loss of accommodation. The surveys included people experiencing homelessness that were in crisis or transitional accommodation and required long-term housing with varying levels of support.

The Perth Registry Week 2016 Final Report provided a comprehensive snapshot of homelessness within the City of Perth. The City of Sydney and City of Melbourne have also conducted homeless counts. The methodology for extrapolating this data has varied between capital cities; however, the table below provides a reference point of where the City sits in comparison with other selected capitals within Australia.

<table>
<thead>
<tr>
<th></th>
<th>City of Perth (Feb 2016)</th>
<th>City of Sydney (Nov 2015)</th>
<th>City of Melbourne (June 2016)</th>
</tr>
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<tbody>
<tr>
<td><strong>Just under 14 square km.</strong></td>
<td>24,244 residents</td>
<td>25 square km 224,211 residents</td>
<td>36.2 square km 148,044 residents</td>
</tr>
<tr>
<td><strong>Number of people identified as homeless</strong></td>
<td>430</td>
<td>516</td>
<td>247</td>
</tr>
<tr>
<td><strong>Number of people survey</strong></td>
<td>307</td>
<td>516</td>
<td>120</td>
</tr>
<tr>
<td><strong>Aboriginal and/or Torres Strait Islander percentage</strong></td>
<td>46%</td>
<td>17%</td>
<td>14%</td>
</tr>
<tr>
<td><strong>Gender</strong></td>
<td>73% Male</td>
<td>82% Male</td>
<td>79% Male</td>
</tr>
</tbody>
</table>
### City of Perth (Feb 2016)
- Just under 14 square km.
- 24,244 residents

<table>
<thead>
<tr>
<th>Average age</th>
<th>40 (youngest was 16)</th>
<th>42</th>
<th>57% under 40</th>
</tr>
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<tbody>
<tr>
<td>Sleeping Rough</td>
<td>76%</td>
<td>60%</td>
<td>75%</td>
</tr>
<tr>
<td>Hostel/Shelter</td>
<td>11%</td>
<td>23%</td>
<td>-</td>
</tr>
<tr>
<td>Staying with friend or family</td>
<td>12%</td>
<td>7%</td>
<td>-</td>
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Those who were surveyed across the Perth region provided information relating to their health and the results of those surveys’ identified:

- 77.9% identified as having mental health/cognitive issues;
- 47.2% of respondents have a combination of medical issues, substance abuse and mental health issues;
- 50.2% had used alcohol every day for the last 30 days;
- 48% had engaged in injected drug use in the last 30 days;
- 33.1% had visited Emergency at Royal Perth Hospital (RPH) in the last 3 months; and
- 19.2% had engaged in an Aboriginal Health Service in the last three months.

Homelessness is a complicated issue that often cannot be remedied by simply providing a roof over one’s head; rather it requires a raft of diverse support services and accommodation options to suit the needs and factors which underlie its existence.

People who are socially or economically disadvantaged are more vulnerable to accumulating fines and less likely to have the resources to pay them. For example, homeless people who live or sleep in public places were highly represented with fines for drinking in public places and public transport offences. When people are able to overcome a period of instability in their lives, fine-related debt can remain an obstacle to rebuilding their lives and overcoming disadvantage. Sources of debt include ambulance bills, traffic and transport fines, as well as court-imposed fines for current and past offences.
The Acuity score is calculation to determine an individual’s ability to access stable housing and maintain a tenancy. It is based on a number of severe health risk factors, homeless history, wellness and daily functioning ability. This scoring system, the Vulnerability Index – Service Prioritisation Decision Assistance Tool (VI–SPDAT), is an evidence informed tool used to assess vulnerability and identify those who are at highest priority for housing and support. Those that score 0-4 in this assessment require only affordable housing. Those that score 5-9 require affordable housing and brief support. Those that score 10 or more require affordable housing and long-term assistance.

One hundred and forty-three (17 youth and 126 adult) of the 307 2016 Perth Registry Week respondents were in the highest category. The highest score recorded for an individual respondent was 16. 143 respondents (16 youth and 127 adult) require short term support and 21 people (three youth and 18 adult) had scores which indicated that if affordable housing were made available to them, they would only require brief intervention. A comparison of the acuity scores demonstrated 46.6% required short term support, 46.6% long term support and only 6.8% brief intervention, this confirms that the majority of people experiencing homelessness within the City of Perth are vulnerable and in need of support services not just accommodation.

No single case of those facing homelessness is the same, the issues are exceptionally broad, crossing over a range of human service delivery areas. The tools for ending homelessness are well known; quality, affordable housing with long-term support. However, supporting people experiencing homelessness in the absence of available quality, affordable accommodation while providing wrap-around services (often from different organisations) to target the long term support of the individual are significant challenges. All sectors need to develop working partnership arrangements with clear objectives and flexibility to increase suitable accommodation options while providing coordinated and collaborative support to meet the individual needs of those experiencing homelessness.

City of Perth responses to Homelessness

Support of RUARH Perth Registry Week
The City of Perth provided $20,000 financial sponsorship to this event in 2014 and 2016. The Vulnerability Index used in Registry Week was developed by Common Ground in the United States to determine which individuals experiencing homelessness are most vulnerable or at risk of death. This methodology is now used by Street to Home programs across the world to support a targeted approach to move the most vulnerable people into long term housing. The Registry Week initiative is used in communities across the USA and states within Australia using trained volunteers working in teams to conduct early morning surveys of people who are sleeping rough. Registry Week is critical to identifying and prioritising the delivery of support services to homeless people according to their level of vulnerability. It provides an evidence-based process to prioritise and match housing and support to individual and family need.

Homeless Connect Perth
The City of Perth initiated a collaborative homeless support event in 2008, Homeless Connect Perth. This initiative of the Council of Capital City Lord Mayors was originally developed in San
Francisco in 2004 and implemented as part of a national program in partnership with business and the community. Eight successful Homeless Connect Perth events have been held annually by the City in partnership with Volunteering WA. Homeless Connect Perth brings together government, businesses, community groups and volunteers for a day to provide more than 100 free essential services to people experiencing or at risk of homelessness. The objective of Homeless Connect Perth is to facilitate access to a range of services that ultimately assist people who are disadvantaged to find new pathways and connections out of their situation.

The City has provided more than $613,000 in financial support to Homeless Connect Perth since it was launched in 2008. In 2016 the City entered a 3-year partnership with Volunteering WA, including $243,000 in cash sponsorship and $16,500 in kind support; a total contribution of $259,500 towards the event until 2018.

Homeless Connect Perth received a bequest of $179,454.12 to be used for the purpose of the event. It is not the City’s intention to use this money to subsidise the City of Perth’s contribution to Homeless Connect Perth but instead to develop longer term initiatives that connect individuals into pathways out of homelessness.

**Community Safety**

The City of Perth has developed and endorsed a SafeCity strategy. The City plays a critical role in identifying, preparing and responding to community safety issues. The strategy is developed around five focus areas; safe environments, surveillance and monitoring, homelessness, drugs and alcohol and emergency management. Homelessness is included in this strategy to support the City to manage associated issues of anti-social behaviour and the perceptions of safety as felt by the community. This is implemented through the management of the City of Perth’s Thoroughfares and Public Places Local Law 2007. Beggars are frequently moved on from the city and individuals identified as begging with hand held signs are requested to remove the signs.

**Business Register**

The City has a service for property owners to register their properties with the City if they do not want people loitering or sleeping on their premises. This register provides the WA Police authority to issue move on notices to rough sleepers if they are identified at these locations. This has been an important strategy in dealing with squatters in abandoned and empty buildings.

**Homeless Services**

Homeless Services in the Inner City is a brochure detailing a broad range of services available to those experiencing or at risk of homelessness. The brochure was created through extensive research and landscaping of the various organisations delivering services within the City of Perth and Inner City. This landscaping also included various social media searches to discover community groups/members operating in the space and meeting with the various service providers to understand the service for categorization and also referrals to additional organisations.

This brochure includes contacts for helplines, outreach assistance, dental, health, medical, meal, legal assistance, advice services and government services. The brochure is a quick reference guide for those experiencing homelessness and a useful resource for community members who seek information and outreach contacts for individuals requiring support. This brochure has been
redeveloped and printed, 7000 copies have subsequently been distributed to 80 agencies since June 2017.

The brochure includes incorporated services with public liability insurance to. There are many unofficial outreach services supporting those experiencing homelessness through delivery of food and donated items which are not included in the brochure. The city does not have a comprehensive understanding of the total number of services operating within the City as many do not engage with the City prior to operation. Administration is therefore reliant on observing the group when they undertake the service if during operational hours or via word of mouth from official service providers, city staff, businesses or residents. The City of Perth continues to actively identify and engage these services to guide them into partnering with existing organisations wherever possible.

Community Development Officer – Homelessness
The City recognised the need for a diversity of engagement techniques with the homeless sector. The City developed a new Community Development Officer (Homelessness) position which was filled in October 2017. The purpose of the role is to develop and implement strategies and related projects to promote and strengthen the sector working with homelessness while aligning to the City of Perth’s greater strategic objectives. The position involves developing relationships and partnerships with internal business units impacted by homelessness and external stakeholders in order to address complex issues associated with homelessness. The development of this role is to drive systemic change in the sector within the local government sphere of influence and support not for profit organisations working in the sector at platforms where they may not have a voice. The commitment of this resource to the homelessness sector is unique to Western Australia local government and demonstrates a commitment by the City in establishing its role within the homeless sector.

Working with Police
The City and Western Australian Police work closely together. The Ranger and City Watch teams have worked closely with the Police to identify a number of people who have been experiencing homelessness also registered as missing persons. This has resulted in successfully reuniting the individual with their family and support network to get them off the streets. The Police have a range of services, strategies and issues that they deal with that are not within the scope of this report.

Homeless Services Sector – Current landscape
The following highlights some of what is known by the City;

Outreach Services
The common element of all forms of outreach work is to actively approach clients with the intention of offering supports related to service provision and / or to establish engagement. Workers actively approach potential people on the streets and offer supports related to accommodation and services. Street based outreach enables workers to respond directly and immediately to a persons’ needs by bringing services to people rather than waiting for individuals
to come to services on their own.

The current known outreach services operating in the City are;
- Crossroads (St Pat’s)
- Street to Home (RUAH)
- Street to Home (UnitingCare West)
- Street Outreach (The Salvation Army)
- Street Chaplain’s (volunteers, not specifically social workers)
- Dream Centre volunteers, not specifically social workers)

**Youth Outreach Services**
- Street Connect (Anglicare WA)
- Youth Beat (Mission Australia & Nyoongar Outreach Services)

**Mental Health Outreach Services**
- Mobile Clinic Outreach Team (Dept. of Health)

**Health Care Outreach services**
- Homeless Health Care
- Street Doctor (360 Health + Community)

**Aboriginal Outreach Services**
- Specialist Aboriginal Mental Health Service (Dept. of Health)

Of the identified outreach services seven are primarily or partially roaming outreach services, otherwise known as assertive outreach. There are five outreach services delivered at set locations mainly Ozone Reserve and Wellington Square. Of the thirteen services, nine operate Monday to Friday with various capacities between the hours 7am - 5pm. Only one service operates assertive outreach after 5pm Monday – Friday which finishes at 10.30pm. Assertive outreach hours vary with two services operating for only 30 minutes per day, one service operating for 4 hours on Friday evenings and another service operating 4 hours throughout the week. It is important to note that not these groups are qualified social workers. The official outreach services operating in the City of Perth are summarized in appendix 5

The Perth Registry Week 2016 survey identified a high proportion of those experiencing homelessness also experience mental health concerns and identified as Aboriginal and/or Torres Strait Islander. Current service providers may have extensive cultural awareness training; however there appears to be a gap in culturally specific mental health and drug and alcohol services providing outreach support.

There are two youth outreach services present in the CBD with different outcome targets. Street Connect is a program run by Anglicare WA it provides an outreach youth service which operates from Mobile Youth Resource Centre (the outreach bus). This service has operated for 25 years and focuses on engaging young people on the streets providing informal counselling, advocacy, crisis intervention and referrals to other support services. This service operates Monday – Friday 11am to 3 pm from outside the Wesley Church and outside Perth Children’s Court.
Youthbeat is a collaborative project between WA Police, Nyoongar Outreach Services and Mission Australia focusing on the WA Police Youth at Risk Strategy. The program operates on Friday and Saturday nights in Northbridge and the CBD concentrating on young people out after curfew. The program aims to return young people to a safe place with family. In the absence of the safe place, there are few services available for young people as crisis accommodation services are centered on adults whose needs are very different. More often than not, social workers will find a safe place however in the absence of a responsible adult, young people are required to stay at the organisation located in Northbridge until morning. Informal discussions suggest the model requires review.

Many people experiencing homelessness have chronic and poorly managed health conditions such as diabetes and kidney disease, other health issues such as wound care is impaired by rough sleeping. Health care provision is an essential service to those experiencing homelessness helping them to manage their health and wellbeing. Due to funding model restrictions, these services are limited to operating from Ozone Reserve, Wellington Square and Wellington Street & Pier Street and day centres. Outreach workers, Rangers and WA Police often experience barriers trying to convince those in need of medical attention to attend these locations at scheduled days and times. There is a significant and identified need for more flexible health service delivery such as outreach health services roaming the city providing direct urgent health care assistance where and when needed.

**Food Service Outreach Engagement**

Within the City of Perth there are a range of engagement outreach services providing food Monday through to Friday;

- 6 permanent service locations (drop-in centres etc.) providing either free or low costs meals;
- 5 service providers conducting food outreach services within the CBD;
- 7 known unofficial community groups and churches providing outreach meal services on a weekly basis throughout the CBD; and
- Many unknown and unofficial community groups and churches providing outreach meal services on a weekly basis throughout the CBD.

On any given day, Monday to Friday, those experiencing homelessness are able to access a minimum of three meal serves at breakfast, lunch or dinner which are either low cost or free throughout the Perth CBD.

On Saturday and Sunday there are;

- 3 permanent service locations (drop-in centres etc.) providing either free or low-cost meals;
- 7 service providers conducting outreach services within the CBD; and
- Many unknown and unofficial community groups, individuals and churches providing outreach meal services on a weekly basis throughout the CBD.
Weekend meal services are not as accessible, however a person experiencing homelessness could access, at least one service per day within the CBD for breakfast, lunch or dinner. This is not inclusive of the roaming foot patrols of unknown community members providing meal services within the City.

The contribution to these food services is far reaching. Food is donated through additional homeless support services such as Food Rescue, Foodbank, Halal Foodbank, community volunteers donating prepared meals, cafes throughout the City donating sandwiches and community volunteers preparing food with service provider organisations. Through this review, it is apparent that the food service provision to those experiencing homelessness in the City is reflective of a web with many different threads and connection points. Food services in public open spaces are not currently being managed by the City and service providers are not required to meet compliance standards.

Many unofficial community groups, individuals and churches provide weekly meal services throughout the CBD. The City acknowledges the good intentions of those within the community wishing to support those experiencing homelessness. The delivery of such donations and food provisions can compromise the opportunities for specialist outreach services and service providers to engage with those in need and form trusting relationships with outreach workers. This adds a level of complexity to engagement attempts and an individual’s motivation to link with support agencies. Through this review it was identified that unofficial groups are undercutting funded organisations by delivering services from their usual locations. This has resulted in decreased attendance numbers for funded organisations and jeopardises future funding. The sustainability of community members to commit to providing services over an extended period of time without eligibility to funding is questionable and compromises service delivery.

**Day Centres**

RUAH, Tranby and Passages Resource Centre are the current service providers offering Drop In facilities within the City. The drop in centre’s are only available for limited timeframes Monday through to Friday during office hours which sees RUHA and Tranby closing by 1pm and Passages Resource Centre closing by 4pm. Tranby has been trialing Saturday morning openings and are consistently getting 80 plus people attend the Centre without any formal advertising, demonstrating a need to expand weekend services.

The City is informed that all day centres are working at capacity with one centre acknowledging an average of 140 -180 patrons visiting every day to access services. This capacity is further complicated by limited hours of operation, largely restricted by human resources available through existing funding. Service providers have identified that overcrowding is preventing some people experiencing homelessness from accessing the available services, safety fears and theft of possessions at these locations. This review also identified that some people experiencing homelessness cannot attend day centres due to their street debts and spotters waiting at the centre’s to recover these debts. This situation highlights the continued need for collaboration to increase outreach services delivered from day centres.

**Crisis Accommodation**

Crisis accommodation is temporary housing for people who are homeless or in immediate housing crisis. Throughout the Perth metropolitan region there are 15 women’s refuges supporting woman
and children escaping domestic violence. Only two of these services extend to women experiencing homelessness and that is only if the facility is not at capacity with women who have experienced domestic violence. There is a number of crisis accommodation services available to families offered by different organisations, although availability at these are limited and difficult to find.

Of these services 11 are for women with children and singles, 3 are for singles and one is for single Aboriginal women only. It has been identified that there is a lack of crisis accommodation for homeless women who have not experienced domestic violence. There is only a small number of beds allocated to women within unisex crisis accommodation and there is a lack of culturally specific crisis accommodation services for women both singles and with children. Many referrals to women’s refuges come through Crisis Care who receive the daily bed count and will conduct an assessment prior to referral. Some refuges will only take referrals from Crisis Care to ensure the limited available places are prioritised for those woman and children most at risk of harm from Family and Domestic Violence.

A total of four crisis accommodation services are located within the City while one of these is specific to prisoner rehabilitation. Discussions with service providers highlight that there are some barriers to accessing crisis accommodation related to criteria and processes. These facilities have strict no drugs and/or alcohol policies including clients must not be under the influence of drugs and/or alcohol. There are services that also have specifications that restrict access to people with mental health issues. This is due to risk management and resource limitations to provide specialist client care preventing access to of many individuals seeking crisis accommodation. RUAAH Registry Week findings indicated that 77.9% individuals identify as having mental health/cognitive issues, 47.2% of respondents have a combination of medical issues, substance abuse and mental health issues, 50.2% had used alcohol every day for the last 30 days and 48% had engaged in injected drug use in the last 30 days. Such findings demonstrate the importance of flexible entry criteria and for accommodation services to provide additional support to effectively intervene with a significant portion of the homeless community. Anecdotally the City is also informed that all accommodation is booked by 1.30pm daily.

The City has received reports of illegal activity at crisis accommodation services including drug dealing and usage. This makes it very difficult for a person experiencing homelessness trying to rehabilitate from drugs and alcohol in this environment. Crisis accommodation providers need to effectively manage activities within the service to ensure a supportive environment for individuals who are focused on ending their homelessness journey. One service provider engaged WA Police to address drug use and dealing within their facilities. This exercise confirmed a zero-tolerance drug policy which many residents were appreciative of as it demonstrated the importance of, and commitment to, maintaining a healthy and supportive environment.

There are two crisis accommodation services located just outside of the City’s CBD that are more specifically sobering up programs. Through this review a number of youth services identified the lack of suitable crisis accommodation for young people. Some young people will consume alcohol just to have a high reading on a breathalyzer test in order to get a bed for the night at a detox centre. The shortage of youth crisis accommodation has resulted in young people sleeping rough within the Perth CBD.
The potential barriers for the LGBTI community in accessing crisis accommodation has also been identified in this review. Crisis accommodation services within the CBD are gender specific with female and male wards which could pose an additional barrier to some individuals from transgender or intersex communities. Similarly, a number of the crisis accommodation services are managed by religious groups who may not be supportive toward the LGBT community due to services guided by religious connotation. There is no non-gender specific crisis accommodation within the city and only two services in Western Australia have non-gender specific wards.

YMCA Perth’s lease on Jewell House a 180-room accommodation facility was terminated on December 31, 2014 despite the WA Health Department having no immediate plans to redevelop it. The decision to close Jewel House may have been well founded but it represented a significant loss of much needed crisis and affordable accommodation in the City of Perth for people unable to access other forms of accommodation. For 32 years YMCA Jewell House provided accommodation to a diverse range of people including tourists, youth, regional patients at Royal Perth Hospital, and people on benefits and low incomes.

**Transitional Accommodation**

Transitional housing is a form of social housing delivered by community housing providers for applicants with very high or high housing needs. Transitional housing gives eligible people an opportunity to stabilise their circumstances before moving to longer term housing.

There are six transitional accommodation services located within the CBD. One is specifically related to mental health managed by Royal Perth Hospital and another is specifically related to prisoner support and rehabilitation. One transitional accommodation service has 101 beds, however only has the capacity to open 76 due to funding restrictions. Another service is currently operating at capacity and requested not to be advertised in the City of Perth’s Homeless Services in the Inner City brochure as the facility is at capacity and does not have beds available for further influx of people seeking support.

Through this review an additional 11 transitional accommodation services located outside of the City throughout the Perth metro region were identified however this is undoubtedly not an exhaustive list of services.

**Additional Support Services**

**Helplines**

This review identified thirty-two helplines addressing issues relevant to those experiencing and at risk of homelessness. There are five emergency response lines that offer 24/7 crisis advice, information and assistance. These helplines provide urgent assistance in areas of mental health, sexual assault, suicide, accommodation and refuge advice. There are four telephone services that assist directly with homelessness.

In discussions with peripheral organisations it was evident that their understanding of their role within the homeless sector was not clear. Many indicated they were not a homeless support service despite providing services relevant to a wrap-around service approach supporting the needs of those experiencing homelessness.
**Working Groups and Forums**

A total of 17 working groups were identified through discussions with service providers. The majority of these working groups relate directly to the homelessness sector with a small number indirectly related, but had homelessness identified as a significant factor such as the Youth at Risk Network (YARN). It is important to note this review has only touched the surface in understanding the links and partnerships which exist between the organisations in terms of collaborations, working groups and forums. Additional research needs to be undertaken to identify all of these working groups to understand the purpose of these groups through terms of reference and what is informed by these meetings. In addition to these identified working groups there has been a minimum of 10 interagency presentations/interactive forums on homelessness conducted by at least three different organisations.

**Sites of service delivery**

Wellington Square has been a popular location for those experiencing homelessness for many years. Discussions with agencies highlight the lack of transitional accommodation for those from regional areas who need continued medical assistance. At times, those from regional areas seeking medical assistance will have family visit and will choose to leave their transitional accommodation so they can socialise and not be restricted by the service rules. Limitations with the Patient Assistance and Transport scheme in assisting a patient’s family support network to travel and stay in Perth from regional areas was also identified. The City is aware of nine different service providers delivering outreach services to those within Wellington Square throughout the week; however, this could be an underestimated figure.

Outreach service delivery within the City takes place predominantly from Wellington Square, Wellington Street & Pier Street and Ozone Reserve. There are four service providers delivering services in Ozone Reserve any given week. This has coincided with an increase in antisocial behaviour and infrastructure damage at these locations with one toilet facility completely destroyed following a domestic violence incident between two people experiencing homelessness. Residential complaints and infrastructure damage reported at Supreme Court Gardens and Langley Park where outreach services have previously been provided were located to Ozone reserve where similar issues are being experienced, demonstrating a link.

The increase of antisocial behavior has been felt by service providers with a number of people being banned from the day centres and organisations increasing security measures. Those who have been banned are tending to congregate at the service delivery locations in public open spaces which is increasing antisocial behavior. It is important to note the historical and cultural significance of Wellington Square as a meeting place in Aboriginal culture. Any changes to service delivery at this location may not result in decrease in antisocial behavior. The regularity and predictability of service delivery in the set locations has resulted in some individuals camping and staying at those places overnight. Following damage to infrastructure and ongoing antisocial behaviour the public toilet facilities at Wellington Square are locked in the evenings. There have been numerous complaints to the City from residents, businesses and the public regarding individuals defecating in public along and on private property with rubbish left behind at identified homelessness hotspots. Service providers supply food in disposable containers and wrappings which are sometimes not disposed of appropriately and left at both service delivery locations and across the City where people are sleeping rough. The City also received reports of unwanted
personal items, such as abandoned swags, left at service delivery locations. The City recognises the need to implement a system to manage these services within its parks and needs to take a lead role in coordinating these services within public spaces.

This review identified a lack of support services available in the evening and night time. Service delivery through outreach services, day centre’s, counselling services and health services predominately operate from 9am to 5pm Monday to Friday. Some services tailor their services to match daytime services as referring a person experiencing homelessness to a closed service is ineffective when it is often immediate support that is required. The service providers operating outside weekly day time hours are predominately crisis helplines which may not be able to immediately link and individual into required support services. The restricted opening hours reduces the ability for Ranger Services or WA Police to assist someone requiring ongoing support.

The effectiveness of the support services is reliant on both individuals experiencing homelessness and service providers having awareness of relevant available programs. This review has identified issues around the lack of promotion of existing programs within the homeless sector potentially missing vital self-referral and stakeholder referral opportunities. Many external stakeholders are unaware of the range of programs being delivered evident by the number of calls the City receives to various units regarding referral pathways for individuals. It was also identified that many of the health, counselling, drug and alcohol crisis lines lacked understanding of services available or potential synergies which exist between their programs and those directly servicing the homelessness sector.

This challenge is also experienced by City of Perth staff and WA Police where it has been unclear of the potential referral pathways once an individual is moved on or no longer within their duty of care. This has also been identified by service providers within the homeless sector who are often aware of key service delivery programs in the community but sometimes not even fully aware of the all of the programs their own organisation delivers. This lack of program awareness and collaboration has been observed through extensive consultation with a cross section of stakeholders resulting in minimal joint case management approach which is required to support clients experiencing multifaceted complex issues.

**Gaps in Services**

While the stakeholder consultation and services mapping exercise demonstrated a need for improved resource allocation and collaboration to meet the needs of people experiencing homelessness, it also demonstrated significant gaps in available services. These services include:

- Crisis accommodation for individuals
- Crisis accommodation for families and couples
- Crisis accommodation for young people
- Suitable accommodation for LGBTI communities
- Suitable accommodation for people without religious affiliations
• Suitable and supported accommodation options for Aboriginal people
• Supported accommodation for people with mental illness
• Supported accommodation for people with drug and alcohol addiction
• Access to long term affordable accommodation
• Early intervention initiatives and programs to prevent homelessness
• Greater collaboration between services operating directly with the homelessness sector and services operating within the periphery of the immediate sector
• Clear and easy pathways for accessing services which meet an individuals need
• Mental health services that can work clients with ongoing alcohol and other drug use issues

Impact of homelessness

The City experiences 120,000+ visitors each day and is responsible to its community of ratepayers and residents. There is increased pressure on how to address the homelessness and the negative impact it has on the City. Homelessness has resulted in numerous complaints from businesses and the public often regarding antisocial behaviour.

With the reintroduction of the police bike patrols combined with the City of Perth efforts the number of complaints of antisocial behaviour and aggressive begging there is a perception of a reduction in complaints. There are distinct areas of concern which include Murray Street, Hay Street Mall, Murray Street Mall, Forrest Chase, Barrack Street, Wellington Street, Murray Street near Pier Street, Russell Square, Wellington Street near Pier Street, Wellington Square, Victoria Gardens, Ozone Reserve and William Street. These locations have been identified by WA Police, the City’s Rangers and Parking Information Officers who play an important role in identifying and supporting connections with homeless people and services. This information is in Appendix 2 and highlights hotspot locations and the proximity to homeless service delivery locations within the City. There is a clear correlation between service delivery locations, reported antisocial behaviour and the CAT bus service.

The City recently conducted a SafeCity Survey as a follow up from the 2014 baseline survey. The aim of the perception survey was to determine the community’s views on safety in the City, awareness of safety strategies and services and identify what other actions could be taken to improve safety. Key outcomes from this survey identified high perceptions of feeling safe, many community members felt the City became more unsafe after 8.30pm while 60% of residents said there were specific places within the City of Perth where they felt unsafe. The main areas identified in the survey were Central Perth, Northbridge and East Perth. Parks were the number one location visitors felt unsafe due to large groups of people affected by drugs and alcohol, fighting each other and abusing passers-by with Wellington Square and Russell Square specifically mentioned. It was also identified that there was a substantial decrease in the number of people
visiting the CBD and Northbridge at night. The outcomes of the survey are consistent with hotspot locations as outlined in Appendix 2.

The survey provided an opportunity for participants to provide additional commentary about feeling unsafe within the City. Participants specifically listed known hotspot locations including the mall area where some felt unsafe during the day as well as evenings. Homelessness, begging, intoxicated people including those under the influence of drugs and large groups of individuals were consistent contributors to feeling unsafe. While it is impossible to assume those, who are under the influence of alcohol and other drugs and large groups of people are those experiencing homeless, there is a definite link between perceived unsafe locations within the City and homeless hotspots. Managing this issue within the City requires a coordinated effort from wraparound health and wellbeing services, Community Safety and WA Police to ensure a holistic approach.

The corner of Wellington Street and Pier Street is an identified hotspot. Recently the City became aware of a community member coordinating support services from this location including food, coffee van, vet, dog wash, street doctor and podiatrist occurring Tuesday fortnightly attracting over 80 people. This same location the City has received numerous complaints from local businesses reporting individuals sleeping rough on the roof and an increase of discarded drug paraphernalia.

On investigation of the Street Doctor request, Community Amenity & Safety provided data for the corner of Wellington Street and Pier Street from 1 August 2016 to 30 January 2017. Evidence of antisocial behaviour included;

45 reported instances at the location;
28 instances at the location during Service Providers days and times of operation;
8 instances of fights involving either individuals or large groups of people;
8 instances reported directly by Service Providers;
4 instances of persons reported with a weapon; and
1 instance of assault to a City of Perth staff member.

It is important to note that this behaviour cannot be attributed solely to homelessness. Groups of people utilise the seating area to loiter during the day and engage in illegal behaviour, including illicit substance use. Intoxicated individuals remain in the area until service provision commences, disrupting the service and compromising operational staff and volunteer’s safety.

Through this review, service providers have also confirmed the increased presence of drugs and drug use of those accessing support services. Additionally, the same service providers are also experiencing increases in aggressive and violent behaviours as a direct result of the influence of drugs, particularly synthetic drugs. This antisocial behaviour impacts on service providers as resources are now required to manage an increased risk to staff and client safety. This information from service providers is also reflected in discussions with WA Police where a 70% increase in drug charges from 2016 has been identified.

The City of Perth Library regularly receives customer complaints related to drug use within the amenities and antisocial aggressive behaviour from patrons. This behaviour cannot be attributed solely to homelessness however library staff have received requests from patrons for access to a
variety of support services. City management has recognised the need for staff to access mental health awareness training to develop resilience and skills when dealing with difficult situations. The City’s community facilities have daily interactions with people experiencing homelessness accessing amenities. Staff at the Citiplace Community Centre, Rest Centre and iCity Kiosk all have reported aggressive and antisocial behaviour in the past, requiring them to contact the Citywatch or WA Police to deal with these issues when they arise. People experiencing homelessness attending the City’s facilities can impact on our customers and often contributes to their perception of feeling unsafe.

Asset management is responsible for repair work and coordination of cleaning of services as impacted by homelessness. The City’s facilities at hotspot locations regularly require additional maintenance work to repair damage and cleaning to ensure they remain accessible by the public. This results in increased costs in maintenance, resources and contracts to ensure facilities are maintained to the required high standard. The City has received complaints from contract cleaners and refusal to operate a certain locations due to antisocial threatening behaviour and verbal abuse.

Events and activations staff often encounter people sleeping rough in the inner city when accessing storage locations under Forrest Place and when setting up events at activation sites. Many of the City’s employees have had interactions with individuals affected by drug and alcohol use dealing with antisocial behaviour to achieve operations. Business Support and Sponsorship are impacted by homelessness through both the sponsorship element and business support. There have been complaints from sponsored organisations attempting to operate events within the City that have been impeded by rough sleepers settling at the locations during the activations. The City also receives numerous complaints and requests from businesses regarding people sleeping rough in doorways and affecting their business. In response business owners were invited to participate in a survey, which included two questions relating to the impact of homelessness on their ability to trade. There is an estimated 4000+ businesses located within Perth City that were sent an electronic questionnaire in 2016 the results from this survey are below;

**Do you and your staff feel safe operating in your business in the City? Please rate this on a scale of 1-10 with 1 being extremely unsafe and 10 being extremely safe**

The mean score from the 96 respondents was 6.18;

**On a scale of 1 to 10, (1 being minimal, 10 being consistently), does homelessness impact your business and trading ability?**
137 businesses responded to the question. 45% of the survey responses indicated that the issue of homelessness has a minimal impact on their businesses, however it is noted that 30% of the survey responses indicated experiencing a significant impact from homelessness. Therefore, at a minimum there are 42 businesses within the City adversely affected by homelessness.

The City of Perth employees working in the City’s car parks interact with people experiencing homelessness on a daily basis. In their work, employees often come across people loitering in car parks, propping open access doors to car parks in the evening, sleeping in doorways, toileting in public and in the car parks, aggressive behaviour and drug and alcohol use. Users of the car parks also experience these negative incidents particularly in early hours of the morning and late evenings.

The City’s Street Presentation and Maintenance and Waste and Cleansing units also experience similar issues while trying to undertake operational work. Both units have incurred increased costs as a direct result of homelessness through cleaning streets, doorways, laneways and general public areas which have increased rubbish, uneaten donated food and containers and unwanted donations. Rubbish is not limited to litter it also includes drug paraphernalia and human waste. Additional cleaning and removal of unwanted donations results in an additional cost to the City. When the team need to undertake street cleaning they often have to clean around people sleeping rough such as in doorways and on pavements. There have been numerous incidents where team members have been verbally abused by rough sleepers while trying to undertake their work. Staff also recalled times when people had jumped on or tried to get into the street cleaners or approach them while utilising heavy pressure cleaners.

This review has examined complaints which related directly to homeless/street present people from December 2013 to November 2016. It’s important to note that this review may not include all of the complaints made, as they may have been filed under a different category and the City record system has changed during this timeframe. The categories have been classified as follows:

*Homeless* - reports of people leaving rubbish in alleyways, drinking in public places, using vacant land as dwelling places, toileting, displaying aggressive behaviour and general loitering.
**Beggars** - reports of concern for the rising number of beggars, being approached by multiple beggars, anxiety over hygiene and aggressive behaviour from beggars.

**Antisocial Behaviour** - reports of loud congregations of homeless, large amounts of rubbish being left, public urination/defecation and safety concerns due to aggressive and violent behaviour.

| Number of Complaints Received by the City of Perth Dec 2013 - Nov 2016 |
|-----------------------------|----------------|----------------|----------------|----------------|
|                             | 2013 | 2014 | 2015 | 2016 | Total # |
| Homeless                    | 1    | 9    | 13   | 16   | 39      |
| Beggars                     | 0    | 15   | 12   | 2    | 29      |
| Antisocial Behaviour        | 1    | 16   | 17   | 20   | 54      |

The issue of begging has been a public concern for many years including beggars becoming more aggressive if they were not given money. In 2014 CityWatch recorded 298 incidents of begging which required a response from authorities over a period of 163 days (March – August 2014). A working group was established with representatives from the City of Perth, WA Police and the Department of the Attorney General to determine the best approach to deal with begging was. It was agreed that support through agencies via a targeted outreach strategy was more beneficial than addressing the issue through the criminal justice system. Currently beggars are frequently moved through the city and individuals who possess handheld signs are requested to remove them. This is implemented through Perth’s local law and Thoroughfares and Public Places Local Law 2007. It is critical the issue of begging is seen separate to homelessness as not all homeless people are beggars which is the message that needs to be conveyed to the wider community. Begging requires a separate response that is managed largely by the City’s Community Safety and Amenity teams in conjunction with the Police. The most complaints the City received in regard to homelessness were in the antisocial behaviour category. These complaints related to violent and threatening behaviour, intoxicated people becoming violent and members of the public experiencing abusive behaviour. These displays of antisocial behaviour contributed to people feeling unsafe in the city.

Rangers often remove unattended items that are creating an obstruction to the public and it is at the Ranger’s discretion to decide if the items are general rubbish. If these items appear to have value of a personal nature they will be confiscated, impounded and stored for a period of time and if not claimed disposed of. Excessive littering is a major public health concern; as is urination and defecation which is occurring throughout the city. The smell from toileting is a major concern as well as the hygienic implications and is mainly reported to be occurring in alleyways. Many of these lanes are privately owned and therefore cleaning is left to residents and businesses.

A survey of City of Perth employees and volunteers identified personal safety concerns as a major issue. Many employees and volunteers have experienced verbal abuse, people under the influence
of drugs and alcohol, antisocial and illegal behaviour while doing their job which has impacted on their ability to fulfil their roles. The survey indicated significant levels of empathy and feelings of powerlessness to assist those recognised as being in need. Many employees and volunteers were unclear of the City of Perth’s position or whether there was a consistent approach to the homelessness issue. This uncertainty, combined with staff’s own values and beliefs towards homelessness impacted on how they felt while fulfilling the responsibilities of their role. The survey and subsequent discussions identified staff having feelings of guilt, sadness, anger, disappointment and generally being overwhelmed by the issue. These individual experiences impact on employee and volunteer employment satisfaction and potentially have negative influence on the culture within the City of Perth.

This year the City of Perth has undertaken a series of community engagement sessions; Share to Shape and the Wellington Square Masterplan. A common theme which came through from City stakeholders was the need to address homelessness within the City of Perth. Community perception indicates homelessness is significantly increasing the number of people sleeping rough within the CBD. The context around these themes was empathy and a desire for improved services to those experiencing homelessness with the City to play a role in contributing to change.

**Role of Federal Government**

The Australian Government recognises that homelessness is a complex issue that affects many Australians. It requires a long-term and systematic effort across agencies, sectors, and the community.

While state and territory governments are responsible for service delivery, the Commonwealth supports state and territory governments in their role of providing services to the homeless, or those at risk of homelessness, with funding through the National Affordable Housing Agreement (NAHA) and the National Partnership Agreement on Homelessness (NPAH).

As announced in the 2017-18 Budget, the Government is working with the states and territories to reform the NAHA and the NPAH into the new National Housing and Homelessness Agreement (NHHA). The NHHA will increase the supply of new homes and improve housing and homelessness outcomes for all Australians across the housing spectrum, particularly those most in need.

The NHHA will provide certainty for homelessness services, with a further $375.3 million over three years from 1 July 2018. This funding will prioritise support for people affected by domestic violence and vulnerable young Australians.

The $117.2 million Transitional National Partnership Agreement on Homelessness will continue to provide support to front-line services addressing homelessness until the NHHA comes into effect in 2018-19. The Government has also committed $23 million to the Reconnect program which assists young people who are homeless, or at risk of homelessness.
Role of State Government

The Department for Communities is the lead agency for homelessness in Western Australia. There are two major policy agreements that support homelessness services provision in Western Australia; the National Partnership Agreement on Homelessness (NPAH) and the National Affordable Housing Agreement (NAHA).

The NAHA’s primary outcome is to help people who are homeless or at risk of homelessness achieve sustainable housing and social inclusion through a focus on social housing, assistance to people in the private rental market, specialist services for people who are homeless or at risk of homelessness and strategies to improve affordability of home ownership. NAHA is an ongoing agreement.

The NPAH’s primary areas of focus are to reduce homelessness through prevention and early intervention, breaking the cycle of homelessness and improving and expanding the service responses to homelessness. The NPAH contributes to achieving NAHA’s primary outcome. The first four-year NPAH commenced in 2009-10 and, to date there have been three additional transitional short term NPAHs, including the current two-year NPAH (2015-17). In 2015-16, through state and Commonwealth Government funding arrangements, approximately $81 million will be allocated to the non-for-profit community services sector for the provision of homeless accommodation and support services for individuals and families, and those who are homeless or at risk of becoming homeless because of family and domestic violence.

Role of Local Government

Outcomes for the Homeless Sector Review identified the City of Perth have a considerable scope of work to undertake to establish an appropriate foundation and a strong position within the homeless sector environment. Creating a higher level understanding of the homelessness issue and sector requires in-depth research and developing effective partnerships and collaborations with relevant stakeholders. This process will identify opportunities and inform and develop long term strategies for ending homelessness and could utilise resources such as bequeathed funds and additional Council support.

As part of this review the City of Perth used the Engage Perth platform to provide a baseline understanding of how well it is currently performing in the sector. The survey was conducted in December 2016 and sent to 108 providers operating within the City of Perth, 73 were aware of the survey, 52 were informed visitors of the survey with 19 completing the survey. A copy of this survey can be found in Appendix 1.

Organisations were asked to answer a series of scaled questions relating to; City strategies, active role within the sector, engagement with service providers and stakeholder relationships. The survey demonstrated;
89.5% of the organisation’s surveyed had limited or no awareness of strategies undertaken by the City of Perth in an effort to address homelessness.

Only 11.2% of organisation’s felt the City was actively providing direction and leadership within the sector.

50% of providers felt the City did not actively engage service providers

Only 27.8% of the service providers felt the City has an appropriate level of relationship with stakeholders operating within the Homelessness sector

Local governments are not experts in the delivery of specialist homeless services. This review identified that the sector has a wealth of knowledge and expertise among existing service providers operating in the space. The City of Perth however does have a role to play and the opportunity to influence the sector to end homelessness is through a number of actions;

• Facilitate opportunities for collaboration across all sectors of the community

• Connect different tiers of the sector for greater social outcome (service providers and the City of Perth, City of Perth and the state government, state government and service providers, service provider to service provider, service provider and community groups, service provider and community members, service providers and funding opportunities, service providers and corporates/philanthropists, sector and research)

• Advocate for the sector in platforms and forums where they may not have a voice for the purpose of driving systemic change.

• Educate the community and stakeholders about the holistic picture of homelessness for the purpose of humanising the issue and driving support for change

• Support the successes and promote the need of service providers through the City’s diverse mediums and platforms to drive whole community ownership to create understanding, movement and change

• Policy revision to remove road blocks, red tape and support provision of affordable housing within the City of Perth.

• City of Perth to work in partnership with the state government.

Recommendations for City of Perth to support Homeless Sector

Housing First Approach

With only one quarter of rental housing stock being affordable to low income owners, Western Australians are experiencing more financial stress than ever before (REIWA & Shelter WA 2016). In 2016, only 3% of the 52,277 rentals available in Perth were classified affordable to those earning a low income (REIWA & Shelter WA 2016). Of this 3%, only 1% of private rentals in Perth are
affordable to those on government income support (Anglicare Rental affordability Perth, April 2016). Perth’s rental market has limited diversity with the majority of the rental market weighted with large properties. Smaller properties (two bedrooms or less) are concentrated around the central sub region and therefore only affordable to high income owners.

Categories for income and affordability as described in the REIWA & Shelter WA 2016 Housing affordability – A study for the Perth metropolitan area. One of the main assumptions in this study is the 30% rule that is for households to avoid housing stress, their rental payments should not exceed 30% of their gross household income (REIWA & Shelter WA 2016).

<table>
<thead>
<tr>
<th>Household Income Category</th>
<th>Gross Household Income</th>
<th>Affordable weekly rental amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very low income</td>
<td>&lt;$43,050</td>
<td>$250.00</td>
</tr>
<tr>
<td>Low income</td>
<td>$55,965</td>
<td>$320.00</td>
</tr>
<tr>
<td>Low income (upper)</td>
<td>$68,880</td>
<td>$400.00</td>
</tr>
<tr>
<td>Moderate income</td>
<td>$103,320</td>
<td>$600.00</td>
</tr>
<tr>
<td>High income</td>
<td>Over $103,320</td>
<td>$600+</td>
</tr>
</tbody>
</table>

*REIWA & Shelter WA 2016.

This review identified over 150 organisations working in the Homeless sector, however only a small number had strategic priorities focused on the longer-term goal of ending homelessness in Western Australia.

The Housing First Model is based on the understanding that people are better able to address their support needs and achieve positive outcomes when they are in a stable home. (RUAAH 2017) The model is underpinned by five key principles:

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

The Western Australian based 50 Homes 50 Lives program is a collaboration of 46 services from 30 organisations. RUAAH is the backbone organisation providing the support framework for effective collaboration across service agencies and also act as facilitator and allocates resources for project management and coordination. Housing for the campaign is provided through a negotiated agreement with the Housing Authority and community housing providers, but has diversified to draw on a much wider range of sources. The aim of the 50 Lives 50 Homes project is to house and provide support to 50 of Perth’s most vulnerable homeless people.

The aligned organisations provide integrated case management and wrap-around support as once people are housed and material needs are met the opportunity increases to link in support to address unmet health needs and the individual’s specific issues required to sustain the tenancy. In this program nursing and outreach support is provided on evenings, weekends and public holidays.
by After Hours Support Service as funded by RUAH. In the first year of this service model it provided (RUAH 2016-2017);

- 3,154 instances of after-hours support on evenings, weekends and public holidays.
- 253 referrals for support and 132 specific health referrals for follow up medical support.
- 401 instances of nursing treatment.
- 226 instances of health education

These figures demonstrate the need and importance of a holistic integrated case management approach to support people who have experienced homelessness to transition into and maintain stable housing.

In its first year, this program housed 43 people in 34 houses (including 2 families and 5 couples) (RUAH 2016-2017). Through the provision of afterhours support and wrap around services people referred have been supported to increase their capacity and successfully maintain their housing. Of the 43 people only 2 returned to homelessness however they continue to be supported by the project to find a new home (RUAH 2016-2017). Since the release of this report RUAH has now reached its goal and housed 50 people with a success rate of over 90% of individuals maintaining their housing status a significant outcome.

The cost of homelessness on the West Australia Health system is exponential and increasing yearly. People experiencing homelessness often have poorly managed health complications including chronic disease and serious mental health issues compounded by life on the streets and sleeping rough. In a response to high numbers of people with no fixed address presenting at Royal Perth Hospital, a homeless response team has been established. A recent presentation from Dr Amanda Stafford (2017) from Royal Perth Hospital outlined the estimated cost through a study of 300 people of no fixed address who presented at Royal Perth Hospital in 2015;

<table>
<thead>
<tr>
<th>Number of emergency department visits:</th>
<th>1769 visits per year</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cost</strong></td>
<td><strong>$1.13 million</strong></td>
</tr>
<tr>
<td>50 patients had one or more psychiatric admits</td>
<td>152 psychiatric admits</td>
</tr>
<tr>
<td>1666 bed days = average 33 days per patient</td>
<td></td>
</tr>
<tr>
<td><strong>Cost</strong></td>
<td><strong>$2.07 million</strong></td>
</tr>
<tr>
<td>163 patients had one or more admissions (non-psych)</td>
<td>337 admissions</td>
</tr>
<tr>
<td>1561 inpatient bed days</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------------------</td>
<td>------------------------------------------------------------------</td>
</tr>
<tr>
<td>Cost</td>
<td>$2.78 million</td>
</tr>
<tr>
<td><strong>Total Cost</strong></td>
<td>$6 million for 300 NFA patients in one year</td>
</tr>
</tbody>
</table>

In 2016, 926 individuals of no fixed address presented 2,315 times at Royal Perth Emergency Department, averaging 2.5 visits. This was a considerable increase from 2015 figures placing a significant strain on the emergency health system in Western Australia. These figures were only based on Royal Perth Hospital and did not account for the additional financial burden to other emergency departments within WA. Based on these figures the calculated cost to the hospital emergency department combined with bed cost for a 12-month period equated to $194,000 per person or $3,730 per person per week (Stafford, 2017). Stafford then compared the average cost of a rental in Perth based on $300 per week, totaling $15,600 per year and argues the importance of economic investment by State government to provide long term pathways to ending homelessness through housing first approach (2017). Commitment to 50 Lives 50 Homes program would assist in reducing the financial burden on the Western Australian health system and improve bed capacity across the board. The strong relationship between homelessness and poor health is difficult to ameliorate unless the wider social determinants of health (such as housing, addiction, social isolation) are also addressed. Further longitudinal studies are required to build robust evidence of the mental health and physical health outcomes achieved as a direct result of the 50 lives 50 homes project.

There is strong evidence internationally that housing first approach works; demonstrating people who have experienced homelessness can successfully sustain a tenancy. The 2009 commitment by the Australian Government to reducing homelessness and subsequent Commonwealth/State National Partnership Agreement on Homelessness (NPAH) saw a new focus on housing first approaches, including housing responses such as the Common Ground model of supportive housing in Brisbane. Research undertaken by Mason and Grimbeek (2013) demonstrated:

1. The housing first approach in Brisbane is working – all of the 12 formerly homeless individuals followed through the study, stayed housed. Participants reported satisfaction with housing, feeling safe and some control over their lives as well as a sense of progress in their lives since being homeless; and peace of mind.

2. Initial investigations indicate that housing people with support, costs less than keeping a person homeless. Cost-effectiveness analyses based on the frequency and costs of health, legal and allied health service events identified a decrease in overall cost as participants moved from homelessness through an initial year of support to longer-term support. The overall cost of service events decreased even though the frequency of events related to general health, mental health, and case workers remained the same or at a slightly increased level.

Mission Australia’s philanthropically-funded Michael’s Intensive Supported Housing Accord (MISHA) project is a three-year housing-first pilot that provides long term housing with holistic
case management support. This program has assisted 74 men to break the cycle of long-term homelessness and rough sleeping in Sydney. A large-scale research project led by Professor Paul Flatau of the Social Impact Centre of the University of Western Australia was undertaken to explore outcomes achieved via the MISHA project. The research included identifying the mechanisms and processes that influenced the outcomes achieved and then evaluated the cost effectiveness of the program. The project was run between 2007 and 2010.

An initial study on the first 12 months of the project’s found that almost 100% of participants had maintained their tenancy over that first year. This new sub-study at the end of the project focused specifically on tenancy outcomes and the cost of providing additional case management services and revealed the project had generated significant financial savings.

The key findings of the sub-study include:

- 97% of clients were still living in their properties 12 months after being housed
- Savings generated within the housing system as a result of successful tenancies were estimated at $1,880 per client in the first 12 months of the client being housed
- The total net savings to community housing providers by providing tenancy support services to 74 MISHA clients over a one-year period were estimated at almost $140,000.

San Diego, Houston, Salt Lake City, Orlando and many other regions in the USA have had success in a Housing First approach through the USA National Alliance to End Homelessness. The San Diego veterans’ system has shown the dramatic success of Housing First by logging a 24 percent decrease in veteran homelessness in just two years and an approximately 40 percent decrease in five years. Furthermore, a study by the Fermanian Business & Economic Institute at Point Loma Nazarene University found that San Diego saved at least $3.5 million from 2010 to 2015 after it provided housing and social services to 28 people who had been heavy users of public services like emergency rooms, shelters and jails.

There are Cities across the world who have committed to supporting a Housing First Approach who are experiencing success in stabilising the numbers of Rough Sleepers. This has been achieved by facilitating coordination of support services to those who are experiencing Homelessness. The City of Perth can support the Housing First Approach through;

- Review of current housing stock within the city and develop appropriate planning strategies and policies to support affordable housing options.
- Affordable housing policy
- Support and partnership for Housing First models to exist within the City of Perth
- Assisting to facilitate partnerships between organisations operating in the homeless sector
- Educating public on the success of housing first approach
- Advocating to state government for appropriate homelessness strategies and appropriate funding models to support a housing first approach.
Embedding integrated approach within City Strategies

Homelessness is currently addressed within the City’s SafeCity Strategy and Public Health and Wellbeing Plan which has since expired. Associated issues affecting those experiencing homelessness are also detailed in the Western Australia’s first state Public Health Plan, Drug and Alcohol Strategy and Mental Health Plan. Further review of existing state and federal strategies, initiatives and policies is required to compliment and integrate any position adopted by the City of Perth. Currently service providers are not engaged nor readily providing information for the evaluation of the City’s community plans. This Homelessness Sector Review has actively engaged service providers it provides a comprehensive and true reflection of the current homelessness environment and a clear future position for the City of Perth in response to homelessness.

Cities both nationally and internationally have standalone strategies focused on ending homelessness. The plans are designed in collaboration with organisations operating in the sector with accompanying agreements committing to the strategies actions. This level of coordination is currently lacking in the City’s plans and disconnected to a greater objective. As a priority, the City needs to endorse a Council position and redirect City procedures from a reactive approach and commit to developing strategies and initiatives that contribute to ending homelessness. Any developed strategy must include high level of collaboration with leading service providers to ensure cohesive vision with clear roles and responsibilities to achieve outcomes and developed in support and partnership with the state government.

The Social Impact Centre of the University of Western Australia is committed to ending homelessness. The Social Impact festival has run annually for the last three years and has focused on social issues, particularly homelessness. The Social Impact Centre of WA has undertaken considerable research in this space and has developed relationships within government, not-for-profit, community, philanthropist and corporate sectors. It is recommended the City of Perth develop a committed partnership with the Social Impact Centre of UWA to develop a 10-year strategy to end homelessness in collaboration with key stakeholders. The Centre supports the WA Alliance to Ending Homelessness which has lead agencies working with additional service providers and thought leaders to develop a 10-year strategy modelled on the successful Calgary model in Canada. This partnership will provide avenues for the City to exercise a supportive role within the sector and develop key strategic relationships with stakeholders. The 10-year strategy needs to focus on the key areas of a holistic approach to addressing homelessness including emergency accommodation, transitional housing, long term housing, prevention services, outreach, day centres/support services, affordable housing, healthcare and coordination of wraparound services.

Building Strong Connections and Foundations

The City of Perth has relationships across Government, not for profit and community group sectors from operational level through to executive leadership. The City needs to formalise these relationships with key stakeholders in the sector at a strategic level. This will enable the City to play a role in the development of a strategy which advocates, leverages, supports and delivers
initiatives for the purpose of ending homelessness. Development of any strategy needs an extensive consultation period within all levels with the sector to ensure outcomes from the strategy are aspirational and achievable.

Through this review it has become apparent that homelessness affects a large number of the business units within the City therefore any position must be developed with a high level of consultation with outcomes delivered in a coordinated approach. In the recent Deloitte audit, it was identified that some business units have been working in insolation of others. The City has considerable work to do to develop internal partnerships that deliver on the development and execution of a position in the homeless sector. Currently business units are working to solidify an integrated planning framework throughout the organisation with a new Strategic Community Plan. Utilising this process the City can develop a consolidated position towards ending homelessness improving collaboration between business units to deliver initiatives. Without this structure experience from other organisations would suggest that barriers to supporting a unified approach to homelessness will continue.

**Council Protocol for Addressing Homelessness**

The City needs to build coordinated systems both internally and externally. The development of a Council protocol or policy for assisting people who are sleeping rough or at risk of homelessness will contribute to a coordinated and unified approach. An endorsed protocol or policy outlining a balanced approach of commitment to health and wellbeing and enforcement will assist to establish positive relationships with those experiencing homelessness, organisation’s working within the sector and contribute to a greater City of Perth strategy.

**Aboriginal Engagement Framework**

The Aboriginal and Torres Strait Islander community is highly represented among people either experiencing or at risk of homelessness in Western Australia. It has been identified through this review and in the initial stages of developing the City’s first Reconciliation Action Plan that the City needs to develop and implement an Aboriginal Engagement Framework. This framework will direct and support consultation with the Aboriginal community to provide feedback on a Council protocol or policy. The consultation process in the development of the framework will also give context to any proposed position by the City on homelessness. An Aboriginal Engagement Framework creates an opportunity for the City of Perth to role model best practice to meet the needs of this community through a culturally appropriate platform and potentially influence existing service providers to tailor services accordingly.

**Cultural Awareness Training**

The high representation of the Aboriginal and Torres Strait Islander community experiencing or at risk of homelessness within the City demonstrates a need for the organisation as a whole to undertake cultural awareness training with particular focus on customer facing roles. Internal staff survey and interviews indicate many lack an understanding of Aboriginal people and their culture which has impacted on their ability to engage with members of this community. The City has
commenced this work appointing consultants Danny Ford, Rose Walley (Kambarang Services) and Tim Muirhead (CSD Network) to run 4 initial Cultural Awareness Training sessions for all staff, executive and elected members.

**Partner with Local Governments**

The City of Perth has contacted various local government agencies to learn from other best practice initiatives in this space. The Cities of Wanneroo and Joondalup established a joint agreement to ensure consistency across the neighboring municipalities. People experiencing homelessness are often transient and are not contained by local government boundaries therefore any positions, strategies or initiatives will impact on surrounding areas. The City of Perth and City of Vincent have the highest concentration of homeless support services within the metropolitan area while the City of Subiaco and Town of Victoria Park also have some homeless support services and / or a population of rough sleepers. This Homeless Sector Review has identified direct links between hotspots, support service locations and accessible transport, in particular the CAT Bus service. Direct linkages between boundaries, concentration services and the transient nature of homeless highlights the need to establish partnerships with neighbouring local governments. Formalised partnerships will define coordination and commitment ensuring a unified approach when advocating to ending homelessness. While the organisations and service providers working with those experiencing homelessness will also benefit through enhanced sharing of information of success, trends and issues and more targeted use of resources to drive improved outcomes.

**Establish a Local Government Interagency Forum on Homelessness**

The City of Perth has the opportunity to be a leader and set an example of best practice in the homelessness sector. Homelessness is a significant social issue for Western Australia therefore it is imperative this issue is not addressed at a municipality but at a state wide level. There is an opportunity to develop a local government interagency forum on homelessness, facilitating information sharing and learning which brings together key service provider stakeholders to affirm working relationships and develop best practice initiatives.

**Review Homeless Connect**

The City of Perth has supported Homeless Connect Perth since 2008. The purpose of this event is to provide a one stop shop linking people experiencing homelessness with service providers while offering a day of enjoyment. 2016 acquittal information demonstrated 4000 people attended. Anecdotal feedback through this review described the event as the “Royal Show” for those experiencing homelessness. There is a heavy focus on donations, food services and delivery of health services; however these are readily available throughout the year as outlined earlier in this report. The City of Perth has an opportunity to redefine the objectives of Homeless Connect Perth with event organisers. This will involve shifting focus away from addressing immediate needs of those experiencing homelessness to aligning with longer term strategies of ending homelessness. Feedback from staff who volunteered on the day noted a large number of people attending the event came from all over Western Australia however not all were homeless. This situation
highlights a risk that the event may not address the needs of those homeless individuals with the highest acuity scores or support long term outcomes to end homelessness.

Anecdotal feedback from service providers through this review, demonstrated a desire to change the focus of Homeless Connect Perth. Many providers felt the additional elements of the day like hairdressers, massage, yoga, photography becomes a distraction making it difficult for people to prioritise their needs. Subsequently the opportunity to make connections with the essential service provider is missed, the purpose which the event was originally intended. If the Homeless Connect Perth event was restructured to bring together key stakeholders such as Housing, Births Deaths and Marriages, Centrelink, health, mental health, outreach services, pharmacies and dental health on a more regular basis it would deliver better outcomes for people experiencing homelessness and add value to existing service providers.

**Manage Public Spaces**

The City of Perth does not have internal policies and procedures outlining parameters for provision of services supporting those experiencing homelessness within its boundaries. The City needs to establish a coordinated system for mobile free food, outreach, case management services, outreach medical services and additional service delivery. In the absence of a system the City is currently committing significant resources and maintenance cost to areas highly frequented by services. A coordinated approach allows a greater level of commitment from the City and the service providers to work in collaboration and also to ensure preservation of the City’s public open spaces. The City has an opportunity to facilitate change and improved collaboration. Moving away from ad hoc service delivery, the City can assist in the strategic direction by bringing service providers together for enhanced outcomes, while also managing the expectations of community members, residents and businesses.

A coordinated system also provides the opportunity for greater collaboration between WA Police and the City’s Community Amenity and Safety teams to identify, monitor and respond to issues that present on agreed days and locations. In this review a number of assaults were identified by the surveillance team during the days and times of service provision. Improving communication between all levels operating in the homelessness space will increase safety to those accessing and delivering services while reducing potential risk factors to organisations including the City of Perth.

**In kind support**

The City of Perth already contributes a significant amount of in-kind support through use of public open spaces and staff resource commitment. This support has not previously been quantified and the various elements can be hard to ascertain. Through a systems based approach to support delivery of outreach and mobile food services within the City, there is an opportunity to quantify the City’s in-kind contribution to the sector and generate data to evaluate its success. It is recommended the City develop an application, approval and acquittal process for operating in public open spaces to produce quantifiable data detailing the City’s in-kind contribution, the impact of this contribution, impact of service delivery and utilisation of these services within the
City of Perth. This data can inform future strategies and practices not just for the City but also for the organisations operating in the sector.

One Day Centre, given its location and lack of parking amenities, currently expends $5,000 per year on parking to deliver services from the location. Staff reported often having to leave the centre to move their cars to avoid parking fines. This potentially reduces the centre’s staff to client ratio and raises occupational health and safety issues given the inherent risks associated with supporting people experiencing homelessness. This parking issue has also been identified by another Day Centre which operates from an adjoining local council. There is potential for the City to provide support which could result in the service redirecting funds to extend day centre opening hours. If successful this approach could be explored further with adjoining councils as part of a consistent approach to supporting the sector.

**Facilitate Coordination and Collaboration**

Through mapping the current services that exist within the inner city it was identified that the majority of services operate Monday to Friday leaving minimal options available later in the evenings or on weekends. Homelessness does not fit standard working hours and the majority of the issues experienced by WA Police Community Amenity and Safety and Waste and Cleansing teams are in the evenings and on weekends. There are also limited outreach case management workers operating within the City, relying on people experiencing homelessness to attend day centres. Most of the outreach services operate during the food provision services times early in the morning. There is potential to support organisations develop a different outreach model working in closer collaboration with the City’s Community and Amenity Safety team and WA Police extending through the day to evenings and on weekends. Consultation with the Community Amenity and Safety team identified that the Rangers have an exceptionally good understanding of who is sleeping rough within the City, their current state of health and known locations where they stay.

There are a number of different organisations delivering similar services addressing the immediate needs of those experiencing homelessness such as food and donations. Due to a lack of awareness of existing services or partnership opportunities many community groups, corporates and religious groups are attending the City throughout the evenings and the weekends to deliver food and donations. The City is often not informed and without effective volunteer screening and applicable health standards for food handling posing a potential risk of harm for those delivering the service and sleeping rough. Given the number of organisations delivering food and donations there is an opportunity for these community groups, corporates and religious groups to work in partnership with existing services and provide services from a facility rather than the street.

Utilising existing organisations that have the structure and experience of operating in this environment will ensure more targeted use of resources, volunteer safety and the health of those experiencing homelessness. The City can assist in being the conduit between those wanting to assist and existing organisations in need of the volunteer support and donated food and goods. It is apparent through this review that the number of services being delivered from multiple and
different sectors within the community are growing exponentially. The City has a responsibility to consolidate mobile free food services and encourage partnerships for more effective use of resources.

**Information Provision**

The City has recently updated its Homeless Services in the Inner City Brochure. Through continued support from the Department of Communities and Family services the City was able to print 10,000 copies of this brochure. The brochure has been ordered by 80 organisations and has distributed 7900 copies within 6 months. Through the ordering process, organisations were asked what purpose they use the resource for and many indicated they use it for the purpose of client management and as a staff resource tool.

The reliance on this brochure demonstrates many organisations are struggling to navigate their way through the number of services available to determine who can provide the best support to clients. The commonwealth funded mobile app; Ask Izzy, is a similar resource however it is reliant on time pressed organisations to update their information on a regular basis and is nation-wide. General feedback has been that the information is not up to date and services were not confident using this resource. Given that a number of people experiencing homelessness do not have access to the internet it was decided a printed format supported by local or state government was the best format. Feedback from a recent survey indicated that 55 % of the agencies who responded found the brochure extremely helpful while a further 35% found it very helpful. The cost of printing this brochure may not be within the not for profit tight budgets and ongoing support is required to provide the resource tool to organisations. It is critical that the City commits to continuing research and development of the resource tool in the absence of other consolidate information resources.

**Communications Strategy and Community Education**

The City was unable to consult with all organisations in the homeless sector as part of this review. This was largely due to strained relationships with organisations and some from their perceptions of the City’s position towards homelessness. The City needs to undertake the aforementioned body of work to develop positive and collaborative relationships with all organisations operating within its boundaries. The City needs to effectively communicate that it is not just working within the sector from an enforcement perspective, but that it is also committed to ending homelessness. The City needs to develop a communication strategy aimed at residents, business owners, organisations, community groups and corporates which outlines its commitments, initiatives and delivered support within the sector. This strategy needs to have clear objectives for the purpose of educating the public on homelessness to dispel myths, communicate a clear position of the City to support the long term goal of ending homelessness. The City can also outline current efforts to address homelessness including the body of work being undertaken within the City, the level of in kind support provided by the City supporting organisations and also communicate clear pathways for people wanting to get involved with delivering services within the space.
Establish Formal Partnerships with Services and State Government

The City needs to commit to being open, transparent and inclusive in all initiatives to ending homelessness. All levels of the sector and government should be included to inform any research, programs and initiatives. A commitment from the City to share all research findings with organisation’s involved will assist in developing relationships. Transparency in and the sharing of information and findings can positively influence future collaborations and strategy.

Advocacy for Federal and State Government Strategy

The City, through its relationships with various levels of the homeless sector, has the opportunity to advocate for change. The State government previously had a Homeless strategy which expired in 2013 and a new one has not been created. In the absence of an overarching strategy with unified outcomes, funding given to homeless service organisations is currently not aligned to a greater objective. This has resulted in the programs and initiatives being delivered through state funding often duplicated and focused on addressing immediate needs rather than a long term commitment to ending homelessness.

Commitment to Research

The City has a responsibility to plan for the future and ensure City commitments are aligned to emerging trends and develop appropriate planning to address and respond to the community’s needs. This review identified a number of opportunities for the City to actively contribute to research to make an impact in the homeless sector. The following research is recommended for the City to undertake:

- Know our City to understand the future trends and projections of homelessness and develop action plans accordingly;
- Undertake extensive literature review and develop a catalogue of research undertaken by other entities and share this catalogue with the sector to inform future strategies;
- Undertake a Begging research program within a Western Australia and develop strategies for the City of Perth;
- Undertake a Crisis and Transitional accommodation study to better understand the accommodation within City of Perth; and
- Undertake an objective evaluation of properties within the City of Perth to identify potential opportunities to expand affordable accommodation in partnership with Community Housing Providers. This would include the City of Perth property located in Goodrich Street, East Perth to determine its success as an affordable housing solution and whether it could be utilised to support the greater goal of Ending Homelessness in Western Australia.
Appendices

Appendix 1.
Survey of Service Providers December 2016 - Role of Local Government

Are you aware of the strategies the City of Perth has implemented in an effort to address Homelessness

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Some strategies</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>6</td>
<td>11</td>
</tr>
</tbody>
</table>

On a scale of 1  5 do you feel the City of Perth is playing an active role in the Homeless Sector

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
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</thead>
<tbody>
<tr>
<td>4</td>
<td>4</td>
<td>8</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

1 representing not playing any role and 5 representing an active role within the sector
On a scale of 1–5 do you feel the City is playing an appropriate role within the Homeless Sector

1 representing an inadequate role and 5 representing an appropriate role within the sector

On a scale of 1–5 do you feel the City of Perth actively engages service providers operating within the Homeless Sector

1 representing no engagement and 5 representing active engagement

On a scale of 1–5 do you feel the City of Perth has an appropriate level of relationship with stakeholders operating within the Homeless Sector...

1 representing no relationship and 5 being an appropriate level of relationship
Appendix 2.

Inner City Service Map and Hotspot Location

[Map showing various locations in the inner city with different symbols indicating service points and hotspot locations.]
A guide to assisting those experiencing homelessness within the City of Perth.

West Australians who are at risk of, or are experiencing homelessness, are some of the most vulnerable in the community and require support from a range of flexible and responsive services to end their homelessness journey.

This guide will help to ensure people who are experiencing homelessness or at risk of experiencing homelessness are treated respectfully and appropriately, and are able to request and receive the services they require.

Underlying Principles of this Guide

- People experiencing homelessness have the same entitlement as any member of the public to:
  - be in public places but at the same time respecting the right of local communities to live in a safe and peaceful environment and
  - participate in public activities or events.
- People experiencing homelessness have diverse backgrounds and needs; these should be considered in any response:
  - Cultural sensitivity and respect should be applied when engaging with Aboriginal people experiencing homelessness and those from different cultural, linguistic or religious backgrounds.
  - Many people experiencing homelessness have complex needs such as mental health and/or drug and alcohol issues or cognitive impairment. These issues may result in behaviour that is seen to be antisocial.
- People experiencing homelessness may also have experienced traumatic life events that affect their needs:
- This guide does not override existing laws, statutory requirements or regulations. It does not reduce the powers of organisations or their authority to enforce specific laws and regulations.
- People experiencing homelessness have the same access to right of reply and appeals/complaints mechanisms as all members of the public.

A response or intervention is appropriate if:

- the person requests assistance, or the person is distressed or in need of assistance;
- the person’s behaviour is threatening the safety of the individual or the safety and security of people around them;
- the person’s behaviour has resulted in damage to property or the environment such as an accumulation of litter or items scattered in the area;
- the person is sheltering in circumstances that places their own or others health and safety at risk (for example, staying in derelict buildings and high risk areas without the consent of the owner (squatter));
- the person is an unaccompanied child who appears to be under the age of 15. In the first instance, contact should be attempted with parents or guardian, or Department for Child Protection and Family Support Perth District Office (08) 9274 2444 during office hours or the Crisis Care Unit (0223 1111) after hours; or
- the person is a young person who appears to be 16 to 17 years old who may be at risk of significant harm.
First Response for Rough Sleepers

People who are homeless or at risk of being homeless are encouraged to visit the day centres located in the inner city which provide support for homelessness.

A member of the public or business concerned about a person or group experiencing homelessness can call The Salvation Army City Homeless Response (24/7) on 0429 511 833.

The State Government through the Department for Child Protection and Family Support has established the Street to Home Program to provide outreach assistance for rough sleepers. These services are:

**RUH Assiavtive Outreach Team**
9485 3939

**UCW Tranby Assiavtive Outreach Team**
9220 1288

**Crossroads Assiavtive Outreach Team**
0428 393 760

Homeless Services Legend

- Crisis Assistance
- Medical & Health Assistance
- Outreach & Referral Pathways
- Counselling
- Accommodation Assistance
- Aboriginal Services
- Food Assistance
- Advocacy
- Street Law
- Drug & Alcohol Assistance
- Case Management
- Donations
- Laundry/Shower
- Employment
- Legal Aid
- Documentation/Identification Support
- Phone Charging Port
- Recreation

Emergency Assistance Contact Numbers for People Experiencing or at Risk of Experiencing Homelessness

<table>
<thead>
<tr>
<th></th>
<th>Phone Numbers</th>
<th>Time Frame</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Crisis Care</strong></td>
<td>9223 1111 · 1800 199 008</td>
<td>24/7</td>
</tr>
<tr>
<td><strong>Entrypoint</strong></td>
<td>6496 0001 · 1800 124 684</td>
<td>Mon to Fri 9am-7pm Sat 9am-5pm</td>
</tr>
<tr>
<td><strong>Mental Health</strong></td>
<td>1300 555 788 · 9224 8888</td>
<td>24/7</td>
</tr>
<tr>
<td><strong>Lifeline WA</strong></td>
<td>13 11 4 · 24/7</td>
<td></td>
</tr>
<tr>
<td><strong>Ambulance Fire</strong></td>
<td>000 · 24/7</td>
<td></td>
</tr>
<tr>
<td><strong>City of Perth</strong></td>
<td>9461 6666 · 24/7</td>
<td></td>
</tr>
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</table>
### Additional Support Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Direct</td>
<td>1800 022 222 - 24/7</td>
</tr>
<tr>
<td>National Relay Service</td>
<td>1800 555 660 - 24/7</td>
</tr>
<tr>
<td>Police Attendance</td>
<td>131 444 - 24/7</td>
</tr>
<tr>
<td>(24/7 non-emergency)</td>
<td></td>
</tr>
<tr>
<td>Perth Police Station</td>
<td>9422 7111 - 24/7</td>
</tr>
<tr>
<td>City of Perth Surveillance Centre</td>
<td>9461 6661 - 24/7</td>
</tr>
<tr>
<td>City Homeless Response</td>
<td>0429 511 833 - 24/7</td>
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### Outreach Services & Referral Pathways

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nyoongar Outreach Services Inc</td>
<td>9228 4211</td>
</tr>
<tr>
<td></td>
<td>Mon to Fri 11am-7pm</td>
</tr>
<tr>
<td></td>
<td>Fri &amp; Sat 8pm-4am</td>
</tr>
<tr>
<td>Street Chaplains</td>
<td>0457 722 076</td>
</tr>
<tr>
<td></td>
<td>Fri 10am-4pm</td>
</tr>
<tr>
<td></td>
<td>0447 722 072</td>
</tr>
<tr>
<td></td>
<td>Fri &amp; Sat 11am-4am</td>
</tr>
<tr>
<td>RUHAH Street to Home</td>
<td>9485 3939</td>
</tr>
<tr>
<td>RUHAH Community Services</td>
<td>Tues, Wed &amp; Thurs</td>
</tr>
<tr>
<td></td>
<td>7.30am-9.15am</td>
</tr>
<tr>
<td></td>
<td>Plain Street &amp;</td>
</tr>
<tr>
<td></td>
<td>Wellington Square</td>
</tr>
<tr>
<td>Street to Home - UnitingCare West Assertive Outreach Team</td>
<td>9220 1200</td>
</tr>
<tr>
<td></td>
<td>Mon to Fri 7.30-9.15am</td>
</tr>
<tr>
<td></td>
<td>Plain Street &amp;</td>
</tr>
<tr>
<td></td>
<td>Wellington Square</td>
</tr>
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<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Details</th>
</tr>
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<tbody>
<tr>
<td>Youth Best Mission Australia</td>
<td>6212 8700</td>
</tr>
<tr>
<td></td>
<td>Case Management</td>
</tr>
<tr>
<td></td>
<td>Mon - Fri 8.30am-4.30pm</td>
</tr>
<tr>
<td></td>
<td>Outreach Services</td>
</tr>
<tr>
<td></td>
<td>Tues &amp; Wed 8am-8.30am</td>
</tr>
<tr>
<td></td>
<td>Thurs 2pm-10pm</td>
</tr>
<tr>
<td></td>
<td>Fri 12pm-6pm, 9pm-5am</td>
</tr>
<tr>
<td></td>
<td>Sat 9pm-5am</td>
</tr>
<tr>
<td></td>
<td>For young people</td>
</tr>
<tr>
<td>The Salvation Army Outreach</td>
<td>0427 997 208</td>
</tr>
<tr>
<td></td>
<td>Fri to Sun 7pm-10pm</td>
</tr>
<tr>
<td>Crossroads Assertive Outreach</td>
<td>0450 059 392</td>
</tr>
<tr>
<td></td>
<td>Tues &amp; Thurs 8am-4pm</td>
</tr>
<tr>
<td>Mental Health Community Outreach</td>
<td>Tues to Thurs 7.30am-8am</td>
</tr>
<tr>
<td>Team</td>
<td>Wellington Square</td>
</tr>
<tr>
<td>Specialist Aboriginal Mental Health Service</td>
<td>0418 942 475</td>
</tr>
<tr>
<td></td>
<td>Wed 8.30am-9am</td>
</tr>
<tr>
<td>Street Connect Bus Anglicare</td>
<td>Wellington Square</td>
</tr>
<tr>
<td></td>
<td>0418 942 475</td>
</tr>
<tr>
<td></td>
<td>Mon to Fri 11am-3pm</td>
</tr>
<tr>
<td></td>
<td>Youth 15 - 25 years</td>
</tr>
</tbody>
</table>

City of Perth | 7
### Resource / Day Centres

<table>
<thead>
<tr>
<th>Centre</th>
<th>Phone</th>
<th>Address</th>
<th>Operating Hours</th>
<th>Youth Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passages Resource Centre</td>
<td>9228 1478</td>
<td>22 Palmerston Street, Northbridge, 6003</td>
<td>Mon to Thurs 9am–12pm &amp; 1pm–4pm &amp; Fri 9am–1pm</td>
<td>Youth 12–25 yrs</td>
</tr>
<tr>
<td>The RUHAH Drop-In Centre</td>
<td>9328 7682</td>
<td>33 Shenton Street, Northbridge, 6003</td>
<td>Mon to Fri 8:30am–12:30pm</td>
<td></td>
</tr>
<tr>
<td>Tramby Day Centre, UnitingCare West</td>
<td>9220 1200</td>
<td>Unit 6/5 Aberdeen Street, East Perth, 6004</td>
<td>Mon to Fri 7am–12pm Sat 7am–10am 18 yrs</td>
<td></td>
</tr>
<tr>
<td>Family Foundations Service</td>
<td>9220 1200</td>
<td>Unit 6/5 Aberdeen Street, East Perth, 6004</td>
<td>Mon, Tue &amp; Thurs 3:30pm–6pm</td>
<td></td>
</tr>
<tr>
<td>Hope INC, Metro Church</td>
<td>9427 5013</td>
<td>142–146 Beaufort St, Northbridge, 6003</td>
<td>Mon to Fri 9am–4pm</td>
<td></td>
</tr>
<tr>
<td>The Salvation Army Doorways Program</td>
<td>9260 9599 • 9227 9226</td>
<td>333 William Street, Northbridge, 6003</td>
<td>Mon to Fri 9am–4pm</td>
<td></td>
</tr>
</tbody>
</table>

### Resource / Day Centres Outside of the Inner City

<table>
<thead>
<tr>
<th>Centre</th>
<th>Phone</th>
<th>Address</th>
<th>Operating Hours</th>
<th>Youth Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>St Patrick’s Community Support Centre</td>
<td>9430 4159</td>
<td>12 Queen Victoria Street, Fremantle, 6160</td>
<td>Mon to Fri 8am–3:30pm</td>
<td></td>
</tr>
<tr>
<td>The Shop Front</td>
<td>9371 9109</td>
<td>170 Whatley Crescent, Maylands, 6051</td>
<td>Mon to Fri 11am–2pm (except Public Holidays)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Mon 6:30pm–8pm; Tues &amp; Wed 6pm–8pm</td>
<td></td>
</tr>
</tbody>
</table>

### Employment

<table>
<thead>
<tr>
<th>Centre</th>
<th>Phone</th>
<th>Address</th>
<th>Operating Hours</th>
<th>Youth Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Big Issue Street Magazine Enterprise</td>
<td>9225 7792 • 0416 670 643</td>
<td>249 Hay Street, East Perth, 6004</td>
<td>Mon to Fri 8am–3pm</td>
<td></td>
</tr>
<tr>
<td>Bizlink</td>
<td>9325 5906 • 9300 2177</td>
<td>Unit 9/10 Lord St, East Perth, 6004</td>
<td>Mon to Fri 9am–5pm</td>
<td></td>
</tr>
</tbody>
</table>

### Employment Outside of the Inner City

<table>
<thead>
<tr>
<th>Centre</th>
<th>Phone</th>
<th>Address</th>
<th>Operating Hours</th>
<th>Youth Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mercy Care Workforce Development Centre</td>
<td>9344 2468</td>
<td>Brewer Place, Murdoch, 6061</td>
<td>Mon to Fri 8:30am–4:30pm</td>
<td></td>
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</tbody>
</table>
### Accommodation Providers

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Housing Authority</strong></td>
<td>9476 2444 605 Wellington Street, Perth, 6000 Mon to Fri 9am-4pm</td>
</tr>
<tr>
<td><strong>Household Network</strong></td>
<td>9388 2792 22 Blencowe Street, West Leederville, 6007 Mon to Fri 9am-5pm Youth 16-25 years</td>
</tr>
<tr>
<td><strong>Homeless Accommodation Support</strong></td>
<td>9220 1288 5/5 Aberdeen Street, East Perth, 6004 Mon to Fri 8.30am-4.30pm (via referral only)</td>
</tr>
<tr>
<td><strong>Kensington St Transitional</strong></td>
<td>9323 5159 111 Kensington St, East Perth, 6004 Mon to Fri 8am-4pm Females, 55 years+</td>
</tr>
<tr>
<td><strong>The Beacon</strong></td>
<td>9492 7100 9 Aberdeen St, Northbridge, 6003 24/7 - 18 years+</td>
</tr>
<tr>
<td><strong>Youth Accommodation Support</strong></td>
<td>9329 4480 9am-5pm</td>
</tr>
<tr>
<td><strong>St Bartholomew’s House</strong></td>
<td>9323 5100 7 Lime Street, East Perth, 6004 Admissions 8am-5pm daily</td>
</tr>
</tbody>
</table>

**Transitional Support Service**

The Salvation Army
Refer to map No. 6

**Teenagers in Need of Crisis Accommodation**

Youth Futures WA

**Yeo Housing**
(Youth Externally Supported Housing)

**Accommodation Services Outside the Inner City**

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>CROFT - Inglewood</td>
<td>9272 6111 Mon to Fri 8am-4pm</td>
</tr>
<tr>
<td><strong>SS Central</strong></td>
<td>9272 1333 Mon to Fri 8am-6pm 55 Central Avenue, Maylands, 6051</td>
</tr>
<tr>
<td><strong>Fusion’s Student Household Service</strong></td>
<td>9355 1159 Mon to Fri 8.30am-4.30pm</td>
</tr>
</tbody>
</table>
### Women’s Refuges (Families and Singles)

<table>
<thead>
<tr>
<th>Women’s Refuges (Families and Singles)</th>
<th>Women’s Refuges (Families)</th>
<th>Women’s Refuges (Singles)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harmony Place</td>
<td>Byanda</td>
<td>Nuyara</td>
</tr>
<tr>
<td>9227 6616</td>
<td>9328 7284 · 24/7</td>
<td>9328 7284 · 24/7</td>
</tr>
<tr>
<td>Mon to Fri 9am–5pm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Orna House</td>
<td>Kookkuna</td>
<td>Wyn Carr</td>
</tr>
<tr>
<td>9370 4544 · 24/7</td>
<td>9255 2202 · 24/7</td>
<td>9430 5756 · 24/7</td>
</tr>
<tr>
<td>Kirs House</td>
<td>Warrawee</td>
<td>Zonta</td>
</tr>
<tr>
<td>9274 3684</td>
<td>9335 7977 · 24/7</td>
<td>9364 8028 · 24/7</td>
</tr>
<tr>
<td>0408 885 613 · 24/7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mary Smith</td>
<td></td>
<td>The Salvation Army</td>
</tr>
<tr>
<td>9458 1107 · 24/7</td>
<td></td>
<td>Graceville Centre</td>
</tr>
<tr>
<td>Starwick House</td>
<td></td>
<td>9328 7284 · 24/7</td>
</tr>
<tr>
<td>9398 5080 · 24/7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stirling</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9205 7375 · 24/7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pat Giles</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9300 0340 · 24/7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nardine Wimmin’s Refuge</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9470 3628</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mon to Fri 8am–5pm</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Free Food Assistance

The RUHAM Drop-In Centre
Refer to map No. 2
33 Shenton Street
Northbridge, 6003
Mon to Fri 8.30am–12.30pm
20 years–

Tranby Day Centre
Refer to map No. 3
Unit 5/5 Aberdeen Street,
East Perth, 6004
Mon to Fri 7am–12pm
Sat 7am–10am
18 years–

Passages Resource Centre
Refer to map No. 1
22 Palmerston Street,
Northbridge, 6003
Mon to Thurs 9am–12pm
Fri 9am–1pm
Youth 12–25 years

The Salvation Army Soup Run
Refer to map No. 14
Crono Reserve
Mon to Sun 8am–8.30am
Wellington Square
8.30am–9am

Street Connect Bus
Corner William Street &
Hay Street outside Wesley
Church
Mon to Fri 11am–3pm
Youth 15–25 years

Red Cross Soup Patrol
Refer to map No. 15
Corner Wellington &
Pier Street
6.30pm–6.45pm
Red Cross HQ
6.45pm–7pm

St Albans Anglican Church
Refer to map No. 16
423 Beaufort Street,
Highgate, 6003
Sat 5pm–7pm

Manna Inc
Refer to map No. 17
1300 626 624
Beaufort Street, 6000
Mon to Fri 1.30pm–2.30pm
Sun 1.30pm–2.30pm

Aflame Community Church
Refer to map No. 18
5 Aberdeen Street
Saturday 5.30pm

Perth City Church of Christ
Refer to map No. 19
5 Aberdeen Street
Saturday 6pm

Free Food Assistance Outside the Inner City

St Patrick’s Community Support Centre
9430 4159
12 Queen Victoria Street
Fremantle, 6160
Mon to Fri 8am–4pm

Low Cost Meal Assistance

Govinda’s Hare Krishna Restaurant
Refer to map No. 20
9227 1689
194 William Street, Perth
Mon to Fri 11.30am–7.30pm

The Salvation Army Coffee Booth
Refer to map No. 6
9260 9599
333 William St,
Northbridge, 6003
Mon to Fri 9am–9pm
Shower / Laundry Services

Orange Sky Laundry  (07) 3062 4811
Wellington St (car park Sth)
Tues 5:30pm–8:30pm
Refer to map No. 3.
Rush Drop-In Centre
Thurs 9am–12:30pm
Refer to map No. 2.
Tranby Day Centre
Tues & Fri 7:30am–10:30am
Refer to map No. 3.
St Albans Church
423 Beaufort St, Highgate
Sat 4pm–7pm
Refer to map No. 16.

All day centres have shower facilities. refer to page 8.

Shower / Laundry Services Outside of the Inner City

Orange Sky Laundry  (07) 3062 4811
Pioneer Park, Fremantle
Mon 4pm–7pm
St Paul’s, 12 Victoria St, Fremantle
Mon & Wed
7:30am–10:30am
Wilson Park South Beach, Fremantle
Thurs 2pm–5pm

Education / Recreation

The Footpath Library
Refer to map No. 22
Mon to Sun
Copenhagen, Plant St
8am–8:30am
Wellington Square
11 Wittenoom St
8:30am–9am

On My Feet
Refer to map No. 23
Langley Park playground, Perth, 6000
Mon, Weds & Fri
5:30pm–6pm

Centrelink and Official Documents

Registry of Births, Deaths and Marriages
Refer to map No. 24
1300 305 021
Westralia Square, Level 10,
141 St Georges Terrace, Perth, 6000
Mon to Fri
8:30am–4:30pm

Department of Human Services - Centrelink
Tranby Day Centre
Mon 8:30am–11am
Refer to map No. 3
RUAH Drop-In Centre
Thurs 9am–11am
Refer to map No. 2.
Perth Children’s Court
Fri 9am–11am
Pasquale’s Resource Centre
Fri 9:30am–1pm
Refer to map No. 1.
<table>
<thead>
<tr>
<th>Service</th>
<th>Address</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Relay Service</td>
<td>1800 555 660 - 24/7</td>
<td></td>
</tr>
<tr>
<td>Royal Perth Hospital</td>
<td>9224 2244 197 Wellington Street, Perth, 6000</td>
<td></td>
</tr>
<tr>
<td>Sir Charles Gardner Hospital</td>
<td>6655 3333 Hospital Avenue, Nedlands, 6009</td>
<td></td>
</tr>
<tr>
<td>Health Direct</td>
<td>1800 022 222 - 24/7</td>
<td></td>
</tr>
<tr>
<td>Derbari Yerrigan Health Services</td>
<td>9421 3888 156 Wittenoom Street, East Perth, 6004</td>
<td>Mon to Fri 8:30am-7pm Sat 9am-12pm</td>
</tr>
<tr>
<td>Homeless Healthcare</td>
<td>6260 2902 - 9588 8903 Head Office</td>
<td>Mon to Fri 9am-5pm Drop-In Services</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Rush Drop In Centre</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mon, Wed &amp; Fri 9am-12pm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Referr to map No. 2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tramby Day Centre</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tues &amp; Thurs 7am-10am</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Referr to map No. 3</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ozone Reserve</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mon to Thurs 8am-8:30am</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Referr to map No. 25</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Wellington Square</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mon to Thurs 8:30am-9am</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Referr to map No. 25</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Rainbow your name at the start of the service time</td>
</tr>
<tr>
<td>Nqulla Mia</td>
<td>6456 8628 &amp; 1800 199 688 24/7</td>
<td></td>
</tr>
<tr>
<td>Pregnancy Assistance</td>
<td>9328 2929 195 Lord Street, East Perth, 6004</td>
<td>Mon to Fri 10am-5pm</td>
</tr>
<tr>
<td>SHQ Clinic</td>
<td>9227 6177 70 Roe Street, Northbridge, 6003</td>
<td>Thurs 9:30am-6pm Fri &amp; Sat 9am-12pm</td>
</tr>
<tr>
<td>Street Doctor 360 Health and Community</td>
<td>9376 0200 9269 8221 Passages Resource Centre</td>
<td>Mon 9:30am-4pm</td>
</tr>
<tr>
<td>Women's Health and Family Service</td>
<td>6309 5400 227 Newcastle Street, Northbridge, 6003</td>
<td>9am-4:30pm</td>
</tr>
<tr>
<td>Dental Health WA</td>
<td>9333 0655 Mon to Fri 8:30am-4:30pm</td>
<td></td>
</tr>
<tr>
<td>WA Poisons Information Centre</td>
<td>13 11 26 - 24/7</td>
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Health Outside of the Inner City

St Patrick's Community Support Centre Health Clinic
9430 4159
12 Queen Street, Fremantle, 6160

Counselling

Family Helpline
9223 1100 • 1800 643 000
Helpline 24/7

Kids Helpline
1800 55 1800
Helpline 24/7

Mensline
On the Line
1300 78 99 78
Helpline 24/7

Men’s Domestic Violence Helpline
9223 1199 • 1800 000 599
Helpline 24/7

Quitline
13 78 48
Mon to Fri 8am–8pm
Sat 12.30pm–3.30pm

Suicide Call Back Centre
1300 659 467
Helpline 24/7

Women’s Domestic Violence Helpline
9223 1188 • 1800 007 339
Helpline 24/7

Gambling Help Line
1800 858 858
Helpline 24/7

The Samaritans Crisis Line
13 52 47 • Helpline 24/7

Domestic Violence Advocacy Support
9227 5852

The Samaritans Youliline WA
1800 198 313
Helpline 24/7

Youlilink
Refer to map No. 34

Inner City Community Mental Health Service
9224 1720
70 Murray Street, Perth, 6000
Mon to Fri 8.30am–4.30pm

Youth Focs
9218 0477
176 Witte ono Street, East Perth, 6004
Mon to Fri 9am–5pm

Counselling Services Outside of the Inner City

Indigenous Family Violence Program
UnitingCare West
9335 4885
10-12 Market Street, Fremantle, 6160
Mon to Thurs 8.30am–4pm
**Drug and Alcohol Assistance**

- **Alcohol and Drug Support Line**
  - 9442 5000 · 1800 198 024
  - Helpline 24/7

- **Meth Helpline**
  - 1800 874 878
  - Helpline 24/7

- **Next Step Drug and Alcohol Services**
  - 9219 1919
  - 32 Moore Street
  - East Perth, 6004
  - Mon to Fri 9am–4pm

- **Aboriginal Alcohol and Drug Service**
  - 9221 1411
  - 211 Royal Street
  - East Perth, 6004
  - Mon to Thurs 8.30am–12.30pm & 1.30pm–5pm
  - Friday 8.30am–12.30pm

- **Drug and Alcohol Youth Services (DAYS)**
  - Mission Australia
  - 9226 6300 · 9222 6301
  - 129 Hill Street
  - East Perth, 6004
  - Youth 12–19 years

- **Parent and Family Drug Support**
  - 9442 5050 · 9442 5020
  - Helpline 24/7

---

**The Bridge House Program**
**The Salvation Army**
Refer to map No. 36

- **Cyrenian House**
  - 9232 9200
  - 318 Fitzgerald Street
  - Northbridge, 6003
  - Mon to Thurs 9am–9pm
  - Tues & Wed 9am–5pm
  - Fri 9am–4.30pm

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**Helping Families with Addiction**

- **Fresh Start Recovery Program**
  - 9381 1333
  - 65 Townsend Road
  - Subiaco, 6008
  - Mon to Fri 9am–5pm

---

**Advocacy**

- **Daydawn Advocacy Centre**
  - 9218 6035
  - 9/5 Aberdeen Street, Perth, 6000
  - Mon to Thurs 8.30am–130pm

- **Multicultural Women's Advocacy Service**
  - 9338 120 · 9227 8122
  - Mon to Fri 8.30am–4.30pm
### Street Law

<table>
<thead>
<tr>
<th>Street Law Centre WA Inc</th>
<th>1800 752 992</th>
</tr>
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<tr>
<td><strong>Drop-In Services</strong></td>
<td>Tranby Day Centre</td>
</tr>
<tr>
<td></td>
<td>Refer Map No. 3</td>
</tr>
<tr>
<td></td>
<td>Fri 8:30am–10:30am</td>
</tr>
<tr>
<td></td>
<td><strong>RIAH Drop In Centre</strong></td>
</tr>
<tr>
<td></td>
<td>Refer to map No. 2</td>
</tr>
<tr>
<td></td>
<td>Every second Tuesday</td>
</tr>
<tr>
<td></td>
<td>10am–12pm</td>
</tr>
<tr>
<td></td>
<td><strong>Passages Resource Centre</strong></td>
</tr>
<tr>
<td></td>
<td>Refer to map No. 1</td>
</tr>
<tr>
<td></td>
<td>Every second Wednesday</td>
</tr>
<tr>
<td></td>
<td>10:30am–12pm</td>
</tr>
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### Street Law Outside the Inner City of Perth

<table>
<thead>
<tr>
<th>St Patrick's Community Support Centre</th>
<th>12 Queen Victoria Street</th>
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<tbody>
<tr>
<td></td>
<td>Fremantle 6160</td>
</tr>
<tr>
<td></td>
<td>Tue 9:30am–11am</td>
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Contact Us

27 St Georges Terrace, Perth WA 6000
GPO Box C120, Perth WA 6839
(08) 9461 3333 | www.perth.wa.gov.au
info.city@cityofperth.wa.gov.au
perth.wa.gov.au

This publication is available in other formats and languages on request.

Printing of the Homeless Services in the Inner City brochure was made possible through the support from Department of Child Protection and Family Support

Government of Western Australia
Department for Child Protection and Family Support
Appendix 4

Homeless Services in the Inner City Map
Appendix 5  
Official Outreach Services operating within the City of Perth  

Current Official Outreach Services operating from stationary locations within the City of Perth

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Ozone Reserve</th>
<th>Wellington Square</th>
<th>Pier Street</th>
<th>Goderich Street cnr Bishops Row</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Salvation Army soup kitchen</td>
<td>Mon- Fri 8.00-8.30am</td>
<td>Mon- Fri 8.30-9.00am</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ruah – Street to home</td>
<td>Mon- Fri 8.00-8.30am</td>
<td>Mon- Fri 8.30-9.00am</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Homeless Healthcare</td>
<td>Mon- Fri 8.00-8.30am</td>
<td>Mon- Fri 8.30-9.00am</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mental Health Community Outreach Team</td>
<td>Wed 8.00-8.20am</td>
<td>Mon- Fri 8.20-9.00am</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Specialist Aboriginal Mental Health Service</td>
<td></td>
<td>Wed 8.30-9.00am</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Street Doctor 360 Health and Community</td>
<td></td>
<td></td>
<td>Tues, Thurs 5.30-8.30pm</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Sat 3.30-8.30pm</td>
<td></td>
</tr>
<tr>
<td>Orange Sky Laundry</td>
<td></td>
<td></td>
<td>Tues 5.30-8.30pm</td>
<td></td>
</tr>
<tr>
<td>Red Cross Soup Patrol</td>
<td></td>
<td></td>
<td>Mon- Sun 6.30-6.45pm</td>
<td>Mon- Sun 6.45-7.00pm</td>
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</table>

There are a number of other official generic outreach providers that provide food and support though these services are directed more by the locations known to be frequented by homeless people they are trying to engage.
## Current Official Outreach Services that roam within the City of Perth

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Operating times</th>
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</thead>
<tbody>
<tr>
<td>Nyoongar Outreach Services Inc</td>
<td>Mon-Fri 11am-7pm, Fri-Sat 8pm-4am</td>
</tr>
<tr>
<td>Street Chaplains</td>
<td>Fri 10am-4pm, 11pm-Sat 4am, Sat 11pm- Sun 4am</td>
</tr>
<tr>
<td>Youth Beat</td>
<td>Tues-Wed 8-8.30am, Thurs 2-10pm, Fri 12-8pm, 9pm-5am, Sat 9pm-5am</td>
</tr>
<tr>
<td>Salvation Army Outreach</td>
<td>Sat-Sun 7-11pm</td>
</tr>
<tr>
<td>Crossroads Assertive Outreach</td>
<td>Tues &amp; Thurs 8am-4pm</td>
</tr>
<tr>
<td>Street Connect Bus - Anglicare</td>
<td>Mon-Fri 11am-3pm</td>
</tr>
</tbody>
</table>
References


Homelessness Australia (2017). A National Homelessness Strategy: Why we need it. Strengthening the service response to people who are homeless or at risk of homelessness.

Housing First in Australia. AHURI.


Mason., C.,Grimbeek. (2013) A Housing First approach to homelessness in Brisbane: Sustaining tenancies and the cost effectiveness of support services.


## Version Control

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<td>Endorsed by City of Perth Council</td>
<td>13 February 2018</td>
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<td>Amendment to include 2016 census data</td>
<td>26 April 2018</td>
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