

**WESTERN AUSTRALIAN**

**STATE HOMELESSNESS STRATEGY**

**REPORT AGAINST PERFORMANCE INDICATORS**

**AS AT 30 JUNE 2005**

## Foreword

In 2001 the Western Australian Government commissioned the State Homelessness Taskforce to investigate homelessness in Western Australia and make recommendations to address the causes and propose strategies to reduce the incidence of homelessness in the community. The Taskforce presented its report in January 2002.

The Government's response to the report was released on 9 May 2002 when the Premier, the Hon Dr Geoff Gallop, MLA announced funding of \$32 million over four years for the *Western Australian State Homelessness Strategy* to address homelessness and social exclusion.

The Cabinet Standing Committee on Social Policy established a monitoring committee to oversee and report on the implementation of the Government's Response to the State Homelessness Taskforce Report.

### State Homelessness Strategy Monitoring Committee Terms of Reference

- To monitor the implementation of the Government response to the Report of the State Homelessness Taskforce.
- To develop performance indicators to measure Government performance in responding to the Taskforce recommendations.
- To prepare an annual report to the Cabinet Standing Committee on Social Policy, against these performance indicators, with the first report due in May 2003.
- To prepare an evaluation report on the implementation of the recommendations for submission to Cabinet in December 2003.

The April 2004 meeting of the Cabinet Standing Committee on Social Policy agreed that the State Homelessness Strategy Monitoring Committee would continue until December 2005 to complete its work.

One of the tasks of the monitoring committee was to develop performance indicators to measure Government performance in responding to the Taskforce recommendations. The Monitoring Committee contracted consultants Social Systems and Evaluation to develop an outcome framework and evaluation plan, which have been used as the basis for this Performance Indicator Report.

The information presented in this report, shows how the State Homelessness Strategy and other State Government initiatives has impacted on service provision to homeless people and marginalised groups.

## Measuring Homelessness in Western Australia

The aim of the State Homelessness Strategy is to reduce homelessness. The State Homelessness Taskforce identified three broadly accepted categories of homelessness:

- primary homelessness or those that are sleeping rough without a roof over their head;
- secondary homelessness or those in crisis accommodation services or staying with friends or relatives; and
- tertiary homelessness where people are living in insecure accommodation such as boarding houses, caravan parks or rooming houses.

Enumeration of the homeless population has now been attempted in two Australian Bureau of Statistics (ABS) census of population. Counts of homeless people in Western Australia<sup>1</sup> at the time of the 1996 and 2001 census were:

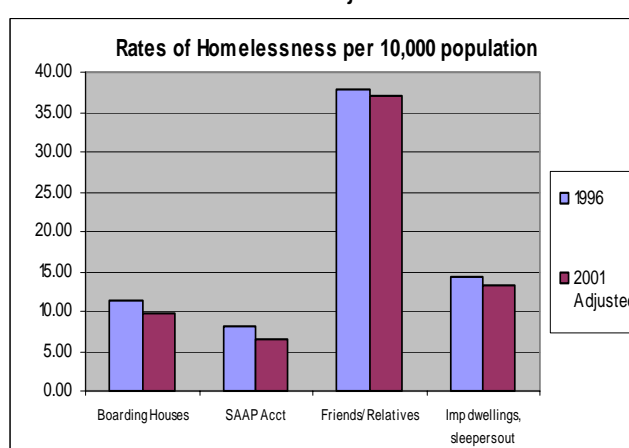
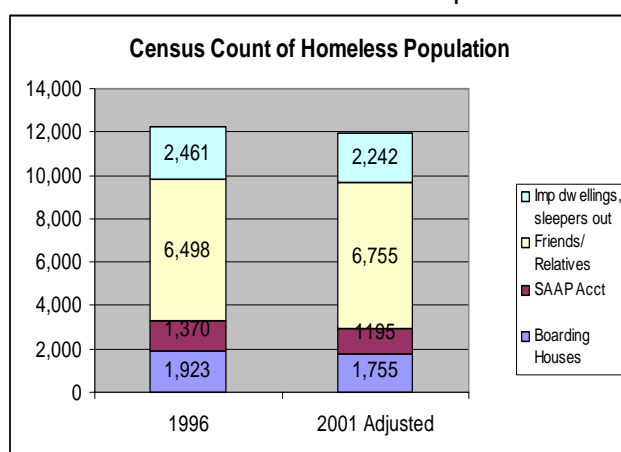
Accommodation Type	1996	2001	Difference
Boarding Houses	1,923	1,755	Decrease of 168
SAAP <sup>2</sup> Accommodation	1,370	945	Decrease of 425
Friends/Relatives	6,498	6,755	Increase of 257
Improvised dwellings, sleepers out	2,461	2,242	Decrease of 219
<b>TOTAL</b>	<b>12,252</b>	<b>11,697</b>	<b>Decrease of 555</b>

However “a comparison of the SAAP figure with a Departmental count of accommodated clients in SAAP in May 2001 suggests an under count of 200-250 in the number of SAAP clients in metropolitan Perth.”<sup>3</sup> Discussions have been held with the researchers to overcome this problem in the 2006 census collection. The table below shows the data adjusted for an additional 250 people in SAAP accommodation, as well as the rates per 10,000 of population in each category of homelessness.

Accommodation Type	1996		Adjusted 2001 figures	
	Number	Rate per 10,000 of population	Number	Rate per 10,000 of population
Boarding Houses	1,923	11.23	1,755	9.6
SAAP Accommodation	1,370	8.0	1195	6.54
Friends/Relatives	6,498	37.9	6,755	36.95
Improvised dwellings, sleepers out	2,461	14.37	2,242	13.26
<b>TOTAL</b>	<b>12,252</b>	<b>71.5</b>	<b>11,947</b>	<b>65.4</b>

Given the qualifications noted above, it is reasonable to assume that the number of homeless people in Western Australia is relatively unchanged from 1996, at around 12,000. However as the population of Western Australia has increased during this time, even with the adjusted figures, the rate of homelessness has declined slightly in all categories.

The tables below illustrate the comparison between the 1996 data and the adjusted 2001 data.



<sup>1</sup> \* WA Figures provided by Chamberlain and McKenzie – based on Australian Bureau of Statistics (ABS) Occasional Paper 2041.0 – Counting the Homeless 1999, and Counting the Homeless WA 2001.

<sup>2</sup> The Supported Accommodation Assistance Program (SAAP) is a Commonwealth/State program providing funding to services for people who are homeless, and women and children escaping domestic violence.

<sup>3</sup> Chamberlain and McKenzie Counting the Homeless WA 2001.

The Chamberlain and McKenzie research has now formed the basis of an estimation of the extent of homelessness every five years. The adjusted 2001 data will be used as a baseline for future reference. Refinements to the data collection process will improve the accuracy each time.

## **Reporting on the State Homelessness Strategy**

The State Homelessness Strategy Monitoring Committee produces quarterly progress reports to the Cabinet Standing Committee on Social Policy, which show the status of the implementation of each of the State Homelessness Strategy initiatives. These reports can be accessed via the State Homelessness Strategy website [www.homeless.dhw.wa.gov.au](http://www.homeless.dhw.wa.gov.au).

This Performance Indicator report does not repeat the information in the progress reports, but concentrates on reporting against baseline data, which can be used to measure the impact of the Strategy.

# EXECUTIVE SUMMARY

The State Homelessness Strategy was released in May 2002. A Monitoring Committee was formed to oversee the implementation of initiatives. Regular reports on the implementation status of each of the recommendations from the State Homelessness Taskforce are placed on the homelessness website [www.homeless.dhw.wa.gov.au](http://www.homeless.dhw.wa.gov.au). The Government is committed to making a difference through this strategy and has charged the Monitoring Committee with responsibility for developing performance indicators, providing an annual report to the Standing Committee on Social Policy and preparing an evaluation report.

This is the third report against performance indicators. The performance indicators were developed with the assistance of an independent consultant "Social Systems and Evaluation" contracted to develop an outcome framework and evaluation plan for the strategy. This report uses the framework to collate the data and assess against baselines.

The priority outcomes for the State Homelessness Strategy are:

- People in need of accommodation are suitably accommodated
- People are assisted through important transitions
- People are able to sustain accommodation once suitably accommodated.

While it is understood that these outcomes may be influenced by factors beyond the control of the Western Australian Government, the framework was used to develop a hierarchy of indicators that can be used to assess the overall impact of the Strategy. The Table on page 8 illustrates the relationship between the outcomes and indicators reported in this document.

The hierarchy includes a set of headline indicators that provide a snapshot at any given time of the factors expected to impact on the level of homelessness in Western Australia that the State Homelessness Strategy seeks to address (these are the aggregated effects of many initiatives).

There is also a set of strategic change indicators based around the areas for action identified in the Government's Response. They have been chosen because movement in them will impact on the priority outcomes and will show-up in the headline indicators.

The data for these indicators has been provided by the Government agencies responsible for implementing the strategy. In some areas, the data has not been collected before, and reporting is not possible. In other areas, data collection has been ongoing and up to four years of completed data is provided to show trends. The year 2001/2002 has been chosen as the baseline year for comparison as the Strategy was announced in May 2002 and work commenced in 2002/03. Notwithstanding factors beyond our control, movements from this time should demonstrate the impact of the State Homelessness Strategy initiatives.

## Trends and Influences

This is the third annual Report against Performance Indicators for the State Homelessness Strategy. The first two reports as at 30 June 2003 and 2004 identified a number of trends indicating that the Strategy was making a difference. This report builds on that information and generally this trend appears to be continuing. However there have been a number of contextual changes in Western Australia which have impacted on the indicators measured in this report. Some of these are:

- There is currently a high rate of employment in Western Australia.
- There is a low vacancy rate for private rental properties and rents have increased
- Increasing numbers of refugees entering Western Australia, many with large families, seeking accommodation through Homeswest.
- There were significant numbers of people assisted directly into private rental accommodation and to maintain existing tenancies by the new programs established through the Strategy.

- The Australian Governments Family Payment of \$600 per child was introduced in June 2004. Emergency relief and financial assistance providers reported anecdotally an immediate temporary decrease in families seeking financial assistance.
- The number of people accessing sobering up shelters has increased as a result of increased funding from the Drug and Alcohol Strategy providing additional sobering up shelter beds.

Some of these changes may be natural fluctuations and further years data will reveal if this is the case. While most indicators continued in the same direction the following changes in indicator data in 2004/05 are worth noting:

- the number of people seeking emergency accommodation assistance from the Homeless Helpline and DCD Crisis Care decreased;
- the number of people accessing Homeswest bond loans for private rental purposes decreased;
- the number of Homeswest accounts in arrears declined in 2004/05 while the number of people in arrears on their bond loan accounts has fallen steadily over the past four years;
- The waiting time for priority applicants to be housed in public housing increased;
- the number of people from culturally and linguistically diverse backgrounds on the general waiting list increased; and
- The number of people accessing financial counselling services declined for the first time after rising steadily for three years in a row.

The Headline Indicators as at 30 June 2005 show the following trends:

## Headline Indicator 1 - Affordable Housing - Summary of Trends

The Headline Indicator *Affordable Housing* measures the accessibility of affordable housing or suitable alternative accommodation, for people who are homeless or marginally housed. The data provided on the following pages shows the following trends:

- **Indicator 1.1: Increase in amount of social housing stock**  
*On 30 June 2005 there were 39,319 dwelling units in the social housing stock, compared to the baseline of 38,981 units on 30 June 2002, an increase of 338 units.*
- **Indicator 1.2: Decrease in overcrowding in social housing and in the community**  
*Australian Bureau of Statistics Census data, indicates an increase in the number of people sharing with friends or relatives in 2001 compared to 1996, however, the rate per 10,000 of population had declined.*  
*Since 1997 survey figures have indicated there are 2-3 times as many people living in Aboriginal households in remote communities than in the general non-Aboriginal population.*
- **Indicator 1.3: Quicker time to allocation for those in greatest need of public housing**  
*There was an initial reduction in waiting times for both general and Aboriginal priority applicants for public housing in 2001/02. This level was sustained for two years for Aboriginal priority applicants and three years for general priority applicants before rising again in 2003/04 and 2004/05 respectively. Due to the emphasis on priority applicants the time to allocation on the general waiting list has increased.*
- **Indicator 1.4: Decrease in unmet demand for crisis and short term supported accommodation**  
*It is estimated there is an unmet demand of around 30 – 50 potential Supported Accommodation Assistance Program (SAAP) clients, with 20 – 40 accompanying children, who are unable to be accommodated on an average daily basis. Due to changes in data collection methodology it is not possible to infer a trend.*

- **Indicator 1.5: Decrease in the number of people in housing stress**

- **due to overcrowding**

*In the 1996 Census there were nearly 6,500 people in housing stress as indicated by living in shared accommodation. In 2001 (baseline year) the number had risen to 6,755. However, due to population increase, the rate of overcrowding per 10,000 of population had declined slightly.*

- **due to affordability**

*Data on recipients of Commonwealth Rent Assistance (CRA) show 20,000 - 22,000 people on low incomes in Western Australia living in private rental accommodation and paying more than 30% of their income in rent. There has been a slight reduction in both number and percentage of CRA recipients in housing stress from the baseline at June 2002 (21,663, 31.5%) to March 2005 (20,350, 29.8%).*

## Headline Indicator 2 - People in Transition - Summary of Trends

The Headline Indicator *People in Transition* measures the extent to which Individuals and families are assisted through important transitions. The data provided on the following pages shows the following trends:

- **Indicator 2.1: Decrease in the number of people entering crisis and short term accommodation due to evictions, substance abuse and financial problems**

*Compared with the baseline year of 2001/02, in 2004/05 considerably fewer people sought accommodation in SAAP services due to drug/alcohol abuse or financial difficulty, while the numbers seeking accommodation citing psychiatric illness, or who had recently left an institution decreased slightly. Numbers seeking accommodation citing eviction/previous accommodation ended, psychiatric illness, or who had recently left an institution decreased slightly.*

- **Indicator 2.2: Increase in support services to individuals and families in transition**

*The State Homelessness Strategy funded new services which opened in 2003/04 to assist people leaving prison, and young people leaving care.*

- **Indicator 2.3: Number of people in hospitals because of accommodation issues**

*Two snapshot surveys have now been undertaken to determine how many people could not be discharged from hospital until suitable supported accommodation was arranged. A snapshot in September 2002 counted 74 people and January 2004 counted 69. It is too early to determine if this is a trend or a natural variation.*

## Headline Indicator 3 - Stability in Housing - Summary of Trends

The Headline Indicator *Stability in Housing* measures stability in housing for families and individuals in vulnerable groups. The data provided on the following pages shows these trends:

- **Indicator 3.1: Increase in housing stability for vulnerable groups**

*Over the last five years the length of public housing tenancies for those properties which were vacated during the year has remained steady at around 40 months for Aboriginal tenancies and 50 months for non-Aboriginal tenants. In 2004/05 the average length of tenancy for Aboriginal tenants was 42.4 months and for non-Aboriginal tenants it was 54.6 months.*

- **Indicator 3.2: Decrease in terminations, evictions and abandonments of public housing properties**

*From the baseline year of 2001, to 2003 termination notices, court orders, vacated properties and bailiff evictions rose, accompanied by a steady increase in restored tenancies. However in 2004 the number of termination notices decreased markedly for non-Aboriginal tenants, and slightly for Aboriginal tenants, while restored tenancies were lower for both groups. Bailiff evictions were lower for Aboriginal tenants and higher for non-Aboriginal tenants.*

## Strategic Change Indicators

There are also six *Strategic Change Indicators* incorporating 31 measures. These Indicators are based around the areas for action identified in the Government's Response to the State Homelessness Taskforce. They have been chosen because movement in them will impact on the priority outcomes and will show up in the headline indicators.

The six Strategic Change Indicators are:

### **Indicator 4 - Social Housing**

The level of Commonwealth and State funding has a direct impact on the construction or purchase of social housing. The Government response, for example, makes reference to seeking increased funding from the Commonwealth (to be matched by the State) to increase the amount of social housing that is affordable for low-income households.

### **Indicator 5. Aboriginal Housing and Infrastructure**

Housing is a high priority for Aboriginal Australians. These indicators reflect the level of funding available for Aboriginal housing, the extent of Aboriginal control and the quality of housing. Funding and durability of housing, including the need for major upgrades, directly impacts the construction or purchase of additional Aboriginal housing.

### **Indicator 6. Supported Accommodation**

The role of short and long-term supported accommodation is important in addressing homelessness among vulnerable groups.

### **Indicator 7. Private Rental Market**

Access to affordable housing in the private rental market is an important adjunct to publicly funded social housing.

### **Indicator 8. Support and Advocacy**

The impact on homelessness of support and advocacy services to access and sustain accommodation is critical. The availability of support to access suitable accommodation will impact on the demand for emergency accommodation. The availability of support to sustain accommodation will impact on the rate of repeat admissions to short-term and emergency accommodation and to the avoidance of adverse consequences that result in homelessness.

### **Indicator 9. Specialist Services**

People who are at risk of homelessness, are currently homeless or have been homeless frequently have high support needs and may require specialist services to maintain their health and well being.

### **Indicator 10. Co-operation and collaboration**

Very few of the initiatives in the Government's Response involve just one agency; many require two or more agencies to collaborate for implementation to be effective.

Data relating to these indicators is contained in the following report.

## HIERARCHY OF INDICATORS<sup>4</sup>

### Priority Outcomes

- People in need of accommodation suitably accommodated
- People assisted through important transitions
- People able to sustain accommodation once suitably accommodated

### Headline Indicators

Headline Indicators provide a snapshot at any given time of the factors expected to impact on the level of homelessness in Western Australia which the State Homelessness Taskforce and the Government's Response have set out to address. (aggregated effects of many initiatives)

<b>1. Affordable Housing</b> 1.1 Increase in amount of social housing stock. 1.2 Decrease in overcrowding in social housing and in the community. 1.3 Quicker time to allocation for those in greatest need of public housing. 1.4 Decrease in unmet demand for crisis and short term supported accommodation. 1.5 Decrease in the number of people in housing stress.	<b>2. People in Transition</b> 2.1 Decrease in the number of people entering crisis and short term accommodation due to evictions, substance abuse and financial problems. 2.2 Increase in support services to individuals and families in transition. 2.3 Number of people in hospitals because of accommodation issues.	<b>3. Stability in Housing</b> 3.1 Increase in housing stability for vulnerable groups. 3.2 Decrease in terminations, evictions and abandonments of public housing properties.
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### Strategic Change Indicators

The Strategic Change Indicators are based around the areas for action identified in the Government's Response. They have been chosen because movement in them will impact on the priority outcomes and will show-up in the headline indicators.

<b>4. Social Housing</b> 4.1 Increase in the level of public housing funding by the State. 4.2 Increase in the level of public housing funding by the Commonwealth. 4.3 Decrease in the number of people on priority and general waiting lists for public housing.	<b>5. Aboriginal Housing and Infrastructure</b> 5.1 Increase in the level of State funding for Aboriginal housing. 5.2 Increase in the level of Commonwealth funding for Aboriginal housing. 5.3 Increase in Aboriginal management of Community Housing properties. 5.4 Increase in Aboriginal occupancy of Community Housing properties. 5.5 Increase of major upgrades of Aboriginal housing stock. 5.6 Increase in Aboriginal people at community level involved in decision-making process. 5.7 Increase in tenant satisfaction with habitability and cultural appropriateness of housing.	<b>6. Supported Accommodation</b> 6.1 Increase in availability of appropriately located short and long term supported accommodation for vulnerable groups 6.2 Decrease in waiting time from application to allocation for long term supported accommodation. 6.3 Decrease in unmet demand and supply of crisis and short term supported accommodation.
<b>7. Private Rental Market</b> 7.1 Increase in the number of vulnerable people accessing private rental by an increase in bond loans issued. 7.2 Numbers in receipt of Commonwealth Rent Assistance.	<b>8. Support and Advocacy</b> 8.1 Decrease in the length of stay in supported accommodation. 8.2 Decrease in repeat admissions to supported accommodation. 8.3 Increase in number of people remaining connected to utilities, remaining housed. 8.4 Reduction in number of people with housing related debt. 8.5 Increase in use of services by people who are homeless or at risk of homelessness.	<b>9. Specialist Services</b> 9.1 Increase in the availability of sobering up shelters in areas of high need. 9.2 Increase in use of mobile medical services. 9.3 Increase in support services for children of homeless parents.
<b>10. Co-operation and Co-ordination</b> 10.1 Evidence of cooperation and collaboration on homelessness issues at policy and operational levels of across participating agencies.		

<sup>4</sup> This table has been modelled on the "Hierarchy of Intended Outcomes" table developed by consultants Social Systems and Evaluation in their unpublished report *Western Australian State Homelessness Strategy – Outcome Framework and Evaluation Plan*.

## Headline Indicators

*The headline indicators provide a snapshot at any given time of the factors expected to impact on the level of homelessness in Western Australia which the State Homelessness Taskforce and the Government's response have set out to address.*

### 1. Affordable Housing - Summary of Trends

*Measuring the accessibility of affordable housing or suitable alternative accommodation for people who are homeless or marginally housed. The data provided on the following pages shows these trends:*

- **Indicator 1.1: Increase in amount of social housing stock**

*On 30 June 2005 there were 39,319 dwelling units in the social housing stock, compared to the baseline of 38,981 units on 30 June 2002, an increase of 338 units.*

- **Indicator 1.2: Decrease in overcrowding in social housing and in the community**

*Australian Bureau of Statistics Census data, indicates an increase in the number of people sharing with friends or relatives in 2001 compared to 1996, however, the rate per 10,000 of population had declined.*

*Survey figures indicate there are 2-3 times as many people living in Aboriginal households in remote communities than in the general population.*

- **Indicator 1.3: Quicker time to allocation for those in greatest need of public housing**

*There was an initial reduction in waiting times for both general and Aboriginal priority applicants for public housing in 2001/02. This level was sustained for two years for Aboriginal priority applicants and three years for general priority applicants before rising again in 2003/04 and 2004/05 respectively. Due to the emphasis on priority clients the time to allocation on the general waiting list has increased. .*

- **Indicator 1.4: Decrease in unmet demand for crisis and short term supported accommodation**

*It is estimated there is an unmet demand of around 30 – 50 potential SAAP clients, with 20 – 40 accompanying children, who are unable to be accommodated on an average daily basis. Due to changes in data collection methodology it is not possible to infer a trend.*

- **Indicator 1.5: Decrease in the number of people in housing stress**

- **due to overcrowding**

*In the 1996 Census there were nearly 6,500 people in housing stress due to living in shared accommodation. In 2001 (baseline year) the number had risen to 6,755. However, due to population increase, the rate of overcrowding per 10,000 of population had declined slightly.*

- **due to affordability**

*Data on recipients of Commonwealth Rent Assistance (CRA) showed 20,000 - 22,000 people on low incomes in Western Australia living in private rental accommodation and paying more than 30% of their income in rent. There has been a slight reduction in both number and percentage of CRA recipients in housing stress from the baseline at June 2002 (21,663, 31.5%) to March 2005 (20,350, 29.8%).*

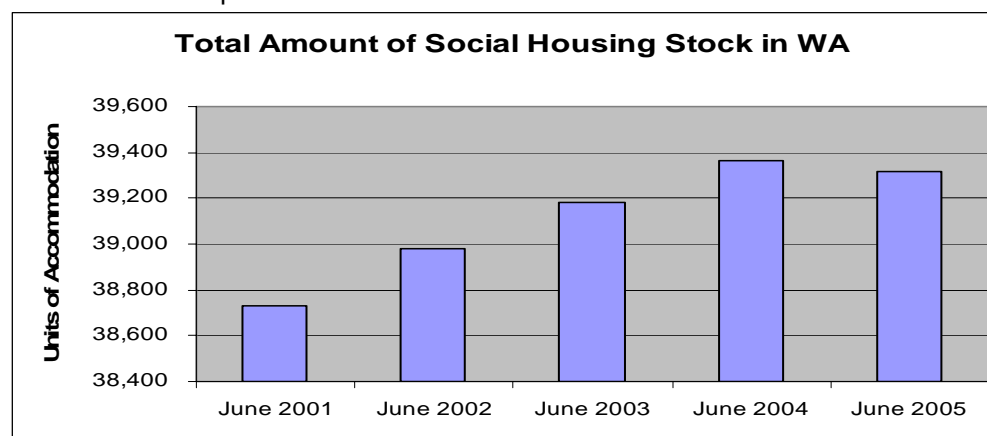
### Indicator 1.1 – Increase in amount of social housing stock

On 30 June 2005 there were 39,319 dwelling units in the social housing stock, compared 38,981 units on 30 June 2002 (the baseline year), an increase of 338 units.

#### Amount of social housing stock - units of accommodation

	As at 30 June 2001	As at 30 June 2002 Baseline	As at 30 June 2003	As at 30 June 2004	As at 30 June 2005
Public housing	32,611	32,558	32,515	32,536	32,393
Public Housing – Joint Venture – Resident Funded Retirees	N/A	109	119	119	119
Community Housing Program (CHP)	667	734	789 <sup>5</sup>	828	836
Community Housing Joint Venture Properties	1,556	1,614	1,708	1,752	1,800
Aboriginal housing and Communities	2,500	2,510	2,510	2,502	2,477
	1,023	1,062	1,115	1,182	1,223
Crisis Accommodation Program (CAP)	373	394	425 <sup>6</sup>	447	471
<b>Total</b>	<b>38,730</b>	<b>38,981</b>	<b>39,181</b>	<b>39,366</b>	<b>39,319</b>

Source: Department of Housing and Works Annual Reports



<sup>5</sup> The number of CHP properties as at June 2003 was incorrectly reported as 843 in previous reports. This affected the total for that year.

<sup>6</sup> The number of CAP properties as at June 2003 was incorrectly reported as 453 in previous reports. This affected the total for that year.

## **Indicator 1.2 - Decrease in overcrowding in social housing and in the community**

### **1.2.1 Overcrowding in the community - shared accommodation**

The data below shows that although there were more people sharing with friends or relatives in 2001 compared to 1996, the rate per 10,000 of population had declined. As the State Homelessness Strategy was implemented in May 2002, the 2001 figures set a benchmark (or baseline) against which to measure progress in this area for future years. The next ABS Census will be undertaken in August 2006.

	<b>1996 ABS Census Data Western Australia</b>	<b>2001 ABS Census Data Western Australia Baseline</b>
Number of people living in shared accommodation, with friends or relatives because they had no usual address	6,498	6,755
Rate per 10,000 of population	37.9	36.95

Source: Chamberlain and McKenzie – based on Australian Bureau of Statistics (ABS) Occasional Paper 2041.0 – Counting the Homeless 1999  
Chamberlain and McKenzie - Counting the Homeless WA - 2001

### **1.2.2 Average number of people per dwelling in the general community**

	<b>1996 ABS Census Data Western Australia</b>	<b>2001 ABS Census Data Western Australia Baseline</b>
Number of people in private dwellings	1,659,055	1,786,222
Number of private dwellings	620,345	659,664
<b>Average number of people per dwelling</b>	<b>2.67</b>	<b>2.71</b>

Source: Australian Bureau of Statistics

### 1.2.3 Average number of people per dwelling in Aboriginal communities

The data below shows there are 2-3 times as many people living in Aboriginal households in remote communities than in the general non-Aboriginal population.

Note: Average persons per WA household in 1999 were 2.5 (Source Australian Social Trends 2002, 4102.0 page 167.)

		1997	1999	2001 Baseline	2003	2004
<b>Environmental Health Needs Survey (DIA)</b>	Total usual population	15,696	No Data Collection	No Data Collection	16,719	16,952
	Total number of permanent dwellings	2,119			2,388	2490
	<b>Average Number of People per dwelling</b>	<b>7.4</b>			<b>7.0</b>	7.04
<b>Community Housing and Infrastructure Needs Survey (ATSIC)</b>	Total usual population	No Data Collection	17,161	16,558	No Data Collection	No Data Collection
	Total number of permanent dwellings		3,074	2,978		
	<b>Average Number of People per dwelling</b>		<b>5.6</b>	<b>5.6</b>		

Note: Figures for EHNS are at 30 June 2004. It should be noted that approximately 40 communities either did not want to participate in the survey or did not return survey forms.

The Community Housing and Infrastructure Needs Survey (CHINS) data is not reliable and effectively there has been no major change from 1999-01. The next CHINS is to be conducted in 2006. EHNS data will give a far more accurate figure as a proper count is being done on each household. This is a WA survey only.

Source: Department of Housing and Works, Aboriginal Housing and Infrastructure Directorate, Policy Unit

**Indicator 1.3 – Quicker time to allocation for those in greatest need of public housing**

The data below shows that over the last five years since 2000/01, the average time for allocation of priority housing has reduced slightly. There was a reduction in waiting times for both general and Aboriginal priority applicants for public housing in 2001/02. This level was sustained for two years for Aboriginal priority applicants and three years for general priority applicants before rising again in 2003/04 and 2004/05 respectively. Due to the emphasis on priority and special needs clients the time to allocation on the general waiting list has increased.

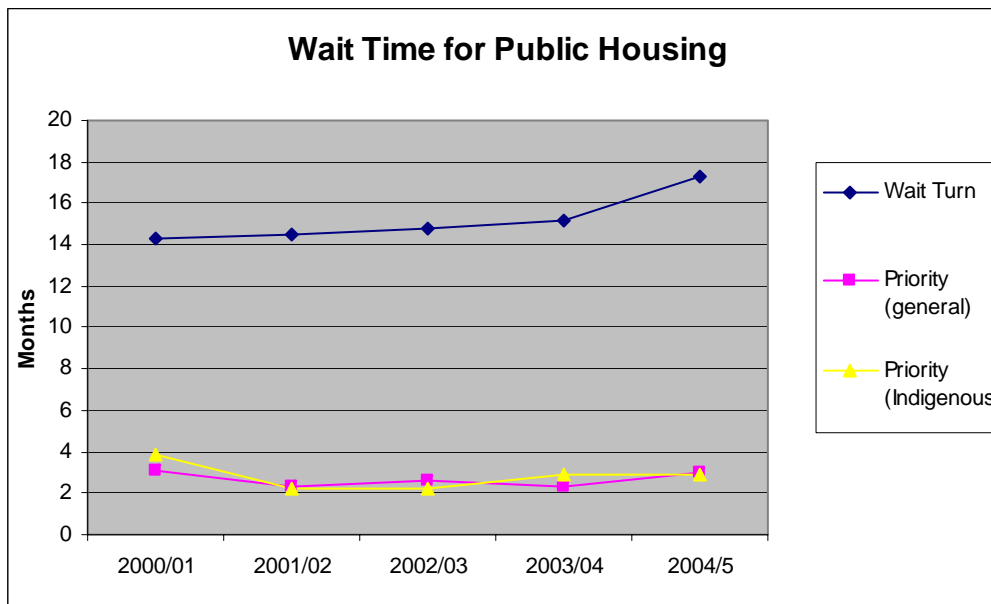
**Time to allocation – public housing – months**

	2000/2001	2001/2002 Baseline	2002/03	2003/04	2004/05
Average time to allocation of public housing (general) - Wait Turn (Note 1)	14.33	14.5	14.76	15.2	17.3
Average time to allocation of public housing (general) - Priority (Note 2)	3.1	2.3	2.6	2.3	3.0
Average time to allocations of public housing (Aboriginal) - Priority (Note 3)	3.9	2.2	2.2	2.9	2.9

Source: Department of Housing and Works - Annual Reports

Note 1: Wait Turn -Time is calculated from the date application is lodged.

Note 2 & 3: Priority -Time is calculated from the date the application assessed as priority.



**Comment**

Average time to allocation of public housing (general) has increased due to the focus of the Department to provide priority housing to special need clients such as people who are homeless, people with disabilities and those who meet the priority policy.

**Indicator 1.4 – Decrease in unmet demand for crisis and short-term supported accommodation**

An aim of the State Homelessness Strategy is to improve the overall service system response to homelessness. In the SAAP system an increase in the “met-demand” for SAAP accommodation would be an indicator of such an improvement. The data below shows a decrease in requests for SAAP accommodation in 2004/05, as well as a decline in the percentage of met requests. However the number and percentage provided with accommodation and also referred elsewhere was higher in 2004/05 than any preceding year.

**1.4.1 Housing/Accommodation requested by Supported Accommodation Assistance Program (SAAP) clients - closed support periods.**  
(Note 1)

	2000/01	2001/02 – Base line	2002/03	2003/04	2004/05
A. Requests for housing/ accommodation	15,450	15,000	14,050	13,000.	12,900
B. Total provided with accommodation (% of A)	14,276 (92.4%)	14,101 (93.6%)	13,123 (93.4%)	12,350 (95%)	11,829 (91.7%)
C. Those provided with accommodation only (% of A.) (Note 2.)	13,519 (87.5%)	13,320 (88.8%)	12,645 (90%)	11,843 (91.1%)	11,184 (86.7%)
D. Those provided with accommodation and also referred elsewhere (% of A.)	757 (4.9%).	690 (4.6%)	478 (3.4%)	507 (3.9%)	645 (5.0%)

Source: Australian Institute of Health and Welfare (AIHW) National Data Collection (NDC) Annual Report for the Supported Accommodation Assistance Program (SAAP) 2000/01 Table 5.1b; 2001/02 to 2003/04 Table 7.1b.

Note 1: A support period is an occasion of support provided to a client. It may last hours or many months, depending on the type of support provided and includes accommodation support.

Note 2: C + D = B

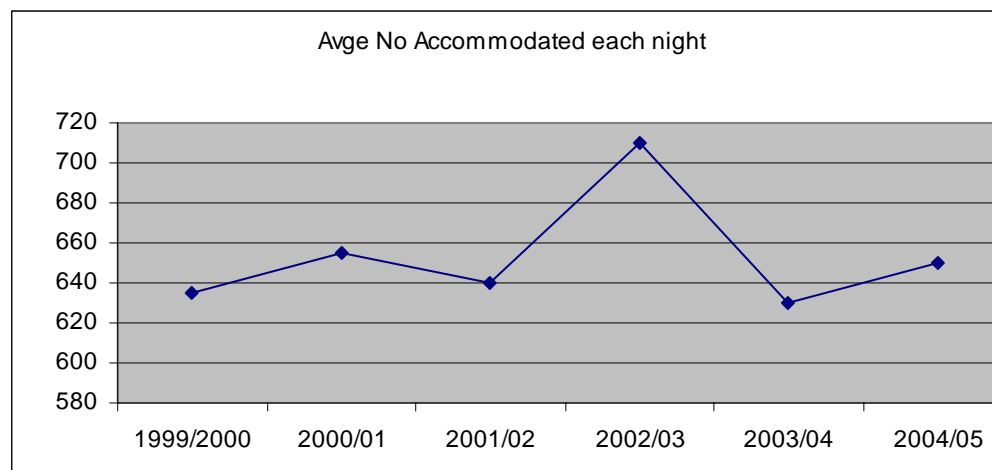
## 1.4.2 Daily Accommodation

### Accommodation Supplied

The data below shows that for five of the last six years the number of people accommodated each night in Supported Accommodation Assistance Program (SAAP) services has fluctuated around an average of 640 clients per night. However in 2002/03 this increased to 710 per night. Investigations into this increase indicates that it may be due to a variation in the participation rate, numbers of client forms submitted and client consent rate for the 2002/03 year. The reason for these variances is unclear.

	1999/2000	2000/2001	2001/2002 Baseline	2002/03	2003/04	2004/05
Estimated average number of people accommodated each night in SAAP services (does not include accompanying children)	635	655	640	710	630	650

Source: Australian Institute of Health and Welfare (AIHW) National Data Collection Agency (NDCA) Client Collection<sup>7</sup> for the Supported Accommodation Assistance Program (SAAP), unpublished data, rounded to nearest 5.



<sup>7</sup> The Client Collection is an ongoing 12 month collection

### Unmet Demand - Daily average number of potential clients with valid unmet requests for SAAP accommodation

Collecting reliable data about unmet demand for services is problematic and fraught with risks of misinterpretation when it is collected. For these reasons the SAAP Unmet Demand Collection has changed significantly each year since 1999 in an attempt to obtain reliable data. It should be noted, therefore, that the table below shows data that has been collected using different methodologies in each of the years. Notwithstanding this, it does appear that the level of unmet demand for SAAP accommodation on any one day ranges from 30-50 adults and 20-40 accompanying children.

	2000/2001	2001/2002 – Baseline	2002/03	2003/04	2004/05
Estimated Potential Clients <sup>8</sup>	47.5	44.3	30.0	32.7	Not available yet
Estimated Accompanying children	34.7	37.9	22.9	30.3	Not available yet

Source: Australian Institute of Health and Welfare (AIHW) National Data Collection Agency (NDCA) Unmet Demand Collection<sup>9</sup> for the Supported Accommodation Assistance Program (SAAP)

#### Indicator 1.5 – Decrease in the number of people in housing stress

The data below shows that although there were more people sharing with friends or relatives in 2001 compared to 1996, the rate per 10,000 of population had declined. As the State Homelessness Strategy was implemented in May 2002, the 2001 figures set a benchmark or baseline against which to measure progress in this area for future years. The next ABS Census will be undertaken in August 2006.

##### 1.5.1 Stress from overcrowding - sharing accommodation

	1996 ABS Census Data Western Australia	2001 ABS Census Data Western Australia Baseline
Number of people living in shared accommodation, with friends or relatives because they had no usual address	6,498	6,755
Rate per 10,000 of population	37.9	36.95

Source: Chamberlain and McKenzie – based on Australian Bureau of Statistics (ABS) Occasional Paper 2041.0 – Counting the Homeless 1999  
Chamberlain and McKenzie - Counting the Homeless WA - 2001

<sup>8</sup> It should be noted that the methodology used to estimate potential client and accompanying children has changed each year from 2000/01 to 2002/03.

<sup>9</sup> In 2000/01 and 2001/02 the collection was called the “Unmet Demand Collection”. From 2002/03 it is the “Demand Collection”. Data for these collections was collected over a 2 week period

### 1.5.2 Affordability (financial stress) - people receiving Commonwealth Rent Assistance (CRA) who are paying more than 30% of income for private rental accommodation (Note 1)

The table below indicates that while the exact numbers fluctuate from year to year, between around 69,000 Western Australian households are in receipt of Commonwealth Rent Assistance at any one time. Of these 20,000 - 22,000 households are still paying more than 30% of their income in rent, putting them in housing stress. (see comment below) There has been a slight reduction in both number and percentage of CRA recipients in housing stress from the baseline at June 2002 to March 2005

	June 2001	June 2002 – Baseline	June 2003 (13 June)	June 2004 (25 June)	March 2005 (4 March 2005)
Total number of CRA recipients in private rental (Note 2)	69,725	68,692	69,026	69,643	68,300
Number of CRA recipients in private rental paying more than 30% of income in rent	22,358 (32.1%)	21,663 (31.5%)	21,190 (30.7%) (Note 3)	20,544 (29.5%) (Note 4)	20,350 (approx) 29.8% (Note 5)

Source: Commonwealth Housing data set, Department of Family and Community Services.

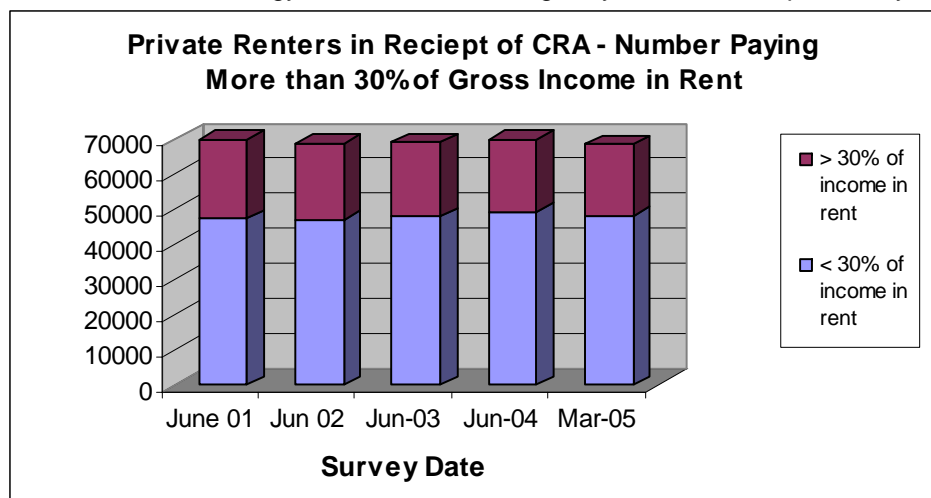
Note 1: The data is derived from a constructed unit record file and may not be representative of, nor correspond with, official Commonwealth figures.

Note 2: this figure excludes those in retirement villages, in caravan parks paying site fees, etc.

Note 3: The data for 2003 is a calculated figure based on information available on 67,259 recipients for which income data was known on 13 June 2003 which showed that 30.7% of CRA recipients in private rental were paying more than 30% of their income in rent.

Note 4: The data for 2004 is a calculated figure based on information available on 68,417 recipients for which income data was known on 25 June 2004 which showed that 29.5% of CRA recipients in private rental were paying more than 30% of their income in rent.

Note 5: The methodology used in 2005 is marginally different from previous years but has no substantive impact on the outcomes.



#### Comment

Since the National Housing Strategy was published in 1991 the figure of 30% of income has become the generally accepted upper level of affordability of housing costs. 25% is the maximum amount that a Homeswest tenant will pay for rent in public housing.

People on low incomes who are renting privately are eligible for Commonwealth Rent Assistance. To be eligible for CRA they must by definition be already experiencing financial stress. That 30% of these people are also paying more than 30% of their income in rent indicates further stress.

## 2. People in Transition

### ***Measuring the extent to which Individuals and families are assisted through important transitions***

The data provided on the following pages shows the following trends:

- **Indicator 2.1: Decrease in the number of people entering crisis and short term accommodation due to evictions, substance abuse and financial problems**

*Compared with the baseline year of 2001/02, in 2004/05 considerably fewer people sought accommodation in SAAP services due to drug/alcohol abuse or financial difficulty, while the numbers seeking accommodation citing psychiatric illness, or who had recently left an institution decreased slightly. Numbers seeking accommodation citing eviction/previous accommodation ended, psychiatric illness, or who had recently left an institution decreased slightly.*

- **Indicator 2.2: Increase in support services to individuals and families in transition**

*The State Homelessness Strategy funded new services which opened in 2003/04 to assist people leaving prison, and young people leaving care.*

- **Indicator 2.3: Number of people in hospitals because of accommodation issues**

*Two snapshot surveys have now been undertaken to determine how many people could not be discharged from hospital until suitable supported accommodation was arranged. The September 2002 a snapshot counted 74 people and January 2004 counted 69. This is too early to determine if this is a trend or a natural variation.*

**Indicator 2.1 Decrease in the number of people entering crisis and short term accommodation due to evictions, substance abuse and financial or psychiatric problems**

The number of people seeking SAAP accommodation due to drug/alcohol abuse has steadily declined from 1,300 (11.5%) in the baseline year of 2001/02 down to 375 (3.9%) in 2004/05. A similar outcome has been recorded for financial difficulty, down from 1,075 (9.5%) in 2001/02 to 260 (2.7%) in 2004/05. The numbers seeking accommodation citing eviction/previous accommodation ended, psychiatric illness, or who had recently left an institution decreased slightly.

**Main reasons for using supported accommodation (SAAP) services (Note 1.)**

**Number of accommodated SAAP support periods, main reason for seeking SAAP assistance (rounded to the nearest 5)**

	2000/01 Number	2000/01 Percent (Note2)	2001/02 Number Base line	2001/02 Percent Base line	2002/03 Number	2002/03 Percent	2003/04 Number	2003/04 Percent	2004/05 Number	2004/05 Percent
Domestic Violence <sup>10</sup>	3,400	29.1	3,000	26.6	2,960	26.1	2,950	28.3	2,775	28.5
Drug/alcohol/substance abuse	1,480	12.7	1,300	11.5	1,175	10.4	770	7.4	375	3.9
Usual accomm unavailable	1,185	10.1	1,400	12.4	1,270	11.2	1,230	11.8	1,240	12.8
Financial difficulty	1,230	10.5	1,075	9.5	930	8.2	575	5.5	260	2.7
Relationship/family breakdown	715	6.1	725	6.4	740	6.5	715	6.9	810	8.3
Eviction/previous accommodation ended	750	6.4	775	6.9	855	7.6	780	7.5	720	7.4
Time out from family	630	5.4	720	6.4	825	7.3	865	8.3	940	9.7
Recent arrival to area with no means of support	575	4.9	635	5.6	765	6.8	620	5.9	665	6.8
Physical/emotional abuse	565	4.8	400	3.5	475	4.2	700	6.7	650	6.7
Interpersonal conflict	195	1.7	260	2.3	315	2.8	325	3.1	320	3.3
Itinerant	250	2.1	275	2.4	340	3.0	340	3.3	335	3.4
Psychiatric illness	100	0.9	100	0.9	85	0.8	80	0.8	90	0.9
Recently left institution	155	1.3	195	1.7	165	1.5	140	1.3	145	1.5
Emergency accommodation ended	85	0.7	165	1.5	115	1.0	80	0.8	70	0.7
Sexual Abuse	35	0.3	35	0.3	25	0.2	30	0.3	30	0.3
Gambling	5	0.0	5	0.0	10	0.1	5	0.0	0	0.0
Other	340	2.9	210	1.9	275	2.4	220	2.1	295	3.0
<b>Total</b>	<b>11,695</b>	<b>100.0</b>	<b>11,275</b>	<b>100.0</b>	<b>11,320</b>	<b>100.0</b>	<b>10,430</b>	<b>100.0</b>	<b>9,720</b>	<b>100.0</b>

Source: Australian Institute of Health and Welfare (AIHW) National Data Collection (NDC) for the Supported Accommodation Assistance Program (SAAP) unpublished data, weighted. Note 1. This data is for "presenting reasons" as given by clients when seeking accommodation. It does not represent the incidence of these issues within the SAAP client population. For example it is well documented that mental health problems and drug/alcohol problems affect many other clients.<sup>11</sup>

Note 1. Data for 2004/05 is not yet available.

Note 2. Percentages for the years 2000/01, to 2002/03 have been recalculated. While previous editions of the report included the correct numbers, the percentage figures were calculated wrongly.

<sup>10</sup> Domestic violence is the single highest reason given when seeking assistance from Supported Accommodation Assistance Program (SAAP) services. This may reflect that 34 of the 92 SAAP accommodation services in Western Australia are specifically for women escaping domestic violence.

<sup>11</sup> SAAP NDCA Client Collection 2001/02 Table 6.3 – In 6.9% of support periods clients needed psychiatric or psychological services and 13.4% required drug/alcohol support or intervention.

***Indicator 2.2 Increase in support services for individuals and families in transition***

New initiatives in the State Homelessness Strategy aim to assist people at risk of homelessness through important transitions. People who are leaving the justice system for example may benefit from support to transition to mainstream accommodation. Similarly young people who have been in the care of the State are more vulnerable to homelessness and may require assistance to make the transition to independent living.

**Transitional accommodation support to people exiting prisons and juvenile detention**

Inability to obtain and/or maintain suitable accommodation has been shown to contribute to recidivism among newly released prisoners. Prior to the State Homelessness Strategy the Department of Justice funded one service to provide short-term accommodation for up to 39 prisoners at a time leaving custody. Since then 35 additional units of accommodation have been funded, and a further 9 units proposed in 2005/06. The majority of the new/proposed units (42) will be operated through the new Transitional Accommodation Supported Service (TASS) Program (Also see Indicator 6.1.3).

The Transitional Accommodation Supported Service (TASS) Program has been developed jointly between the Department of Justice and the Department of Housing and Works to provide transitional accommodation support for up to 6 months to people exiting custody. Support has been contracted to service providers in the metropolitan area, Geraldton, Bunbury and Albany, and further services are planned for the Goldfields, Kimberley (excluding Broome) and Pilbara.

The services are operated by Centrecare, Ruah Community Services and Mosaic Family Support Services in the metropolitan area. ASWA in Bunbury, Albany Worklink (in partnership with Regional Counselling and Mentoring Service in Albany and Geraldton Resource Centre for the Midwest region... Services commenced in a staged approach and the first prisoner participating in the program was released and moved into the allocated accommodation on 1 August 2003. As at 30 June 2005 102 ex-offenders have taken part in the program.

DHW has made available 33 dwellings, with a further 9 allocated for 2005/06. Distribution will be 22 in the metropolitan area and 20 in regional areas (Albany/Katanning, Bunbury/Busselton, Geraldton, Goldfields, Pilbara and Kimberley (excluding Broome). DHW provides all dwellings on a rolling basis to meet the demand of the program. The Department of Housing and Works is undertaking the property and tenancy management and maintenance of the housing allocated.

Source: Department of Justice

### Preparation for leaving and aftercare services for young people who have been in care

Prior to the State Homelessness Strategy the Department for Community Development (DCD), through the Supported Accommodation Assistance Program, funded one service to provide a transitional support service to young people who are leaving long term periods of supported accommodation and care. As part of the State Homelessness Strategy the State Government has provided \$2.4 million over four years (\$600,000 pa) to establish three additional services to assist in the transition of young people from State care to independent living. In providing this funding as part of the State Homelessness Strategy the Government recognised that young people who have been in the care of the Department for Community Development face multiple jeopardies in their transition from childhood to independence. They experience a greater risk of homelessness, unemployment, drug and alcohol abuse, mental health problems, early parenting, loneliness, poverty and involvement with the justice system. In the longer term, the new services for young people leaving State care aim to reduce the incidence of these young people becoming homeless.

Three new services have been funded to assist young people throughout the state. This is in addition to the one existing service. The new services began operating in the second half of 2003. There continues to be particular challenges providing services in rural and remote areas, however these are gradually being addressed. Data is provided below for the four services now operating in this program for the most recent six month reporting period.

### Preparation for leaving and aftercare services

Jan-Jun 2005

#### Ethnicity

Aboriginal and Torres Strait Islander	22	20%
Other Ethnicity	85	79%
CALD	1	1%
<b>Total</b>	<b>108</b>	<b>100%</b>

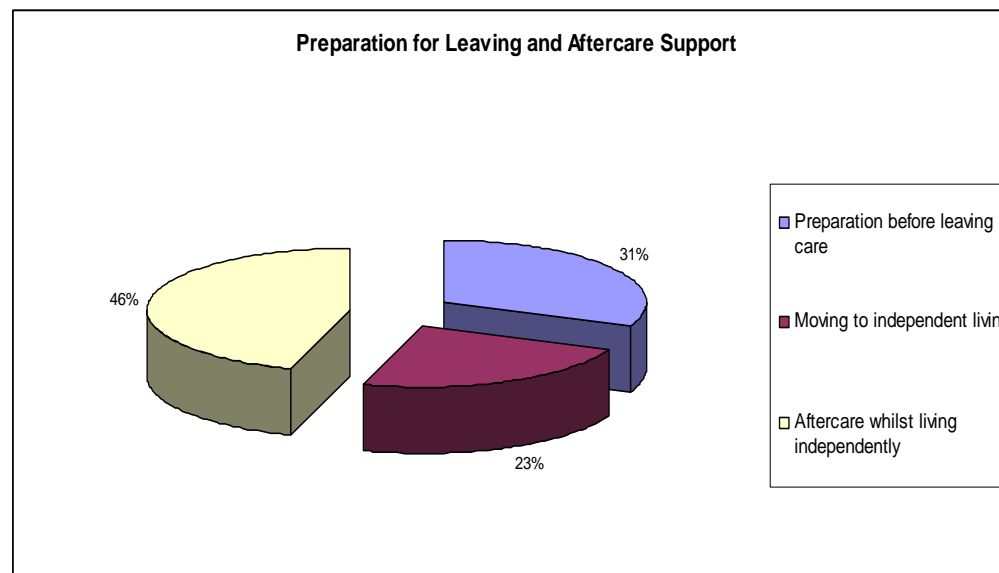
#### Age

Age 14-16	24	22%
Age 17-25	84	78%
<b>Total</b>	<b>108</b>	<b>100%</b>

#### Service Provided

Preparation before leaving care	34	31%
Moving to independent living	25	23%
Aftercare whilst living independently	49	45%
<b>Total</b>	<b>108</b>	<b>100%</b>

Source: Department for Community Development Contract Management Information System,



**Indicator 2.3 Number of people in hospitals because of accommodation issues**

Annual “snapshots “ are now being collected about the numbers awaiting discharge from Mental Health Hospitals to suitably supported options. The first one day snapshot was done in September 2002 and showed there were 74 in hospital who could not be discharged until a suitable supported placement was arranged. A second snapshot in January 2004 found there were 69 people in this category.

The next snapshot is planned for March 2006.

	<b>September 2002 Baseline</b>	January 2004
Hospitals (Mental Health)	74	69

Source: Department of Health, Office of Mental Health

### 3. Stability in Housing

#### ***Measuring stability in housing for families and individuals***

The data provided on the following pages shows the following trends:

- **Indicator 3.1: Increase in housing stability for vulnerable groups**

*Over the last five years the length of public housing tenancies for those properties which were vacated during the year has remained steady at around 40 months for Aboriginal tenancies and 50 months for non-Aboriginal tenants. In 2004/05 the average length of tenancy for Aboriginal tenants was 42.4 months and for non-Aboriginal tenants it was 54.6 months.*

- **Indicator 3.2: Decrease in terminations, evictions and abandonments of public housing properties**

*From the baseline year of 2001, to 2003 termination notices, court orders, vacated properties and bailiff evictions rose, accompanied by a steady increase in restored tenancies. However in 2004 the number of termination notices decreased markedly for non-Aboriginal tenants, and slightly for Aboriginal tenants, while restored tenancies were lower for both groups. Bailiff evictions were lower for Aboriginal tenants and higher for non-Aboriginal tenants.*

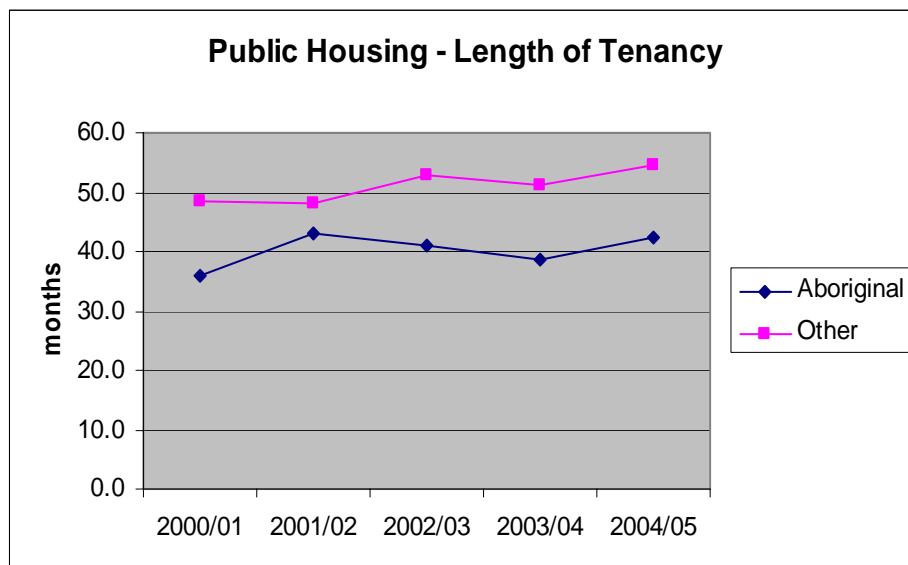
**Indicator 3.1 Increase in housing stability for vulnerable groups**

One measure of stability in housing is the length of a tenancy. Currently the only data collected in relation to length of tenancy is for Homeswest tenants. .

**3.1.1 Length of time in tenancy - public housing – months**

	2000/2001	2001/2002 Baseline	2002/03	2003/04	2004/05
Aboriginal	35.9	43.7	41.1	38.5	42.4
Other	48.6	48.1	52.9	51.3	54.6

Source: Department of Housing and Works



Comment

Over the last five years the length of public housing tenancies for those properties which were vacated during the year has fluctuated around 40 months for Aboriginal tenancies and 50 months for non-Aboriginal tenants.

The average length of tenancy for non-Aboriginal tenants has increased by 6.5 months from the baseline year (2001/02) to 54.6 months in 2004/05. During that period the average length of tenancy for Aboriginal tenants fell from 43.7 in the base line year to 38.5 months in 2003/04 before increasing to 42.4 months in 2004/05.

People leave public housing tenancies for a number of reasons. They may purchase their own home, move into private rental accommodation, abandon their property or be evicted. Homeswest has programs in place to support tenants who are at risk of losing their tenancies. See table below for data on Supported Housing Assistance Program (SHAP) services.

The length of a tenancy is a measure of stability. The above figures are for those tenancies that have ended during each year. There are many more tenancies that are ongoing and many people have occupied Homeswest properties for long periods.

### 3.1.2 Additional Indicator - support to maintain accommodation

The Department of Housing and Works, Supported Housing Assistance Program (SHAP), and Aboriginal Tenancy Support Service (ATSS) support people in public housing, and Aboriginal communities who are at risk of losing their tenancies. The measures below provide information about the level of program funding, numbers of people assisted and outcomes achieved.

#### Supported Housing Assistance Program (SHAP<sup>12</sup>)

The Government has increased funds to the SHAP program as part of the State Homelessness Strategy. An additional \$500,000 per year was provided in 2002/03 rising to \$1million in 2003/04. Increased funding for SHAP was initially used to increase staffing levels in existing services. In 2003/04 new services in some country areas and a new service for the Homeless Helpline all commenced late in the financial year. While this saw an increased number of client referrals there was insufficient time in 2004/05 for these new clients to successfully complete the program.

	2000/2001	2001/2002 Baseline	2002/2003	2003/2004	2004/05
SHAP Funding	\$1,045,640	\$1,068,925	\$1,603,368	\$2,002,427	\$2,139,180
Number of SHAP Workers	15	15	22	28.5	28.5
Total Clients - Number referred plus those in the program at commencement of the recording period	365	425	422	427	625
Successful completion of program – issue resolved and tenancy maintained	73	118	98	129	153
Ongoing participants	157	224	264	271	306
Support not continued	135	83	79	97	153

Source: Department of Housing and Works

Note: In 2002/2003 SHAP increased its budget by approximately \$500,000 allowing an increase of 7 FTE to 22.

In addition to the Supported Housing Assistance Program (SHAP) support is also provided to Aboriginal people through the Aboriginal Tenancy Support Service (ATSS), and by local Homeswest Customer Service Officers where ATSS is not available.

<sup>12</sup> The Supported Housing Assistance Program provides funding to non Government organisations to support identified Homeswest families who are at risk of losing their tenancies.

**Indicator 3.2 Decrease in number of terminations, evictions and abandonments of public housing properties**

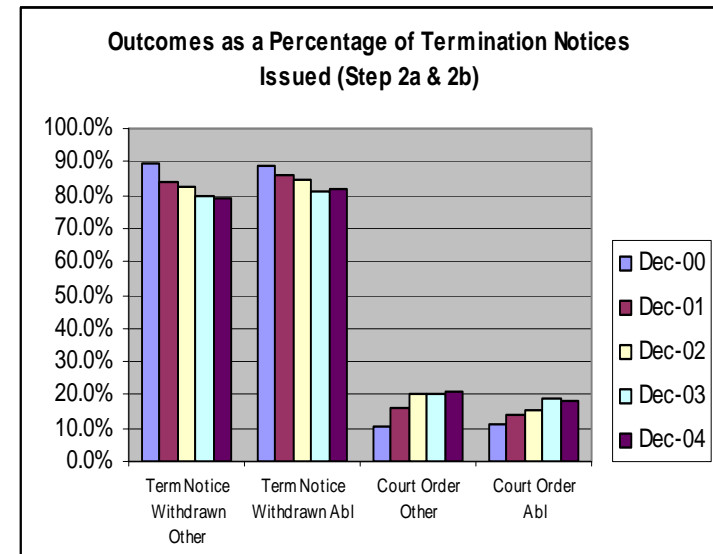
The Public Tenancy Eviction Process

The first step undertaken by DHW in managing a tenancy that incurs a breach is for a termination notice (Step 1) to be issued. A termination notice can be withdrawn when the tenant satisfactorily resolves the breach within a specific timeframe (Step 2a). The table below shows that this happens in the majority of cases. If the breach is not satisfactorily resolved DHW will apply for a Court Order (Step 2b) to terminate the tenancy. The tenant may then vacate the property (3), abandon it (4) or a bailiff (5) may be used to evict the tenant. The table page 27 shows the numbers of tenancies with these outcomes. In some instances DHW may restore the tenancy (6) which will require a new tenancy agreement to be signed. The data in the tables below shows the numbers of clients in each of these categories

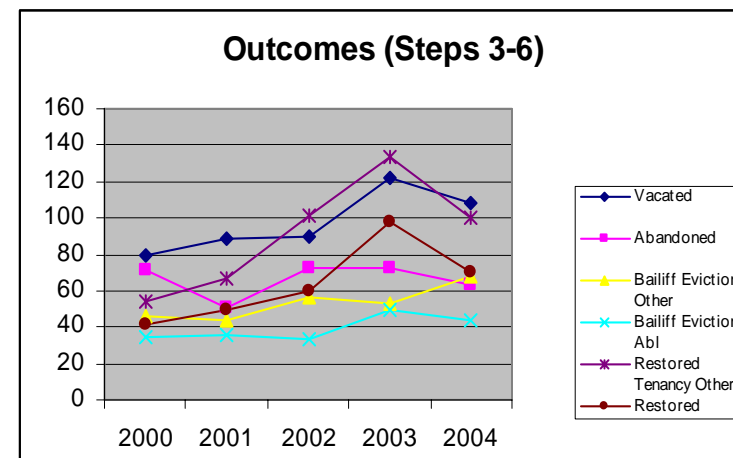
**Public Housing Tenancies**

Calendar Year Ended	Step (1) Termination Notice		Step (2a) Termination Notice Withdrawn		Step (2b) Court Order Obtained	
	Aboriginal	Other	Aboriginal	Other	Other	Aboriginal
Dec 2000	1,411	1,900	1,251	1,696	204	160
Dec 2001 Baseline	1,452	1,946	1,244	1,629	317	208
Dec 2002	1,474	1,938	1,244	1,599	399	230
Dec 2003	1,529	1,925	1,235	1,529	396	294
Dec 2004	1,516	1,731	1,243	1,367	364	273

Source: Department of Housing and Works – Annual Reports



Calendar Year Ended	(3) Vacated	(4) Abandoned	(5) Bailliff Eviction		(6) Restored Tenancy	
			Aboriginal	Other	Aboriginal	Other
Dec 2000	80	71	34	46	42	54
Dec 2001 Baseline	89	51	36	44	49	67
Dec 2002	90	72	33	56	60	101
Dec 2003	122	72	50	53	98	134
Dec 2004	108	63	44	68	70	100



Note: As at 30 December each year there may be a number of pending cases where after issuing of a Court Order, any Order that has not resulted in Bailiff action or lapsed, is classed as "action pending" including some restored tenancies which have not yet signed a new tenancy agreement with DHW.

#### Comment

From the baseline year of 2001, to 2003 termination notices, court orders, vacated properties and bailiff evictions rose, accompanied by a steady increase in restored tenancies. However in 2004 the number of termination notices decreased markedly for non-Aboriginal tenants, and slightly for Aboriginal tenants, while restored tenancies were lower for both groups. Bailiff evictions were lower for Aboriginal tenants and considerably higher for non-Aboriginal tenants.

## *Strategic Change Indicators*

The strategic change indicators are based around the areas for action identified in the Government's Response to the State Homelessness Taskforce. They have been chosen because movement in them will impact on the priority outcomes and will show-up in the headline indicators. They are

### 4. Social Housing

The level of Commonwealth and State funding has a direct impact on the construction or purchase of social housing. The Government response, for example, makes reference to seeking increased funding from the Commonwealth (to be matched by the State) to increase the amount of social housing that is affordable for low-income households.

### 5. Aboriginal Housing and Infrastructure

Housing is a high priority for Aboriginal Australians. These indicators reflect the level of funding available for Aboriginal housing, the extent of Aboriginal control and the quality of housing. Funding and durability of housing, including the need for major upgrades, directly impacts the construction or purchase of additional Aboriginal housing.

### 6. Supported Accommodation

The role of short and long-term supported accommodation is important in addressing homelessness among vulnerable groups.

### 7. Private Rental Market

Access to affordable housing in the private rental market is an important adjunct to publicly funded social housing.

### 8. Support and Advocacy

The impact on homelessness of support and advocacy services to access and sustain accommodation is critical. The availability of support to access suitable accommodation will impact on the demand for emergency accommodation. The availability of support to sustain accommodation will impact on the rate of repeat admissions to short-term and emergency accommodation and to the avoidance of adverse consequences that result in homelessness.

### 9. Specialist Services

People who are at risk of homelessness, are currently homeless or have been homeless frequently have high support needs and may require specialist services to maintain their health and well being.

### 10. Co-operation and collaboration

Very few of the initiatives in the Government's Response involve just one agency; many require two or more agencies to collaborate for implementation to be effective.

## 4. Social Housing

The level of Commonwealth and State funding has a direct impact on the construction or purchase of social housing. The Government response, for example, makes reference to seeking increased funding from the Commonwealth (to be matched by the State) to increase the amount of social housing that is affordable for low-income households.

The data below shows that there has been an increase in State funding and Commonwealth funding for Aboriginal housing since the baseline year 2001/02. However much of the increase in Commonwealth funding has been the result of a transfer of funds from ATSIC in 2002/2003, rather than an actual increase in funds. The increase was particularly for Aboriginal housing, infrastructure and essential services which increased from \$16.743m in 2001/2002 to \$61.889m in 2004/2005. In the mainstream funding (4.2), the Commonwealth ceased the GST rebate in 2003/04, and their total contribution declined by around \$9 million. See notes below for further explanation.

### 4.1 & 4.2 Increase in level of public housing funding and Aboriginal housing funding (also refers to 5.1 & 5.2 below)

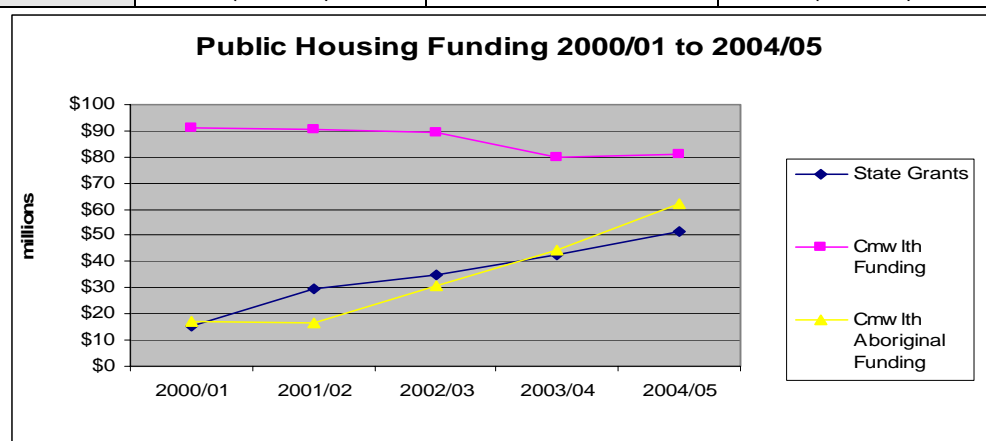
Figures include Community and Crisis Accommodation Program grants.

	2000/2001	2001/2002 Baseline	2002/03	2003/04	2004/05
4.1 Level of State Grants(Note 1)	\$15.395m (Note 2)	\$29.590m (Note 3)	\$34.669m (Note 4)	\$42.374M (Note 4)	\$51.634m (Note 7)
4.2 Level of Commonwealth funding	\$91.218m	\$90.466m	\$89.090m	\$79.794m	\$81.029m
Level of Commonwealth funding Aboriginal	\$17.402m	\$16.743m	\$30.873M (Note 5)	\$44.505M	\$61.889m (Note 6)

Notes:

- (1) The Level of State Grants includes Aboriginal program contribution and excludes matching funding generated from land business segment conducted by DHW.
- (2) Excludes 'one off' \$14.5m debt funding converted to grant
- (3) Includes \$10.5m State Homelessness Strategy funding
- (4) In 2002/2003, State contributed additional \$15.0m to be continued in 2003/04 and 2004/05.
- (5) Includes additional funds of \$11.0m transferred from ATSIC by the Commonwealth in 2002/03
- (6) Includes increase of ATSIC Funding from the Commonwealth.
- (7) Includes additional State funds of \$6.5m for Brownlie Towers, plus \$5.0m for the installation of Residual Current Devices to all Homeswest tenancies to afford all tenants the same level of electrical safety.

Source: Department of Housing and Works



### 4.3 Decrease in the number of people on priority and general waiting lists for public housing

The table below shows the numbers on the general waiting list are relatively stable at around 13,000. The increase in wait list numbers from June 2000 to June 2001 resulted because the quarterly applicants' review which should have been undertaken in March 2001 did not take place. This resulted in an overstating of the wait list figure. Some of this increase was maintained through to June 2002 (the baseline year) but by June 2003 it was again down to the 2000 level. The numbers of Aboriginal people on the wait list increased to nearly 1,400 in 2002 and has remained fairly constant since then. CALD people on the wait list rose substantially in 2005, up 37% from 2004. This may reflect the growing number of refugees with large families who have settled in Western Australia in recent years.

	As at 30 June 2000	As at 30 June 2001	As at 30 June 2002 Baseline	As at 30 June 2003	As at 30 June 2004	As at 30 June 2005
Number of people on wait list						
• Total	12,879	15,456	14,194	12,981	12,788	13,125
• Aboriginal (Note 1)	969 (7.5%)	1114 (7.2%)	1,382 (9.7%)	1,390 (10.7%)	1,304 (10.2%)	1,396 (10.6%)
• CALD (Note 2)	515 (4.0%)	491 (3.2%)	426 (3.0%)	434 (3.3%)	430 (3.3%)	591 (4.5%)

Note 1: Aboriginal if declared

Note 2: CALD (Culturally and Linguistically Diverse) excludes those nominating English speaking countries as their country of origin.

Source: Department of Housing and Works



## 5. Aboriginal Housing and Infrastructure

The following indicators reflect the level of funding available for Aboriginal housing, the extent of Aboriginal control and the quality of housing. Funding and durability of housing, including the need for major upgrades, directly impacts the construction or purchase of additional Aboriginal housing.

### 5.1 & 5.2 Increase level of funding for Aboriginal housing

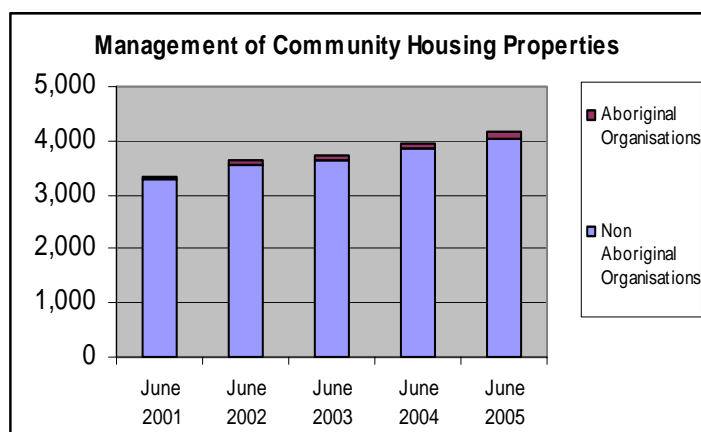
This funding is included in 4.1 and 4.2 above.

### 5.3 Increase in Aboriginal management of Community Housing properties

In the State Homelessness Strategy the Government, through the Department of Housing and Works has committed to encourage and support an increase in the management of Community Housing by Aboriginal groups. The table below shows a steady increase in both the total number of community housing properties and also in the number and percentage of properties managed by Aboriginal Organisations.

	As At 30 June 2001	As at 30 June 2002 Baseline	As at June 2003	As at June 2004	As at June 2005
Number of Community Housing properties	3,318	3,640	3,729	3,966	4,155
Number of Community Housing properties managed by Aboriginal Organisations	47 (1.41%)	75 (2.06%)	99 (2.65%)	127 (3.21%)	137 (3.3%)

Department of Housing and Works



#### **5.4 Increase in Aboriginal occupancy of Community Housing properties**

Increased management of Community Housing by Aboriginal people is expected to result in increased occupancy by Aboriginal people. However, due to problems with the collection of data, estimates of Aboriginal occupancy prior to 2005 are not reliable.

	<b>As At 30 June 2001</b>	<b>As at 30 June 2002 Baseline</b>	<b>As at June 2003</b>	<b>As at June 2004</b>	<b>As at June 2005</b>
Total Number of properties	2,945	3,246	3,304	3,535	4,155
Number of Aboriginal households as at June 30	64 (2.17%)	100 (3.08%)	162 (4.9%)	174 (4.9%)	230 (5.5%)

Source: Department of Housing and Works

Note 1: Crisis Accommodation Properties (CAP) have not been counted, therefore totals for 2001 and 2002 vary from the 2003 Performance Indicator Report which did include CAP properties.

### 5.5 Increase in major upgrades of Aboriginal housing stock

The quality of housing is also important in improving accommodation for Aboriginal people. The following table provides data on the Department of Housing and Works refurbishment program. The table below shows the breakup between the various refurbishment programs as well as the total for each year. It shows a steady increase in the number of refurbishments from 474 in 2000/01 to 603 in the baseline year of 2001/02 and 957 in 2004/05.

#### Number of refurbishments

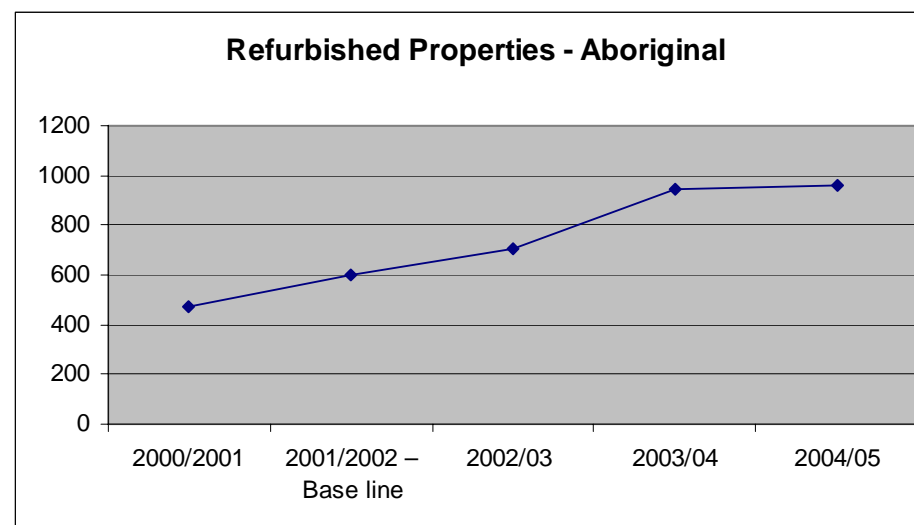
	2000/2001	2001/2002 Baseline	2002/03	2003/04	2004/05
Regional Refurbishments (Note 1)	151	291	189	252	203
New Living Refurbishments (Note 2)	216	186	366	518	528
Regional Bedsitter Conversions	0	27	9	19	10
New Living Bedsitter Conversions (Note 2)	26	22	16	11	6
Aboriginal Housing Remote Communities Refurbishments (Note 3)	81	77	105	142	198
Roebourne Enhancement Scheme (Note 4)	Not applicable	Not applicable	8	0	8
Community Housing (Note 5)	Not applicable	Not applicable	9	1	4
<b>Total number of properties</b>	<b>474</b>	<b>603</b>	<b>702</b>	<b>943</b>	<b>957</b>

Source: Department of Housing and Works

#### Notes:

1. Regional Services Refurbishments includes general public housing and Aboriginal housing urban programs properties
2. New Living Refurbishments and Bedsitter Conversions reflect only those properties that are retained for rental use
3. Aboriginal Housing Remote Communities Refurbishments were funded through the Management Support Program from 1999/2000 to 2002/03 but were funded through the Maintenance Program from 2003/04.
4. Roebourne Enhancement Scheme started in 2002/2003
5. Community Housing includes all projects in the Community Housing Program (CHP) and Crisis Accommodation Program (CAP).

New Living also Refurbish properties for sale but these are not included, as they are not used for rental purposes.



### **5.6 Increase in Aboriginal people at community level involved in decision-making process**

Housing is a high priority for Aboriginal Australians and is 'inextricably linked and fundamental to the achievement of the rights, principles and goals of self determination'<sup>13</sup>. It is therefore important that Aboriginal people are involved in the decision making processes about Aboriginal housing and related support services. The Department of Housing and Works and the Department for Community Development have the major responsibilities in these areas. The following shows some of the ways that Aboriginal people are involved in decision making processes.

#### Department of Housing and Works Processes

- All Standing Committees of the Department of Housing and Works, Housing Advisory Committee (HAC) include Aboriginal representation. All rental and maintenance policy review and implementation goes through the Homeswest Operational Standing Committee (HOSC) and HAC.
- The Aboriginal Housing and Infrastructure Council advises the Minister, through the State Housing Commission Board, on policy and program issues affecting Aboriginal people. It comprises ATSIC Regional Council representatives and State community representatives.
- Consultation with local community councils takes place for all Department of Housing and Works Aboriginal Housing and Infrastructure Directorate (AHID) programs. Consultation occurs at all levels and varies from community to community. It can be formal or informal, depending on the community.
- The Chairperson of Homeswest Appeals Mechanism (HAM) is Aboriginal. Aboriginal people are represented on the Homeswest Operational Standing Committee, which is a sub committee of HAC.

Source: Department of Housing and Works

#### Department for Community Development Processes

- The Supported Accommodation Assistance Program (SAAP) State Advisory Committee includes an Aboriginal representative, and a representative from a service for people from culturally and linguistically diverse (CALD) backgrounds. This committee advises the Minister for Community Development on homelessness issues as well as the issues affecting the SAAP program.
- Since 2001 the Department for Community Development has increased the number of Aboriginal employees by 57%, from 117 in June 2001 to 184 in June 2005. Aboriginal designated positions now exist in all sections of the Department to provide advice and an Aboriginal perspective at all levels of the decision making.

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<sup>13</sup> Walker, R et al, 2003, *Developing paradigms and discourses to establish more appropriate frameworks and indicators for housing programs*. Australian Housing and Urban Research Institute, Western Australia Research Centre.

- Following the Gordon Inquiry into *Response by Government Agencies to Complaints of Family and Child Abuse in Aboriginal Communities*, a total of 72 positions have been created in the Department for Community Development including 15 Aboriginal Support Worker positions and 18 Youth and Family Engagement Worker positions were created.
- In 2004/05 the Department for Community Development introduced the *Safe Places Safe People* initiative in partnership with Aboriginal communities in the towns of Kununurra, Halls Creek, Port Hedland and Laverton. This initiative supports a process whereby young people and children can access a safe place overnight when they can't go home and the *Safe Places Safe People* participants in these communities receive a small reimbursement.
- In developing the new services funded through the State Homelessness Strategy the Department for Community Development has included Aboriginal and CALD representatives in the consultation processes.

Source: Department for Community Development and DCD Annual Report 2005.

### ***5.7 Increase in tenant satisfaction with habitability and cultural appropriateness of housing***

The National Customer Satisfaction Survey measures habitability and separates Aboriginal and non-Aboriginal results. There are a number of initiatives in the State Homelessness Strategy aimed at improving Aboriginal housing.

The National Customer Satisfaction Survey (also known as the National Social Housing Survey) was undertaken in 2003, but due to significant increased costs in sampling, it was decided not to increase the sample to the required size to report separately on Aboriginal and non-Aboriginal results.

An Indigenous specific social housing survey (of State owned and managed Indigenous housing) was completed in 2005 on behalf of the National Indigenous Housing Information Implementation Committee. The survey indicated that, in Western Australia, 58% of tenants were satisfied or very satisfied overall, compared to 63% nationally. Cultural appropriateness was not measured by this survey.

Source: Department of Housing and Works

## 6. Supported Accommodation

The role of short and long-term supported accommodation in addressing homelessness among vulnerable groups is a theme in the State Homelessness Taskforce report and in the Government's response. A lengthy wait for long-term supported accommodation is likely to see people continue in marginal or inappropriate accommodation, creating blockages in emergency accommodation or delayed hospital discharges.

### **6.1 Increase in availability of appropriately located short and long term supported accommodation for vulnerable groups**

Since 2001/02 funding has been provided for a number of new supported accommodation services:

- New youth accommodation services have opened in Fremantle and Broome
- a service has opened in Calista for men involved with domestic violence
- The Shire of Laverton has been funded to provide a crisis intervention service for women with or without children who are experiencing domestic violence.
- Work is progressing on a domestic violence service in Meekatharra.

#### **6.1.1 Beds available in Supported Accommodation Assistance Program (SAAP) – short – medium term**

##### **Number of beds available for single people**

	<b>As at 30 June 2001</b>	<b>As at 30 June 2002 Baseline</b>	<b>As at 30 June 2003</b>	<b>As at 30 June 2004</b>	<b>As at 30 June 2005</b>
Beds for young people	380	380	385 (Note 1)	393 (Note 2)	402 (Note 4)
Beds for men involved with domestic violence	0	0	12 (Note 3)	12	12
Beds for lone men	191	191	191	191	189 (Note 5)
Beds for lone women who are homeless	22	22	22	22	28 (Note 5)
Beds lone women victims of domestic violence	24	24	24	24	23
Beds available for single people in cross targeted services	74	74	74	74	74
<b>Total</b>	<b>691</b>	<b>691</b>	708	716	723

Source: Department for Community Development – Supported Accommodation Assistance Program (SAAP) Administrative Data

Note 1: A new youth crisis accommodation service, Great Mates, opened in Fremantle in 2002/03 funded to provide 10 beds. At 30 June 2003 five crisis beds were operating with one further crisis bed and 4 transitional places yet to be developed.

Note 2: As at 30 June 2004 the Great Mates service had 5 crisis beds and 4 transitional beds in operation. During 2003/04 Mission Australia opened additional transitional accommodation units which can accommodate up to 4 young people.

Note 3: In 2002/03 a service was established in Calista for up to 12 men involved with domestic violence.

Note 4: New youth accommodation services opened in Broome and Busselton

Note 5: 6 beds formerly counted in men's service transferred to lone women. Additional beds in Esperance for single men made up the difference.

**6.1.1 Places available in Supported Accommodation Assistance Program (SAAP) – short – medium term**  
**Continued**

**Accommodation for Families – Note capacity refers to family groups not individuals**

	<b>As at 30 June 2001</b>	<b>As at 30 June 2002 Baseline</b>	<b>As at 30 June 2003</b>	<b>As at 30 June 2004</b>	<b>As at 30 June 2005</b>
Number of families which can be accommodated in family services	86	71 (Note 7)	83	83	84
Number of women with children who can be accommodated in domestic violence services (Note 6) (not counting the children)	187	187	187	184 (Note 8)	184
Number of families that can be accommodated by cross targeted services	19	19	25	25	25
<b>Total</b>	<b>292</b>	<b>277</b>	<b>295</b>	<b>292</b>	<b>293</b>

Source: Department for Community Development – Supported Accommodation Assistance Program (SAAP) Administrative Data

Note 6: Domestic violence accommodation services are also known as women's refuges or safe houses. In country areas where there is usually no other services, most refuges also accommodate women without accompanying children.

Note 7: Reduction in places is due to closure of Manguri Aboriginal Accommodation Service for Aboriginal Families in June 2002. (Replacement services commenced in 2003).

Note 8: There was a reduction of 3 available places at Marnja Jarndu Refuge in Broome due to the alignment of bed capacity with Shire of Broome regulations".

**6.1.2 By-Passing Short Term Supported Accommodation**

Another way to reduce the demand on Supported Accommodation services is to assist homeless people who do not require or who already have ongoing support, directly into long-term accommodation. The State Homelessness Strategy provided \$250,000 per annum to establish such a service. The Wesley HomeLink Accommodation Assistance Service began operating in May 2003. Since then to 30 June 2005, 552 households<sup>14</sup> have been supported by the service. Of these 234 households (42%) have been assisted to obtain accommodation, mainly in the private rental market.

<sup>14</sup> A household may be a single person, couple or family with children.

### 6.1.3 Short term accommodation for people leaving custody - Department of Justice accommodation support

Inability to obtain and/or maintain suitable accommodation has been shown to contribute to recidivism among newly released prisoners. The Department of Justice has two programs to provide Short term emergency accommodation for newly released prisoners and their families;

#### Emergency and Short Term Accommodation Program

The Department of Justice funds *Outcare* Incorporated to manage accommodation to prisoners leaving custody. Generally only short-term accommodation is provided to prisoners with an average length of stay of 5-10 weeks.

Emergency Accommodation Program	As at 30 June 2001	As at 30 June 2002 Baseline	As at 30 June 2003	As at 30 June 2004 Note (1)	As at 30 June 2005
Number of Dwellings (Number of Beds)	N/A	22 dwellings (39 beds)	25 dwellings (43 beds)	23 dwellings (41 beds)	23 dwellings (41 beds)

Source: Department of Justice

Note: Outcare voluntarily relinquished two properties that were no longer appropriate to use to accommodate ex offenders. However the new Community Transitional and Support Services (see below) will ensure the accommodation available to exiting prisoners continues to expand.

#### Community Transitional Accommodation and Support Services

Through the State Homelessness Strategy the Department of Justice has been provided with \$340 000 annually for new mentoring and re-entry support services - *Community Transitional Accommodation and Support Services*. Services assist clients leaving the justice system to maintain accommodation and develop and maintain skills required for daily living, improve personal and social interaction, and increase participation in community life. Services commenced in a staged approach and the first prisoner participating in the program was released and moved into the allocated accommodation on 1 August 2003. Services are operating in the metropolitan area, Bunbury, Albany, Geraldton, Pilbara and Kimberley. In its first operational year, 2003/04 38 ex-offenders took part in the program. In 2004/05 64 ex-offenders took part in the program. An additional 9 properties have been committed for 2005/06.

#### Community Transitional Accommodation and Support Services (Commenced 1 August 2003)

	2003/04	2004/05
Number of Dwellings (Number of Participants)	33 dwellings 38 participants	33 dwellings 64 participants

Source: Department of Justice

#### 6.1.4 Long term supported accommodation – for people with chronic health issues

Some people with chronic health issues such as those with a mental illness or a physical disability require long term supported accommodation. The State Homelessness Strategy provided additional funds above the regular allocation, for long term supported accommodation programs. However during 2003/04, due to other funding priorities in health, these projects were deferred. Service planning is continuing, work has commenced to develop service models and locate suitable sites, and the Department of Health intends to start implementation of these services in the 2005/06 financial year.

Source: Department of Health

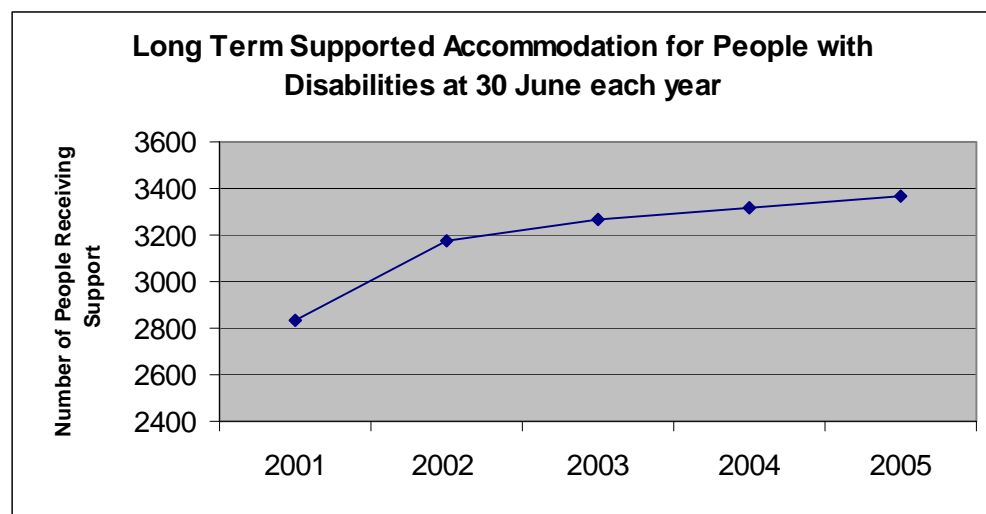
#### 6.1.5 Long term supported accommodation for people with disabilities

Some people with a disability require long term supported accommodation. The Government provided additional funding through the State Homelessness Strategy to increase the number of people assisted through accommodation support services.

	As at 30 June 2001	As at 30 June 2002 Baseline	As at 30 June 2003	As at 30 June 2004	As at 30 June 2005
Number of people in long term supported accommodation for people with a disability	2,836 (Note 1)	3,179	3,265	3,319	3,364

Source: Disability Services Commission

Note 1: These figures are based on Disability Services Commission reports of users of hostel, group home and supported community living services, adjusted for recently identified mis-coding and a refinement of the definitions of accommodation support. Substantial tightening of coding and definitions occurred in 2002/03. This method of reporting is consistent with that adopted for the 2003/04 Budget Papers.



### 6.1.6 Long term supported accommodation for people with mental illness

Some people with a mental illness require long term supported accommodation. (Note 1)

#### Long term supported accommodation (Note 2) for people with mental illness

	30 June 2001	30 June 2002 Baseline	30 June 2003	30 June 2004	30 June 2005
Independent Living Program (ILP) (Note 3)	400 (approx)	420 (approx)	430 (approx)	540 (approx) (Note 5)	668
Licensed Psychiatric Hostels (LPH)	572 subsidised places	572 subsidised places	572 subsidised places	521 subsidised places (Note 6)	628 subsidised places (Note 7)
Perth Inner City Project (Note 4)	N/A	9	12	12	12

Notes:

1: Definition of Mental Illness:

The Office of Mental Health funds community support services for people with a mental illness. To be eligible the illness must be serious and persistent. To confirm the seriousness and persistence, a person must demonstrate:

- a level of functional impairment that is associated with having a diagnosed mental illness that interferes with the person's ability to live independently to the extent that they
- require support with the activities of daily life, and/or
- support is not available and the essential activity does not occur; and
- their level of impairment is long term and not the result of a short term acute episode.

2: The Office of Mental Health defines Supported Accommodation as: community accommodation support for individuals who require support to live in the community. The supported accommodation is for individuals who require both housing and support. It is not about providing housing or support by themselves. If an individual requires disability support in their own home, this would not fall within the scope of this definition.

3: The Independent Living Program (ILP) provides head leasing (supportive landlord functions), disability support and clinical support to people with a serious and persistent psychiatric disability who have a low to moderate level requirement for support to live successfully in the community.

4: The Perth Inner City Project commenced in 2001/02. It funds the Ruah Inreach to improve social, living skills and quality of life for people with severe and persistent mental health problems in Perth inner city hostels to prepare them to move to ILP accommodation.

5: ILP capacity fluctuates due to housing prices and land availability. The 2004 figure may also be higher due to more accurate counting methods.

6: Total LPH places available at any time fluctuate where hostels close / reduce their capacity and there is yet to be the establishment of a new service. The current occupancy rate is 521 as Success Hill Lodge has closed. Residents from that hostel were absorbed into existing hostel vacancies. The DOH is currently establishing alternative accommodation options and the ILP is increasing at the rate of 60 properties per year.

7: Includes 32 places provided through Richmond Fellowship

Source: Department of Health - Office of Mental Health.

**6.2 Decrease in waiting time from application to allocation for long term supported accommodation**  
**Time to allocation - long-term supported accommodation – Community Disability Housing Program**

The Community Disability Housing Program is a supported accommodation program jointly administered by the Department of Housing and Works, which provides accommodation and the Department of Health, and the Disability Services Commission which fund support. The implementation of the State Homelessness Strategy initiatives provided a one off injection of additional supported accommodation for this group. This is aimed at a reduction in the wait time.

Independent Living Program (ILP)

In 2003 and 2005 the Office of Mental Health completed surveys of Independent Living Program providers to determine waiting times for accommodation. The return rate for the 2003 survey was extremely high. Ten of the eleven metropolitan services responded and six of the eight country services responded. In 2005 the return rate for the survey was 100%. The main reasons why applicants waited the longest time related to the availability of suitable accommodation, no vacancies or requirements for specific locations. The responses are summarised below.

**Summary of Independent Living Program Waiting List Information Survey – October 2003**

	Metropolitan			Country			Combined		
	Number on Wait List at 30 June 2003	From longest to shortest wait time (months)	Average Wait Time (Months) for 2002/2003	Number on Wait List at 30 June 2003	From longest to shortest wait time (months)	Average Wait Time (Months) for 2002/2003	Number on Wait List at 30 June 2003	From longest to shortest wait time (months)	Average Wait Time (Months) for 2002/2003
Singles	312	48 – 2.5	15	29	18 – 3	6	341	48 – 2.5	11
Couples	20	48 – 2.5	8	1	0 - 0	0	21	48 – 2.5	5
Families	63	48 – 1.5	9	6	1 - 0	0	69	48 -1	6

Source: Department of Health Office of Mental Health

**Summary of Independent Living Program Waiting List Information Survey –2005**

	Metropolitan		Country		Combined	
	Number on waitlist at June 2005	Average wait time (months)	Number on waitlist at June 2005	Average wait time (months)	Number on waitlist at June 2005	Average wait time (months)
Singles	404	10.9	97	10.1	501	10.6
Couples	22	9.3	7	2.1	29	6.36
Families	47	12.1	42	7.1	89	10.5

Source: Department of Health Office of Mental Health

**6.3 Decrease in unmet demand and supply of crisis and short term supported accommodation**

This indicator relates to the Supported Accommodation Assistance Program (SAAP) data, which is provided at Indicator 1.4 on page 14 of this report.

## 7. Private Rental Market

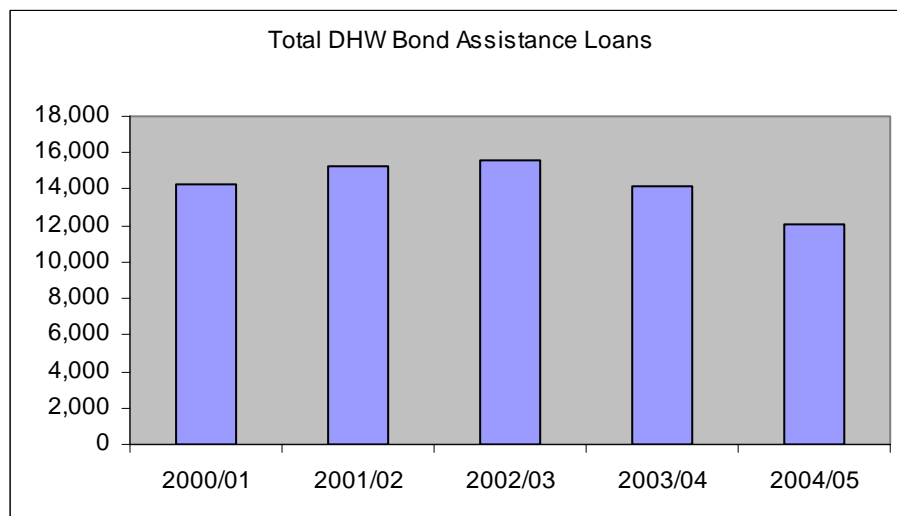
Access to affordable housing in the private rental market is an important adjunct to publicly funded social housing. The Department of Housing and Works Homeless Helpline statistics on the number of clients advised to apply for bond assistance indicates that encouraging clients to access the private rental market is a major strategy in assisting homeless people. The number of bond loans issued and the numbers in receipt of Commonwealth Rental Assistance are proxies for the number of low-income people using the private rental market as an alternative to public housing.

### 7.1 Number of bond loans issued

	2000/2001	2001/2002 Baseline	2002/03	2003/04	2004/05
Number of Homeless Helpline clients advised to apply for Bond	345 (Note 1)	1,747	1,430	1,484	1,219
Number of Homeless Helpline clients who take up Bond Assistance	58*	234	527	679	667
Total DHW Bond Assistance Loans	14,300	15,254	15,539	14,128	12,021

Source: Department of Housing and Works

Note 1: The Homeless Helpline was established on 21 May 2001



#### Comment

The table above shows an increase in the number of bond loans provided in the two years following the implementation of the Homeless Helpline in May 2001. However, in 2003/04 the number of bond loans approved has decreased back to pre Strategy figures. The downward trend continued in 2004/05. The decline in the number of bond loans issued is possibly due to less people gaining access to the private rental market. Rental costs have increased and feedback from the real estate industry is that competition for available rentals is intense.

The level of bond assistance is currently under review.

## 7.2 Numbers in receipt of Commonwealth Rent Assistance

The table below indicates that while the exact numbers fluctuate from year to year, around 69,000 Western Australian households are in receipt of Commonwealth Rent Assistance at any one time. Of these 20,000 - 22,000 households are still paying more than 30% of their income in rent, putting them in housing stress. (see comment below) There has been a slight reduction in both number and percentage of CRA recipients in housing stress from the baseline at June 2002 to March 2005.

	June 2001	June 2002 – Baseline	June 2003 (13 June)	June 2004 (25 June)	March 2005 (4 March 2005)
Total number of CRA recipients in private rental (Note 2)	69,725	68,692	69,026	69,643	68,300
Number of CRA recipients in private rental paying more than 30% of income in rent	22,358 (32.1%)	21,663 (31.5%)	21,190 (30.7%) (Note 3)	20,544 (29.5%) (Note 4)	20,350 (approx) 29.8% (Note 5)

Source: Commonwealth Housing data set, Department of Family and Community Services.

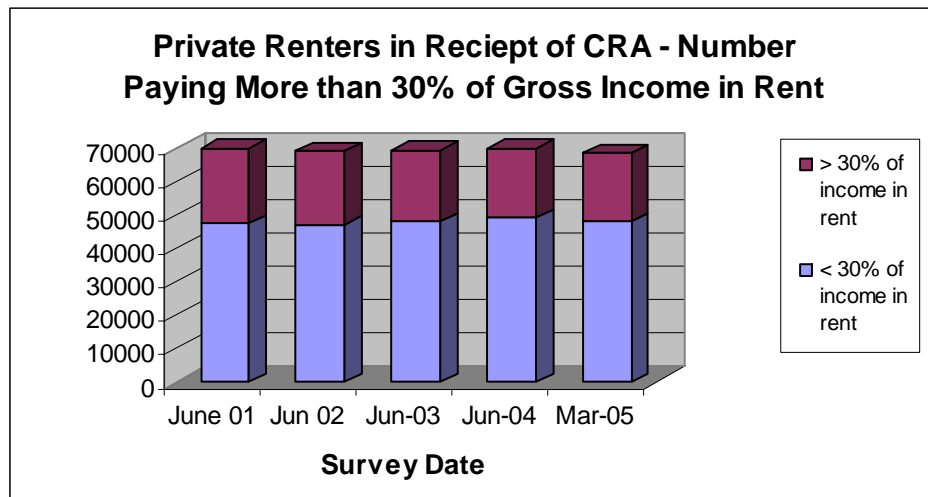
Note 1: The data is derived from a constructed unit record file and may not be representative of, nor correspond with, official Commonwealth figures.

Note 2: this figure excludes those in retirement villages, in caravan parks paying site fees, etc.

Note 3: The data for 2003 is a calculated figure based on information available on 67,259 recipients for which income data was known on 13 June 2003 which showed that 30.7% of CRA recipients in private rental were paying more than 30% of their income in rent.

Note 4: The data for 2004 is a calculated figure based on information available on 68,417 recipients for which income data was known on 25 June 2004 which showed that 29.5% of CRA recipients in private rental were paying more than 30% of their income in rent.

Note 5: The methodology used in 2005 is marginally different from previous years but has no substantive impact on the outcomes.



### Comment

Since the National Housing Strategy was published in 1991 the figure of 30% of income has become the generally accepted upper level of affordability of housing costs. 25% is the maximum amount that a Homeswest tenant will pay for rent in public housing.

People on low incomes who are renting privately are eligible for Commonwealth Rent Assistance. To be eligible for CRA they must by definition be already experiencing financial stress. That 30% of these people are also paying more than 30% of their income in rent indicates further stress.

### ***7.3 Number of People Assisted to Access Private Rental Accommodation (Wesley HomeLink)***

One aim of the State Homelessness Strategy was to make it easier for disadvantaged people to access the private rental market. As well as Homeswest bond loans and Commonwealth Rent Assistance described above, some people, who are homeless or at risk of homelessness benefit from practical support to find and move into housing. The State Homelessness Strategy provided \$250,000 per annum to establish a service (Wesley HomeLink) to assist homeless people who do not require or who already have ongoing support, to move directly into long-term accommodation. The Wesley HomeLink Accommodation Assistance Service began operating in May 2003. Since then to 30 June 2005, 552 households have been supported by the service. Of these 234 households (42%) have been assisted to obtain accommodation, mainly in the private rental market.

## **8. Support and Advocacy**

Funding for support and advocacy services to access and sustain accommodation is a major initiative of the State Homelessness Strategy. The availability of support to access suitable accommodation is expected to impact on the demand for emergency accommodation. The availability of support to sustain accommodation should similarly impact on the rate of repeat admissions to short-term and emergency accommodation and to the avoidance of adverse consequences that result in homelessness.

### ***8.1 Decrease in length of stay in supported accommodation***

The availability of alternative long term or permanent housing may be expected to impact on the length of stay in SAAP accommodation. An aim of the State Homelessness Strategy is to decrease the length of stay in SAAP accommodation as a result of increased opportunities for people to move into other housing options. The data below shows an increase in the length of stay in SAAP services over the last three years from an average of 20 to 27 days. Western Australia is currently experiencing a housing boom which has resulted in a low vacancy rate for private rental properties and increasing rents. This may be contributing to the reported difficulty for clients in finding suitable exit accommodation from SAAP services and longer stays.

**Length of stay in Supported Accommodation Assistance Program (SAAP) services**

	<b>2000/2001</b>	<b>2001/2002 Baseline</b>	<b>2002/03</b>	<b>2003/04</b>	<b>2004/05</b>
Average length of stay of accommodated SAAP clients (days).	21 days	23 days	20 days	24 days	27 days

Source: Australian Institute of Health and Welfare (AIHW) National Data Collection (NDC) for the Supported Accommodation Assistance Program (SAAP)

## 8.2 Decrease in repeat admissions to supported accommodation

One of the major aims of the Supported Accommodation Assistance Program (SAAP) is to assist clients to achieve self reliance. One indicator of this is when a client exits to independent housing and does not return to SAAP. It may be appropriate, however, for some clients to receive more than one support period (moving from crisis to medium term accommodation for example). Another group that makes multiple use of SAAP services is women escaping domestic violence. Clients with long term problems may also access SAAP services a number of times before being able to address their issues. Some of the initiatives of the State Homelessness Strategy and the Drug and Alcohol Strategy aim to reduce the numbers of clients returning to SAAP services due to eviction, drug/alcohol abuse or psychiatric illness.

The graph below shows that, since the introduction of the State Homelessness Strategy in 2002 there has been a significant reduction in the numbers of repeat admissions to SAAP for drug and alcohol abuse, down from 737 to 159 and financial difficulty, down from 692 to 84. Repeat admissions due to “evictions/previous accommodation ended” have fluctuated and was lower in 2004/05. Repeat admissions due to psychiatric illness have also fluctuated and were marginally lower in 2004/05.

**Number of Supported Accommodation Assistance Program (SAAP) support periods in which clients were accommodated: main reason for seeking assistance. (9 selected reasons). Note 1, 2 & 3**

Main Reason for Admission	2000/01		2001/02		2002/03		2003/04		2004/05	
	Clients with only 1 support period	Clients with 2 or more support periods	Clients with only 1 support period	Clients with 2 or more support periods	Clients with only 1 support period	Clients with only 1 support period	Clients with only 1 support period	Clients with 2 or more support periods	Clients with only 1 support period	Clients with 2 or more support periods
Domestic Violence	1,368	<b>1,455</b>	1,245	<b>1,415</b>	1,270	<b>1,437</b>	1,234	<b>1,323</b>	1,194	<b>1,135</b>
Drug /alcohol/subs abuse	650	<b>686</b>	433	<b>737</b>	387	<b>723</b>	284	<b>401</b>	166	<b>159</b>
Emergency accom ended	36	<b>38</b>	63	<b>83</b>	33	<b>75</b>	24	<b>47</b>	23	<b>37</b>
Eviction /previous accommodation ended	356	<b>288</b>	336	<b>340</b>	388	<b>408</b>	351	<b>332</b>	347	<b>277</b>
Recently left institution	75	<b>60</b>	81	<b>87</b>	73	<b>77</b>	67	<b>52</b>	73	<b>53</b>
Psychiatric illness	36	<b>55</b>	51	<b>36</b>	43	<b>39</b>	37	<b>35</b>	48	<b>28</b>

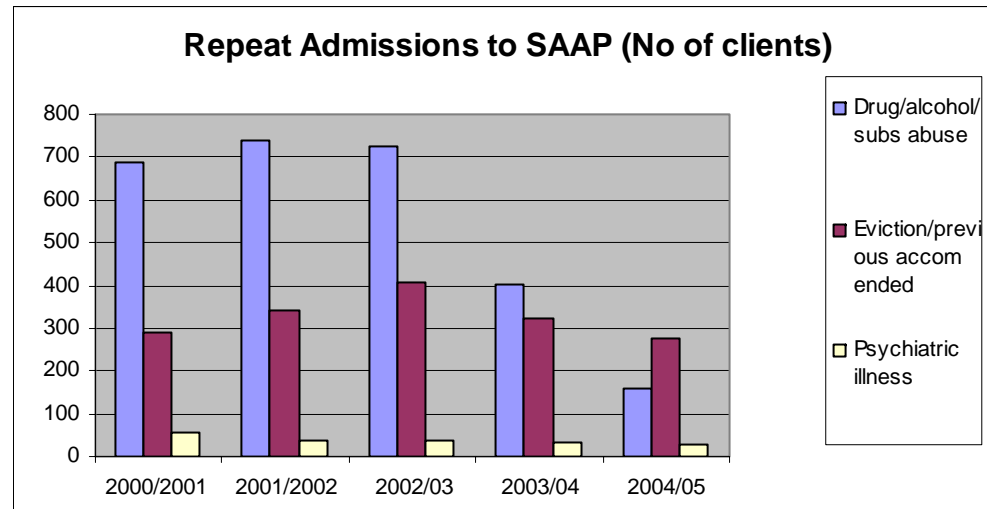
Usual accom unavailable	533	<b>483</b>	565	<b>694</b>	518	<b>693</b>	500	<b>560</b>	515	<b>549</b>
Itinerant	110	<b>109</b>	114	<b>127</b>	134	<b>178</b>	131	<b>162</b>	145	<b>143</b>
Financial difficulty	367	<b>761</b>	313	<b>692</b>	239	<b>641</b>	195	<b>320</b>	140	<b>84</b>

Note 1: Caution should be exercised when interpreting the data presented in this table, as around one third of repeat SAAP users cannot be identified (ascertained to be the same client or different clients). These repeat users are assumed to have similar circumstances to clients that can be identified.

Note 2: This data is for “presenting reasons” as given by clients when seeking accommodation. It does not represent the incidence of these issues within the SAAP client population. For example it is well documented that mental health problems and drug/alcohol problems affect many other clients.

Note 3: As a client can have more than one support period, the table is based on the main reason reported in each individual support period. For example, a client may have 4 support periods in a financial year. In one of these they reported the main reason of drug, alcohol or substance abuse and in 3 support periods they reported financial difficulty as the main reason for seeking assistance.

Source: Australian Institute of Health and Welfare (AIHW) National Data Collection (NDC) for the Supported Accommodation Assistance Program (SAAP)



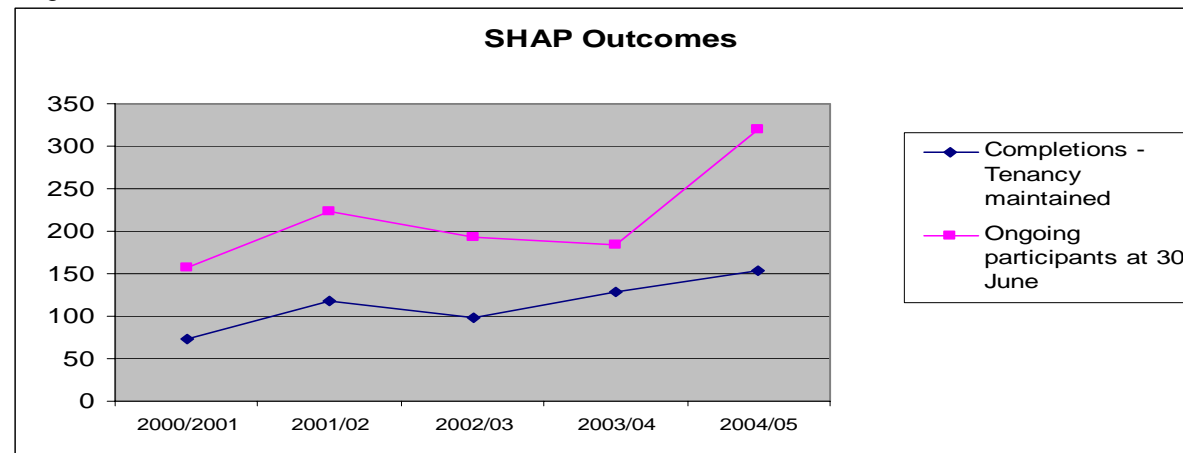
### 8.3 Increase in number of people remaining connected to utilities, remaining housed

A number of initiatives of the State Homelessness Strategy aim to lower rates of adverse consequences such as eviction, discontinuation of essential services, repossession, or legal action. These initiatives include the provision of additional funds for the Supported Housing Assistance Program (SHAP), new services to assist people to maintain private rental accommodation, and additional financial counselling services.

**8.3.1 Department of Housing and Works Supported Housing Assistance Program (SHAP<sup>15</sup>). Number of tenants supported to remain in tenancy – See also Indicator 3.1.** The graph below shows a steady increase in the number of SHAP clients since the baseline year 2001/02. Some new SHAP services in country areas only started in late 2003/2004. While this saw an increased number of client referrals there was likely insufficient time in 2004/2005 for these new clients to successfully complete the program. (see Indicator 3.1.2 for further information about the SHAP program)

	2000/01	2001/02 Baseline	2002/03	2003/04	2004/05
Successful completion – accommodation issue resolved/ tenancy maintained	73	118	98	129	124
Ongoing participants at 30 June	157	224	264	271	346

Source: Department of Housing and Works



<sup>15</sup> The Supported Housing Assistance Program provides funding to non-Government Organisations to support identified Homeswest families who are at risk of losing their tenancies.

### 8.3.2 Private Rental Support and Advocacy Program - Number of tenants supported to remain in tenancy

Through the State Homelessness Strategy, the Department for Community Development was provided with \$1million per year funding to establish services to assist people in private rental accommodation who are at risk of losing their tenancies. The first of seven new services began operating in November 2003. The final service opened in March 2004. Three services have been established in the metropolitan area, and three in regional areas of Geraldton, Peel and Busselton. A metropolitan-based service to assist people from culturally and linguistically diverse background has also been funded. Since the program commenced in November 2003 to 30 June 2005, 835 households have been assisted. Program funding for 2004/05 was \$1,031,000.

In the six months July to December 2004, the services assisted 399 households consisting of 1,071 individuals. In the following six months, from January to June 2005 services supported 434 households consisting of 1,276 individuals. Tenancy advice, negotiation, emergency financial assistance and information/referral were the most frequently provided services.

#### Support and Advocacy - Private Rental – Client Ethnicity

	July-Dec 2004		Jan-Jun 2005	
	No	%	No	%
Aboriginal and Torres Strait Islander	93	9%	132	10%
Other Ethnicity	541	51%	469	37%
CALD	237	22%	123	10%
Unknown Ethnicity	192	18%	543	43%
<b>Total</b>	<b>1,071</b>	<b>100%</b>	<b>1,267</b>	<b>100%</b>

Source: DCD Contract Management Information System

Note: The numbers for each period cannot be added together as some cases will be carried forwarded into the second period.

#### Support provided to clients

	Jul-Dec 2004	Jan-Jun 2005
Tenancy advice/information/support/education	372	450
Negotiation	222	394
Information and referrals	204	237
Emergency relief (i.e. financial assistance)	109	290
One to one in home practical assistance/skill building activities	91	226
Counselling	78	155
Referral/Linkage to Other Service	72	124
Other	61	242
skill building	1	228

Source: DCD Contract Management Information System

### **8.3.3 In Home Practical Support Services for Aboriginal Families - Number of tenants supported to remain in tenancy**

\$150,000 per annum was provided to the Department for Community Development through the Western Australian Government's Family Strengths Program. It has been used to establish two new services to assist Aboriginal families to maintain to manage a home and maintain a healthy family life. The services are located at the Mungallah community near Carnarvon, and in Kwinana. They began operating early in 2004.

The table below shows the services worked with 223 people in the period July to December 2004 and 228 people in the six months from January to June 2005. The numbers for each period cannot be added together as some cases will be carried forwarded into the second period. All of the clients were Aboriginal with around 60% female, 40% male.

<b>Gender</b>	<b>July-Dec 2004</b>		<b>Jan-Jun 2005</b>	
Female	132	57%	137	60%
Male	101	43%	91	40%
Unknown gender	0	0%	0	0%
<b>Total</b>	<b>233</b>	<b>100%</b>	<b>228</b>	<b>100%</b>

<b>Support Provided</b>	<b>Jul-Dec 2004</b>	<b>Jan-Jun 2005</b>
Edu/recreation for parents	67	216
Home based family support visits	13	109
Presentation to community members	24	101
Information and referrals	5	96
Edu/Rec Activities for Children	55	72
Parenting programs	15	15

Source: DCD Contract Management Information System

In addition to the DCD services, DHW is providing an In Home Practical Support Program (IHPSP) from within existing resources. The IHPSP provides support and skill development of Aboriginal families in conventional housing. Families using the service develop their knowledge, skills and confidence to effectively manage a home.

The IHPSP program will operate from five locations – Halls Creek, Kalgoorlie/Ninga Mia, Newman/Parnpajinya, Bidadanga, Warburton. \$350,000 was allocated for 2003/04 however the project encountered some implementation delays. Negotiations are continuing for the service to commence in 2004/05 at Newman, Halls Creek, Bidadanga and Warburton.

The DHW program is a contemporary version of the "Homemaker Program" that operated in the 1970's and 1980's. The program aims to improve the sustainability and longevity of Indigenous housing by developing the home living skills of Aboriginal people participating in the

program. Families using the service will develop their knowledge, skills and confidence to effectively manage a home and maintain a healthy family life. The program will cover all aspects including budgeting, home skills and meeting tenancy obligations.

A pilot project of the IHPSP was funded in 2003/04 at the Koolbardi Aboriginal Corporation in Queens Park. The project is currently being reviewed which will include a report on outcomes. The project was reviewed and the organisation is no longer delivering the service.

During 2004-2005, the program commenced at the Parnpajinya Community in Newman, Bidyadanga Community and Katanning. The majority of the services commenced during the fourth quarter of the financial year.

In the Derby-West Kimberley Shire, two Aboriginal women's groups based in Derby and Fitzroy Crossing were contracted to deliver the program to a number of Aboriginal communities within the Shire. An Aboriginal regional housing body was also contracted to deliver the program to a number of Aboriginal communities in the Pilbara region.

The program has not yet commenced in Halls Creek and several service delivery options are being investigated for the four town based communities in Halls Creek.

In 2005-2006 negotiations are being carried out for the program to be rolled out to Wiluna, Warburton, Kununurra/Wyndham and surrounding communities. These negotiations are various stages. Recently the Goldfields Indigenous Housing Organisation based in Kalgoorlie signed up to deliver the program to a number of Aboriginal communities in the Goldfields region.

The DHW Aboriginal Housing and Infrastructure Branch has also entered into an arrangement with the East Metropolitan Housing Association (EMCHA) which will lease properties from the private market (real estate agents and individual investors) and manage those properties for an agreed period. EMCHA will rent these properties to indigenous tenants and provide a supportive landlord function. Some tenancy rights training/advocacy will be provided by the Midland Information, Debt and Legal Advice Service (MIDLAS).

It is expected that sufficient tenants will have completed the program by February / March 2006 to conduct an evaluation of the pilot. The evaluation will be based on previously negotiated guidelines and performance measures. The continuation of the program to full implementation will be dependent on the evaluation outcomes.

### 8.3.4 Provision of Financial Counselling Services. Instances of service provision and outcomes

The Department for Community Development funds 54 Financial Counselling Services throughout the state. In 2002 52 services received a 15% increase in funding to provide additional support to people at risk of losing homes because of financial problems, and two new services were funded to support young people. The funds were sourced from the Rental Accommodation Fund as a result of the State Homelessness Taskforce Recommendation 2.1.7. The aim of this initiative is to reduce homelessness resulting from financial difficulties. The table below shows a steady increase in clients from the baseline year of 2001/02 to 2003/04. However there was a decrease in the number of new cases opened in 2004/05. This coincided with the introduction of the Australian Governments Family Payment of \$600 per child which was introduced in June 2004. Emergency relief and financial assistance providers reported anecdotally an immediate decrease in families seeking financial assistance.

<u>Service Outcomes</u>	2000/01	2001/02 Baseline	2002/2003
<b>Essential services negotiation - Total</b>	2,175	3,265	3,243
<b>Essential services negotiation - Successful Outcome</b>	1,915 (88%)	3,003 (92%)	3,046 (94%)
<b>Assist to obtain entitlements - Total</b>	2,173	1,799	2,477
<b>Assist to obtain entitlements - Successful Outcome</b>	1,915 (88%)	1,602 (89%)	2,299 (93%)
<b>Creditor issues legal - Total</b>	2,710	3,537	3,103
<b>Creditor issues legal - Successful Outcome</b>	2,230 (82%)	2,997 (85%)	2,676 (86%)
Housing Issues - Total	1,883	2,251	2,103
Housing – Successful Outcome	1,453 (77%)	1,707 (76%)	1,608 (76%)

<u>Reporting format changed Services Provided</u>	2003/04	2004/05
<b>Negotiation (general)</b>	3,946	3,704
<b>Assist to obtain entitlements</b>	2,453	2,338
<b>Creditor issues legal</b>	2,541	2,442
<b>Housing Issues</b>	2,427	2,335

<b>Total Cases Supported Each Year</b>			
Cases carried over from previous year	Not collected	1,592	1,726
New cases opened	7,157	10,340	11,391
Total cases	N/A	11,932	13,117

<b>Total Cases Supported Each Year</b>		
Cases carried over from previous year	1,899	1,800
New cases opened	11,884	9,739
Total cases	13,783	11,539

Source: Department for Community Development, Contract Information Management System State Performance Report

#### **8.4 Reduction in number of people with housing related debt**

The table below shows a steady increase in average rent arrears between 2001 and 2004, and decreasing in 2005. However it should be noted that the current data collection method does not produce comparable results. See note 1 below.

Both the amount of Bond Loan arrears and the numbers of accounts in arrears has steadily decreased in the last four years.

#### **Reduction of housing related debt – Department of Housing and Works rent arrears and bonds loan arrears**

<b>Rent Arrears</b>	<b>As at 30 June 2001</b>	<b>As at 30 June 2002 Baseline</b>	<b>As at 31 May 2003</b>	<b>As at 30 June 2004</b>	<b>As at 30 June 2005</b>
Average Rent Arrears Per Account	\$13.44	\$14.16	\$15.35 (Note 1)	\$16.26 (Note 2)	\$15.49
Total number of occupied rental accounts	33,226	33,249	33,123	33,143	33,061
Number of occupied accounts in arrears	3,478	3,255	3,485	5,773	3,604

<b>Bond Loans (Note 3)</b>	<b>As at 30 June 2001</b>	<b>As at 30 June 2002 Baseline</b>	<b>As at 30 June 2003 (Note 3)</b>	<b>As at 30 June 2004 (Note 4)</b>	<b>As at 30 June 2005 (Note 4)</b>
Average Bond Loans in arrears	Data not available	\$60.27	\$41.92	\$43.42	\$38.74
Total number of occupied Bond accounts	Data not available	20,504	19,281	18,744	13,171
Number of occupied accounts in arrears	Data not available	4182	3,007	2,925	2,464

Source: Department of Housing and Works

Note 1: Data as at 31 May 2003 has been used rather than 30 June 2003 as the data at that date is artificially high because the rents were raised on the evening of Friday 27 June 2003 and the arrears report ran on the evening of Monday 30 June 2003 so there was only the one day of payments included after the rent was raised. Hence those whose rents were paid on the following day showed as being in arrears. The Department of Housing and Works is considering ways to produce more relevant and reliable data.

Note 2: Rents raised on June 30, 2004, occurred one day prior to Centrelink payments being due, which artificially inflated the average rent arrears per account.

Note 3: Bond loan levels were increased in March 2002 which impacted on overall overdue bond debt.

Note 4: Average arrears per occupied account where arrears are greater than \$10

### 8.5 Increase in use of services by people who are homeless or at risk of homelessness

The State Homelessness Strategy aimed to improve access to emergency accommodation for homeless people. The introduction of the Homeless Helpline in May 2001 saw an initial surge in calls during 2001/02 which settled to a lower rate in 2002/03, and increased in 2003/04. There was a reduction in calls to the Homeless Helpline in 2004/05 and a reduction in crisis accommodation provided by DCD. The number of SAAP clients has fluctuated averaging around 9,000 during the six years from 1999/2000 to 2004/0.

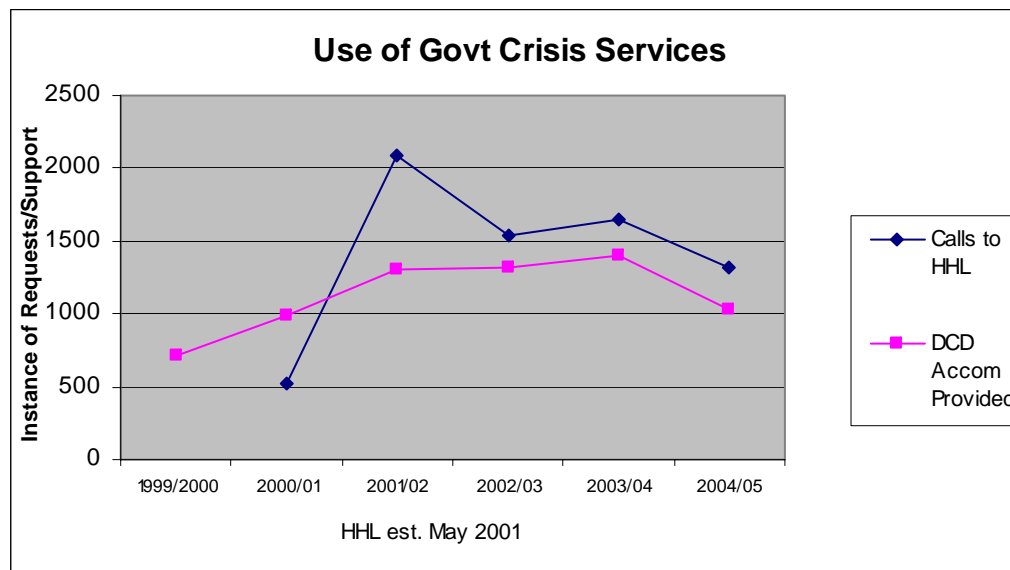
	1999/00	2000/01	2001/02 Baseline	2002/03	2003/04	2004/05
Number of individuals calling the Homeless Helpline (Note 1)	N/A	523 (Note 2)	2,082	1,533	1,643	1,318
Accommodation provided by DCD (Note 3)						
• Number of people	521	632	774	793	857	680
• Instances of accommodation	721	985	1,306	1,322	1,407	1,027
Number of SAAP clients	8,500	9,750	9,050	9,300	8,450	8,850

Sources: Department of Housing and Works, Department for Community Development (DCD) Annual Report and Australian Institute of Health and Welfare (AIHW) National Data Collection (NDC) for the Supported Accommodation Assistance Program (SAAP)

Note 1: Does not include repeat calls

Note 2: The Homeless Helpline was established on 21 May 2001

Note 3: DCD provides accommodation via service delivery offices, calls to the DCD Crisis Care Unit after hours and takes referrals from the Homeless Helpline.



## 9. Specialist Services

People who are at risk of homelessness, are currently homeless or have been homeless frequently have high support needs and may require specialist services to maintain their health and well being.

### **9.1 Increase in availability of sobering up shelters in areas of high need**

Alcohol and substance abuse is sometimes a factor for people who are sleeping rough, and Sobering up Centres provide them with a safe alternative. They are an important component of the Western Australian Drug and Alcohol Strategy (WADAS). Sobering Up Centre admission numbers reached a peak in 2002/03 when four new centres opened in two years. Since this time there has been a slight decline in occupancy which is expected to stabilise to a steady trend. There has however been a state wide decline in the number of people presenting at the sobering up centres. Sobering Up Centres are now providing a range of services to clients, such as access to GPs and referral to financial support, as well as facilitating treatment pathways for those clients who need a more comprehensive treatment regime.

	1999/00	2000/01- Baseline	2001/02	2002/03	2003/04	2004/05
Number and location of sobering up shelters  (Note 1)	Broome (32 beds) Derby (19 beds) Fitzroy Crossing (20 beds) Halls Creek (21 beds) Kalgoorlie (12 beds) Kununurra (20 beds) Highgate (14 beds) Port Hedland(16 beds) Roebourne( 18 beds) Wiluna (16 beds)	No change	New Centres in:  Midland (20) Kalgoorlie increased its capacity to 20 beds	New Centres:  Wyndham (16 beds) Anawim (5 beds) Geraldton (18 beds)	No Change	No Change
Number of sobering up beds	188 Note 2	188	216	March 2003 255	255 (July-Dec 03) 224 (Jan-July 04)	255
Number of sobering up shelters	10	10	11	14	14	14
Number of admissions to sobering up shelters	17,488	16,799	18,408	20,795	19,422	18,058

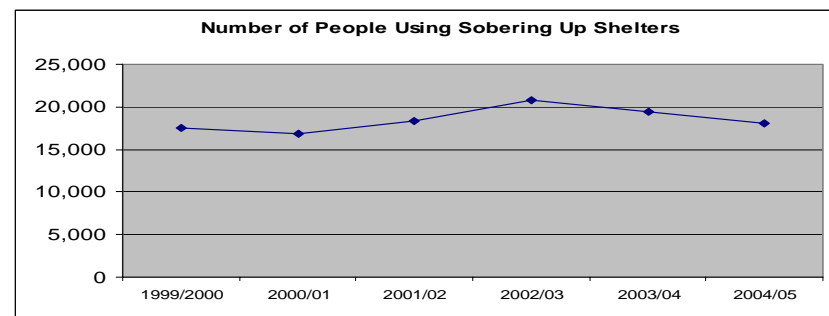
Source: Department of Health Drug and Alcohol Office

Note 1 The number of beds at Halls Creek was reported incorrectly as 24 in previous issues of this report, and Highgate was incorrectly reported as having 16 beds.

Note 2: In previous issues of this report the total number of sobering up beds was reported as 175 instead of 188. This error was carried through to following years.

#### Comment

From January to July 2004 the Salvation Army Bridge House in Highgate was closed for refurbishment. It reopened in July 2004. During this period people were transported to other shelters, principally the Midland Sobering Up Centre.



## 9.2 Increase usage of mobile medical services – (Note 1)

Many homeless people do not seek regular medical assistance, and frequently have poorer health than the general population. The provision of the Street Doctor services increases their access to treatment. The table below shows there has been considerable growth in the number of people accessing the Street Doctor Services since services commenced in April 2001.

### 9.2.1 Number of people using Mobile Access Centre and Street Doctor services

	2000/01	2001/02 Baseline	2002/03	2003/04	2004/05
Number of people using Mobile Access Centre and Street Doctor services	188 (Note 2)	384	774 (Note 3)	934 (Note 4)	904

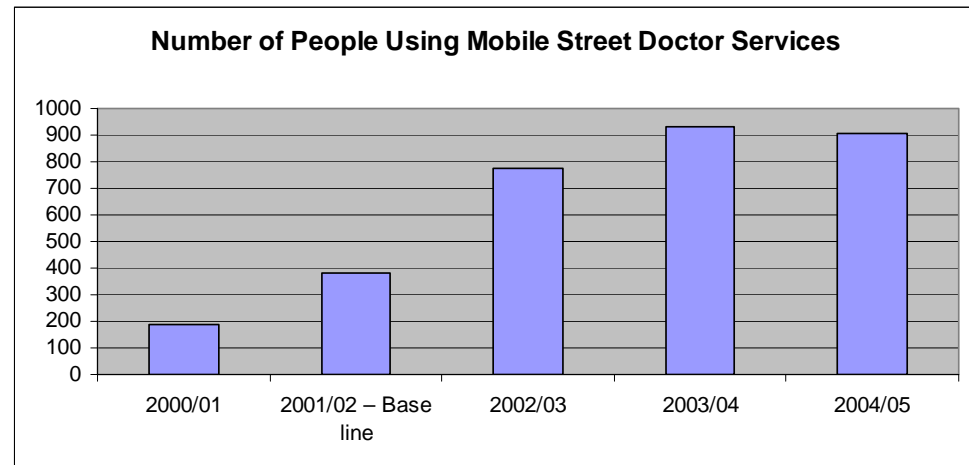
Source: Department of Health

Note 1: In response to a recommendation of the evaluation into the implementation of the State Homelessness Strategy<sup>16</sup> this Indicator has been changed to match the data provided (the previous wording *Increase in support services such as the Street Doctor Service* was inaccurate).

Note 2: The Street Doctor Service was launched in April 2001.

Note 3: The Capacity of the Mobile Access Centres doubled in 2002 with the opening of the Swan service.

Note 4: The figure for 2003/2004 includes 251 people seen by the Fremantle Street Doctor service between January and June 2004.



<sup>16</sup> Evaluation Study of the Implementation of Initiatives in the Government's Response to the WA State Homelessness Taskforce, page 36

### 9.3 Increase in support services for children of homeless parents.

#### 9.3.1 Support to Children in Women's Refuges

The State Homelessness Strategy included the provision of additional funding to support children in 18 country women's refuges from 1 January 2003. This is in addition to the support already provided to refuges in the metropolitan area, Albany and Bunbury. It is anticipated the SAAP data will show an increase in the amount of support provided to children.<sup>17</sup> The table below shows an increase in support provided to children in every category since the baseline year of 2001/02 and a decline in the number of children reported to have received no services from the SAAP agency.

#### Services provided to children accompanying parents or carers in Supported Accommodation Assistance Program (SAAP) services

	2000/01	2001/02 Baseline	2002/03	2003/04	2004/05	
Counselling	Comparable data not available	850 (13.7%)	850 (14.2%)	900 (13.3%)	900 (13.6%)	
School liaison /child care		1350 (21.2%)	1,300 (21.1%)	2,100 (30.3%)	1,950 (29.1%)	
Accommodation		5,450 (87%)	5,450 (89.4%)	6,150 (89.0%)	6,050 (90.6%)	
General support/advocacy		850 (13.7%)	900 (14.3%)	950 (14.0%)	900 (13.6%)	
Culturally sensitive services		650 (10%)	750 (12.6%)	1,200 (17.1%)	1,200 (18.2%)	
Health/medical services		250 (4.4%)	350 (5.5%)	450 (6.9%)	350 (5.0%)	
Basic support and other services		4,750 (76%)	4,800 (78.8%)	5,650 (81.8%)	5,100 (76.6%)	
No services provided directly by agency		150 (2.0%)	50 (1.2%)	50 (0.8%)	50 (0.9%)	
<b>Accompanying child support periods where information was provided on service requirements or provision</b>			<b>6,250</b>	<b>6,100</b>	<b>6,900</b>	<b>6,650 (100%)</b>
Total accompanying child support periods			7,750	8,050	7,900	8,650

Note. : children were able to receive multiple services so the percentages do not total 100

<sup>17</sup> Note: this strategy is not aimed at increasing the total number of children in SAAP services, rather the support provided to them while there.

Source: Australian Institute of Health and Welfare (AIHW) National Data Collection (NDC) for the Supported Accommodation Assistance Program (SAAP)

### **9.3.2 Support to children from homeless families,**

The State Homelessness provided funding for two new services in the metropolitan area to provide counselling and support to children living in supported accommodation services for families. The services became operational in February 2004 and at 30 June 2004 had worked with 51 children. In the six months from July to December 2004 they assisted 99 children and in the period January to June 2005, 136. The numbers for each period cannot be added together as some cases will be carried forward into the second period. The target age range for these services is 4 – 14 years. The data shows that the majority of the children are in this age range. Nearly 60% of the children are Indigenous while the percentage of CALD children increased to 16% in the second reporting period.

<b>Ages</b>	<b>July-Dec 2004</b>		<b>Jan-Jun 2005</b>	
Age 6-12	75	76%	86	63%
Age 13+	13	13%	31	23%
Age 0-2	0	0%	3	2%
Age 3-5	11	11%	16	12%
<b>Total</b>	<b>99</b>	<b>100%</b>	<b>136</b>	<b>100%</b>

<b>Ethnicity</b>	<b>July-Dec 2004</b>		<b>Jan-Jun 2005</b>	
Aboriginal and Torres Strait Islander	55	56%	78	57%
Other Ethnicity	32	32%	36	26%
CALD	2	2%	22	16%
Unknown Ethnicity	10	10%	0	0%
<b>Total</b>	<b>99</b>	<b>100%</b>	<b>136</b>	<b>100%</b>

<b>Service Provided</b>	<b>Jul-Dec 2004</b>	<b>Jan-Jun 2005</b>
Group Activities	58	76
Individual Counselling	53	61
Referral/Linkage to Other Service	1	55
Other	86	109

Source: DCD Contract Management Information System

### 9.3.3 Support to Young Parents in Youth Supported Accommodation Services

The State Homelessness Strategy provided additional funding from 1 January 2003 to five youth supported accommodation (YSAAP) services to provide support to young parents with a focus on improving parenting skills and the needs of their children. The following table shows the services provided from the period July 2003 to June 2005. During this period services worked with a total of 359 young parents.

**Data for Young Parents Support Services**

	<b>July – Dec 2003</b>	<b>Jan – Jun 2004</b>	<b>July – Dec 2004</b>	<b>Jan – Jun 2005</b>
No of Parents	137	165	127	134
No of Children	124	178	131	131
Percentage of parents who are Aboriginal or Torres Strait Islander	67%	51%	47%	43%
Percentage of Parents from culturally and Linguistically diverse backgrounds	7%	7%	3%	4%
Percentage of Parents who are female	93%	92%	90%	85%
Percentage of Parents who are Male	7%	8%	10%	15%
Age of Parents	52% aged 18-24 33% aged 15-17	80% aged 18-24 16% aged 15-17	70% aged 18-24 24% aged 15-17	65% aged 18-24 25% aged 15-17
Age of Children	63% < 2 years 26% = 3-5 years	63% < 2 years 29% = 3-5 years	75% < 2 years 20% = 3-5 years	73% < 2 years 21% = 3-5 years

Note: The numbers for each period cannot be added together as some cases will be carried forwarded into the following reporting period.

## 10. Co-operation and collaboration

Very few of the initiatives in the Government's Response involve just one agency, many require two or more agencies to collaborate for implementation to be effective.

### **10.1 Agencies' rating at policy and operational levels of cooperation and collaboration on homelessness issues across participating agencies**

Consultants Estill and Associates completed an *Evaluation Study of the Implementation of Initiatives in the Government's Response to the WA State Homelessness Taskforce* in December 2003. They interviewed representatives from participating agencies and found:

*Most agency officials interviewed identified the level of collaboration between agencies as an unexpected, positive impact. Relationships between agencies and service providers have been similarly positive.*

*....Several possible risks associated with this collaborative approach were identified. The comment was made that when a committee is involved, it is sometimes easy for individual participants to cede responsibility to the committee. Similarly when more than one individual is involved in a collaborative venture, implementation activities may be left to the other person. Instances of this happening were not reported to the study team.*

*These risks are being mitigated by a number of stratagems, either intentionally or not. These include the level of disclosure required by the high levels of monitoring and reporting, having one lead agency responsible for reporting on the implementation, the increased understanding among stakeholders of each other's "realities" resulting from the high levels of good will and openness, and the avoidance of ritual procedures perhaps enhanced by the involvement of community representatives.<sup>18</sup>*

The consultants recommended that Indicator 10.1 be re-examined as no ratings for the baseline year are available, although there is strong anecdotal evidence that inter-agency cooperation and collaboration is increasing significantly.<sup>19</sup> The suggested new Indicators is:

### **10.1 Evidence of cooperation and collaboration on homelessness issues at policy and operational levels across participating agencies**

Evidence to meet this indicator is provided by the Consultant's comments above and the following data:

During 2004/2005 close collaboration continued between and among Government and non-Government agencies. For example in eight projects and working parties relevant to homelessness and accommodation issues there was an average of 5 government and non-government agencies involved with the range being from 2 to 14 agencies.

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<sup>18</sup> Evaluation Study of the Implementation of Initiatives in the Government's Response to the WA State Homelessness Taskforce, page 27

<sup>19</sup> Evaluation Study of the Implementation of Initiatives in the Government's Response to the WA State Homelessness Taskforce, page 36