

Progress Report on the Implementation of the Government's Response to the WA State Homelessness Taskforce as at 30 Sept 2003

Note: Developments since the previous update (June 2003) are indicated in red.

No	Recommendation Summary	Summary of Government Commitments  For full text see The Government's Response to the Report of the Homelessness Taskforce: <u>'Putting People First'</u>	Implementation Status
<b>1</b>	<b>ACCESS TO APPROPRIATE AND AFFORDABLE ACCOMMODATION</b>		
<b>1.1</b>	<b>State housing strategy to include the development and retention of affordable housing</b>		
1.1.1	Ensure the State Housing Strategy includes proposals for increasing the supply of affordable housing.	<p><i>Housing Strategy WA</i> will be put to consultation by October 2002.</p> <p>The needs of Indigenous people, CALD and people with disabilities will be given a high priority.</p>	<p>Department of Housing and Works (DHW)</p> <p>The loss in the supply of affordable housing for households in the lower two income quintiles has been identified as a major issue in the development of a <i>Housing Strategy WA</i>. The draft strategy will now be released to the public in December 2003 and will include strategies for increasing the supply of affordable housing.</p> <p>The Department of Housing and Works is looking at the feasibility of introducing a not-for-profit charitable housing company to increase affordable housing for low to moderate income earners.</p> <p>It is proposed the company would operate under a redeemable preference shareholding agreement comprising ordinary (government) and community preference shareholders and an independent expertise-based board. Issues such as Commonwealth entitlements, funding considerations, company structure, business and financial modelling are being progressed.</p> <p>Project development has identified complex legal and financial issues, which need to be resolved before the draft model can be prepared for consultation with stakeholders.</p>

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1.1.2	Ensure the State Housing Strategy includes a continuum of housing types in all locations to promote community sustainability.	The Housing Strategy will address needs in rural and remote areas as well as metropolitan. It will encourage construction that uses sustainability principles. <i>WACOSS Housing and Sustainable Communities Indicators</i> will be used. The <i>New Living Program</i> will continue.	Department of Housing and Works (DHW)  <i>Housing Strategy WA</i> will provide strategies to provide a range of housing options to meet our future housing needs over the next 30 years. Rural and remote housing needs will also be recognised in the development of the housing strategy.  The draft strategy will now be released to the public in December 2003.

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1.1.3	On State owned land sold for redevelopment for housing a minimum of 10% to be allocated to either increase additional affordable housing on the existing site or set aside for affordable housing in alternative locations.	This recommendation will be forwarded to the people working on the development of the State Housing Strategy for their consideration and action.	<p>Department of Housing and Works (DHW)</p> <p>The <i>Housing Strategy WA</i> will make a recommendation on this matter, however its implementation is subject to gaining the cooperation of other agencies with identifiable surplus land. An interdepartmental committee, established by the Department of the Premier and Cabinet to dispose of surplus government property assets, supports the principle underlying this recommendation. Its application warrants consideration on a site-specific basis. The DHW is progressively negotiating arrangements with various government agencies in respect to the allocation of land for affordable housing. Agreements have been reached with the East Perth Redevelopment Authority and the Subiaco Redevelopment Authority. Negotiations are under way with LandCorp, the Department of Education, the Department of Health and the Western Australian Government Railways Commission.</p> <p>DHW has established jointly with the Department of Planning and Infrastructure (DPI), an Affordable Housing Working Group to develop ways of increasing the supply of affordable housing and making changes to implement them. Membership of the group consists of DHW, DPI, LandCorp, the Western Australian Local Government Association (WALGA) and the Department of Local Government and Regional Development (DLGRD). The group will develop options for increasing the supply of affordable housing and feed them into the development of the draft Housing Strategy WA, due for release in December 2003. The outcomes of the Dialogue with the City will also be used to inform the development of strategies to increase the level of affordable housing in WA that are acceptable to the community.</p> <p>.</p>

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<b>1.2</b>	<b>Increase Government funding for social housing</b>		
1.2.1	The Taskforce considers that a key underlying principle of the Commonwealth State Housing Agreement (CSHA) is to have a mandate to address homelessness.	When negotiating the next <i>Commonwealth State Housing Agreement</i> , the Government will ensure that all groups in society, including people who are homeless or at risk of becoming homeless, will have their housing needs addressed.	Department of Housing and Works (DHW)  The Commonwealth is currently drafting the multilateral agreement for the next <i>Commonwealth State Housing Agreement</i> (CSHA) for comment by States. DHW will endeavour to ensure that the principles for the new agreement cover the housing needs of all vulnerable groups in the community.  <b>All States/Territories have now signed the new multilateral housing agreement.</b> The guiding principles for the new CSHA ensure that social housing continues to be targeted to all vulnerable groups in society.
1.2.2	The Taskforce supports the retention and enhancement of the CHSA with a clear focus on homelessness.	To give certainty to the States on future funding, all parties are seeking to finalise a new Commonwealth State Housing Agreement by July 2002.	Department of Housing and Works (DHW)  <b>All States/Territories have now agreed to sign the new multilateral housing agreement.</b>

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1.2.3	Injection of Commonwealth funds to maintain and increase current social housing and stock levels.	Increased funding from the Commonwealth will be sought to increase the amount of social housing that is affordable for low-income households. Any increase from the Commonwealth will be matched by the State.	<p>Department of Housing and Works (DHW)</p> <p>The Commonwealth's offer included indexation of <i>Commonwealth State Housing Agreement</i> grants from the second year of the five-year agreement but continues to apply an efficiency dividend and does not include any more GST compensation. States are developing a strategy to have the Commonwealth continue GST compensation.</p> <p>The Premier wrote on behalf of all Premiers and Chief Ministers to the Prime Minister on 11 March 2003, raising their concerns about the removal of GST compensation from the next CSHA.</p> <p>The Prime Minister replied on 11 April 2003 that there would be no further compensation for GST provided by the Commonwealth after 30 June 2003. No indexation in the first year of the new CSHA, the continued application of the 1% efficiency dividend and the loss of GST compensation mean that WA will lose \$9.4 million in CSHA funds in 2003/04 compared to the last year of the 1999 CSHA.</p>

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1.2.4	Injection of State funds to maintain and increase current social housing stock levels.	A special one-off injection of \$10.5 million will be made to provide additional public housing. \$5million will be allocated for general public housing and \$5.5 million to provide special needs housing to be targeted at people with mental health problems and people leaving prisons.	<p>Department of Housing and Works (DHW)</p> <p><del>✓</del> <b>Completed</b> \$5m has been included for the provision of 60 units of accommodation for homeless clients as part of the funding from the Rental Accommodation Funding. <b>50 houses of the original allocation are still occupied, however a further 59 houses were allocated to priority homeless from 1 July to 30 September 2003. These houses will now form part of the dedicated housing for homeless people and figures will start being collected from 1 July 2003 making a total of 109 houses that now accommodate people identified as homeless.</b></p> <p><del>✓</del> <b>Completed</b> \$5.5m has been included for Special Needs funding for the 65 units to be allocated through the Community Housing Branch. <b>To match further support funding from the Department of Justice, DHW has increased the original 65 units to 71 units from 1 July 2003, comprised of the original 38 units for Department of Health and 33 units, an increase of 6, for DOJ clients.</b> Further information is provided at items 2.2.5 and 2.3.6.</p> <p><b>??</b> A 22 bed hostel for Aboriginal dialysis patients was purchased in Broome (Broometime lodge). <b>Renovations have now been completed. Aboriginal Hostels Ltd has taken over management of the hostel from September 2003.</b></p>

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1.2.5	The State to negotiate with the Commonwealth for an increase in funding for Aboriginal housing.	The State is also negotiating an innovative bi-lateral housing infrastructure agreement with Commonwealth through ATSIC worth \$80m. It is expected that agreement will be reached for a 1 July 2002 start.	<p>Department of Housing and Works (DHW) Aboriginal and Torres Strait Islander Commission (ATSIC)</p> <p>The State Government has signed a Housing and Infrastructure Agreement with the Commonwealth and ATSIC which commits the parties to the pooling of funds to be administered by the DHW Aboriginal Housing and Infrastructure Directorate (AHID) from July 2002 to June 2007.</p> <p>State Treasury has increased its annual funding commitment from \$13.5M per year to \$17M per year for the term of the Agreement. The Commonwealth has provided a further \$1.759M for 2002/03 through to 2006/07. This money will be included in the pool of funds, to be administered by the AHID, and applied under the Indigenous Housing Agreement to improve housing and infrastructure for Aboriginal People.</p> <p>Through the Commonwealth State Housing Agreement (CSHA), the tied Aboriginal Rental Housing Program (ARHP) funds will now be indexed to the CPI.</p> <p>Under the renegotiated CSHA, the Commonwealth is reviewing ARHP funding. <b>The State has made a formal submission to the ARHP review recommending changes to the formula for distributing funds to recognise the extra costs associated with the remoteness of WA.</b></p> <p><b>The Australian Government Department of Family and Children's Services has indicated that it is expecting a decision on any changes to ARHP will be announced prior to the end of 2003.</b></p>

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1.2.6	Local Government to be involved in a three way partnership with State and Commonwealth Government in negotiating CSHA.	The State Government will ask the Commonwealth to invite Local Government to participate in the Commonwealth State Housing Agreement negotiations.	<p>Department of Housing and Works (DHW)</p> <p>The negotiation process meant that there was no time appropriate to raise the issue of including local government in a three-way partnership for a housing agreement that is between the Commonwealth and States.</p> <p>Local government through the WA Local Government Association will be involved by DHW in the development of initiatives to increase the supply of affordable housing in WA.</p>

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<b>1.3</b>	<b>Broaden opportunities for increasing the amount, durability and type of affordable housing</b>		
1.3.1	Increase the use of durable building materials and fittings in social housing.	DHW's <i>Management Support Program</i> and its <i>Remote Village Construction Program</i> will continue to work towards improving the state of housing in remote Indigenous communities.	<p>Department of Housing and Works (DHW)</p> <p>The Department of Housing and Works supports the use of durable building materials. A review of their effectiveness will be undertaken in 2003/04.</p> <p>The Department commenced the construction of a 102 durable dwellings in 2002/03 comprised of either "full" or "partial" durable housing units as follows:</p> <ul style="list-style-type: none"> <li>?? Indigenous Mainstream Public Housing - remote communities – 73</li> <li>?? Indigenous Mainstream Public Housing - urban – North Central 7, Kimberley 6, Pilbara 5</li> <li>?? Mainstream Public Housing – Kimberley 10, Pilbara 1</li> </ul> <p>Of these, 10 units have been completed to date.</p> <p>The Department will commence the construction of a further 99 durable dwellings in 2003/2004 comprised of either "full" or "partial" durable housing units as follows:</p> <ul style="list-style-type: none"> <li>?? Indigenous Mainstream Public Housing - remote communities – 78</li> <li>?? Indigenous Mainstream Public Housing - urban – Central 4, North Central 1, Kimberley 6, Pilbara 5</li> <li>?? Mainstream Public Housing– North Central 3, Pilbara 2</li> </ul>

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1.3.2	Increase the quality of housing in Indigenous Communities to eliminate 'homelessness in homelands'.	The Government will continue to work towards improving the state of housing in remote Indigenous communities	<p>Department of Housing and Works (DHW)</p> <p>The DHW is a signatory to a code of practice for housing and environmental infrastructure development in Indigenous communities in WA. The DHW is committed to ensuring the requirements of the code are met on an ongoing basis.</p> <p>Under the Housing and Infrastructure Agreement all Indigenous communities serviced by Aboriginal Housing and Infrastructure Directorate (AHID) programs, including town reserves and homeland out-stations, will have housing provided in accordance with the code of practice.</p> <p>In 2002/03, \$35.744 million was spent for Aboriginal programs through AHID and a further \$41.363 million has been budgeted for 2003/04.</p>

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1.3.3	Increasing Aboriginal management to 18% of urban community housing stock.	DHW will encourage an increase in the management of community housing by Indigenous groups by providing infrastructure support and training. CHCWA will be the main vehicle for assisting Indigenous groups to acquire the necessary skills to manage community housing.	<p>Department of Housing and Works (DHW)</p> <p>Discussions have occurred with the newly formed Noongar Mia Mia Pty Ltd (NMM), a housing company established under the auspices of ATSIC, with a view to encouraging and supporting its growth. NMM has been formed to become a specialist Indigenous housing provider. \$197,300 was allocated to NMM in April 2003 under the Perth Noongar Regional Housing and Infrastructure Plan for operational support, including external management of 3 metropolitan Communities – Gnangara, Saunders Street and Cullacabardee. In addition, DHW has approved an application for infrastructure funding of \$50,000 in 2003/04 to assist Noongar Mia Mia.</p> <p>The Homeless Helpline has met with ATSIC, including NMM over the future of the four Aboriginal Land Trust hostels. NMM have indicated however that it cannot take over management until additional infrastructure funding is available.</p> <p>Community housing stock managed by Indigenous organisations (126 properties) makes up 3.21% of community housing stock. DHW has approved the following funding applications for 2003/2004 from Indigenous organisations: 3 Indigenous organisations have been approved in the 2003/04 main community housing programs for a total of 6 units of accommodation, with a further 5 Indigenous organisations in the back up program to further develop proposals for a further 13 units of accommodation.</p> <p>In June 2003, DHW funded the Community Housing Coalition of WA for \$28,000 as a lead agency for the Kimberley Community Management Support Program which will broker links with government departments, services and grants on behalf of Indigenous organisations within the Kimberley.</p>

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1.3.4	Community Housing reaches a target of 18% of Aboriginal occupancy.	It is proposed to achieve the target figure of 18% over a five-year term with a target of 5% by 30 June 2003.	<p>Department of Housing and Works (DHW)</p> <p>Community housing surveys all of their provider agencies each financial year. The survey asks housing providers to identify their tenant profile. As at 30 June 2002, it was estimated 30% of all community housing properties house Indigenous people. <b>However it should be noted that that these figures include 442 Crisis Accommodation (CAP) properties which are predominantly occupied by Indigenous persons and the figure therefore in generic community housing for long term accommodation would be lower.</b></p> <p>There are no further statistics available until the 2002/2003 Commonwealth Statistical Data results have been compiled and updated at the <b>end of November 2003.</b></p>

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<b>1.4</b>	<b>Optimise the access and use of existing housing for people low incomes</b>		
1.4.1	Develop a system to enable data matching of tenants on waiting lists for long term community housing and public housing. One off project.	DHW will develop the data system in conjunction with CHCWA, as part of the <i>Community Housing Strategic Plan</i> that is due for completion by 31 December 2002.	<p>Department of Housing and Works (DHW)</p> <p>The development of a data matching system has been included in the community housing strategic plan. However the Community Housing Coalition of WA (CHCWA) has raised some issues/difficulties in achieving data matching system</p> <p>As part of the 2003/04 allocations and funding conditions Regional Housing Associations, the DHW will be seeking a percentage of referral allocation rights to new projects. <b>This will overcome the need for a data matching system.</b></p> <p><b>The strategic plan has been approved in principle by the State Housing Commission Board of Commissioners and is expected to be released to the sector in October 2003.</b></p>
1.4.2	Review and implement changes to transitional accommodation provided through the Crisis Accommodation Program to enable the tenant to take the lease and a replacement property provided.	DHW and DCD will develop suitable protocols for the implementation of this recommendation.	<p>Department of Housing and Works (DHW), and Department for Community Development (DCD)</p> <p><b>Completed</b> – Protocols were developed to enable clients in self-contained crisis accommodation to remain in residence and become a public housing tenant, while the Department then locates an alternate property for use under the Crisis Accommodation Program.</p> <p>A total of 11 properties were rolled over under this protocol in the 2002/03 financial year.</p>

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1.4.3	Increase the amount of bond assistance currently provided by Housing and Works for people to access private rental to the full cost of the bond and two weeks rent in advance.	From 1 March 2002, the Government increased the maximum bond loan amounts to better reflect the amount of bond required. Evaluation required.	<p>Department of Housing and Works (DHW)</p> <p><del>??</del> <b>Completed:</b> Bond Assistance Loan Levels were increased on 1 March 2002. A review of Bond Loan levels, recommending levels remain unchanged, was accepted at DHW's April 2003 Board meeting.</p> <p>?? Ingoing fees (letting fees and rent in advance) are granted on a "need only" basis, and are added to the bond loan amount. <b>For the period 1 July 2003 to 29 September 2003, 28 homeless clients have been assisted with a total of \$20,030; comprising of \$12,279 in bond loans, \$6,306 rent in advance and \$1,445 letting fees.</b></p> <p>?? <b>3661 bond loans were approved from July 1 2003 to September 30, 2003 with a value of \$1.465m with an average of \$400 per loan.</b></p> <p><del>??</del> Since the commencement of the Homeless Helpline <b>970</b> bond loans have been issued to assist people access the private rental market. This includes <b>219</b> bond loans to Indigenous clients. The new total of <b>970</b> is an increase of <b>151</b> loans on the last report (819).</p>

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1.4.4	Examine options for incentives for private landlords to accommodate people on low incomes.	<p>DHW has established a pilot project with the Real Estate Institute of WA to assist 10 Indigenous families into private rental sector accommodation. The Department will underwrite any rent loss or property damage and provide additional support to the tenants where appropriate, at an estimated cost of \$100,000. A review of the trial will be complete by 31 December 2002.</p> <p>Note: this is the same as for 1.4.5 below.</p>	<p>Department of Housing and Works (DHW)</p> <p>Protocols have been developed for the referral of properties and clients between Perth Management Services (PMS) and DHW.</p> <p>Since the commencement of the project in November 2002, 13 families have been accommodated of which nine families completed the agreed three month-tenancy successfully, and seven are now on a periodical tenancy with PMS. One family has moved to supported accommodation, one family moved into DHW accommodation, the remaining six families are still in occupation. A number of clients have been assessed by DHW and referred for SHAP assistance.</p> <p>Centrelink's <i>Centrepay</i> scheme is being promoted through DHW regional offices to Bond Assistance Loan Applicants as a preferred rental payment option to their landlord. Centrepay, enables private tenants to have their rent deducted from their Centrelink benefit direct to the agent. There is some reluctance by agents to participate in <i>Centrepay</i>, due to the transaction cost of \$1.01 which the owner or agent must absorb.</p> <p>Centrepay is trialing an Internet version of the service for organisations that would automatically provide updates on client's payments details daily. This will allow agencies to be informed should a client cancel their Centrepay deduction payment to them.</p>

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1.4.4	Continued	Continued	<p>The Homeless Helpline has held discussions with Centrelink over a range of issues including ingoing fees, Centrelink overpayments to clients that are required to pay back the debt to Centrelink, debt management issues and staff training.</p> <p>A meeting between DCD, DHW and REIWA has taken place to discuss Youth Housing options and articles printed in the REIWA newsletter (see clause 1.4.5)</p> <p>The Wesley Homelink Accommodation Assistance Service was established in late May 2003 and referrals are made to the service from DCD, Crisis Care Line, Salvo Care Line and the Homeless Helpline. See also 2.4.2.1.</p>
1.4.5	Department of Housing and Works build on the current pilot project with the Real Estate Institute of WA to enable Aboriginal people and young people to access private rental by headleasing private rental stock, underwriting potential damage and the provision of support.	DHW has established a pilot project with the Real Estate Institute of WA to assist 10 Indigenous families into private rental sector accommodation. The Department will underwrite any rent loss or property damage and provide additional support to the tenants where appropriate, at an estimated cost of \$100,000. A review of the trial will be complete by 31 December 2002.	<p>Department of Housing and Works (DHW)</p> <p>Negotiations with Wesley Mission have been completed and they will take referrals of Aboriginal clients to the Wesley Homelink Accommodation Assistance Project. This project replaces the REIWA pilot project.</p> <p>A meeting between DCD, DHW and REIWA has taken place to discuss youth housing options. Promotional articles regarding youth and the provision of housing for the homeless have been printed by REIWA. (see clause 1.4.4)</p> <p>Additional articles about homelessness will be developed over the coming months.</p>

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1.4.6	Abolish the letting fee currently charged by real estate agents.	Review of the Residential Tenancies Act 1987 (Act).	<p>Department of Consumer and Employment Protection (DOCEP)</p> <p>Stamfords Advisors Consultants (Stamfords) are independent consultants who conducted the statutory review of the Act. The Department of Consumer and Employment Protection (DOCEP) received their report on Thursday 22 August 2002.</p> <p>The Report, which included the recommendation that the Act be amended to prohibit agents from charging letting fees to tenants, was released for public comment. Issues relating to letting fees are being considered in conjunction with the analysis of the Report's recommendations and the subsequent public consultations</p>
1.4.7	Ensure security of tenure for long term tenants in caravan parks and boarding/lodging houses by investigating the merits of legislating to protect the tenure of long term residents in caravan parks, lodging and boarding houses.	Review of the Residential Tenancies Act 1987	<p>Department of Consumer and Employment Protection(DOCEP)</p> <p>These issues were raised as part of the review of the Residential Tenancies Act 1987.</p> <p>The Minister for Consumer and Employment Protection announced in August 2003 that legislation to provide more certainty to the long term residents of caravan parks would be advanced.</p> <p>The protection of boarders and bdgers will be further investigated as part of the review of the RTA.</p>

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1.5	<p><b>Addressing income support issues</b></p> <p>As part of their response to the <i>National Homelessness Strategy</i> Centrelink has begun a project to consider how the income support system affects homelessness. Centrelink and the Australian Government Department of Family and Community Services will be working with Government agencies around the country to identify policy gaps, which could impact on homeless people or homelessness.</p> <p>On 15 October 2002 a joint meeting was held with the Centrelink project officer, state Centrelink officers, and officers from DCD, DHW, DoJ, and the Office of Mental Health to consider Western Australian issues. Recommendations 1.5.1 to 1.5.3 below were discussed and the State's position will be relayed to Canberra. As a result of the meeting Centrelink will facilitate a working party to promote local agency co-ordination.</p>		
1.5.1	<p>The State to negotiate with the Commonwealth to increase income support for all people to eliminate the discrepancies between pensions and allowances.</p>	<p>The Department of the Premier and Cabinet is engaged in discussions through the Council of Australian Governments.</p>	<p>Department of the Premier and Cabinet (DPC) and Department for Community Development (DCD)</p> <p>DCD will continue to raise this issue in the Community Services Ministers Advisory Committee (CSMAC) Welfare Reform Working Group.</p> <p>The Department for Community Development responded to the Commonwealth discussion paper titled "Building a Simpler System to Help Jobless Families and Individuals" noting that there needed to be adequate income support without discrepancies.</p>

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1.5.2	The State to negotiate with the Commonwealth to have the level of income support paid to a young person living independently raised to the adult level.	And 1.5.1. Through the Community Services Ministers Advisory Council, there are ongoing discussions with other states, Territories and the Commonwealth. A recent development has been the establishment of a Working Group to examine the impact of the Commonwealth Strategy Australians Working Together. DCD will raise these issues in these forums and directly with the Commonwealth Minister for Family and Community Services.	Department of the Premier and Cabinet, (DPC) and Department for Community Development (DCD)  DCD will continue to raise this issue in the Community Services Ministers Advisory Committee (CSMAC) Welfare Reform Working Group.  See response above
1.5.3	The State to ask the Commonwealth to urgently address the negative impact of the practice of 'breaching' on creating homelessness.	The State Government will use the current mechanisms for Commonwealth State discussions to raise issues where vulnerable people are put at housing risk due to income support penalties.	Department of the Premier and Cabinet, (DPC) and Department for Community Development (DCD)  DCD has raised this issue at meetings with Centrelink staff.  Centrelink have developed a <i>Breaching Decision Improvement Plan</i> to develop and test changes to the breaching policy. Breaches cannot be imposed without contact with the customer. If client fails to contact can use temporary suspension instead to get the client to contact Centrelink and avoid breach. The Government will continue to monitor this.  Centrelink continues with the strategies identified in the Breaching Decision Improvement Plan. There also continues to be regular monitoring of breaches occurring for particularly vulnerable customers such as Indigenous people and homeless young people.

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<b>2</b>	<b>ACCESS TO SUPPORT SERVICES</b>		
<b>2.1</b>	<b>Support and Advocacy to prevent homelessness</b>		
2.1.1	All existing services providing support and advocacy to continue including the Supported Housing Assistance Program, Tenants Advice Services, Financial counseling.	The Government recognises that across-Government responses are essential in this area, as people's needs do not fit into one portfolio area.	Department of Housing and Works (DHW) Department of Consumer and Employment Protection (DOCEP) Department for Community Development (DCD)  <b>Completed</b> All existing Supported Housing Assistance Program (SHAP), Tenants Advice Services and Financial Counselling Services have continued to be funded. Additional funding has also been provided for SHAP and Financial Counselling Services. See 2.1.7 and 2.1.2. for details.
2.1.2	Implement new Support and Advocacy Services for people in social and private rental.	\$1 million in the first year rising to \$2 million annually to boost assistance to private and public sector tenants to help keep them housed. New DCD Program and DHW's Supported Housing Assistance Program.	Department for Community Development (DCD) Department of Housing and Works (DHW)  <u>Support for People in Social Housing - SHAP</u> DHW has the lead role in this initiative. An additional \$0.5 million (recurrent) has been provided for more Supported Housing Assistance Program (SHAP) services in 2002/03, rising to \$1m recurrent from 2003/04, bringing total SHAP funding to \$2.0 million per annum.  SHAP funding for 2002/03 was allocated to existing SHAP providers to increase services.  SHAP services operate in all metropolitan areas, and in the following country areas: Albany, Katanning, Narrogin, Bunbury, Busselton, Collie, Mandurah, Geraldton, Meekatharra, Port Hedland, Roebourne, Newman, Broom, Kalgoorlie, Leonora, and Laverton.

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2.1.2	Continued.	Continued.	<p>The expanded SHAP services and the program in general have been evaluated by Ernst and Young and DHW Board of Commissioners have endorsed the Department's recommendation for the use of additional funding to the SHAP of \$500,000 in 2003/2004 to provide:</p> <ul style="list-style-type: none"> <li><del>///</del> Provision of an extended SHAP service in Derby and Halls Creek</li> <li><del>///</del> Increase the funding for the Department's Transitional Housing Program</li> <li><del>///</del> Funding to expand existing SHAP services subject to the provision of a Business Case by the Provider.</li> <li><del>///</del> Fund the development of data collection Software</li> </ul> <p>DHW has called for expressions of interest for the provision of support for homeless people housed through the Homeless Helpline.</p> <p><u>Support for People in Social Housing – Aboriginal Tenant Support Service (ATSS)</u></p> <p>DHW has the lead role in this initiative. Funding is provided from the pool of funds managed by the DHW Aboriginal Housing and Infrastructure Directorate (AHID) and \$0.52M has been allocated for 2003/04. ATSS provides services to DHW Aboriginal tenants and clients through regional and remote WA through the contracting of six Aboriginal organisations. Customers are referred to their local ATSS organisation by their Homeswest office, or tenants and clients can self refer.</p> <p>The ATSS program is currently under review to determine its effectiveness in meeting the objectives of the program. The final report is expected to be available by the end of October 2003.</p>

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2.1.2	Continued.	Continued.	<p><u>Support for People in Private Rental</u> DCD has the lead role with this initiative. New funding of \$0.5 million in 2002/03 rising to \$1m recurrent from 2003/04 has been provided for Support and Advocacy Services for People in Private Rental Accommodation (including those in Regional Community Housing Association properties).</p> <p>As at 30 September 2003 the service provider selection process had been completed for the following services:</p> <ul style="list-style-type: none"> <li>?? Mirrabooka and Midland services were awarded to Centrecare Inc,</li> <li>?? Armadale/Gosnells and Maddington services to Ruah Community Services,</li> <li>?? Rockingham service to Anglicare, and</li> <li>?? Geraldton service to the Geraldton Resource Centre.</li> <li>?? A metro wide service for migrants was awarded to the Multicultural Services Centre.</li> </ul> <p>As at 30 September 2003 the selection process was underway for a further two services: Peel Region (Mandurah), and Busselton/Margaret River.</p>

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2.1.3	Develop practical in home support services to assist people in gaining the skills to manage in a home. These services to be developed with the Aboriginal communities and migrant communities where appropriate.	\$150 000 through the Government's Family Strength program is committed for the development of two services for Indigenous families.	<p>Department for Community Development (DCD)</p> <p><u>In Home Practical Support Services</u> Work is progressing with local communities to establish services in Kwinana and the Mungallah community near Carvarvon. <b>The Kwinana service provider will be selected via an Expressions of Interest process which is currently underway.</b> The Mungallah Community is currently developing its service model.</p> <p>In addition to the DCD services, DHW is providing the following program from within existing resources:</p> <p><u>In House Practical Support Program (IHPS)</u> This program is administered by DHW and will operate from five locations – Halls Creek, Kalgoorlie/Ninga Mia, Newman/Parnpajinya, Bidyadanga, Warburton. Funding is to be provided from the pool of funds managed by DHW Aboriginal Housing and Infrastructure Directorate (AHID) and \$350,000 has been allocated for 2003/04 to run this program.</p> <p>The IHPS 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.</p>

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2.1.4	Develop a garden maintenance program available to people in public housing, payment through rental payments.	<p>DoJ and DHW will investigate the feasibility of developing a service provided by people on community based offender orders to people in public housing.</p> <p>DHW will also investigate the feasibility of working with the Commonwealth to develop Work for Dole initiatives in this area.</p> <p>DOJ is investigating work opportunities with community housing associations</p>	<p>Department of Housing and Works (DHW) and Department of Justice (DoJ)</p> <p>A Memorandum of Understanding has been developed and endorsed between DHW and DOJ to work together to meet the objectives of the Community Offender Work Project. A pilot program to be implemented in DHW's Bunbury, Albany, Geraldton and Cannington regions. The agreement defines a partnership to develop and maintain community-based projects/initiatives that would provide offenders with meaningful work opportunities that are socially useful and allowing them to not only fulfil their obligations to the court and community, but also enhance their work and social skills.</p> <p>DOJ is investigating work opportunities with community housing associations.</p> <p>Pilot schemes have commenced at the Brownlie Towers complex in Bentley, and in Geraldton. <b>The Geraldton scheme includes garden maintenance at seniors' complexes.</b></p> <p>Progress of the Bunbury and Albany pilot projects continues to be encouraged and monitored.</p>

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2.1.5	Increase the Community Drug Teams ability to provide immediate support to people in supported accommodation services, in lodging/boarding houses and where the people are staying.	Two youth SAAP services have funds for a drug support worker – 3 more will be funded through additional \$150,000 provided in response to the Drug Summit.  A further drug support worker will also be funded within current resources of the Drug and Alcohol Office.	Department of Health, Drug and Alcohol Office (DAO)  Drug and alcohol counsellors have begun in Rockingham, Victoria Park and Fremantle Youth accommodation services.  Great Mates has been selected to operate the Armadale youth crisis accommodation service. DAO has commenced discussions with Great Mates and funding to employ a drug and alcohol counsellor at the service is likely to commence on 1 January 2004.
2.1.6	Increase the level of immediate clinical support for people with mental illness in all areas by increasing the capacity of the local Mental Health Teams to meet the demand of people in need.	\$500 000 in 2002/03 rising to \$800 000 to establish a new south metro service for vulnerable youth with mental health problems.	Department of Health, Office of Mental Health  The Office of Mental Health and the South Metropolitan Mental Health Service have completed the service planning process. However due to funding constraints within the Health budget the implementation of this project has been postponed.

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2.1.7	Increase the amount of financial counselling available to people at risk of homelessness.	The Government will provide an additional \$500 000 annually to increase the capacity of financial counselling services.	<p>Department for Community Development (DCD) and Department of Consumer and Employment Protection(DOCEP)</p> <p>\$500,000 per annum is being provided from the Rental Accommodation Fund administered by DOCEP to provide financial counselling services to people at risk of losing their tenancies. These funds are being administered through DCD and used for the following purposes:</p> <p>?? 52 Financial Counselling services around the state have received a 15% increase in funding to assist families avoid eviction.</p> <p>?? A Request for Proposal has been completed and the Youth Legal Service selected to provide a specialist financial counselling to young people experiencing financial and debt related problems. The service will be based in Perth inner city.</p>

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2.1.8	Develop a system to monitor evictions due to anti social behaviour to identify where they have been racially motivated.	This recommendation will be referred to the Office of Citizenship and Multicultural Interests for their consideration in developing the strategy.	<p>Department of the Premier and Cabinet (DPC)</p> <p>The Equal Opportunity Commission has instigated an investigation into public housing provision to Aboriginal people in WA.</p> <p>DHW records data on evictions and establishes where tenants have been evicted for anti-social behaviour.</p> <p>The Office of Multicultural Interests will refer the issue of housing and racism to the Anti Racism Steering Committee for consideration as part of the anti-racism strategy.</p>
2.1.9	Develop living skills as part of the course for students at risk. The Curriculum Council in consultation with the Youth Affairs Council of WA, develop an appropriate curriculum on living skills for students at risk.	The development of appropriate curriculum will involve stakeholders including the DoE and YACWA. DoE would then deliver this through a range of strategies including virtual learning and alternative programs.	<p>Department of Education (DoE)</p> <p><b>Ongoing</b> - The Curriculum Council has scheduled the development of the living skills materials for 2004-2005. Trialling will then occur from 2005-2007 with the materials available for implementation from 2007 onwards. Both the Department of Education and the Youth Affairs Council of WA will be part of the consultation process.</p>

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<b>2.2</b>	<b>Leaving institutional and long term care</b>		
2.2.1	The Department for Community Development develops leaving care strategies for young people which include the development of independent living options and the development of living skills to manage.	<ol style="list-style-type: none"> <li>1. Additional \$600 000 per year to support this group through the transition from State care to independent living.</li> <li>2. New legislation to place child protection and community development into the contemporary environment.</li> <li>3. The Government is working with the Commonwealth Government and other jurisdictions to implement the new <i>Transition to Independent Living Allowance (TILA)</i>.</li> </ol>	Department for Community Development (DCD) <ol style="list-style-type: none"> <li>1. Three new leaving care service providers have been selected and are expected to begin operation in May/June 2003. The services will cover the majority of the state. The successful applicants were: Salvation Army Crossroads West (Metro/country), Wanslea Family Services (Rockingham/Peel). Mission Australia will provide the South West service.</li> <li>2. Draft legislation has been developed with input from young people in care.</li> <li>3. An agreement has been reached between the Commonwealth and the three new Leaving Care Services to administer the distribution of TILA funds.</li> </ol>

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2.2.2	The Department for Community Development ensures that case planning involving families where children are at risk, includes strategies designed to assist people in developing skills to manage in independent long term accommodation.	DCD will develop strategies to provide training opportunities to departmental and non-Government workers to address homelessness issues.	<p>Department for Community Development (DCD)</p> <p>DCD and DHW service delivery staff are being informed of the role of new services funded through the State Homelessness Strategy, as they become operational. DCD and DHW staff work with new providers on referral protocols.</p> <p>DCD has a protocol with DHW to identify and support families at risk of losing accommodation. The DCD and DHW Tenancy Referral Program establishes a protocol whereby any DHW tenant with children, who is under threat of eviction, will be referred to DCD for support.</p> <p>The protocol was recently reviewed and changes made to ensure referrals occur at an earlier stage in the eviction process. This program operates similarly to the SHAP but with DCD providing the support.</p>

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2.2.3	Department of Health promotes and implements responsible discharge planning where people leave hospital care to long term stable accommodation, not being referred into immediate access crisis accommodation.	<ol style="list-style-type: none"> <li>1. By June 2003, public mental health services throughout Western Australia are required to have a confirmed date set to review their compliance with <i>National Standards for Mental Health Service</i> standards.</li> <li>2. The Government will provide \$160,000 in 2002/03 rising to \$260,000 pa to enable people leaving temporary and emergency non-Government services to receive active assistance and rehabilitation to enable them to remain in long-term accommodation.</li> </ol>	Department of Health, Office of Mental Health  <ol style="list-style-type: none"> <li>1. In progress.</li> <li>2. A survey of the needs of people with a mental illness in emergency accommodation is being undertaken to determine support and service models required to accommodate people in the 38 units allocated by the Department of Housing and Works (DHW). <b>However due to funding constraints within the Health budget the implementation of this project has been postponed.</b></li> </ol>

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2.2.4	The Department of Justice develop strategies to enhance release planning for people leaving prison with longer sentences.	DoJ has recently introduced the case management of prisoners. This process helps to prepare offenders for their release. No offenders are released on parole (or Work Release or Home Detention) without suitable and stable accommodation to go to.	<p>Department of Justice (DoJ)</p> <p>DoJ will closely manage those prisoners who are on life or indeterminate sentences through pre release programs. Re-entry support services will be developed such as housing, employment, education and health, which are important for successful reintegration into the community.</p> <p>Requests for Tender for re-entry coordination services for the metropolitan area and the Kimberley, Pilbara, Eastern Goldfields and Mid-west regions closed in August. Tenders were evaluated following interviews of shortlisted organisations. Service Agreement negotiations are planned to commence with recommended providers.</p> <p>Metropolitan services are expected to commence by the end of 2003 and regional services to be progressively implemented from early 2004.</p>

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2.2.5	The Department of Justice provide more supported accommodation for prisoners leaving gaol and detention. This would require additional resources to provide to community organisations providing such services.	<p>\$340 000 annually to provide more supported accommodation for adult prisoners and young offender prisoners exiting the justice system.</p> <p>DoJ and DHW will work together to develop improved processes to assist prisoners accessing housing on release from prison. DHW will provide additional accommodation that is dedicated to the needs of these people.</p> <p>A service model has been developed jointly with the DHW for a pilot project.</p>	<p>Department of Justice (DoJ) Department of Housing and Works (DHW)</p> <p>A service model has been developed jointly with the DHW for a pilot project. Non government agencies have been contracted through an open competitive process to provide mentoring and re-entry support services to assist clients maintain accommodation and develop and maintain skills required for daily living, improve personal and social interaction, and increase participation in community life. The services will be operated by Centrecare, Ruah Community Services and Mosaic Family Support Services in the metropolitan area. Agencies for South West Accommodation in Bunbury, Great Southern Community Partnerships in Albany and the Geraldton Resource Centre will operate regional services.</p> <p>Services have 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.</p> <p>DHW has committed to make available 33 dwellings, 22 in the metropolitan area and 11 in regional areas (Albany, Katanning, Bunbury, Busselton, Geraldton). As at 30 September DHW has delivered 20 dwellings, 17 in the metropolitan area, 1 in Bunbury and 2 in Albany. 12 ex-offenders have been released and housed as part of the program, and eight houses were being prepared for occupation. It is expected that all 33 places available on the program will be filled by the end of 2003.</p> <p>In conjunction with the DoJ, DHW has significantly progressed an Information kit for prisoners. Site visits are being carried out by DHW staff and these will continue and expand with the release of the information package.</p>

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<b>2.3</b>	<b>Long term accommodation with support</b>		
2.3.1	The Disability Services Commission provides more support for people in long term supported accommodation	<p>The Government allocated an additional \$2.67 million in 2001/02 and in 2002/03 will provide further growth funds of \$3.125 million. This will be allocated as part of the Disability Services Commission Combined Applications Process and should meet the recommended resourcing levels.</p> <p>The Government is renegotiating the Commonwealth State Disability Agreement.</p>	<p>Disability Services Commission</p> <p>The Disability Services Commission has allocated \$3.4m for 02/03 an increase of \$.275m on the figure available at the compilation of the report. DSC has a well established process for allocating these funds and tracking the commencement of services.</p> <p><b>Completed</b> DSC has committed all funds and has offered accommodation support services to 92 people in 2002/03, which includes the 75 additional places funded in the last budget. <b>So far 61 people have been assisted in 2003/04 with one funding round completed.</b></p> <p><b>Under arrangements with the Disability Services Commission, there is an ongoing commitment by DHW to provide 65 units of supported accommodation per annum. (Increased from 60 units in 2002/03). 268 units have been provided since the inception of the program in 1995, with work underway on 93 units (of which land is identified for 85 units) to complete commitments from previous financial years. Of 50 units referred for the 2003/04 financial year, land is still to be identified for 21 units. It should be noted that 'a unit' mainly refers to group housing and could accommodate up to 5 persons in a group home setting.</b></p> <p><b>The Commonwealth State Disability Agreement was signed in June 2003.</b></p>

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2.3.2	Increase the number of beds available to the frail aged who are unable to return home or to their previous accommodation by negotiating an increase in frail aged care beds by the Commonwealth Government.	<p>The Premier is vigorously pursuing the Commonwealth Government on this issue because it needs urgent action.</p> <p>The Government has committed \$21 million to commission up to 150 aged care beds plus \$3 million capital for interim aged care facilities for Care Awaiting Placement Program purposes over the next four years.</p>	<p>Department of the Premier and Cabinet (DPC) Department of Health (DoH)</p> <p>The Prime Minister has agreed that ageing issues will be one of the 'national' issues for consideration by the <i>Commission on Australian Government (COAG)</i>.</p> <p>A report on ageing issues was presented to the meeting of COAG in December 2002. Ageing issues will become a standing item for COAG and a further report will be made to the next meeting.</p> <p>The State Government will during the current Australian Health Care Agreement negotiations (due for completion by 30 June 2003) be seeking a greater commitment from the Commonwealth to address the aged care bed shortage in Western Australia.</p> <p>In addition, Transitional Care Pilots were developed in collaboration with the Commonwealth in order to provide finite term residential care with a rehabilitative focus.</p> <p>The contract for this service has been awarded to Aegis Health Care Group to provide 50 places (20 residential beds and 30 community packages of care) for clients in the north metropolitan area for a period of two years commencing November 2002.</p> <p><b>Ongoing:</b> The first evaluation of the Transitional Care Service is anticipated for November 2003.</p>

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2.3.3	Increase the aged care options available to Indigenous aged people living in remote communities and regional areas. Establish joint programs including the Aboriginal and Torres Strait Islander Commission, Housing and Works and Commonwealth Aged Care to develop safe supported housing particularly for elderly Indigenous people within their communities.	Home and Community Care Program services were expanded by \$9.5 million in 2001/02. Services specifically for Indigenous people were among those expanded through this additional funding. These services are located in Mt Barker, Albany, Jigalong, the Western Desert and the Kimberley.	<p>Department of Health (DoH)</p> <p>Services are in operation. Additional funding will also be available in 2002/03 that will provide increased services to Indigenous aged people living in remote communities.</p> <p>A total of \$10.35million additional funding has been allocated through the Home and Community Care (HACC) Program in 2002/03. Included is funding for Indigenous aged people living in Albany, Kalgoorlie/Boulder, the Kimberley and Pilbara regions.</p> <p><b>Ongoing.</b> Community consultations have recently been undertaken in all regions to identify service gaps for funding in 2003/04 and included representation from State, Commonwealth and Local Government agencies as well as consumers and non-Government providers.</p>

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2.3.4 & 2.3.6	<p>Increase the number of small scale supported accommodation options for people with mental illness and/or acquired brain injury.</p> <p>Develop more independent living accommodation options which have appropriate stock and appropriate support services available to people with mental illness and/or acquired brain injury.</p>	<p>DoH's commitment to a range of supported accommodation services is articulated in the policy <i>Supported Community Living for People with Psychiatric Disability – Living in the Community</i>. This policy indicates the philosophy and future directions for the supported community living program for Western Australians with a mental illness.</p> <p>Supported community living services will be expanded through the provision of an additional \$4.0 million over four years. In addition, \$2.6 million will expand support services for families throughout the State over four years.</p> <p>DHW currently provides a minimum of 120 units per annum under its <i>Community Disability Housing Program</i>.</p>	<p>Department of Health (DoH) Department of Housing and Works (DHW)</p> <p>The <i>Community Options 100</i> project is developing small scale supported accommodation options for people who are currently unable to live outside a hospital setting.</p> <p>The Department of Housing and Works (DHW) is represented on a committee overseeing the implementation of the <i>Community Options 100</i> program of the Department of Health. \$1million per annum has been allocated for the next four years to assist people with mental illness to relocate from the institutional care environment of the Murchison Ward of Graylands Hospital into supported housing accommodation in the community.</p> <p>The project is entering the second year of a 4 year project and it is projected that most people will move in the fourth year. Planning has identified the service model and specific accommodation required.</p> <p>DHW are awaiting advice from the Department of Health on the housing models so that land can be identified. DHW will assist in providing the accommodation once decisions about household profiles and funding allocations have been finalised.</p> <p>The Office of Mental Health has completed a tendering and service expansion process to increase state wide support to carers by \$650,000 per annum.</p>

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2.3.4 & 2.3.6 cont	continued	Continued	<p>Additional properties for the <i>Independent Living Program</i> have been identified. A Request For Quotation was advertised in October 2002 to find suitable non-Government providers to provide the support. This was almost completed however due to funding constraints within the Health budget the implementation of this project has been postponed.</p> <p>Under current partnerships with the Department of Health, there is an ongoing commitment to provide approximately 60 units of supported accommodation per annum to people with a mental illness. <b>There have been in excess of 600 properties provided under this program since its inception in 1995. There are 42 units to be delivered to complete the 2002/03 program although land is identified for 25 of those units. Of the 60 units referred for the 2003/04 program, land has been identified for 15 units.</b></p>

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2.3.4 & 2.3.6 cont			<p>To expend the State Homelessness Strategy funding in 2002/03, it was agreed between DHW and Office for Mental Health that the commitment for the ILP would be increased in 2002/03 from 60 units to 98 units. The first allocation of 38 units in this year allocated to the ILP will be made up of 33 units and 5 units under construction and viewed as expending the homelessness strategy funds. DHW will then, from its own funds in 2003/04 or 2004/05, deliver the actual 38 units to Office of Mental Health when it finalises the service requirements. The 38 units will be in addition to the annual allocation of 60 units to the Independent Living Program.</p> <p>DHW has been working with DoH in developing a housing model for the Whitby Falls Psychiatric Hostel residents and is working with DoH to identify the portion of land that will be used for the project. Land has been identified, however infrastructure work to service the site with access, water, electricity and sewage must be undertaken before development can occur. This will impact on the timeframe as to when the housing can be constructed.</p>

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2.3.5	Reduce the possibility of homelessness for all newly arrived migrants and refugees regardless of their visa status through negotiation with the Commonwealth to minimise overcrowding caused by people unable to obtain appropriate housing.	<p>Commonwealth has primary responsibility in the area of settlement services.</p> <p>People on Temporary Protection Visas are able to access bond assistance to assist them in moving into housing in the private rental market through DHW. They are eligible to register their interest on the public housing waiting list.</p> <p>DCD is directly involved in the provision of services to unaccompanied refugee minors and is currently renegotiating a Memorandum of Understanding (MOU) with the Australian Government Department of Immigration Multicultural and Indigenous Affairs (DIMIA).</p> <p>SAAP funds a number of services for migrant and refugee people who are homeless.</p>	<p>Department of Housing and Works (DHW) Department for Community Development (DCD)</p> <p>Ongoing - DCD and DHW will continue to work with the private rental sector to improve accessibility of housing for all sections of the community.</p> <p>The new Accommodation Assistance Service (see 2.4.2.1) and the new Support and Advocacy Services for People in Private Rental (see 2.1.2) will be available to assist newly arrived migrants.</p> <p>DCD and the Australian Government Department of Immigration Multicultural and Indigenous Affairs (DIMIA) are negotiating an MOU concerning reimbursement to the DCD for the cost of supports to unaccompanied minors released from immigration detention to live in the community.</p>

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2.3.7	Increase the availability of long term supported housing for young people.	<p>The Government recognises some young people need ongoing supported accommodation. DCD is investigating methods to increase the numbers and types of services available. In particular the Department is keen to provide additional services designed to assist families in managing and to avoid children and young people being placed in care or young people forced to move out of home.</p> <p>The Department will continue to pursue strategies to reduce the numbers of children and young people moving into care.</p>	<p>Department for Community Development (DCD)</p> <p>DCD has a protocol with DHW to identify and support families at risk of losing accommodation. The DCD and DHW Tenancy Referral Program establishes a protocol whereby any DHW tenant with children, who is under threat of eviction, will be referred to DCD for support.</p> <p>The protocol was recently reviewed and changes made to ensure referrals occur at an earlier stage in the eviction process. This program operates similarly to the SHAP but with DCD providing the support.</p> <p>\$600,000 pa has been provided to DCD to establish three new Preparation for Leaving and Aftercare Services. See 2.2.1 for details.</p>
2.3.8	Department of Health and the Department of Justice implement headleasing arrangements in the private rental sector as a way of providing long term accommodation for people with mental illness and people leaving prisons.	<p>DoJ is investigating options with DHW for achieving better accommodation options for people leaving prison.</p> <p>The Departments of Health, Justice and Housing and Works will work together to develop flexible ways of providing accommodation and support for people in the private rental sector.</p>	<p>Department of Justice (DoJ) Department of Health (DoH) Department of Housing and Works (DHW)</p> <p>An ongoing interdepartmental working group has been established to progress this recommendation. DoJ has invited DoH onto this committee to discuss private rental support. A paper detailing background issues, target group and proposed direction is being prepared.</p> <p>(see also clause 2.2.5 &amp; 2.3.5)</p>

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<b>2.4</b>	<b>Support for people who are homeless</b>		
2.4.1	Emergency supported accommodation		
2.4.1.1	Review policies and practices – to identify ways to progressively implement changes to improve the service system.	DCD, DoH and DoJ will work together to facilitate this process.	<p>Department of Justice (DoJ) Department of Health (DoH) Department for Community Development (DCD)</p> <p>DoJ has instigated a major review of services to assist prisoners' re-entry to the community upon release.</p> <p>Protocols have been developed between DHW and DCD regarding SAAP services and access to housing.</p> <p>A close relationship exists between the Homeless Helpline and DCD to address individual client issues as they arise.</p> <p>DoH to initiate discussion with DoJ to progress this strategy from a mental health services perspective.</p> <p>DHW has a debt discount scheme whereby clients who wish to apply for DHW bond or rental assistance can receive a 50% reduction in their debt once the initial 50% of the debt has been paid.</p>

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2.4.1.2	Work on joint ventures involving Aboriginal Hostels Ltd, Department of Housing and Works, Department of Indigenous Affairs, private sector hotel, motel, caravan park operators to develop short term housing options for Indigenous people visiting towns and cities.	DHW and ATSIC are currently addressing the issue of rough sleepers in the inner city who require supported hostel type accommodation. A proposal to develop an Aboriginal hostel in East Perth is being explored jointly by DHW and Aboriginal Hostels Ltd.	<p>Department of Housing and Works (DHW)</p> <p><b>Ongoing</b> DHW is continuing to explore options for homeless Aboriginal people. DHW's Aboriginal Housing and Infrastructure Council (AHIC) is considering it's role in this recommendation.</p> <p>DHW is developing a model for an Aboriginal hostel pathway which is in early draft concept stage and is being considered by key DHW staff for a consultation framework of other key stakeholders to be developed. Discussions have been held with Aboriginal Hostels Ltd.</p> <p><b>Ongoing:</b> The Goderich Street site will provide 6 self contained 1bedroom units for people who need limited support, using a SHAP service. <b>A contract to demolish the existing structure is expected to be awarded in October 2003 and it is expected that tenders for construction will occur in November 2003.</b></p> <p>The Community Housing Branch of the Department has recently purchased the Broomtime Lodge in Broome for the housing of Indigenous people from the Kimberley who are receiving medical treatment. <b>The Department has completed the renovations and clients are gradually occupying the facility.</b></p> <p>Permanent accommodation for Aboriginal clients is now operating at Brown Ave, Kalgoorlie. There are 11 units (one for caretaker) at the Brown Ave Complex in Kalgoorlie.</p>

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2.4.1.2	Continued.	Continued	<p>Duncan House in Kununurra was purchased by the Aboriginal Housing Infrastructure Directorate for the Wunan Aboriginal foundation for a hostel for Aboriginal trainees and students in the Kimberley region.</p> <p>Negotiations are underway with Derbarl Yerrigan Medical Service over the future of Boomerang house in Bulwer Street Highgate.</p>
2.4.1.3	An increase in youth accommodation services in regional areas has been identified. Cost \$150,000 for this service.	DCD has \$2 million over four years to increase supported accommodation services for young people - Fremantle youth crisis service - \$350 000 pa and \$150,000 pa for a youth accommodation service in Broome.	<p>Department for Community Development (DCD)</p> <p>The Fremantle youth crisis accommodation service has been advertised and Great Mates was the successful applicant. The service opened in January 2003 in temporary premises in Spearwood. <b>A suitable vacant site in Hamilton Hill to construct a permanent facility has now been acquired and the settlement process is expected to be finalised in December 2003. The architect will commence design work shortly with a view to going to tender in the first quarter of 2004.</b></p> <p><b>A Request for Proposal was advertised in September 2003 to select a service provider for the Broome youth accommodation service.</b> DHW has agreed to provide 6 units under its supported housing program.</p>

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2.4.1.4	Develop increased access to supported accommodation and appropriate support services for men after an incident of family violence.	DCD is providing \$350,000 pa for this service and DHW will provide accommodation under the Crisis Accommodation Program.	<p>Department for Community Development (DCD)</p> <p><b>Completed:</b> Communicare was selected as the service provider, a facility in Calista identified and refurbishment was completed in May 2003. The service opened in June 2003.</p> <p>The Department of Housing and Works has approved a project in Bunbury with the South West Aboriginal Medical Service (SWAMS) to assist men following incidents of family violence. <b>DHW is now working towards an upgrade of an existing house with SWAMS agreement.</b> Support and the development of schematic plans have commenced. Support for the men will be provided within the existing resources of SWAMS.</p>
2.4.2	Developing services that assist people into long term accommodation with support		
2.4.2.1	The development of a bypass service as a joint Department for Community Development and Department of Housing and Works initiative, with the support service being provided by a non-Government organisation.	\$250,000 pa has been provided for a new support service to be established in Perth to fast track people who are newly homeless or about to become homeless into alternative accommodation.	<p>Department for Community Development (DCD)</p> <p><b>Completed</b> - Wesley Mission Perth was the successful applicant for this service to be called <i>Wesley Homelink</i>.</p> <p>The service began operating in June 2003. Referrals to the service are through the Homeless Helpline, Salvo Care Line, DCD and Crisis Care Line</p>

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2.4.2.2	Continue the Homeless Helpline as part of the service system.	The Helpline is being redeveloped by DHW to continue to provide the link between DHW, private sector housing and the supported and emergency housing sector to improve the response to the homeless with a major focus on rough sleepers.	<p>Department of Housing and Works (DHW)</p> <p>DHW has formally incorporated the Homeless Help Line into the structure of the Department, ensuring its continuation.</p> <p>?? From 1 July 2003 to 30 September 2003, 362 people contacted the Homeless Helpline on 605 occasions. Of these 76 people were literally without shelter at the time of call. 286 people had temporary accommodation but no home of their own.</p> <p>?? 75 people were referred to overnight vacancies in crisis accommodation.</p> <p>?? 325 people were advised to apply for bond assistance of which 188 were issued with bond assistance loans. Of these 49 Indigenous clients were issued with a Bond Assistance Loan.</p> <p>?? 54 people were housed in Homeswest rental accommodation.</p> <p>Note: A single caller may be provided with more than one service eg. provided with overnight accommodation and referred for bond assistance.</p>

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2.4.2.3	Develop a demonstration project to include adequate facilities such as ablution blocks with showers, cooking facilities, and shelter.	<p>The City of Perth and the Town of Port Hedland have expressed an interest in trialing such projects. The City proposal will be referred to the Indigenous Affairs Northbridge Priority Project Working Group to determine whether such a facility can contribute to addressing the complex issues surrounding Aboriginal people in the inner city.</p> <p>The Department of Indigenous Affairs (DIA) will assist in negotiating with ATSIC to investigate funding and support for these options. The Kalgoorlie Boulder City Council has established a similar project in Yarri Road Camp. DIA will continue to monitor such activity.</p>	<p>Department of Indigenous Affairs (DIA)</p> <p>DHW is developing a model for an Aboriginal Hostel in the inner city. <b>The Aboriginal Housing and Infrastructure Council (AHIC) has taken responsibility for steering the development and implementation of this initiative and the Supported Accommodation Assistance Program (SAAP) State Advisory Committee Indigenous Working Group has agreed to participate in a steering committee together with a representative from AHIC to progress mutual objectives to address Indigenous homelessness in the Perth metropolitan area.</b></p> <p>The Yarri Road Camp project in Kalgoorlie is generally working well. DIA has identified some areas that require attention.</p>

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2.4.2.4	Develop an action research project initially focussing on people who have been banned from services and who may be unable to secure any support services. The project would work intensively with people assisting them into accommodation and documenting effective interventions.	DCD will work with WACOSS and the Lotteries Commission to secure funding for this important development.	Department for Community Development (DCD) Lotteries Commission  Discussions have been held between Lotteries and DCD. DCD is also discussing this project with WACOSS.
2.4.2.5	The Development of campus accommodation as an option for school students to enable them to have the stability to complete their schooling. Joint ventures with the Department of Education supplying a portion of the school grounds as land for the development. The Department of Housing and Works building appropriate one and two bedroom units and local youth services providing minimal support. Begin with a demonstration project to assess viability.	Cyril Jackson Senior Campus has commenced planning in partnership with DHW, DoE and the Eastern Metropolitan Community Housing Association Inc. Under this arrangement DoE would provide the land, DHW would provide the buildings and EMCHA would provide property and tenancy management.	Department of Housing and Works (DHW) Department of Education (DoE)  The Department of Housing and Works has approved a Joint Venture project with the Eastern Metropolitan Community Housing Association (EMCHA) for 2002/03 to construct 7 x 1 and 3 x 2 bedroom units for students at the Cyril Jackson High School in Ashfield.  The process to subdivide the site is continuing and DHW is progressing the project in the meantime. An Architect has been appointed and the schematics are currently being developed for this project. Commencement of construction is anticipated for December 2003, with completion in May 2004.

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2.4.3	Specialist services to assist people who are homeless		
2.4.3.1	Provide additional sobering up shelters for Indigenous people in Perth City and other regional areas where such services are not available.	The State has earmarked funding for proposed initiatives in the alcohol and substance misuse area next financial year, including sobering up shelters. This will complement the \$350 000 pa earmarked by the Commonwealth for sobering up shelters for the next five years. The Government will also work with ATSIC about a specific proposal for a sobering-up shelter in inner city Perth.	<p>Department of Health, Drug and Alcohol Office (DAO)</p> <p>There are two sobering up centres servicing the Northbridge area: Karlimia - Anawim Women's Refuge, and the Wright Street Centre – Salvation Army. In addition, the On Track service operated by Mission Australia can assist intoxicated young people until alternative arrangements can be made.</p> <p>The Wyndham Sobering up Centre (a 16 bed facility) began operating in January 2003. Ngnowar-Aerwah Aboriginal Corporation is the funded service provider.</p> <p><u>Metro update</u> The Salvation Army Centre will accommodate their Sobering Up Centre clients at the Midland Sobering Up Centre for an interim 3 to 6 month period while renovations to its Wright Street facility take place early in 2004. Special transport and staffing arrangements are being set up to accommodate the additional clients that will access the Midland Sobering up Centre.</p> <p><u>Regional Update</u> The Geraldton Health Service is the service provider for the new centre. The Geraldton Sobering up Centre will commence operations in November 2003.</p> <p>Negotiations continue regarding the location and establishment of the Carnarvon Sobering Up Centre.</p>

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2.4.3.2	Increase in services working with the children of people who are homeless as a result of domestic violence and other crises.	<p>The Government has allocated additional \$100,000 per year for initiatives to support children accompanying their mothers into women's refuges. This funding has been allocated to Yorgum to assist Indigenous children who have been affected by family violence. DCD is progressively seeking to establish:</p> <ol style="list-style-type: none"> <li>1. Additional services in the country to work with children in women's refuges - \$225 000 in the first year rising to \$450 000 per year.</li> <li>2. Two support services at \$200 000 annually from July 2003 to work with dependent children in family supported accommodation services in the metropolitan area.</li> <li>3. One support service at \$200 000 annually from January 2003 for young parents focussing on parenting and the needs of their children where the parent/s are living in youth supported accommodation services in the metropolitan area.</li> </ol>	<p>Department for Community Development (DCD)</p> <ol style="list-style-type: none"> <li>1. Funds have been distributed to 17 of the 18 refuges in rural and remote locations, with the other on hold at the agency's request. Implementation of the new children's programs is at various stages. Whilst some have been fully operational for a number of months, others including a number in the north of the state have experienced delays due to difficulties obtaining suitable staff.</li> <li>2. A service operating in the north metro area will be funded at \$160,000 pa and one operating in the south and east metro areas and has more potential clients will receive \$240,000 pa. As at 30 September 2003 a Request for Proposal process was underway to select non-Government service providers.</li> <li>3. These funds have been provided on a pro rata basis to five existing agencies that provide supported accommodation for young parents who have experienced homelessness. The agencies will use to funds to provide additional support services focussing on parenting skills. The agencies receiving the funding are: Anglicare YES! Housing, Mercy Youth Services, Fremantle Community Youth Services, Mission Australia Youth Accommodation, and Victoria Park Youth Accommodation.</li> </ol>

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2.4.3.3	Expand the Street Doctor service.	The Street Doctor pilot has been extended until 30 June 2002 under the Innovative Health Services for Homeless Youth (IHSY) Program and is expected to continue at an annual funding level of \$90,000. Expanded services will be planned.	<p>Department of Health (DoH)</p> <p>The Street Doctor program, which provides medical and related services to street-based populations in the inner city area, has been continued and amalgamated with the Mobile Access Centre (MAC) bus, which provides a mobile service to young people in the Swan Hills area. The combined service, operated by Perth and Hills Division of General Practice, received a total of \$150,000 in IHSY funding for 2002/2003.</p> <p>The DoH will fund the Freo Street Doctor until the end of November 2003 to allow time for a viable longer-term funding arrangement to be negotiated. Such an arrangement should incorporate Commonwealth funding of the medical services provided by general practitioners working on the Freo Street Doctor, in line with the Commonwealth's responsibilities under Medicare.</p>

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2.4.3.4	Investigate current day centres provided by local authorities for aged and disabled people for their applicability to a broader social group.	<p>The Home and Community Care Program funds local government authorities to provide day centres. The aim of these day centres is to provide respite for carers for the frail aged and younger disabled people. Frail aged and disabled people, including homeless people, are eligible to attend these day centres.</p> <p>People assessed as having a functional physical disability making it difficult for them to perform the tasks of daily living are eligible for services provided by the HACC program.</p>	<p>Department of Health (DoH) – HACC</p> <p><b>Ongoing</b> The Home and Community Care Program (HACC) funds local government authorities to provide day centres. The aim of these day centres is to provide respite for carers for the frail aged and younger disabled people attending. Frail aged and disabled people, including homeless people, are eligible to attend these day centres.</p> <p>People assessed as having a functional physical disability making it difficult for them to perform the tasks of daily living are eligible for services provided by the HACC program.</p>
2.4.4	Support for People who are Moving from Homelessness into Accommodation		
2.4.4.1	People have access to white goods; furniture and other household goods are available. Implement the Furniture bank project and other initiatives whereby people can receive furnishings etc by way of no interest loans and other options.	<p>DCD will liaise with WACOSS and the Lotteries Commission to encourage the establishment of the Furniture Bank project.</p> <p>DCD will continue to fund the WA No Interest Loans Network to provide interest-free loans for people who need furniture and whitegoods.</p>	<p>Department for Community Development (DCD) Lotteries Commission</p> <p>Preliminary discussions have been held between DCD, WACOSS and the Lotteries Commission about establishing a pool of funds for a Furniture Bank for low-income people to access inexpensive and second hand furniture.</p> <p>DCD is continuing to fund the No Interest Loans Scheme (NILS) through the Western Australian NILS Network.</p>

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2.4.4.2	50% bad debt discount scheme implemented to ensure connection of essential services where a person is moving from homelessness into accommodation.	<p>Western Power, AlintaGas and the Water Corporation already provide customers who are having difficulty in paying current bills with flexible payment options. For example, bills can be paid off in weekly, fortnightly or monthly instalments depending on the financial situation of the customer.</p> <p>Western Power contributes \$30 000 annually to an emergency relief fund administered by WACOSS to help people in financial difficulties, such as being unable to pay their electricity bill. An informal arrangement between Western Power and the DHW Homeless Helpline is already in place for assisting people into emergency housing.</p> <p>Utilities that are Government owned are expected to operate under commercial principles. Any debt discount scheme would have to be implemented as a community service obligation. Furthermore, not all utilities are Government owned. AlintaGas has been privatised and, with the planned introduction of full retail contestability in the gas market, additional non-Government retailers are expected to enter the market. Extension of this form of contestability to the electricity market is being considered. The Office of Energy proposes that a debt discount scheme would need to be funded by Government and made available to customers of all utility service providers.</p>	<p>Department of Housing and Works (DHW)</p> <p>Western Power has an informal arrangement with the Homeless Helpline to assist previously homeless people to have power connected speedily to their new accommodation. Assistance is considered on a case by case basis, however arrangements are still required for the repayment of past debts. To date Western Power has reported little demand for this service.</p> <p>Western Power has also increased its contribution to the Power Assist program from \$30,000 pa to \$50,000 pa. These funds are distributed to community agencies to provide debt relief of up to \$100 per customer to assist existing customers who have been disconnected or are about to be disconnected.</p> <p>The Homeless Helpline and Department for Community Development regularly refer clients to access Centrelink's Centrepay initiative.</p>

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<b>3</b>	<b>ENHANCING IMPLEMENTATION</b>		
<b>3.1</b>	<b>Establish Implementation Committee</b>		
3.1.1	Establish implementation Committee responsible to the Cabinet Standing Committee on Social Policy.	The Government will establish a community and Government committee to monitor the implementation of these initiatives.	<p>Department of the Premier and Cabinet (DPC)</p> <p>A State Homelessness Strategy Monitoring Committee has been established. For details of the membership and Terms of Reference go to <a href="http://www.homeless.dhw.wa.gov.au">www.homeless.dhw.wa.gov.au</a></p> <p>The committee places quarterly updates on the progress of the implementation on the homeless web site.</p> <p>A consultant was employed to assist the Monitoring Committee to develop key Performance Indicators and an evaluation plan for the implementation of the State Homelessness Strategy.</p> <p>The consultation report, including an outcomes hierarchy and an evaluation plan <b>was presented</b> to the September 2003 meeting of the WA Government's Cabinet Standing Committee on Social Policy</p> <p><b>A report on the performance indicators was also presented to the September meeting of the Standing Committee. The report <i>Western Australian State Homelessness Strategy Monitoring Committee Report to the Cabinet Standing Committee on Social Policy Against Performance Indicators as at 30 June 2003</i> was placed on the homeless web site.</b></p>

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3.1.2	Ensure that there are structural links between the Implementation Committee and the Indigenous Affairs Advisory Committee to ensure that strategies to enable the mapping of need and responses within Indigenous communities are integral to implementation.	DIA will ensure that all relevant business arising in the Homelessness Monitoring Committee is readily available to the Indigenous Affairs Advisory Committee.	Department of the Premier and Cabinet (DPC), and Department of Indigenous Affairs (DIA)  <b>Ongoing</b> The Department of Indigenous Affairs is being kept informed and consulted as appropriate through Ministerial and Departmental channels.
<b>3.2</b>	<b>Legislation</b>		
3.2.1	Investigate the merit of drafting legislation to ensure accommodation and support services for people who are homeless.	The Government will be investigating the merits of legislation in addressing issues of social inclusion including issues of homelessness.	Department of the Premier and Cabinet (DPC)  Officers from Department of Housing and Works (DHW) and Department for Community Development (DCD) met and agreed that better links needed to be established between relevant existing Commonwealth/State agreements. This was considered during the review of the Commonwealth/State Housing Agreement (CSHA).  A new section in the 2003 CSHA requires the Commonwealth, States and Territories to strengthen the links between housing and services with the aim of improving housing outcomes for people in most need. This includes "positively influencing other Commonwealth State agreements" and mentions the CSTDA, SAAP, Home and Community Care Program and the Australian Health Care Agreements.

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<b>3.3</b>	<b>Community Education</b>		
3.3.1	Develop an information strategy to encourage debate and discussion on issues around homelessness.	With WACOSS and the community, the Government will continue to ensure a high level of public debate and discussion around issues affecting the most vulnerable people in our community.	<p>Department of the Premier and Cabinet (DPC)</p> <p>Government agencies will participate in the following initiatives which will promote public debate on homelessness:</p> <p>?? April 2003 – the Government presented a paper on the State Homelessness Strategy at the National Homelessness Conference. See the homeless web site under “what’s new” for a copy.</p> <p>?? 17 October 2003 – International Day for the Eradication of Poverty. <b>DHW coordinated an information services expo titled “For Richer or Poorer, helping make ends meet” and approximately 30 agencies across differing sectors attended. Agencies involved provided information on services in financial counselling, legal advice, income support, community services, employment, and housing/tenancy.</b></p> <p>?? DCD will continue to work with WACOSS to progress opportunities to increase community awareness of homelessness within our community.</p>

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<b>3.4</b>	<b>Working Together</b>		
3.4.1	State Government agencies develop better ways of collecting data on people who are homeless.	<p>All State and Territory Governments are supporting the work of analysing the 2001 Census focusing on homelessness.</p> <p>This information will assist Government agencies in developing better ways of understanding the number of people they work with who are homeless.</p> <p>Western Australian Government agencies will be cognizant of the need to include indicators of homelessness when redeveloping current client data collection methods.</p>	<p>Department for Community Development (DCD)</p> <p>The first part of census analysis has been completed and a report developed - <i>Youth Homelessness in 2001</i>.</p> <p>A second report "Homeless Careers" was published in May 2003.</p> <p>The reports are available at the following site: <a href="http://www.salvos.org.au/salvos/new/me.get?site.home">www.salvos.org.au/salvos/new/me.get?site.home</a> Under Publications/ Social Issues/Homelessness</p> <p><i>The Counting the Homeless 2001 report is expected to be released in November 2003. It will replicate the analysis of the 1996 ABS Census figures provided in the first Counting the Homeless report.</i></p> <p>The Department for Community Development will continue to work with the Australian Bureau of Statistics on the issue of the collection of homelessness data.</p>

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3.4.2	Develop a commitment across the Government and community sector to work together in implementing the Action Plan.	<p>The new Homelessness Monitoring Committee will provide the framework for ensuring a shared commitment by the Government and community to this issue.</p> <p>Government agencies will be required to work in partnership and collaborate with the community sector in the implementation of the many new initiatives outlined in this report.</p>	<p>Department for Community Development (DCD)</p> <p>The Monitoring Committee has been established.</p> <p>For details of the membership and Terms of Reference go to <a href="http://www.homeless.dhw.wa.gov.au">www.homeless.dhw.wa.gov.au</a></p>
3.4.3	Develop a method of centralising funding for new initiatives arising from the Taskforce across Government portfolios.	The Government is keen to develop better ways of funding whole of Government initiatives and will continue to investigate opportunities.	<p>Department of the Premier and Cabinet (DPC)</p> <p>Models of joined-up budgeting are currently being explored in a project being led by the DPC Policy Division. This issue has acquired greater urgency as a consequence of the findings of the Gordon Inquiry and the Functional Review Taskforce. Consideration is being given to developing a range of multi-lateral budget initiatives.</p>

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3.4.4	Developing flexibility in funding arrangement to enable Government and community agencies to work together.	The Government is committed to the development of more flexibility in funding arrangements for the not-for-profit sector. The Working Party on Funding Agreements with Not-for-profit Organisations has completed and released a consultation report on proposed new arrangements. It is anticipated these new arrangements will come into effect from 1 July 2002. These new arrangements will recognise the partnership between the community and the Government in the provision of services.	<p>Department of the Premier and Cabinet (DPC)</p> <p>The recommendations of the Working Party on Funding Agreements with Not-For-Profit Organisations have been adopted by the Government and became operational on 1 November 2002. The detailed policy is on the Department of Premier and Cabinet web site at <a href="http://www.dpc.wa.gov.au/psmd/pubs/psrd/community/fundpurchasepolicy.pdf">www.dpc.wa.gov.au/psmd/pubs/psrd/community/fundpurchasepolicy.pdf</a></p> <p>A standard service agreement has been developed for use by all Government departments in contracting community based service provision. <b>The Agreement came into effect on 1 July 2003</b> and will be progressively implemented in new and renewed contracts. Some finalisation of the schedules is being discussed with WACOSS.</p> <p>The Government has established a working party for the development of an industry plan for the non Government human services sector. Terms of Reference include:</p> <ul style="list-style-type: none"> <li>?? improving and strengthening the relationship between the government and non government sectors, promoting a proactive and consistent policy approach in line with the Government's goals of coordination, inclusion, collaboration and flexibility.</li> <li>?? to develop policies related to the funding and purchasing of services.</li> </ul>