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# Perth Metropolitan Homeless Response Workshop: Final Report

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September 2011

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Prepared by:



for the Parks People Project  
Working Group and the Central  
Regional Managers Human Services  
Forum

Sponsored by:



CITY of PERTH



CITY OF VINCENT



Government of **Western Australia**  
Department of **Indigenous Affairs**

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    Deputy Mayor of Vincent, Cr Sally Lake- Opening Welcome

    Maria McAtackney and Danny Miller, Nyoongar Patrol

    Ros Mulley, Ruah Community Services

    Helen Miskell, Department for Child Protection

    Leah Watkins, Starfish Consulting

    Bella Bropho, Swan Valley Nyungah Community

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## Foreword

The Perth Metropolitan Homeless Response Workshop and subsequent report is one piece of a large jigsaw puzzle. The problems and issues, detailed in this report, will not be solved unless and until all pieces in this jigsaw are brought together. Among the three tiers of Government and to promote inclusive safer communities, for the sake of the dignity of homeless people, each tier must play an active role;

- Local government can assist in piecing together people and organisations;
- State and Federal Governments can operate on the edges and work from the outside in; and
- Non Government organisations can assist by ensuring their jigsaw pieces connect for maximum effect.

The issue of homelessness is so large and complex that it needs to be approached progressively and the initially identified features need to be worked on first. This will involve ongoing work to develop an overarching framework, a cohesive structure and additional short and long term actions.

Our work has only just begun.

**NICK CATANIA J.P.**  
**Mayor, City of Vincent**

## Summary

On 3 August 2011, over 100 representatives of relevant government agencies and non-government organisations, elected members, and other key stakeholders participated in the Perth Homeless Response Workshop. The purpose of the workshop was to encourage collaboration amongst key stakeholders towards delivering appropriate support and accommodation outcomes for Indigenous peoples and others who are experiencing primary homelessness (rough sleeping) in parks and inner city areas of the City of Perth and the City of Vincent.

Participants investigated options to address the long term homelessness of people frequenting the parks and homelessness among people who move to the city from remote locations.

The Perth Homeless Response Workshop was instigated and arranged by the City of Vincent's Parks People Project Working Group (PPPWG) and adopted as a project by the Central Regional Managers Human Services Forum (CRMHSF). Financial support was provided by the City of Perth, City of Vincent and the Department of Indigenous Affairs.

Core members of the PPPWG include: City of Vincent, City of Perth, WA Police, Department for Indigenous Affairs, Department for Child Protection (DCP), Department of Corrective Services, Department of Housing and the Nyoongar Patrol. The terms of reference of the PPPWG being:

1. To facilitate the collaboration and exchange of expertise and information between key government and non government stakeholders on matters relating to antisocial behaviours exhibited by people frequenting a number of parks close to the Perth CBD.
2. To develop demographic information on the 'primary' homeless people frequenting the parks.
3. To demonstrate the need for increased access to culturally appropriate drug and alcohol treatment services.
4. To investigate options to address the long term homelessness of people frequenting the parks (primary homeless) and homelessness among people who move to the city from remote locations and where possible, to encourage collaboration amongst key stakeholders in delivering appropriate support and accommodation outcomes for homeless people frequenting the parks around the Perth CBD.
5. To investigate the feasibility or appropriateness of establishing alternative culturally appropriate facilities.

6. To investigate alternative models of intensive case management outreach services.
7. Develop and maintain relationships with affected residents and businesses to ensure effective communication with key stakeholders.
8. Investigate relevant links in both the metropolitan and country areas.

The CRMHSF is one of six interagency collaborative forums in the Metropolitan area the purpose being to achieve effective interagency coordination between human service agencies providing health, education, training, housing, child protection and family support, disability services, police and corrective services. Fostering interagency coordination is both a priority and a challenge. Collaborative human service delivery cannot occur effectively without the participation of community sector organisations in planning and problem solving at the regional level as well as the chief executive and portfolio levels. Within this framework the CRMHSF partnered with the PPPWG to bring about the Perth Homeless Response Workshop to enable an integrated response to address the long term homelessness of people frequenting the parks and homelessness among people who move to the city from remote locations.

Shelter WA was contracted to prepare background materials, invite interested stakeholder participants, facilitate the workshop, and prepare this report. Shelter WA is an independent community based organisation committed to the principle of accessible, affordable, and secure housing for low income and otherwise disadvantaged people including those who are homeless or at risk of homelessness.

## **Recommendations**

Workshop participants acknowledged that addressing homelessness in Perth and Vincent required the commitment from local governments, relevant State and Federal government agencies, service providers, advocacy non-government organisations (NGOs), and people experiencing homelessness to work together to determine the best way forward to reduce homelessness in the City of Perth and the City of Vincent. The following recommendations were identified;

### **1. Urgent need for a night shelter**

Numerous stakeholders articulated the urgent need for a night shelter. It is recognised that a night shelter is a necessary part of a broader system to address homelessness in the cities of Perth and Vincent, alongside assertive outreach, preventative programs, transitional housing and longer-term solutions. Participants suggested that the shelter be:

- Centrally located.
- Low-barrier entry, including access for people who are intoxicated or have been banned from other services.

- Indigenous staff and/or culturally-competent staff trained to work with Indigenous clients.
- Integrated with the Nyoongar Patrol.
- Lessons from Bega night shelter in Kalgoorlie indicated that the facility should be owned and managed by an Indigenous corporation.
- Provide accommodation for men, women, and families.

Recommendations:

- Seek funding for a 35 bed facility or several smaller facilities to accommodate diverse needs of target population.
- Seek support from local governments for the development of a night shelter through their planning processes.
- Seek funding for a feasibility study to determine the need for a night shelter to provide accommodation for homeless women with or without children, that is not restricted to women experiencing domestic violence.

## 2. Develop a directory of services

Many participants voiced a concern over a lack of information about services available. This posed a challenge for service providers and the clients they serve. Participants said that a directory is needed to facilitate information sharing, networking and referrals. Participants identified several options for a directory either as a centrally-held, professionally maintained directory or as an on-line wiki, where service providers could update their own information as needed.

Recommendations:

- The City of Perth to continue providing the Homeless Services in the Inner City directory and update information as it becomes available.
- Homelessness service providers to give information to the City of Perth, as requested, in order to provide accurate and up-to-date information about their services.

## 3. Better coordination among services

A common concern among participants was the lack of communication and coordination among service providers (including Street to Home Services) and with other agencies including the WA Police, the Department for Child Protection, Department of Corrective Services, Nyoongar Patrol, and the Department of Health.

Recommendation:

- City of Perth and City of Vincent to continue to facilitate roundtable discussions for organisations to share information about programs available and develop ways to work together.
- The CRMHSF and Parks People Working Group to liaise with Health Department Patient Assistance Travel Scheme (PATS) to ensure that people exiting hospitals

and their carers have safe accommodation and/or are assisted to return to country.

- The CRMHSF and PPPWG to continue to encourage and support coordination and collaboration among agencies.

#### **4. Expand assertive outreach services**

Workshop participants suggested expanding assertive outreach teams, particularly with a focus on reaching homeless people with complex needs and/or those who are difficult to engage. In particular, there is a need for an Indigenous outreach team to work with Indigenous people experiencing homelessness.

##### Recommendation

- Existing assertive outreach teams to work with the Nyoongar Patrol to build trust with Indigenous rough sleepers, and deliver culturally appropriate services.
- Seek funding to support additional assertive outreach services, particularly focused on chronic homelessness among Indigenous rough sleepers in public spaces.
- Maximising existing assertive outreach services response and capacity to respond to at risk and hard to engage Indigenous rough sleepers.

#### **5. Develop visitor (short term) accommodation**

Some of the people experiencing homelessness in Perth and Vincent are transients, visiting from remote communities and are unable to secure short term affordable accommodation. Workshop participants cited the need for visitor accommodation to meet the needs of people from remote communities in need of accommodation in Perth. Some participants articulated a need for a cultural centre and/or other safe spaces for Indigenous people, including those visiting from remote communities.

##### Recommendations:

- Expand hostels to cater to Indigenous and other visitors.
- Liaise with the Department of Health's Patient Assistance Travel Scheme to determine extent of need.

#### **Next steps**

The Perth Homeless Response Workshop was successful in identifying the issues and developing dialogue among key stakeholders to address homelessness in the City of Perth and City of Vincent. The workshop provided a foundation for communication and coordination amongst agencies, united in the common goal to provide accommodation and services to Indigenous and other rough sleepers. The intent is for the dialogue that began at the workshop to continue in order to adequately address the needs of people experiencing homelessness in our community.

The following table identifies issues and recommended actions, current status and provides a tool for the **PPPWG** and **CRMHSF** to pursue those recommendations and nominate future stakeholders and timelines (Who and When).

Issue	Action	Current status	Who	When
<p><b>1.0. Urgent need for a night shelter</b></p>	<p>1.1. Seek funding for a 35 bed facility or several smaller facilities to accommodate diverse needs of target population.</p> <p>1.2. Seek support from local governments for the development of a night shelter through their planning processes.</p> <p>1.3. Seek funding for a feasibility study to determine the need for a night shelter to provide accommodation for homeless women with or without children, that is not restricted to women experiencing domestic violence.</p>	<p>DCP is currently working with St. Vincent de Paul and the Department of Housing (the Steering Group) to develop a 10-bed night shelter. The proposed shelter will meet some of the needs, but at this stage it is mainly providing overnight accommodation for men and couples. The State government has allocated \$5 million for the project. A location for the shelter is yet to be determined. The Steering Group is consulting stakeholders to ensure that the night shelter meets the needs of Indigenous and other rough sleepers. The Steering Group is consulting relevant stakeholders to assist in the design, development and implementation of the proposed night shelter.</p>		
<p><b>2.0. Develop a directory of services</b></p>	<p>2.1. The City of Perth to continue providing the Homeless Services in the Inner City directory and update information as it becomes available.</p> <p>2.2. Homelessness service providers to give information to the City of Perth, as requested, in order to provide accurate and up-to-date information about their services.</p>	<p>The City of Perth is updating its directory of Homeless Services in the Inner City and will soon be soliciting information from service providers to include their information in the directory</p> <p>The DCP advised they are developing a state-wide directory of DCP funded Specialist Homelessness Services which will be available on the DCP web site. Work will begin on the directory in mid-September 2011.</p>		

Issue	Action	Current status	Who	When
<b>3.0. Better coordination among services</b>	<p>3.1. The City of Perth and City of Vincent to continue to facilitate roundtable discussions for organisations to share information about programs available and develop ways to work together.</p> <p>3.2. The CRMHSF and Parks People Working Group to liaise with Health Department Patient Assistance Travel Scheme (PATS) to ensure that people exiting hospitals and their carers have safe accommodation and/or are assisted to return to country.</p> <p>3.3. The CRMHSF and Parks People Working Group to continue to encourage and support coordination and collaboration among agencies.</p>			
<b>4.0. Expand assertive outreach services</b>	<p>4.1. Existing assertive outreach teams to work with Nyoongar Patrol to build trust with Indigenous rough sleepers, and deliver culturally appropriate services.</p> <p>4.2. Seek funding to support additional assertive outreach services, particularly focused on chronic homelessness among Indigenous rough sleepers in public spaces.</p> <p>4.3. Maximising existing assertive outreach services response and capacity to respond to at risk and hard to engage Indigenous rough sleepers.</p>			
<b>5.0. Develop visitor accommodation</b>	<p>5.1. Expand hostels to cater to Indigenous and other visitors.</p> <p>5.2. Liaise with the Health Department's Patient Assistance Travel Scheme to determine extent of need.</p>			

Following the distribution of this report to workshop participants:

1. The PPPWG will continue to progress the recommendations.
2. The City of Perth will present the final report to the WA Local Government Association (WALGA).
3. This report will be presented to the CRMHSF in October 2011 for it to progress the recommendations and determine next steps for the project.

## **Appendices**

### **Appendix A: Notes from small group discussions**

### **Appendix B: Presenters' notes**

**Deputy Mayor of Vincent, Cr Sally Lake- Opening Welcome**

**Maria McAtackney and Danny Miller, Nyoongar Patrol**

**Ros Mulley, Ruah Community Services**

**Helen Miskell, Department for Child Protection**

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### **Appendix C: Participants List**

## **Appendix A. Notes from small group discussions**

Participants worked in small groups, with each table consisting of ten people representing various community organisations and government agencies. The following section summarises the notes from the tables.

### **1. What are we concerned about?**

#### **Defining the issues and identifying need**

- Wide diversity of housing/cultural issues within rough sleeping group
- Well being of people living on the streets (health issues)
- Safety – people on streets, public/community
- Usually a combination of factors contribute to homelessness
- Homelessness becomes a trap, spiral of poverty, stigma

#### **Availability and suitability of services**

- Services at capacity
- Lack of engagement by target groups (aspirations? Intrusiveness?)
- Mental health support – adequacy?
- Culturally appropriate accommodation
- Aboriginal facilities
- Lack of shelters/overnight accommodation to meet the range of needs of the homeless
- Lack of resources for outreach services
- Lack of overnight emergency accommodation
- Transitional and short stay facilities /accommodation
- Clients banned from services
- Insufficient services
- Mental health component doesn't match - homelessness
- Hours of engagement

#### **Lack of information and coordination among services**

- Lack of coordination and communication between and within services
- We don't know what we don't know
- Lack of information (services available, information)
- Building relationships

## Miscellaneous

- Family groups presenting due to medical reasons
- Perception of problem behaviour
- Housing market – extremely difficult for young people to access
- People leaving rural areas but cannot transfer country housing to city
- Racial discrimination in small towns
- Lack of access to education and services
- Culturally appropriate support services.
- Very limited support services, often only offered as last resort
- Difficulties especially for Indigenous people. 3 strikes and out
- Lack of confidence in outcomes
- Break stubbornness – engagement
- Inclusive communities – family
- Engagement – one on one, own the problem (“we”) Nyoongar mates isolated
- Lack of ownership
- Cultural intolerance/misunderstandings
- Lack of education for Aboriginal communities and non-Aboriginal people
- Old model of handouts not working (quick fix)
- Going beyond the stop gap
- Imparting ability to take care of self and attribute to society “aspiration”
- Teach a family how to fish
- Three levels of problems:
  - Systemic/structural
    - Inadequate support resources (time, hours of service opening, brokerage funds for individual needs)
    - Lack of adequacy of income support
    - Housing costs and availability
    - Safety nets (holes)
    - Culturally sensitive practice (CALD and homeless)
    - Appropriateness of housing
    - Flexibility and adequacy of PATS
    - Need better links to existing programs
  - Acute
    - Safety for homeless people
    - Children’s vulnerability
    - Drug and alcohol and FDV and mental illness
    - Adequacy of outreach services and treatment
    - Practical and managed facilities – ablutions, lockers, phone, mail
    - Judgemental attitudes – blaming the victim
    - Lack of awareness
    - Complexity and need is a barrier
    - Level of ‘acceptance and tolerance’ – intractable

- Opinion that homelessness is a choice
  - Temporary accommodation for visitors
- Chronic

## 2. What needs to happen for Aboriginal peoples and others experiencing homelessness to access homeless services?

### Information

- Defining the issues/responsibilities and integration of services
- Identification of target group, clarifying
- People presenting in public spaces: homeless or other reasons for being there
- Education session on reasons/causes of homelessness
- Spiritual homelessness
- Map and gap what's out there; client service questionnaire and brainstorming
- Forum with actual client representation
- Grassroots approach. Asking people on streets, what do you need?
- Collate info from workshop and identify priorities, responsibilities and timelines
- Develop confidence and self-esteem as they are encouraged to work out what they need
- Be prepared to ask the Indigenous community what they think is needed

### Crisis accommodation

- Extension of methods and approaches – extend Street to Home to other homeless and risk of homeless population group
- Accommodation for women and children
- Accommodation first then wrap around services
- Safe places/accompany safely home (temporary homeless)
- Clients may be barred from crisis accommodation
- Lack of accommodation for people visiting; they don't necessarily regard themselves as homeless but are in Perth to access services
- Safe, secure place to stay is the first step, then services can be offered

### Ongoing support

- Longer term support
- Intense supervision (create trust and respect)

## Coordination among agencies

- Greater co-ordination between the agencies
- Concerted effort by sector to get together regularly and identify gaps, iron out problems, seamless delivery (e.g. Street to Home, fortnightly meetings)
- Greater linkage with services and continuity

## Approaches to service delivery

- Pre-homeless indicators – preventative measures
- Inclusion and buy-in from Aboriginal services
- Aboriginal grounded and driven
- Training to upskill Aboriginal staff
- Ground up approach -> clients needs/centred
- Culturally appropriate service delivery
- More opportunities for people exiting corrections
- More people out there sharing information about services available
- Suitable accommodation to meet the customers' needs, run and managed by Aboriginal people
- Variety of management models i.e. not all service users respond to a particular provider
- Aboriginal workers in mainstream orgs
- More services
- Expand outreach
- People that don't wish to be engaged
- Universal intake service for assessment and referral
- Community support/funding/resources for programs
- Appropriate services
- Empowering ownership
- One to one engagement
- A range of services
- Identified pathways – need a variety of options
- Banning – should there be a time limit, give a second chance, work with person to address the issues that caused the ban.
- More Aboriginal controlled, owned and managed services – identified and recognised
- Existing services need training, education and cultural awareness
- Outreach – don't sit in the office – go out
- More Aboriginal staff – cadetship, traineeships and apprenticeships
- Agencies looking to employ their 'clients' through learning facilities and workshops
- Agencies working in partnership
- Services to fit people, not people to fit service
- Choice to return to own traditional land and cultural ways

- Land rights restoration, traditional owners, recognition and support, financial management
- Strong Aboriginal councils with representative good governance, shared knowledge, speaking consensus, authority spokesman
- More outreach services and facilities
- Also provide free transport travel cards for persons declared homeless
- Multipurpose facility use to requirement of clientele
- Use facilities (vacant) bricks and mortar, e.g. church halls
- Create sense of trust that people will be handled sensitively and appropriately, also there need to be solutions available or people will give up
- Eligibility criteria are excluding people – how to meet the needs of difficult clients
- Is service provision driven by modern business models of some people fall between the cracks?

### Diversity of services to meet diverse client needs

- Heterogeneity of clients
- Lack of housing options/facilities available
  - More physical spaces
  - More housing options
  - Ex. Common Ground midway house / hotel to realistically meet needs
  - Youth Foyer
  - Ex. Wrap around supported accommodation. Services to ensure tenancies can be maintained.
- Facilities need to be more flexible for clients needs/living preferences (i.e. children's, safe houses)
- Empower Indigenous people (and all rough sleepers) to determine their primary goals. Which may be widely variant.

### Changes to the way services are funded

- Lack of integration of support services, data indicates that a lot of services are being provided money.
- Flexibility in funding (private sectors)
- Research ⇔ service provision
- What services are funded vs. what is actually delivered?
- Is it client centred and individualized to their needs
- Policy decision making ?? grass roots (client's perspective)
- Acknowledgement of what's working vs. not working
- More funding (e.g. Jewell House), to be provided to services (e.g. N. Patrol budget to be increased)
- Competitive tendering can have negative impact

## Advocacy

- Social media i.e. Get Up
- Use Get up – mobilize – roadshow your service

## Other

- Travel coordination
- cultural security
- Appropriate, accessible accommodation
- Income mix
- Income support
- C.L. Referring to other appropriate agencies
- Accessible, overnight shelter
- Society's perspective needs to change. Acknowledge the past. Address the problem (not just solve the political problem – e.g. closing Swan Valley communities, 3 strikes, etc.)

### **3. What can be done with existing resources to improve outcomes for people experiencing homelessness?**

## Research

- Need to clearly identify what we're trying to do and who (specifically) we're trying to help. E.g. long term homeless people, street present (non-homeless) people, temporary homeless people, are we looking for strategic or operational (immediate) responses?
- Evaluation – independent and impartial
- How are the agencies operating?
- Duplication
- Effectiveness
- Big, complex, bureaucratic vs. small, connected, flexible and responsive
- Find out/identify existing resources

## Develop networks and increase communication

- Collaboration and communication for integrated service delivery
- Manage the issue – linkages to services
- Communication:
  - Sharing information about services/consumers
  - Common screening tool

- Central information database about services
- Directory of services
- Crisis service providers to get together to discuss more flexible practices and intake
- Improved communication between agencies
- Better service coordination
- Information sharing
- Need for collaboration to integrate and share resources, explore partnership opportunities
- Share information and data
- Collaborative information gathering and dissemination
- Regular forums/'Bringing to the table' meeting

### **Use existing buildings to accommodate homeless people**

- Boomerang house and Midland property – both empty at present
- Are there empty housing and buildings that could be made available?
- Innovative uses /designs of public spaces and parks to make them more user friendly to rough sleepers

### **Proposed changes to existing funded services**

- Talk innovatively with /between existing funded services about re-jigging policy to make the funds 'fit' the real needs instead of 'policy' needs.
- Honest and open conversation on how each provider's funds are used and how effective (or not)
- Assume numbers are higher and provide service accordingly
- Encourage accountability of service providers e.g. to deliver services to agreed/forecasted percentages i.e. 26% Indigenous
- Re-examine where money raised goes and the coordination to ensure it goes to the right place
- Single funding source
- Coordination needs to be included in funding agreement.
- 10 providers with FTEs, what if .2 of each provider concentrated on sharing ideas/coordination/liaison with other providers
- Sector responsibilities -> reporting/data collection

### **Operational change**

- Department of Housing and/or Centrelink business rules; case worker automatically advised if centre pay / rent ceased.
- Include social activities as part of re-engaging in community/living

- Living skills training – home maker
- Utilise peer support groups

## Other

- Elders and community to make decisions and then drive service delivery with partnership of funders
- Strengthen people’s voices – make space to hear
- Less rules (e.g. lose accommodation if don’t come back in 2 days)
- One stop shop
- Break the cycle – interventions
- Bottom up vs. top down
- Play to the strengths – where are the specialist skills? What complements
- More proactive not reactive when crisis occurs
- Long term case management / assertive outreach
- Educate – not knowing what to access, e.g. budget for meals, need to market services
- Different needs/interventions for different age groups (17 and under, adults, aged care clients)
- Service providers get together to coordinate response (e.g. CHOGM)
- Interesting that an emergency (like CHOGM) results in new short-term solutions
- What is WACOSS doing? Would they have a role to play in assisting coordination?

## 4. What can you or your organisation do to address the issues?

### Local/regional working groups and forums

- Share information on current issues that are happening at the time in the area
- Develop local operational responses by people on the ground
- Small groups, regular meetings, on the ground offices
- New group or agenda item on existing groups

### Nyoongar Patrol

- provide feedback regarding clients/services
- Registry of “rough sleepers” over 3 day period to be able to ID and focus on most vulnerable. Ongoing.
- Access to houses and support and advocacy

### East Perth Redevelopment Authority

EPRA wants to understand issues with clear evidence base so can be included in planning for the future and careful not to exclude possible futures (i.e. plan for housing diversity)

## Government

- Providing space and facilities
- better consultation with NGO sector in service design

## Businesses

Engage business sponsorship

## Department of Health

Better monitor the patient journey (esp. patients coming to Perth)

## Department for Child Protection

Develop directory of services, convene meeting of NAHA crisis services to discuss intake and flexibility

## Homelessness service providers and other NGOs

- Know your sister services and agencies
- Make networks, honour those networks
- Don't be precious, pooled resources, 1 + 1 = 3 , flexible delivery
- Employ more Aboriginal staff, mentor and support, share learning
- Flexibility
- Apply for funding
- Collaborate with other agencies
- Engagement of corporate sector to help
- Information sharing
- Better networking/quarterly get togethers
- Agency roundtable – case management of clients e.g. like Stronger Families
- Partnership arrangements e.g. Org provides housing and agencies provide support services
- Lobby ministers
- Continue to lobby and advocate
- Lobby and advocate for better
- Tell the funders about the gaps; share the value adding done “in-kind”

## All

- Better promotion of services to target groups
- Resources, partnerships
- Meet, hear, listen, act, belong, commit, include others, side by side
- Access cultural training
- Take time to seek and listen to those you want to help

- Identify and address systematic racism
- Don't be shy to speak up
- Co-location of appropriate services
- Integration of services
- 24 hour services opposed to 9-5
- Change model – common goal
- Improve availability / number of beds
- Identify potential future accommodation from existing services and remodel
- Key agency to continue care for 3-6 months for transition period

## 5. What services, facilities or models of service provision would help?

### Assertive outreach

- Do we target clients that do not engage?
- Expand assertive outreach team – Indigenous Team
- Centrelink – more mobile outreach for homeless clients, customer service centres could be more affirmative in linking clients to services
- Assertive outreach
- More outreach
- More patrol services

### Night shelter

- Night shelter: beds, lockers, showers, washing machines
- City and area facilities should be close by e.g. East Perth, City Farm area
- More variety of beds on offer to meet variety of needs
- Home type of services: locker, power for charging phones, shower (a difficulty for families), address, birth certificates
- The Bega model in the city
- short-term crisis accommodation
- donga style
- Overnight accommodation for Aboriginal people
- Need acute sobering up shelter in Perth
- Chill out zone – sleep it off in a safe place
- Crisis accommodation not Emergency Dept nor lock up
- After hours one stop shop centre of service providers (existing services not funded for after hours)
- Bega model – similar to/not same as
- One stop shop including night shelter
- Sober-up shelters

- Crash pads

### **Accommodation for visitors**

- Travellers response
- Visitors Centre in Perth
  - Linked to housing or family stay options
  - Crisis accommodation to cope with whole family/household types
  - Disability/age/gender mix

### **Responsiveness to clients**

- Ask clients/homeless people what they want/need and try to include this in response
- Services that collaborate, listening to client needs to inform service design
- Self determination/empowerment
- Problems when the program does not fit client's particular circumstances (does not respect personal privacy)

### **Integrate services and case management**

- Integrated treatment/support case management, service collaboration for continuous servicing (up to 18 months potentially)
- Identify needs for target groups
- Need for coordination/case management
- Continue to deliver integrated services
- Gateways and pathways to longer treatment
- More intensive case management
- Wrap around service – intensive case management – education e.g. homemakers program

### **Day centres**

- Day centres need to be open longer hours
- Family response – day centres don't necessarily meet their needs

### **Local government support**

- Instead of saying “no”, say “how can we make it work?” e.g. City Farm willing to run a drop-in/soup kitchen/meeting place but council said no.

- Advocacy and relationship building is a key role for local government – continue to provide resources for this.
- Homeless Connect quarterly

### **Client assessment**

- universal intake – one stop shop
- Multiple points of entry and contact for whatever acute, post and intra rehab
- Look at eligibility barriers (i.e. Family type/income/history/medical/physical)
- Referral process – self/inter agency

### **Housing First models**

- Common Ground and Foyer models
- One Stop Shop (Common Ground)
- Housing 1<sup>st</sup> Model

### **Planning and zoning**

- Commit to 7% affordable housing across all markets
- Inclusionary zoning – all new developments to have 20% affordable rental housing in perpetuity
- Consider reorientations and redevelopments of unused government buildings -> housing

### **Diversity of housing types and access to private market**

- More affordable housing available
- Maisonette type housing – expandable
- Budget motels
- Serviced apartments with facilities
- Access to housing stock -> linkages to private rental market
- Private /public brokerage of private housing stock
- Need a range of models to suit different needs
- Affordable short-term apartments
- Different things for different people

### **Public space**

- More facilities in public places w toilets, laundry, lockers, phones

- Innovative architects

### Alternate approaches to the delivery and funding of services

- Personalisation – client is provided with funding to access services, quality of services increase as they compete for client’s funding.
- Evaluation – evidence-based – build success on success
- Transparency of services in the sector
- Too many restrictions when accessing services
- Better communication between government agencies and funded NGOs so services reflect the (real) need
- Pros and cons with outcomes-based funding (i.e. staff taking on more clients to meet the numbers, disincentive to serve clients with complex needs)
- Make more innovation funds available to service providers

### Other

- Indigenous Cultural Centre – participation, pride, tourism potential
- Emergency 24hr child care service
- Strengthen Indigenous community housing
- Commercial business connected to housing and training
- Housing advocacy, linkage and referral service
- Know your neighbour service agencies
- Complaints hotline (independent) 1-800-Complain
- Culturally appropriate
- Address issue of Swan Valley displaced family
- Elders /mentorship required in Aboriginal communities – address ASAP Cullacabardee to prevent it becoming another Swan Valley
- Transperth – free public transport for homeless people
- Trade-offs required when receiving services
- Engage business

### 6. What can be done in the short/medium/long term?

*NB: Different tables defined short, medium and long term differently. Some as 3, 6, and 12 months. Others as 6 months, 1 year and 3 years.*

#### Short term

#### **Develop a directory of services to facilitate information sharing, networking and referrals**

- Directory of services

- Directory of community services. Two options. One more professionally run, funded, staffed, and maintained or a user-driven, wiki, open source, including vacancies and availabilities.
- Crisis care – possible agency to develop and maintain directory online

### **Information exchange**

- Information exchange (sim to Infoexchange used by Street to Home), data management system, referrals, SHIP, requires consent, consent can be withdrawn
- Form interagency regional groups
- Info sharing in small forums at local level

### **Research**

- Look at past facilities and activities in both country and metro that could be reproduced in Perth (e.g. visitors centre, cultural centre, E.P. Aboriginal Advancement Centre)
- International and national initiatives – what has worked?

### **Begin developing plans for a night shelter**

- Shelter for overnight
- Identify useable properties that can be accessed immediately
- Assertive outreach staff to work together with patrols and night shelter

### **Other:**

- A focal point driving the Indigenous homelessness issue from the Indigenous point of view
- Step outside the square – not be fearful to say things as they really are
- An open show of what/how much each agency has – promote cohesive interagency collaboration
- Agencies to have and share coordinated service approach to application for funding to avoid overlapping of services causing funding to be diluted.
- More effective targeted services e.g. Street to Home, MCOT, and Mobile GP/St. Doc. When the Street to Home program came about due to the White Paper they created the MCOT Team however there were already the Street Doctor and Mobile GP operating with homeless in the City of Perth and already formed great and trusted relationships. Essentially funding has been used to duplicate their work to make up MCOT – funds could have been used to expand two already successful services.
- Better linking of services
- Transform shipping containers into housing – self-contained dwellings stacked into a community (artists colony)
- Buses for sleeping in
- Ownership
- Assertive/progressive approach -> Proactive and client participation
- Crisis accommodation
- Use existing buildings not in use

- Address triggers for homelessness
- Create registry
- Keep talking and acting
- Need info for hospital social workers to make appropriate referrals
- Basic needs addressed
- Shelters linking to medium term initiatives
- Transition plan for clients to move through service system short term solutions to medium and long term assistance
- Trust/relationship building, 'keep safe', opportunity to engage

## Medium term

### Community education

- United front keep housing them, use social media
- United we conquer, divided we fall

### Determine best type of facility

- Access appropriate housing
- Establish night shelter
- Child care centre – emergency and after hours
- Central community based facility, 100 beds every night or smaller versions? 20 bed facilities
- Identify goals that homeless persons want to achieve not always about houses
- Dealing with community misconceptions/reactions/feelings toward homeless.
- Community education on homelessness from school onwards.

### Communication among service providers

- Service providers' workshop (six monthly) to facilitate service coordination (contact Tracy Young, offered to co-facilitate)

### Governance and partnerships

- Should agencies deliver services to Indigenous people or should they partner with Indigenous communities to deliver the services they have asked for?
- Orgs can provide the governance to empower the Indigenous community to deliver solutions
- Increasing Indigenous workforce so they influence policy, are delivering outcomes

### Seek funding

- Approach WA government for funding for more Aboriginal appropriate accommodation
  - Overnight shelter
  - Visitors centre
  - Cultural centre

- Promote corporate social responsibility – what are companies delivering to local communities?

## Long term

### Night shelter

- Night shelter – women with children are highly vulnerable
- Overnight accommodation for Aboriginal people
- Night shelter with integrated services

### Housing first model

- Potential in the Common Ground Model
- Ongoing supports during housing in community

### Other housing options

- Designated camping grounds in community parks i.e. Wellington Square, tents (temporary by night), basic supports, services and referrals available
- Rural McDonalds House concept

### Planning and zoning

- Planning provisions
  - Housing diversity provisions
  - Ancillary housing not restricted to same family member
  - Co-housing (see Peter Crowley with EPRA for details)
- How to encourage peer support – communities can sometimes solve their own problems.

### Awareness raising

- Educate the community
- World Homeless Day in October
- Public perceptions – esp of politicians to prevent political solutions which solve nothing
- NIMBY
- Homelessness could happen to anyone
- Poor media portrayal

### Funding

- Ongoing funding and resources
- Funding issues – public/private involvement
- Philanthropy – engage business

### Other

- Support for workers in the industry
- World Vision for Perth (tax deductible)

- US/European models that are successful
- This table noted that country towns often have plans and facilities for their Aboriginal residents and visitors but a similar comprehensive plan does not exist for Perth (e.g. Royalties for Regions)
- State and Federal – work between and within government departments to break down silos
- Permanent and stable home
- Helping people to help themselves
- Within 3 years: Establish a committed, integrated service delivery for homeless, by all levels of government and service providers, funders and philanthropic orgs.
- Early intervention – comprehensive and community services to identify issues and early before get long-term/difficult. Education can significantly influence children’s life opportunities. It also costs a lot less to stop problems early on.
- Two tiers of government with the second tier closest to the community, better able to deliver solutions
- Community services hub – local government (or regional government) run the portal, and put people in touch with support to assist people and also empower the community to develop their own solutions.
- Linking philanthropy and expertise with community need
- Reconciliation Action Plans – do our staff volunteer for the community? Do we give our staff cultural awareness training? Do we employ Indigenous staff? Do we acknowledge the traditional owners at the start of a meeting? Do we fly the flag?

## 7. What are the next steps to making this happen?

### Networking and information sharing

- Steering Committee to keep momentum made up of on the ground agencies and including Cof P, C of V, PPPWKGRP, WALGA, DCP, FAHCSIA, Lead by the “Commissioner of Homelessness”
- Is it worthwhile to meet again? 6 monthly? What would the agenda be? Need to work constructively on issues/ What issues came up this time?
- Whose support do we need to implement some of these suggestions? Governments? Political? Funding?
- Who else should be included as we move forward?
- Work together – break down silos
- “Show and tell” service providers sharing information. This would assist N. Patrol when conveying clients, checking whether they are banned, etc.
- You Tube this event (consumer group for homelessness)
- Forums to facilitate information sharing
- Getting information to service sector
- All organisations working together toward a common goal.

## Directory of services

- Directory of services for homelessness – map our services, master list, undertaking to manage and update
- Need an agency or government department responsible for maintaining directory
- Information for services available

## Consumer engagement

- Suggestion for Shelter WA to initiate a Homeless Persons Group (consumer group), Meet where consumers are – BBQ or park, meal provided
- Continue networking so that agencies and services can feel confident about engaging with Aboriginal people.
- Services need to access Aboriginal clients

## Other

- See Joe Baker, DIA, about a night shelter. What about Boomerang House?
- Agree on a common assessment tool
- Coordinate funding – through ownership
- Support from other agencies
- Leverage existing programs – World Homeless Day in October, Homeless Connect in November
- Capped rentals, Commonwealth legislation
- Referral and facilitation /case management of client by worker – key 1:1
- Cluster work groups of agencies to work in collaboration
- All stakeholders to feed into service delivery model.
- What are the primary causes leading to homelessness and what can be done better to address these to reduce/eliminate homelessness?
- Draw on resources of mining companies – public private partnerships
- Independent review of homeless service provision and funding
- Affordable housing targets

**Perth Metropolitan Homeless Response Project**

**9.30am – 3.30pm**

**Wednesday 3 August 2011**

Administration & Civic Centre (Function Room)

**9.40am Opening Welcome – Deputy Mayor Cr Sally Lake Speech Notes**

Thank you. I too would like to **respectfully acknowledge the Nyoongar People who are the Traditional Owners and Custodians of the Land on which we stand.**

As Deputy Mayor and Chairperson of the Parks People Project Working Group Partnership I am pleased to welcome guests to the Perth Metropolitan Homeless Response Project.

**We had a number o apologies received today from;**

- Kay Hallahan, Chairperson of the WA Council on Homelessness
- Senator Scott Ludlam, Australian Government Department of Education, Employment and Workplace Relations
- Hon Peter Collier MLC, Minister for Energy; Training and Workforce Development; Indigenous Affairs
- Hon. Mark McGowan MLA
- John Hyde MLA, Member for Perth, Shadow Minister for Culture and the Arts; Planning; Heritage; Multicultural Interests and Citizenship
- Sue Ellery MLC, Shadow Minister for Child Protection; Community Services; Seniors and Volunteering; Disability Services; Women's Interests, Member for South Metropolitan Region
- Mayor Nick Catania, City of Vincent
- Hon Troy Buswell MLA, Minister for Transport; Housing

**Acknowledge the attendance of:**

- Michael Sutherland MLA
- Office of Lyn McLaren MLC
- Attending fellow Vincent and Perth Councillors
- Shelter WA as facilitators of today's forum
- WA Police Superintendent Scott Higgins – Central Metropolitan District Office – WA Police and all WA Police Officers
- All participating WA State Government agencies including Department of Indigenous Affairs (who have provided financial backing to develop this Workshop) , Department for Child Protection, Department of Corrective Services, Equal Opportunity Commission of WA, Office of the Public Advocate, WA Country Health Service, East Perth Development Authority and Department of Housing
- Federal Government agencies including FacSHIA and the Australian Electoral Commission
- All non government agencies attending
- All researchers and ministries, including the Archdiocese of Perth, involved in assisting actions in homelessness
- All service providers in homelessness and Street to Home contracted agencies
- All members of the Lockridge Nyungah Aboriginal Community
- All members of the Parks People Project Working Group and Sub-committee
- City of Perth and City of Vincent Officers
- All other agencies and individuals attending today

## Appendix B: Presenters' notes

Finally I would like to acknowledge all the people whom such a workshop is aimed at assisting in the short and longer term – homeless people of all backgrounds, reason, and persuasion as they continue to present in our parks and public spaces.

Local government does not have a clear role or mandate for provision of services to ameliorate homelessness; however it is often local government in its parks, public spaces and amenities that deal with homelessness issues. We have **a common goal** with all NGO and State and Federal Government agencies and the community in **making our environments safer and inclusive for all**.

Local government can be part of the solution and this is recognised also in City of Perth's active involvement in today's Workshop along with the City of Vincent. The City of Vincent plays an active role in co-ordinating and hosting the **Parks People Project Working Group**.

This group, which was first run by the Department for Child Protection, continues to be the overarching group to **monitor homelessness and related anti-social issues** within the City of Vincent. Since the Parks People Project Working Group's inception, due to increased co-ordination between attending agencies, we have **seen improved responses to people presenting in parks and public spaces particularly to those 'at risk' and presenting with problematic issues**. The co-ordinated responses have resulted in a **decrease in people presenting in parks and also in the number of complaints from adjacent residents and businesses**.

However, due to the constant changing and transient face of homelessness, it is an area that continually needs to be refined and honed to ensure longer term gains and effective agency preparedness.

Acknowledging these challenges, this **Workshop has been instigated and arranged by the Central Regional Managers Human Services Forum**, working through the City of Vincent Parks People Working Group. Financial support from the Forum members, including the City of Perth and the Department for Indigenous Affairs, as well as in-kind contribution from the City of Vincent, has enabled the engagement of **Shelter WA to develop the Draft Workshop paper and their facilitation** of today's workshop.

The **purpose of the Perth Metropolitan Homeless Response Workshop is to encourage collaboration amongst key stakeholders toward delivering appropriate support and accommodation outcomes for Aboriginal peoples and others who are experiencing primary homelessness (rough sleeping)**.

As Workshop participants **you will be tasked to investigate options to address the long-term homelessness of people frequenting the parks** in the Perth CBD and City of Vincent and **homelessness among people who move to the city from remote locations**. We will also be and looking at identifying **tangible actions to address key areas of concern**.

Noting the fantastic response and high numbers of attendance at today's Workshop I commend your eagerness to be involved. This is a complex area and issue affecting a diversity of people, including some of the most at-risk, in our community and it would be easy to get bogged down on seemingly intractable problems. **I encourage you to seek a way through these challenges and problems today, to keep positive and keep seeking operational solutions**.

## Appendix B: Presenters' notes

I understand a Workshop Outcomes Paper will be developed beyond today and it is really from this point forward I encourage you and your agencies to stay involved, develop supporting agency and policy frameworks to ensure that strategies arising from today's workshop can be put in place and realised. Let us be unified in making sure the Perth Metropolitan Homeless Response Workshop can be beneficial and positive to all.

In closing, I am pleased to welcome you all and declare the Perth Metropolitan Homeless Response Workshop open. Thank you.

## Appendix B: Presenters' notes

### **Notes from presentation by Maria McAtackney, CEO and Danny Miller, Senior Patrol Officer, Nyoongar Patrol Perth Homeless Response Workshop, 3 August 2011**

The Nyoongar Patrol Outreach Service is a community based service that deals with social and welfare issues within the Perth Central Business District and surrounding regions, Fremantle, Midland, Northbridge and Vincent. The purposes of the Nyoongar Patrol is to provide early street level interventions to local and remote Indigenous people frequenting public spaces in nominated locations. The target groups are people at risk of coming into contact with the criminal justice system due to various social and welfare issues.

#### **Our objectives:**

- To provide patrol services with partner Councils and Agencies to increase safety and harmony for ALL members of the community.
- To engage and refer people (in Patrol target areas) to the relevant agencies and/or implement diversionary or safety measures.
- To promote partnership and co-operation with other organisations to ensure appropriate, effective responses in service provisions.
- To maintain the strong reputation of the patrol and enhancing respect for the Aboriginal community.
- To remain a strong viable organisation.

The Nyoongar Patrol Systems Inc. was established in 1998 and incorporated in 2001. The service was initiated by a group of Aboriginal people, government and non-government agencies with a vision of providing cultural appropriate services to young unsupervised people who were at risk of moral dangers and coming into contact with the criminal justice system. The services focused only in the night precinct of Northbridge, it has, over the years, grown to include the further three suburbs of Vincent, Fremantle and Midland. It is the only night and day Indigenous patrol services that provides outreach support outside the traditional working hours to the nominated locations in the Perth metropolitan area.

#### **Nyoongar Patrol Activities:**

- We prevent and resolve conflicts in public spaces
- We provide diversionary transport services
- We provide information and referrals to appropriate agencies to assist with unmet social needs
- We provide specific support to people who are homeless for long term solutions
- We link up and provide input with youth agencies to enable young people improved access to constructive activities
- We participate in local government community safety plans as to provide informed Aboriginal perspective to safety strategies
- We are an active participant in the Northbridge Youth Strategy Policy

#### **Our concerns:**

- There is nowhere to take homeless people.
- Our last resort is the hospital.

## Appendix B: Presenters' notes

- Difficulties with the sobering centre because clients have to be intoxicated.
- No accommodation available for men with children
- Difficulties with clients who are homeless and transient population from the remote communities
- No options for clients with life time bans from sobering centre.

## Appendix B: Presenters' notes

### **Perth Homeless Response Workshop**

**Ros Mulley**

**Executive Manager**

**Ruah Community Services**

I've been asked to speak from Ruah's perspective, about what's working in our work with homeless people; and to identify some of the initiatives that we think might be needed to address the issues outlined in the background paper.

Ruah is committed to working in partnership with people marginalized by mainstream society:

people who are homeless, those with mental illness, women leaving prison, women and children subject to domestic violence, Aboriginal people, those with CaLD backgrounds and young people.

From Ruah's point of view,

WHAT'S WORKING includes:

- Some of the new NPAH programs, which are innovative and funded at a level that ensures provision of a quality service. Furthermore, each of the programs has an allocation of housing through the Dept of Housing, which although limited, improves the efficiency and effectiveness of the programs.
- ▶ Through these programs, housing is accessed; individuals are linked to mainstream services to address issues contributing to their homelessness; and ongoing support is provided for up to 12 months to ensure housing is maintained. Ruah has taken the initiative of creating a Housing Access Coordinator role; in recognition of the key importance of housing as part of the solution for our clients.
- ▶ In the Street to Home Program – Ruah works in partnership with other agencies and provides some of the Assertive Outreach. The direct link to the Mobile Clinical Outreach Team is invaluable; both for support for workers and in assessing and addressing the mental health needs of homeless people. Outcomes indicate that for some homeless people, long-term alcohol addiction is being addressed, following them being housed.
- ▶ The Ruah Centre facilitates the provision of a range of services to homeless people who would otherwise not access these services. (information about these has been included in the background paper.) It should be noted that the demand for the Mobile GP service far exceeds what can be provided.
- ▶ Ruah has both Intensive and Inreach MH teams. The Intensive team – works with clients who have long-term and complex mental health needs. Support, which is comprehensive, is not time limited and averages at 18mths to 2 years. I've been told that the Intensive Team is the only one of its kind in Perth and that there many referrals on the waiting list for service.

## Appendix B: Presenters' notes

- ▶ Recent funding received for a Vocational Project, through Social Innovation Grants, will seek to address the vocational needs of clients at the same time that their social, health and housing needs are being addressed.
- ▶ The Case Management approach for working with clients is valued; as it ensures that the individual's needs are comprehensively assessed and that there is one point of coordination for services and supports; as well as providing the client with continuity and a single point of contact.
- ▶ The collaboration between various stakeholders, which is evident in some of the NPAH programs, should be commended as it is leading to some remarkable outcomes for homeless people.
- ▶ One of Ruah's key strategic directions is to work within an Indigenous framework; looking to support and advance Aboriginal staff and to provide culturally appropriate services; working with communities and indigenous agencies. We are conscious that we still have much to learn in this area; but are willing to share our learning with other agencies.

The next question is "What Services or facilities are needed to meet the needs of our clients and those we are unable to reach?"

- Health Care and Housing are the biggest issues: The reality of why many people are sleeping rough is because of the lack of affordable housing and long waiting lists, even for those on the Dept of Housing's priority list. In relation to health issues, many of the homeless have the combination of mental health, substance abuse and chronic health issues, which are often untreated (and even undiagnosed) and contribute to their homelessness.
- Substance abuse is a huge issue. Many of the homeless have long-term problematic drug & alcohol issues and are unsuitable for shared crisis or transitional accommodation. For these people, an avenue directly into living independently in supported housing is necessary. Sniffing of solvents is now a common issue for those presenting to the Ruah Centre; and part of the difficulty in addressing this is that they are not classified as illegal substances.
- There are long waiting lists for support services due to limited capacity.
- We need more Case Management capacity (Throughput is an issue due to the need for longer-term involvement) and an increase in Assertive Outreach Services; ensuring that these include Aboriginal workers.
- We need to streamline access to services and support for clients – and have open discussions about balancing freedom of information and privacy rights with our responsibility as a community; to come up with some solutions to the problem of homelessness.
- We need culturally appropriate crisis accommodation for indigenous men, women with children; and families – and also appropriate longer term housing. We need culturally competent staff in mainstream services and many, many more indigenous

## Appendix B: Presenters' notes

staff on our teams and at all levels. There needs to be more inclusion of Aboriginal people and indigenous agencies in developing solutions to the issue of homelessness and rough sleeping. More attention needs to be paid to the matter of healing and ways in which to progress this.

- A key issue lies in the ability of services to recruit and retain appropriate staff.
- In addressing homelessness, we need to move from a crisis orientation to a proactive approach.
- There appear to be various forums regarding homelessness; the collaboration that we see today needs to be consistent for the issue to be properly addressed.
- And of course – funding. We all need to be more proactive and innovative regarding how and where we seek funding – not just relying on the Government for this. As mentioned the new NPAH programs are adequately funded, but some of the older services are not adequately funded to enable delivery of a quality service – or to prevent burnout of staff.

The overall answer lies in collaboration and cooperation between Govt and non-Govt agencies and a host of other stakeholders – some yet to be identified; many of them from local communities.

Evidence from the other states in Australia gained from their Registry weeks, indicates that within the homeless cohort, there are a number who will be dead within 5 years, due to the complexity of their health problems and the impact of living as a homeless person.

From a bigger picture perspective, some things that could be part of a solution are:

- Planning and delivering a Registry Week. This requires considerable collaborative effort; but it could be done, as there are guidelines already established in other States.
- Housing First is a concept that needs to be added to the mix of services currently provided. It embraces the concept that people could be supported with home-based services, if they were firstly housed. It also recognizes that there are some homeless people who are unable or unwilling to transition to housing via the stepped route of crisis and transitional housing prior to being given the opportunity to live independently.
- The Common Ground initiative is being implemented in 5 States across Australia. It provides housing for a mixture of low income earners and the homeless – and operates with a 24 hr concierge; and support services on site (medical, mental health, counseling, employment, training etc) It provides evidence of what can be achieved when a few passionate and committed people inspire a range of individuals and corporate bodies to participate in an innovative project to address homelessness.
- Ensuring that housed individuals are able to maintain housing in the long term is absolutely critical to success. It is important that housing providers have strong

## Appendix B: Presenters' notes

partnerships with expert service teams that are equally focused on housing retention as a clinical outcome for the tenant.

- We need to find innovative ways to improve how we can secure housing from the private housing market.

In closing I'd like to share with you some inspirational information relating to a Project operating across communities in the USA: Called 100,000 Homes

One year housing retention rates for the project range from 85% to 93% with an average of 91% among a sample of communities that have housed the most long-term and vulnerable homeless.

In order to mobilize a community around the housing process, local stakeholders must come together around a common aim, demonstrate a willingness to share information and solutions, combine resources, and share recognition. Communities across the USA have created leadership teams to lead strategic planning; the Campaign Team often includes many of these same people but additionally brings some "unusual suspects" to the table; from business and the community. It is anything but "business as usual". The Campaign Teams are action and outcomes oriented - ready to change systems to drive tangible housing outcomes and sustainable change.

In Los Angeles County, over twenty four public and private organizations worked together to find and house the 50 most vulnerable people living on the streets of Skid Row. Together they housed 68 of the most vulnerable people in an average of 12 days from outreach to housing placement.

We need to approach the issue of homelessness with an open mind and compassionate heart and here today, we have an opportunity to do that.

Housing the Homeless is not just about housing.

We need to recreate a sense of belonging for those who have been homeless.

***And finally, something that the CEO of HomeGround Services in Melbourne said last week continues to ring in my ears: "Prepared to be surprised by the outcomes that you will see when you start to offer a home to homeless people."***

## **Specialist Homelessness Services – Inner City Perth**

Information provided by Helen Miskell, Manager Non Government Funding - Homelessness  
To the Perth Metropolitan Homelessness Response Workshop 3 August 2011  
{Condensed from PowerPoint presentation}

The following is a list of Specialist Homelessness Services funded in or near inner City Perth through the joint Commonwealth/State National Affordable Housing Agreement (NAHA) and National Partnership Agreement on Homelessness (NPAH).

### **NAHA SERVICES**

#### **Youth**

YMCA Streetsyde (Jewel House)	Perth	Crisis
Perth Inner City Youth Service	Perth	M/T
Mission Australia Youth Accommodation Service	Victoria Park	Crisis M/T
Victoria Park Youth Accommodation	Victoria Park	M/T

#### **Families**

Multicultural Services Housing Program	North Perth	M/T
Perth Asian Community Centre	Northbridge	M/T

#### **Women/Children Escaping FDV**

Salvation Army Graceville Centre	Highgate	Crisis M/T
Ruah Refuge	Perth	Crisis M/T
Wooree Miya (Aboriginal)	NFP	Crisis

#### **Single Women**

Anawim (Aboriginal women)	Perth	Crisis M/T
Salvation Army Graceville Centre	Highgate	Crisis M/T

#### **Single Adults/Couples**

Salvation Army Bridge House (male/female)	Highgate	Crisis
St Bartholomew's House (male)	East Perth	Crisis M/T
Bart's Plus (males/female/couples)	East Perth	Crisis M/T
Salvation Army Men's Homeless Services	Mount Lawley	Crisis M/T
Perth Asian Community Centre (all)	Northbridge	Crisis M/T

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55 Central (male)	Maylands	Crisis M/T
UnitingCare West	Perth	Crisis M/T

### Meals/Day Centres

Ruah Centre	Northbridge
Tranby Day Centre	Perth
Red Cross Soup Patrol	Mobile

### Street to Home

Assertive Outreach Workers (2 teams x 2 workers)	Mobile Inner City Perth
Housing Support Workers (6.5 FTE)	Work across IC services (housing across metro area)
Mobile Clinical Outreach Team (2 x Mental Health Clinical Nurses & Part Time Psychiatrist)	South West Health Service – Mental Health

### Expansions

St Bart's (male)	East Perth	54 additional beds	July 2012
Lentarra (male)	Northbridge	25 additional beds	December 2012

### New Facilities

Foyer Oxford (youth)	Leederville	98 M- LT beds	Late 2012
Acute Homeless Night Shelter	Inner City	10 beds	July 2012

## **Perth homeless response workshop**

Leah Watkins

Starfish Consulting

### **EXCUSES**

I'd like to start with a confession – I'm not completely sure why I'm here today – I'm not an academic and this is not my area of expertise. I was originally asked to be part of a panel and somehow have ended up being all on my lonesome.

### **WHO AM I**

I'm do consultancy work, Starfish Consulting, in the community sector – usually in the homeless, domestic violence and community legal sectors. I've also spent many years working directly with homeless people in front line services. For the past 5 years I've been doing consultancy work – things like evaluations, service design, planning, and action research.

The project I'm currently working on is a research project with Ruah looking at service linkages and homeless Aboriginal women – this is probably why Bronwyn thought to ask me today as part of this involves talking to services, workers and the women themselves about what works for them. This is a work in progress, so I don't have any final conclusions or results for you and while I have been picking up on stuff talking to people in parks, it is also includes other women too.

So what can I tell you ...

I can tell you that having done evaluations of a wide range of different services over the years – good models can come unstuck when services employ poor staff or have problems with recruitment or retention. Likewise, I've seen some pretty mediocre models that work well because they have amazing staff. We put a lot of thought into models, and a good model can help support staff and give them the scope to do their job. It might be useful to also think about strategies for identifying and supporting good staff, because they have an enormous impact on the success of any project.

## Appendix B: Presenters' notes

This has made me interested in the little things – the tweaks and adjustments that workers make that help their projects fly.

So what I thought I would tell you three stories about some women I've met and what it made me think about that you might find interesting.

### **1. CHOICE**

I met a woman at one of the day centres who was camping out with her bloke and had come in for a shower. I asked her about what services she would recommend and she spoke about a refuge she had been to who had been really kind to her and had lots of interesting things to do – she particularly like the beading sessions. Strangely I'd been at Anawim a few nights earlier and the group of women in there has universally slagged off the same refuge – saying they felt excluded there and like the workers wouldn't talk to them and only had time for the white ex-residents. I've noticed that when speaking to Aboriginal women about what services they like (and invariably don't like) there are often contradictions in their answers.

Some women will say they really like going to Aboriginal services because they understand them and they don't have to explain their culture or how their family works. Others say they don't care if staff are Aboriginal or not, as long as they are friendly and respectful. Still others will say they prefer not to go to Aboriginal services, because they are related to people there and are concerned about confidentiality and favouritism. These contradictions don't mean that people can't make up their mind – just that people are different and they need a choice of services, not a one size fits all approach.

### **2. TRUST**

I sat over the way from one of the day centres chatting to a woman who couldn't go in because she was banned (didn't ask why – not what I was there for). She raved about her Street to Home worker. She talked about how this worker was sorting things out for her and if she needed to deal with any issue, the worker would help her out with it. If agencies needed to know stuff about her to assess her for housing or Centrelink – they went through her Street to Home worker. What she loved about this was there was one person she trusted who knew her story, and if other people

## Appendix B: Presenters' notes

needed that information they went through her worker and she didn't have to keep retelling her story.

Ideas and responses I have seen around this that are interesting include:

- Single worker – A worker who is very connected with good networks, but the women and families she work with don't want to go telling their story to every new person who wants to offer them a service. She sees her role as providing the majority of the support and services they need. If a woman she is working with needs help with an area outside her expertise, she uses her networks to seek advice on how she can develop the skills and offer the support needed. If they need a practical resource like a house, rehab, food, she uses her networks to pull in favours, get quick access and identify a service that will provide the right type of support. She also ensures she visits and knows services before she would make a referral to them.
- Named referrals – In an action research project at Karlamia we noticed that Aboriginal women would go to the Centre and ask for Margaret – if she wasn't there, they'd leave. Their friends and family had told them Margaret was good so they would go to her, not to the service. This gave us the idea of making referrals to named workers – to workers either we knew were good or the women themselves recommended. This developed the idea of workers building up their own little black book of good people to refer to.

### 3. RULES

I met another woman in Wellington Square. She was from up North and had been sleeping out for most of the last three years while in Perth for dialysis. She had been staying in PATS funded places and had been kicked out. She went to stay with family for a few days and came back and her bed was gone. Some people don't want to be home by a certain time, want to be able to spend a few nights here and there with relatives or out and about. Some people drink, some sniff. Is it any surprise they are kicked out and banned from places? The rules work against them. I'm not saying services should stop having boundaries. Some people I've spoken to like having rules, it helps them focus, for others it cuts them off from places to stay and get help. Maybe we need to think about having a few services with less rules.

## Appendix B: Presenters' notes

Many years ago I worked in an emergency accommodation service – we housed 79 men and I was there when we changed to a wet hostel. I remember sitting in the staff meeting when we discussed it – all a bit nervous of what would happen because people coming home pissed was often a cause of violence and trouble. We changed the rules on the basis that the people we were housing were grown-ups, this was where they lived and alcohol was legal. People were allowed to bring alcohol into the building and drink in their own rooms. Most large communal areas were still alcohol free and we still evicted people for fighting. It was odd the first time I let someone in the door with a slab over their shoulder, but actually – it was quieter. Instead of getting pissed outside and then banging and crashing through the whole building people had a few drinks or got pissed in their room and crashed. We had to look after a few people who were alcoholics and trying to stay sober, making sure they didn't share a lounge with heavy drinkers. It wasn't perfect, but it did eliminate one of the reasons we'd been evicting people and making them homeless.

Appendix B: Presenters' notes

**SWAN VALLEY NYUNGAH COMMUNITY**

**ABORIGINAL CORPORATION**

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Western Australia 6055

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**Perth Metropolitan Homeless Response Project**

3 August, 2011

**THE SWAN VALLEY NYUNGAH COMMUNITY FAMILIES MADE HOMELESS IN  
2003 BY PREMIER GEOFF GALLOP AND STILL ARE HOMELESS IN 2011:**

**BELLA BROPHO - Spokesperson**

Yvonne Henderson in the article in the West Australian paper a couple of days ago made comments all about Homeless People.

We challenge her to ask questions of the Premier and Ministers, why are they still depriving us the Swan Valley Nyungah Community women and children from going back to our Homes?

It is our Homes that we have been locked out of by Geoff Gallop's Government, and Colin Barnett's Government thereafter.

The Barnett Government is denying our Families and the children from going back to their Homes, forcing us to live in overcrowded and dangerous areas scattered out through the length and breadth of the Capital City of Perth, and forcing many of our Community to live homeless on the streets.

The violence is coming from the City of Perth and suburban areas, and the ignorance of the Government Ministers who are in power.

We are the Homeless Families of the Swan Valley Nyungah Community. We were pushed off our Land and out of our Homes that we had designed and built ourselves with our architects and registered builder on our Homegrounds of Lockridge, our Traditional Lands in the Bennett Brook Area.

Geoff Gallop passed a special Act of Parliament to take our Community and Homes from us. This was 2003. We only finished building the last house in 2001. We had built our 15 rammed earth houses and our Dome to be culturally appropriate and environmentally friendly - from 1997 to 2001.

Our Family Clan of the Swan Valley Nyungah Community of Brophos/Nettles and all the in-laws, had always lived in the Swan Valley since before the coming of the white man, along with Family Clans of Wilkes, Corunnas, Garletts and Warrells.

The Swan Valley Nyungah Community Family Clan is now getting smaller by being forced to live out in the white society's streets where the real danger is violence, home invasion by white people, rape, murder. We the women of the Community without homes have had our Community shut down, our homes taken from us.

The Gallop Government claimed they shut down the community to protect us from violence in our community. You only have to read Peter Foss's Report of his all Party Upper House Select Committee Inquiry which found that Gallop had no proper factual basis for closing our Community down and making us all homeless. The media ignored Peter Foss's Report

Since we have been locked out there has been violence, rape and death. We have lost two of our sisters, through living homeless on the streets - the first, a mother with 5 children in January 2004. In March this year we lost our youngest sister, leaving her 5 children motherless.

We have two homeless community members right now at serious risk. We had to call an ambulance yesterday to take our brother to hospital, it was a serious emergency.

We ask now that Yvonne Henderson support us, and the Government Ministers who are in power to open their eyes and open the gates and the doors of our Community's Homes, and let us go back Home and live in safety and togetherness.

Channel 9 and the West Australian should pull their socks up and give a balance on the atrocious attack that has been slung at Aboriginal People and their Families, depriving us of our Basic Human Rights, and reporting on discrimination at its worst slung against Aboriginal People.

There was a report on Channel 9 about white women crying over losing the profits on cattle stations which are situated on Aboriginal Land. Failure to report the racist attitude by the media of Australia has to stop. It is worse than Rupert Murdoch's case.

We call on all organisations and the media to help the women and children who are being neglected, living in the white community by force.

We call on all members of the Colin Barnett Government and Troy Buswell to help us to get our Homes back, and to support us in the way we want support in our community.

We call on Colin Barnett to restructure the justice system. We haven't got a legal service to fight cases in the white man's Court of Law with Move-On policy charges against homeless people. The justice system of Western Australia is a graveyard for Aboriginal people. There are no lawyers talking for us and the Homeless People. We are scared of going to the Courts as there is no trust in the justice system. We can't trust them to give us a real balance in deciding what is right or wrong in justice.

## Appendix B: Presenters' notes

It is boomtime of the Mining Boom. All the royalties are channelled away from Aboriginal People by Gillard and Barnett. The mining boom has deprived and denied us of finance to keep our legal service going properly.

We ask Yvonne Henderson and all the media to come to the aid of the Swan Valley Nyungah Community Women and Children from out in the killing fields, out in the white society of the Perth area, to come to the aid of what is left of the Aboriginal women and children and take us home to our Homes on our Sacred Land, and open those gates up because it is the only protection we have got, and our right to bring up our children in safety and in their Culture on our own Land.

We call on the Federal Member Mr Wyatt to approach Tony Abbott and bring him to the aid of the Swan Valley Nyungah Community and back into our Homes. Tony Abbott is no stranger to the Swan Valley Nyungah Community. He came to see us at our Community when he was Minister and he knows the roots of our suffering.

The whole of the State and Federal Governments of Australia have turned their backs on the Swan Valley Nyungah Community and other Homeless Aboriginal People and Aboriginal Communities who are living all over the breadths and lengths of Australia.

We call on Channel 9 and 60 Minutes and all other Channels - 7, 10 and 2 and SBS to do the right thing by the First People, the Aboriginal People and start reporting the Truth of what Governments and themselves are doing to the Aboriginal People. They have ignored the Report of the UN Special Rapporteur on the Rights of Indigenous People, Professor James Anaya.

We ask the World Media to stand and support us. We also call on China to assist us with our Basic Human Rights in Australia.

We call on the CHOGM Leaders who are coming to Perth to assist us.

From the Women and Children of the Swan Valley Nyungah Community

## Appendix C: List of registered participants

**Perth Metropolitan Homeless Response Workshop  
3 August 2011**

Name	Position	Organization
Acton, Rowan		Funding and Contracting Services, Government Procurement, Department of Finance
Bachman, Stephanie	Community Development and Policy Officer	Shelter WA
Bagdonavicius, Pauline	Public Advocate	Office of the Public Advocate
Baker, Joe	Operational Services Manager - Metro	Department of Indigenous Affairs
Baker, Rob		Swan Valley Nyungah Community Aboriginal Corporation (SVNC)
Bouffler, John	Chief Executive Officer	St Vincent de Paul Society
Bradley, Linda		Research Solutions
Brancato, Amelia		WACOSS
Brennan, Susan	Assertive Outreach Worker	Street to Home Program
Brett, Angela	Customer Service Officer- Safer Vincent	City of Vincent
Bright, Andrew	A/Principal Policy Officer	Funding and Contracting Services, Government Procurement, Department of Finance
Bropho, Bella	Spokesperson for the SVNC	Swan Valley Nyungah Community Aboriginal Corporation (SVNC)
Bropho, Harvey		Swan Valley Nyungah Community Aboriginal Corporation (SVNC)
Byrne, Leeanne		Dept of Human Services
Campbell, Trish	Manager	Anawim Aboriginal Women's Service
Carlose, Nimmi	Program Manager Monitoring, Reporting and Performance. WACHS Aboriginal Health Improvement Unit.	WA Country Health Service
Carolane, Mark	Policy Officer	EPRA

<b>Name</b>	<b>Position</b>	<b>Organization</b>
Clough, Paula	Senior Manager Women's Services	Ruah Community Services
Collard, Neville		
Cope, Wendy		Dept. for Child Protection
Cox, Kevin	Area Director, Aboriginal Health	WA Country Health Service
Crowley, Peter		EPRA
Curo, Leah	Assertive Outreach Worker	RUAH Centre
Daniel , Greg		WA Police
De Freitas, Juliana	TASS Coordinator	Corrective Services
De Laubadere, Galatee		Corrective Services
Dunham, Cindy		Shelter WA
Dunne, Garry	Director Service Units	City of Perth
Egerton-Green, Alana	Aboriginal Practice Leader	Dept. for Child Protection Perth
Flatau, Paul	Director, Centre for Social Impact	UWA
Garwood, Shae	Research Officer	Shelter WA
Gerginis, Chris	Divisional Office Manager, Division of Perth AEC	Australian Electoral Commission
Gerrard , Kylie	Pastor	Be the Church
Giamboi, Tony	Agreement Manager Families and Early Childhood Team WA State Office	FaHCSIA
Gould, Allan		Salvation Army
Hannaford, Jane	Community Safety Plan Officer , Compliance Services	City of Perth
Henry, Reg	Community Development Worker	Ruah Community Services
Higgins, Scott	Superintendent	WA Police
Hill, Brett	WA State Coordinator Indigenous Electoral Participation Program (IEPP) AEC	Australian Electoral Commission
Hills, Patricia		Perth Electoral Office
Hooton, Sue		Be the Church
Jackson, Lesley	Area Manager	Department of Housing
Jeffery, Margaret		Swan Valley Nyungah Community Aboriginal Corporation (SVNC)
John, Ceri-Ann	Support worker	St. Bartholomew's House

<b>Name</b>	<b>Position</b>	<b>Organization</b>
Johnson, Wayne	CEO	Bega Garnbirringu
Joyce, Steve		Ruah
Kammerman, Kimberley	Policy Manager - Vulnerable People	WACOSS
Kicinski, Victor	Housing Support Team Leader	Salvation Army
Kitching, Bronwyn	Executive Officer	Shelter WA
Lake, Sally	Deputy Mayor	City of Vincent
Liddiard, Mark	Senior Lecturer in Social Policy	Curtin University
MacLean, Jim	Manager of Ranger and Community Safety Services,	City of Vincent
MacTiernan, Diana	Principal Project Officer, Substantive Equality Unit	Equal Opportunity Commission WA
Magladery, Ted	Manager, Central West Metro, Community and Youth Justice	Department of Corrective Services
Maisey, Gavin	Senior Programs Officer, Client Services & Development	Drug & Alcohol Office
Mallet, Desire	Aboriginal Advocate Photographer	Desire Photography
McAttackney, Maria	CEO	Nyoongar Patrol
McLennan, Belinda	Project Officer	Vincentcare
McMahon, Michaela	Coordinator HTSS	St. Bartholomew's House
McNamee, Trevor		
Miller, Danny		Nyoongar Patrol
Miskell, Helen	Manager Non-government funding-homelessness	Department for Child Protection
Moore, Cherry	Resource Officer	Department for Child Protection
Mulley, Ros	Executive Manager	Ruah Community Services
Napier, Elizabeth	Manager Community Services	City of Perth
Nelson, Margaret	Manager	Ruah Centre
Neo, Raymond		Street Chaplain
Nguyen, Katrina	Manager Homelessness and Support Services	Uniting Care West
Nunis, Joseph	Team Leader - Residential Program	Uniting Care West
Oliver, Russell	Clinical Nurse Specialist	Mobile Clinical Outreach Team, Dept of Health
Pallier, Yvonne		Vincentcare
Pavlos, Tom	Community Development Officer	City of Perth

<b>Name</b>	<b>Position</b>	<b>Organization</b>
Poole, Karen	Community Engagement Officer	Centrelink
Parfitt, Barry		Swan Valley Nyungah Community (SVNC)
Poule, Joanne		Corrective Services
Reid, Sue	Community Diversity Officer, Indigenous & Community Diversity Unit	Western Australia Police
Roberts, Justine	Community Partner Manager	United Way
Robins, Steve	Assistant Commissioner Adult Community Corrections	Corrective Services
Roe, Tanya	Supervisor	Nyoongar Patrol
Ryan, Peter	ICC Manager	FaHCSIA
Ryder, Anne	Supervisor	Nyoongar Patrol
Sales, Louise	Research Officer	Office of Lynn MacLaren MLC
Scrutton, Lyn-Joy		Dept of Human Services, Centrelink
Smallacombe, Scott		Salvation Army
Smith, Ken		Salvation Army
Smyth, Jodie	Manager Accommodation and Support Services	Uniting Care West
Steel, Paul		WA Police
Strong, Bill	Coordinator Safety and Security	City of Perth
Sutherland, Michael	Member for Mount Lawley	Legislative Assembly
Thompson, Trudy		Dept. for Child Protection
Toon, Bill	Vendor Coordinator WA	The Big Issue
Trahanas, Nick	District Director	Dept. for Child Protection
Trinchi, Rossana	Assistant District Director	Department for Child Protection
Walsh, Ann-Margaret	Principal Solicitor	Street Law Centre WA Inc.
Watkins, Leah	researcher	Starfish Consulting
Waylen, Julie	Director NG Policy & Funding	Dept. for Child Protection
White, Melane		WA Police
Wilcox, Bev		Department of Housing
Williams, Julie	Pastoral Centre Manager	Archdiocese of Perth
Williams, Loreta	Conference Support Officer - Emergency Relief/Training	St Vincent de Paul Society (WA) Inc

<b>Name</b>	<b>Position</b>	<b>Organization</b>
Winfield, Carole	Community Development Officer	City of Perth
Wood, Michael	Co-ordinator, Safer Vincent	City of Vincent
Wright, Carol	Senior Planning Officer Policy	Department of Indigenous Affairs
Wright, Julian	Senior Strategic Housing Officer	City of Perth
Young, Tracey	Clinical Nurse Specialist (Mental Health)	Mobile Clinical Outreach Team; Street to Home Program