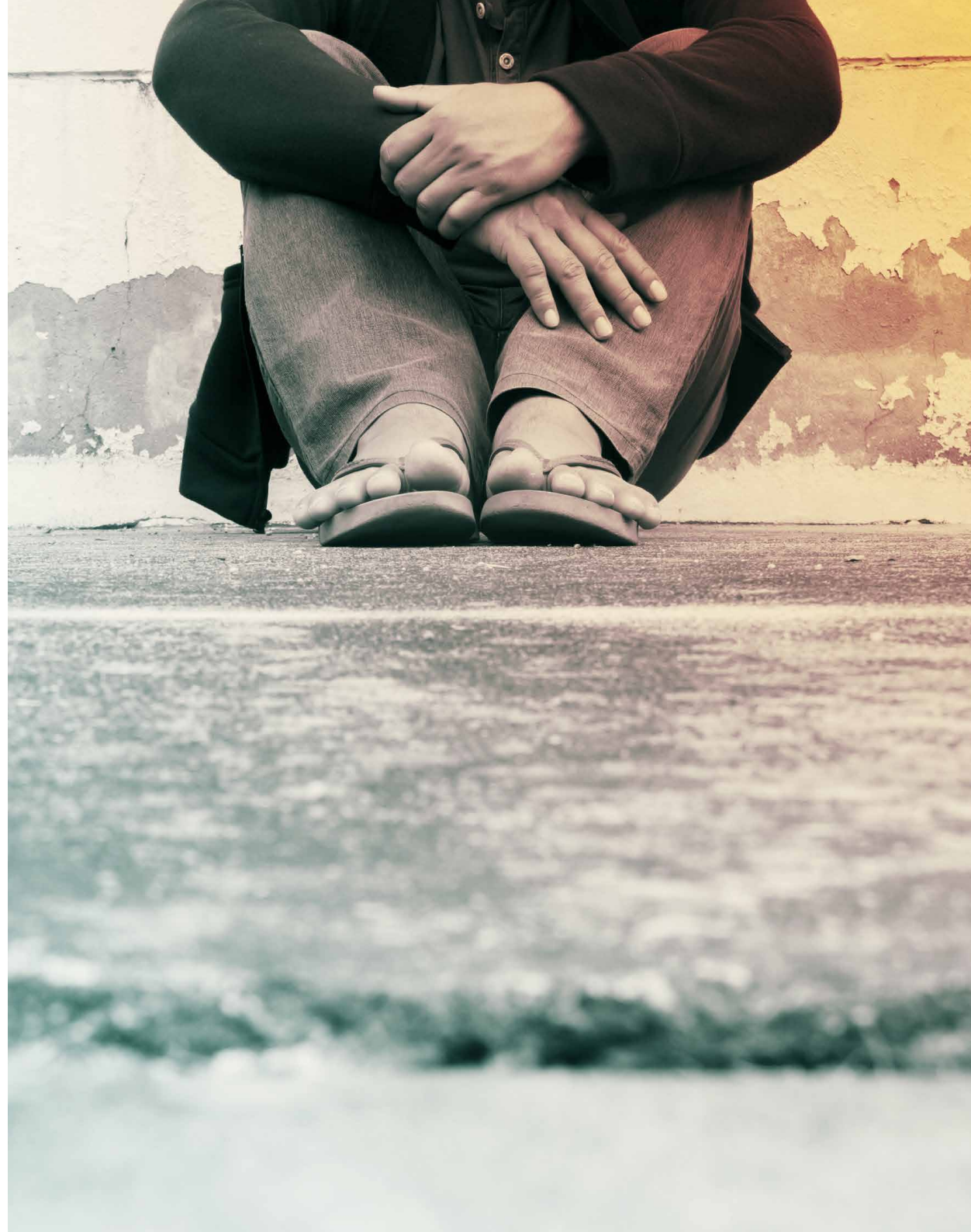




City of Perth

City Homeless Framework Committee Action Plan



ACKNOWLEDGMENT OF COUNTRY

We acknowledge the Whadjuk Nyoongar people, Traditional Owners of the lands and waters where the City of Perth is today and pay our respects to Elders past and present.



ALTERNATIVE FORMATS

An electronic version of the City Homeless Framework Committee Action Plan is available from www.perth.wa.gov.au. This document can be provided in alternate formats and languages upon request.

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Message from Deputy Commissioner



Gaye McMath
*Deputy Commissioner,
City of Perth*

I am pleased to join with my co-chair of the City Homeless Framework Committee, Mr John Carey MLA State Member for Perth, to present the City Homeless Framework Committee Action Plan.

Internationally, nationally and locally, homelessness is identified as a highly complex issue and consequently it requires an integrated approach by all levels of Government. As such the City of Perth acknowledges it has a shared responsibility with the State Government of Western Australia to end inner city homelessness.

Through the development of the City Homeless Framework Committee Action Plan, I have been personally involved meeting with the Perth homelessness sector to identify key actions to be taken by all levels government, service providers and industry bodies.

The City Homeless Framework Committee Action Plan includes 34 actions, short, medium and long term, across 4 key themes:

- The Accreditation Process
- The No Wrong Door Concept
- Aligning the Homelessness Sector
- Research

I am delighted to see early progress being made by extending the operating hours of a homelessness day centre, the establishment of a safe night space, the implementation of a co-ordinated assertive outreach service and the longer term development of a "Common Ground" type model of highly supported accommodation.

The action plan provides a further opportunity to align with and support the strategic direction of the WA Alliance to End Homelessness' 10-year strategy, to end homelessness in Western Australia by 2029.

I acknowledge and thank my co-chair Mr John Carey for the dedication and passion he brought to the Committee. I would also like to personally thank all the individuals involved who represented some 50 groups working on homelessness, including the City of Perth staff, for the outstanding level of collaboration, insight and leadership brought to developing the shared action plan.

The City of Perth commits to continue working collaboratively with others to ending homelessness in Perth.

Message from John Carey MLA



John Carey
MLA

Over the last sixteen months I have been deeply honoured to work with so many dedicated homeless service providers, City staff, and Commissioner McMath to develop the City Homeless Framework Committee Action Plan.

With around 50 groups working on homelessness in the city, it is critical that we better harness this incredible effort in the most effective way.

That is why this action plan has been created: to drive a more coordinated approach to addressing homelessness in the city, by focusing on practical changes and concrete outcomes.

As part of the action plan, the City of Perth is rolling out a new accreditation system for homelessness service groups around dedicated precincts in the city to better consolidate efforts. The State Government is also responding to the recommendations of the plan, by providing funding to expand the current Tranby Hub, to seven days a week, from 7am to 7pm, as a referral point for outreach workers and WA Police.

For the first time in our State's history the State Government and the capital City will have coordinated action plans and targeted resourcing to tackle homelessness.

There's plenty more to do, but the goal is very clear: shifting the focus from managing homelessness, to ending it in our city.



Background

MISSION STATEMENT:

To develop a coherent framework for the delivery of homelessness services in the inner city; to identify and resolve coordination and duplication problems; to identify gaps between service providers, government agencies, and the diverse communities they aim to serve; and, to optimise current resource and funding.

The 2017 Perth City Summit, coordinated by John Carey MLA, identified a need to bring key services and not-for-profit leaders, representatives from local and state government agencies, together to provide a coherent strategy for homelessness services in the inner city. This is key to avoid duplication, ensure better integration, to target finite resources, and to identify gaps in current service delivery.

The City Homeless Framework Committee was formed out of the Perth City Summit to address the critical issue of homelessness within the inner city. The Committee is co-chaired by Commissioner McMath and John Carey MLA and consists of the homeless sector's key stakeholders including not-for-profits, government and non-government organisations.

Co-Chairs

Gaye McMath

City of Perth Deputy Commissioner

John Carey

MLA Perth

Committee Members



Objectives

1

Develop a Homelessness Framework / Strategy / Plan for the City:

- » Conduct an audit of the current services provided to people experiencing homelessness within the City of Perth and City of Vincent.
- » Identify duplication and gaps in current services provided to people experiencing homelessness.
- » Identify key areas for action and 'quick wins' with an emphasis on the housing first approach.
- » Identify how the plan can sit within the broader WA Alliance to End Homelessness Strategy to end rough sleeping in Western Australia, and a State Government Homelessness Strategy.

2

Establish a framework for the investment in homelessness services within the City of Perth:

- » Identify priority areas for investment to address fragmentation of services provided to people experiencing homelessness.
- » Develop guiding principles for investment in services for people experiencing homelessness, including a requirement for service investment to link to pathways out of homelessness.
- » Establish a process or regulatory system to ensure future investment is aligned with the priority areas and guiding principles.

3

Bring together service providers, local government, state government, and private organisations to work together to end homelessness:

- » **Identify opportunities to work with existing groups such as the WA Alliance to End Homelessness, Shelter WA and Homelessness Australia.**
- » **Establish strong relationships with new partners, including private organisations, as a foundation for future action.**

The Committee initiated three working groups consisting of the homelessness sector's key stakeholders to identify current problems and potential solutions to current inner city homelessness trends and issues. These working groups were divided into:

- Coordination of services into a housing plus model;
- Coordination of services within the inner city; and
- Unsolicited distribution of goods and services in the inner city.

The three working groups met on a fortnightly basis from July 2018 – September 2018. The findings of the working groups clarified systemic breakdowns from a front-line perspective.

Consistent themes and opportunities were identified with the most urgent being the need for sector collaboration and the development and strengthening of structures to support collaboration.

City Homeless Framework

Committee Timeline

2017 OCTOBER

Initial meeting with City of Perth and John Carey MLA to discuss homelessness within the City of Perth. Discussions centred around forming a joint City of Perth / State Government mechanism, to develop an appropriate strategy and policy.

2018 FEBRUARY

Lord Mayor, Lisa Scaffidi and John Carey MLA co-Chair first committee meeting on 20 February 2018 at Parliament House. Members from the following organisations were in attendance: Anglicare WA, City of Perth, City of Vincent, Foundation Housing, Royal Perth Hospital, RUAH, Salvation Army, St Bartholomew's House, St Vincent de Paul, UnitingCare West and Wungening Aboriginal Corporation.

2018 MAY

Commissioner Gaye McMath and John Carey MLA co-Chair second committee meeting, whereby three working groups were created from within the committee, based on priority areas for coordination of homeless services:

1. Coordination of services into a housing plus model;
2. Coordination of services within the inner city; and
3. Unsolicited distribution of goods and services in the inner city.

2018 JULY – SEPTEMBER

Fortnightly meetings were held for the three established working groups. Each working group identified key themes and opportunities to address current and future issues.

2018 OCTOBER

City Homeless Framework Committee meeting held at Council House and reviewed progress of working groups and the developing collective action plan.

2018 DECEMBER

City Homeless Framework Committee meeting held at Council House to finalise action plan and assign responsibilities to lead organisation.

2019 FEBRUARY

City Homeless Framework Committee Action Plan presented to the City Homeless Framework Committee for endorsement. The action plan was unanimously endorsed.

2019 MAY

City Homeless Framework Committee sent letter and action plan to Minister for Child Protection; Women's Interests; Prevention of Family and Domestic Violence; Community Services, Simone McGurk, to be considered for incorporation in to the State Government's 10 year Strategy on Homelessness in Western Australia 2019-2029.

Action Plan

The below Action Plan has merged the key themes for all three working groups to identify the current issue, action required for success, estimated timelines and the proposed responsibility, where these total 34 actions and are a combination of four key themes:

- The Accreditation Process
- The No Wrong Door Concept
- Aligning the Homelessness Sector
- Research




1. Coordination of Services


1.1. Goodwill Accreditation Process

Issue	Action	Responsibility	Timeline
An accreditation process is required to assist goodwill groups to coordinate their service delivery and to best support their volunteers and people experiencing homelessness.	To create and implement an inner city accreditation process for goodwill groups to coordinate resources, reduce duplication, identify gaps, assist with best practice and provide a process to support goodwill groups. Further assisting in aligning them with the strategic direction of the homelessness sector.	<ul style="list-style-type: none"> • City of Perth (lead) • City of Vincent 	<div>12</div> MONTHS


1.2. Establish goodwill stakeholder group

Issue	Action	Responsibility	Timeline
A goodwill stakeholder group is required for consultation for the goodwill accreditation process and to assist in the delivery of the accreditation process.	A stakeholder group to include goodwill groups, churches and volunteers to capture their knowledge, experience and feedback to assist in aligning their volunteerism with the sectors needs and to assist in coordinating their service delivery.	<ul style="list-style-type: none"> • City of Perth (lead) • City of Vincent 	 6 MONTHS

1.3. Educate community and goodwill groups about homelessness

Issue	Action	Responsibility	Timeline
Current community perception of 'feeding the homeless' is not aligned with 'ending homelessness' and supporting people out of their homelessness journey.	An education piece is required to shift the current mindset of 'managing homelessness' to 'ending homelessness'. Current perceptions can indirectly enable homelessness by providing people only crisis supports without offering them a structured pathway out of their current set of circumstances.	<ul style="list-style-type: none"> • City of Perth • City of Vincent • Volunteering WA • WA Alliance to End Homelessness (WAAEH) 	 12 MONTHS

1.4. Options for community to get involved with existing services instead of looking to create new services

Issue	Action	Responsibility	Timeline
Community members are wanting to offer their goodwill to assist people experiencing homelessness and are creating their own groups or services instead of looking to work with established support and service providers.	The education piece from Action 1.3 needs to be coupled with an online platform to have clear pathways for community members who wish to volunteer. Potential to support smaller goodwill groups, merge or have Partnership Understanding Agreements with not-for-profits (NFP).	<ul style="list-style-type: none"> • City of Perth • City of Vincent • Volunteering WA • WAAEH 	 12 MONTHS

1.5. Coordinate inner city service delivery with goodwill groups and non-governmental organisation

Issue	Action	Responsibility	Timeline
Goodwill groups and NGOs/NFPs are currently over-servicing during business hours, with afterhours and weekends having a gap in service delivery which is not being addressed.	Coordination is required with goodwill groups and more established NGOs and NFPs to reduce duplication, identify and fill gaps in service delivery. Weekend options are being explored with UnitingCare West's Tranby and Ruah where a 7 day 'day centre' needs to be explored.	<ul style="list-style-type: none"> • City of Perth • UnitingCare West • Ruah • Volunteering WA • Supported by WAAEH 	<div>12</div> MONTHS

1.6. Correct insurance, duty of care, standards and best practice

Issue	Action	Responsibility	Timeline
There is currently foreseeable risk regarding the likeliness of an incident involving a volunteer with a person experiencing homelessness. These volunteers are often not trained and are ill-equipped for conflict situations.	Accreditation process to cover what the correct insurances are required by goodwill groups and what standards are required to be complied with. These standards to include recommended volunteer basic training that include; duty of care, confidentiality, vicarious trauma, de-escalation, alcohol and other drugs, mental health and first aid.	<ul style="list-style-type: none"> • City of Perth • Volunteering WA 	<div>12</div> MONTHS

1.7. Implement a non-punitive incident reporting system

Issue	Action	Responsibility	Timeline
Incidents involving volunteers and people experiencing homelessness are not being reported due to unclear reporting processes and a fear of punitive action.	Accreditation process to ensure goodwill groups have an incident reporting system that allows them to report incidents that can be investigated without fear of it leading to punitive actions that hinder their sustainability and service delivery.	<ul style="list-style-type: none"> • City of Perth • Volunteering WA 	<div>12</div> MONTHS



1.8. Clear referral process for pathways from crisis to sustainable supports

Issue	Action	Responsibility	Timeline
Goodwill groups are doing a great service of providing crisis support but are not referring people to more sustainable support options to assist them out of needing crisis support.	A clear and user-friendly referral process is required for goodwill groups to refer people into NFP or NGO services. The standardised sector referral process in Action 2.7 will assist this. Action 1.3 mentions the education piece that will support the 'why' with Action 2.7 supporting the 'how'.	<ul style="list-style-type: none"> Department of Communities 	<div>12</div> MONTHS

1.9. Data collection and sharing processes

Issue	Action	Responsibility	Timeline
Often goodwill groups are not required to capture statistics. Previous statistics quoted in the media appear to fluctuate based on opinion instead of captured data.	Accreditation to include a data capture system or processes to assist goodwill groups record data. This is to assist their own resourcing, help identify trends to also feed into the collective data of the homelessness sector. The 'By-Name List' concept by Community Solutions 'Built for Zero' may assist via their data capture systems when clarified through the WAAEH.	<ul style="list-style-type: none"> Department of Communities WAAEH Volunteering WA With the City of Perth 	<div>18</div> MONTHS

1.10. Responsibilities regarding sites and rubbish

Issue	Action	Responsibility	Timeline
Rubbish is being left on sites utilised by goodwill groups with feedback including, 'that the City of Perth could clean it up as their part', as goodwill groups are providing their service for free.	Accreditation to include the site conditions, expectations and responsibility of rubbish being left behind after service delivery. Goodwill groups and all service providers to leave sites clean of rubbish and as they found it.	<ul style="list-style-type: none"> City of Perth City of Vincent 	<div>12</div> MONTHS

2. No Wrong Door


2.1. No Wrong Door concept

Issue	Action	Responsibility	Timeline
The Homelessness Sector is difficult to navigate. Neither service workers or people needing support can identify available services; which programs have capacity or the admission criteria. This currently relies on services having individual relationships instead of having a transparent pathway for all available support options.	The No Wrong Door concept being led by the Department of Communities is looking to be implemented from a person-centred approach. The Department of Communities to 'roll out' the No Wrong Door concept and campaign throughout the state of Western Australia, where there is potential to have an inner city No Wrong Door pilot. The No Wrong Door concept needs to be supported by LGAs, NFPs and NGOs, and the WAAEH, and to be detailed and mandated in Department of Communities contracts and funding.	<ul style="list-style-type: none"> • Department of Communities • With the City of Perth 	<div>12</div> MONTHS


2.2. Physical Location

Issue	Action	Responsibility	Timeline
There is no physical location for a face-to-face No Wrong Door point for people experiencing homelessness to attend, to link them to the most appropriate service or support.	A specific inner city facility either to be identified or to utilise the existing day centre 'Tranby' to be the physical location to support the No Wrong Door face-to-face point of contact. Here, staff would be trained in the No Wrong Door concept and would use the created triage model to best refer people to the most appropriate service.	<ul style="list-style-type: none"> • Department of Communities • With UnitingCare West/Tranby 	<div>12</div> MONTHS


2.3. 24/7 Phone Support

Issue	Action	Responsibility	Timeline
There is no 24/7 phone contact triage point or centralised 'first point of call' phone support option that supports a No Wrong Door concept.	A No Wrong Door type of central phone support option is required. This could be a new initiative or to add to the existing Entrypoint model. The model needs a 24 hour, 7 day per week phone contact support with No Wrong Door trained telephone support.	<ul style="list-style-type: none"> • Department of Communities • With Entrypoint 	 12 MONTHS


2.4. Community Directory

Issue	Action	Responsibility	Timeline
Accommodation options and criteria are not clear, nor are the referral pathways required for entry. This is difficult to navigate for both support workers and people who require access to support.	One community directory platform, either new or working with the Infoxchange 'AskIzzy' platform to both have clear tailored options of support, and the ability to capture the data of what the users are searching on the directory to best direct future resourcing.	<ul style="list-style-type: none"> • Department of Communities • With Infoxchange 	 12 MONTHS


2.5. Data Management System

Issue	Action	Responsibility	Timeline
A person currently needs to repeat their situation at every step in their support journey, potentially retraumatising people, where services also lose vital information about the person and rely on their disclosure at that time of interaction only.	A centralised information online data sharing system is required for all services and programs funded by Department of Communities. This system could be built new or on top of an existing system similar to the 'My Health Record' system. This would be a locked system, where only services approved / with consent will have the person's information visible to provide support.	<ul style="list-style-type: none"> • Department of Communities • With Australian Digital Health Agency 	 18 MONTHS

2.6. Sector Training

Issue	Action	Responsibility	Timeline
Staff are not trained or informed of all the available services and options for a person who needs to access support. Staff are trained specifically in the programs offered by their specific organisation.	No Wrong Door training will be required by the entire homelessness sector, where support workers and organisations will need to be informed about how a person-centred approach to the No Wrong Door concept and supported by funding, will supersede the past models of a more service-centred approach.	<ul style="list-style-type: none"> • Department of Communities • With City of Perth 	

2.7. Standardised referral forms and process

Issue	Action	Responsibility	Timeline
Each service has their own referral form which is often outdated or updated, are not user friendly and often require more information than is needed or capture unnecessary information.	A standardised sector referral form is required to support the No Wrong Door concept. One sector supported referral form that was structured with similarities to assist referrals to and from periphery sectors of homelessness would assist internal and external sector referrals.	<ul style="list-style-type: none"> • Department of Communities • Shelter WA • WA Council of Social Service • Western Australia Association for Mental Health • Western Australian Network of Alcohol & other Drug Agencies • Supported by WAAEH 	



2.8. Standardised 'service ban' process

Issue	Action	Responsibility	Timeline
Services are issuing 'life bans' to complex and comorbid clients without offering pathways of how to re-engage with support.	A standardised sector process is required for 'service bans' where 'pathways to return to support' is required and is more appropriate to support complex and comorbid people. This process to be built into current contracts and future tenders.	<ul style="list-style-type: none"> • Department of Communities • Shelter WA • WA Council of Social Service • Western Australia Association for Mental Health • Western Australian Network of Alcohol & other Drug Agencies • Supported by WAAEH 	<div>24</div> <div>MONTHS</div>

2.9. Sector accepted definitions

Issue	Action	Responsibility	Timeline
There are no clear definitions of terminology used in the homelessness sector with different services having a different understanding of the same terminology.	Clear definitions for terms including; 'housing-first', 'housing-plus', 'wrap-around support', 'crisis accommodation', 'transitional accommodation', 'service bans', etc. need to be documented and accepted definitions across the sector.	<ul style="list-style-type: none"> • Shelter WA • With WAAEH 	<div>12</div> <div>MONTHS</div>

2.10. 50 Homes / 50 Lives PUA / MOU for 'Wrap-around support'

Issue	Action	Responsibility	Timeline
Support services are unclear on how to resource the 50 Homes/50 Lives Housing First Model and 'wrap-around support' without a clear agreement.	A Partnership Understanding Agreement/Memorandum of Understanding is required to define what 'Housing First' and 'wrap-around support' is required by service providers to have consistent and effective resources available to support the wrap-around support component of the 50 Homes/50 Lives model.	• Ruah	6 MONTHS

3. Aligning the Sector


3.1. Work of the WA Alliance to End Homelessness

Issue	Action	Responsibility	Timeline
The work of the WA Alliance to End Homelessness is not reaching all parts of the sector.	The WAAEH to have their website regularly updated and link their website to supporting organisations and visa versa. A sector newsletter or email required to keep the sector up to date, avoid duplication of work and maintain the strategic sector focus.	• WAAEH	6 MONTHS


3.2. Local government forum to educate local government authorities

Issue	Action	Responsibility	Timeline
Local governments need to deliver a consistent message so there is a structured process across local government authorities.	A local government forum to be held to educate local government authorities on the inner city goodwill accreditation process and to have an aligned local government approach to support ending homelessness in WA.	• City of Perth	18 MONTHS


3.3. Inner City Assertive Outreach Role

Issue	Action	Responsibility	Timeline
Assertive Outreach role needs to be defined as it is now missing from the inner city due to bottlenecks occurring from ineffective case management models and unclear referral pathways.	The Assertive Outreach role needs to be defined to provide outreach to the rough sleepers and street present people in the inner city. A review of the Street to Home program is required to identify the bottlenecks, with either this model updated or a new model required to have consistent assertive outreach in the inner city.	<ul style="list-style-type: none"> Department of Communities With Street to Home Program 	 24 MONTHS


3.4. Sector Review to align to strategic direction

Issue	Action	Responsibility	Timeline
Sector services have an operational and crisis focus without aligning their service to the strategic direction of ending homelessness.	A review of existing services and positions are required where current funded programs and service models do not align to the direction of the sector. Service managers and strategic positions are also providing case management support to clients where positional KPIs that separate strategic from operational roles are required to maintain services' strategic focus.	<ul style="list-style-type: none"> Funding Bodies Department of Communities WA Primary Health Alliance 	 48 MONTHS


3.5. Audit of data capturing, requirements and use of funding

Issue	Action	Responsibility	Timeline
Service data is often not accurate due to not having clear and standardised processes. Current data capture methods both miss capturing data they require and capture data they do not.	An audit of services' data capture systems is required. Services need to demonstrate how their captured data and current process aligns to the required progress report and the service contractual obligations. Action 15 regarding a centralised data system that supports the No Wrong Door concept supports this action.	<ul style="list-style-type: none"> Funding Bodies Department of Communities WA Primary Health Alliance 	 24 MONTHS


3.6. Contracts and future tenders to support collaboration

Issue	Action	Responsibility	Timeline
There is an expectation that services will work in collaboration when the current funding model creates a competitive market that pins collaboration directly against service funding and organisational sustainability.	Funding bodies need to create a collaborative procurement process that incentivises collaboration and collectives. If over-servicing arises from the efficiency caused by collaboration, a strategy to transition crisis workers and programs to ongoing support workers and programs is required.	<ul style="list-style-type: none"> • Funding Bodies • Department of Communities • WA Primary Health Alliance 	 24 MONTHS

3.7. Contracts to measure outcomes as well as outputs


Issue	Action	Responsibility	Timeline
Tenders and existing contracts are 'output' focused instead of 'outcome' focused, where these statistics are not reflective of a person's homelessness journey.	Updated measurement tools to better capture the longer-term outcomes from a person-centred approach out of homelessness are required as well as the current output data. A measurement tool that aligns with the outcome focus of 'ending homelessness' is required.	<ul style="list-style-type: none"> • Funding Bodies • Department of Communities • WA Primary Health Alliance 	 24 MONTHS

3.8. Map housing stock in the inner city


Issue	Action	Responsibility	Timeline
It is not known how much accommodation; housing options or land is required in the Perth area without what we currently have being mapped.	Data is required to specifically identify how much more housing is needed, what type and where. Research is required to map the entire number of housing options in the Perth area against the projected amount of people needing housing, this piece needs to focus on crisis and rough sleeping and not to be combined with social and affordable housing.	<ul style="list-style-type: none"> • City of Perth • With the Department of Communities 	 24 MONTHS

4. Research


4.1. Open space night shelter

Issue	Action	Responsibility	Timeline
There is no night shelter or open space area for rough sleepers in the inner city area.	<p>Option to build a purpose-built area to support rough sleepers that also supports the Rangers and WA Police. This could incorporate an artistic and culturally appropriate design. There is an option to include a toilets, showers and shade incorporated with a safety and security design.</p> <p>Further, research is required to ascertain what the most appropriate model for 'overflow' accommodation and support options would be.</p>	<ul style="list-style-type: none"> City of Perth 	 24 MONTHS

4.2. Common Ground model or another low barrier model

Issue	Action	Responsibility	Timeline
A low barrier / low threshold model is required to assist people at the complex and entrenched end of the housing continuum.	The Common Ground model would work in WA and fits a part of the housing continuum of housing options. If the Common Ground model is decided to not fit Perth, another low barrier housing model is still required for the complex and entrenched people who are rough sleeping.	<ul style="list-style-type: none"> Department of Communities Shelter WA City of Perth 	 24 MONTHS

4.3. Low barrier housing option for youth accommodation

Issue	Action	Responsibility	Timeline
There is a gap in the housing continuum for low barrier / low threshold accommodation for young people.	A low barrier housing option for youth in the inner city, a 'Tom Fisher for Youth' is required where organisations with the risk appetite for low barrier models needs to be supported by funding bodies.	<ul style="list-style-type: none"> Department of Communities With consultation from St Vincent de Paul 	 24 MONTHS

4.4. Private rental market initiatives / landlord guarantees

Issue	Action	Responsibility	Timeline
There are not enough accommodation options, where the private market needs to be engaged to assist supply.	There is a need to create incentives and landlord guarantees to entice the private rental market. Private accommodation, including hotels could be more involved and form part of the solution.	<ul style="list-style-type: none"> Department of Communities 	<div>36</div> MONTHS

4.5. Align and coordinate corporate and developer's goodwill

Issue	Action	Responsibility	Timeline
There is no clear strategy on what housing development is required in the inner city and what the next development is, so developers can assist.	A clear plan to identify opportunities for property developers and capture their goodwill contribution is required and needed to be added into the strategic alignment of the sector.	<ul style="list-style-type: none"> Department of Communities With the City of Perth 	<div>36</div> MONTHS

4.6. Concept to 'roll over' transition housing to permanent

Issue	Action	Responsibility	Timeline
People that thrive in transitional accommodation are not able to remain in that accommodation even if it is a good community fit.	Some housing could be identified to be adaptable with the option to 'roll over' from transitional to permanent housing, dependent on the tenancy. This would support a person-centred approach and assist the sustainability of the tenancy.	<ul style="list-style-type: none"> Housing Authority With the Department of Communities 	<div>24</div> MONTHS





City of Perth

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