

# Minutes

## LOCAL HOMELESSNESS ADVISORY COMMITTEE

14 January 2021

*By signing these minutes I certify that they were confirmed at the Local Homelessness  
Advisory Committee held on 15 April 2021*

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CR STEPHANIE GRAY  
CHAIRPERSON

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## MINUTES

**MINUTES** of the meeting of the Local Homelessness Advisory Committee which was held in Embleton Room, City of Bayswater Civic Centre, 61 Broun Avenue, Morley on **14 January 2021** commencing at 5.35pm.

Committee Recommendations to Council are subject to adoption, or otherwise, at the following Ordinary Meeting of Council, as recorded in Minutes of that Council Meeting.

### 1. OFFICIAL OPENING

The Chairperson, Cr Stephanie Gray, declared the meeting open at 5.35pm.

### 2. ACKNOWLEDGEMENT OF COUNTRY

In accordance with the City of Bayswater's Reflect Reconciliation Action Plan November 2019-November 2020, the Presiding Member will deliver the Acknowledgement of Country.

Noongar Language

*Ngalla City of Bayswater kaatanginy baalapa Noongar Boodja baaranginy, Whadjuk moort Noongar moort, boordiar's koora koora, boordiar's ye yay ba boordiar's boordawyn wah.*

English Language Interpretation

*We acknowledge the Traditional Custodians of the Land, the Wadjuk people of the Noongar Nation, and pay our respects to Elders past, present and emerging.*

The Chairperson, Cr Stephanie Gray, acknowledged the Traditional Custodians of the land, the Whadjuk people of the Noongar nation, and paid respects to Elders past, present and emerging.

### 3. ATTENDANCE

#### Members

Cr Stephanie Gray	Chairperson
Ms Kathryn Snell	Deputy Chairperson
Cr Sally Palmer	
Cr Giorgia Johnson	
Cr Lorna Clarke	<b>Arrived at 6.01pm</b>
Ms Leah Watkins	

#### Officers

Mr Des Abel	Director Community and Development
Ms Karen Quigley	Manager Community Development
Ms Michele Fletcher	Coordinator Community Development
Ms Janelle Easthope	Community Engagement Advisor

#### Observers

Mr Gareth Chiplin	Perth Homeless Support Group Inc.
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### 3.1 Apologies

Mr Razif Ismail  
 Ms Kathy Blitz-Cokis  
 Ms Maria McAtackney  
 Mr Aaron McGregor

### 3.2 Approved Leave of Absence

Nil.

## 4. DISCLOSURE OF INTEREST SUMMARY

In accordance with section 5.65 of the *Local Government Act 1995*:

A member who has an interest in any matter to be discussed at a Council or Committee meeting that will be attended by the member must disclose the nature of the interest -

- (a) in a written notice given to the CEO before the meeting; or
- (b) at the meeting immediately before the matter is discussed.

## 5. DELEGATED AUTHORITY BY COUNCIL

There are no items appearing in this minutes for which the Local Homelessness Advisory Committee has been granted delegated authority by Council in accordance with section 5.23(1)(b) of the *Local Government Act 1995*; this meeting is closed to the Public.

## 6. TERMS OF REFERENCE

<b>TERMS OF REFERENCE</b>	
<b>Local Homelessness Advisory Committee</b>	
<b>Definition of Homelessness</b>	The City of Bayswater refers to homelessness as defined by the Bureau of Statistics (ABS), which is:  <i>“...when a person does not have suitable accommodation alternatives they are considered homeless if their current living arrangement:</i> <ul style="list-style-type: none"> <li>• <i>is in a dwelling that is inadequate; or</i></li> <li>• <i>has no tenure, or if their initial tenure is short and not extendable; or</i></li> <li>• <i>does not allow them to have control of, and access to space for social relations.” (ABS, 2012)<sup>1</sup>.</i></li> </ul>
<b>Meeting occurrence:</b>	Quarterly, or as required.
<b>Day of Meeting:</b>	When suitable
<b>Time of Meeting:</b>	When suitable
<b>Location of Meeting:</b>	City of Bayswater, Civic Centre, 61 Broun Avenue Morley WA 6062

<b>Liaison Officer:</b>	Director Community and Development or nominated officer
<b>Purpose of Committee:</b>	<p>The Local Homelessness Advisory Committee:</p> <ul style="list-style-type: none"> <li>• Provides appropriate and considered strategic advice and feedback relating to homelessness matters within the City of Bayswater that can be dealt with at a local government level to inform the development of the City's draft Local Homelessness Strategy;</li> <li>• Provide advice and recommendations on how the City of Bayswater Local Homelessness Strategy and cascading actions can align to the Department of Communities' 10 year Strategy on Homelessness 2020-2030; and</li> <li>• Receives reports on the City's Local Homelessness Strategy development progress.</li> </ul>
<b>Role of Representatives</b>	<p>The roles and responsibilities of the City of Bayswater representatives on this Committee are:</p> <ul style="list-style-type: none"> <li>• Member in own right; and</li> <li>• Spokesperson for City of Bayswater.</li> </ul>
<b>Elected Members:</b>	<ul style="list-style-type: none"> <li>• Five Councillors</li> <li>• All other Councillors are deputies</li> </ul>
<b>Non-Council Members:</b>	<p>Up to six community representatives who satisfy one or more of the following criteria:</p> <ul style="list-style-type: none"> <li>• Individuals who work with or for homelessness service providers with their main operations based within the City of Bayswater;</li> <li>• Individuals who advocate on behalf of people experiencing homelessness on a professional level; and</li> <li>• Individuals with a lived experience of homelessness.</li> </ul>
<b>Non-Voting Members:</b>	<ul style="list-style-type: none"> <li>• Director Community and Development;</li> <li>• Manager Community Development; and</li> <li>• Other officers as required.</li> </ul>
<b>Terms of Membership</b>	<ul style="list-style-type: none"> <li>• Councillors – from date of Committee establishment until final Council endorsement of the Local Homelessness Strategy.</li> <li>• Non-Council members - from the date of appointment by Council until final Council endorsement of the Local Homelessness Strategy.</li> </ul>
<b>Delegated Authority</b>	Nil.
<b>Sitting Fees</b>	Nil (included as part of the annual Sitting Fees paid to Councillors).

**7. CONFIRMATION OF MINUTES**

**COMMITTEE RESOLUTION**

The Minutes of the Local Homelessness Advisory Committee held on 22 October 2020 which had been distributed, are to be presented for confirmation as a true and correct record.

**CR SALLY PALMER MOVED, MS KATHRYN SNELL SECONDED**

**CARRIED UNANIMOUSLY: 5/0**

**8. REPORTS****8.1 City of Bayswater Local Homelessness Strategy - Community Engagement Outcomes**

<b>Responsible Branch:</b>	Community Development	
<b>Responsible Directorate:</b>	Community and Development	
<b>Authority/Discretion:</b>	<input type="checkbox"/> Advocacy <input checked="" type="checkbox"/> Executive/Strategic <input type="checkbox"/> Legislative	<input type="checkbox"/> Review <input type="checkbox"/> Quasi-Judicial <input type="checkbox"/> Information Purposes
<b>Voting Requirement:</b>	Simple Majority Required	
<b>Attachments:</b>	1. Local Homelessness Strategy Community Engagement Findings	
<b>Refer:</b>	Item 10.6.5: OCM 27.10.2020 Item 10.4.9: OCM 22.09.2020 Item 10.4.12: OCM 24.03.2020 Item 11.1 OCM 28.01.2020 Item 11.2 OCM 20.08.2019	

**SUMMARY**

For Council to note the City's Local Homelessness Strategy community engagement outcomes, as presented in **Attachment 1** to this report. The outcomes will be used to inform the development of the City's draft Local Homelessness implementation plan due to be presented to Councillors and the Local Homelessness Advisory Committee at a joint briefing in March 2021.

**COMMITTEE RECOMMENDATION TO COUNCIL**  
**(OFFICER'S RECOMMENDATION)**

**That Council:**

1. Notes the Local Homelessness Strategy community engagement outcomes as contained in Attachment 1 to this report.
2. Notes that the draft Local Homelessness Strategy implementation plan will be presented to Councillors and the Local Homelessness Advisory Committee at a joint briefing in March 2021.

**MS KATHRYN SNELL MOVED, CR GIORGIA JOHNSON SECONDED**

**CARRIED UNANIMOUSLY: 5/0**

***At 5.48pm Mr Gareth Chiplin left the meeting and returned at 5.50pm.***

***At 6.01pm, Cr Lorna Clarke arrived to the meeting.***

***At 6.14pm Cr Sally Palmer left the meeting and returned at 6.15pm.***

**BACKGROUND**

At the Ordinary Council Meeting on 27 October 2020, Council resolved the following:

*"That Council endorse the updated Local Homelessness Strategy project timeframe and key community engagement activities, as detailed in **Attachment 1** to this report for the final strategy to be presented to Council for adoption by no later than July 2021".*

In accordance with the project timeframe endorsed by Council on 27 October 2020, community engagement activities were facilitated throughout November and December 2020 and a summary of these are contained in **Attachment 1** to this report.

## EXTERNAL CONSULTATION

### Local Homelessness Advisory Committee

The City's Local Homelessness Advisory Committee were consulted regarding the community engagement activities planned to inform the City's Local Homelessness Strategy. At its first meeting on 22 October 2020, the Committee provided valuable feedback such as the facilitation of focus groups with persons with lived experiences within the City. Committee members also participated in the Community Engagement Workshop held on 10 December 2020.

### Shelter WA

Shelter WA is the state's independent peak body that advocates for social and affordable housing, and ending homelessness. Shelter WA's vision is that All people living in Western Australia have housing that enables them to thrive. Shelter WA were consulted to inform the City's engagement activities and to facilitate the City's Community Engagement Workshop on 10 December 2020, at the City's Civic Centre. Shelter WA have also been instrumental in summarising the City's community engagement activities and key findings, as contained in **Attachment 1**. These community engagement findings will inform the development of the City's draft Local Homelessness Strategy implementation plan.

### Focus Groups – Persons with lived experience of homelessness

Two separate focus groups were held with persons with lived experience of homelessness at Orana House and 55 Central on 24 and 27 November 2020 respectively. Valuable feedback on personal experience within the City of Bayswater was captured to inform the City's draft Local Homelessness Strategy. The comments captured at these two focus groups are also contained within **Attachment 1**, pages 63 – 68.

### Community Engagement Workshop – December 2020

The City held a community engagement workshop on 10 December 2020 with key stakeholders at the Civic Centre. The workshop was facilitated by Shelter WA, with the assistance of Aha! Consulting. Workshop attendees included Councillors, City staff and representatives from:

- Western Australia Local Government Association (WALGA)
- 55 Central
- United Way WA
- Northern Suburbs Legal Centre
- Mission Australia
- Access Housing
- Ruah Community Services
- Foundation Housing
- Silver Chain
- St Vincent De Paul
- Services Australia
- Morley Senior High School
- Perth Homeless Support Group Inc.
- WA Primary Health Alliance
- Holy Trinity Church.

The purpose of the workshop was to engage with service providers within the City of Bayswater to inform the development of the draft Local Homelessness Strategy.

### OFFICER'S COMMENTS

The intention of the City's draft Local Homelessness Strategy, as resolved by Council, is to ensure the Strategy addresses how the City can best meet the needs of those who may experience homelessness and detail actions that the City can implement to prevent homelessness in the district.

The Local Homelessness Strategy community engagement outcomes, as presented in **Attachment 1** are a summary of the engagement activities listed in the External Consultation section of this report.

The Local Homelessness Strategy community engagement outcomes highlight four emerging themes, which were explored at the community engagement workshop held on 10 December 2020. The themes are:

1. Preventing Homelessness
2. Keeping People Safe who are Homeless
3. Exiting Homelessness
4. System Capacity

Within **Attachment 1**, there are a number of proposed strategies from the 10 December 2020 community engagement workshop and comments made under each of these that will assist the City to articulate actions for its draft Local Homelessness Strategy implementation plan.

As the City does not provide direct homelessness services to the community, it is envisaged that the City's role for implementing strategies and actions within its upcoming draft Local Homelessness Strategy will vary from being a facilitator, advocate and partner largely focussing on supporting local service providers in building community capacity to better respond to people experiencing homelessness in our City.

Through leadership, an important outcome for the City in its draft Local Homelessness Strategy will be to build a compassionate community who know how to respond and show empathy to people experiencing homelessness, with the ultimate aim being an end to homelessness within the City of Bayswater.

### LEGISLATIVE COMPLIANCE

Not applicable.

### OPTIONS

**In accordance with the City's Risk Management Framework, the following option has been assessed against the City's adopted risk tolerance.**

Option 1	That Council:	
	<ol style="list-style-type: none"> <li>1. Notes the Local Homelessness Strategy community engagement outcomes as contained in <b>Attachment 1</b> to this report.</li> <li>2. Notes that the draft Local Homelessness Strategy implementation plan will be presented to Councillors and the Local Homelessness Advisory Committee at a joint briefing in March 2021.</li> </ol>	
<b>Risk Category</b>	<b>Adopted Risk Appetite</b>	<b>Risk Assessment Outcome</b>
Strategic Direction	Moderate	Low
Reputation	Low	Low

Governance	Low	Low
Community and Stakeholder	Moderate	Low
Financial Management	Low	Low
Environmental Responsibility	Low	Low
<b>Service Delivery</b>	Low	Low
<b>Organisational Health and Safety</b>	Low	Low
<b>Conclusion</b>	It is considered that there are low risks associated with the information provided in this report, and the findings contained with Attachment 1 to this report, as it meets the intent of Council's resolution to develop a Local Homelessness Strategy with input from the Local Homelessness Advisory Committee and other key stakeholders.	

## FINANCIAL IMPLICATIONS

The following financial implications are applicable:

**Item 1:** Development of the City of Bayswater Local Homelessness Strategy.

**Asset Category:** N/A **Source of Funds:** Municipal

**LTFP Impacts:** Not itemised in the LTFP.

**Notes:** The confirmed 2020/2021 budget includes \$8,000, to support the development and endorsement of the City of Bayswater Local Homelessness Strategy, which includes contractors, promotion, catering and printing.

ITEM NO.	CAPITAL UPFRONT COSTS (\$)	ONGOING COSTS (\$) ANNUAL		INCOME (\$)	ASSET LIFE (YEARS)	WHOLE OF LIFE COSTS (\$)	CURRENT BUDGET (\$)
		MATERIALS & CONTRACT	STAFFING				
1	\$8,000 (2020/21)	N/A	Staff time is covered by the relevant annual budgeted wages for 2020/21	N/A	N/A	N/A	\$8,000

## STRATEGIC IMPLICATIONS

In accordance with the City of Bayswater Strategic Community Plan 2017-2027 (as amended), the following applies:

Theme: Our Community  
 Aspiration: An active and engaged community.  
 Outcome C2: Accessible services that recognise diversity  
 Strategy C2.1: Ensure the City's services and facilities are accessible and inclusive.

Theme: Leadership and Governance  
 Aspiration: Open, accountable and responsive service Outcome L2: Proactively communicates and consults Strategy  
 L2.1 Communicate and engage with the community.

The City's inaugural Local Homelessness Strategy will be a key strategic document that supports the City of Bayswater's community aspirations. The Strategy will include practical actions that will drive the City's contribution to ending homelessness at a local level.

## CONCLUSION

Various meaningful engagement activities have been facilitated to help inform the draft Local Homelessness Strategy implementation plan, which will be presented to Councillors and the Local Homelessness Advisory Committee at a join briefing in March 2021.

Following the joint Councillor and Local Homelessness Advisory Committee Briefing in March 2021, the draft Local Homelessness Strategy implementation plan is scheduled to be presented to

the Local Homelessness Advisory Committee and subsequently to Council in April 2021 for approval of the draft to be released for public comment for a period of two weeks.

The final Local Homelessness Strategy is scheduled to be presented to Council no later than July 2021 for approval.

**Attachment 1**



**City of Bayswater**

**Local Homelessness Community Engagement Workshop**

**Workshop Report**

**Thursday 10 December 2020  
City of Bayswater Civic Centre  
10.30am – 3.00pm**



Shelter WA – [www.shelterwa.org.au](http://www.shelterwa.org.au)  
Aha! Consulting [www.ahaconsulting.net.au](http://www.ahaconsulting.net.au)

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### Workshop Background

This purpose of the workshop was to engage with service providers within the City of Bayswater to inform development of the City's Homelessness Strategy, which is being overseen by the City's Local Homelessness Advisory Committee.

The City's Local Homelessness Advisory Committee, which is a Committee of Council:

- Provides appropriate and considered strategic advice and feedback relating to homelessness matters within the City of Bayswater that can be dealt with at a local government level to inform the development of the City's draft Local Homelessness Strategy;
- Provides advice and recommendations on how the City of Bayswater Local Homelessness Strategy and cascading actions can align to the Department of Communities' 10-year Strategy on Homelessness 2020-2030; and
- Receives reports on the City's Local Homelessness Strategy development progress.

The Local Homelessness Advisory Committee has Community representatives adopted to the Committee along with Councillor representatives. These community representatives are:

- Maria McAtackney – CEO, Nyoongar Outreach Services
- Leah Watkins - 50 Lives 50 Homes Manager, RUAH Community Services
- Kathy Blitz-Cokis – CEO, Northern Suburbs Community Legal Centre
- Kathryn Snell – CEO, United Way WA
- Aaron McGregor – President, Perth Homeless Support Group Inc.
- Razif Ismail - General Manager, 55 Central

Further information on the Committee can be found at:

<https://www.bayswater.wa.gov.au/community/community-services-and-programs/poverty-and-homelessness/local-homelessness-advisory-committee>.

Shelter WA was invited to facilitate this community engagement workshop and partnered with Aha! Consulting to do this. Shelter WA the independent peak body that advocates for social and affordable housing and ending homelessness in Western Australia. Shelter WA's vision is that *All people living in Western Australia have housing that enables them to thrive*. Aha! Consulting is a boutique consulting firm, delivering quality consulting services since 2004.

**Homelessness Strategy Timeframe**

The timeframe for the Local Homelessness Advisory Committee and the development of the Strategy is outlined below:

<b>Date</b>	<b>Key Activities</b>
August 2020	<ul style="list-style-type: none"> <li>Community Engagement Plan approved by stakeholders</li> </ul>
August 2020	<ul style="list-style-type: none"> <li>Expressions of Interest for Local Homelessness Advisory Committee (LHAC)</li> </ul>
22 September 2020	<ul style="list-style-type: none"> <li>Appointment of LHAC community representatives</li> </ul>
22 October 2020	<p><u>Local Homelessness Advisory Committee Meeting #1</u></p> <ul style="list-style-type: none"> <li>Approval of Local Homelessness Strategy Project Timeframe and engagement strategy</li> <li>Review the proposed framework for the Local Homelessness Strategy</li> </ul>
27 October 2020	<ul style="list-style-type: none"> <li>Rough sleeper count #2</li> </ul>
30 November – 11 December 2020	<ul style="list-style-type: none"> <li>Community Engagement Survey – Engage Bayswater</li> </ul>
10 December 2020	<ul style="list-style-type: none"> <li>Local Homelessness Strategy Community Engagement Workshop (Facilitated by subject matter experts)</li> </ul>
14 January 2021	<p><u>Local Homelessness Advisory Committee Meeting #2</u></p> <ul style="list-style-type: none"> <li>Presentation of community feedback- key findings</li> </ul>
25 March 2021	<p><u>Local Homelessness Advisory Committee Meeting #3</u></p>
	Draft Strategy to be presented to the Local Homelessness Advisory Committee.
April 2021 (date TBC)	Draft Strategy to be presented to Council with a resolution to release it for public comment for a period of two weeks.
May 2021	Release draft Strategy for public comment for two weeks
10 June 2021	<p><u>Local Homelessness Advisory Committee Meeting #4</u></p> <ul style="list-style-type: none"> <li>Presentation of public comment feedback received</li> <li>Endorse the final Strategy for Council adoption</li> </ul>
June or July 2021 (date TBC)	Submit final Strategy for Council adoption
July 2021	<ul style="list-style-type: none"> <li>Thank the LHAC for their contributions.</li> <li>Committee is disbanded, as per Terms of Reference.</li> </ul>

## Workshop Attendees and Program

Appendix One is a list of the attendees and apologies for the Local Homelessness Community Engagement Workshop. Appendix Two outlines the workshop program.

### Welcome and introductions

Karen Quigley, Manager Community Development, at the City of Bayswater, gave an Acknowledgement of Country. Ms Quigley provided an overview of the Local Homelessness Advisory Committee (LHAC). Workshop attendees introduced themselves and their services and what they hoped to achieve from the workshop. It was noted at the end of the workshop that there was no attendance by staff from the Department of Communities whilst acknowledging it is difficult for the Department to liaise with every local government.

### Presentations

#### Setting the Scene – Why are People Homeless

Michelle Mackenzie, CEO of Shelter WA gave an overview of why people are homeless in WA. This is contained in Appendix One. Ms Mackenzie outlined the following key points in her presentation:

- There are different types of homelessness – rough sleeping, couch surfing, overcrowding.
- Good strategy understands the types of homelessness in an area.
- Homelessness is a structural issue – the lack of social and affordable homes contributes to homelessness.
- Individual factors do impact on homelessness.
- The drivers of homelessness change over the course of people's lives.
- 80 per cent of people who are homeless are poor and need a home and a living income to end their homelessness.
- We know what is needed to end homelessness – a 'housing first' approach, a permanent home and tailored supports to stay in the home.
- We need to shift from managing homelessness to ending homelessness, with the right investment in housing and services to do this.

#### Review of Past Actions – What has the City done to date?

Michele Fletcher, Co-ordinator Community Development, gave an overview of what the City has done to date. This is contained in Appendix Two. Key points in the presentation are:

- City of Bayswater homelessness statistics presented.
- Focused conversations were held with people with lived experience of homelessness undertaken at the recommendation of the Local Homelessness Advisory Committee.
- An overview of City actions was provided.
- Ms Fletcher explained how these align with the role of local government, as outlined in *All Paths Lead to a Home: Western Australia's 10-Year Strategy on Homelessness 2020–2030* <https://www.communities.wa.gov.au/strategies/homelessness-strategy>.
- The themes arising for consideration in the homelessness strategy are: Family and Domestic Violence, Mental Health and Housing.

**All Paths Lead to a Home<sup>1</sup> - the role of local government**

The following is an extract from *All Paths Lead to a Home: Western Australia's 10-Year Strategy on Homelessness 2020–2030*, which outlines the role of local government. This document contains useful information that will aid the City of Bayswater in the progression of its homelessness strategy.

**Local Government**

Local governments vary significantly in terms of size, ratepayer base and the nature of issues in the local government area. In some regions, local governments are directly involved in the provision of homelessness services and accommodation services.

All local government authorities are well-positioned, and some are adept, at facilitating local partnerships and coordinating place-based responses to homelessness in their community. They have crucial local knowledge and a key role in local planning decisions.

Local governments have frontline workers, including rangers, library staff and customer service officers who interact with and provide assistance to people who are at risk of, or experiencing homelessness.

Although these workers may not necessarily have the specialist skills required to address the complex issues people experiencing homelessness face, there is an opportunity for the interaction with frontline workers to be a key point of referral to local homelessness and accommodation services. They can provide information to assist people to access State and Commonwealth funded services through local libraries, for example, which are often frequented by vulnerable people seeking a safe place to access the internet and use facilities.

Local governments know their locally based community or communities. They have an integral role in identifying people who are sleeping rough or experiencing other forms of homelessness and facilitating connections to help and support through information.

The knowledge of place that sits with local government can be better used to inform resourcing decisions by State Government and to create places that are safe for people experiencing homelessness.

Local government authorities can contribute to the vision of the Strategy in the following ways:

- Making information on local services and supports available and accessible.
- Ensuring Rangers and front-line staff are informed and supported to interact with people experiencing homelessness and, where appropriate, refer them to local services.
- Working with police to support and refer people experiencing homelessness to local services and supports.
- Coordinating volunteer and charity groups through a place-based approach that better meets the needs of people experiencing homelessness.

<sup>1</sup> <https://www.communities.wa.gov.au/strategies/homelessness-strategy/> p19

- Utilising land and assets to create places that are inclusive and can support vulnerable people.

Ms Fletcher advised the workshop that a videographer was present at the workshop to conduct interviews with guests which would be useful in the development of the strategy. Ms. Fletcher also gave an overview of the key themes that arose from discussions with people with lived experience of homelessness.

### Desired Outcomes from the Strategy

Attendees were grouped across a number of tables. Each group was asked to consider the outcomes they would like to see under the three pillars of: Family and Domestic Violence; Housing; and Mental Health, that had been determined by the Local Homelessness Advisory Committee. The following shows the responses from each table.

#### Attendee responses

**Table One**

FDV	Mental Health	Housing
<ul style="list-style-type: none"> <li>• Having sufficient beds to refer people to crises accommodation (short term)</li> </ul>	<ul style="list-style-type: none"> <li>• Support to get free medical services/ additional</li> <li>• Increase access to mental health services in City of Bayswater</li> </ul>	<ul style="list-style-type: none"> <li>• Everybody has housing – long, medium or short term</li> <li>• There are no rough sleepers in City of Bayswater</li> </ul>
	<ul style="list-style-type: none"> <li>• People receive the right amount of care for mental health issues</li> </ul>	<ul style="list-style-type: none"> <li>• Transition housing is available for First Peoples who visit City of Bayswater</li> </ul>

**Table Two**

FDV	Mental Health	Housing
<ul style="list-style-type: none"> <li>• Less reported incidents</li> <li>• Improved access to services</li> <li>• Increased awareness</li> <li>• Increased support for victims/perpetrators, families – kids</li> <li>• Increased knowledge of rights</li> <li>• Greater commitment to State and Federal Government</li> </ul>	<ul style="list-style-type: none"> <li>• Decreased admission into hospitals</li> <li>• Increase access to community-based programs</li> <li>• Streamlined services/ collaborate approach with crises services</li> </ul>	<ul style="list-style-type: none"> <li>• 'Housing First' approach</li> <li>• Improved support to keep people in their homes</li> <li>• Increase availability of social housing</li> <li>• Established a centralised approach to access housing supports</li> </ul>

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**Table Three**

FDV	Mental Health	Housing
	Strengthen referral pathways Early access to relevant services	Maintaining strong housing service partnerships
	Expanded information repository – current and up to date – eg website	Increased housing
Financial information / rights and entitlements	Easy local navigation	Reduced homelessness
Older (ambassador) awareness	Focus groups -	Socialisation options
	Outcomes and strategies	

**Table Four**

FDV	Mental Health	Housing
<ul style="list-style-type: none"> <li>• Mostly its men who do the violence</li> </ul>	<ul style="list-style-type: none"> <li>• Wanting to be homeless is escapism</li> </ul>	<ul style="list-style-type: none"> <li>• More housing – social and affordable</li> </ul>
<ul style="list-style-type: none"> <li>• Men need better communication skills</li> <li>• People are prisoners of their mindsets</li> <li>• Education about services for women</li> </ul>	<ul style="list-style-type: none"> <li>• Need men’s health resources</li> </ul>	<ul style="list-style-type: none"> <li>• Attitudes - Some men want to sleep rough – felt locked in in a house – this is escapism</li> </ul>
The Blind Spot Poverty (Personal) All Interconnected		

Table Five

Table five framed their conversation around three different pillars

Prevention of Homelessness	Keeping people safe while homelessness	Exiting Homelessness
<p><i>Outcome</i></p> <ul style="list-style-type: none"> <li>• Less people entering homelessness – FDV/Evictions/Family Breakdown</li> <li>• Less people return to homelessness (trauma/relapse MH/AOD)</li> <li>• People have a place to go to get assistance - a one stop shop</li> <li>• People in need of financial counselling have it accessible in the City of Bayswater</li> <li>• Community in the City of Bayswater is compassionate and educated on homeless matters</li> <li>• There is public awareness and compassion</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Education – how to strive for success</li> <li>• Education for mental health</li> </ul>	<p><i>Outcome</i></p> <ul style="list-style-type: none"> <li>• Fed, sheltered, easy access to services</li> <li>• Less exposure of violence and ill health while homelessness</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Access to health, legal, mental health services</li> <li>• Access to mental health services</li> <li>• Support people leaving hospital</li> <li>• Stronger referral pathways</li> </ul> <p>Raising awareness and decreasing community stigma towards homelessness</p> <ul style="list-style-type: none"> <li>• Awareness and information</li> <li>• The City has a compassionate community</li> </ul> <p>Provide personal safety</p> <ul style="list-style-type: none"> <li>• A safe place to sleep</li> </ul>	<p><i>Outcome</i></p> <ul style="list-style-type: none"> <li>• More affordable and range of housing options</li> <li>• Easy access and processes for long term housing</li> <li>• Decrease length of homeless time</li> <li>• Decrease number of homeless</li> </ul> <hr/> <p>Every person has a home</p> <ul style="list-style-type: none"> <li>• Partnership housing providers</li> <li>• Go beyond the City</li> </ul> <p>Covers all outcomes:</p> <ul style="list-style-type: none"> <li>• Easy access</li> <li>• No wrong door</li> <li>• Symbol/logo covering all service providers parties</li> </ul>

<ul style="list-style-type: none"> <li>• Change the culture of inter-generality</li> <li>• Establish a web of networks for friendship</li> <li>• Have diversification of housing choice - 'Wrap around services' to protect their tenancy/occupancy</li> <li>• Transitional housing availability!</li> <li>• No wrong door</li> <li>• Access to all services</li> <li>• Centralise app for Homelessness</li> </ul>	<ul style="list-style-type: none"> <li>• A safe place for belongings</li> <li>• Fed, shaved, sheltered</li> </ul>	
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**Consolidated Responses**

The following is the consolidated responses from all the tables.

<p><b>Family and Domestic Violence</b></p> <ul style="list-style-type: none"> <li>• Increase visibility / awareness of rights, entitlements and supports – older women</li> <li>• Addressing underlying causes (men’s wellbeing)</li> <li>• Stock of affordable housing (prevent access to refugees and exit out)</li> </ul>	<p><b>Mental Health</b></p> <ul style="list-style-type: none"> <li>• Access to mental health services</li> <li>• Support for people discharging from hospital</li> <li>• Prevention sources/programs</li> <li>• Stronger referral pathway – changes/improvement</li> <li>• Awareness raising/reducing stigma</li> </ul>
<p><b>Housing</b></p> <ul style="list-style-type: none"> <li>• Decrease in people experiencing or entering homelessness</li> <li>• Every person has somewhere to live – short/medium and long term</li> <li>• Successful transition to housing continuity</li> <li>• Strong housing services partnership (collective action/coordinated approach)</li> <li>• Transition housing available for out of City visitors</li> <li>• Diversity of available and affordable housing options – suitable for diverse groups</li> </ul>	<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Easier access/navigation to services/ supports</li> <li>• Role of lived experience in the roll out of the strategy</li> <li>• 'No Wrong Door' – knowledge of services</li> <li>• Single symbol – alliance – consistent information</li> <li>• Go beyond City to all LGAs</li> </ul>

### Development of Strategies

Discussions were held by attendees on reframing the three pillars. There was consensus and agreement by the City representatives that the pillars for the strategy be changed to:

1. Preventing Homelessness
2. Keeping People Safe Who are Homeless
3. Exiting Homelessness
4. System Capacity

Attendees were asked to reframe the outcomes and any strategies/actions they had developed within these three pillars.

### Local Government and Homelessness

The next stage of the workshop was to develop strategies and actions based around the agreed pillars for the homelessness strategy. Prior to the development of strategies and actions, Ms Mackenzie gave a brief overview of how different local governments across Australia are considering homelessness, not just within their community development functions, but across all their functional areas. Ms Mackenzie showed that the actions that local governments have undertaken are diverse in line with local need, and include:

- Council policy position
- Homelessness interagency group
- Regional/Local Homelessness Strategy
- Local law review
- Rate exemptions for homelessness /housing service providers
- Staff protocols and frontline staff training
- Referral service to providers
- Fund NGO services – i.e. outreach
- Provide under-utilised land for social/affordable housing
- Differential rates for vacant properties
- Service brochures
- Urban Planning - Local housing strategies – increase diverse, affordable supply
- Planning incentives to increase social/affordable supply
- Advocacy for services

Ms Mackenzie also discussed how the Integrated Planning and Reporting Frameworks required of local governments in Western Australia could be used to embed a 'whole of Council' homelessness response. This could include consideration within:

- Community Plans
- Public Health Plan
- Urban planning – scheme, policies and strategies

### Local Government specific role/tools

Prior to this presentation, one table put together thoughts on a specific role / focus for local government. This included the following information:

- Rates policy and practices
- Awareness and information

Council

- Lobby Government and influencing other local government authorities
- Support services - bring together / rate relief / Info
- People in the community – info, set tone, awareness raising

This table also wrote the following quote:

*“Homelessness is about many different things for many different people, but for everyone homelessness is always about one thing – it is about housing.”*

### Strategies around four pillars

The following are the strategies that were developed for each of the pillars and actions identified for the homelessness strategy. Workshop participants were asked to consider how they could work with the City to bring the strategy to life through access to information, research and know-how (heads); access to networks/advocacy/champion (hearts); help making it happen/delivering (hands); and access to grants/funding or other financial supports (hard cash). The following is the outcome of this component of the workshop.

#### Preventing Homelessness in all its forms

<b>1. Strategy: Libraries are 'the Light' (consistent easy access to information on support and services)</b>	
<b>Actions</b>	<ul style="list-style-type: none"> <li>Libraries are community resource centres</li> <li>Information and advice</li> <li>One Stop Shop</li> <li>Older people's rights / elder abuse</li> </ul>
<b>2. Strategy: Prevention through training</b>	
<b>Actions</b>	<ul style="list-style-type: none"> <li>Health and well-being</li> <li>Changing knowledge and attitudes and people skills, especially anger management</li> <li>First job training/work experience</li> </ul>
<b>3. Strategy: Advocate for more mental health services</b>	
<b>Actions</b>	<ul style="list-style-type: none"> <li>Lobby State Government</li> <li>Need all health information re: drugs and drink/addiction</li> </ul>
<b>4. Strategy: Better knowledge and training for frontline staff</b>	
<b>Actions</b>	<ul style="list-style-type: none"> <li>System needs to look at itself as to how and who provides this</li> <li>Develop customer service strategy</li> </ul>
<b>5. Strategy: Supporting Transitional People</b>	
<b>Actions</b>	<ul style="list-style-type: none"> <li>Elders ask for wisdom and discernment</li> </ul>

## Preventing homelessness in all its forms

	<b>Heads</b> <i>Access to information/research/ know how</i>	<b>Hearts</b> <i>Access to networks/advocacy/ champions</i>	<b>Hands</b> <i>Help making it happen/ delivering</i>	<b>Hard Cash</b> <i>Access to grants/funding or other financial supports</i>
1	Northern Suburbs Community Legal Centre	WALGA – State Local Government Libraries Agreement	Libraries (City of Bayswater) Older? Promote to older residents and conduct community information sessions	Operational – City of Bayswater and grant opportunities
2	Services Australia Collocational health and other services	Older People's Rights Service/Legal and Non Legal	City of Bayswater, through Upskiller Program	
4	Mission Australia / NDIA	Any legal information – including tenancy advocates Education and training	NSCLC (Northern Suburbs Community Legal Centre) - Can provide info on model and how it can be implemented	
4	Access Housing	Access Housing		
5	Nyoongar Outreach Services	NSCLC (Northern Suburbs Community Legal Centre) – Health-Justice partnership with local health provider		

## Keeping Homeless People Safe

<b>1. Strategy: Access to Support Services (medical, mental health, legal, social support)</b>	
<b>Actions</b>	<ul style="list-style-type: none"> <li>• Provide assertive outreach, awareness and information</li> <li>• Provide regular, ongoing training for staff</li> <li>• Advocate to increase mental health services</li> <li>• WALGA/Shelter WA to develop training</li> </ul>
<b>2. Strategy: Provide Personal Safety</b>	
<b>Actions</b>	<ul style="list-style-type: none"> <li>• Safe place to sleep – cameras, lighting</li> <li>• Safe place for belongings</li> <li>• Access to toilets, change rooms, water, bins and other community facilities</li> </ul>
<b>3. Strategy: Increasing community awareness and empathy</b>	
<b>Actions</b>	<ul style="list-style-type: none"> <li>• Local businesses toolkit/upskiller program</li> <li>• The City has a compassionate community</li> <li>• Club development: community groups, sporting groups, clubs, schools</li> </ul>
<b>4. Strategy: Optimising use of local spaces (daytime facilities/toilets/showers) at night</b>	
<b>Actions</b>	<ul style="list-style-type: none"> <li>• Clubs / halls/other buildings</li> <li>• May cost more \$ than paying rent – avoid sanctioned squat</li> </ul>
<b>5. Strategy:</b>	
<b>Actions</b>	<ul style="list-style-type: none"> <li>• Library cards/access for people who are homeless</li> </ul>

	<b>Heads</b> <i>Access to information/research/ know how</i>	<b>Hearts</b> <i>Access to networks/advocacy/ champion</i>	<b>Hands</b> <i>Help making it happen/ delivering</i>	<b>Hard Cash</b> <i>Access to grants/funding or other financial supports</i>
1	Services Australia		Libraries – City of Bayswater	Operational (City of Bayswater) in relation to libraries
1	NSCLC – training to staff in a range of legal issues		City of Bayswater Rangers	
3	Mission Australia / NDIS		55 Central	
4	Shelter WA – Research on pitfalls			
5	Ask City of Mandurah			

## Exiting Homelessness

<b>1. Strategy: Information to be accessible and easy to find (person feeling part of the village)</b>
<b>Actions</b> <ul style="list-style-type: none"> <li>▪ Welcome to our community</li> <li>▪ Symbol – Alliance</li> <li>▪ Collated Information</li> <li>▪ Website training</li> <li>▪ Free mediation volunteer training</li> </ul>
<b>2. Strategy: Affordable and diverse housing</b>
<b>Actions</b> <ul style="list-style-type: none"> <li>• 'Talk to My Home' project</li> <li>• Planning Scheme</li> <li>• Increase rates – vacant properties</li> <li>• Attract community housing providers</li> </ul>

<b>3. Strategy: Influencing and connecting</b>
<b>Actions</b> <ul style="list-style-type: none"><li>• Commonwealth rental assistance</li><li>• Lobby local government/advocate</li><li>• Foster state/regional approach</li><li>• Encourage social responsibility - understanding</li><li>• Citizenship/how people can help – understanding</li><li>• Promotion to other Local Government Authorities</li></ul>
<b>4. Strategy: Accessibility to support services</b>
<b>Actions</b> <ul style="list-style-type: none"><li>• Rate relief / rent relief</li><li>• Attract not for profit into the City</li><li>• Free parking</li><li>• Free mediation volunteer training – peer/mentor volunteers</li></ul>
<b>5. Strategy: Neighbourhood</b>
<b>Actions</b>

## Exiting Homelessness

	<b>Heads</b> <i>Access to information/ research/know how</i>	<b>Hearts</b> <i>Access to networks/advocacy/ champion</i>	<b>Hands</b> <i>Help making it happen/ delivering</i>	<b>Hard Cash</b> <i>Access to grants/funding or other financial supports</i>
1	City of Bayswater (Sally Palmer) acknowledging and producing ID for persons made homeless	NSCLC (Northern Suburbs Community Legal Centre)– mediation/neighbourhood program – low/no cost for people	Talk to WACOSS and ER Connect	Libraries – City of Bayswater
3	Leah Watkins – Zero Project – links and introductions to people doing interesting things		Libraries – City of Bayswater	
4	Natalie Sangalli – Access Housing		United WA Kath Snell – Support with profile building ideas	
5	NSCLC (Northern Suburbs Community Legal Centre)		NSCLC (Northern Suburbs Community Legal Centre) can do it. Other Councils subsidise – e.g. City of Joondalup for residents	
6			United WA Kath Snell – Volunteer/Mentor	

## Appendix One – Workshop attendees and apologies

### Present

<b>Local Homelessness Advisory Committee</b>	
Cr Sally Palmer	City of Bayswater
Cr Georgia Johnson	City of Bayswater
Kath Snell	United Way WA
Kathy Blitz-Cokis	Northern Suburbs Community Legal Centre
Razif Ismail	55 Central Inc.
Gareth Chiplin	Perth Homeless Support Group Inc.
<b>Guest Attendees</b>	
Rebecca Biltoft	Mission Australia
Glyn Davies	Mission Australia
Allana Gill	Services Australia
Cathy Schofield	Services Australia
Santa Mandera	Edmund Rice Centre
Susie Moir	WALGA
Natalie Sangalli	Access Housing
Patrick Tohey	Holly Trinity Church
Heather Waite	WA Primary Health Alliance
Leah Watkins	RUAH Community Services
Larisa White	Morley Senior High School
Jennifer Williams	Foundation Housing
Lou Daly	St Vincent de Paul
<b>City Staff</b>	
Karen Quigley	Manager Community Development
Michele Fletcher	Coordinator Community Development
Michael Worthington	Manager Environmental Health

Simon Hubbard	Manager Rangers and Security
Alix Bray	Acting Manager Strategic Planning and Place
Terry Fay	Manager Library and Customer Services

## Apologies

Helen Smith	Acting Director Community & Development
Joe Gomboc	Manager Building Works
Maria McAtackney	Nyoongar Outreach Services
Michael Wood	Nyoongar Outreach Services
John Waghorn	Bayswater Police Station
Rev. Chris Hind	Bayswater Anglican
Warren Elliott	Salvation Army Morley

## Appendix Two – Workshop program

Order of Proceedings	
10.30am	Hosts (City staff) welcome guests/Acknowledgment of Country/ Housekeeping.
10:45	<b>Setting the Scene</b> <ul style="list-style-type: none"> <li>- Why are people homelessness?</li> <li>- What is the “A place to call home” strategy?</li> <li>- Understanding homelessness in the LGA context</li> <li>- Understanding homelessness in the CoB context</li> </ul>
11:20	<b>Review of past action</b> <ul style="list-style-type: none"> <li>- What has the City done to date</li> <li>- Exploring levels of progress</li> </ul>
11.30am – 2.30pm	<b>Videographer – Conduct interviews with guests</b>
11:50	<b>Desired Outcomes – Part one</b> <ul style="list-style-type: none"> <li>- What does success look like?</li> <li>- Outcomes across the 3 pillars</li> </ul>
12.00pm	<b>Lunch</b>
1:20	<b>Desired Outcomes – Part Two</b> <ul style="list-style-type: none"> <li>- Confirming strategies within each pillar</li> </ul>
1:50	<b>What’s possible?</b> <ul style="list-style-type: none"> <li>- Exploring strategies and actions</li> <li>- Identifying potential supports &amp; partners</li> </ul>
2:40	<b>Priorities</b> <ul style="list-style-type: none"> <li>- Defining areas of maximum impact</li> </ul>
2:50	<b>Next Steps</b> <ul style="list-style-type: none"> <li>- What happens from here</li> <li>- Thank you for your time</li> </ul>
3.00pm	<b>Close</b>

### Appendix Three – Photographs





**shelterwa**

City of Bayswater  
Local Homelessness Community Engagement  
Workshop

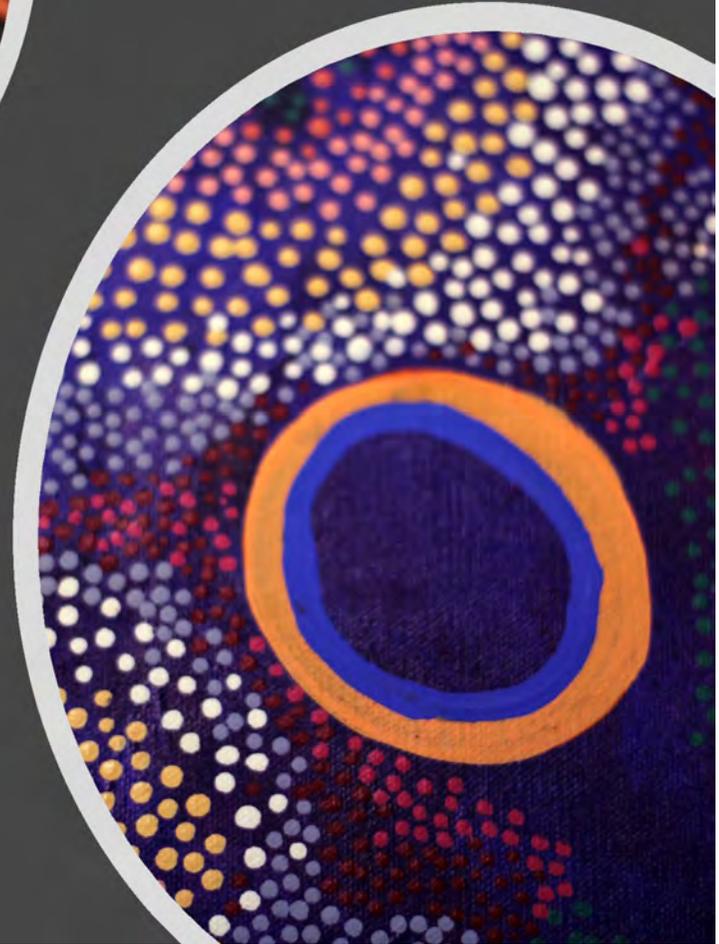
Why are People Homeless? Presentation

10 December 2020

Michelle Mackenzie, CEO, Shelter WA



# Welcome to Country





# Shelter WA

Not for profit

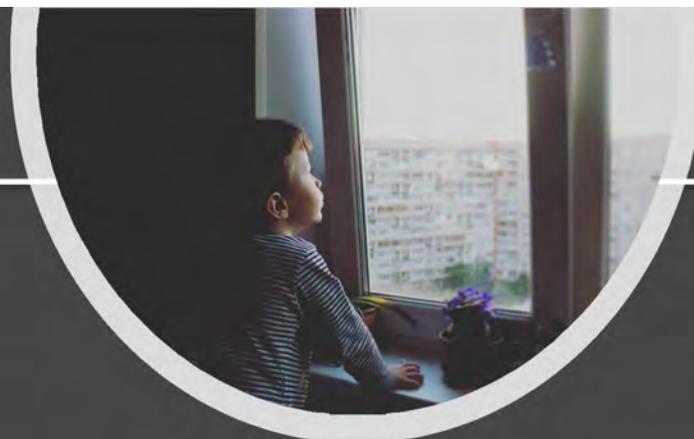
Strong, influential affordable housing peak

Charitable status

Skilled, connected board

Small team of passionate staff





# Our Vision

All people, living in Western Australia,  
have **housing** that enables  
them to **thrive**.





# Our peak body role

Member focused

Policy advice, sector  
development, advocacy,  
engagement  
networks and collaboration,

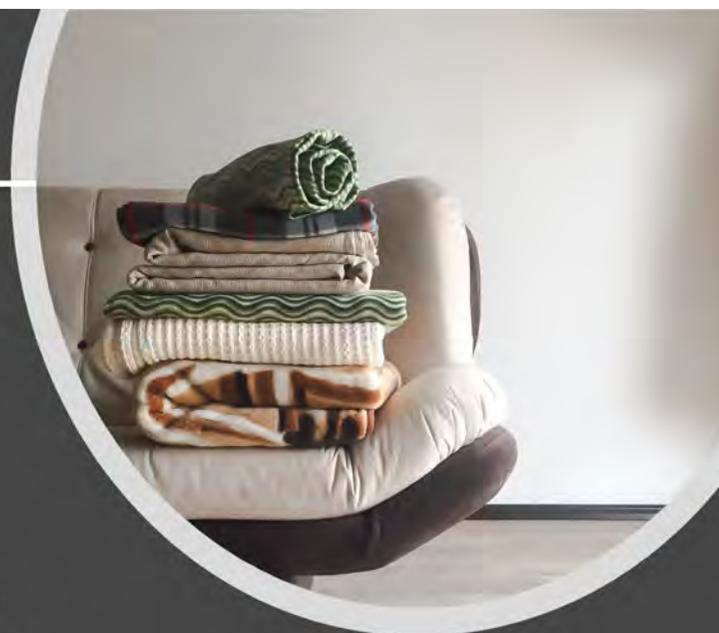
Backbone for the WA Alliance to  
End Homelessness





# Why housing?

- Basic human right
- Fundamental to health and safety
- Facilitates stability & social inclusion
- Unlocks education & employment opportunities
- Contributes to a productive economy
- Public value benefit



# What is Homelessness?

**Homelessness** is experienced when a person does not have a home in which you have shelter, can exercise control over a physical area, can maintain privacy and enjoy social relations and have legal title through tenancy rights or ownership. It includes:

- rough sleeping
- stays in supported accommodation for the homeless
- couch surfing
- living in boarding and rooming houses without private facilities and security of tenure
- heavy reliance on short-term stays in motels, hotels and other forms of temporary lodging

**Chronic homelessness** is continuous homelessness for 1 year or more, or 4+ episodes of homelessness in the last 3 years where the combined length of time homeless on those occasions is at least 12 months.



#EndHomelessnessWA

## Homelessness in WA

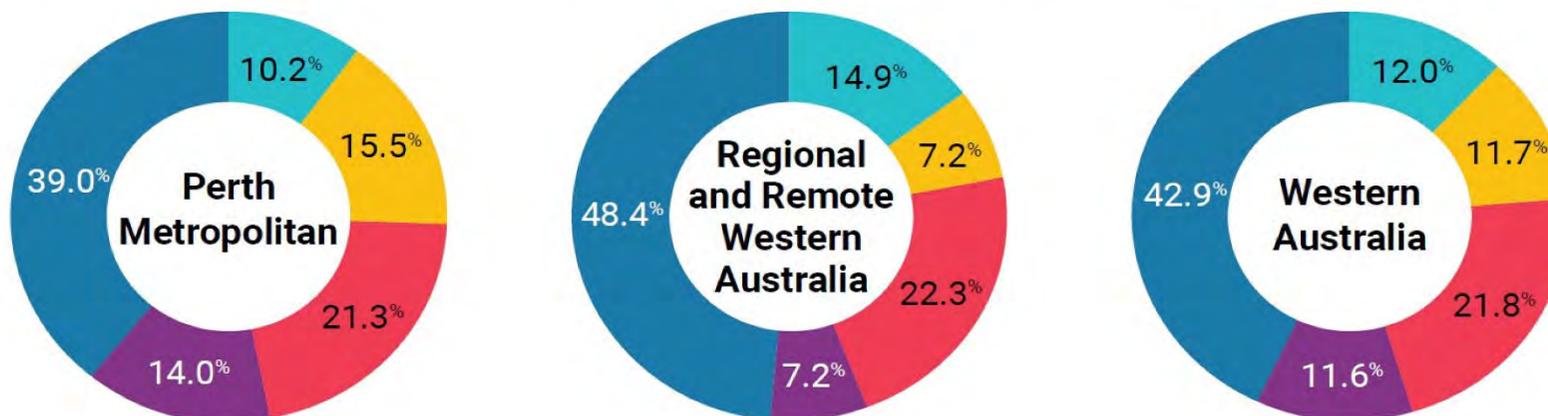
On any given night in Western Australia, **it is estimated over 9,000 people are homeless.**

Each day WA's specialist homelessness **services are assisting over 2400 people**



#EndHomelessnessWA

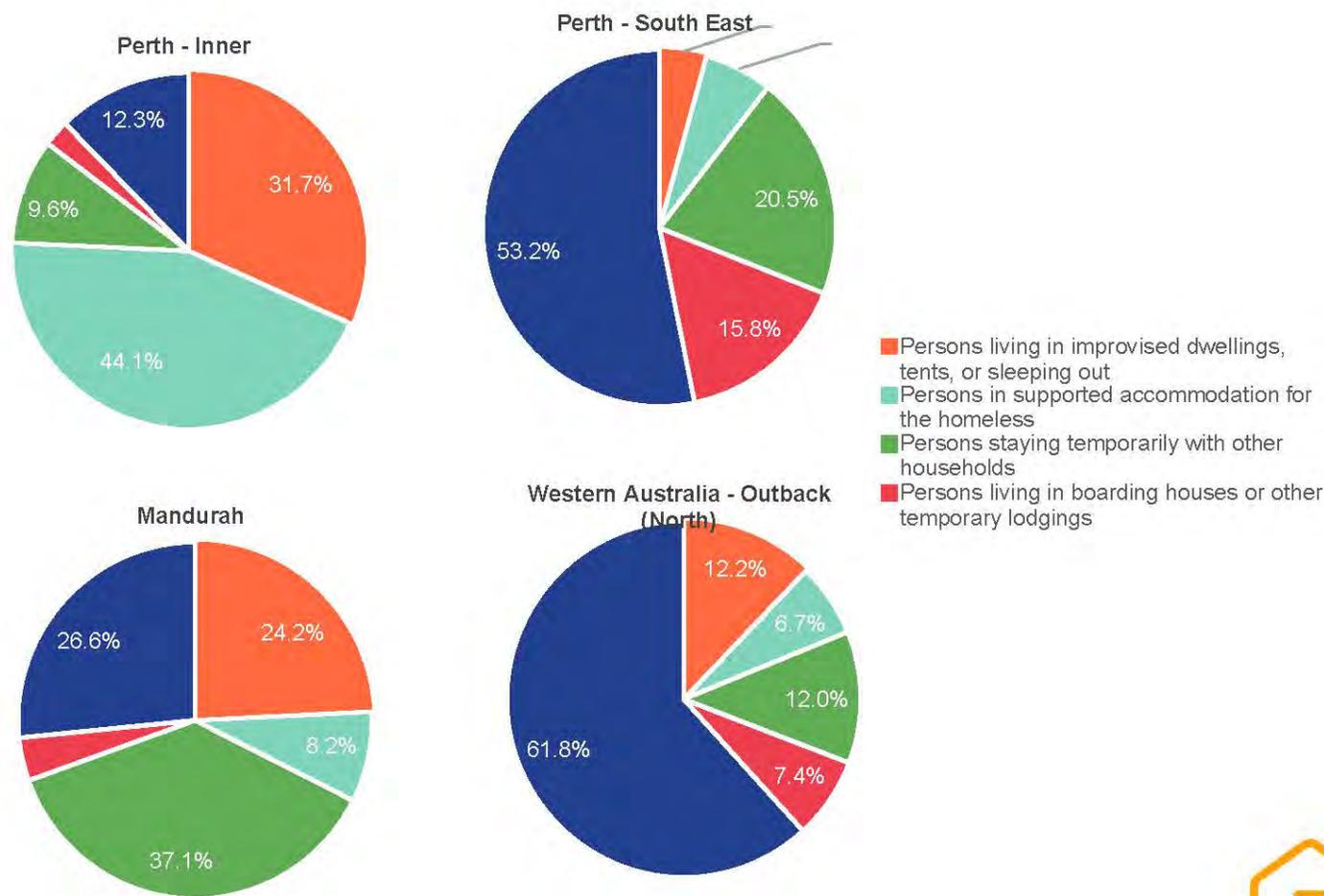
# Homelessness in WA – Census



- Persons living in improvised dwellings, tents, or sleeping out
- Persons in supported accommodation for the homeless
- Persons staying temporarily with other households
- Persons living in boarding houses or other temporary lodgings
- Persons living in 'severely' crowded dwellings

Kaleveld, L., Seivwright, A., Box, E., Callis, Z. and Flatau, P. (2018). Homelessness in Western Australia: A review of the research and statistical evidence. Perth: Government of Western Australia, Department of Communities.





Kaleveld, L., Seivwright, A., Box, E., Callis, Z. and Flatau, P. (2018). Homelessness in Western Australia: A review of the research and statistical evidence. Perth: Government of Western Australia, Department of Communities.



## Specialist Homelessness Services Collection - AIHW



shelterwa

	2015-16	2016-17	2017-18	Direction of change between 2015-16 and 2017-18
All clients	93.4	96.2	92	↓
<b>Indigenous</b>	935.3	922.8	913.5	↓
Young people presenting alone (15-24)	10.9	11.1	11.8	↑
Older people (55 and over)	7.0	7.6	7.9	↑
<b>Domestic and family violence</b>	42.0	42.5	41.5	↓
Disability	4.6	4.8	2.7	↓
<b>Mental health</b>	19.5	21.2	21.5	↑
Exiting custodial arrangements	1.4	1.5	1.5	-
Leaving care	2.3	2.3	2.3	-
Children on protection orders	2.4	2.6	2.6	-
Drug and alcohol use	10.1	10.9	10.2	↓

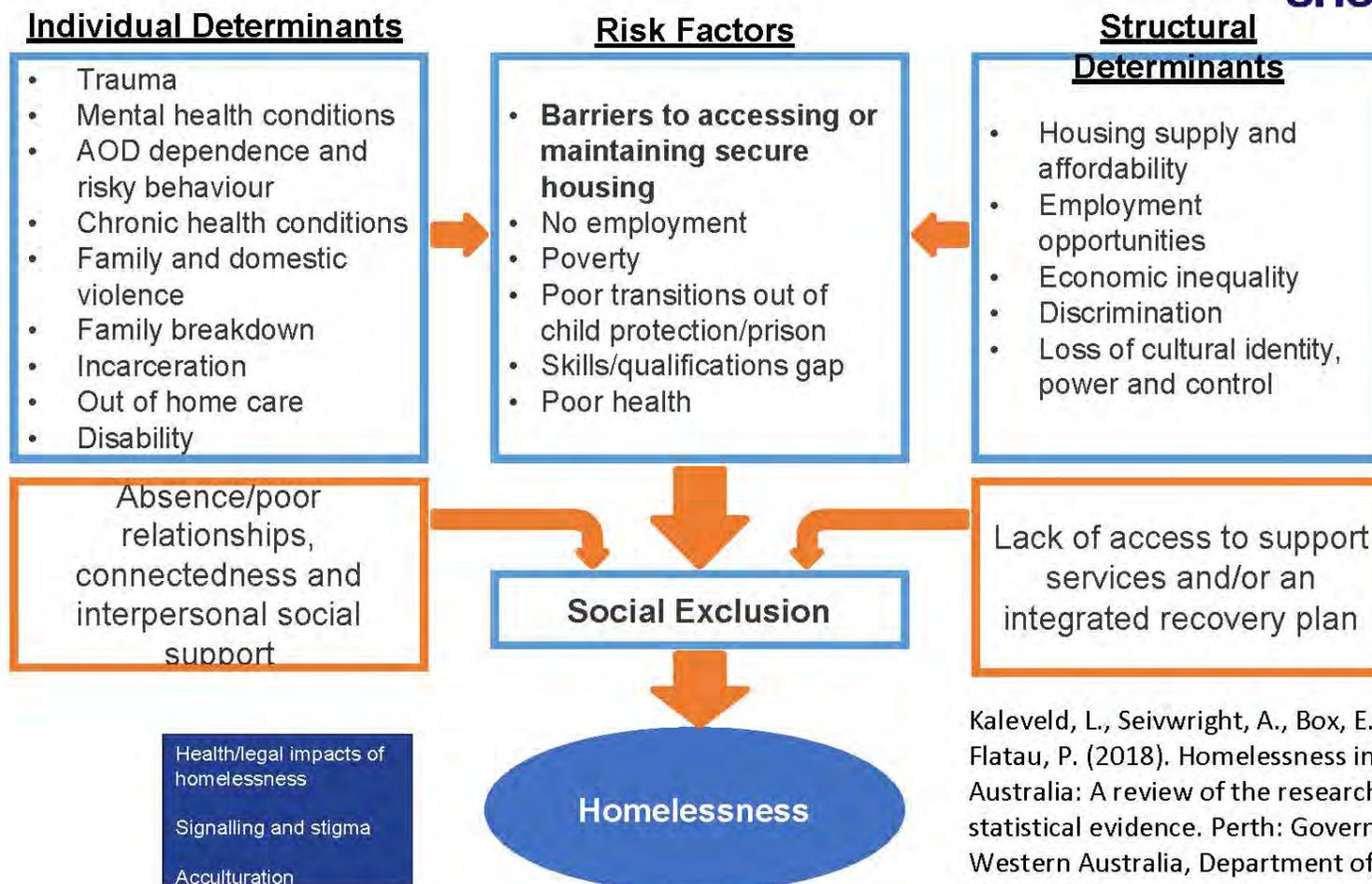
Kaleveld, L., Seivwright, A., Box, E., Callis, Z. and Flatau, P. (2018). Homelessness in Western Australia: A review of the research and statistical evidence. Perth: Government of Western Australia, Department of Communities.

*Rate per 10,000 of the population, in WA (2015-16 to 2017-18)*



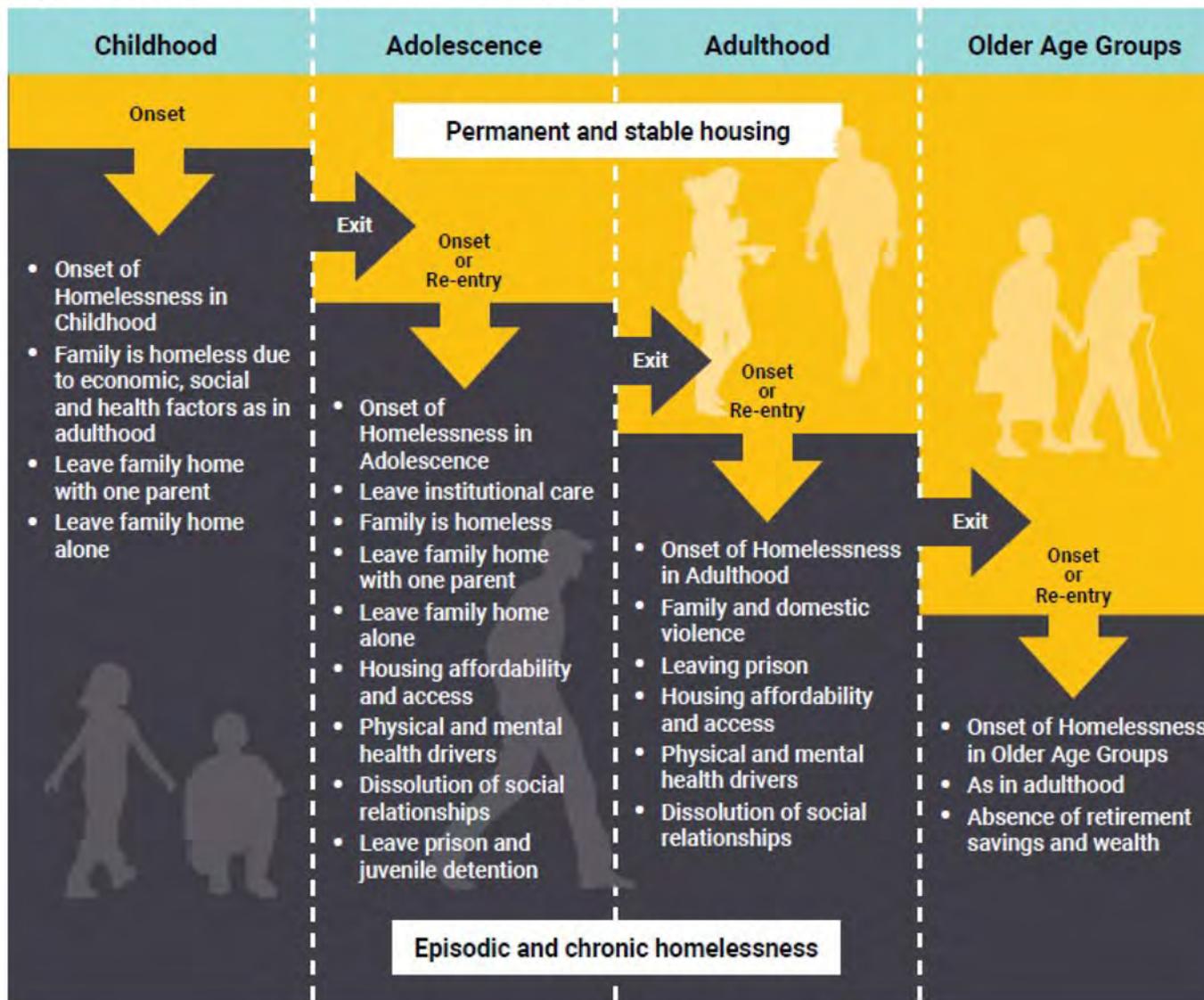
shelterwa

# Causes of homelessness



Kaleveld, L., Seivwright, A., Box, E., Callis, Z. and Flatau, P. (2018). Homelessness in Western Australia: A review of the research and statistical evidence. Perth: Government of Western Australia, Department of Communities.

Figure 7: Homelessness over the life course



Kaleveld, L., Seivwright, A., Box, E., Callis, Z. and Flatau, P. (2018). Homelessness in Western Australia: A review of the research and statistical evidence. Perth: Government of Western Australia, Department of Communities.

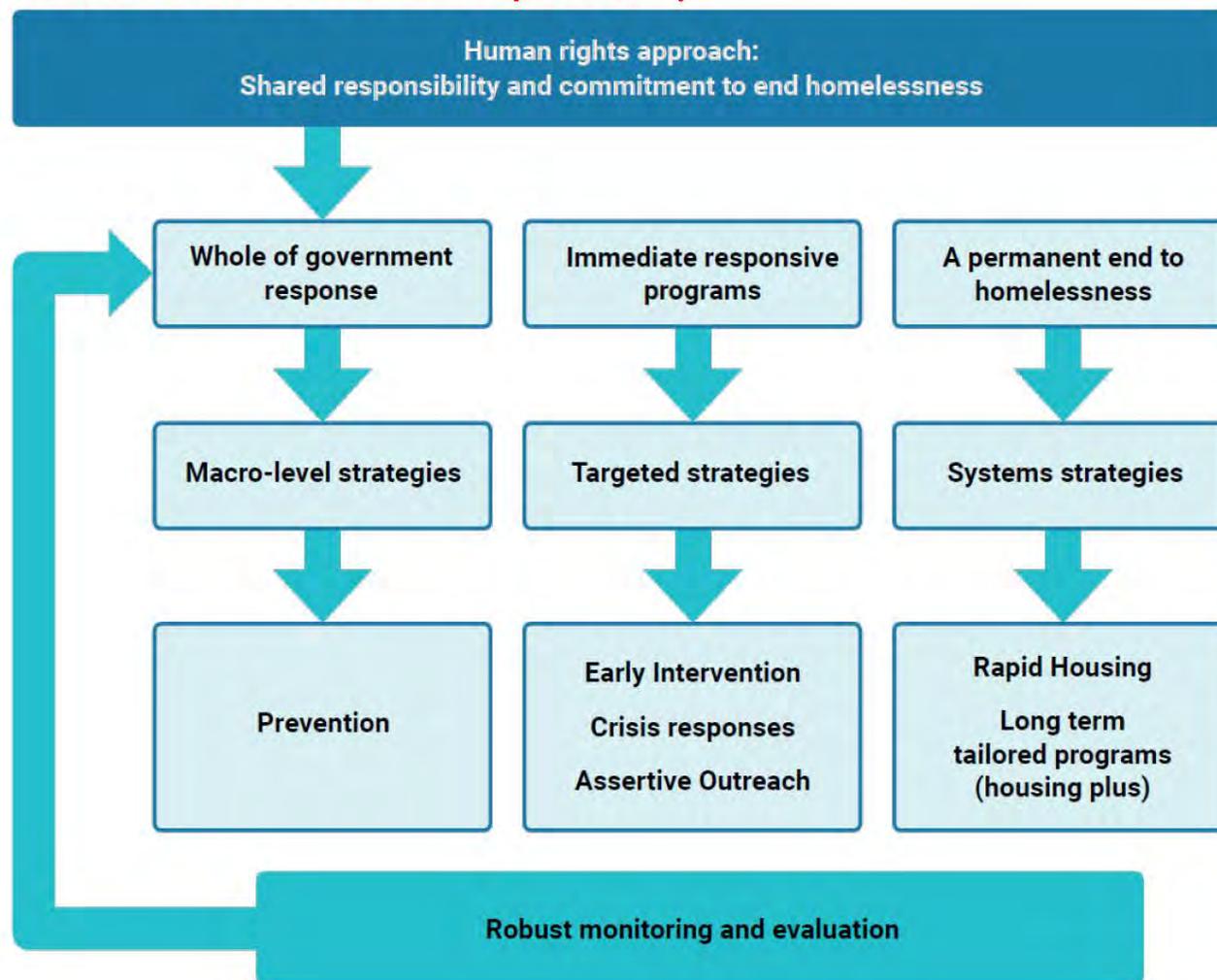


## Patterns of Homelessness

Source	Location	Time (Years)	Final population	Transitional	Episodic	Chronic
Culhane et al, (2007)	New York City	3	10,461	73%	5%	22%
	Massachusetts	2	494	74%	6%	20%
	Philadelphia	3	1,673	72%	8%	20%
	Columbus	2	674	80%	2%	18%
Benjaminsen & Andrade, (2015)	Denmark	11	25,326	77%	7%	16%
	<b>Dublin</b>	<b>5</b>	<b>12,734</b>	<b>78%</b>	<b>10%</b>	<b>12%</b>
Kuhn & Culhane (1998)	New York City	3	73,263	81%	9%	10%
	Philadelphia	2	6,897	79%	12%	10%
Aubry et al, (2013)	Toronto	4	56,533	88%	9%	4%
	Guelph	4	1,016	94%	3%	3%
	Ottawa	4	18,879	88%	11%	2%
Kneebone et al, (2015)	Calgary	5	32,972	86%	12%	2%
Rabinovitch et al, (2016)	Victoria	4	4,332	85%	14%	2%

Source: DRHE/UCD (2019)

# Homelessness policy



Kaleveld, L., Seivwright, A., Box, E., Callis, Z. and Flatau, P. (2018). Homelessness in Western Australia: A review of the research and statistical evidence. Perth: Government of Western Australia, Department of Communities.



Imagine if...

## **We can end homelessness in Western Australia**

**By 2028, an individual or family will stay in an emergency shelter or sleep outside for no longer than one week before moving into a safe, decent, affordable home with the support needed to sustain it.**

**Our goal is within reach.**



**shelterwa**



#EndHomelessnessWA



## Housing - Fundamental to Ending Homelessness

### Affordable Housing

- Rule of thumb, housing is considered affordable if it costs no more than 30% of gross household income for people on very low, low and moderate incomes (lowest 40%)

### Social Housing

- Income eligible tenants: Public housing (State) and community housing (non government) – rent calculated as a percentage of income (25%)

### Affordable Housing

- Narrow definition – rent is set at a proportion normally charged in the private market (75%)



# Affordable housing levers

## Demand side factors

- Population & household size
- Income and wealth
- Tax rules
- Residential investor demand & rental vacancy rates
- Short term interest rate movements

## House prices

- Long term interest rate environment

## Supply side factors

- Land availability and zoning
- Developer finance
- Construction costs
- Short term interest rate movements



## Local Government Responses

Diverse responding to local need:

- Council Policy Position
- Homelessness interagency group
- Regional / Local Homelessness Strategy
- Local law review
- Rate exemptions for homelessness /housing service providers
- Staff protocols and frontline staff training
- Referral service to providers
- Fund NGO services – ie outreach
- Provide underutilised land for social / affordable housing
- Differential rates for vacant properties
- Service brochures
- Urban Planning - Local housing strategies – increase diverse, affordable supply
- Planning incentives to increase social / affordable supply
- Advocacy for services



## Use of Local Government Planning Frameworks?

- Integrated Planning and Reporting Frameworks
- Community Plans
- Public Health Plan
- Urban planning – scheme, policies and strategies

## Systemic approach and role for local government?



# Shelter Members

[shelter.org.au](http://shelter.org.au)



09/12/2020



City of  
**Bayswater**

## Local Homelessness Community Engagement Workshop

*Caring for our Community*

City of  
**Bayswater**

### Acknowledgment of Country

Ngalla City of Bayswater kaatanginy baalap Noongar Boodja  
baaranginy, Wadjuk moort Noongar moort, boordiar's koorā koorā,  
boordiar's ye yay ba boordiar's boordawyn wah.

*The City of Bayswater acknowledges the Traditional Custodians of  
the land, the Whadjuk people of the Noongar Nation, and pays its  
respects to elders past, present and emerging.*

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City of Bayswater

### Kaya (*hello*) wanjoo (*welcome*)

 Phones	 Housekeeping
 Smoking	 Valuables
 Restrooms	 Refreshments
 Emergency procedures	

City of Bayswater

### Understanding homelessness

**Homelessness Primary Statistical Data**

- [ABS 2016 Census of Population and Housing](#)
- [Australian Institute of Health and Welfare](#)

**Secondary Statistical Data**

- [Rough Sleeper Count 2020 – March & October](#)
- [Rough Sleeper Count 2020 - Crisis Accommodation](#)
- [Nyoongar Outreach Services](#)

**Poverty Indicators**

- [Services Australia](#)
- [WA Food Relief Stress Index](#)

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### 2016 Census of Population and Housing

#### Statistical Area Level 2 (SA2) – Age and Suburb

Age Group	Bayswater – Embleton - Bedford	Maylands	Morley	Noranda
0-11 yrs	9	0	9	0
12-24 yrs	17	14	22	0
25-44 yrs	24	32	35	0
45 yrs +	12	20	19	0
All persons	68	63	78	0

City of  
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### 2016 Census of Population and Housing

#### Homelessness Operational Groups – Tenure type

Age Group	Persons living in improvised dwellings, tents, or sleeping out	Persons in supported accommodation for the homeless	Persons staying temporarily with other households	Persons living in boarding houses	Persons in other temporary lodgings	Persons living in 'severely' crowded dwellings	Total Number
0-11 yrs	na	na	na	na	0	na	19
12-24 yrs	na	na	na	na	0	na	49
25-44 yrs	7	17	13	3	0	50	87
45 yrs +	10	9	17	4	0	11	52
All persons	17	40	32	8	0	111	210

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**Australian Institute of Health and Welfare** City of Bayswater

**There were 257 Aboriginal or Torres Strait Islander peoples in supported accommodation over three financial years - (SA2 Level)**

**2016 – 17**

- Indigenous clients (70)

**2017 – 18**

- Indigenous clients (109)

**2018 – 19**

- Indigenous clients (78)

**Australian Institute of Health and Welfare** City of Bayswater

**There were 659 clients experiencing family and domestic violence over three financial years (SA3 level):**

**2016 – 17**

- Experienced family and domestic violence (181)

**2017 - 18**

- Experienced family and domestic violence (263)

**2018 – 19**

- Experienced family and domestic violence (215)

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Australian Institute of Health and Welfare City of Bayswater

**There were 310 clients aged 10yrs and over presenting with a current mental Health issue (SA2 Level):**

2016 – 17

- with a current mental health issue (**87**)

2017 – 18

- with a current mental health issue (**118**)

2018 - 19

- with a current mental health issue (**105**)

Australian Institute of Health and Welfare City of Bayswater

**There were 134 clients presenting with problematic drug or alcohol issues over three financial years (SA2 Level):**

2016 – 17

- with problematic drug or alcohol issues (**41**)

2017 – 18

- with problematic drug or alcohol issues (**51**)

2018 – 19

- with problematic drug or alcohol issues (**42**)

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## Nyoongar Outreach Services Summary City of Bayswater

**July 2019– June 2020**

- Number of clients presenting as homeless –**61**
- Total number of engaged contacts –**576**
- Clients presenting with a condition:
  - Alcohol (**74**)
  - Drugs and substance (**19**)
  - Volatile substance misuse (**4**)

## Rough Sleeper Count 2020 City of Bayswater

- Led by the City of Perth, the City of Bayswater was one of **6** other metropolitan Local Government Authorities participating in the Rough Sleeper Count
- Total (**23**) City of Bayswater Rough Sleeper Count - 17 March 2020 (**12**) and 27 October 2020 (**11**)
- Rough sleepers were found in; reserves, car parks, and commercial, industrial and vacant land

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**Rough Sleeper Count 2020 Statistics** City of Bayswater

**Crisis Accommodation Statistics**

**Count #1 - 17 March 2020 (42)**

- 24 residents at **55 Central Inc.**
- 18 (6 women and 12 children) at **Orana House Inc.**

**Count #2 - 27 March 2020 (35)**

- 19 residents at **55 Central Inc.**
- 16 (5 women and 11 children) at **Orana House Inc.**

**Poverty indicators** City of Bayswater

**Services Australia Statistics for the City of Bayswater**

- Number of eligible Health Care Card recipients increased by **1,284** between December 2019 – March 2020  
**Total 5,249**
- Number of eligible Health Care Card recipients increased by **2,099** between March – June 2020  
**Total 7,348**

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### Raising Community Awareness 2018 City of Bayswater

**Community Perceptions Survey -**

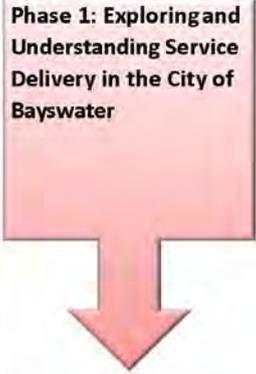
- 2017 onwards – MOU to deliver culturally sensitive case management
- 2018 – Community Safety Forum delivered to raise business awareness of City-led initiatives supported by Ruah Community Services

### Understanding homelessness in the City City of Bayswater

**February 2020**

**Phase 1: Exploring and Understanding Service Delivery in the City of Bayswater**

- Mapping accommodation options and initiatives to prevent homelessness in the City
- Meeting convened with local service providers to understand the demand for services and potential gaps in service delivery following the relocation of 'The Shopfront' in Maylands



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## Understanding homelessness in the City

### Stakeholder Concerns

- Lack of funding for many organisations – e.g. requires approx. \$250,000 to provide GP, nurse, van, equipment etc.
- Shopfront was providing 100 hampers per week at a cost of approximately \$40 per hamper leaving a gap in service
- Organisations have started requesting passports as ID – many people don't have a passport.

**Damian Walsh & Karen Quigley at The Shopfront, Bentley (August 2020)**

A photograph showing two people, a man and a woman, standing in what appears to be a shop or community center. The man is wearing a dark jacket and the woman is wearing a green patterned top. They are both smiling and looking towards the camera.

City of  
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## Understanding homelessness in the City

### Stakeholder Concerns

- Nurses attend 55 Central – attend to 55's residents
- Accommodation a major issue – cannot get beds for homeless people. Beds are all taken by 11pm or earlier.
- Salvation Army operating with part-time staff providing est. 30 hampers per week.
- Financial counselling funding been cut drastically

**Salvation Army Food Hampers**

A photograph showing a woman in a Salvation Army uniform interacting with a man and another woman. They appear to be in a kitchen or food preparation area, possibly discussing food hampers.

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## Understanding homelessness in the City

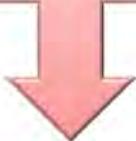
**Stakeholder Suggestions**

- Very important for LG to work with and support providers.
- Suggested to investigate potential for areas to be re-purposed (empty properties, not vacant land) in CoB, available for pop up services.
- Food relief in CoB – some church communities have expressed interest to assist/participate
- Look into space around Bassendean/Bayswater/Maylands for people to go
- Food hampers – discussion about potential premises to enable service to at-risk people in the City.
- Need paid workers at organisations, not just volunteers

City of Bayswater

## Understanding homelessness in the City

Council resolved to appoint a Local Homelessness Committee by December 2020 and complete a Local Homelessness Strategy by July 2021



- **May 2020**
  - City of Bayswater and St Vincent de Paul emergency food relief partnership commenced.
  - Meeting #2 via Zoom with local service providers to discuss progress through COVID-19, service levels, demand and Shopfront's exit from City of Bayswater
- **July 2020**
  - Meeting #3 with local service providers to discuss partnership progression, as relevant; demand; support required from the City

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### Understanding homelessness City of Bayswater

- Homelessness Week
- Mental Health Week
- Anti-poverty Week

**August 2020**

- City of Bayswater and St Vincent de Paul emergency food relief partnership ended
- Expressions of interest open and close for the Local Homelessness Advisory Committee community members

### Exploring our progress overtime City of Bayswater

**Homelessness Week**

- **2018** – Revised Homelessness Services and Information publication is relaunched
- **2018** – City of Bayswater Homelessness Protocol for Staff is developed and implemented
- **2018** – Delivery of Homelessness Information session for staff by 55 Central Peers@Hand program



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City of Bayswater

### Exploring our progress overtime

**Homelessness Week**

- **2018** – “BBQ@Bardon Park” in partnership with 55 Central Peers@Hand program



A photograph showing two individuals sitting on a wooden park bench, facing each other in conversation. The background shows a park setting with trees and a clear sky.

City of Bayswater

### Exploring our progress overtime

**Homelessness Week**

- **2019** – “Coffee Conversations” at Pat O’Hara Reseve and The RISE in partnership with 55 Central Peers@Hand program



Two photographs from an outdoor event. The left photo shows a woman in a grey jacket looking at a poster on a table. The right photo shows a group of people walking on a grassy area under a blue sky.

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City of Bayswater

## Exploring our progress overtime

**Homelessness Week**

**2020** - Building partnerships is at our **heart** to support fostering a caring community aligned with the theme *"Everybody Needs a Home"*.



**People Who Care – Starting Over Support "Buckets of Love"**

City of Bayswater

## Exploring our progress overtime

**Mental Health Week**

- **2020** – Stress Less Space at Noranda Shopping Centre
- City is establishes its MOU with **Act, Belong, Commit**

Mental Health and COVID-19 Community Support Services



**"Together" with the City's Age Friendly Volunteers**

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City of Bayswater

### Exploring our progress overtime

**Anti-Poverty Week**

- **2019** – “Game of Loans” in partnership with **Consumer Credit Legal Service** and the **Galleria Shopping Centre**



City of Bayswater

### Exploring our progress overtime

**Anti-Poverty Week**

- **2020** – Community Anti-Poverty Week Reach Out Event



**Salvation Army, Morley**

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City of Bayswater

## Exploring our progress overtime

**16 Days in WA**

- **2018** – Honouring victims of family and domestic violence with the installation of two **Purple Benches** in partnership with Orana House Inc. in **Bayswater** and **Morley**



The image shows a purple and white logo for 'WOMEN'S COUNCIL THE SHARED & CARED WOMEN'S PERSONAL INC.' with the text 'Invitation to Sponsor The Purple Bench Project' below it.

City of Bayswater

## Exploring progress overtime

**16 Days in WA**

- **2019** – City of Bayswater Family and Domestic Violence Staff Information Session delivered by **Orana House Inc.**
- **2019** – 16 Days in WA campaign **email footer** used by the City to raise broader community awareness



The image shows promotional materials for 'Celebrating 30 years of Welcome', including a poster with silhouettes of people, several 'STOP Domestic Violence' buttons, and a business card.

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City of Bayswater

### Exploring our progress overtime

**16 Days in WA**

- **2020** – Targeting invitations to high schools, sporting club and community groups to support **Purple Bench Conversations**
- The City increased community awareness of ‘Our Watch’ through our **Club Connections** e-newsletter and **YAC Bayswater** social media



City of Bayswater

### Exploring our progress overtime

**16 Days in WA**

- **2020 “Pledge to Make a Difference”** – 6 benches / 5 sites
- The City is the first Local Government Authority to install a **Purple Bench** in every suburb



**‘See What You Made Me Do’ – Jess Hill**

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City of Bayswater

## Exploring our progress overtime

### Rough Sleeper Count

- **2020** – Development of documentation, recruitment and induction of 30 volunteers including Councillors and staff to deliver the two Counts



March 2020



October 2020

City of Bayswater

## Exploring our progress overtime

### Better Bayswater Grant

- **2019** - Orana House Inc. 'My Understanding of Me'
- **2020** - 55 Central Inc. "Art Room"



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City of Bayswater

### Exploring our progress overtime

#### Christmas Food Appeal

- Food is collected at the City's Civic Centre, Community Centres, Morley, Bayswater, Maylands Libraries and Depot
- Schools invited to contribute to support the food appeal
- Charities offered the opportunity raise funds, promote their service at a City Christmas event
- **2020 – Salvation Army Morley**
- **2019 – St Vincent De Paul**
- **2018 – Orana House Inc.**



City of Bayswater

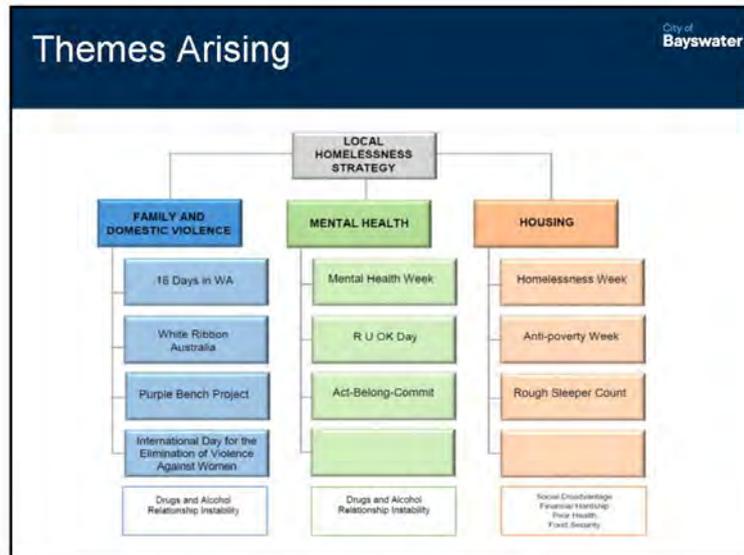
### Exploring our progress overtime

#### City Leased facilities

- **2020 - Noranda Family Centre is endorsed by Council to be leased to Orana House Inc.**



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### Informing the Strategy - Conversations

City of Bayswater

- Local Homelessness Advisory Committee recommendation
- People with Lived Experience Focus Group Conversations

55 Central Inc.

Orana House Inc.

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City of  
Bayswater

## Focus Group Conversations

**Information**

- Day centre for homeless.
- City of Bayswater; recreation, food outlets, sleeping, support (communication, internet, clothes)
- More recreational activities
- Food support
- Easier referral
- Longer tempaccommodation – been here 3 times
- Information shared between providers
- Access to housing somehow.
- Services of non-denominational structure is not advertised enough for people who are not interested in religion.

City of  
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## Focus Group Conversations

**Information**

EntryPoint / Centrelink – any ways to make it easy to get the information – phone number - maybe in schools, gym grounds, shopping centres.

Private search history not traceable on websites / Escape button.

Collective information of different accommodation centres (maybe somewhere to find the different websites all together).

- A stranger recommended Crisis Care
- A Community Services Officer helped refer me
- Police arranged for my family safety

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**Focus Group Conversations** City of  
Bayswater

**Programs and Events**

- Gym tryout free
- Health and fitness advice / how sick we are.
- Homeless doctor – great idea
- Check-in night or check-out day
- More crisis care accommodation facilities
- Better funding for emergency accommodation facilities to give better care and support
- All crisis care and homeless facilities having all the local support services and recreational services available in pamphlets
- A community centre for showers, computers, counselling
- Job assistance – people coming once or twice a week to give one on one support
- Individual tailored plans to help people find work.

**Focus Group Conversations** City of  
Bayswater

**Programs and Events**

- More help/services for younger children
- Workshops for children
- Make more information days and local
- Domestic violence courses to be brought into high school for both sexes
- More awareness about where to turn to in a crisis
- Advertise more at doctors' surgeries and chemists
- Healthy relationships for teens after witnessing domestic violence
- Mental health and self-love conversations

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**City of Bayswater**

## Focus Group Conversations

### Programs and Events

- More help/services for younger children
- [Workshops for children](#)
- Start with school about awareness for children and teenagers about 'right way to treat people' to know about domestic violence.
- [Start a conversation to build respectful relationships](#)
- For people who aren't on social media – put up posters or on the radio at your local shopping centre
- [Building programs for traineeship/ help with job seeking](#)
- Get more volunteers with shared experience
- [Support group](#)

**City of Bayswater**

## Focus Group Conversations

### Programs and Events

- Learn about domestic violence at school
- [Self-care programs, self-love to be taught in schools](#)
- Shopping centres for distribution of information – a small desk, toilets.
- [Library](#)
- Teaching the youth the meaning of what affecting someone's right (abusing) is: community papers, social media, schools, community sectors.
- [Make doctors involved with helping victims in confidence during an appointment.](#)

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**Focus Group Conversations** City of Bayswater

**Community Connection**

- Just a 6 week clinic open to the public park open to all at a public park
- Workshops around self-care, hygiene, grooming, home care and management, financial management.
- Short fitness courses that teach exercises that all ages and health groups can do without any equipment required.
- Electronic appliance for Library – cheap headset so we can use the internet / Watch YouTube / listen to music.
- A map of where the parks and recreation centres are from anywhere in Bayswater.

**Focus Group Conversations** City of Bayswater

**Community Connection**

- Adding queer/LGBT+ support to all crisis care facilities.
- Coffee/tea/sandwich chat at scenic location.
- Sport on TV/major sporting event, maybe at community centre.
- Men's group/homeless group

**Centrelink:**

- Doctor's certificate
- Job network
- Help when cut off
- Transperth
- Coles/Woolies food card/even cheap

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**Focus Group Conversations** City of Bayswater

**Community Connection**

- More social events based for younger children and mums
- More refuges to be available
- Getting invited to social events for free or fun activities for self-care
- Reconnection with Community Development on a bi-yearly basis for new fresh ideas.
- Connected through playgroup.
- Opportunities to volunteer, retrain, be involved.
- Number to text for victim support when they can't speak.

**Focus Group Conversations** City of Bayswater

**Community Connection**

- Having knowledge of how to take the first steps into knowing more about the community and how to interact.
- Support groups – adults and kids to share, connect and form friendships
- Community garden
- Workshops – Craft, Women's Shed - tools and sewing classes, basic life skills to fix things in your own home for women
- Sports events to help reconnect/ice-skating, Little Athletics
- Family domestic violence awareness events at the zoo

**9. PREVIOUS MATTERS DEALT WITH NOT ON THE MINUTES**

Nil.

**10. GENERAL BUSINESS**

**10.1 Community Engagement Review**

The City's Community Engagement Advisor Janelle Easthope introduced the City's Community Engagement Review and invited the Committee to provide feedback.

**11. CONFIDENTIAL ITEMS**

Nil.

**12. NEXT MEETING**

The next meeting of the Local Homelessness Advisory Committee will take place in the Embleton Room, City of Bayswater Civic Centre, 61 Broun Avenue, Morley on 15 April 2021 commencing at **5:30pm**.

**13. CLOSURE**

There being no further business to discuss, the Chairperson, Cr Stephanie Gray declared the meeting closed at 7.12pm.