

# Regional Homelessness Plan

2022/23 – 2025/26







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The Cities of Joondalup and Wanneroo acknowledge the Traditional Custodians of this land, the Whadjuk people of the Noongar nation. We recognise the culture of the Noongar people and the unique contribution they make to our region and Australia. We pay our respects to Elders past, present, and emerging, and all Aboriginal and Torres Strait Islander peoples.









## Message from the Mayors

The Cities of Joondalup and Wanneroo are proud to deliver a Regional Homelessness Plan that will help our community to understand, prevent and respond to homelessness.

The Plan is the result of two years of work, with respectful consideration given by both Cities, and includes input from stakeholders in the community who have an interest in the wellbeing of people at-risk of, or experiencing homelessness. Underpinning the Plan is comprehensive research into the complexities and prevalence of, reasons for, and responses to homelessness.

The Regional Homelessness Plan is a framework that will inform how our Cities respond to homelessness and provides milestones for action. We will review and report on the Plan every year.

We are very pleased that the Cities of Joondalup and Wanneroo are working together to bring positive and long-lasting results for our community members with high needs in our growing northern metropolitan suburbs.

**Hon Albert Jacob**  
Mayor, City of Joondalup

**Brett Treby**  
Deputy Mayor,  
City of Wanneroo

## Background

In 2015, the Cities of Joondalup and Wanneroo were asked to consider a response to homelessness and rough sleeping in the northern corridor. This was prompted as a result of increasing homelessness and unemployment, and housing affordability pressures within the Cities. Together, the Cities developed a Regional Homelessness Plan 2018/19 – 2021/22 which was adopted by both Councils in 2018.

With the Plan due to expire in 2021/22, the Cities recognised that its intention and purpose were still applicable and relevant; therefore, the Cities have decided to extend the Regional Homelessness Plan, with revisions to reflect the current environment. These revisions; most notably address that the homelessness landscape has changed over the past four years, with a global pandemic and housing crisis impacting both the availability and affordability of housing, and other social factors.

The Cities continue to play a key role in responding to homelessness by coordinating, supporting, facilitating and advocating for support services that will improve the lives of our most vulnerable residents. Collaboration with key agencies has been paramount to facilitating successful outcomes, and continues to be a strong theme recognised in the Plan.

The Cities of Joondalup and Wanneroo recognise that homelessness is a complex and growing issue affecting people in the northern suburbs as well as more broadly across Australia. Homelessness is an extreme representation of disadvantage and social exclusion in the community. Adding to the complexity can be a lack of community understanding through negative stigma or stereotypes which can hinder efforts to address homelessness.

The multi-dimensional nature of homelessness necessitates involvement by a wide range of organisations, including all spheres of government, community organisations and groups, the private sector and the broader community. The sharing of resources and knowledge is essential for enhancing social impact in the provision of policy settings, services, infrastructure and awareness raising to support those at risk of and experiencing homelessness.

In 2020 the State Government launched its first strategy to address homelessness. The *All Paths Lead to a Home: 10-Year Strategy on Homelessness 2020-2030* defines a clear role for local government authorities as being best placed to understand communities, facilitate local partnerships and coordinate place-based responses to homelessness.

## Understanding homelessness

According to the Australian Bureau of Statistics (ABS) 2016 *Census of Population and Housing*, it is estimated that on any given night in Western Australia around 9,000 people are considered homeless and/or street present. Of these 9,000 people, approximately 1,000 are sleeping rough; with the remaining 8,000 experiencing 'hidden homelessness' – people with no choice but to couch surf or sleep in their cars. There are however, more people who are homeless yet not counted as such. The *Specialist Homelessness Services Annual Report 2020/21* revealed that 24,500 people in Western Australia received homelessness assistance, with family and domestic violence as the top reason for people accessing services.

While there is no broadly agreed definition of homelessness, the Australian Institute of Health and Welfare (AIHW) considers the cultural definition of homelessness incorporating three tiers of homelessness as:

- Primary homelessness: people without conventional accommodation (living in the streets, in deserted buildings, improvised dwellings, under bridges, in parks, etc.);
- Secondary homelessness: people moving between various forms of temporary shelter including friends' houses, emergency accommodation, youth refuges, hostels and boarding houses; and
- Tertiary homelessness: people living in single rooms in private boarding houses without their own bathroom, kitchen or security of tenure.

It is recognised that people will often move between these three tiers adding to the complexity of gathering accurate data of the current state of homelessness.

The Australian Bureau of Statistics defines homelessness as: When a person does not have suitable accommodation alternatives, they are considered homeless if their current living arrangement:

- Is a dwelling that is inadequate; or
- Has no tenure, or if their initial tenure is short and not extendable; or
- Does not allow them to have control of, and access to space for social relations.

The ABS definition of homelessness emphasises the core elements of 'home' in Anglo American and European interpretations as identified in research evidence (Mallet, 2004). These elements may include a sense of security, stability, privacy, safety, and the ability to control living space. Homelessness could therefore be considered as a lack of one or more of the elements that represent a 'home'.

It is known that the causes of homelessness are incredibly varied with each person having a unique set of circumstances that impacts their experience. During Homelessness Week in 2018, the Department of



Communities published its *Homelessness in Western Australia: A review of the research and statistical evidence* report, prepared by The Centre for Social Impact, University of Western Australia. This report outlined the key causal factors, drivers or associations that commonly present in populations of homeless people, these include but are not limited to:

- Trauma and Post Traumatic Stress Disorder (PTSD)
- Mental health issues
- Substance use problems
- Domestic and family violence
- Interactions with the justice system.

According to the report, the above factors may be co-occurring and/or interconnected. Trauma, substance use, and physical and mental illness often occur before, during and after periods of homelessness. Interactions with the justice system are similar in that there is research to indicate that there are high rates of ex-prisoners without a secure home, but also those experiencing homelessness especially chronic forms of homelessness such as rough sleeping, which lack safety, leave people more vulnerable to criminal activities and interacting with police. Domestic violence is the other key individual antecedent for homelessness. The link between domestic and family violence and homelessness is validated across a wide range of statistical data sources, as well as qualitative studies.

## Housing stress

Provision of adequate and affordable housing is fundamental to tackling homelessness, acknowledging that causal factors are also required to be considered in the response. A Housing First approach, with wrap-around service support if required, is critical to preventing homelessness; so too is immediate access to suitable crisis accommodation. Understanding the local data to inform what is needed, tracking change and developing evidence-based solutions is critical to guide effective responses to homelessness.

COVID-19 changed the landscape of homelessness and exacerbated the housing crisis in Western Australia. Fiscal policy measures implemented during the first year of the pandemic have had a compounding impact on the economy, driving increased inflation and subsequently impacting the housing market. This has reduced the amount of affordable homes available for purchase and rent, affecting a cohort of people who have not previously required support services or been at risk of experiencing homelessness.

In the *Unlock Housing Heat Map Summary Homelessness and Housing Stress 2021* report, Shelter WA revealed that as of July 2021 the waitlist for social housing across WA was 17,320 households (over 30,000 people), with an average wait time of approximately two years. These wait times result in short and medium term accommodation options being filled to capacity, with 66% of requests for accommodation not being met.

With a strong demand for rental properties, a slow supply of new rental homes and rising rental fees, securing a rental property is more challenging now than ever before. Anglicare's *Rental Affordability Snapshot 2022* revealed that advertisements for rental homes have plummeted by over a third since the previous year. The national vacancy rate has fallen to record lows, halving from 2% to 1%. With these factors in play, there is even more pressure on low income renters to find an affordable home. The report also revealed that couples out of work, single parents on Centrelink payments and people on disability support all face a market where 0.1% of rentals are affordable to them.

Considering these alarming statistics and recognising that access to housing is a primary factor in reducing homelessness, improving opportunities for people to access social and affordable housing in a timely manner is one of the focuses of this Plan.



# Homelessness in the Cities of Joondalup and Wanneroo

## City of Joondalup

In March 2018, the ABS *Estimating Homelessness* report found that of the 154,455 City of Joondalup residents (2016), there were approximately 143 people experiencing homelessness, or 0.1% of the population. It was estimated that 80 individuals were staying temporarily with others, 30 were in supported services accommodation, 22 were in 'severely' crowded dwellings, six were living in boarding houses and four were sleeping rough or in an improvised dwelling. It is likely that the numbers were much higher. People experiencing homelessness are not easily captured in research. Additional resources were provided for the 2021 Census which engaged people with local knowledge to assist with data collection outreach to people who are street present. It is anticipated this has helped to build a more accurate picture of homelessness in the City.

In 2021, the City of Joondalup received 106 reports of people who were street present, with additional reports made by service providers and community run organisations through the Joondalup Wanneroo Ending Homelessness Group.

The City has a Strategic Position Statement in relation to homelessness:

"The City of Joondalup recognises that a whole of community response is required to reduce and prevent homelessness and minimise the impact of homelessness on families, individuals and the community.

The City's role in addressing homelessness will be one of coordination, support and advocacy in responding to homelessness in collaboration and partnership with the State and Federal Government, neighbouring local governments, homeless support services, community organisations and other relevant stakeholders to ensure that people experiencing homelessness are provided with effective and coordinated responses."



**Launch of Positive Spin Mobile Laundry services, a collaboration between the Fortuna Foundation, No Limits and the Hepburn Centre.**



**Foodbank volunteer at the mobile service co-located with Meal Connect and Australian Red Cross.**

The City of Joondalup also has an internal protocol which guides staff on the process for reporting rough sleepers and how to engage with a person experiencing homelessness. Under the protocol, staff are provided training on understanding and responding to homelessness, and rough sleepers are offered information, support and referral if they are open to it.

The City of Joondalup CBD is a service provider hub for the greater northern corridor, with 17 service providers and the Joondalup Health Campus including an Emergency Department and Mental Health division. The city centre is considered a safe place for people who are street present, providing a high level of amenities including access to transport, services and the Joondalup Library which provides access to free Wi-Fi and computer use.

In 2020, the poverty line benchmark income was \$457.00 a week or less (*Poverty in Australia 2020* Australian Council of Social Services). There were approximately 11,000 City of Joondalup residents with a weekly income of \$499.00 or less (ABS 2016 Census data). The Joondalup local government area is ranked in the top ten most advantaged local government areas in the Western Australia Socio Economic Index, which may contribute to residents who are of low socio-economic status being further marginalised. The City of Joondalup has a higher than average Western Australian median house price, which has been compounded by the current housing crisis. As a result, some residents, for example, young people leaving home, women escaping domestic violence and older women separating from long term partners with a lack of superannuation and divided assets, have been priced out of the local market possibly resulting in a need for them to relocate away from Joondalup and away from their local community and support networks.



## City of Wanneroo

Findings in the 2018 ABS Estimating *Homelessness Report* state that of the 199,882 individuals living in the City of Wanneroo, 367 of them are experiencing homelessness, 0.18% of the total population. Of these 367 persons, none are sleeping rough or in improvised dwellings, eight are living in boarding houses, 26 are in supported accommodation for the homeless, 95 are staying temporarily with others and 232 are living in 'severely' crowded dwellings. These numbers are not an accurate representation of homelessness in the City due to difficulties in identifying people sleeping rough, in vehicles or couch surfing, particularly with the City's vast geographical spread. People experiencing homelessness are often transient, making it challenging to collect accurate data on the number of people experiencing homelessness.

Reports received from the City by local residents and service providers also challenge the ABS data. Over a 12-month period, from 31 March 2021 to 31 March 2022, the City received 98 reports of people sleeping rough in the community. Comparatively, in 2018 the City received 34 reports over a similar 12 month period. This significant increase in numbers is a result of improved data collection methods, increased awareness of homelessness, which was prompted by the development and implementation of the Plan, and an actual increase in the number of people experiencing homelessness. Improving data collection and alignment with state practices and methodologies continues to be a priority in the Plan.

The City of Wanneroo has many suburbs in the bottom 50th percentile on the SEIFA Index, with Girrawheen in the bottom sixth and Koondoola in the bottom third

percentile. The ABS report identified a number of suburbs in the South Ward as most at risk of or affected by homelessness. The suburbs of Pinjar and Wanneroo are in the top three suburbs in Australia experiencing mortgage stress, with Merriwa also included in the top ten. Furthermore, the Shelter WA *Unlock Housing Heat Map 2021* highlighted that nearly 43% of residents in Butler and 40% of residents in Girrawheen are experiencing rental stress.

The City has seen a large increase in the complexity and severity of homelessness reports, with a 37.6% increase in cases requiring agency involvement from 2020 to 2021. The City has also experienced the challenge of accommodating and supporting persons experiencing homelessness who are not yet ready to accept long-term support. Another challenge the City has experienced is the increasing demand for outreach and support services. Local volunteer organisations are overwhelmed and unable to meet the demand for their services, compounded by funded outreach services stating they have limited timely, or no capacity, to provide responsive assistance.

Preventative measures such as financial counselling, tenancy support and social connection are increasingly important given the high numbers of people at-risk, forecasted population growth, and economic factors such as increasing cost of living and lack of available and affordable housing. Additionally, responsive measures are needed to address those who are experiencing homelessness. In addressing this, the City will direct advocacy efforts to the State Government for increased funding towards assertive outreach programs and crisis accommodation within the City.

## Case Study

Since the development of the Plan, the City's response to homelessness has been evolving. The Plan led to the development of an internal procedure to guide City staff on how to respond to reports of homelessness in the community. The procedure supports a compassionate, person-centric approach, aligning with the vision of the Plan, ensuring that people at-risk of, or experiencing homelessness, have the optimum opportunity to improve their circumstances.

In May 2020, a number of tents were erected at a local park by people experiencing homelessness. The City made contact with homelessness support services to engage with the individuals and also increased patrols in the area for the period. The City's compassionate approach to the situation provided the opportunity for the people experiencing homelessness to stay in situ whilst local voluntary organisations provided essential supplies. Unfortunately, due to the limited funded assertive outreach services and other resources available, this situation lasted approximately three months and the City was inundated with community enquiries; some voicing compassionate welfare concerns for the people sleeping rough, and others raising complaints about community safety and disruption to the local amenity. Eventually, as a result of collaboration between homelessness support agencies and the City, the majority of these people were supported to move into more appropriate accommodation and transition out of homelessness.

This compassionate approach has proved to be effective in supporting people to transition into appropriate housing; however has associated challenges, including meeting community expectations of moving people on quickly. The City strives to continue to build awareness of homelessness in the community to broaden understanding and empathy with the goal of removing negative stigma. The City also continues to advocate for the appropriate level of funded outreach services and transitional accommodation to be made available for this region.

# Joondalup Wanneroo Ending Homelessness Group

In 2011, the Cities of Joondalup and Wanneroo were founding members of the Joondalup Wanneroo Homelessness Action Group (JWHAG) which was renamed the Joondalup Wanneroo Ending Homelessness Group (JWEHG) in 2018 to encapsulate the vision of the group.

The ambition to end homelessness aligns with the WA Alliance to End Homelessness which released its state-wide plan in 2018. Led by a not-for-profit homelessness service provider (currently Red Cross), JWEHG meets regularly and membership is open to members of government, community members with lived experience, not for profit, corporate and faith based organisations, and anyone else who works within the homelessness sector or related industry, in and around the Joondalup and Wanneroo region. The aims and functions of the group include:

- Providing a space where coordinated responses, partnerships and collaboration between stakeholders are encouraged.
- Promoting an integrated approach to service delivery and accommodation services in the region.
- Data collection and analysis, identifying service gaps, raising awareness, and advocacy.
- Information sharing on early intervention and homelessness services, programs, and events.
- Implementing responsibilities and actions in the Regional Homelessness Plan.
- Monitoring and responding to related industry and government developments including policy, funding and trends.

Since the development of the Plan, JWEHG have continued to strengthen and prosper in the homelessness space. The structure of the group has transformed to include subgroups of identified key priorities including advocacy, data collection and food relief. This serves to separate strategic goals and operational challenges, acknowledging the importance of both elements. Case conferencing at each meeting has led to a number of positive outcomes for vulnerable people, including people transitioning out of homelessness.

The group has experienced some challenges over the past few years, resulting in delays to the progress of the Plan. These challenges include limited resourcing and lack of a centralised, uniform approach to data collection. Recognising the challenges and identifying capacity building opportunities for JWEHG continues to be paramount to the success of the group.

The Chair of JWEHG has active involvement in both the Food Relief Collaboration Group, and the North West Metropolitan District Leadership Group (NWM DLG), ensuring that localised knowledge and data regarding homelessness in the region is shared. This allows the NWM DLG to support outcome based initiatives and advocate for local needs to be addressed and/or funded by relevant government agencies.

## Case Study – A collaborative approach to ending homelessness

In 2020, JWEHG discussed a local family of five that were made homeless due to sudden unplanned unemployment. The children attended a local school in the area, and one of the family members presented with health conditions. The family experienced homelessness for the majority of a year.

To maintain hygiene standards and food security, the family accessed City facilities such as beach showers and barbeque stations; encountering a variety of challenges whilst experiencing homelessness, including the breakdown of their vehicle. This made accessing essential services such as food relief and washing facilities more difficult, resulting in further entrenchment in poverty which saw both the physical and mental health of the family decline.

Through a multi-agency response and effective collaboration, JWEHG came together to identify opportunities to support the family to transition out of homelessness into appropriate accommodation. The follow up and wrap-around services provided by JWEHG members were also vital to ensure the family maintained their new housing arrangement.

Whilst the above case study highlights the role of JWEHG in an operational capacity, the strategic element of JWEHG is paramount to preventing homelessness.





Regional Homelessness Plan 2018/19 – 2022 Launch

## Community consultation

In 2015, the Cities of Joondalup and Wanneroo simultaneously adopted recommendations to develop a joint Regional Homelessness Plan; continuing to collaborate on strategic and operational initiatives and discussions since then.

In October 2016, a community stakeholder workshop was jointly hosted with 64 attendees from local government, state government departments, faith-based organisations, shopping centres, community-based homelessness and hardship services, real estate agents and people with lived experience.

In 2017, each City held workshops with their respective Elected Members who welcomed the opportunity to contribute towards the development of the Plan. Pertinent actions in the Plan were formed as a result of these workshops.

Key themes that emerged from all consultation include a targeted advocacy program to State and Federal governments to fund early intervention services; an exploration of partnership opportunities with service providers, local churches and businesses; the establishment of ongoing specialist homeless support programs and the identification of affordable housing options.

In 2018, consultation and contributions to the development of the Regional Homelessness Plan were focussed on key external stakeholders such as peak bodies, other local governments, and industry drivers such as Shelter WA, Red Cross Australia and the Western Australian Local Government Association.

In 2022, both Cities worked with JWEHG to assess the progress of the 2018/19 – 2021/22 Regional Homelessness Plan's actions, and reviewed information and data from local service providers and industry bodies over the period, with a particular focus on the past 12 months. This consultation acknowledged that the vision, and three key pillars are still relevant today and should continue to form the basis of the revised Action Plan, while also identifying revisions within the Action Plan that update the Plan in the current environment.

# Snapshot of outcomes from the 2018/19 – 2021/22 Regional Homelessness Plan

The Regional Homelessness Plan 2018/19-2021/22 has resulted in a number of positive outcomes to support and improve the lives of people experiencing homelessness. Examples include:

## Pillar 1: Building Capacity, Understanding and Engagement

- ✓ Training was delivered for key employees on important topics such as the role of Local Government in responding to homelessness and challenging existing beliefs and stereotypes to broaden understanding and foster empathy. This supports the Cities in delivering a compassionate, person-centric response to homelessness.
- ✓ Capacity building and collaboration with JWEHG resulted in multiple targeted initiatives such as the implementation of a Food Relief Collaboration Group, which aims to maximise food relief services for community, and reduce duplication across the region.
- ✓ Partnerships were formed with agencies that deliver support to people at risk of, or experiencing homelessness to facilitate collaboration and support people to transition out of homelessness.
- ✓ Assistance provided to community groups to support development and submission of successful funding applications to facilitate local community initiatives that benefit the wider community including vulnerable community members.
- ✓ National Volunteer Week 2019 campaign featured a series of videos developed to profile local volunteer services delivering support to people at risk of, and experiencing homelessness. The aim of this was to acknowledge the importance of volunteers and highlight the impact they can have.
- ✓ The Cities worked with Community Field Officers from the Australian Bureau of Statistics in 2021 to aid accurate data collection for the census to better inform homelessness statistics in the north metropolitan region.
- ✓ Research and engagement with businesses located in areas where people sleeping rough frequent to broaden understanding of homelessness and facilitate a more effective and compassionate response.
- ✓ Delivery of the Regional Homelessness Networking Forum in August 2021, highlighted key state priorities and funding opportunities in the homelessness space. The forum was attended by approximately 85 people from across the homelessness sector including CEOs and senior executives.







### Pillar 2: Prevention and Early Intervention

- ✓ Development and distribution of the Joondalup and Wanneroo Hardship and Homelessness Directory which incorporates local and metro key service providers so information on homelessness support services is easily accessible.
- ✓ Facilitation of partnerships with a number of agencies that align with the prevention of homelessness such as financial counselling and food relief groups to ensure the community has access to key support services.
- ✓ Advocacy for the continuation or implementation of key homelessness support services that support vulnerable community members and enable them to improve their circumstances.
- ✓ Development and implementation of the Community Response and Recovery Fund in July 2021 which supported community response and recovery during the COVID-19 pandemic.
- ✓ Delivery of annual awareness campaign throughout Homelessness Week and Anti-poverty Week to increase community understanding on the issues that surround poverty and raise awareness on available support services.
- ✓ Implementation of a variety of initiatives in response to the COVID-19 Pandemic such as “Emerge Stronger” and provision of community care packs to minimise social isolation and facilitate community connection.

### Pillar 3: Responding to Homelessness

- ✓ Development of a Homelessness Management Procedure guiding City employees on demonstrating a compassionate approach to people experiencing homelessness. The procedure is delivered in collaboration with service providers and considers both public and private property.
- ✓ Coordinating services to respond and support people experiencing homelessness on public property to ensure access to essential goods such as food and to facilitate opportunities to transition out of homelessness.
- ✓ Program of regular engagement with community groups and organisations and individuals has enabled better understanding of community need, the development of targeted responses, connections, and collaborations, and contributed to the Local Impact Assessment and Recovery Response report, which was presented to the state Government
- ✓ The Cities worked together to identify and liaise with agencies to encourage them to apply for state funding to provide homelessness outreach services in the northern suburbs.

## The vision of the Plan

The Cities of Joondalup and Wanneroo are committed to ensuring that people at-risk of or experiencing homelessness have the optimum opportunity to improve their circumstances. The purpose of the Plan is to publicly articulate a collective commitment of prevention and response, to end homelessness in the region.

Actions in the Plan will be achieved through the development and implementation of agreed actions through each City's role to coordinate, support, advocate, collaborate and facilitate within their respective communities. This regional vision is underpinned by three key pillars:

- Building community capacity, understanding and engagement;
- Prevention and early intervention; and
- Responding to homelessness.

### The Plan aims to:

- Clarify the Cities' roles in addressing homelessness;
- Work towards a strong and co-ordinated response to homelessness;
- Maximise efficiency of community resources in responding to homelessness;
- Seek to understand the nature and breadth of homelessness;
- Use data wisely to inform evidence based change and decision making;
- Engage and inform the community;
- Provide strategic direction for the Cities in relation to homelessness; and
- Advocate at a state and national level.



Regional Homelessness Networking Forum August 2021

## The role of local government

The Cities of Joondalup and Wanneroo role in responding to and addressing homelessness in our communities is to:

- Facilitate local partnerships;
- Coordinate place-based responses to homelessness;
- Advocate in identified areas where resource allocation or policy changes are needed;
- Ensure that information on local services and supports are available and accessible;
- Utilise land and assets to create places that are inclusive and can support vulnerable people, such as libraries and community centres; and
- Ensure Rangers, Field Officers and front line staff are informed and supported to interact with people experiencing homelessness.

The Cities acknowledge that different sectors and levels of government play different roles in responding to homelessness, and that collaboration and partnerships are vital to ensure best practice.

Further information regarding the roles of others can be found in the State Homelessness Plan – **All Paths Lead to a Home**.

## Measurement and accountability

The Cities of Joondalup and Wanneroo will oversee the implementation, review, evaluation and reporting of the Plan in context of their own local government area.

This includes ensuring the Plan is distributed both externally and internally, integrated into the business plans and budgets of relevant business units and reported on annually.



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# Action Plan

## Pillar 1: Building Capacity, Understanding and Engagement

**Goal:** Stakeholders communicate and collaborate effectively with clear purpose to end homelessness

	Focus	Action	Timeline	Responsibility
1.1	<b>Joondalup Wanneroo Ending Homelessness Group (JWEHG)</b> Collaborative approach to identify, understand and improve local needs and outcomes	a. Support JWEHG to develop annual priorities	Annually	CoW & CoJ
		b. Build capacity of JWEHG as the group responsible for leading this collaborative approach	Ongoing	CoW & CoJ
		c. Bi-annual review of the Joondalup Wanneroo Ending Homelessness Group (JWEHG) and its alignment to sector strategies, policy and membership	2023/24 & 2025/26	CoW & CoJ
		d. Support JWEHG to collaborate with the North West Metropolitan District Leadership Group to generate strategic support and awareness of homelessness matters within the region	Ongoing	CoW, CoJ & JWEHG
1.2	<b>Data Collection and Analysis</b> Ensure relevant, accurate and consistent data is collected and made available in the region to inform advocacy and sound decision making by stakeholders	a. Research different approaches and mechanisms for centrally collecting and sharing data between local governments and service providers in the region	2022/23	JWEHG
		b. Define the type and potential uses of data collection and opportunities for sharing of analytics across the region	2022/23	CoW & CoJ
		c. Collect and share meaningful qualitative data on homelessness with stakeholders and different levels of government	Ongoing	JWEHG
		d. Advocate for local government and service providers within the Perth metropolitan area to have access to a centralised data sharing platform	2022/23 & 2023/24	CoW, CoJ & JWEHG
1.3	<b>Strategic Relationships</b> Build effective relationships and partnerships to address homelessness in the northern suburbs	a. Build effective relationships with key government agencies and peak bodies and ensure awareness of and respond to strategic and policy directions and funding opportunities for the region	Ongoing	CoW & CoJ
		b. Improve understanding and build knowledge and capacity of stakeholders within the region to deliver services and focussed efforts that addresses homelessness	Ongoing	JWEHG
1.4	<b>Community and Stakeholder Education</b> Engage the wider community to better understand homelessness and promote an individualised approach	a. Coordinate and support initiatives that challenge negative stereotypes, dispel myths and foster understanding	Ongoing	CoW & CoJ
		b. Build capacity of local businesses and stakeholders in hotspot areas to respond to reports of homelessness	Ongoing	CoW & CoJ
		c. Educate community on options available to assist in the prevention of and direct response to homelessness	Ongoing	CoW & CoJ



## SPOTLIGHT PROJECT

### Capacity building for businesses

The Cities of Joondalup and Wanneroo are investigating capacity building for local businesses and shopping centre management to address homelessness, in line with the *No Wrong Door* approach.

## Pillar 2: Prevention and Early Intervention

**Goal:** People have a strong sense of wellbeing and are capable of recognising triggers that lead to homelessness enabling them to take action early action

	Focus	Action	Timeline	Responsibility
2.1	<b>Services</b> Supporting the region to have an optimal supply of services to meet demand	a. Explore service gaps, oversupply or duplicated effort in the region	2022/23	CoW, CoJ & JWEHG
		b. Collaborate with service providers to address and/or advocate for required service provision in the region	Ongoing	CoW, CoJ & JWEHG
2.2	<b>Community Connection and Support</b> Support opportunities that benefit the wellbeing of the community, keep people connected and enable access to services	a. Advocate for and support programs that enhance community wellbeing and address social isolation	Ongoing	CoW & CoJ
		b. Provide and facilitate access to affordable services to the community to enhance social connection	Ongoing	CoW & CoJ
		c. Advocate, facilitate, support and promote community initiatives and services that address prevention and early intervention of homelessness consistent with the role of local government	Ongoing	CoW & CoJ in partnership with organisations
		d. Raise awareness of the early warning signs of homelessness and encourage people to seek help if they are experiencing them	Ongoing	CoW & CoJ
2.3	<b>Housing Accessibility</b> Improve opportunities for people to access social and affordable housing in a timely manner	a. Advocate for more social and affordable housing in the region	Ongoing	CoW, CoJ & JWEHG
		b. Support the provision of affordable housing in local housing strategies	2022/23 & 2023/24	CoW & CoJ

## SPOTLIGHT PROJECT

### Social connection for isolated people

Investigate gaps, resources and models to improve social connection for isolated people and trial models to develop tailored approaches to reduce loneliness in the northern suburbs.

Pillar 3: Responding to Homelessness

Goal: People experiencing homelessness or sleeping rough have their basic needs met and ultimately are transitioned into appropriate support services

	Focus	Action	Timeline	Responsibility
3.1	<b>Direct Response</b> Respond proactively to reports of people who are experiencing homelessness, being cognisant of differing needs	a. Provide information about available services and support for people who identify as experiencing homelessness	Ongoing	CoW, CoJ & JWEHG
		b. Support the provision of homelessness support services in the region	Ongoing	CoW & CoJ
		c. Support and participate in key initiatives to identify and address homelessness in the region	Ongoing	CoW, CoJ, JWEHG
		d. Provide a person-centric direct response to people experiencing homelessness in the region	Ongoing	CoW, CoJ, Service Providers
3.2	<b>Advocacy</b> Advocate for crisis and social accommodation services and funded outreach in the region	a. Advocate for the expansion of funded, specialised homelessness outreach services in the region	Ongoing	CoW, CoJ & JWEHG
		b. Advocate for the provision of crisis accommodation, social housing and associated wrap around services in the region	Ongoing	CoW, CoJ & JWEHG

SPOTLIGHT PROJECT

Local government collaborative approach

The Cities of Joondalup and Wanneroo are contributing to the Local Government Homelessness Knowledge Hub Project being led by Shelter WA, and are members of the Reference Group to help inform and guide the project.

SPOTLIGHT PROJECT

Local government collaborative approach

The Cities of Joondalup and Wanneroo will advocate for Government funded assertive outreach services and crisis accommodation in the region to support people to improve their situation.







**T:** 08 9400 4000

**F:** 08 9300 1383

Boas Avenue Joondalup WA 6027

PO Box 21 Joondalup WA 6919

**[joondalup.wa.gov.au](http://joondalup.wa.gov.au)**

*This document is available in alternative formats upon request.*



**T:** 08 9405 5000

Dundebar Road Wanneroo WA 6065

Locked Bag 1 Wanneroo WA 6946

**[wanneroo.wa.gov.au](http://wanneroo.wa.gov.au)**