

SOUTH WEST METROPOLITAN HOMELESSNESS PLAN

2011 - 2012



GOVERNMENT OF
WESTERN AUSTRALIA. Department for Child Protection



Government of Western Australia
Rockingham Kwinana Development Office

A partnership of



Background

The Western Australian Council on Homelessness is an external advisory body and members are representatives from the non-government sector and government departments who provide advice to the Minister for Child Protection who is also the Minister for Homelessness.

The Council's mandate is to drive strategies and initiatives to reduce homelessness by 2013 by developing a vision and a framework for new and sustainable ways to give people at risk of or experiencing homelessness, opportunities to move forward from crisis and into long term sustainable housing.

The Western Australian Homelessness State Plan 2010-13 (the State Plan) outlines a renewed focus on early intervention and prevention to reduce homelessness which sets out guiding principles to implement an integrated approach to homelessness across the sector. At local and regional levels across the State, the community sector and specialist homelessness services have been invited to contribute to the reform by developing Regional Plans in response to local homelessness issues that aims to bring the sector together to improve client outcomes.

The South West Metropolitan Regional Working Group on Homelessness (SWMRGH) in partnership with the Department for Child Protection, Fremantle and Rockingham Offices convened a regional planning workshop with the aim to develop a Regional Plan with a focus on an integrated service system responding to homelessness at a local level. This workshop took place on Monday 26th September 2011 in Kwinana.



Hon. Kay Hallahan, AO, Chair of the Western Australian Council on Homelessness, opened the Workshop outlining the key principles for an improved integrated approach to homelessness and encouraging the sector to work together in response to local issues.

Partners and Governance

The South West Metropolitan Regional Working Group on Homelessness (SWMRGH) is an established group comprised of key service providers, lead agencies, government departments and local governments from the Town of Kwinana, the City of Cockburn and the City of Rockingham.

The Working Group was established in 2009 and currently meets twice a year. The SWMRGH is supported by the Government of Western Australia Rockingham Kwinana Development Office which is instrumental and proactive in its role to bring the sectors together to discuss local/regional issues on homelessness.

The key objectives of the Group are:

- Adopt a consolidated approach to homelessness involving all the key stakeholders
- Work with existing service providers to promote regional coordinated service delivery for the homeless in the region
- Formulate strategies to improve service provision to prevent and reduce homelessness in the region.

The Department for Child Protection (DCP) Fremantle and Rockingham Offices in partnership with the Rockingham Kwinana Development Office, collaboratively planned a process and coordinated a Regional workshop that aimed at developing an overarching Regional Plan to work towards strengthening an integrated approach to homelessness at a regional and local level. The governance of the Regional Plan from the workshop will sit with the SWMRGH in partnership with DCP to take carriage of the actions to guide the implementation plan, including direct links to the South Metropolitan District Human Services Regional Managers' Forum.

To oversee in practical terms the implementation of the plan, smaller working groups be established within local District Offices.

Workshop Process

A variety of services across the sector, including mainstream and allied services, government and community services within the region were invited and encouraged to bring their unique experiences, expertise and ideas to the workshop in developing the Regional Plan.

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Approximately 100 invitations were distributed using local network and regional stakeholder group lists to ensure as many service providers and representatives as possible were invited to participate in the workshop. Approximately 70 RSVPs were received and 60 people participated in the workshop. [See Appendix (1)]



An independent facilitator from a funded specialist homelessness service assisted in developing the process and conducting the workshop to achieve optimal outcomes.

The workshop aimed to produce one plan encompassing the geographical areas within the Fremantle and Rockingham Department for Child Protection Districts. Deliberation through a voting and consensus process produced the outcome of two priority actions doable within the next 12 months that form the focus of the efforts of the Regional Group in 2011-12.

The Western Australia Homelessness State Plan 2010-2013 guiding principles strengthened the workshop process to encourage perspectives on:

- People centered
- Leadership
- Partnership and integration
- Flexibility and innovation

The four action topic areas for the workshop discussion included:

- Range of Housing options – linkages to a range of housing options and the provision of appropriate support in order to meet the needs of the individual and ensure sustainable outcomes.



- Employment, education and training - specialists' homelessness services work together to ensure a seamless pathway into employment, education and training.
- Health and wellbeing - engaging with mainstream health services can improve underlying health related issues that often result in housing arrangements breaking down.
- Connection with community, family and friends - connection with community can build both resilience and a support network for individuals and prevent the cycle of homelessness.

To begin the process, participants self-selected action Topic areas and then engaged in smaller group discussions to focus on solutions, using the three column approach to document on butcher's paper what are the worries, what's working well and what needs to happen. From those discussions, the group was asked to identify and document four priorities for action.

[See appendix (4) Topic Workshop Discussions]

Feedback from each Topic group on the outcomes of their discussion and the priorities identified were presented to the larger workshop audience. The facilitator then generated discussion to conceptualise an overall analysis of the priorities. Participants took time to consider amongst the four topics and the listed priorities, to vote on four priorities for action, followed by discussion and clarification of the majority of votes. Participants were again asked to vote against two priorities for action that they considered would be doable in a 12 month period.

The workshop's final process 'wrapped up' action deliberations that articulated 'what is the plan' through participant discussion and consensus from the voting process. The workshop concluded with SWMRGH commitment to seek endorsement of the draft Regional Plan which is in effect sign off by lead agencies to work through the doable priorities over the next 12 months.

Priority Outcomes

A total of 26 priority actions were identified through the topic workshop discussion, covering early intervention, prevention, improving and expanding services and breaking the cycles of homelessness at a regional level. Each and every one of the priorities for action holds equal value in relation to short term and future planning with the intention that these priorities are channeled into the Council's State Plan and at Executive levels.

[See Appendices (2) & (3) Workshop priorities and votes]

The voting and consensus process determined the following four top priorities:

- The development of a “One stop shop” – with referral and outreach services.
- Establish localised interagency groups, supported by a Terms of Reference (ToR), to plan an integrated response to homelessness.
- Research on prevention i.e. why homelessness occurs and what programs are working and why.
- Address the supply of social/community housing (particular specialist gaps area, such as single women, families, youth etc.) and the gap between subsidised housing to long term secure housing (private rental and /or home ownership).

The doable priorities identified for work over the next 12 months are:

1. Establish localised interagency group(s), supported by the development of a ToR, that works towards meeting the priority needs of the local area i.e. families and young people.
2. Establish Regional communication and linkages between the Department for Child Protection Fremantle Rockingham Offices and the Department's Service Standards and Contracting Directorate to achieve integrated services for the homeless across the South West Metropolitan Region

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PRIORITY ACTIONS	TASKS	START and FINISH	AGENCY and RESOURCE (human or financial)
<p>1. Establish localised interagency group to plan and develop an integrated response:-</p> <ul style="list-style-type: none"> • Development of a ToR • Strengthen community partnerships that promotes knowledge of services across the sector at local – regional level • Identify, track and action broader regional issues on homelessness • Nominate and elect sector representation at Regional Executive meetings to discuss homelessness agenda • Research, evidence based and preventative programs working well with a focus in targeting 4-6 week period of risk • Priority focus with a view to establish and integrated approach be targeted to families and single women where DV is not an issue. 	<ul style="list-style-type: none"> • South West Metropolitan Regional Working Group on Homelessness (SWMRGH) meet to endorse and sign off the Regional Plan • SWMRGH meet to discuss and action process to establish local service providers interagency group • Planning process for regional groups formation with intent to develop a ToR for SWMRGH endorsement • Regional Group(s) established and nominate / elect representation at SWMRGH and Regional executive meetings • Regional Groups agenda to promotes exchange information - and plan service mapping exercises that encourages increased knowledge of services and pathways to access services 	<p>November 2011</p> <p>November 2011</p> <p>January –February 2012</p> <p>February 2012</p> <p>March & ongoing</p>	<ul style="list-style-type: none"> - REGIONAL MANAGERS GROUP - SOUTH WEST HOUSING - SOUTH WEST METROPOLITAN REGIONAL WORKING GROUP ON HOMELESSNESS - DCP FREMANTLE & ROCKINGHAM OFFICES - DEPARTMENT FOR HOUSING - CONTRACT SERVICE PROVIDERS

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PRIORITY ACTIONS	TASKS	START and FINISH	AGENCY and RESOURCE (human or financial)
	<ul style="list-style-type: none"> • SWMRGH scope/ research information on preventative programs that are working well and present to local groups • Regional groups develop a draft proposed model of operation to focus on an integrated response that is doable within local areas • Proposed model to SWMRGH for discussion/refinement and endorsement • Proposed model presented at Regional Executive Group for endorsement • Proposed endorsed model presented to the Chair of WA Council on Homelessness • Regional Homelessness Integrated Response becomes operational 	<p>February- March 2012</p> <p>April 2012</p> <p>May 2012</p> <p>June 2012</p> <p>August 2012</p> <p>October 2012</p>	

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PRIORITY ACTIONS	TASKS	START and FINISH	AGENCY and RESOURCE (human or financial)
<p>Establish regional communication and linkages between DCP Fremantle and Rockingham Offices and the Department's Service Standards and Contracting Directorate</p> <ul style="list-style-type: none"> • Support contract funding arrangements to streamline flexible, brokerage innovative responses • Facilitate an integrated approach between specialist homelessness service providers and mainstream agencies <ul style="list-style-type: none"> • Engage the broader community sector to strengthen and develop an integrated model to address regional homelessness 	<ul style="list-style-type: none"> • DCP Fremantle and Rockingham Office Directors meet with the Director and senior staff from Service Standards and Contracting Directorate to discuss the draft Regional Plan and the doable priority identified to establish regional communication and linkages • Invite the Director from Service Standards and Contracting Directorate to SWMRGH meetings with a view to propose - discuss strategies to strengthen linkages • DCP Fremantle-Rockingham and the Directorate develop ongoing internal processes to optimise communication and linkages with the vision to support innovative responses at a local level 	<p>Completed</p> <p>Completed</p> <p>December 2011</p>	<p>ACROSS GOVERNMENT –</p> <ul style="list-style-type: none"> - DEPARTMENT FOR HOUSING, - NPAH SERVICES - DCP FREMANTLE & ROCKINGHAM OFFICES - DCP SERVICE STANDARDS AND CONTRACTING - SOUTH WEST METROPOLITAN REGIONAL WORKING GROUP ON HOMELESSNESS

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PRIORITY ACTIONS	TASKS	START and FINISH	AGENCY and RESOURCE (human or financial)
	<ol style="list-style-type: none"> 1. Preparation for Service Reviews to include information and input into preliminary Service Review documents by District staff. 2. Representative of DCP's Non Government Policy & Funding (NGPF) to attend Quarterly visits to District Office to provide current performance information of services in the region. Visits to be booked in a year in advance. 3. Senior Officers from NGPF to attend the Fremantle District Conference and present information on services available 	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>December 2011</p>	

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PRIORITY ACTIONS	TASKS	START and FINISH	AGENCY and RESOURCE (human or financial)
	<ul style="list-style-type: none"> • Internal processes implemented with greater engagement and active participation with the sector that aims to support an integrated approach 1. NGPF available for sector meetings as required 2. DCP Internet Directory of Services is updated to include telephone numbers, internet addresses and target group for all services • SWMRGH review operational strategies 	July 2012	

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SOUTH WEST METROLOPITAN REGIONAL HOMELESSNESS PLAN PARTICIPATING AGENCIES ENDORSEMENT

AGENCY	REPPRESENTATIVE MANAGER'S NAME	SIGNATURE	DATE
DCP Rockingham	Cathy Robinson	Endorsed by email	27/3/2012
DCP Fremantle	Glenn Mace Emma White	Endorsed by email	27/3/2012
Rockingham Kwinana Development Office	Sussan Shave		
Anglicare	Andrew Hall	Endorsed by email	28/3/2012
City of Cockburn	Gail Bowman	Endorsed by email	28/3/2012
City of Rockingham	Tony Burgoyne		
Town of Kwinana	Barbara Powell	Endorsed by email	23/3/2012
City of Fremantle	Peta Lewis Helen Emery	Endorsed by email (in principle)	13/4/2012
City of Melville			
St. Patricks	Michael Piu	Endorsed by email	27/3/2012
Fremantle Multicultural Centre	Alison Lawrie	Endorsed by email	23/3/2012
Lucy Saw Centre	Anne Moore		
Department for Housing	John Pynes	Endorsed by email	28/3/2012
Department for Indigenous Affairs	Joseph Baker	Endorsed by email	23/3/2012

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AGENCY	REPRESENTATIVE MANAGER'S NAME	SIGNATURE	DATE
Fremantle Hospital	Penelope Modridge	Endorsed by email & phone	28/3/2012
Zonta Women's Refuge	Annette Chivers	Endorsed by email	24/3/2012
Access Housing	Stephanie Carlyon		
Foundation Housing	Mick O'Loughlen		
Halo Leadership	Lee Anne Smith	Endorsed by email	27/3/2012
Alma Street Centre	Jennifer Victory	Endorsed by email	27/3/2012