

6 May 2019

Homelessness Strategy Team  
Department of Communities  
99 Plain Street  
EAST PERTH WA 6004

Dear Homelessness Strategy Team

**CITY OF BAYSWATER SUBMISSION - 10 YEAR STRATEGY ON HOMELESSNESS  
WESTERN AUSTRALIA 2019 - 2029 DIRECTIONS PAPER**

On behalf of the City I wish to thank you for the opportunity to provide further feedback from City Officers into the 10-Year Strategy on Homelessness Western Australia 2019–2029, in particular the Directions Paper released.

The City's submission is focused on the discussion questions on page 4 of the Directions Paper, as listed below:

**What is the best way to provide advice to government on emerging issues and trends on homelessness over the life of the strategy?**

City Officers believe that the collective feedback from local governments should be provided through the Western Australia Local Government Association (WALGA), as the peak industry body. This could be done through the WALGA Zone Reports or other mechanism.

**How can the Strategy help stakeholders and services in your area to collaborate and work together?**

The role of local government needs to be clearly articulated in relationship to other state department strategies and initiatives being developed and implemented in Western Australia.

In addition, a governance framework is required for the strategy to further clarify agency and partner roles and to keep stakeholders accountable. This relates to '*Creating clear lines of accountability*' listed on page 20 of the Directions Paper.

**How can the strategy support better data collection on outcomes for individuals?**

One of the ways could be by utilising the 'Adelaide functional zero' approach as referred to within the Draft Plan based on the Community Solutions USA evidenced based model - <https://www.community.solutions/>

*"Aiming to achieve a situation where the number of people who are homeless at any point in time does not exceed the capacity of the system to house them".*

A transparent approach to data collection and outcomes for individuals is required.

**Are these the vision, principles, and focus areas that you would like to see in the strategy?**

### Vision

The City of Bayswater Officers find the vision to be well articulated and reflective of what Western Australia wants to achieve over the next 10 years. No amendments are proposed for the vision - ***Everyone has a place to call home and is supported to achieve stable and independent lives.***

### Principles

Whilst the principles in themselves are considered appropriate and relevant, the City has feedback regarding additional clarity or additional information required for some of them:

1. *Ending homelessness is everyone's responsibility*

The implications on local governments need to be considered, such as local laws and policies.

It would be useful if the Strategy could list some of the activities or initiatives local governments could consider implementing such as community awareness sessions, participation in Homelessness Week, access to specific grants being offered etc.

It would also be useful if the Strategy listed examples of what it means by this principle statement for all major parties i.e. State government; local government; service providers; peak industry bodies; and community.

2. *People's needs are at the heart of our responses*

Clarity for local government on what this means i.e. directories; networks; referrals; protocols; and statistical reporting, as local governments do not generally provide direct services.

### Focus Areas

1. *Sustainable pathways out of homelessness*

The implications on local governments need to be considered, such as local laws and policies, affordable housing, partnerships.

2. *Prevention and early intervention*

On the outset this will likely impact local governments with community education, outreach services (for those who have them in place) and the implementation of additional State plans; strategies; and resources, such as the Domestic Violence Local Government Toolkit which will be released late in 2019.

3. *System transformation*

The Directions Paper has an undefined expectation for agency collaboration and coordination at this point. This could be expanded in the Strategy i.e. having a local government representative (or sector peak body) to the proposed whole of government response.

**What actions would you like implemented as a priority under each focus areas in the Strategy?**

1. Governance framework for local government developed and adopted through WALGA.
2. Focus Area 2: *Prevention and Early Intervention* - The provision of funding to local governments, agencies and partners who are aligned to deliver other State government related strategies, plans and initiatives as listed in page 10 of the Directions Paper.

**Are there any cohorts that are missing?**

No additional cohorts have been identified to be focused on.

The City is an active participant in the movement to end homelessness and is committed to continuing to work collaboratively with other service providers once the 10 Year Strategy on Homelessness Western Australia 2019–2029 is finalised.

To date, the City has undertaken various initiatives and activities in relation to homelessness, including:

- Production of a *Homelessness Services and Information* booklet, which is available in hard copy and electronically via the City's website. To date, more than 1,000 hard copies have been distributed to the City's outstations for community access, local business and agencies.
- Development of a protocol as a tool to assist City staff to understand and respond appropriately to homelessness and aiming to provide a consistent approach across the organisation.
- Development and launch of a centralised database for staff to capture interactions with people experiencing homelessness
- Staff training on the usage of the *Homelessness Services and Information* booklet and staff protocol.
- Formation of an internal *Housing and Homelessness Working Group*, made up of five councillors and supported by City staff.

Once again, thank you for the opportunity to provide feedback.

Yours sincerely



Karen Quigley  
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CITY OF BAYSWATER**