

# Secure Housing Strategy Project Report

## **Affordable Housing in the Peel region: a proposal for feasibility and business case development**



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## List of acronyms used

CRA	Commonwealth Rent Assistance
DCPFS	Department of Child Protection and Family Support
DOH	Department of Housing (WA)
NGO	Non Government Organisation
NPAH	National Partnership Agreement on Homelessness
NAHA	National Affordable Housing Agreement
NRAS	National Rental Affordability Scheme
PRHSG	Peel Regional Homelessness Steering Group
PATM1	Peel Away the Mask 1
PATM11	Peel Away the Mask 11
PCDG	Peel Community Development Group
PHNG	Peel Homelessness Network Group
PPP	Public Private Partnership
R4R	Royalties for Regions
SII	Southern Investment Initiative
WACOSS	Western Australian Council on Social Services

# Outcomes and Recommendations

The Peel region socio-economic studies, Peel Away the Mask 1 (PATM1) (2001) and PATM11 (2012) identified crisis housing and support as major and on-going issues for Peel. The Peel Community Development Group (PCDG) with the Peel Regional Homelessness Steering Group, through City of Mandurah and LotteryWest funding, have been identifying the most critical project to address priority needs. A desk audit was undertaken to identify stakeholders, plans, reports and strategies that respond to homelessness and secure housing for those living in Peel. Stakeholders were contacted, provided with the audit summary document and interviewed where possible. Interviews focused on strategies, target groups and views on the current situation and their plans for the future. 50 participants from 21 government, not-for-profit and community stakeholders then participated in a Roundtable.

The priority target groups selected for an affordable and secure housing proposal with access to support services were:

1. *Families experiencing homelessness,*
2. *Young people at risk of homelessness, or who have disengaged from the education and training system with limited ability to access employment.*

It was felt these two groups would benefit most directly from a transformational project and provide a “ripple effect” that would spread benefit broadly.

Six criteria to evaluate the proposal were generated. The proposed model should involve:

1. Public Private partnerships provision for housing provision, tenancy management and support services,
2. Accessibility to transport and services,
3. Diversity of housing stock, universal design, flexibility of size and design of accommodation,
4. Some time restriction on transitional tenancy with opportunities to transition into long term accommodation in the same location and tenancy with transition related to support rather than location,
5. High quality accommodation with well designed and maintained public open space,
6. Building tenant capacity to transition into long-term rental or home ownership.

It was clear that the proposal should not produce a ghetto or social isolation for tenants.

The agreed model for *families* was for high quality, transitional housing that has diversity of accommodation for differing needs. The focus is on transitional, high quality accommodation integrated into the community, related to available land. This fits most closely to a community co-managed cluster housing or combination model with a focus on transitional, supported accommodation leading to longer-term housing. A project for the secondary target group *Young people at risk* was not explored in such detail.

## Recommendations

1. Families are the priority target group for a secure and affordable housing strategy.
2. For families, a proposal for high quality transitional accommodation, with integration into community and support services that allows for support into safe, secure long term affordable housing be developed for feasibility and business case development
3. The second target group is young people at risk of homelessness and disengagement from education and employment.
4. PCDG work closely with the Peel Development Commission to develop submissions for feasibility and business case development for Recommendation 2.
5. That stakeholders engaged in the roundtable process continue to be engaged and consulted as the process for feasibility and business case development proceeds.

## Executive summary

Housing stress is a real and continuing problem for the Peel region. Increasing median house prices in Mandurah have made housing purchase unaffordable for those on the median income of \$45,000. Rental costs put many other households under housing stress as they are spending more than 30% of their household income on rent. For low-income households, rent can be as much as 75% of their weekly income. In 2012-2013 the WA population grew by more than 81,000 people but only 18,300 new dwellings were built. The cost of housing continues to rise much faster than income and the supply is often located on the urban fringe where the cost of transport is high and public transport inadequate, making travel for work expensive and time consuming. This is the situation in Peel.

Whilst many think of homelessness as being “rough sleepers”, living in their cars or on the street, many are secondary homeless; couch surfing, living with others or in emergency accommodation. The increasing prevalence of domestic violence has been adding to the need for crisis, transitional and long term affordable housing. Of the over 9000 people homeless on any one night in WA, 25% are children, 34% are due to domestic violence or family breakdown and 28% are due to unaffordability of accommodation. Repeat periods of homelessness grew to 5% nationally in 2013-14 up from 4.4% in 2012.

The provision of secure housing is critical to economic development. Without safe and secure housing opportunities for education and employment becomes secondary to the need for shelter. The lack of affordable rental properties is limiting the opportunities for those who wish to transition out of social housing. The need for crisis accommodation is increasing the pressure on the public housing system and increasing the prevalence of homelessness, with the Department of Housing (DOH) wait list increasing by over 80% in the last decade. In Peel, 1000 households are on the DOH waitlist: 428 families with 100 on the priority list for transfer and 25% of whom are secondary homeless. The waitlist also has 302 singles over the age of 18 years and 294 applicants aged over 55 years.

Housing helps people lift themselves out of poverty. The provision of secure and safe housing ensures that children have stability for relationship building and consistency in school attendance. In safe and secure housing, families can build a past and a future. The costs of housing instability costs an extra \$29,450 per annum to provide health and justice services to a person who is homeless for one year or over \$700,000 or \$566 per week if they are homeless over a lifetime. This is higher than the Perth median rental costs per week, so it costs the State more to deal with people who are homeless than it would to help them access housing.

All Homelessness and affordable housing plans at both State and Federal level focus on early intervention to prevent homelessness, breaking the cycle of homelessness and integrating services to support people in long-term affordable housing. The critical factor however is supply.

The Peel region socio-economic studies, Peel Away the Mask (PATM1) 1 (2001) and PATM11 (2012) identified crisis housing and support as major and on-going issues for Peel. Unpublished data show Peel has high levels of domestic violence leading to the need for crisis housing. In the 15 years since PATM1 was completed there has been a decline in public housing and a focus on partnerships with private and community based providers with government to provide services.

A number of plans have been developed within the Peel, including a Peel Regional Homelessness Plan in 2011-12 and 2014-16 and the City of Mandurah Social infrastructure Plan (2013-2043), with the Peel Regional Homelessness Steering Group and Peel Homelessness Network Group all

focused on identifying strategies to improve the supply of transitional and long term affordable housing. The Peel Community Development Group (PCDG) and the Peel Regional Homelessness Steering Group, with funding from the City of Mandurah and LotteryWest, are working to clarify key strategies and identify the most critical project for the region and facilitate the necessary actions to address priority needs.

A summary document of the issues, plans and strategies that had been undertaken pertaining to the Peel region was produced and provided to stakeholders who currently provide housing or services in the Peel or might do so. Interviews were undertaken with 18 stakeholders to confirm issues and identify changes that had occurred in the last one to two years. The interviews emphasised the need for crisis and transitional housing for families and young people with an increasing number of 13-19 year olds needing supported accommodation, the importance of the National Rental Affordability Scheme (NRAS) in allowing renters into the private rental market and that private housing developers and providers could be part of the solution that would reduce the reliance on government funding. *Housing first* was a principle supported by most of the stakeholders interviewed.

The regional plans, a feasibility study carried out by West Aus Crisis in conjunction with WACOSS in 2011, and research of models of affordable housing in other locations assisted in the identification of six main models of housing proposed to increase the stock of crisis, transitional and long term housing, with appropriate support mechanisms to help alleviate housing stress.

The six models are:

1. **Crisis hostel,**
2. **Multistorey, high density, long term accommodation,**
3. **Community co-managed cluster housing,**
4. **Combination crisis, transitional and longer term housing,**
5. **A youth focused facility such a Foyer model,**
6. **Permanent rental in the community.**

As part of the study, **best practice principles** were identified that should apply to any of these models. These include providing a range of services that are well integrated, with staff who recognise the insecurity and possible trauma that homeless people feel, are well trained and non-judgemental in their approach to tenants and who involve tenants in decisions. Housing should be high quality and well designed with clear expectations for tenants and strong mechanisms for review and evaluation of programs.

Issues that relate to all these options are funding, the role of public private partnerships and how to provide services that are well integrated.

A Roundtable was then hosted by the Peel Community Development Group, with 50 participants representing 21 government, not-for-profit and community stakeholder organisations in the Peel. The roundtable identified two main target groups:

1. **Families,**
2. **Young people at risk.**

These groups were chosen as it was felt they would benefit most directly from increased housing options and that there would be a “ripple effect” that would spread this benefit broadly, help prevent future homelessness and help build engagement with education and employment.

The roundtable developed the following criteria for evaluating the model chosen:

- **Partnerships between private and public provision** in housing provision, tenancy management and support services,
- **Easily accessible transport and services,**
- **A diversity of housing** with universal design, and flexibility in size and design,
- **Some time restriction on transitional tenancy with on-going support** as tenants move into longer term housing,
- **High quality accommodation,**
- **Building tenants’ capacity to move into long-term rental or home ownership.**

An agreed model was developed for the priority target group of *families*. The agreed model was for **high quality, transitional housing that has diversity of accommodation for differing needs**. This fits most closely with the community co-managed cluster housing or the transitional longer-term model.

There was no clear consensus on whether this housing should be

- distributed across the city of Mandurah,
- in more than one location, as a cluster of 12-15 dwellings per location, or
- as a hub with more dense housing and services available, with more housing spread out in the community.

A specific model was not agreed on for the second target group *Young people at risk* due to time constraints within the roundtable. However there was discussion of day programs currently being run in Mandurah and support for exploring a model such as the Foyer model.

The recommendations from the roundtable are as follows:

1. That **families are the priority target group** for a secure and affordable housing strategy,
2. That for families, a proposal for **high quality transitional accommodation, with integration into community and support services that allows for support into safe, secure long term affordable housing** be developed for feasibility and business case development,
3. That the **second target group is young people at risk** of homelessness and disengagement from education and employment,
4. That PCDG work closely with the Peel Development Commission to develop submissions for feasibility and business case development for Recommendation 2,
5. That stakeholders engaged in the roundtable process continue to be engaged and consulted as the process for feasibility and business case development proceeds.



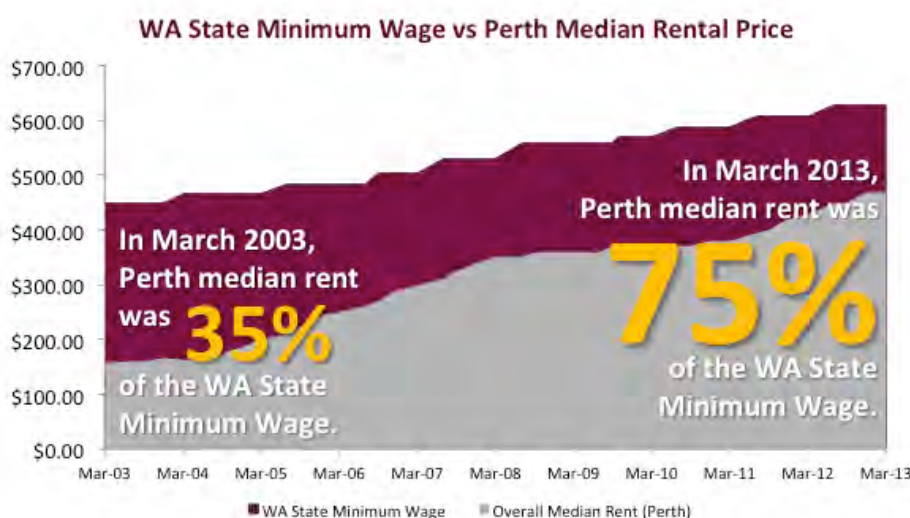
## Chapter 1: Project Background and Literature review

Homelessness has been classified as primary (those living on the streets, living rough, in cars); secondary (in emergency or transitional accommodation or with other households for less than 12 weeks) and tertiary homelessness (those in boarding houses for the medium to long term)[1].

The recent Peel Development Commission Peel Update 2012 [2] shows that Peel and Mandurah is growing quickly, with high proportions of the population in the over 65 but also the under 19 age group. Both these groups are sensitive to economic pressures affecting housing affordability, with fixed incomes for many older people and poor year 12 attainment (35% compared with WA 49%), higher than average unskilled labour force (49% compared with WA 41.5%) reducing apprenticeship levels and high youth unemployment for the 15-19 year age group. Drug and alcohol usage and mental health disorders also are important social factors. The median weekly income in Mandurah (\$948) is significantly lower than the WA average (\$1040) with an unemployment rate of 6% in the June 2012 quarter [2].

The Bankwest Curtin Economics Centre report on Housing Affordability; The Real Costs of Housing in WA [3], identified that Mandurah's 2013 median house price to income ratio meant that houses prices were considered as not affordable in the region. For those purchasing houses in Mandurah, the median income to price ratio is 6.8, meaning that the median price is 6.8 times the median annual income. For low income earners the situation is worse, with housing prices up to 9 times their annual income [3]. Even for those choosing to purchase an apartment, the median price of an apartment is still 7 times their median annual income rising to over 10 times for low income earners.

For renters, the situation is also unaffordable for many with rents requiring up to 44% of median weekly household income and up to 75% of incomes for those on low incomes [3]. Median rents range from \$270 to \$390 per week in different suburbs of Mandurah. One in eight households in 2012 were under housing stress (spending more than 30% of their gross household income on rent)[2].



[4]

Over 100,000 Western Australians are currently receiving Commonwealth Rent Assistance (CRA) payments for assistance renting in the private rental market; even with median fortnightly financial

assistance of \$120, 43.3% of those recipients in Western Australia are *still* experiencing rental stress [5]. In the Peel zone (Mandurah and Pinjarra) in March 2015, there were 428 family units on the DOH wait list; most are in housing with 100 on priority list. About 25 families are in DOH housing but are on the priority list for transfer, with about 25 classified as secondary homeless. The waitlist also had 302 singles over the age of 18 years without dependants and 294 applicants aged over 55 [6].

Both Peel away the Mask (PATM1) (2001) and PATM11 (2012) identified crisis housing and support as major and on-going issues for Peel. Domestic violence affects families, often younger parents with children. PATM11 [7] reported unpublished data from the Peel Police District indicating that Peel is in the top two districts for domestic violence incidents [7]. Currently there is only one refuge in Mandurah for victims of domestic violence and an increasing unmet demand for crisis accommodation, especially with increasing reports from older women [7].

Since PATM1 in 2001 two major changes have occurred. There has been

1. a state-wide decline in housing affordability and in public stock, and
2. an increasing emphasis on government and not-for-profit agency partnerships to deliver health, social and community services.

A report that highlighted issues around providing accommodation for Mandurah was undertaken by WestAus Crisis and Welfare Inc in conjunction with WACOSS in 2011 [8]. Their brief was to develop a feasibility study that would identify models of homeless accommodation and assess their viability. An important outcome was to provide the Peel Homelessness Networking Group with data and models to use as a basis for funding applications. They consulted widely with stakeholders who confirmed that the major issue was the lack of accommodation (crisis, transitional and long term) options.

Key areas of need, as reported by PATM11 study participants in 2012, included mental health services, indigenous health and social well-being, aged care, disability services; and youth services (in particular crisis care). Thus the issues around housing affordability and housing for those in crisis and transition remain clear and current. Whilst there is considerable commitment and experience by those working in the health, social and community service sector, PATM11 participants reported a number of issues that affected their capacity to deliver services. These were mainly limited funding, lack of accommodation for not-for-profit groups, inability to undertake prevention and early intervention programs, insufficient outreach and staff burnout.

In March, 2013 the Peel Community Development group hosted a workshop *Advocate together, Maximize opportunities*. Again accommodation was a key issue with crisis housing a major concern. These concerns were raised at WACOSS pre budget consultations in both 2013 and 2014 with a key budget recommendation to “provide access to affordable, appropriate and sustainable housing for West Australians vulnerable to homelessness and financial hardship”[9]. The key budget request was for

*Expanded pathways to secure & affordable housing to support vulnerable people achieve sustainable outcomes at key transition points on the housing continuum, by (i) increasing investment in social housing, crisis & transitional accommodation; (ii) providing incentives to increase affordable rental stock; (iii) supporting vulnerable people to achieve sustainable private tenancies.*

## Plans and strategies

*The WA Homelessness State Plan (2010-2013)* [10] identifies multiple strategies linked with the *National Partnership Agreement on Homelessness (NPAH)*. The State Plan, built on the NPAH and the National Affordable Housing Agreement (NAHA), had a number of initiatives aimed at:

- 1) early intervention to prevent homelessness,
- 2) breaking the cycle of homelessness, and
- 3) integrating services to support people in long term stable housing.

The evaluation of the NPAH [11] identified the value of all three approaches in the 14 initiatives undertaken by State and NGO providers. The report showed the importance of caseworker support for those who were homeless in any of the three categories. Whether the initiative was aimed at supporting those in the private rental market, those with drug and alcohol problems or mental health issues, escaping domestic violence or leaving corrective services, the comprehensive and long term support offered by the case workers was critical to the success of the program. Also invaluable was the availability of brokerage funds to overcome lack of bond money, pay off debt or access furniture or white goods. However, in almost all initiatives evaluated, there was a lack of affordable housing with timely access for those in need.

The Peel region clearly suffers from these issues and the range of needs identified through community consultation [12] resonate with the issues raised by the NPAH evaluation report. The Peel Regional Homelessness Plan (2011/2012) [12] identified priority actions to improve the integration of services and to develop a local model for moving people along the continuum from homelessness into sustainable housing. Sustainable housing recognises the need for stable housing arrangements, effective and safe property/rental management; and employment to generate sufficient income to cover housing costs as well as other priority basic needs. These issues link very clearly to one of the priorities of the 2010-2013 State Plan [10]: *integrating services to support people in long term stable housing*. The Peel Regional Homelessness plan 2014-2016 [13] has strategies to improve the stock of transitional or affordable housing in the region such as

- supporting VincentCare Transitional Housing project [14] in partnership with West Aus Crisis,
- exploring options for emergency accommodation,
- supporting current crisis support mechanisms, such as Passages [14], through the Peel Homelessness Networking Group and through the establishment of the Peel Regional Steering Group.

However the documentation did not identify the resources available to promote these strategies.

In 2013 the City of Mandurah commissioned the Stubbs report [15] to identify recommendations that the Council could undertake to “protect and increase the supply of affordable and diverse housing for key target groups in appropriate locations in the City of Mandurah.” p4. They project that housing stress will affect up to 10,000 households on very low, low and moderate incomes by 2026. Importantly, they identify that this extra housing will not be provided by the private rental market. The Stubbs report supports the approach of public private partnerships, particularly with a Registered Community Housing Provider, as a way forward. The report identifies four levels of planning intervention that will be both necessary and feasible to facilitate the delivery of affordable housing (AH). These involve:

1. Limited market intervention; ensuring efficient approval processes, land availability, providing planning support,
2. Facilitated intervention: removing impediments and including incentives for AH,
3. Mandatory intervention: requiring housing diversity, mandating a percentage of AH and time limited affordable rental through City masterplans, or
4. Direct market intervention; waiving fees for AH developments that enter into Public Private Partnership developments.

The Stubbs report was completed in early 2013 and has 80 detailed recommendations that could influence the role that the City of Mandurah plays in future developments. The feasibility study for affordable housing completed in 2011 [8] and the City of Mandurah Social Infrastructure plan [16] identified four potential housing and tenancy models.

Those four models (1) Short term Crisis, 2) High density multistorey unit style accommodation, 3) Community co-managed cluster housing including crisis hostel and apartments, and 4) a combination of crisis, transitional and longer term accommodation) are described below with two further models identified from the literature: 5) A youth focused facility linked to education and employment opportunities and 6) a permanent rental model for housing.

## **1.Short-term crisis accommodation**

Target groups

- People in crisis in need of immediate and transitional accommodation.

Key features

- High-density accommodation.
- Hostel style rooms for short-term crisis accommodation.
- Link in to services e.g. income support, health, counselling.

Comments

- *Would resolve urgent needs, relatively cheaply and quickly.*
- *Currently identified in the Mandurah Social Infrastructure Plan.*
- *Doesn't however, resolve the issue of transitional housing and longer term needs.*

## **2. High density permanent housing**

Target groups

- Homeless or affordable housing needs (with income cut-off for eligibility).
- All ages, genders, and backgrounds.
- Individuals must have some form of income to pay rent.

Key features

- *Housing first* approach.
- High density, permanent, affordable accommodation.
- Managed apartment building.
- Links with support services e.g. Health and social services and activities including arts, education, sport.
- Permanent housing available through
  - tenancy agreements,
  - rent based on residents' type of income.

Comments

- *Emphasizes support for rough sleepers – not only young people.*

- *Incorporated body that links with Common Ground alliance – nine common ground buildings are now operating in Adelaide, Melbourne, Brisbane, Sydney and Hobart. See Appendix 7: Common Ground, Adelaide.*
- *These provide supported accommodation using the Housing First model- not crisis services but permanent supportive housing solution.*

### **3. Community co-managed cluster housing**

#### Target Groups

- Individuals and families in need of affordable transitional housing or crisis housing.

#### Key Features

- Long term transitional and crisis housing.
- Could have several small block apartments and a linked block of crisis hostel with shared facilities.
- Different service providers manage support depending on needs with housing provider managing the accommodation.
- May also have social enterprise associated for income generation/employment.

#### Comments

- *Property management can be handled by a not-for-profit organisation with assistance from tenants.*
- *This can provide supported accommodation using the Housing First model- not crisis services but permanent supportive housing solution.*
- *Requires income and involvement by tenant.*

### **4. Combination crisis, transitional, and longer term housing**

#### Target groups

- People needing affordable permanent or crisis accommodation
- All ages including some families.

#### Key features

- This would include mixed use, crisis, medium-term places (motel style) with family units for longer term.
- Some common facilities included such as common activity areas, facilities for support staff and services.

#### Comments

- *Whilst this provides for needs across a broad range it requires careful management as longer-term accommodation may not be easily co-located with crisis and transitional beds.*
- *Crisis accommodation linked with those escaping domestic violence has specific needs for privacy and security that may be difficult to manage in a combination model.*

### **5. Youth focused facility**

#### Target groups

- homeless youth aged 18-25 at risk of homelessness.
- individuals with some availability for young single parents of very young children.
- Individuals must have some form of income, with income cut off for eligibility.

#### Key features

- Housing first approach.
- High density transitional housing, 2 year stay.
- Linked with on campus education/training, residents must undertake an education plan.
- Links with support services e.g. health, activities.
- Includes in-building retail/café space.
- Tenancy agreement.

#### Comments

- *The Foyer model is a transitional housing approach with limited tenancy (2 years), focused very much on young people linked with support services, education and training.*
- *The Oxford Foyer recently opened in Leederville. The Oxford Foyer is managed in Leederville by Foundation Housing and is on the site of Central Institute of Technology. It has a selection process for applicants and requires commitment to an educational plan.*

### **6. Permanent rental in community model**

#### Target groups

- Low income individuals or families in need of affordable housing.
- Homeless or have been in the past.

#### Key features

- Permanent housing, with property and tenancy management by social enterprise real estate company
- Provide short and long term case management services to people with complex needs.
- Works alongside mainstream service systems e.g. Health, disability, justice systems

#### Comments

- *Rental properties can be provided by investors willing to accept a cheaper than market rent or philanthropists willing to provide their properties to assist in providing housing for low-income tenants.*
- *An example is Home Ground (Melbourne) that targets individuals with complex needs who may have been turned away from other services.*
- *This model doesn't address the needs of those with no access to income.*

These options were identified from best practice in helping homeless people, both locally, nationally and internationally.

The best practice principles are that the provision should:

- i. Include a range of support services, wrap around services – financial, health, employment, childcare,
- ii. Include strong cross-sector service integration- client centred, flexible, inter-professional,

- iii. Take into account the trauma that many homeless people have suffered including both physical and psychological abuse- this includes longer term transitional accommodation that reduces the insecurity homeless people feel and a respectful engagement with these people,
- iv. Involve consumers in decisions about accommodation, services, evaluation,
- v. Provide high quality, well designed accommodation with staff who are well trained and supported,
- vi. Have strong mechanisms for on-going review and evaluation in order to respond to challenges, needs and opportunities,
- vii. Clarify expectations using service and customer charters,
- viii. Provide a non-judgmental approach by staff which is focused, individualized, shows respect for the person and involves a sense of humour.

The 2014 Social Infrastructure Plan for Mandurah [16] has a Social support and crisis support facility planned that responds in some part to supporting those in crisis and appears to be similar to that provided by Passages (who helped 756 individual clients in 2013, 60% aged 18 years or younger).

Stakeholders who work in this area have specific target groups such as youth (Passages), women and children and domestic violence (Pat Thomas house) and transitional housing (Vincent Care).

Models 2,3,5 and 6 are very much focused on *Housing First* approaches that are based on the concept that a homeless individual or household's first and primary need is to obtain stable housing, and that other issues that may affect them can and should be addressed once housing is obtained. In contrast, many other programs operate from a model of "housing readiness"- that is, that an individual or household must address other issues that may have led to the episode of homelessness prior to entering housing. Rather than moving from crisis to transitional, then to permanent housing, housing first moves straight to providing permanent housing with support[17]. However, the limited stock of affordable and available housing means that crisis and transitional models of housing needed to be considered by the stakeholders.

The aim of the roundtable was to reach consensus amongst the stakeholders about the model they would support, bearing in mind that the aim is to maximise flow-on benefits to other sectors of the homeless group in Mandurah.

## Summary

In summary, the situation is clear but complex, there is a need for accommodation which covers crisis, transitional and long-term affordable housing in the rental market. The population of homeless people in the Peel region are diverse, ranging from youth, 15-25 year olds, families suffering housing stress, women and children suffering domestic violence, single men and increasingly older women.

Four options were identified in 2011 [8]

- 1) Crisis hostel,
- 2) Multi storey high density long term accommodation,
- 3) Community Co-Managed Cluster housing; singles and families, with some crisis accommodation,
- 4) Combination crisis, medium and long term housing,

with two further models considered since that report,

- 5) Youth focused facility
- 6) Permanent rental in the community model.

Issues associated with these options are:

- Funding models for both building and managing these facilities,
- Service provision for those models that need “wrap around” services,
- How to best integrate the service provision from the current stakeholder and providers,
- What opportunities there may be for new providers or supporters in Mandurah.

The aim of the roundtable was to reach consensus amongst the stakeholders about the target group or groups on which to focus and the housing model they would support, including service provision, funding models for services and housing provision and management. These decisions were made keeping in mind that the aim was to maximise the “ripple effect” or flow-on benefits to other sectors of the homeless group in Mandurah.



## Chapter 2: Methodology: data collection and review.

The City of Mandurah was responsible for contract management for the project, and with the Peel Community Development Group and Peel Regional Homelessness Group, a working party was formed to help guide the stakeholder identification and engagement strategy and the overall development of the project. Stakeholders were identified who may also be useful for future reference i.e. contact through Homelessness Network Group, PCDG database and CoM database to identify organisations that currently or intend to engage in supporting regional community members with housing stability issues. Organisations with experience in working in the affordable housing sector were also identified.

The project took a qualitative approach, as the aim was to understand the current issues around homelessness in the Peel region and to collectively plan a way forward with a stakeholder agreed proposal. Contact with known stakeholders who provide support services or housing provision was made. Snowball sampling used known stakeholders to identify other providers who were interested in being involved. The following data collection methods were used.

1. Desk audit of existing reports, plans and strategies that;
  - a. support those in need to accommodation or support services in Peel,
  - b. provide affordable housing for those in need,
  - c. linked to State and National strategies and funding.
2. An audit summary document was then produced and sent to known stakeholders with a request for an interview that would help establish;
  - a. whether the summary document was an accurate representation of the current situation,
  - b. whether there were changes to the stakeholders plans and strategies that had not been identified in the summary document.
3. Face to face interviews or telephone interviews with stakeholders with summary notes of interviews and major issues identified.
4. A Roundtable to bring stakeholders together to collectively review the current situation and identify an agreed;
  - a. target group or groups,
  - b. proposal for a built facility .

The Roundtable format is shown in Appendix 1.

The project collected these data over a four month period from November 2014 to March 2015. The project timeline is shown below. A number of stages were carried out concurrently.

Stage	November	December	January	February	March
Desk audit					
Identification of stakeholders					
Interviews with stakeholders					
Review of findings					
Roundtable					
Report					

## Chapter 3: Findings.

### Desk audit of reports, plans and strategies

The result of the desk audit has been outlined in Chapter 1. Additional information has been added since the original audit in November 2014. Further information was presented at the Roundtable and has been included in Chapter 3.

### Interviews

Eighteen interviews were held with stakeholders between December 2014 and March, 2015. Notes were made and important issues, concerns, activities and target groups were noted.

The following points were emphasised in interviews;

- The National Rental Affordability Scheme (NRAS) is important to allow renters into the private rental market,
- Crisis and transitional housing for families and young people is urgently needed,
- Increasing number of 13-19 year olds needing supported accommodation,
- *Housing first* model supported by most stakeholders,
- Private housing developers and providers could be part of the solution that would reduce the reliance on government funding.

Appendix 2 shows a list of stakeholders who were interviewed and/or attended the roundtable.

### Roundtable

On Friday 6 March 2015, a Housing Security Roundtable was convened to determine and agree on key regional priorities for infrastructure development. The roundtable was planned by the Peel Community Development Group and attended by representatives of the Department of Housing, Department of Child Protection and Family Support, Shelter WA, VincentCare, Disability Services Commission, WestAus Crisis and Welfare Service, Pat Thomas House, Foundation Housing, Alliance Housing, Stellar Living, Access Housing, City of Mandurah, Calvary Youth Services Mandurah Inc, St Vincent de Paul, Peel Passages Resource Centre, Peel Development Commission and Peel Regional Homelessness Steering Committee.





The roundtable was facilitated by Dr Dorothy Lucks from SDF Global.

To allow any updates to be provided by stakeholders a one page template (Appendix 2) was made available to all attendees to update their details, plans and was completed by 14 attendees on behalf for their organisations.

Appendix 3 shows the details of client focus of these organisations, current client numbers in Mandurah and other areas within the Peel region, the types of services provided and plans for future development.

### Roundtable presentations

1. Anne Sinclair, Board Member of the PCDG, welcomed the participants to the Roundtable and gave an overview of the purpose of the day.
2. Uncle Harry Nannup provided the Welcome to Country and reinforced that aboriginal families had difficult histories around housing and often needed more support to be successful tenants or home owners.
3. Tracey Gillett, CEO of the Department of Child Protection and Family Support (DCPFS), spoke about the role of the Peel Regional Steering Group (PRSG) formed in 2014 as a combination of local and state government responding to the Peel Homelessness Networking Group's continued view that targeted and strategic planning was needed. The PRSG focused on four priority actions;
  - 1) Maintaining a range of accommodation options,
  - 2) Promoting collaboration and sharing,
  - 3) Exploring day time programs for homeless and transient people,
  - 4) Providing access to basic facilities.

Tracey pointed out that these priorities seem obvious but are also very complex so there is a need to consider priorities and funding, so DCPFS is very pleased to see the role that the PCDG and the City of Mandurah have taken in developing these ideas.

The State Homelessness Plan 2010-2013 [18] focuses on early intervention and a better service delivery model, as well as breaking the cycle of homelessness. There are still issues about future funding from Commonwealth that has delayed the review of this plan. The WA Council on Homelessness is undertaking a review of the current plan and the State is looking at a shorter-term

plan. The NAHA and NPAH agreements covered four years with transitional plan to June 2014. As part of the May 2014 budget there was \$115 million allocated to the NAHA plan with WA, with a requirement for State government matching. The State government has announced yearly contractual arrangements for funding that will be in place to 2017. The Prime Minister has announced Terms of Reference for the development of a White paper on the Federation and role of government with issues papers on housing and homelessness [19].

We know that housing underpins economic engagement but the statistics show that affordability has been on the decline since 2000 for both houses prices and rents that have tripled since 2000. Growing numbers of people are seeking assistance due to domestic violence, with up to 36% of those seeking housing in WA escaping domestic violence. Tracey emphasised the cost of health for people who are living with homelessness. There is ongoing concern from the State government about the focus of Federal government funding.

4. Sue Leonard from the Peel Development Commission (PDC) spoke about the PDC involvement and the development of the Peel Regional Blueprint which has “*strong and resilient communities*” as an integral part of economic development and prosperity in the Peel. She focused attention on the linking of Royalties for Regions (R4R) funding on economic opportunity and development through the Southern Investment Initiative Fund. A project for secure housing in the Peel is a priority. It is recognised that stable housing is a pre-condition to access to education and employment. A concept paper was submitted to R4R to develop the outcome of this roundtable but was unsuccessful, so Sue stressed the importance of coming up with an agreed proposal to strengthen a further submission to the Department of Regional Development by 19<sup>th</sup> March 2015.

5. WACOSS presentation (CEO Chris Twomey was unable to attend), delivered by Dr Dorothy Lucks.

Secure housing is an economic issue so an integrated approach is critical to success. The provision of secure housing is critical to economic development. Without safe and secure housing opportunities for education and employment becomes secondary to the need for shelter. Housing is a critical social service that is the biggest cost for those on low incomes and now takes 40% of household income, despite millions of dollars spent on helping tenants meet their rent. So it's not just about support, it's about supply of housing. The cost of housing continues to rise much faster than income and the supply is often located on the urban fringe where the cost of transport is high and public transport inadequate, making travel for work expensive and time consuming. This is the situation in Peel.

In 2012-2013 the WA population grew by more than 81,000 people but only 18,300 new dwellings were built. The lack of affordable rental properties is limiting the opportunities for those who wish to transition out of social housing. The need for crisis accommodation is increasing the pressure on the public housing system and increasing the prevalence of homelessness, with the Department of Housing wait list increasing by over 80% in the last decade.

Of the over 9000 people homeless on any one night in WA, 25% are children, 34% are due to domestic violence or family breakdown and 28% due to unaffordability of accommodation. Repeat periods of homelessness grew to 5% nationally in 2013-14 up from 4.4% in 2012. Level of housing instability is high in the Peel, known through Centrelink information or high housing mobility but there are limited specific data.

Housing helps people lift themselves out of poverty. The costs of housing instability add an extra \$29,450 per annum to provide health and justice services to a person who is homeless for one year or over \$700,000 or \$566 per week if they are homeless over a lifetime. This is higher than the

Perth median rental costs per week, so it costs the State more to deal with people who are homeless than it would to help them access housing. It would be smart to help people and save the State money.

WACOSS will continue to support the proposal agreed today.

6. Personal stories from Peel residents who are or have been homeless. Names have been changed.

Brendon- an 18 year-old apprentice painter, who has moved three times in the last two years, from his parents, then to Fairbridge and he is now in a private rental. He thinks he could have been living in the back of his car however if he hadn't secured his apprenticeship. Brendon was working at IGA and heard about Fairbridge from a neighbour who worked at Fairbridge, but he found it hard to go through all the paperwork required to get an apprenticeship. However he was successful. Brendon earns about \$500 a week, most of which is spent now on rent, car and phone bills. He found his current private rental on-line after about six weeks of looking. Although he did have some savings to put towards a bond he said he would have appreciated help with the bond but he didn't know about bond assistance.

Grace- 20 year-old mother of three boys. She has moved four times in last three years – Grace had to move out due to her partner having had another child in a different relationship and insufficient room in the house. She is currently sub-letting but it is an increasingly difficult situation with six people living in the house. Grace has tried to get a rental but finds very few options for a single mother with three young children. Grace said that she was turned down for bond assistance as her Centrelink payment was too high. She would like to undertake education and to do a Certificate IV but she can't afford the childcare of \$60 per day. Grace doesn't feel that she has had help.

Bob- 67 year-old man on an aged pension who had a marriage breakup five years ago after 37 years of marriage. Bob moved about until he ran out of money and began living in the back of his van for five months. He didn't see himself as homeless but as "between housing". When summer came he looked for options but realised that he couldn't afford the bond for a rental and he didn't know about bond assistance. Bob was parking in 24 hour parking but was moved on by security. Bob complained to the Council but couldn't get any help or answers so he saw his local MP who helped him access legal services. The legal services connected him with Care Options in collaboration with WestAus Crisis. Bob then applied for the public housing wait list but says he was told his income was too high, although he can't understand how he could have too high an income as he is on the aged pension. Bob got temporary accommodation through Access Housing and now has a rental, after support from Care Options. He is happy in his current housing but, paying almost 50% of income in rent plus other costs, it doesn't leave much over. Bob has some health problems so can't see himself working at the moment.

These personal stories along with the presentations from DCPFS, WACOSS and PDC focused participants on the real costs of homelessness, in all its forms and the need to identify target groups and an agreed proposal or proposals to take to feasibility and business case development.

## Roundtable discussion.

### *A. Target group.*

Roundtable participants were unanimous in agreeing that there was a critical need for secure housing and supported the *housing first* principle, which confirms that housing is the critical success factor allowing people to re-engage in education and work.

The priority target groups were

*1. Families experiencing homelessness.*

There are 428 family units on the DOH wait list. –most in housing with 100 on priority list – about 25 in DOH housing but on priority list for transfer – about 25 are secondary homeless. The waitlist also has 302 singles over the age of 18 years and 294 applicants over the age of 55.

*2. Young people at risk of homelessness, or who have disengaged from the education and training system with limited ability to access employment.*

These target groups were chosen as they would;

- benefit most directly from a transformational project and
- provide a “ripple effect” that would spread benefit broadly. This takes a preventive approach to future homelessness and disengagement from education, training and employment.

*B. Criteria for evaluating housing models.*

Participants were then asked to identify the top six criteria that would be critical in evaluating a proposed model. The agreed criteria were;

1. Partnerships,
  - a. both private and public providers,
  - b. between tenancy managers and support services,
  - c. Between support services (already good in Peel).
2. Accessibility to transport and services,
3. Diversity of housing stock with focus on
  - a. Flexibility in terms of size and function,
  - b. Universal design.
4. Entry and exit strategies for accommodation; Some time restriction on transitional tenancy, would be best if tenants could transition into long-term accommodation in the same location and tenancy. Transition was seen as related to provision of support and education and employment opportunities rather than location.
5. High quality accommodation with access to well designed and maintained public open space,
6. Helping tenants transition into long term rental or home ownership is a target goal.

Participants were unanimous that the proposed housing should not produce;

1. social isolation and a ghetto area,
2. an institutionalised setting.

Appendix 5 lists all the criteria that participants felt were important in the development of this project. The issues were consistent with the evidence presented in Chapter 1.

### *C. The model proposed*

The roundtable discussion showed a consistent need for diversity in the housing proposal for the primary target groups of families. Some models, such as the Oxford Foyer and Multistorey high-density housing tend to be focused on a specific group. However families require diversity, flexibility and the capacity to move along the housing continuum. This approach also links very well into the training and employment outcomes. The overall focus for families who are struggling is to help them get some stability and get their lives back on track.

The following models were discussed.

1. Community based, temporary accommodation with support, onsite multifunctional facility with connectivity to services, support tied to the person not the property.
2. Transitional housing in small flexible clusters, where transitional means the process through which the family moves rather than the physical movement, working with housing provider or developers, families could move from being supported into rental or even home ownership in the same property.
3. Base for crisis accommodation with connections to longer-term housing that is accessible for services, possibly some office space for services for longer term housing that is scattered throughout the community.
4. Support following the person rather than the accommodation.

Overall the agreed model was for *high quality, transitional housing that has diversity of accommodation for differing needs.*

Three slightly different transitional housing models were discussed:

1. Housing distributed across the city that is integrated into the community,
2. Housing in more than one location with clusters of 12-15 dwellings- (this is very dependent on land availability),
3. Hub of more dense housing with housing spread out in the community but supported from services in the hub.

The DOH has shown that putting people in similar circumstances together doesn't help them move out of their circumstances –families need to be integrated into society.

Discussion of the three models discussed did not produce a clear consensus as there are many factors that will determine the final location and style of dwellings. However it was very clear that the focus and agreed proposal for the target group of families is

*“for high quality transition accommodation leading to long term housing related to land that is available with integration with community and support services”*

The proposal must allow for transitional support into safe, secure long-term affordable housing and opportunities for life-long learning and employment where possible.

The second target group of Young people at risk of homelessness and disengagement from education and employment was discussed in conjunction with the families primary target group. There was

clear consensus that accommodation needed to target a broad group of youth and linking with education and training and ultimately employment was critical. There was some discussion of exploring the Foyer model as a second proposal for the Peel region.



## Chapter 4: Conclusions and Recommendations.

Interviews and roundtable discussion reinforced the need for long term solutions to increase secure and affordable housing. The demand for affordable housing in the Peel region is high and all stakeholders agreed that there is a critical need for secure housing. They supported the *housing first* principle in which housing is the critical success factor allowing people to re-engage in education and work.

Although there was a broad range of stakeholders with specific target groups and responding to different needs there was unanimous support for the target groups prioritised.

- Families experiencing homelessness,
- Young people at risk of homelessness or who have disengaged from the education and training system with limited ability to access employment.

Focusing on families and young people was seen to have a *ripple effect* that could be both cross generational and intergenerational in helping people engage with education and employment and contributing positively to their own well being and that of the Peel region.

There was also consensus that institutionalising family groups is not a useful strategy and integration into the community, in a way where outreach support services can be easily accessed, is critical to success. These views coincide very much with the findings of the NPAH Evaluation report [11] and would build on already successful support service partnerships in the Peel region.

In all discussions, the critical factor is the lack of affordable housing and it is this lack that affects the movement of people from crisis through transition and into longer-term sustainable and affordable housing. The economic and social costs of supporting the homeless makes it clear that prevention is better than crisis support, both for the person and family, the community and the economy.

Young people at risk were discussed in conjunction with the families target group. There was clear consensus that accommodation needed to target a broad group of youth and linking with education and training was critical. There was interest in the Foyer model as a second proposal for the Peel region. A recent report on the financial analysis of Foyer and foyer-like models [20] show that current models in Australia are heavily reliant on government funding for construction and that rental income cannot meet the full costs of operation. However the longer term costs of not providing housing and facilitating engagement with education and employment has already been estimated at almost \$30,000 per year per person so costs must be seen in this light. The review also found in both the UK and Australia that 40-45 places were optimal and in places where larger facilities had been tried, they were simply too large and became a community within itself with the goal of integration into the community very hard to achieve.

The recommendations leading from this project and specifically the stakeholders' roundtable are as follows.

### Recommendation 1

Families are the priority target group for a secure and affordable housing strategy for Peel.

### Recommendation 2

For families, a proposal for high quality transitional accommodation, with integration into community and support services that allows for support into safe, secure long term affordable housing be developed for feasibility and business case development.

#### Recommendation 3

Young people at risk of homelessness and disengagement from education and employment be the second target group.

#### Recommendation 4

PCDG works closely with the Peel Development Commission to develop submissions for feasibility and business case development for Recommendations 2.

#### Recommendation 5

That stakeholders engaged in the roundtable process continue to be engaged and consulted as the process for feasibility and business case development proceeds.

## Appendix 1

### Affordable and Secure Housing: Program Roundtable Discussion for the Peel region 6<sup>th</sup> March 2015 from 9am – 3pm at Bendigo Bank Stadium, Dower Street Mandurah

Time	Length (min)	Agenda	Process
8:40am	20	Registration	
9:00am	5	Welcome to Country	Harry Nannup
9:05am	15	<b>Getting Started</b> <ul style="list-style-type: none"> <li>• Welcome</li> <li>• Purpose and Aim of Round Table</li> <li>• Explain Process for Round Table</li> <li>• Who's in the room and what do you bring</li> </ul>	PCDG Chair - Paddi Creevey  Acknowledge funds from CoM and LotteryWest  Dorothy Lucks - Facilitator. <ul style="list-style-type: none"> <li>- Focus on outcome for the day</li> <li>- To determine which priority project/s will be considered for feasibility study development?</li> <li>- Focus on infrastructure but all ideas important and will be collated during the day to feed into broader regional strategy.</li> </ul> Managing expectations – only one/two concepts will be progressed  Discussion protocol
9.20am	40	<b>Housing Sector Updates</b> <ul style="list-style-type: none"> <li>• Tracey Gillett</li> <li>• WACOSS</li> <li>• PDC</li> </ul> Q&A from floor	Set up as a panel presentation –  10 minutes maximum for presentations  allow tight 10min for Q & A after all presentations complete.
10.00am	20	<b>Housing Insecurity</b> <ul style="list-style-type: none"> <li>• Experience 1 (youth)</li> <li>• Experience 2 (older single person)</li> <li>• Experience 3 (single parent)</li> </ul> SUMMARY – CLIENT NEEDS	Panel of current – previous community members who have experienced housing insecurity  5 minutes each to share their story (interview panel format)  Facilitator – Dorothy Lucks – confirm our focus
10.20am	25	Morning Tea Break	
10.45am	35	<b>At the Coal Face</b>  PLENARY	Group discussion at tables. Local priority infrastructure needs. <ol style="list-style-type: none"> <li>What is needed NOW and WHY.</li> <li>Signs of change/trends</li> <li>What is needed MOST</li> </ol> Groups feedback their top 2 Priority needs  Facilitator – Dorothy Lucks

Time	Length (min)	Agenda	Process
11.20am	45	<p><b>Moving Forward</b></p> <p>Different Options to consider</p> <p>PCDG research and overview of different models</p> <p>PLENARY OPEN DISCUSSION SUMMARY</p>	<p>Liz Storr /Sue Fyfe - Information session about potential models - key features and some examples</p> <p>Liz/Sue/Dorothy</p> <p>Other ideas for consideration? <i>Keep v brief at first then can go into more detail if time available.</i></p> <p>- Other ideas put on boards and butchers paper around the room for review and to add to – during lunch.</p> <p>Facilitator – Dorothy Lucks</p>
12.05pm	40	<p><b>Criteria for Prioritising Options</b></p> <p>The importance of decision-making</p> <p>Defining the criteria</p> <p>SUMMARY – Criteria for Prioritising</p>	<p>Facilitator – Dorothy Lucks(collective responsibility for deciding the course of action for the region and results for those who need assistance)</p> <p>Group Session</p> <p>Provide some examples of criteria e.g. (see Attachment 1</p> <p>Given the above needs and what’s already happening at the coal face:</p> <p>What are the criteria for prioritising infrastructure?</p> <p>Facilitator – Dorothy Lucks</p>
12.45pm	45	Lunch	
1.30pm	45  30  15	<p><b>Making the decision – Top Priority for the Peel</b></p> <p>Review of priority options – identified from Coal Face and models discussions. Apply the criteria developed</p> <p>PLENARY</p>	<p>Facilitator – Dorothy Lucks.</p> <p>Group session-</p> <p>Each table decides on top one or two options.</p> <p>Plenary to identify if clear leader – if not, plenary to discuss advantages/ disadvantages of top 3/4 to try and reach consensus on 1 or 2 that will be covered in the proposed feasibility study.</p>
2.15pm	35	<p><b>Making it Work: Bringing the collective expertise on what the feasibility study will need to consider and capture thoughts for the wider strategy in future</b></p>	<p>Group session -</p> <p>– what needs to be considered to make a successful model – e.g. staffing, disability access.</p> <p>What will make it work! Make sure all voices are heard and acknowledged.</p>
2.50pm	10	<p><b>Wrapping up</b></p> <p>What happens next with the info from today</p> <p>Thank you for attending</p>	<p>Facilitator – Dorothy Lucks</p> <p><i>Key success factors</i> <i>In principle commitment to support</i> PCDG Chair - Paddi Creevey</p>
3.00pm		CLOSE	Thankyou , acknowledgements Paddi Creevey Anne Sinclair

## Appendix 2

### Template for Peel Affordable Housing Roundtable

At the Roundtable our focus is on sharing ideas around affordable / secure housing in the Peel region and proposing a mutually agreed proposal to proceed for further feasibility Please fill in these details about your organization and your work so that we can share the information amongst the group and ensure that our time is spent productively in decision-making.

Please fill in your organisation's details in the boxes below		
1	Organisation name:	
2	Your name and position	
3	Others from your organization attending the Roundtable:	
4	Priority client focus eg single, youth , families	
5	Special client group eg *those with mental health problems *private tenancy support	
6	Current client numbers in Mandurah	
7	Current client numbers elsewhere in Peel	
8	Please describe your services eg *Housing provision, *Housing services (and if so what type) *Housing advocacy *Other- please describe	
9	If you are a housing provider please briefly describe the number and type of properties you provide	
10	Plans for future development	
11	Status of your Plans for future development  Eg in planning phase, Budgeted, started,	
12	Other issues or ideas	

## Appendix 3

### Stakeholders, interviews and roundtable attendance.

Stakeholder	Contact	Interview	Roundtable attendance
Peel Community Development Group members	Anne Sinclair Tim Williams Sharon Dann Karen Lyons Zuzana Fridrichova David Walton Liz Storr Brian Dodds Dorothy Lucks Shahan Dobson		Yes Yes Yes Yes Yes Yes Yes Yes Yes yes
City of Mandurah	Lesley Wilkinson Tim Hartland Nick Benson Tony Free		Yes Yes Yes Yes
St Vincent de Paul	Jim Mather  Mark Fitzpatrick (CEO)	Yes  yes	Yes  Yes
Passages	Leah Watkins		Yes
Uniting Church care	Rev John Marshall		
Department of Housing	Rick Muir		Yes
Peel Development Commission	Mellisa Teede Sue Leonard	Yes	Yes
Department of Child Protection and Family services	Tracey Gillett	Yes	Yes
Uniting Care west	Sue Ash		
West Aus Crisis	Lynn Rodgers  Debbie Trimmer  Jackie Kernachen	Yes	Yes  Yes  yes
AnglicareWA	Priscilla Wheatcroft	Yes	Yes
Access Housing	Kathryn Moorey	Yes	Yes
Calvary Youth Services	Lisa Dunne		
Mandurah Rotary	Gary Brown  Stewart Forest	Yes	Yes  Yes
Pat Thomas House	Kirra Grenfell		Yes
Salvation Army	Michael Cossington		
Peel Community Kitchen			

Fairbridge	Denise Hardie Elaine Palmer	Yes	Yes yes
Foundation Housing	Kathleen Gregory Scott Brotherwood	Yes	Yes
Reach Out	Nikki	yes	
Care options	Tracey French	yes	
Peel Youth Program	Be Westbrook	Yes ( by email)	Yes
Nidjalla Waangan Mia	George Walley	Yes	yes
FORM	Lynda Dorrington	yes	Happy to be involved later
Shelter WA	Chantal Roberts		Yes
Stellar Living	Steve Walker		Yes
Alliance Housing	Mark Bateman		Yes
Foodbank	Carline Cox		Yes
Australliance Pty Ltd	John Cusack		Yes

#### Appendix 4 Update of information provided by stakeholders at the Roundtable

Organisation	Client focus	Special client groups	Client no Mandurah	Client no Peel	Services	Future plans	Other issues ideas
Peel youth services	Youth and their families	Young mothers, young pregnant woman and their children	580 families ( 2014)	60 families	Early intervention	Purpose built youth development centre with respite accommodation for parents, youth under 18 ( with house parent) dormitory style with common areas.	
Pat Thomas house	Family Domestic violence		No info	No info	Crisis outreach support, domestic Violence, childrens support group		
Stellar Living Ltd	Housing familes, aged, singles	CDHP Crisis	154 properties  310+ clients		Housing Lakelands 86  Meadow Springs 46  Erskine 22		Transitional , foyer housing
Alliance Housing	Anyone needing housing	Supported housing	MOU with Stellar living	Looking at Peel		MOU with Stellar Living	100 in Southwest area Targettiing R4R funding
Vincent Care ( SVdPWA)	Homeless, young people				100 beds	Development of comprehensive housing strategy around provision, support and advocacy	



SVdPWA	Youth families	Mental health , homeless prevention	50/week	25/week	Emergency relief, Housing intervention		
Shelter WA					Advocacy around affordable housing		
Access WA	Social and affordable housing		400	1800+	Housing provision	20+ units in Central park	
Dept Child protection and Family support	Children and families						
West Aus crisis	Crisis		25 plus  123 on wait list				
City of Mandurah	All residents of the CoM					Social Infrastructure plan 2- 13-43	

## Appendix 5 ; Criteria for evaluating housing proposals

Group 1	Group 2
Partnerships – has to be between providers and support services and between public and private providers/ funders and developers	What are we going to provide – number of rooms
Operator has experience	Partnerships – not for profits – needs to be an income or contribution from tenants to housing – maybe from government –
Diversity of stock and smaller properties mix of housing	Location
Access to transport	Purpose design
Time restriction on the tenancy	Close to facilities
Access to high quality public open space	Close to appropriate support services
Support and encouragement to move people through to long term rental or private home	Screening clients – access to support services
	Sharing information between agencies - services
Group 3	Group 4
Diversity of housing types to allow flexibility to tailor to individual clients	Diversity of stock – ability to meet a range of needs – cultural perspective – aged young aboriginal
Close to transport, employment , schools, TAFE facilities	Location access to transport and services
Accessibility to services	Partnerships – draw range of private investors, developers, government
No timeframe – some can transition some take longer – need more time	Support of service agencies – offer of services - but sometimes just a roof is required
Group 5	Group 6
Location – services transport, peoples own communities	Public transport
Quality accommodation and wrap around services	Centrally located
Inclusive – cater to diverse range of needs and groups	Support services – micro level
Time limited – exit strategy to permanent housing	Model – transitional model with time limited support
Support and training inbuilt to up-skill to allow permanent housing	Nice environment - quality housing
	Diverse range on offer for families
	Availability of land

## Appendix 6

### Issues and proposals discussed by roundtable groups

Group reports	Issues	Proposals
1	<p>390 families on waiting list in Peel, 80 on priority list and 25 who are homeless. Some people don't consider themselves homeless</p> <p>WestAus crisis has 123 families on wait list concern about gap in services</p> <p>CoM identified need for 400o affordable housing units with 1900 for families</p>	Need affordable stock for purchase
2	<p>Cluster versus distributed development dependent on land availability and cost</p> <p>Support component needs to include education, land training and health, using outcomes based metrics</p>	
3	<p>Need to link eligibility to measurability- need tight contracts</p> <p>Moving people out of transitional, public housing into home ownership is a social contract.</p> <p>Education and training needs must be considered</p>	Social enterprise model would help provide education, employment and housing
4	<p>Link eligibility to outcomes, school, training, reciprocal agreement\PCDG needs to consider possibilities outside an infrastructure build</p> <p>Need to help build resilience</p>	Partnerships to build, training and jobs to assist with build social, enterprise model
5	<p>Need strong evidence for cost benefit analysis but time lag in economic gain but also short term benefits in movement to employment, education, training</p> <p>Can access database from State and Federal departments by negotiating with gov't departments</p> <p>PDC will need detailed business plan for R4R applications</p> <p>Land required will be deciding factor for costs</p>	<p>Air space development with underutilised land</p> <p>Use modular construction to reduce building time and labour costs</p>
6	<p>Need to consider areas outside Mandurah</p> <p>Cannot assume that people who become homeless or are homeless know how and where to get support.</p>	
7		Consider an ethical investment estate. R4R invest in an estate to

		<p>build a diverse range of dwellings but allot a proportion of the buildings open to investors to purchase and provide more accommodation .</p> <p>Housing cluster to work within a social enterprise model with training spaces and common areas where business activities can be supported and undertaken buy residents in the cluster. Could be block of units or separate houses</p> <p>Consider a men's shed to help men's health</p>
8	<p>Unlikely that R4R will fund the construction or purchase of scattered housing stock- responsibility of the DOH. Need a project that is attractive and tangible to funders</p> <p>Need space and larger properties for mix of cultural and family needs</p> <p>Mix of social and private housing within the cluster with private helping find the rest.</p> <p>Design needs to acknowledge cultural, environmental and a range of access needs/</p>	<p>Social enterprise property trust that will buy or hold houses for affordable housing Potential for partnership with private sector</p> <p>Ethical investment property trust. Focusing on Social enterprise building company.</p> <p>Social enterprise building company</p> <p>Potential sites near future railway and transit hubs, regenerate older suburbs eg Greenfields and Coodanup, inner Mandurah near existing neighbourhood. With potential for expansion.</p> <p>Foyer model for young people supported as well</p>

## Appendix 7

### Notes on visiting Common Ground Adelaide December 2<sup>nd</sup> 2014: Sue Fyfe

Sally Langton, Operations manager [sally@cgadelaide.org](mailto:sally@cgadelaide.org)

Maria Palumbo CEO

RELATIONSHIPS ARE THE KEY, PROVIDING A PLACE FOR PEOPLE TO CALL HOME.

Common Ground grew out of a visit to Adelaide by Rosanne Hegarty from the USA as “ Thinker in Residence “ in 2005/6. Rosanne Hegarty conceived and founded [Common Ground](#) in New York City. This not-for-profit housing development and management organisation provides innovative housing solutions for homeless people.

Her flagship restoration projects converted two decaying hotels in Manhattan into more than 1,000 living spaces for homeless and low-income tenants. Common Ground’s first residential project, the restoration and conversion of the historic Times Square Hotel in New York into 652 residential flats combined low income workers and the formerly homeless with public areas and retail spaces in the building, connecting residents to the wider community.

A broad tenant mix in affordable housing, appropriate and optional support services, functional, attractive and well designed properties and attentive on site management have all been shown to be key in creating successful supportive housing.

[http://www.thinkers.sa.gov.au/lib/pdf/Haggerty\\_Final\\_Report.pdf](http://www.thinkers.sa.gov.au/lib/pdf/Haggerty_Final_Report.pdf)

Data collection in Adelaide for those who are chronically homeless ( rough sleepers), indicated that there is a small group who are long term homeless. It is these groups in particular who are the focus of affordable housing in the Common Ground Adelaide model.

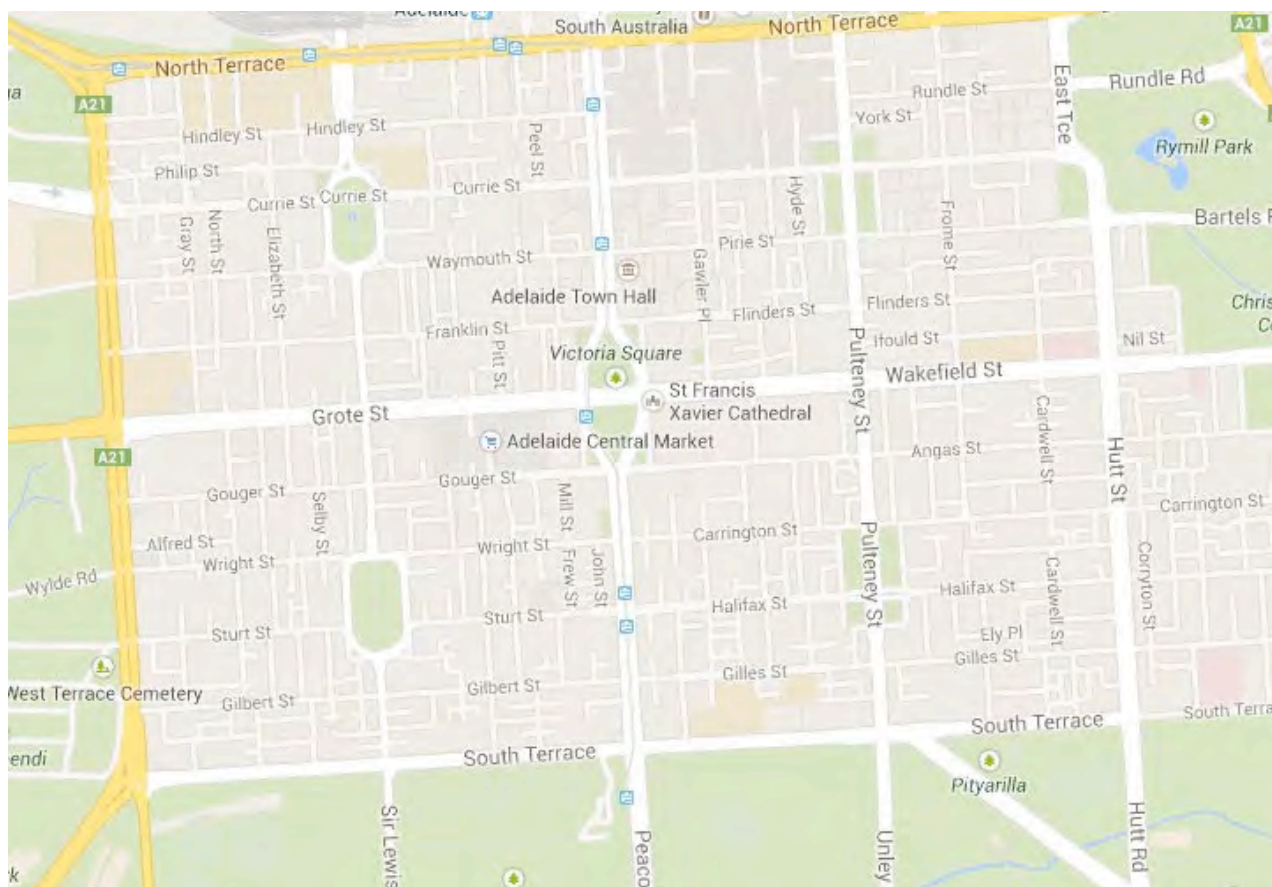
Common Ground is not crisis care or generally, transition housing. It is a long term solution for affordable housing in a high density model. There are a number of Common ground sites in Adelaide.

In Adelaide the age of tenants range from 18-82 with average age in the 40s. The tenant gender mix is about 40% women, 60% men (they would prefer 50:50- and find women more resourceful) Tenants have 12 month tenancies. Referrals come from Crisis care, support agencies, Street to Home project: a case management service.

I visited Light Square and Mellor St

1. Franklin street The affordable housing complex above the Central Bus Station was Common Ground Adelaide’s first development and started offering housing to tenants in February 2008. The site includes 39 units comprising 15 one-bedroom apartments and 24 studio apartments, each with kitchen, bathroom and laundry

2. Light square- The Light Square complex was Common Ground Adelaide's second building, with tenants moving in from early 2011.



Light square; with a new prestigious apartment development next door advertising a prime location and Mellor St, the newest site

Light Square is the Heritage-listed four storey building with 52 units opposite a park.

As well as incorporating Common Ground Adelaide's Head Office, the Light Square property also houses communal spaces for tenants including an art studio, community area with computers, cafe style common area and kitchen, a dental treatment room, allied health services, social and vocational support services. On-site medical and dental services are offered by the University of Adelaide.

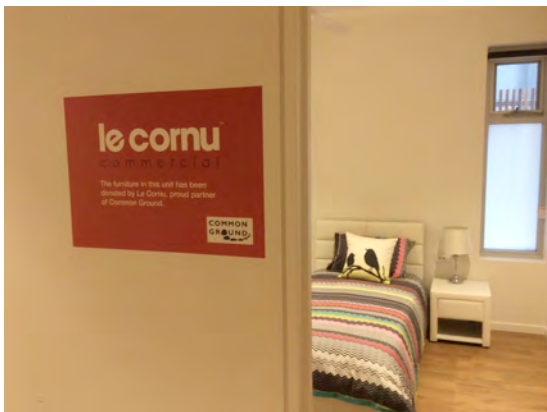
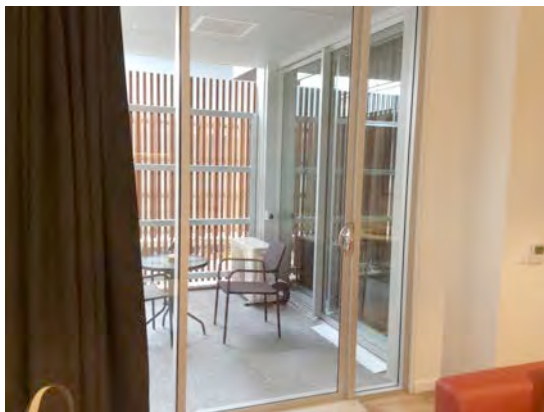
An adjacent five level new, purpose-built building on Mellor Street, that contains over 50 single





units , 13 family units and 3 universal access units, is almost ready for tenants.

Units have small living areas but have a balcony to provide access to the outside and allow smoking in some sites. All apartments are non-smoking inside. There are combined bathroom /laundry facilities



The site is central to the CBD, transport and services.

There are other sites being opened in Adelaide and a regional site in Port Augusta.

CRITICAL SUCCESS FACTORS outlined by Sally and Maria

1. Assertive case management- these people are not homeless any more so they are not expected to behave as if they are.
2. Providing BOTH property and support services through Common Ground- over arching integrated support
3. Tenants need to be able to live independently and live in high density environments
4. People need to want support, but CG needs to entice people into support
5. Do not take everyone. They do not use the vulnerability index that would prioritise on need alone as the mix is then not optimal. – CG Adelaide uses housing assessment Category 1- Homeless or high risk.

Important points

1. Support staff need to be independent, empathic, think outside the box, respectful to tenant: CG has 4 FTE support workers for 60 supported tenants- not all tenants need support
2. Support services work on case plans with goals for each tenant. eg getting back into work, getting access to children- providing access to services needed.
3. CG does not take people with personality disorder as they are unable to effectively live in high density situations.
4. High density housing with support staff on site maximizes the benefit of the staff- no travel time, can easily access tenants
6. Sponsorship by private enterprise ; very important to build those partnerships.,



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