

Pathways from homelessness:

Peel Secure Housing and Employment Support Strategy

February 2016



Defining Homelessness ...

For the purposes of this document, the definition of homelessness used by the Australian Bureau of Statistics has been adopted. In this respect, 'homelessness' refers to a situation where a person does not have suitable accommodation options and where current living arrangements:

- Are in a dwelling that is inadequate; or
- Do not involve tenure, or where the initial tenure is short and not extendable; or
- Do not allow control of and access to space for social relations.

While including people without homes (e.g. those sleeping rough in parks or camping illegally in tents and cars), this definition acknowledges that homelessness is not always characterised by 'rooflessness' or a lack of shelter. It can also include those 'couch-surfing' with family and friends or living in temporary hostels and crisis accommodation.

Essentially, it is the insecurity of accommodation and the inappropriate nature of that arrangement that determines whether a person is categorised as homeless.

Contents

| | |
|---|-----------|
| Context..... | 1 |
| Vision | 1 |
| Goal | 1 |
| Key Objectives | 1 |
| Conceptual Model | 2 |
| Description of Key Elements | 3 |
| ‘Collective impact’ Delivery Framework..... | 7 |
| Scale of Operation | 7 |
| Alignment with Federal Thinking | 8 |
| Program Eligibility | 9 |
| Key Performance Measures | 10 |
| Getting There | 11 |
| Action Plan and Timeframe | 11 |
| Partnerships | 12 |
| Funding..... | 12 |
| APPENDIX 1—Local Support Services..... | 13 |
| APPENDIX 2—Foyer Oxford Application Form..... | 22 |
| APPENDIX 3—Peel Region Map | 24 |



Context

To realise the growth and potential of the Peel as a progressive, prosperous and dynamic region with a culture of care, the *Peel Regional Investment Blueprint* (Blueprint) identifies the importance of strong resilient communities. In pursuing that outcome, there is a need to support the social inclusion of the most vulnerable through secure housing which links residents to education, training, employment and wrap around support. Guided by the Blueprint, this strategy has been developed with a focus on assisting families and youth facing homelessness.

Vision

To change lives and support the economic and social development of the Peel.

Goal

To establish an innovative regional approach that enables families and youth facing homelessness transition to secure housing, employment and life opportunities.

Key Objectives

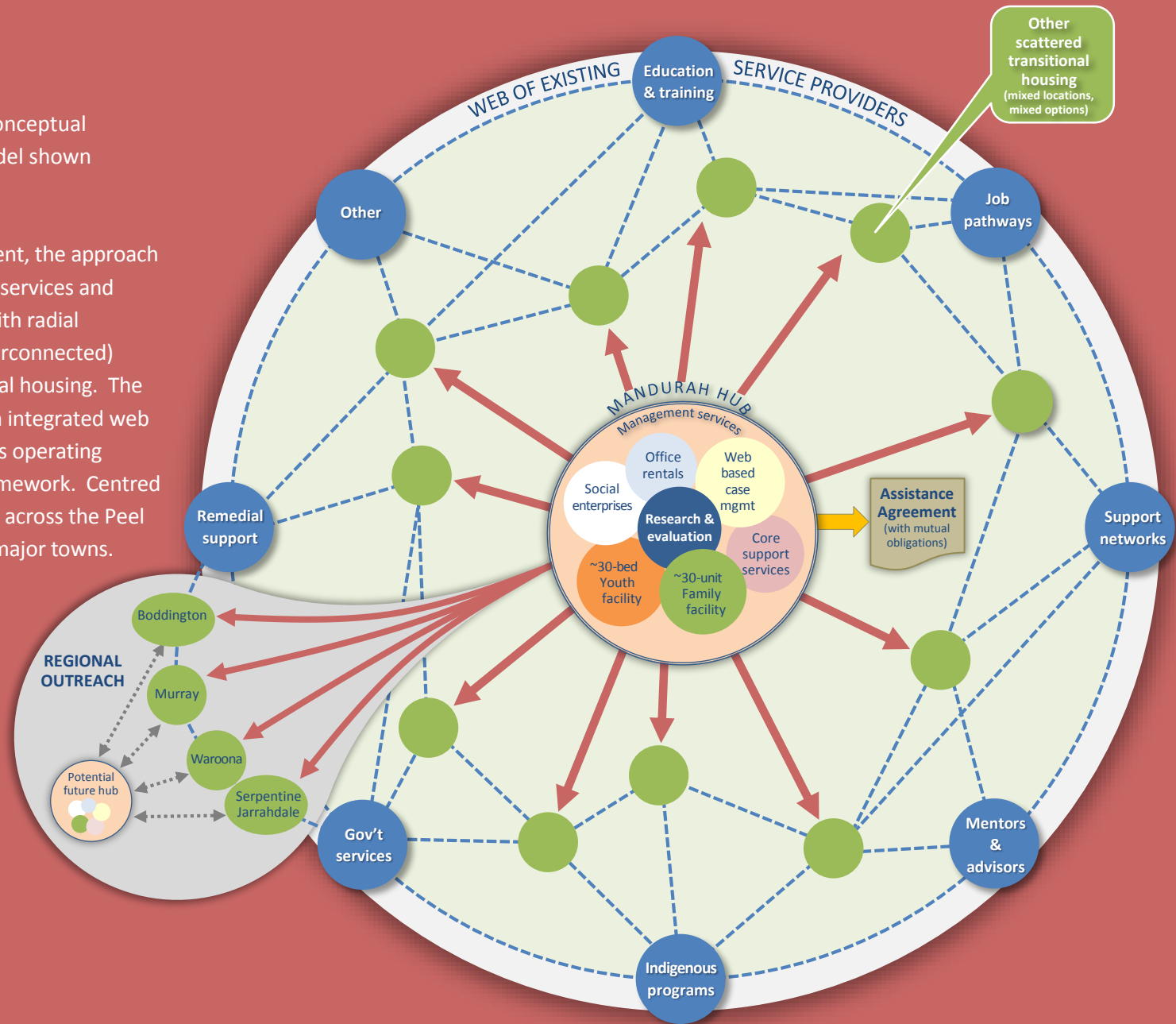
- ▶ To assist families and youth facing homelessness make the transition to a better future.
- ▶ To provide a truly Peel-wide service that supports the development of all communities across the region.

Conceptual Model

The core of the strategy reflects the conceptual housing and employment support model shown opposite.

Reflecting a 'hub and spoke' arrangement, the approach comprises a central nucleus of support services and facilities for both families and youth, with radial pathways leading to scattered (but interconnected) nodes of well-located, mixed transitional housing. The overall arrangement is supported by an integrated web of community support service providers operating within a 'collective impact' delivery framework. Centred in Mandurah, the network would apply across the Peel with appropriate outreach services to major towns.

The overall aim is to help families and youth experiencing homelessness access tied accommodation and wrap-around support services that lead to secure housing, employment and long-term social independence.



Description of Key Elements

The proposed model has been developed in response to the needs of families and young people facing homelessness and disengagement from education, training and employment opportunities across the Peel. It focuses on both demographics while considering the ingredients for a sustainable scale-based initiative (for the longer term) that is both value-adding and complementary to existing services and facilities.

The proposed model has been developed based on the experiences of the international Foyer¹ model of accommodation which provides affordable housing with a core focus on engaging residents in education, training or employment. Foyers aim to assist residents to develop the skills they need to lead fulfilling, independent and productive lives. This is achieved by providing the time, attention, mentoring, coaching and access to opportunities needed to develop education and training pathways to employment and independent living. The proposed model for Peel expands upon the model offered by other Foyer's throughout Australia to include youth and families; both centralised and scattered accommodation; and coordinated service delivery through a web of existing service providers.

The overall arrangement is proposed to be overseen by an appropriately skilled Board of Management with governance

¹ A Foyer facility is a supported accommodation complex that offers participants (mostly young people) a subsidised rental placement with access to intensive support services for a set period to help them deal with underlying social, job training and employment issues. A requirement of the program is for participants

potentially modelled on Corporations Law requirements (given the significant financial commitment involved and investment in commercial-oriented social enterprises).

Within this context, the details of each aspect of the proposed model and related matters are as follows:

Central (Mandurah) Hub—This core facility is the centrepiece of the overall arrangement and proposed initiative. It comprises:

- **Family accommodation facility** - A dedicated family accommodation and support complex (for singles or couples with one or more children) that offers approximately 30, 2 and 3 bedroom apartments. Depending on the site, the complex could also be part of an integrated affordable housing development with some apartments sold to private buyers or used for community housing tenants. It is intended the facility will be located adjacent to a vibrant streetscape with good access to public transport, shopping and support services, and with property/tenancy management contracted to an appropriately skilled community service provider.
- **Youth accommodation facility** - A dedicated youth accommodation, training pathway and support complex will be established offering approximately 30 beds. It is intended

to engage in study, work and agreed remedial services to help them transition to mainstream opportunities and independence. The proposed Peel facility is intended to be pragmatically adapted as necessary to meet local needs and conditions.

the facility will be located adjacent to or nearby the family accommodation facility.

- **Office rentals**—Office and training room facilities will be built into the design of the facility to accommodate not-for-profit bodies or compatible commercial or retail operations. The aim of this component of the hub will be to provide space for service provision on site and to generate revenue to help meet the operational needs of the centre.
- **Core support services**—This will involve essential services such as case management, evaluation of applicants suitability, client counselling, conflict resolution and personal advisory sessions, along with initial induction services and in-house management support. The client support workers will have a key role in linking clients to the web of existing service providers and inputting information into the web-based client management system.

Property and tenancy management of the central hub will be undertaken by experienced and suitably qualified agents. There will also be tenancy support and advice as part of the core support services.

- **Web-based client management system**—To operate within a ‘collective impact’ delivery framework, the proposed arrangement will require staff and outside service providers to use or interface with an agreed client management system, available offsite through the web. At present, most specialist homelessness service providers gather data through preferred systems for internal use and reporting of key statistics to the Australian Institute for Health and

Welfare (AIHW). In doing so, they use a variety of systems approved by AIHW as identified at: <http://www.aihw.gov.au/shsc-client-management-systems/>. In developing an agreed approach and protocol (which will require clients agreeing to the sharing of private information between service providers), the aim will be to establish a central common database so each body can contribute to and access appropriate client records and track progress and outcomes collaboratively in line with the intended ‘collective impact’ regime.

- **Social enterprises**—A small number of social enterprises will be developed as the model matures to provide in-house training and employment support opportunities for initiative participants in key areas such as hospitality (e.g. a café, commercial kitchen, catering service), a registered childcare facility and/or a potential home services/cleaning/property maintenance business. Over time, this may be complemented with other initiatives to grow the number of micro social enterprises across the region, some of which may operate in outreach locations (and centres) as needed. The focus of social enterprise development is on providing on-the-job training opportunities (and employment) that lead to formal qualifications for initiative participants, with residual profits used to help fund the centre.
- **Research and evaluation**—An independent body will be contracted to undertake evaluation research on the effectiveness of the model. Research will be undertaken on a periodic basis to monitor and assess process

effectiveness, outcomes and financial performance of the model to inform potential developments and implement continuous improvement of services.

Support Agreement—Based on a tailored personal development plan for each participant, the Support Agreement will record the undertakings of each party, with the core provisions covering issues such as:

- The overall goals or outcomes being sought.
- Nature and terms of the support services to be provided.
- Period of the arrangement and associated milestones.
- Terms of the accommodation provided and associated commitments.
- Obligations of participants to access agreed education, training and employment pathways, as well as allocated support arrangements documented in his/her personal development plan.

The Support Agreement will apply to all participants within the central hub, as well as those accommodated in other transitional housing facilities.

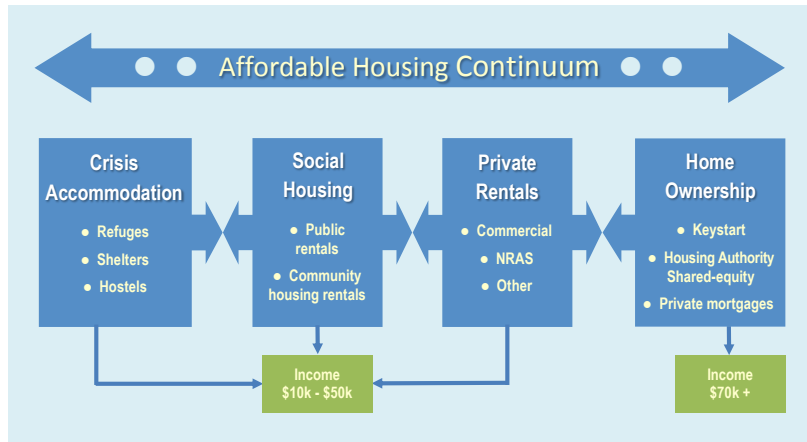
Scattered transitional housing—This resource will broaden options for those participating in the initiative and enable the model to be implemented across the Peel through scattered nodes of well-located interconnected housing suitable for families, sole parents and young singles. Typically, the accommodation provided will involve detached homes, town houses, medium density units and possibly group housing arrangements in appropriate locations.

The facilities will be for participants who do not require the intensive services and environment offered through the central hub

but will still enable them to access a web of service providers coordinated from the Central Hub with outreach services provided on a regular basis throughout the region. The accommodation involved will be close to public transport, shopping and support services, with a mix of options suited to the varying circumstances of participants and the intended social and economic efficiency of the overall initiative. It is proposed that the management of these properties and tenants will be contracted to one or more specialist third parties, to the extent the properties are owned or managed through the model. Housing stock is intended to be accomplished through a mixture of strategies involving:

- Potential access to (or transfer of) existing stock from a partner body.
- Alliances or arrangements with community housing organisations.
- Some (affordable) on-market rental leases, possibly involving the National Rental Affordability Scheme (NRAS).

Exit pathways - Longer term exit pathways to outside accommodation will be required to support the intended churn of the system. In principle, these exit pathways will need to involve solutions across the affordable housing continuum (as depicted below), excluding crisis accommodation.



In general terms this may involve:

- public rentals (for eligible applicants);
- community housing accommodation;
- shared rental or boarding opportunities;
- NRAS rentals;
- potential rent-to-buy arrangements;
- shared-equity home purchase options;
- Keystart home ownership loans;
- affordable market offerings; and
- potentially, other innovations over time such as community co-managed cluster housing and/or Habitat for Humanity (or similar) self-build 'sweat equity' approaches.

Web of service providers—The overall model will require links with three types of existing support services: 1) education and training, 2) remedial social support and 3) employment pathways—with culturally appropriate solutions for Indigenous participants. This may typically involve:

- Youth workers and mentors.
- Family and parenting support services and courses.
- Tenancy support.
- Childcare arrangements.
- Peer support parenting programs.
- Life skills, self-esteem and independent living.
- Counselling and mental health support.
- Drug and alcohol services.
- Financial counselling and budgeting.
- Specialist and general counselling.

Each participant will undergo an assessment of personal support needs as part of the screening and induction process. The service needs of participants within the model will be filled by drawing on the services of existing bodies and others that emerge over time, managed through memorandums of understanding where required. In this respect, **Appendix 1** lists the known housing, homelessness, education, training and non-government employment support services active in the Peel. Critically, all employment support providers will work with strategies and arrangements outlined in the *Peel Workforce Development Plan 2015-2018* which outlines the priority skills development areas required for future development of the Peel economy.

This web of support providers will be complemented with an integrated 'collective impact' or place-based approach to service

delivery and involve ongoing communication and joined-up action with the local Centrelink office and 'jobactive' network².

Regional outreach—Due to the paucity of in-situ homelessness services in Peel inland locations and the limited public transport between towns, it is proposed that the main service is based in Mandurah, with outreach arrangements to other regional centres. Longer term however, as those communities develop in line with the aspirations of the *Peel Regional Investment Blueprint*, other subregional hubs could be established to service local communities linking with existing Community Resource Centres.

'Collective impact' Delivery Framework

The proposed service model will involve a joined-up 'collective impact' approach to service delivery. While maintaining their individual identity, contributing parties within the web of service providers will operate within a common framework and use an agreed, most likely, web-based client management system to coordinate service delivery and report on overall activities and outcomes. This collaborative client-centred approach will help ensure collective services are better integrated and participants don't fruitlessly interact with a series of service providers, without each being aware of the overall picture, prior interventions,

² 'jobactive' is the Federal Government's employment services network. It uses contracted providers to work with job seekers and connect them with prospective employers. The Department of Employment advises that there are currently six contracted providers serving the Mandurah/Peel area: APM Employment Services, atwork Australia, Communicare Employment Services, Employment Services Group (ESG), Mission Providence and The Salvation Army Employment Plus

progress being made and what other parties are doing for and with the person concerned.

This coordinated delivery framework will complement the intended region-wide reach of the model and support its capacity to efficiently connect participants in diverse locations with the seamless package of services and support they need to be successful.

Scale of Operation

Foyer Oxford³ is Western Australia's only Foyer facility and operates with a 98-bed capacity to notionally serve the whole metropolitan area. By comparison, Victoria has a number of Foyers in different locations such as Ballarat, Broadmeadows, Collingwood, Geelong, Glen Waverley, Warrnambool and another under construction at Shepparton. With varying populations these facilities generally range from 12-bed to 40-bed complexes, with the latter at Broadmeadows, Glen Waverley and Shepparton.

By comparing the services offered in Perth and Victoria and considering factors such as available statistics (on population and homelessness), anecdotal feedback from service providers on local needs and the operational economics of an efficient Foyer facility,

³ Refers to the Foyer facility in Oxford Street Leederville operated jointly by Anglicare, Foundation Housing and the Central Institute of Technology. This four-storey facility includes 98 beds, 24-hour staffing and security, a retail space for a coffee shop and fitness studio, and other facilities for use by residents, CIT students and the wider community

it is proposed that the Peel initiative will comprise a 30-bed Foyer-like facility, complemented with a separate family accommodation complex with up to 30 apartments and a further (initial) component of approximately 20 scattered transitional housing units in appropriate locations. As the region develops, it is primarily intended for the latter to be increased to meet the forecast additional demand.

This initial assessment of scale is intended to be the subject of further consultations and stress-testing within the Business Case phase of the project.

Alignment with Federal Thinking

A number of key trends are emerging at a national level that should facilitate buy-in from the Federal Government (possibly through the Department of Social Services) when implementing the proposed arrangement.

In this respect, the Federal Government is currently developing an ‘investment approach’ for the social security system, the intention of which is to:

- Focus its policies and programs on people with the greatest risk of long-term dependency and disadvantage.
- Identify who will benefit most from better targeted services and supports.
- Ensure Government invests in those services and supports early.

This intended approach is in response to the findings of the Reference Group on Welfare Reform and their report entitled

“A New System for Better Employment and Social Outcomes”, otherwise known as the McClure report. This report highlighted how mainstream services should comprise a range of core supports to assist people to work to their capacity and lead a life they value. The services (and supports) could include:

- Building capability for work.
- Financial capability development.
- Family support.
- Services to improve outcomes for children.
- Support to manage mental health conditions.
- Assistance to stabilise housing.

In addition, the McClure report found that Governments should ensure that housing and homeless support services build strong links with mental health and employment services to address the multiple and complex barriers facing people who are homeless or at risk of homelessness.

These national developments align with the intent and thinking of the proposed arrangements documented in this strategy.

This means that the associated proposals and initiative are well placed to be considered for Federal support in the implementation process and for leveraging-off existing arrangements such as job search, education, and employment-participation requirements for various income support payments.

Program Eligibility

The overall aim of the model is to help families, and youth experiencing homelessness access accommodation and wrap-around support services that lead to secure housing, employment and long-term social independence. The model provides transitional housing for those families and youth who are ready to engage with support services to enable engagement with education, training and employment.

Entry into the program will be subject to a formal interview, screening and assessment process, with eligibility criteria modelled on those used for successful Foyer operations. In this respect, indicative criteria could involve conditions such as:

- Being within a prescribed age band.
- Status as a person or family experiencing or at risk of homelessness.
- Willingness to meet with assigned case workers and support service providers.
- Education, training and work readiness.
- Commitment for school aged children to regularly attend school.
- Satisfying a minimum income (or Centrelink payment) test.
- Able to look after themselves and any assigned tenancy.
- Preparedness to be a good tenant and get on with others involved in the program.

- Status as an Australian citizen or someone with Permanent Residency.
- Earning less than a prescribed limit over the previous 12 months.
- Resident of the Peel region.

Other criteria will also apply to families and single parents in relation to the number and age of dependent children and other relevant matters.

Each applicant will be individually assessed to determine suitability for participation in the initiative and to determine the most appropriate housing option.

For information purposes a copy of the Foyer Oxford application form is provided at **Appendix 2**.

Importantly, it is not proposed to admit applicants with an existing untreated substance abuse problem into the initiative.

Overall, following acceptance, a personal support and development plan will be prepared with each participant, specifically tailored to their needs and circumstances. This will form the basis of their Support Agreement.

Key Performance Measures

The initiative will be structured within an evaluation framework that identifies how success will be measured against each of the two key objectives:

OBJECTIVE: To assist families and youth facing homelessness to make the transition to a better future.

OBJECTIVE: To provide a truly Peel-wide service that supports the development of all communities across the region.

Consideration of active management and milestones of participants will identify whether or not they are increasing their capacity to successfully transition within the planned timeframe.

It will also be important to measure each strategic element of the initiative at an operational level. Suggested areas and potential themes for operational measures could involve:

Central hub—quality of service delivery, budget management, corporate governance, stakeholder engagement (and marketing), sponsorships, transition volumes.

Social enterprises—placement volumes, financial performance of each business.

Accommodation facilities—vacancy rates, rental arrears, revenue volumes, maintenance schedules.

Office/commercial rentals—vacancy rates, rental arrears, revenue against budget, maintenance schedules.

Support agreements—effectiveness of (underlying) personal development plans, client breaches, graduate volumes.

Outreach service—volume of subregional participants, service delivery effectiveness, stakeholder satisfaction.

Support services—quality of service provision, effectiveness and uptake of the web-based management system, coordination of service provision, reduction of duplication of service to clients, user satisfaction, job placements, contribution to collective impact.

Further detailed work at the business case and project initiation stages will develop clear key performance measures to create a robust and open process which will ensure the initiative responds to the needs of clients and stakeholders.

Getting There

In implementing the strategy, it is proposed to start with an appropriate central hub incorporating separate youth and family accommodation facilities, and a modest (initial) complement of other scattered housing. This pragmatic approach will allow an early start to operations centred on establishing a successful long-term Foyer-like facility and starting initial social enterprises.

Over time, as base components are bedded-in and arrangements negotiated with alliance partners for more scattered transitional housing, it is proposed that the scale and reach of the initiative will increase. This evolution will likely follow four broad phases:

- **Phase 1**—Business case development
- **Phase 2** - Establishing the basic infrastructure.
- **Phase 3**—Embedding operations.
- **Phase 4**—Growing the service.

Action Plan and Timeframe

To do this, the key actions (and indicative timeframes) highlighted in the table opposite will need to be considered.

| ACTION PLAN—GETTING FROM HERE TO THERE | |
|---|--|
| Phases | Key Actions |
| Phase 1 – Business case development <u>Indicative timeframe</u> <i>Up to 12 months from strategy launch</i> | Agree the business model and confirm viability of operational funding |
| | Explore the prospect of a pilot with the Housing Authority |
| | Explore options for provision of scattered accommodation |
| | Develop comprehensive business case including cost benefit analysis, economic rationale, key performance indicators, governance arrangements and commitment from key service providers |
| | Secure the funding and proposed development sites |
| | Establish other (initial) scattered housing assets with key partners |
| Phase 2—Establishing the basic infrastructure <u>Indicative timeframe</u> <i>Up to 3 years from funding approval</i> | Develop MOUs with all contributors and the web of service providers |
| | Develop the Hub (and tenancy) management tender or arrangements |
| | Appoint the Hub operator and/or other contracted arrangements |
| | Build the Hub |
| Phase 3—Embedding operations <u>Indicative timeframe</u> <i>Up to 5 years from commencing operations</i> | Develop the model Support Agreement |
| | Implement the business systems and develop evaluation model |
| | Develop the longer term transition-out <i>Exit Pathways Plan</i> |
| | Develop inaugural budgets and business plans |
| | Launch the service and commence the inaugural client intake |
| | Establish routines and manage day-to-day operations |
| | Market the achievements and build the support base |
| | Undertake formal research and evaluation |
| | Implement continuous improvements |
| Phase 4—Growing the service <u>Indicative timeframe</u> <i>From approximately 5 years of operation onwards</i> | Extend the transitional housing and exit arrangements |
| | Grow the reach and scale of the service across the region |
| | Consider establishing sub-regional hubs in outlying centres |
| | Evaluate the service against the <i>Peel Regional Investment Blueprint</i> |
| | Implement lessons learnt and best practise findings |
| | Strengthen and deepen the scheme as opportunities arise |

Partnerships

Key to the successful implementation of the described model is the experience and knowledge in the network of existing service providers in the Peel region. Ongoing consultation and collaboration throughout the four phases will be a priority to ensure that the model builds on the successes of existing local service providers to meet the region's needs.

Appropriate communication arrangements will be implemented to keep stakeholders and the wider Peel community informed on the purpose and progress of the initiative. These arrangements will be managed by the Peel Development Commission with the overarching Communication Strategy associated with the *Peel Regional Investment Blueprint*.

Funding

In partnership with regional service providers, the Peel Development Commission will develop a business case requesting capital funding to establish the project infrastructure. Investment and leverage partners will also be investigated as part of this process. Operational funding on the other hand will essentially be sought from:

- Rental payments by participants (boosted by the Commonwealth Rental Assistance they receive).
- Office or retail/commercial rentals.
- A potential service fee from a relevant government agency or benefactor.

In respect to the latter, the NSW Government has been active in trialing 'social benefit bond' approaches to the provision of human services. A social benefit bond is a financial instrument that pays a return based on achieving agreed social outcomes. Private investors provide upfront capital to cover the cost of delivering a service to improve a social outcome and receive a performance-linked fee based on how many outcomes have improved. The aim is to incentivise success and reduce the collective cost of government services that deal with acute social problems.

Opening up discussions with appropriate State and Federal bodies about using or trialing this approach, potentially in the Peel, may offer a potential success-based funding stream for the initiative (or related support services), while harbouring cost and other advantages for government. These discussions can be linked to the work on an 'investment approach' for the social security system being undertaken as a result of the McClure Report⁴ mentioned earlier.

In addition, it is noted that the Foyer Oxford operation signed agreements with a private sponsor (i.e. BHP Billiton) and the WA Department for Child Protection and Family Support to receive approximately \$10 million in recurrent funding over the first 5 years of operation to cover the cost of internal support services. While the intended Peel model is designed to rely more on creating a network from existing service providers than the stand alone Foyer Oxford approach, opportunities for a similar private partnership for operational costs will be investigated.

This aspect and the adequacy of identified operational funding streams will be tested in the Business Case phase of the project.

⁴ *A New System for Better Employment and Social Outcomes*, February 2015

APPENDIX 1—Local Support Services

| Service | Service Summary | Address | Crisis Accommodation | Transitional Accommodation | Medium-long term accommodation | Support Services (eg. financial counselling, mentoring, Centrelink assistance, legal advice, tenancy, drug & alcohol, mental health) | Education / training | Apprenticeships | Employment Assistance | Outreach Response |
|---|--|---|----------------------|----------------------------|--------------------------------|--|----------------------|-----------------|-----------------------|-------------------|
| Housing, Homelessness and Support Services | | | | | | | | | | |
| Calvary Youth Services Mandurah | Provides crisis and medium term accommodation for youth aged 15-25 years. The service also provides assistance in access to independent accommodation, life skills training, advocacy, and financial planning. | 40 Sutton Street, Mandurah Western Australia, 6210 | ✓ | | ✓ | ✓ | ✓ | | | |
| WestAus Crisis & Welfare Services - Peel | Provides crisis and transitional accommodation to homeless families and individuals who are experiencing family or domestic violence or other forms of life crisis. Also provide emergency relief, advocacy, referrals, community-based initiatives and support services for people experiencing difficulties in maintaining their private rental accommodation. | Mandurah Lotteries House, Suite 3, 7 Anzac Pl, Mandurah Western Australia, 6211 | ✓ | ✓ | | ✓ | | | | ✓ |
| AccordWest - Mandurah | Provides emergency short-term accommodation and relief that meets an immediate need, and assistance with securing long-term housing that supports independence. Also provides financial counselling. | 4/19 Davey Street (off George Street) Mandurah, Western Australia, 6210 26-28 Forrest Avenue South Bunbury, Western Australia 6231 | ✓ | ✓ | | ✓ | | | | |
| Anglicare WA - Mandurah | Offers services to families including Mums and Dads Forever, relationship counselling, supporting children after separation | Mandurah Family Relationships Centre | | | | ✓ | | | | |

| Service | Service Summary | Address | Crisis Accommodation | Transitional Accommodation | Medium-long term accommodation | Support Services (eg. financial counselling, mentoring, Centrelink assistance, legal advice, tenancy, drug & alcohol, mental health) | Education / training | Apprenticeships | Employment Assistance | Outreach Response |
|---|--|---|----------------------|----------------------------|--------------------------------|--|----------------------|-----------------|-----------------------|-------------------|
| | program, and domestic violence counselling. | 1A 11-15 Pinjarra Rd, Mandurah, Western Australia, 6210 | | | | | | | | |
| Pat Thomas Memorial Community House | Provides crisis accommodation to women, with or without children over the age of sixteen, impacted by family and domestic violence or other forms of crisis. The organisation also engages in an outreach programme and provides access to counselling services. | Mandurah Western Australia, 6210 | ✓ | | | ✓ | | | | ✓ |
| Peel Community Legal Services Inc. | Generalist Community Legal Centre providing Legal Advice Service, Paralegal and Advocacy Services, Regional Services, Family Law Information Sessions, and Community Education. Tenancy support services and tenancy advocacy services are also provided. | 6/2 Sutton Street, Mandurah, Western Australia, 6210 | | | | ✓ | | | | |
| Mission Australia Reconnect Mandurah | A free and confidential service that offers early intervention, counselling and practical support to young people aged 12 to 18 and their families in the Peel region. | 77 Pinjarra Rd, Mandurah Western Australia 6210 | | | | ✓ | | | | |
| Finucare - Financial Counselling - | Provides financial counselling. | 2 Tuart Avenue, Mandurah Western Australia 6210 | | | | ✓ | | | | |

| Service | Service Summary | Address | Crisis Accommodation | Transitional Accommodation | Medium-long term accommodation | Support Services (eg. financial counselling, mentoring, Centrelink assistance, legal advice, tenancy, drug & alcohol, mental health) | Education / training | Apprenticeships | Employment Assistance | Outreach Response |
|--|---|--|----------------------|----------------------------|--------------------------------|--|----------------------|-----------------|-----------------------|-------------------|
| Passages Resource Centre - Peel | Assists youth in staying off the street by providing them support to maintain a safer and healthier lifestyle. This includes information and referral services, meeting basic needs, internet access, etc. | 20 Davey Street, Mandurah Western Australia | | | | ✓ | | | | |
| Wanslea Family Services | Assists young people who are moving from care to independent living by providing case management, hands on living skills development and advocacy in housing, education, employment, training and health. | 26A Anstruther Rd, Mandurah Western Australia, 6210 | | | | ✓ | ✓ | | ✓ | |
| Billy Dower Youth Centre | Provides various youth services including Peel Youth Medical Services, Youth Focus, StreetNet, and a School Volunteer Program. The Centre also features a Youth Development team which provide activities and programs for young people aged 11 - 25 years old. | 41 Dower St, Mandurah Western Australia, 6210 | | | | ✓ | | | | |
| Peel Youth Services | Provider of innovative youth services initiatives aimed at engaging and maintaining connections with young people including: Family Support Service, Youth Worker, Eyes Wide Open Project, Choyces, Groundshock and Work placement program. | Lot 41 Lakes Road East Mandurah, Western Australia, 6210 | | | | ✓ | | | | |

| Service | Service Summary | Address | Crisis Accommodation | Transitional Accommodation | Medium-long term accommodation | Support Services (eg. financial counselling, mentoring, Centrelink assistance, legal advice, tenancy, drug & alcohol, mental health) | Education / training | Apprenticeships | Employment Assistance | Outreach Response |
|---|---|--|----------------------|----------------------------|--------------------------------|--|----------------------|-----------------|-----------------------|-------------------|
| Uniting Outreach Mandurah | Provides assistance to individuals, families, and students in times of need or crisis. Aims to freely provide compassionate and practical assistance, emergency, financial and other support to people affected by illness, homelessness, unemployment, disability, poverty or other distress. | 156 Pinjarra Road, Mandurah Western Australia, 6210 | | | | ✓ | | | | |
| WA No Interest Loan Scheme (WA NILS) | Provides individuals and families on Centrelink benefits an opportunity to apply for an interest free loan for the purchase of essential products and services. | 275 Pinjarra Road, Mandurah Western Australia 6210 | | | | ✓ | | | | |
| Lifeline Telephone Counselling | Crisis telephone counselling service manned by trained volunteers 24 hours a day, 7 days a week. | 75A Murdoch Dr, Mandurah Western Australia, 6210 | | | | ✓ | | | | |
| Relationships Australia Mandurah | Provides marriage and family counselling, domestic violence intervention programs, family mediation and community education, unplanned pregnancy counselling, child contact centre, relationships education programs, professional development programs, men and family relationships and anger management courses. | Lotteries House, Suite 20 7 Anzac Place, Mandurah Western Australia 6210 | | | | ✓ | | | | |
| Allambee Counselling | Services include individual counselling and group therapies for children, adolescents and adults, as well as a youth service supporting at risk youth. | Lotteries House, Suite 16 7 Anzac Place, Mandurah Western Australia 6210 | | | | ✓ | | | | ✓ |

| Service | Service Summary | Address | Crisis Accommodation | Transitional Accommodation | Medium-long term accommodation | Support Services (eg. financial counselling, mentoring, Centrelink assistance, legal advice, tenancy, drug & alcohol, mental health) | Education / training | Apprenticeships | Employment Assistance | Outreach Response |
|--|--|---|----------------------|----------------------------|--------------------------------|--|----------------------|-----------------|-----------------------|-------------------|
| Ruah Community Services | Provides a referral based mental health service for adults entitled Inreach. | Ruah Mandurah PO Box 3030, Mandurah, Western Australia 6210 | | | ✓ | | | | | |
| Diversity South Inc. | An accommodation service for adults with an intellectual disability. | Unit 1 50 Reserve Dr, Mandurah Western Australia 6210 | | | ✓ | | | | | |
| Peel Lodge | Low care facility for aged and disabled people provided by the Bethanie Group Inc. | 2 Maclaggan Turn, Mandurah Western Australia 6210 | | | ✓ | | | | | |
| Fairbridge | A major youth charity in Western Australia and the only charity in Australia that owns a whole nationally heritage-listed town site. Services provided range from mentoring, leadership development, life skills, accommodation, education, accredited training, employment opportunities and adventure camps. | Fairbridge Village South West Highway, Pinjarra Western Australia 6211 | | ✓ | | | ✓ | | ✓ | |
| St Vincent de Paul WA - Peel | Provides emergency assistance to people in need in Kwinana, Mandurah, Pinjarra, Rockingham and Waroona. | 23 Davey St, Mandurah Western Australia 6210 | | | | ✓ | | | | |
| Housing Authority | Provides public housing to eligible households across Western Australia. Rent is calculated at 25% of gross assessable income. | 99 Plain Street, East Perth Western Australia, 6004 | | | ✓ | | | | | |
| Dawesville Caravan Park Holiday Village | Provides a range of accommodation including cabins, caravans, powered van sites and powered tent sites. | 1149 Old Coast Road, Dawesville Western Australia, 6211 | | | ✓ | | | | | |

| Service | Service Summary | Address | Crisis Accommodation | Transitional Accommodation | Medium-long term accommodation | Support Services (eg. financial counselling, mentoring, Centrelink assistance, legal advice, tenancy, drug & alcohol, mental health) | Education / training | Apprenticeships | Employment Assistance | Outreach Response |
|--------------------------------------|--|--|----------------------|----------------------------|--------------------------------|--|----------------------|-----------------|-----------------------|-------------------|
| Mandurah Caravan Tourist Park | Offers a range of caravan, camping and private ensuites. Prices ranging from \$35 up to \$160 per night, depending on choice of accommodation. | 52 Pinjarra Road, Barragup Western Australia, 6209 | ✓ | | ✓ | | | | | |

| Service | Service Summary | Address | Crisis Accommodation | Transitional Accommodation | Medium-long term accommodation | Support Services (financial counselling, Centrelink assistance, legal advice, tenancy, drug & alcohol, mental health) | Education / training | Apprenticeships | Employment Assistance | Outreach Response |
|--|---|--|----------------------|----------------------------|--------------------------------|---|----------------------|-----------------|-----------------------|-------------------|
| Employment, education and training services | | | | | | | | | | |
| Challenger Institute of Technology | The main public vocational education and training provider in the Peel. Numerous initiatives underway aimed at improving education and training outcomes in the region. | Education Dr, Greenfields Western Australia, 6210 | | | | | ✓ | | ✓ | |
| SMYL Community Services | A not-for-profit organisation aimed at youth aged 15-24 years, offering accredited training in Business, Community Services, Retail, | 98 Mandurah Terrace, Mandurah Western Australia 6210 | | | | | ✓ | ✓ | | |

| Service | Service Summary | Address | Crisis Accommodation | Transitional Accommodation | Medium-long term accommodation | Support Services (financial counselling, Centrelink assistance, legal advice, tenancy, drug & alcohol, mental health) | Education / training | Apprenticeships | Employment Assistance | Outreach Response |
|----------------------------------|---|---|----------------------|----------------------------|--------------------------------|---|----------------------|-----------------|-----------------------|-------------------|
| | Hairdressing, Leadership and Construction. This includes Traineeships, School Based Traineeships and Aboriginal School Based Traineeships, with funding opportunities to eligible participants. | | | | | | | | | |
| The Peel Safety Institute | Offers accredited training in Business, Health & Safety, Mining and Construction. This includes Traineeships and Apprenticeships, with funding opportunities to eligible participants. | 6 Husband Road, Barragup Western Australia 6209 | | | | | ✓ | ✓ | | |
| Ostara Australia | National not-for-profit organisation that works closely with the Australian Government, member organisations, communities and employers to place people disadvantaged through age, health, disability or cultural background into sustainable employment. | Ostara Australia Suite 1 284 Pinjarra Road, Mandurah Western Australia 6210 | | | | | | | ✓ | |
| Bridging the Gap | Not-for-profit organisation delivering a variety of services to unemployed, disadvantaged and disenfranchised persons. Provider of the Peel Workforce Development Centre. | 56 Mandurah Terrace, Mandurah 6210 | | | | | ✓ | | ✓ | |
| Apprenticentre | Provides information and advice to employers, apprentices and trainees on matters relating to apprenticeships and traineeships. Operates through the Department of Education and Training. | Peel Region Office 2 Sutton St, Mandurah 6210 | | | | | | ✓ | ✓ | |


| Service | Service Summary | Address | Crisis Accommodation | Transitional Accommodation | Medium-long term accommodation | Support Services (financial counselling, Centrelink assistance, legal advice, tenancy, drug & alcohol, mental health) | Education / training | Apprenticeships | Employment Assistance | Outreach Response |
|--|--|---|----------------------|----------------------------|--------------------------------|---|----------------------|-----------------|-----------------------|-------------------|
| Business Solutions WA Pty Ltd | Licensed employment agency and labour hire company. Provides one to one career, employment and resume advice. | 4/11 Davey Street, Mandurah 6210 | | | | | | | ✓ | |
| Career Enterprise Centre | Senior Education Support School for year 11 & 12 students with a disability. | Education Drive, Greenfields 6210 | | | | | ✓ | | | |
| Community First Inc. | The organisation manages a diverse range of programs that train, educate and support people to enter the work place. | 98 Mandurah Tce, Mandurah 6210 | | | | | ✓ | ✓ | ✓ | |
| Dental Nursing Australia | Training and employment provider for Mandurah, delivering Cert IV in Dental Assisting, Post Grad programmes and Medical Reception. | Unit 7 Endeavour Centre 2D Peel St, Mandurah 6210 | | | | | ✓ | ✓ | ✓ | |
| Mandurah CCI - Apprenticeship Solutions | Provides an information service on all aspects of apprenticeships and traineeships, school based traineeships, and incentives. | Challenger Campus Education Drive, Greenfields 6210 | | | | | | ✓ | ✓ | |
| Mandurah Safety & Training Services | Training in construction and mining, health and safety. | 3 Delmont Pl, Mandurah 6210 | | | | | ✓ | | | |
| Mission Australia | Provides employment assistance for Job Network members. | 77 Pinjarra Rd, Mandurah 6210 | | | | | | | ✓ | |
| Forrest Personnel Inc. | Not-for-profit organisation that assists people with an injury, illness or disability to be placed into sustainable employment. | Forrest Personnel Inc. Shop 4 3 Dower Street, Mandurah 6210 | | | | | | | ✓ | |

| Service | Service Summary | Address | Crisis Accommodation | Transitional Accommodation | Medium-long term accommodation | Support Services (financial counselling, Centrelink assistance, legal advice, tenancy, drug & alcohol, mental health) | Education / training | Apprenticeships | Employment Assistance | Outreach Response |
|---|--|---|----------------------|----------------------------|--------------------------------|---|----------------------|-----------------|-----------------------|-------------------|
| The Apprentice and Traineeship Company | As part of the Group Training South West, the Apprentice and Traineeship Company employs apprentices and trainees and hosts out to employers in a wide range of industries. Offers Youth Pathways - working with young people at risk by supporting schools. | Unit 1 17 Rafferty Rd, Mandurah 6210 | | | | | | ✓ | ✓ | |
| Bilyidar Program (John Tonkin College) | Senior College alternative education program conducted off-site over four school days. The primary target group for the program is Indigenous and Non Indigenous young people, in their 16th and 17th year of age who reside in the Peel region. | Old Coast Plaza Shopping Centre (near Mandurah Skate Park); PO Box 684, Mandurah 6210 | | | | | ✓ | | | |
| Coodanup College Flexilink program | Combines online learning with one to one or small group teaching aimed at Year 11 and 12 students who may have disengaged from mainstream education. | Wanjeep St, Mandurah, WA, 6210 | | | | | ✓ | | | |

APPENDIX 2—Foyer Oxford Application Form

FOYER APPLICATION FORM

For prospective young person to complete, sign & return to Foyer



Please complete the check list below before you start filling out the application form.
You MUST be able to tick all of the boxes otherwise you are not eligible to live at Foyer Oxford.

ESSENTIAL CRITERIA

I am between the age of 16 -23 years old.

I am homeless or at risk of homelessness.

I am willing to meet regularly with a youth worker at Foyer Oxford.

I am working or studying, or have a plan to start soon.

I have my own income or am eligible for a Centrelink payment (at least equal to the Youth Allowance – living away from home rate - ie more \$400 per fortnight)

I have the skills to look after myself and my own apartment, without needing much help. [cooking, cleaning, mental health, hygiene etc.]

I am an Australian Citizen or have Permanent Residency Status.

I have not earned more than \$47 904 [before tax] in the last 12 months.

Only complete this section if applicable

| CATEGORY | CRITERIA – must meet all the essential criteria plus: |
|---------------------------------------|--|
| <input type="checkbox"/> Pregnant* | <input type="checkbox"/> I am in my third trimester of my pregnancy. <input type="checkbox"/> I have undertaken all the required pre-natal appointments and have a birthing plan. *Pregnant applications will be accepted based on available apartments and support capacity at Foyer. |
| <input type="checkbox"/> Young parent | <input type="checkbox"/> I only have 1 child and am not pregnant. <input type="checkbox"/> My child is under 3 and has all of their vaccinations up to date. <input type="checkbox"/> I agree to engage with education employment or training, if my child is older than 6 months. <input type="checkbox"/> I agree to attend and engage in parenting workshops and actively work towards future goals for education, employment or training, if my child under 6 months old. |

INFORMATION SESSION ATTENDANCE

Yes I have attended an information session on this date _____

No Please register to attend an information session then submit your application

Foyer will not be able to process your application until we can verify that you have attended an information session.

FOYER APPLICATION

email: hello@foyeroxford.org.au
 fax: 08 6274 7222
 drop off at: 196 Oxford St, Leederville

PAGE 1 OF 3
Ver20 Aug. 15

YOUR DETAILS

| | | | |
|--|------------------------------|---------------------------------|---|
| Name: | | Identified gender | |
| Prefer Name/Alias | Date of Birth: | Age: | |
| Address: | | | |
| Phone 1: | Whose phone? | | |
| Phone 2: | Whose phone? | | |
| Email Address | | | |
| Are you currently in the Care of DCPFS? | Yes <input type="checkbox"/> | No <input type="checkbox"/> → → | Used to be <input type="checkbox"/> Not sure <input type="checkbox"/> |
| Are you pregnant? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | If you answered 'yes' to the pregnancy/children/partner question please complete the Children & Partner Attachment . |
| Do you have children? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| Do you have a partner who you want to live with you? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |

IS SOMEONE HELPING YOU TO FILL OUT THIS FORM?

| | | | |
|------------------|----------------------|--|--|
| Date filled out: | | | |
| Person's Name: | Relationship to you: | | |
| Name of service: | Contact Number: | | |

YOUR CULTURAL IDENTITY - tick all the boxes & fill in the parts that apply to you

Australian Born Do you identify as Aboriginal Torres Strait Islander Neither

Born overseas: Country? _____ Culturally, you identify as _____ Year arrived in Australia? _____

What's your current visa status? Naturalised citizen Permanent Resident Visa, Type _____

YOUR ENGLISH ABILITY- tick the box that applies to you

I read and write English well I can read and write OK I need help to read and fill this application

I would like an interpreter to help me and prefer to speak _____ (language and/or dialect?)

YOUR INCOME STATUS

Where do you get your money from?

Youth Allowance Newstart DSP Work Public trustee

How much do you get? \$ _____

How often do you receive the above amount? Weekly Fortnightly Monthly

Centrelink details CRN: _____ Are you on income management? Yes No

FOYER APPLICATION

email: hello@foyeroxford.org.au
 fax: 08 6274 7222
 drop off at: 196 Oxford St, Leederville

PAGE 2 OF 3
Ver20 Aug. 15

delivering for families and youth at risk

DO YOU HAVE ANYONE ELSE HELPING YOU? *an advocate, family, carer, foster carer, worker, friend etc.*

| Name of the person | Where are they from and/or their relationship to you? | What are they helping you with? |
|--------------------|---|---------------------------------|
| | | |
| | | |
| | | |
| | | |

CAN YOU GIVE US THE NAME OF 2 PEOPLE (REFEREES) THAT KNOWS YOU WELL AND COULD TELL US A BIT MORE ABOUT YOU AND YOUR CURRENT SITUATION? *an advocate, family, carer, foster carer, worker etc.*

| Name | Where are they from and/or their relationship to you? | Contact |
|------|---|---------|
| | | |
| | | |

GIVING YOUR CONSENT TO FOYER OXFORD

1. SHARING OF INFORMATION:

- a. I give permission for Foyer staff to contact me about this application. I also give consent for my referees and the person who helped me fill this out the form to share information relevant to this application.
- b. I understand that Foyer is comprised of AnglicareWA, Foundation Housing and Central Institute of Technology. I give permission for these agencies to share information including information from any previous contact I have had with these agencies.

FOYER CANNOT ACCEPT YOUR APPLICATION WITHOUT YOUR CONSENT

| | | | |
|-----------|--|-------|--|
| Signature | Type your name if you are emailing the form back | Date: | |
|-----------|--|-------|--|

2. PREVIOUS TENANCY CHECK:

I give consent to **Foundation Housing LTD** to check their database for any previous tenancies and/or debts I may have with them.

Your Foyer Oxford application cannot be processed if you answer NO.

Foundation Housing has the right to reject your application if you have previously caused malicious damage to one of their property or you still owe them a large amount of money.

Please ask to talk to a Foyer worker if this affects you.

Yes No

| | |
|-----------------------|--|
| Consent Period | Consent will be valid until service is completed or withdrawn. |
|-----------------------|--|

email: hello@foyeroxford.org.au
fax: 08 6274 7222
drop off at: 156 Oxford St, Leederville

FOYER APPLICATION

PAGE 5 OF 3
Ver.28 Aug. 15

WHAT DO YOU DO DURING THE DAY? *Are you involved in education, training, employment, volunteering etc.*

Please tell us what you do during the day that is linked to study, work or training? Please bring evidence to the assessment interview such as enrolment details, payslips

| Fill in all relevant sections | Details | Conditions | Number of hours per week? | How many days per week? | When did you start? |
|--|--|--|---------------------------|-------------------------|---------------------|
| <input type="checkbox"/> Employed | Employer | <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Casual | | | |
| <input type="checkbox"/> Employed | Employer | <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Casual | | | |
| <input type="checkbox"/> Studying | Name of course | <input type="checkbox"/> School <input type="checkbox"/> Uni <input type="checkbox"/> TAFE <input type="checkbox"/> Other <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time | | | |
| <input type="checkbox"/> Training | Type of training & provider | <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time | | | |
| <input type="checkbox"/> Volunteering | With who & where? | <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time | | | |
| <input type="checkbox"/> Other Please provide details | | | | | |

Are you involved in any other regular activities, groups or programs?

Are you having any trouble with doing the above? Yes No

Please give some details, ie is there anything that's getting in the way of you doing it? etc

Would you like to find something new to do? Yes No

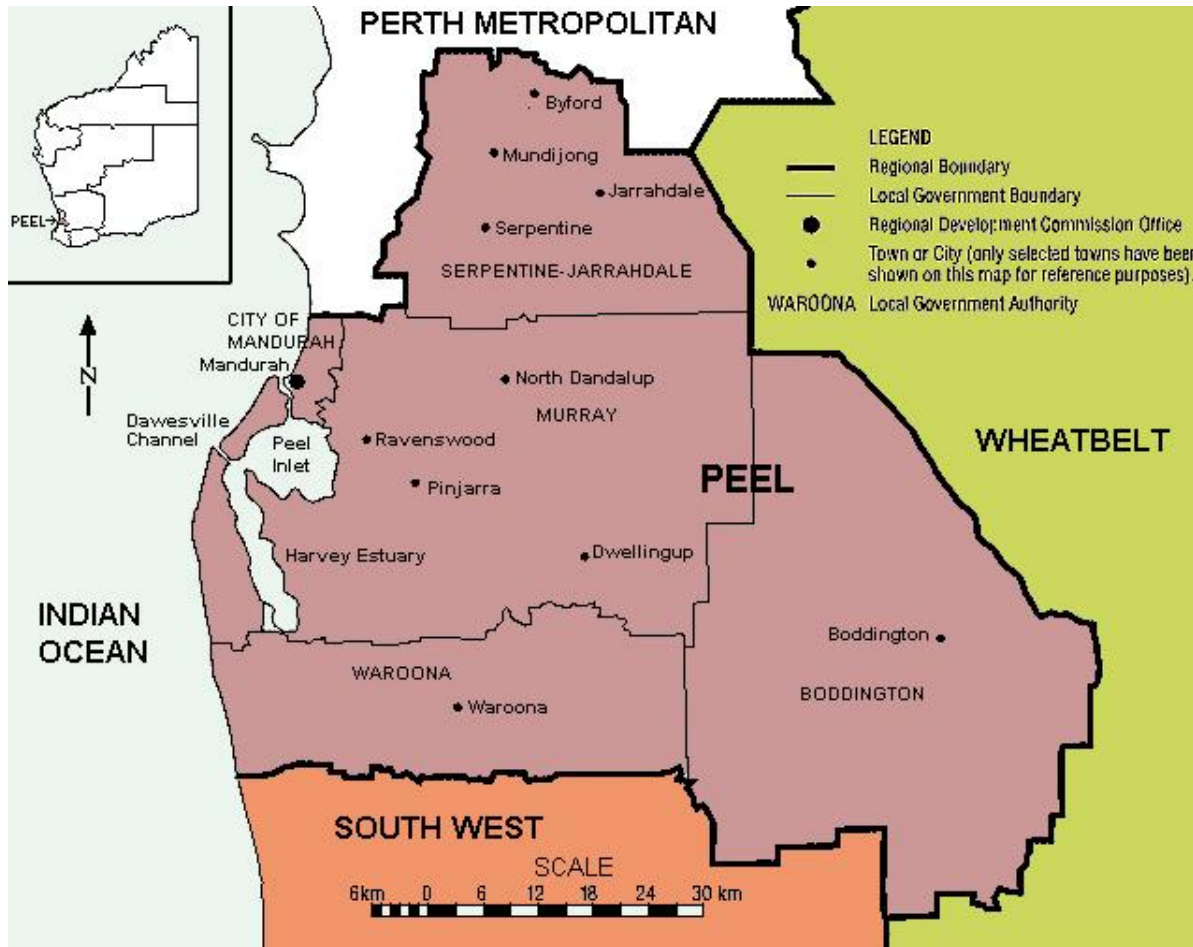
What would you like to do for study, training or work? What is stopping you from doing it at this moment?

email: hello@foyeroxford.org.au
fax: 08 6274 7222
drop off at: 156 Oxford St, Leederville

FOYER APPLICATION

PAGE 4 OF 3
Ver.28 Aug. 15

APPENDIX 3—Peel Region Map



Disclaimer:

This document has been prepared at the request of Shelter WA and the Peel Development Commission in accordance with the project scope and guidance provided by those bodies. Its contents reflects information gained from consultations with staff, stakeholders and other contributors nominated by those bodies, supplemented with a strategic review of material, issues and representations provided by them and other research. While due care has been taken by Eureka Strategy in the presentation and interpretation of this information, no warranty of completeness, accuracy or reliability is given in relation to the statements or material presented in this document, or to the representations made by staff, stakeholders, contributing parties or personnel involved in or consulted as part of the document's development. Other than the responsibility owned to Shelter WA and the Peel Development Commission, neither Eureka Strategy or any member, employee or officer of the company undertakes responsibility arising in any way from the reliance placed on this document by a third party. Any such reliance is that third party's sole responsibility. Eureka Strategy is also under no obligation in any circumstances whatsoever to update this document, in either oral or written form, for events occurring after it was issued in its final form

This Report has been in conjunction with Eureka Strategy P/L for Shelter WA and the Peel Development Commission. Eureka Strategy specialises in custom strategy, policy and business improvement initiatives and documentation typically involving complex analysis, innovations and insights to enhance stakeholder value. .



Dr John Carruthers | **Managing Director**
Proposals – Strategy – Policy – Project Support
PO Box 6744 East Perth 6004 | M: 0400 952 108
E: john@eurekastrategy.com.au

For further details or to discuss your involvement please contact:

Kristie Tonkin | Principal Consultant Industry, Skills and Regional Capability
Peel Development Commission
T (08) 9535 4140 | M 0427 999 470
45 Mandurah Terrace (PO Box 543) | Mandurah WA 6210
E kristie.tonkin@peel.wa.gov.au | W www.peel.wa.gov.au

This project is funded by the State Government's
Royalties for Regions program.

