



# **Find My Way – an Online Homelessness Services Portal connecting people experiencing homelessness with services and support**

## **What is Find My Way**

Find My Way, an online platform that acts as the ‘front door’ to accommodation and support for people experiencing homelessness.

Find My Way aims to connect people seeking accommodation with available services whilst upgrades to the Specialist Homelessness Information Platform (SHIP) means that services can receive and action referrals from people using Find My Way.

Find My Way has been developed and designed in consultation with a broad range of users and stakeholders.

Development has been undertaken by a consortium led by the successful tender recipient Infoxchange (a not-for-profit social enterprise which provides technology services); in partnership with community services provider Anglicare WA, the Innovation Unit, a not-for-profit social enterprise, and Perth-based digital design agency Anthologie.

Funded by the State Government, through the Department of Communities (Communities), and in partnership with the community services and corporate sector, this strategic initiative supports the All Paths Lead to a Home: Western Australia’s 10-Year Strategy on Homelessness 2020-2030. It is a core piece of infrastructure supporting sector-wide adoption of a No Wrong Door approach to service delivery.

## **Why do we need an online platform?**

Find My Way is an online platform that provides accessible information for people experiencing homelessness. It will be available 24 hours a day, 7 days a week. Find My Way will provide information on supports across a wide range of service providers, making it quicker and easier to support people.

With a user-friendly system of interconnected service providers, Find My Way will increase choice and control for users.

Find My Way is supported by upgrades to SHIP which will provide services with transparent and up-to-date information; and will ensure services receive, make and act on referrals. Find My Way is an online environment that is designed to foster trust among the user and service provider and facilitate relationship building between them.

Find My Way also aims to prevent ongoing trauma caused when people seeking support have to retell and relive their story multiple times as they engage homelessness service providers for assistance.

SHIP upgrades to support Find My Way will also deliver efficiencies for accommodation and other service providers, which will:

- reduce long administration processes
- simplify electronic bed availability
- reduce time on the phone responding to vacancy queries.

## **Who will use Find My Way?**

People experiencing or at risk of homelessness are the intended target audience and users of Find My Way. They will be encouraged to use it to identify and connect with accommodation and support service options that suit their circumstances, and they will be able to store, manage and share their information with service providers.

Homelessness Services that provide supported accommodation and family and domestic violence accommodation (government funded and independent) can use the SHIP upgrades that support Find My Way to:

- receive accommodation enquiries and referrals
- make any necessary referrals to other service providers
- generate reports and data to fulfill contractual obligations
- update bed vacancy data and accommodation availability (where appropriate).

Referral agencies – including community sector organisations, prisons, hospitals, police, outreach, and other supporting agencies – may use Find My Way to identify appropriate accommodation options and support for their clients who are experiencing homelessness.

## **How much has Find My Way cost the State Government?**

The State Government provided \$2.25 million in funding for the development of the Online Homelessness Services Portal including Find My Way and SHIP upgrades.

## **Facts for service providers**

### **Who will manage Find My Way - Online Homelessness Services Portal?**

Communities has contracted Infoxchange to develop the technical portal system and manage the technical operations of Find My Way and associated SHIP upgrades.

### **Is it replacing SHIP or will it integrate with SHIP?**

Upgrades to SHIP have been undertaken to support Find My Way. Find My Way does not replace SHIP but will replace the requirement of Communities for services to update the crisis vacancy accommodation register. Services are asked instead to update accommodation vacancies through SHIP.

### **How do the newly funded Homelessness Services Connectors (Digital Navigator) roles work with Find My Way?**

In 2024-25 Centrecare's Entrypoint service received additional funding to expand their service to meet demand which includes funding to operationalise Find My Way via the engagement of Homelessness Services Connectors (or 'Digital Navigators').

For Find My Way users who are rough sleeping or experiencing primary homelessness and who are not already connected to a homelessness support service, Find My Way will direct them via the SHIP upgrades to a Homelessness Services Connector who will be able to assist with referrals and where appropriate, nominate them for an allocation to accommodation or support at a Rough Sleeper Coordination Group.

This will provide more equitable access to homelessness services for people who are not connected to existing services, such as those living in areas with few services or those who may not know about or feel comfortable accessing mainstream services such as Engagement Hubs.

### **Will Services have control over what content they will display?**

Find My Way and associated SHIP upgrades has been designed and tested in partnership with the sector. Services will be responsible for providing and updating content on their services to be displayed in Find My Way through SHIP upgrades, including photos if appropriate to ensure the information is relevant and up to date.

### **Are Services contractually obligated to use Portal?**

No. The Portal will replace the crisis accommodation vacancy register that services currently use.

In addition to increasing visibility and utilisation of existing capacity within the homelessness response system, the SHIP enhancements to support Find My Way will provide other benefits to service providers including:

- live bed vacancies and accommodation availability
- streamlined referral pathways
- integrated reporting and data generation to support contractual obligations.

### **Will Services be trained in how to use the Portal before it goes live?**

Anglicare WA as part of the Consortium has prepared training manuals and a webinar on how to use the Portal and these resources have been sent to all relevant services.

Anglicare WA is also running online Q&A sessions on the Portal in the two weeks prior to the Portal going live on Monday 31 March 2025.

Communities released a webinar prior to the end of 2024 with information on the Portal including why the Government has invested in this digital infrastructure and why it is important for all homelessness services to be involved and to actively contribute to the Portal. See here for link [Homelessness Portal Update 17 December 2024](#).

## **Facts for people looking for accommodation**

### **What will Find My Way - Online Homelessness Services Portal do?**

The Find My Way, Online Homelessness Services Portal will be a free online service available 24 hours a day, 7 days a week. It will display available accommodation options and connect you to service providers across WA. It will help you to make direct contact to enquire about vacancies and available support services.

Find My Way will also give you somewhere to store and manage your important information. You can choose who to share your information with.

### **What if I don't have a phone or access to a computer?**

You can access Find My Way online at public libraries or other facilities with public access to computers.

You can still request access to accommodation through existing pathways: Engagement Hubs, calling Entry Point Perth or contacting accommodation services directly.

### **When can I use it?**

Find My Way will be live on Monday 31 March 2025.

## **More information or questions**

If you would like further information about how to get involved or any general inquiries and updates on Find My Way, please contact Communities - Office of Homelessness, email [homelessness@communities.wa.gov.au](mailto:homelessness@communities.wa.gov.au) or visit [www.communities.wa.gov.au/findmyway](http://www.communities.wa.gov.au/findmyway)