



Government of **Western Australia**
Department of **Communities**

Homelessness services Commissioning update

17 December 2024

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Acknowledgement of Country



Artist: Bowe Roads, a young Ulgardi man from Broome

Webinar agenda



Year in review



Commissioning activities update



Homelessness Commissioning Reference
Group



Online homelessness portal - update

An illustration of a woman with brown hair in a ponytail, wearing a yellow shirt and blue pants, standing and talking to a man with a beard, wearing a red shirt and blue pants. They are in a room with a bed in the background where a person is sleeping under a blue blanket. Two framed pictures hang on the wall. The text 'Working together to end homelessness' is overlaid in white.

Working together to end homelessness

Department of Communities

A network diagram showing five circular icons of diverse people connected by dashed lines, representing a community or support network.

Working together to end homelessness

- Thank you to the sector
- New investments
- Australian Zero Homelessness Summit 2024
- Housing & Homelessness Division
- Increasing regional focus: eg Central Great Southern – Community consultation for new service



Budget 2024-25 funding announcements



- **\$70.2 million** to support the sustainability of services during the extension period for the relevant service agreements.
 - Service providers have now received further information regarding their sustainability funding uplift and extension of Homelessness Service Agreements.
- **\$15.7 million** to boost Housing First Support Services (HFSS) through expansions in the metropolitan area and Geraldton, establishing the service in Albany, and initial planning and service design in Kalgoorlie.
- **\$6.3 million** to significantly expand homelessness referral services to ensure that vulnerable Western Australians can be connected with services and accommodation available.

PLUS: **\$3 million** in operational funding released mid-year for Regional Supportive Landlord Program in Geraldton, Albany, Kalgoorlie

Major \$92.2 million boost for critical homelessness services

The Cook Labor Government has committed \$92.2 million in new funding for homelessness initiatives in the 2024-25 Budget, including funding to ensure the continuation of more than 120 critical homelessness services across Western Australia.

- Cook Government provides \$92.2 million funding boost for critical homelessness services
- More than 120 WA homelessness services providing accommodation services, engagement hubs, outreach services and specialist support to receive a share of funding
- Boost to Housing First Support Services, including expansion in Geraldton and Great Southern

The Cook Labor Government has committed \$92.2 million in new funding for homelessness initiatives in the 2024-25 Budget, including funding to ensure the continuation of more than 120 critical homelessness services across Western Australia.

The funding will ensure existing homelessness services continue to deliver vital support for Western Australia's most vulnerable community members.

As part of this investment, more than 120 homelessness services will receive a share of \$70.2 million to continue service delivery and meet demand. The funding boost represents an unprecedented increase to baseline funding of specialist homelessness services in WA.

This includes additional funding for accommodation services, engagement hubs, outreach services and

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Ministers



Hon. John Carey

Minister for Planning, Lands, Housing,
Homelessness

[See all media statements from this Government](#)

This new funding is in addition to the \$47.6 million announced by the State Government in January 2024 to enable the continuation of 15 critical homelessness services and boost service capacity

Update on sustainability funding

- Budget 2024-25 announced **\$70.2 million** over the forward estimates to support the sustainability of relevant services during the extension period.
- This sustainability funding applies for the length of the extension of current contracts only to support commissioning of new services.
- **~120 services** received a share of funding (\$16.7 million in 2024-25) from 1 July 2024 via service agreement variations.
- Factors informing allocation included the type or service, location of service, cohort or people being served, size of service.

Homelessness System

Housing First
Principles

No Wrong
Door System

Research and
Data

Stakeholder
Consultation

Connection points

(No Wrong Door entry points)



Online and Phone Referral Services

- Extensions to 30 June 2027
- New agreements planned to commence 1 July 2027



Outreach Services

- Extensions to 30 Sept 2025
- New agreements planned to commence 1 Oct 2025



Engagement Hubs

- Extensions to 30 June 2027
- New agreements planned to commence 1 July 2027

Support Services

- Extensions to 30 June 2027
- New agreements planned to commence 1 July 2027

Accommodation & Housing

Accommodation services

- Extensions to 31 Dec 2026
- New agreements planned to commence 1 Jan 2027

Coordinated Outreach services indicative timeframes



Consultations

- **On 18 March 2024**, the Office of Homelessness held a face to face consultation session to seek input into the procurement of Coordinated Outreach services.
- Total of **59 attendees**, inc **32 community services**, **5 ACCOs**, **3 local governments** with a total **489 comments** collected for analysis.

Procurement next steps

- Data, market analysis, feedback from the face to face consultations helped inform the procurement approach.
- Further information is expected to be available very soon.

Accommodation update

- 2024 – service reviews and *preferred service provider* assessments completed for 48 current service agreements (30 orgs)
 - 22 services prioritising young people
 - 17 services prioritising adults
 - 9 services prioritising families
- New categories of accommodation services:
 - 24/7 supported accommodation facilities
 - in-reach supported accommodation (varying models with staff on-site)
 - respite night service
- In addition:
 - Recent low barrier options added (Wandjoo Bidi, Koort Boodja, Boorloo Bidi Mia)
 - Housing options through Supportive Landlord Model (Djuripiny Mia 100), Common Ground



Accommodation update

- Findings indicated:
 - Service agreements are outdated and do not align to the current service operations
 - Increased complexity of the client cohort resulting in service model challenges
 - Service agreements often do not reflect number of beds/rooms provided
 - Service agreements are often entwined with support external to accommodation i.e. case management support for people not accommodated
- Communities will continue to work with the sector to refine accommodation models into the future focusing on best practice and quality standards alongside community outcomes.
- Communities needs to further understand interdependences between accommodation services and support services to consider the broader system implications.
- Thanks to the organisations involved in this process.

Engagement Hubs



- Outdated service agreements
 - Do not align to the Strategy
 - Do not reflect the work that is being done
 - Increased complexity of individuals = service model challenges
- Communities will work with the sector to refine hub models (Housing First principles, No wrong Door approach)
 - Function and purpose of Engagement Hubs now and into the future

Specialist Support Services

- Feedback from the sector: we need to look at levels of support (high support; brief intervention; prevention and early intervention)
- Outdated service agreements
- Do not reflect current workload or complexity
- Service models have stretched to support demand
- Communities will work with the sector to redesign service models



Other regional commissioning activities

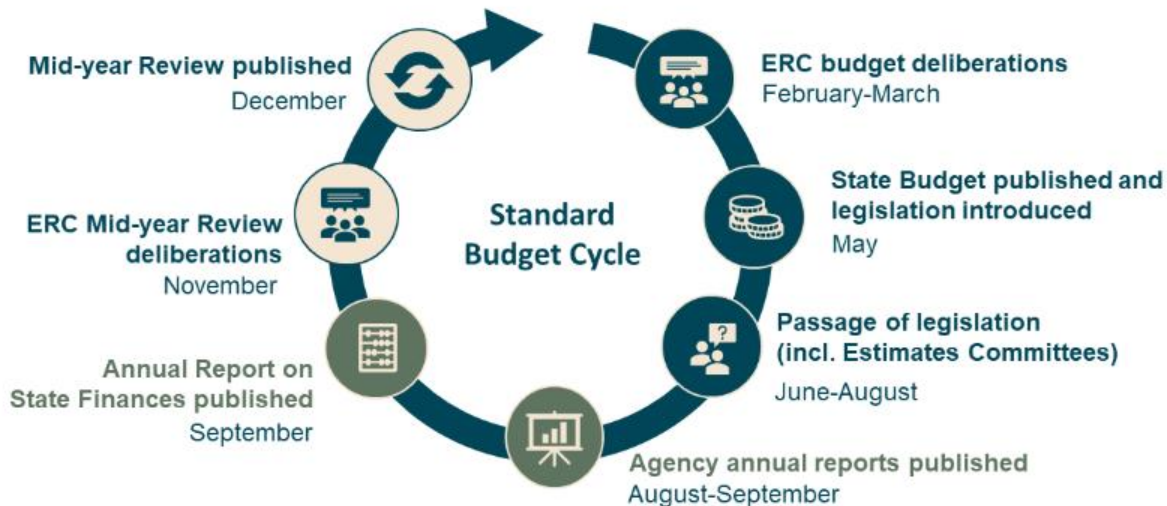
- Housing First Support Services – Albany
- Housing First Support Services – Kalgoorlie
- Regional Supportive Landlord Model – Geraldton
- Regional Supportive Landlord Model – Albany and Kalgoorlie

Homelessness Commissioning Reference Group

- Six meetings held in 2024
- Minutes are available from **Shelter WA**
- Key areas covered:
 - Community Services Outcome Measurement Framework
 - Building lived experience voices into commissioning and delivery
 - Connection points (outreach, engagement hubs, Entrypoint) working better together
 - Birdiya Maya Homelessness Research Project
 - Accommodation – foundations, revised service groupings, enabling conditions
 - Engagement Hubs – purpose, outcomes, cohort specificity
 - By Name List and Advance to Zero framework

Budget process and timelines

- Any new funding proposal must go through the formal Budget process with Budget outcomes decided by the Expenditure Review Committee (ERC) made up of the Premier, Treasurer and senior Ministers.
- 2025 – election year, later Budget than usual**
- All funding for homelessness services is committed via previous Budget cycles – the Office of Homelessness does not have discretionary funding.



Online Homelessness Services Portal

- Empowers people experiencing or at risk of homelessness to connect to supports.
- Users can create a profile, browse a wide range of support services and accommodation options based on their needs, and connect directly with existing services.
- Collaboration: Communities and consortium (Infoxchange, Anglicare WA, the Innovation Unit and Anthologie).
- Front end for users and back-end for services to add or modify information to ensure the information is up to date.
- Referrals to the new homelessness service connectors (as part of Centrecare's Entrypoint) for those who are rough sleeping and who are not current users of services.
- Next phase: user training – Anglicare WA – stay tuned for more communications.
- Go-live date is planned for the 1st Quarter of 2025 .

Questions & further information

For further information or questions regarding commissioning of homelessness services please email the Office of Homelessness:

homelessness.commissioning@communities.wa.gov.au

[Communities Commissioning Plan](https://www.wa.gov.au/organisation/departments/departments-of-communities/departments-of-communities-commissioning-plan)

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[All Paths Lead to a Home: Western Australia's 10-Year Strategy on Homelessness 2020-2030](https://www.wa.gov.au/government/document-collections/all-paths-lead-home-western-australias-10-year-strategy-homelessness-2020-2030)

<https://www.wa.gov.au/government/document-collections/all-paths-lead-home-western-australias-10-year-strategy-homelessness-2020-2030>

[Closing The Gap](https://www.closingthegap.gov.au/)

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