



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

Homelessness services Commissioning update

8 May 2024

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Housing and Homelessness

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Violence (FDV) and Homelessness
Commissioning and Contracting

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Housing and Homelessness



Acknowledgement of Country

The Department of Communities acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters and community.

We pay our respects to all members of Western Australia's Aboriginal communities and their cultures; and to Elders both past and present.

We commit to the responsibilities that our Department has in working with and for Aboriginal people to Close the Gap.



Webinar agenda



The Office of Homelessness – meet the team



New funding announcements



Commissioning activities update – service groups



Budget process and timelines



Homelessness Commissioning Reference Group



Question and answer session (please post questions in the webinar Q&A section)

Office of Homelessness

- Oversee homelessness services, including outreach, accommodation, specialist support services and engagement hubs
- 3 streams of focus –
 - System stewardship and partnerships
 - System design, pilot projects and coordination/central responses
 - Strategy and policy
- **Vision** – Everyone has a safe place to call home and is supported to achieve stable and independent lives
- **Principles** – Ending homelessness is everyone's responsibility
 - There is no wrong door approach to service delivery
 - The right solutions are delivered in the right places by the right people
 - We do what we know works, supported by evidence
 - We hold ourselves accountable for achieving outcomes

Office of Homelessness



Leon McIvor, Deputy Director General, Housing and Homelessness



Ekaterini (Kathy) Cokis, A/Executive Director, Office of Homelessness

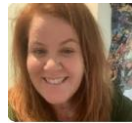
System stewardship and partnerships



Nicholas Duff, Manager

Andrew Joske
Matthew Ward

System design, pilot projects and coordination/central responses



Gayle Mitchell, Manager

Niamh Kiely
Lauren Quintal
Nikki Bollard
Lucy Greer
Frank Adams
Katie Vos
Mandy Byrne
Mark McKenzie
Wah Wah Reesana

Strategy and policy



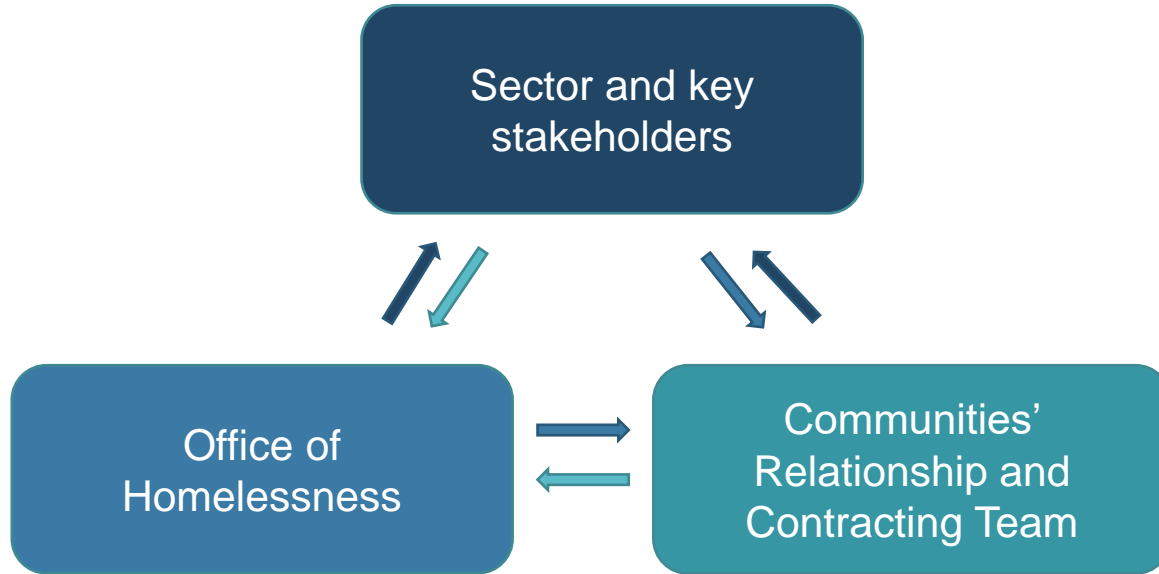
Tanyana Bailey, Manager

Ryan Medrana
Kayran Bell
Sophie Girauda
Putri Frankland

Emma Garbutt, Executive Support, Homelessness



Communities' Relationship and Contract Officers will continue to be the **main point of contact** for service providers, particularly in regard to individual service agreements.



Recent 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.
 - Communities is progressing work related to the HFSS and referral service announcement and will be in touch with relevant stakeholders in the coming months.

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

Published
19 April 2024

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

Sustainability funding

- Service providers have now received further information regarding their sustainability funding uplift and extension of homelessness service agreements.
- Indexation has not been included in the letters and will be applied to the revised AFL when the service variations are issued.
- We are unable to confirm the future one-off payments attributed to SACS at this stage. We understand the uncertainty this creates for services, but unfortunately as it is Commonwealth funding it is outside of the State's control. All States and Territories are in the same position in this regard.
- This sustainability funding applies for the length of the extension of current contracts only to support commissioning of new services.
- **If you have not done so already, please review and return the signed uplift letters so we can progress the service variations.**

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

HEART outreach services indicative timeframes



Consultation HEART outreach services

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

Procurement next steps

- Communities is consolidating feedback from the face to face consultation sessions.
- This feedback will help inform the procurement approach of HEART outreach services.
- It is anticipated that the procurement approach will include a draft Request for Tender for comment
- All interested service providers must register on Tenders WA. This will enable service providers to download any Request for Tender documents and provide responses accordingly.

Accommodation update

- Commencing in late 2023, Communities conducted *preferred service provider* assessment and reviews for 48 current service agreements across 30 organisations.
- Categories of accommodation services:
 - 24/7 supported accommodation facilities
 - in-reach supported accommodation (varying models with staff on-site)
 - respite night service
- Priority cohorts for the 48 service agreements:
 - 22 services prioritising young people
 - 17 services prioritising adults
 - 9 services prioritising families



Youth Involvement Council, Hedland

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
- As a result of the individual meetings with providers, 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 to ensure safe and contemporary services into the future.
- Communities needs to further understand the interdependences between accommodation services and support services (eg housing support workers) to consider the implications on homelessness services from a broader systems perspective.
- Thanks to the organisations involved in this process. The transparent and honest feedback has resulted in key learnings for the future direction of accommodation services.

Engagement Hubs



- Service agreements are outdated and don't align to the Strategy
 - Increased complexity of individuals resulting in service model challenges
 - Service agreements often do not reflect the work that is being done
- Communities will continue to work with the sector to refine Engagement Hub models focusing on a Housing First principles and a No wrong Door Approach
 - There is work to be done to better understand the function and purpose of Engagement Hubs now and into the future

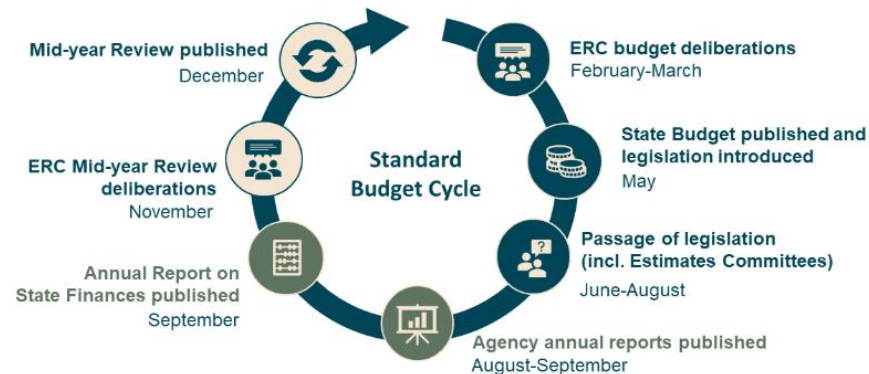
Specialist Support Services



- Service agreements are outdated and don't reflect the current workload or complexity
 - Service models have stretched to support demand
 - We need to create contemporary outcome focused contracts
- Communities will work with the sector to redesign Specialist Support models
 - Feedback from the sector: we need to look at levels of support
 - High Support
 - Brief Intervention
 - Early Intervention and prevention support

Budget process and timelines

- Commissioning and Contracting is currently developing a process around unsolicited proposals for new services.
- 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.
- All funding for homelessness services is committed via previous Budget cycles – the Office of Homelessness does not have discretionary funding.
- Preparation of submissions, the Budget cycle and procurement processes take time and we encourage services to consider this when making proposals.



Homelessness Commissioning Reference Group

- Second meeting held on Tuesday 30 April 2024
- Minutes from the first meeting have been sent to participants, include Shelter WA – **please contact Shelter WA for a copy**
- Points of discussion:
 - Understanding Communities' Homelessness Services Commissioning Approach
 - System feedback – connection points (discussion on how outreach, engagement hubs and Entrypoint might work together)
 - Integrating the Community Services Outcome Measurement Framework into the commissioning of homelessness services
 - Acknowledging the invaluable input of our three Lived Experience members

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-of-communities/departments-of-communities-commissioning-plan)

<https://www.wa.gov.au/organisation/departments-of-communities/departments-of-communities-commissioning-plan>

[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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