

Application for review before the Honourable Amber-Jade Sanderson MLA (Minister for Health and Minister for Mental Health) pursuant to section 246(2)(a) of the *Planning and Development Act 2005*

BETWEEN:

RUAH COMMUNITY SERVICES LTD

Applicant

and

CITY OF PERTH

Respondent

APPLICANT'S FURTHER SUBMISSIONS

Date of Document:	14 May 2024
Filed on behalf of:	The Applicant
Date of Filing:	14 May 2024
Prepared by:	
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MANNING WA 6152	Reference: 24-012

Introduction

- 1 Pursuant to the timetable established by the Hon. Minister for Health and Minister for Mental Health (**Hon. Minister**) with respect to this review, the parties have provided to the Hon. Minister and each other their respective submissions.

- 2 The submissions of Ruah Community Services¹ (**Ruah**) were prepared by Flint Legal, are dated 22 April 2024, and include five (5) attachments (together **Ruah's submissions**).
- 3 The submissions of the City of Perth (**City**) were prepared by Lavan and are dated 22 April 2024 (**City's submissions**).
- 4 The letter addressed from the Chief of Staff for the Hon. Minister to Mr Flint of Flint Legal dated 24 April 2024 allows the parties until 5pm on Tuesday 14 May 2024 to make a further submission to the Hon. Minister.
- 5 These submissions are Ruah's further submissions.

Response to the City's submissions

- 6 Ruah relies upon Ruah's submissions to the extent that they provide a response to the City's submissions.
- 7 Furthermore, these further submissions are a response to the City's submissions, and Ruah continues to rely upon Ruah's submissions. That being the case, the fact that an element or elements of Ruah's submissions are not repeated in these submissions does not mean that element or those elements are no longer relied upon.

¹ See [8] *below* as to the change from 'Ruah Community Services Ltd'.

‘Preliminary procedural matters’ (paragraphs 8 to 16 of the City’s submissions)

8 Name of the Applicant

8.1 Upon investigation it has been confirmed that the name of the Applicant should be ‘Ruah Community Services’, as opposed to ‘Ruah Community Services Ltd’.

8.2 The lease for the premises at 247-249 James Street, Northbridge (**247 – 249 James Street**) identifies the lessee as ‘Ruah Community Services’, and it is that entity that will operate the Safe Night Space for Women (**SNS**) at that location.

8.3 ‘Daughters of Charity Services (W.A.) Ltd’ was a public company limited by guarantee registered on 15 September 1994.

On 10 May 2004 ‘Daughters of Charity Services (W.A.) Ltd’ changed its name to ‘Daughters of Charity Services (W.A.)’.

On 10 July 2009 ‘Daughters of Charity Services (W.A.)’ changed its name to ‘Ruah Community Services’.

Attached hereto and marked ‘Attachment 1’ is a Current & Historical Company Extract dated 12 May 2024 for Ruah Community Services.

8.4 The use of ‘Ruah Community Services Ltd’ in the application for review and in Ruah’s submissions was an error and not a reference to a different entity.

8.5 Ruah respectfully requests that the name of the Applicant be changed to 'Ruah Community Services'.

'Condition 2' (paragraphs 21 to 32 of the City's submissions)

9 Ruah understands paragraph 32 of the City's submissions to be that the City would not oppose condition 2 being reworded to read as follows:

The Safe Night Space for Women having a limited approval period of 30 months from the date of this determination, after which time the use must cease.

10 Ruah accepts the reworded condition 2 set out immediately *above*. It is therefore respectfully submitted that the review in respect of condition 2 can be resolved by replacing the current wording with the wording set out immediately *above*.

'Condition 3' (paragraphs 33 to 94 of the City's submissions)

'Overview' (paragraphs 33 to 40 of the City's submissions)

11 As to the statement that it 'is unclear to the Respondent why the Applicant no longer relies upon the version of the OMP dated 23 January 2024'²:

11.1 Ruah has taken the opportunity to amend and improve the Operational Management Plan dated 23 January 2024 (**OMP dated 23 January 2024**) in the drafting of the Operational Management Plan dated 4 March 2024 (**OMP dated 4 March 2024**). In this regard Ruah refers to paragraph 86 of Ruah's submissions.

² Paragraph 40 of the City's submissions.

Ruah is always looking at ways to improve its service delivery for all stakeholders, and the changes to the OMP dated 23 January 2024 that are reflected in the OMP dated 4 March 2024 are designed to this end.

- 11.2 Ruah refers to paragraph 85 of, and Attachment 5 to, Ruah's submissions.

Attachment 5 to Ruah's submissions:

11.2.1 Identifies each textual change made to the OMP dated 23 January 2024 that is in the OMP dated 4 March 2024.

11.2.2 States the rationale for each textual change made to the OMP dated 23 January 2024 that is in the OMP dated 4 March 2024. That is, each textual change has a purpose.

'Options available to Minister' (paragraphs 41 to 43 of the City's submissions)

- 12 As the review before the Hon. Minister is *de novo*³ and its purpose 'is to produce the correct and preferable decision at the time of the decision upon the review'⁴, the Minister is not limited as the City submits⁵.
- 13 Whether or not the City has had an opportunity to engage with Ruah with respect to the OMP dated 4 March 2024⁶ is irrelevant to the Hon. Minister's task 'to produce the correct and preferable decision at the time of the decision upon the review'.

³ See s.27(1) of the *State Administrative Tribunal Act 2004 (Act)*.

⁴ See s.27(2) of the Act.

⁵ See [41] of the City's submissions.

⁶ See [43] of the City's submissions.

'Limb (a) – external security' (paragraphs 47 to 58 of the City's submissions)

14 On the issue of 'external security', Ruah's position is:

14.1 What it proposes in the OMP dated 4 March 2024 in terms of security and amenity external to the premises is appropriate with respect to any issue that might arise from the operation of the Safe Night Space for Women at 247-249 James Street (**Northbridge SNS**).⁷

It is important in this context to note and emphasise that Ruah is not responsible for security and amenity external to the premises at large – only those issues that arise from the operation of the Northbridge SNS.

14.2 There is no need for, to use the words of condition 3(a), 'the presence of one (1) security personnel to be positioned external to the building at all times that the Safe Night Space is operational'.

15 There is no need for 'the presence of one (1) security personnel to be positioned external to the building at all times that the Safe Night Space is operational' for reasons including the following⁸:

15.1 There is very good visibility of external areas from within the Northbridge SNS:

15.1.1 There is extensive CCTV coverage. Cameras have been strategically placed to cover key areas outside the building ensuring all critical spots are under constant surveillance. Real time adjustments are able to be made to camera angles, enabling security personnel to focus on any developing situations promptly and effectively.

⁷ The measures proposed by Ruah in the OMP dated 4 March 2024 with respect to external security include what is set out at [89] & [90] of Ruah's submissions and [52] & [53] of the City's submissions.

⁸ The reasons that follow are in addition to those measures set out in footnote 7 above.

- 15.1.2 Small spaces at the front and back of the building simplify surveillance.
 - 15.1.3 Focused access control involving a single main access point ensures security personnel can effectively monitor the premises.
 - 15.1.4 The entire front of the Northbridge SNS is glass, allowing security personnel to monitor external activities from within the building.
- 15.2 The strategic placement of security features:
- 15.2.1 One of the two security guards is stationed at the front desk, positioned approximately one metre from the front door. This strategic placement allows the guard to have a clear line of sight to the entrance and the street outside.
 - 15.2.2 The sides of the building at 247-249 James Street are gated, thereby preventing unauthorised access and helping to streamline security tasks.
- 15.3 Security personnel are limited in what they can do. Unlike the police, they do not have enforceable powers.
- 15.4 It is the experience of Ruah that an external security presence does not provide a visual deterrent in the circumstances of an SNS.
- 15.5 The experience of Ruah of operating the Safe Night Space for Women at the Rod Evans Community Centre, East Perth (**East Perth SNS**) was that a security guard was not required to be positioned outside the building at all times that the East Perth SNS was operational.

External security was not required at the East Perth SNS due to effective internal measures and proactive risk management.

The successful security model at the East Perth SNS demonstrated that a permanent external security presence is not required and supports the same approach at the Northbridge SNS. Although the Northbridge SNS is in a different location, the service model and client group remain unchanged from the East Perth SNS.

16 With respect to the matters raised by the City:

16.1 Reference is made to ‘adverse amenity impacts’⁹, ‘a genuine amenity concern for which the proposed development creates a material risk’¹⁰, the ‘risk of antisocial behaviour’¹¹, and ‘potential antisocial behaviour’¹².

The *above* references are vague, unsupported by any material/evidence from the City, and, in any event, absent an explanation as to how an external security guard at all times the Northbridge SNS is in operation will assist.

16.2 It needs to be remembered that Ruah is not responsible for security and amenity external to the premises at large – only those issues that arise from the operation of the Northbridge SNS.

16.3 The City focusses on external hourly security patrols¹³ as Ruah’s response to the City’s request for the approved operational management plan to require an external security guard at all times the Northbridge SNS is in operation¹⁴. As can be seen from the *above*¹⁵, Ruah’s position that ‘the presence of one (1) security personnel to be positioned external to the building at all times that the Safe Night Space is operational’ is not required is based on much more than simply the external hourly security patrols.

⁹ [48] of the City’s submissions.

¹⁰ [49] of the City’s submissions.

¹¹ [51] of the City’s submissions.

¹² [56] of the City’s submissions.

¹³ See [52] to [55] and [58] of the City’s submissions.

¹⁴ See [55] of the City’s submissions.

¹⁵ At [15].

- 16.4 Paragraph 57 of the City's submissions seeks to gain support for the position that 'the presence of one (1) security personnel to be positioned external to the building at all times that the Safe Night Space is operational' is required by stating that the '4 March 2024 version of the OMP does not include content that was included in the 23 January 2024 version of the OMP about there being a 10pm curfew for arrivals'.

At the East Perth SNS arrivals after 10pm that were not emergencies were not admitted. The intention is that this position will also operate at the Northbridge SNS and has sought to be implemented through the OMP dated 23 January 2024¹⁶ and now the OMP dated 4 March 2024¹⁷.

Ruah accepts that it may have unintentionally created some confusion with the following phrase in the OMP dated 4 March 2024:

*To enhance service efficiency and manage client flow effectively, clients are encouraged to coordinate with designated hubs during the day and present to the SNS between 7pm-10pm for planned visits.*¹⁸

The reference to 'encouraged' is only intended to apply to clients coordinating with hubs during the day, not to their arrival at the Northbridge SNS no later than 10pm.

To clear up any possible confusion, Ruah proposes that the *above* extract from the OMP dated 24 March 2024 be amended to read as follows:

¹⁶ See section 4.1 on p.10 of the OMP dated 23 January 2024 re the 10pm attendance curfew and section 2.1 on p.6 of the OMP dated 23 January 2023 re emergency cases. The OMP dated 23 January 2024 is within Attachment 2 to Ruah's submissions.

¹⁷ See section 5.2 on p.8 of the OMP dated 4 March 2024 re the 10pm attendance deadline and emergency presentations after 10pm. The OMP dated 4 March 2024 is within Attachment 4 to Ruah's submissions.

¹⁸ Section 5.2 on p.8 of the OMP dated 4 March 2024.

To enhance service efficiency and manage client flow effectively, clients are:

- (a) encouraged to coordinate with designated hubs during the day; and,*
- (b) to present to the SNS between 7-10pm for planned visits.*

It must remain the case that emergency arrivals are not subject to a 10pm curfew.

'Limb (b) – community engagement' (paragraphs 59 to 69 of the City's submissions)

17 Ruah maintains that community complaints, feedback and engagement are appropriately dealt with in the OMP dated 4 March 2024¹⁹ and that there is no need for the inclusion in the approved operational management plan of 'specific provisions to engage with the Northbridge Neighbourhood Group on a regular basis to discuss any potential issues relating to the operation of the Safe Night Space and measures to resolve these issues'.

18 In respect of the Community Advisory Group for the Northbridge SNS (**CAG**) referred to in the OMP dated 4 March 2024²⁰:

18.1 Ruah has substantial experience, and therefore credibility, with committees of this nature established in respect of the services it provides.

Attached hereto and marked 'Attachment 2' is a document setting out the involvement of Ruah in three advisory committees of a nature similar to the CAG.

¹⁹ See [93] of Ruah's submissions.

²⁰ At pp. 16 and 17.

18.2 Considerable work has been undertaken:

18.2.1 Its membership is currently: Liz Macleod (Independent Chair), Bianca Moore (Lived Experience Community Member), Noella Cook (James Street Neighbour Community Member), Gayle Mitchell (Office of Housing and Homelessness, Department of Communities), Dr Amanda Stafford (Clinical Lead, RPH Emergency Department), Hilton Mtanda (Social and Emotional Wellbeing Manager, Derbarl Yerrigan Health Service), Dean Ball (City of Perth), Elsie Blay (Ruah), and Jacqueline Pelczar (CAG Secretary).

18.2.2 The CAG will hold its first meeting on 15 May 2024.

18.2.3 A Terms of Reference has been prepared for the CAG which is to be considered for adoption at the meeting on 15 May 2024.

Attached hereto and marked 'Attachment 3' is the CAG Terms of Reference to be considered for adoption at the meeting on 15 May 2024 (that is why it is marked as draft).

18.3 Ruah would welcome a member of Northbridge Common Incorporated to be a member of the CAG through an expression of interest process as was undertaken for the other community members.

18.4 For reasons of flexibility, it is not appropriate for the approved operational management plan to be more particular as to the membership of the CAG than is presently the case in the OMP dated 4 March 2024²¹.

'Differences in versions' (paragraphs 70 to 79 of the City's submissions)

19 As noted *above*²², Attachment 5 to Ruah's submissions:

²¹ See section 8.3 on p.17 of the OMP dated 4 March 2024.

²² At [11.2].

- 19.1 Identifies each textual change made to the OMP dated 23 January 2024 that is in the OMP dated 4 March 2024.
- 19.2 States the rationale for each textual change made to the OMP dated 23 January 2024 that is in the OMP dated 4 March 2024. That is, each textual change has a purpose.
- 20 The OMP dated 4 March 2024 does reduce the hours the security staff are on site from those set out in the OMP dated 23 January 2024, down from 7pm – 8am to 7pm – 7am.²³

The rationale for the change is set out on page 3 of Attachment 5 to Ruah's submissions.

The hour from 7am to 8am in the OMP dated 23 January 2024 was included at the request of the City's staff to, as Ruah understands it, provide co-ordination between the operations of the Northbridge SNS and Ruah's engagement hub, which operates during the day from the same premises. Given this review, Ruah has taken the opportunity to seek the removal of this additional hour as experience has shown it is not needed. Ruah will ensure seamless operations during the changeover in the morning from the Northbridge SNS to the engagement hub.

- 21 The issue of 'a 10pm curfew for arrivals'²⁴ is dealt with *above*²⁵.
- 22 It is not the intention of Ruah, via the OMP dated 4 March 2023, to remove capacity restrictions under the terms of the approval.²⁶

²³ As set out in [71] of the City's submissions.

²⁴ [72] of the City's submissions.

²⁵ At [16.4].

²⁶ See [74] of the City's submissions.

The Northbridge SNS only has capacity for thirty (30) women a night, and this is explicit in the OMP dated 4 March 2023²⁷.

If it be considered necessary, condition 1 of the approval could be amended to add at the end the words 'with a maximum of thirty women each night'.

That would mean condition 1 would read:

The Safe Night Space for Women only operating from 7:00pm to 7:00am seven days a week with a maximum of thirty women each night.

- 23 The degree of assessment of the OMP dated 4 March 2024 and the extent of discussions between Ruah and the City about it are not relevant conditions in the Hon. Minister's determination of the 'correct and preferable decision' in respect of the review.
- 24 In response to paragraph 79 of the City's submissions, please find *attached* and marked 'Attachment 4' a tracked changes comparison document showing the changes from the OMP dated 23 January 2024 to the OMP dated 4 March 2024.

'References to City in condition 3' (paragraphs 80 to 94 of the City's submissions)

- 25 In this context²⁸, Ruah objects to the following wording in condition 3:

25.1 '... an updated Operational Management Plan, that includes ... must be submitted to and approved by the City'.

²⁷ At section 2.1 on p.4

²⁸ i.e. references to the 'City' in condition 3.

25.2 'The Safe Night Space being managed and operated in accordance with the approved Operational Management Plan at all times to the satisfaction of the City'.

*First objection*²⁹

26 The nub of Ruah's concern with this aspect of condition 3 is the use of the word 'includes'.

Ruah's concern is that 'includes' is not exhaustive and allows for the possibility of the City requiring the updating of the operational management plan to be in respect of more matters than those set out at a. and b. of condition 3.

27 If it is not the City's intention that it can require the updating of the operational management plan in respect of more matters than those set out at a. and b. of condition 3³⁰, Ruah's concern in this regard falls away if the word 'includes' is replaced with 'specifies'.

28 If it is the City's intention that it can require the updating of the operational management plan in respect of more matters than those set out at a. and b. of condition 3, then Ruah maintains its objection and condition 3 would clearly be invalid.

Condition 3 would be clearly invalid for uncertainty and lack of finality because it would be deferring for later consideration a non-incident aspect of the approval, i.e. the terms of the operational management plan.³¹

29 If the Hon. Minister is of the view that at least one of a. and b. in condition 3 is to remain, Ruah seeks the replacement of 'City' where it appears in the first

²⁹ Relates to the wording in [25.1] above.

³⁰ Having regard to [38] of the City's submissions this may be the case.

³¹ See [73] of Ruah's submissions and [82] of the City's submissions.

line after b. with the ‘Minister for Planning’ for the reasons set out at paragraph 100 of Ruah’s submissions.

*Second objection*³²

- 30 Paragraph 86 of the City’s submissions sets out the following extract from *Phil Lukin Pty Ltd and Lowe Pty Ltd and Shire of Busselton* [2006] WASAT 124 (*Lukin*):

*The second sense in which the word “satisfaction” is used is in place of, or as an aid to, enforcement of a condition. The use of the word “satisfaction” in this sense exceeds the appropriate function of a planning consent authority. Conditions of approval must be expressed with sufficient certainty so that they are able to be enforced. However, enforcement of conditions is a separate matter to the imposition of conditions.*³³ (my underlining)

- 31 The proposed condition under consideration by the State Administrative Tribunal in *Lukin* read as follows:

*A Dust Management Plan to be prepared and submitted to the satisfaction of the Shire, prior to the issue of a building licence and implementation of that Plan to be undertaken at each and every stage of the development of the site to the satisfaction of the Shire of Busselton.*³⁴ (my underlining)

- 32 The underlined words set out immediately *above* are relevantly to the same effect as the words ‘The Safe Night Space being managed and operated in accordance with the approved Operational Management Plan at all times to the satisfaction of the City’ in condition 3. Therefore, the extract from *Lukin* at paragraph 86 of the City’s submissions is directly applicable, and the words ‘to the satisfaction of the City’ in condition 3 are not valid as they lack certainty

³² Relates to the wording in [25.2] *above*.

³³ At [88].

³⁴ At [84].

in respect of a non-incidental aspect of the approval – what constitutes compliance with the approved operational management plan.³⁵

- 33 The City is erroneous in interpreting the *above*³⁶ extract from *Lukin* to the effect that ‘it is arguable that the words “to the satisfaction of” may in some cases be practically unnecessary to include in a condition of development approval, if they are intended to relate specifically to potential future enforcement’³⁷. The relevant extract is clearly to the effect that compliance ‘to the satisfaction of’ is invalid for uncertainty.
- 34 The effect of the words ‘to the satisfaction of the City’ in condition 3 is that what the approved operational management plan requires of Ruah is always at large as it is dependent on the City’s undefined ‘satisfaction’. The requirement for the City’s ‘satisfaction’ goes to the heart of what the approved operational management plan requires of Ruah.

This is a more dire situation for Ruah than the terms of the operational management plan being approved by the City at some point in time after the grant of approval. In the latter case the terms of the operational management plan will be known upon its approval, whereas in this case, whilst there will be an approved operational management plan, its interpretation is dependent on the City’s ‘satisfaction’ which is not known.

Additionally, the requirement of the City’s ‘satisfaction’ puts Ruah at an unknown risk in terms of enforcement action on the part of the City. If Ruah, acting reasonably and in good faith, believes it is managing and operating the Northbridge SNS in accordance with the approved operational management plan, it may still be the case that the City’s unknown ‘satisfaction’ has not been met and potentially successful enforcement action ensues.

The words ‘to the satisfaction of the City’ in condition 3 are invalid and, in any event, apart from invalidity, the ‘correct and preferable decision’ would be to

³⁵ This is to the same effect as [96] to [101] of Ruah’s submissions.

³⁶ At [30].

³⁷ [87] of the City’s submissions.

remove them. It is not in the public interest for a critical service in the nature of the Northbridge SNS to be subject to such a level of uncertainty in its operation.

The other point made in Ruah's submissions is that:

In any event, management and operation of the use in accordance with the approved OMP is a simple, objective concept and is not dependent of the opinion, or 'satisfaction', of the City. Either the use has been managed and operated in accordance with the approved OMP or it has not, irrespective of the opinion, or 'satisfaction', of the City.³⁸

- 35 I pause to note that Ruah accepts that, at a practical level, the City may have to make its own judgment, from time to time, as to whether the Northbridge SNS is being managed and operated in accordance with the approved OMP. That, however, is completely different from the words 'to the satisfaction of the City' in condition 3 that have the effect of allowing the City's 'satisfaction' to define Ruah's obligations under the approved operational management plan.
- 36 At paragraphs 90-92 of the City's submissions, the City deals with issues arising from this review being determined by the Hon. Minister pursuant to section 247 of the *Planning and Development Act 2005*.

In particular, at paragraph 90 the City submits that:

If the final version of the development approval for the premises is granted with condition 3 worded in the manner proposed by the Applicant, then there will be ambiguity as to whether responsibility for enforcing compliance with condition 3 of the development approval rests with the Respondent or with the Minister.

Before addressing paragraph 90, it is appropriate to set out the wording of condition 3 which Ruah seeks, which is as follows:

³⁸ At [102].

The Safe Night Space for Women being managed and operated at all times in accordance with the attached Operational Management Plan dated 4 March 2024.

The City's concern appears to be that the absence of the phrase 'to the satisfaction of the' City or the Minister for Planning means that it is not immediately clear whether the City or the Minister for Planning would be responsible for ensuring compliance with condition 3. The City's position then appears to be that this concern is a reason for retaining the phrase of 'to the satisfaction of the City', or, alternatively, replacing it with the phrase 'to the satisfaction of the Minister for Planning', so that it is clear who is responsible for enforcement.

Paragraph 90 of the City's submissions is erroneous. If condition 3 is amended as sought by Ruah it will be enforceable by either the City or the Minister for Planning. It is not necessary to decide by whom at this stage. Any asserted ambiguity as to who will be responsible for enforcement of condition 3 in the terms sought by Ruah must not be dealt with by use of the invalid and otherwise inappropriate phrase 'to the satisfaction of'. Nor is it necessary for condition 3 to contain the phrase 'to the satisfaction of' for it to be enforceable.

37 It remains to comment on paragraphs 93 and 94 of the City's submissions.

38 Paragraph 93 of the City's submissions reads as follows:

The substance of the obligation of the Applicant to comply with the OMP would not change in any way as a consequence of including the words "to the satisfaction of the" within condition 3 of the development approval.

As noted *above*³⁹, the inclusion of the words ‘to the satisfaction of the City’ means that Ruah does not know what constitutes compliance with condition 3 as it is dependent on the City’s unknown ‘satisfaction’.

39 Paragraph 94 of the City’s submissions reads as follows:

If however the Minister determines that the words “to the satisfaction of” should be deleted from the end of condition 3 of the development approval, then it would be very important for the final content of the OMP be [sic] comprehensive and certain, so that there can be no doubt or ambiguity as to the nature of any required operational measures.

Paragraph 94 appears to accept that the addition of ‘to the satisfaction of the City’ in condition 3 provides for the City’s ‘satisfaction’ to define what the terms of the approved operational management plan mean, and thereby introduces the uncertainty Ruah complains.

40 If the words ‘to the satisfaction of’ are to remain in condition 3, Ruah seeks the replacement of ‘City’ with the ‘Minister for Planning’ for the reasons set out at paragraph 100 of Ruah’s submissions.

‘Condition 4’ (paragraphs 95 to 114 of the City’s submissions)

41 The City’s submissions with respect to condition 4 are to the following effect:

41.1 Whilst the two additional matters to be dealt with by the updated Waste Management Plan (**WMP**)⁴⁰ are dealt with in the OMP dated 4 March 2024, those matters should also be dealt with in the approved WMP.⁴¹

³⁹ At [34].

⁴⁰ Those two matters are set out in condition 4 as follows:

- a. *Specify what measures are being taken to mitigate the disposal of illegal items.*
- b. *Specify what measures are being taken to mitigate biohazard items.*

⁴¹ See [102] and [107] of the City’s submissions.

- 41.2 In respect of the two additional matters to be dealt with by the updated WMP, the manner they are dealt with in the OMP dated 4 March 2024 'does not actually set out any management measures in relation to the disposal of such items'⁴².
- 41.3 Condition 4 should be amended so that the updated WMP is also to address the disposal of unclaimed items.⁴³
- 41.4 Repeats its submissions in respect of condition 3 in respect of the phrases 'submitted to and approved by the City' and 'to the satisfaction of the City'.

42 In response Ruah submits:

- 42.1 There is no need for the two additional matters to be dealt with in both the approved OMP and the approved WMP. To do so does not serve a planning purpose.
- 42.2 The disposal of illegal items is appropriately dealt with in the OMP dated 4 March 2024 in that they are to be delivered to the Western Australian Police.⁴⁴

The management of biohazards is appropriately and thoroughly dealt with in the OMP dated 4 March 2024.⁴⁵

- 42.3 The OMP dated 4 March 2024 appropriately deals with unclaimed items and their disposal.⁴⁶ That being the case, there is no need for the disposal of unclaimed items to be dealt with in both the approved

⁴² [106] of the City's submissions.

⁴³ See [109]-[111] of the City's submissions.

⁴⁴ See p.10 of the OMP dated 4 March 2024.

⁴⁵ See [110] of Ruah's submissions.

⁴⁶ See section 7.3 on p.13 of the OMP dated 4 March 2024.

OMP and the approved WMP. To do so does not serve a planning purpose.

- 42.4 Ruah no longer takes issue with the phrase 'submitted to and approved by the City'.

As to the phrase 'to the satisfaction of the City', Ruah relies on the submissions it has made in respect of this phrase in conditions 3 and 4.⁴⁷

Conclusion

- 43 Ruah respectfully seeks the following:

- 43.1 An order that the name of the Applicant be changed to 'Ruah Community Services'.
- 43.2 The OMP dated 4 March 2024 be amended as set out in [16.4] above.

That is, replace:

To enhance service efficiency and manage client flow effectively, clients are encouraged to coordinate with designated hubs during the day and present to the SNS between 7pm-10pm for planned visits.⁴⁸

with

To enhance service efficiency and manage client flow effectively, clients are:

⁴⁷ See [96]-[102] and [111]-[114] of Ruah's submissions and [30]-[40] of these submissions.

⁴⁸ Section 5.2 on p.8 of the OMP dated 4 March 2024.

- (a) *encouraged to coordinate with designated hubs during the day; and,*
- (b) *to present to the SNS between 7-10pm for planned visits.*

43.3 If considered necessary⁴⁹, condition 1 be amended to read as follows:

The Safe Night Space for Women only operating from 7:00pm to 7:00am seven days a week with a maximum of thirty women each night.

43.4 Condition 2 be amended to read as follows:

The Safe Night Space for Women having a limited approval period of 30 months from the date of this determination, after which time the use must cease.

43.5 Condition 3 be amended to read as follows:

The Safe Night Space for Women being managed and operated at all times in accordance with the attached Operational Management Plan dated 4 March 2024.

43.6 Condition 4 be amended to read as follows:

The attached Waste Management Plan dated 22 December 2022 being implemented at all times.

⁴⁹ See [22] above.

43.7 The following be added as condition 5:

This approval is personal to Ruah Community Services and does not run with the land.

A handwritten signature in blue ink, appearing to read 'M. [unclear]', positioned above a horizontal line.

For Flint Legal
Solicitors for the Applicant



ASIC

Australian Securities & Investments Commission

Attachment 1

Current & Historical Company Extract

Name: RUAH COMMUNITY SERVICES

ACN: 065 827 787

Date/Time: 12 May 2024 AEST 08:01:38 PM

This extract contains information derived from the Australian Securities and Investments Commission's (ASIC) database under section 1274A of the Corporations Act 2001.

Please advise ASIC of any error or omission which you may identify.

EXTRACT

Organisation Details	Document Number
Current Organisation Details	
Name: RUAH COMMUNITY SERVICES	025690517
ACN: 065 827 787	
ABN: 98065827787	
Registered in: Western Australia	
Registration date: 15/09/1994	
Next review date: 15/09/2013	
Name start date: 10/07/2009	
Status: Registered	
Company type: Australian Public Company	
Class: Limited By Guarantee	
Subclass: Entitled To Omit 'Limited' Under S.150	
Previous Organisation Details from 10/05/2004 to 09/07/2009	
Name: DAUGHTERS OF CHARITY SERVICES (W.A.)	020246672
Name start: 10/05/2004	
Status: Registered	
Company type: Australian Public Company	
Class: Limited By Guarantee	
Subclass: Entitled To Omit 'Limited' Under S.150	
Previous Organisation Details from 15/09/1994 to 09/05/2004	
Name: DAUGHTERS OF CHARITY SERVICES (W.A.) LTD.	008076124
Name start: 15/09/1994	
Status: Registered	
Company type: Australian Public Company	
Class: Limited By Guarantee	
Subclass: Unlisted Public Company - Non-Profit Company	
Registered Charity	
<p>This company is registered as a charity with the Australian Charities and Not-for-Profits Commission (ACNC). For further information on the charity, including the address for service, details of responsible persons (for example company directors) and financial reports, search the Charities register at www.acnc.gov.au</p>	

Address Details	Document Number
Current	
Registered address: 255 Hay Street, SUBIACO WA 6008	7EAB94908
Start date: 16/07/2018	
Principal Place Of Business address: 255 Hay Street, SUBIACO WA 6008	7EAB94908
Start date: 20/05/2018	
Historical	
Registered address: Unit 67, 102 Railway Street, WEST PERTH WA 6005	7E2652212
Start date: 21/01/2010	
Cease date: 15/07/2018	

Registered address:	27 Cleaver Street, WEST PERTH WA 6005	011812612
Start date:	03/10/1996	
Cease date:	20/01/2010	
Registered address:	33 Shenton Street, NORTHBRIDGE WA 6003	010728289
Start date:	15/09/1994	
Cease date:	02/10/1996	
Registered address:	C/- TRUSTEES OF THE DAUGHTERS OF CHARITY, Off Saint Vincent De Paul, 33 Shenton Street, NORTHBRIDGE WA 6003	008076124
Start date:	15/09/1994	
Cease date:	12/11/1995	
Principal Place Of Business address:	33 Shenton Street, NORTHBRIDGE WA 6003	010728289
Start date:	30/06/1995	
Cease date:	19/05/2018	
Principal Place Of Business address:	33 Shenton Street, NORTHBRIDGE WA 6003	008076124
Start date:	05/09/1994	
Cease date:	12/11/1995	

Contact Address

Section 146A of the Corporations Act 2001 states 'A contact address is the address to which communications and notices are sent from ASIC to the company'.

Current

Address: GPO BOX 2828, WEST PERTH WA 6872
Start date: 21/01/2010

Officeholders and Other Roles

Document Number

Director

Name:	LOUISE KATHRYN ARDAGH	7E6851446
Address:	20 Norham Street, NORTH PERTH WA 6006	
Born:	22/03/1969, PERTH, WA	
Appointment date:	09/03/2015	
Name:	MONICA JURICEV	7EAB94908
Address:	14 Coogee Street, MOUNT HAWTHORN WA 6016	
Born:	06/11/1978, PERTH, WA	
Appointment date:	15/05/2018	
Name:	ANTHONY CURRY	7EAH17280
Address:	20 Blackbutt Road, WOODLANDS WA 6018	
Born:	02/04/1959, PERTH, WA	
Appointment date:	13/11/2018	
Name:	DANIELLE LEE	7EAH17280
Address:	52 Westbury Crescent, BICTON WA 6157	
Born:	07/10/1969, PERTH, WA	
Appointment date:	13/11/2018	
Name:	MARIE ACHOUR	7EAT36346
Address:	25 Federation Street, MOUNT HAWTHORN WA 6016	
Born:	11/09/1975, PERTH, WA	

Appointment date:	30/01/2020	
Name:	SYLVIA LENNON	7EAW92585
Address:	6 Verdin Close, MAIDA VALE WA 6057	
Born:	01/11/1967, PERTH, WA	
Appointment date:	30/01/2020	
Name:	MICHAEL THOMAS SHANAHAN	7EBC47632
Address:	40 Bassendean Parade, BASSENDEAN WA 6054	
Born:	11/03/1967, PERTH, WA	
Appointment date:	29/10/2020	
Name:	BRADEN ROBERT HILL	7EBH71575
Address:	17A Fenton Way, HAMILTON HILL WA 6163	
Born:	08/09/1987, SUBIACO, WA	
Appointment date:	29/04/2021	
Name:	JUSTINE MICHELLE ROBERTS	7EBQ97808
Address:	57 Tilton Terrace, CITY BEACH WA 6015	
Born:	07/12/1978, KINGSTON, CANADA	
Appointment date:	24/02/2022	
Secretary		
Name:	DEBRA MARIA ZANELLA	7E7781492
Address:	6 Queens Crescent, MOUNT LAWLEY WA 6050	
Born:	10/08/1966, MOUNT LAWLEY, WA	
Appointment date:	09/03/2016	
Previous Prev. PEO		
Name:	JOHN CHARLES GHERARDI	008179280
Address:	32B Bristol Avenue, BICTON WA 6157	
Born:	08/03/1947, PERTH, WA	
Appointment date:	15/09/1994	
Cease date:	08/12/1995	
Previous Director		
Name:	FREDA OGILVIE	7EAT36346
Address:	22 Curedale Street, BEACONSFIELD WA 6162	
Born:	09/03/1951, PERTH, WA	
Appointment date:	30/01/2020	
Cease date:	29/11/2022	
Name:	RICK GAVIN HOPKINS	7EAC12581
Address:	36 Portland Street, NEDLANDS WA 6009	
Born:	02/09/1965, PERTH, WA	
Appointment date:	15/05/2018	
Cease date:	24/03/2020	
Name:	MEGAN O'ROURKE	7EAB94908
Address:	61 Kingsway, NEDLANDS WA 6009	
Born:	29/10/1970, PERTH, WA	
Appointment date:	15/05/2018	
Cease date:	24/10/2019	
Name:	VICTORIA BURROWS	7EAH17280
Address:	12 Mouquet Vista, WHITE GUM VALLEY WA 6162	
Born:	03/12/1987, PERTH, WA	
Appointment date:	13/11/2018	
Cease date:	22/08/2019	

Name:	MICHAEL ROSS TINDALL	7E5733038
Address:	19 Cornish Crescent, MANNING WA 6152	
Born:	20/04/1959, MELBOURNE, VIC	
Appointment date:	28/11/2013	
Cease date:	28/06/2019	
Name:	KEN PENDERGAST	7E2510712
Address:	171 Ardross Street, ARDROSS WA 6153	
Born:	23/02/1958, PERTH, WA	
Appointment date:	27/10/2009	
Cease date:	13/11/2018	
Name:	PENNY FEGAN	7E6851446
Address:	28 Locke Crescent, EAST FREMANTLE WA 6158	
Born:	25/05/1972, LONDON, UNITED KINGDOM	
Appointment date:	09/03/2015	
Cease date:	13/11/2018	
Name:	YVONNE GRACE PATTERSON	7EAC12581
Address:	44 Shenton Road, CLAREMONT WA 6010	
Born:	22/10/1951, PERTH, WA	
Appointment date:	15/05/2018	
Cease date:	28/09/2018	
Name:	LORI GRECH	7E2207773
Address:	10 Rossello Lane, SUBIACO WA 6008	
Born:	22/12/1955, PERTH, WA	
Appointment date:	11/05/2009	
Cease date:	15/05/2018	
Name:	DOROTHY ANN JONES	7E5733038
Address:	28 Sutcliffe Street, DALKEITH WA 6009	
Born:	15/02/1956, ADELAIDE, SA	
Appointment date:	31/10/2013	
Cease date:	15/05/2018	
Name:	LOUISE DURACK	7E6851446
Address:	129 Pascoe Street, KARRINYUP WA 6018	
Born:	06/07/1978, MOUNT LAWLEY, WA	
Appointment date:	09/03/2015	
Cease date:	15/05/2018	
Name:	KIM SCHOFIELD	7E6851446
Address:	Unit 47, 569 Wellington Street, PERTH WA 6000	
Born:	09/08/1961, BARNSLEY, UNITED KINGDOM	
Appointment date:	09/03/2015	
Cease date:	15/05/2018	
Name:	BETTINA MCMANUS	7E6889376
Address:	2 Beales Court, ROLEYSTONE WA 6111	
Born:	16/08/1966, SUBIACO, WA	
Appointment date:	24/09/2012	
Cease date:	15/05/2018	
Name:	KIM HAWKINS	7E5733038
Address:	17 Swiftsure Place, CURRAMBINE WA 6028	
Born:	21/02/1967, LONDON, UNITED KINGDOM	
Appointment date:	28/11/2013	

Cease date:	09/03/2015	
Name:	RICHARD JOHN BONE	7E0825296
Address:	10 Headland Rise, BALLAJURA WA 6066	
Born:	29/10/1963, MELBOURNE, VIC	
Appointment date:	24/08/2006	
Cease date:	24/11/2014	
Name:	MAXINE KAY BOYD	7E5223377
Address:	Unit 121, 7-11 Heirisson Way, VICTORIA PARK WA 6100	
Born:	06/04/1953, KALGOORLIE, WA	
Appointment date:	28/02/2013	
Cease date:	26/06/2014	
Name:	JACQUELINE MAUREEN MINNEY	7E4729132
Address:	15 Hansted Court, BALLAJURA WA 6066	
Born:	04/02/1975, EMERALD, QLD	
Appointment date:	30/06/2012	
Cease date:	28/11/2013	
Name:	MELANIE CAVE	7E2510712
Address:	46 High Street, SORRENTO WA 6020	
Born:	06/06/1975, CANNOCK, UNITED KINGDOM	
Appointment date:	27/10/2009	
Cease date:	27/06/2013	
Name:	JUSTIN O'MEARA SMITH	7E0825296
Address:	8 Silverdale Road, LESMURDIE WA 6076	
Born:	28/02/1971, BUNBURY, WA	
Appointment date:	24/08/2006	
Cease date:	30/04/2013	
Name:	DENZIL ANN MCCOTTER	7E0099879
Address:	12 Walba Way, SWANBOURNE WA 6010	
Born:	29/09/1947, BELFAST, UNITED KINGDOM	
Appointment date:	19/02/2004	
Cease date:	01/12/2011	
Name:	ANGELA FIELDING	7E2598573
Address:	379 Mill Point Road, SOUTH PERTH WA 6151	
Born:	31/05/1954, BRIDGETOWN, BARBADOS	
Appointment date:	20/11/2009	
Cease date:	01/12/2011	
Name:	MICHAEL FRANCIS DOYLE	7E3324234
Address:	63 Grafton Road, BAYSWATER WA 6053	
Born:	18/02/1976, GERALDTON, WA	
Appointment date:	25/11/2010	
Cease date:	30/06/2011	
Name:	ROBERT ASHLEY PEARCE	015405063
Address:	19 Owston Street, MOSMAN PARK WA 6012	
Born:	30/11/1944, PERTH, WA	
Appointment date:	06/10/1999	
Cease date:	27/11/2009	
Name:	HELEN COGAN	015405868
Address:	176 Lake Street, PERTH WA 6000	

Born:	24/11/1939, PERTH, WA	
Appointment date:	02/02/2000	
Cease date:	27/11/2009	
Name:	HEATHER D'ANTOINE	7E0373465
Address:	125 Old Perth Road, BASSENDEAN WA 6054	
Born:	29/11/1956, BROOME, WA	
Appointment date:	28/04/2005	
Cease date:	27/11/2009	
Name:	JANE BEATRICE ABLETT	7E1066506
Address:	8 Lovell Place, SOUTH HEDLAND WA 6722	
Born:	31/05/1935, NORTH PERTH, WA	
Appointment date:	03/04/2007	
Cease date:	10/07/2009	
Name:	CAROLE JONES	7E0428680
Address:	1 Kirup Lane, DIANELLA WA 6059	
Born:	07/09/1946, NEWCASTLE, NSW	
Appointment date:	30/06/2005	
Cease date:	09/02/2007	
Name:	ANDREW ROBERT BEECH	015447898
Address:	5 Melville Street, CLAREMONT WA 6010	
Born:	17/04/1962, MT LAWLEY, WA	
Appointment date:	03/12/1997	
Cease date:	29/11/2006	
Name:	TRUDI LANG	014643991
Address:	Unit 2, 28 Gardner Street, COMO WA 6152	
Born:	02/02/1963, NARROGIN, WA	
Appointment date:	03/12/1997	
Cease date:	24/08/2006	
Name:	MARIA COMITO	7E0153415
Address:	1 Kirup Lane, DIANELLA WA 6059	
Born:	09/04/1967, GERALDTON, WA	
Appointment date:	20/05/2004	
Cease date:	30/06/2005	
Name:	CHARLOTTE STOCKWELL	7E0180309
Address:	25 Alvan Street, MOUNT LAWLEY WA 6050	
Born:	26/10/1960, DUNEDIN, NEW ZEALAND	
Appointment date:	15/05/2003	
Cease date:	22/11/2004	
Name:	JANE BEATRICE ABLETT	019402834
Address:	1 Kirup Lane, DIANELLA WA 6059	
Born:	31/05/1935, NORTH PERTH, WA	
Appointment date:	17/04/2002	
Cease date:	29/04/2004	
Name:	JENNIFER MARGARET YORK	016298232
Address:	25A Agincourt Drive, WILLETTON WA 6155	
Born:	07/08/1944, SYDNEY, NSW	
Appointment date:	03/12/1997	
Cease date:	15/01/2004	
Name:	DAVID HOUNSOME	016831671

Address:	10 Macnab Rise, DUNCRAIG WA 6023	
Born:	23/05/1947, NEWCASTLE UPON TYNE, UNITED KINGDOM	
Appointment date:	17/01/2001	
Cease date:	11/12/2003	
Name:	MICHAEL LARSEN	016831671
Address:	17 Roscommon Road, FLOREAT WA 6014	
Born:	22/10/1970, LAE, PAPUA NEW GUINEA	
Appointment date:	17/01/2001	
Cease date:	18/12/2002	
Name:	BERENICE ANN NOLAN	015047803
Address:	Unit 12, 14 Freedman Road, MENORA WA 6050	
Born:	23/03/1937, MELBOURNE, VIC	
Appointment date:	07/06/1995	
Cease date:	03/03/2002	
Name:	MICHAEL WOOD	008179280
Address:	58 Tilton Terrace, CITY BEACH WA 6015	
Born:	05/05/1944, DENMARK, WA	
Appointment date:	15/09/1994	
Cease date:	20/11/2000	
Name:	NEVILLE JOHN OWEN	009126804
Address:	8 Boronia Avenue, NEDLANDS WA 6009	
Born:	23/07/1947, PERTH, WA	
Appointment date:	07/06/1995	
Cease date:	20/11/2000	
Name:	DARRYL LEONARD CALLIGARO	009500314
Address:	58 Waterford Avenue, WATERFORD WA 6152	
Born:	19/11/1946, BUNBURY, WA	
Appointment date:	08/11/1995	
Cease date:	20/11/2000	
Name:	BRIAN JAMES MOYLAN	013744976
Address:	52 Bower Street, DOUBLEVIEW WA 6018	
Born:	19/04/1937, ADELAIDE, SA	
Appointment date:	03/12/1997	
Cease date:	20/11/2000	
Name:	CHRISTINE CHOO	008179280
Address:	118 Blencowe Street, WEST LEEDERVILLE WA 6007	
Born:	12/09/1949, PENANG, MALAYSIA	
Appointment date:	15/09/1994	
Cease date:	22/11/1999	
Name:	EVA SKIRA	015047803
Address:	8 Fortview Road, MOUNT CLAREMONT WA 6010	
Born:	11/08/1954, LAUNCESTON, TAS	
Appointment date:	17/10/1994	
Cease date:	08/07/1999	
Name:	KATHRYN ELIZABETH BECK	008179280
Address:	8 Jarman Close, KARDINYA WA 6163	
Born:	08/07/1931, SYDNEY, NSW	
Appointment date:	17/10/1994	

Cease date:	03/12/1997	
Name:	ANGELA MARION FIELDING	009126804
Address:	379 Mill Point Road, SOUTH PERTH WA 6151	
Born:	31/05/1954, , BARBADOS	
Appointment date:	07/06/1995	
Cease date:	03/12/1997	
Name:	JOHN HARTIGAN	008179280
Address:	18 Valley Road, WEMBLEY DOWNS WA 6019	
Born:	01/06/1939, BOYUP BROOK, WA	
Appointment date:	15/09/1994	
Cease date:	07/03/1997	
Name:	PAULINE FLYNN	008179280
Address:	109 Agincourt Road, MARSFIELD NSW 2122	
Born:	11/05/1938, MALVERN, VIC	
Appointment date:	17/10/1994	
Cease date:	07/06/1995	
Name:	ROBERT ASHLEY PEARCE	008179280
Address:	19 Owston Street, MOSMAN PARK WA 6012	
Born:	30/11/1944, PERTH, WA	
Appointment date:	17/10/1994	
Cease date:	07/06/1995	
Previous Secretary		
Name:	CHRISTOPHER JOSEPH GANDY	7E7258477
Address:	453 Meadows Road, MORUYA NSW 2537	
Born:	18/04/1952, SYDNEY, NSW	
Appointment date:	27/08/2015	
Cease date:	03/03/2016	
Name:	FRANCIS LYNCH	7E1168402
Address:	5 Liddell Heights, LEEMING WA 6149	
Born:	19/01/1965, SUBIACO, WA	
Appointment date:	26/06/2007	
Cease date:	01/07/2015	
Name:	JOHN CHARLES GHERARDI	008179280
Address:	32B Bristol Avenue, BICTON WA 6157	
Born:	08/03/1947, PERTH, WA	
Appointment date:	15/09/1994	
Cease date:	02/07/2007	
Appointed Auditor		
Name:	RSM AUSTRALIA	7ECA66880
Address:	'Exchange Tower' Level 32 2 The Esplanade PERTH WA 6000	
Start date:	07/07/2022	
Previous Appointed Auditor		
Name:	CORMAC SHARKEY & CO	028465914
Address:	Level 1 216 Stirling Highway CLAREMONT WA 6010	
Start date:	18/11/2004	
Cease date:	27/06/2013	
Name:	C.P. SHARKEY LEEN & CO	023166016
Address:	Level 1 216 Stirling Highway CLAREMONT WA 6010	

Start date: 02/11/1994
Cease date: 18/11/2004

Financial Reports

Balance date	Report due date	AGM due date	Extended AGM due	AGM held date	Outstanding	Document number
30/06/1998	30/11/1998				no	023166017
30/06/1999	30/11/1999				no	023166016
30/06/2000	30/11/2000				no	023166018
30/06/2001	30/11/2001				no	023166019
30/06/2002	30/11/2002				no	023166020
30/06/2003	30/11/2003				no	023166022
30/06/2004	30/11/2004				no	023166021
30/06/2005	30/11/2005				no	023166023
30/06/2006	30/11/2006				no	023166024
30/06/2007	31/10/2007				no	024321100
30/06/2011	31/10/2011				no	7E4708300
30/06/2022	31/10/2022				no	7ECA66880
30/06/2023	31/10/2023				no	7ECM79272

Documents

Note: Where no Date Processed is shown, the document in question has not been processed. In these instances care should be taken in using information that may be updated by the document when it is processed. Where the Date Processed is shown but there is a zero under No Pages, the document has been processed but a copy is not yet available.

Date received	Form type	Date processed	Number of pages	Effective date	Document number
27/07/1994	410A Application For Reservation Of A Name Of A New Australian Company	27/07/1994	1	27/07/1994	007772367
05/09/1994	218 Memorandum And Articles Of Division 1 Company	16/09/1994	25	05/09/1994	007828066
05/09/1994	305 Notification Of Consenting Directors	16/09/1994	1	05/09/1994	007828067
05/09/1994	201B Application For Registration As A Public Company Limited By Guarantee	16/09/1994	5	05/09/1994	008076124
15/09/1994	204 Certificate Of	16/09/1994	1	15/09/1994	007828069

	Registration Division 1 Pt 2.2				
04/11/1994	215 Notification Of Initial Appointment Of Officeholders	09/11/1994	3	15/09/1994	008179280
06/07/1995	304A Notification Of Change To Officeholders Of Australian Company	07/08/1995	6	07/06/1995	009126804
07/07/1995	902 Supplementary Document	07/08/1995	1	07/07/1995	009684807
13/11/1995	316J (AR 1995) Annual Return Annual Return - Company Holds S383 Licence Or Similar Type Of Company	15/11/1995	12	13/10/1995	010728289
20/11/1995	304A Notification Of Change To Officeholders Of Australian Company	27/11/1995	5	08/11/1995	009500314
26/09/1996	203A Notification Of Change Of Address	08/10/1996	1	23/09/1996	011812612
05/12/1996	316J (AR 1996) Annual Return Annual Return - Company Holds S383 Licence Or Similar Type Of Company	16/12/1996	16	25/11/1996	06582778G
13/03/1997	304A Notification Of Change To Officeholders Of Australian Company	20/03/1997	3	07/03/1997	012383705
19/12/1997	316J (AR 1997) Annual Return Annual Return - Company Holds S383 Licence Or Similar Type Of Company	30/12/1997	17	15/12/1997	06582778H
19/12/1997	304A Notification Of Change To Officeholders Of Australian Company	30/12/1997	8	03/12/1997	013744976
17/11/1998	316 (AR 1998) Annual Return 316P Change Of Name Or Address Of Officeholder 316J Annual Return - Company Holds S383 Licence Or Similar Type Of Company	27/11/1998	16	13/11/1998	06582778I
02/02/1999	304C Notification Of Change Of Name Or Address Of Officeholder	05/03/1999	1	20/01/1999	015047803
08/06/1999	304C Notification Of Change Of Name Or Address Of Officeholder	14/06/1999	2	05/06/1999	015460875
09/06/1999	304C Notification Of Change Of Name Or Address Of Officeholder	21/07/1999	2	05/06/1999	015461743
12/07/1999	304A Notification Of Change To Officeholders Of Australian	12/07/1999	2	08/07/1999	015446914

	Company				
29/07/1999	304C Notification Of Change Of Name Or Address Of Officeholder	29/07/1999	2	28/07/1999	015447898
10/09/1999	304C Notification Of Change Of Name Or Address Of Officeholder	15/09/1999	2	06/09/1999	014643991
15/10/1999	304A Notification Of Change To Officeholders Of Australian Company	15/10/1999	2	06/10/1999	015405063
03/12/1999	316 (AR 1999) Annual Return 316C Change To Officeholders 316J Annual Return - Company Holds S383 Licence Or Similar Type Of Company	07/03/2000	4	22/11/1999	06582778J
07/02/2000	304A Notification Of Change To Officeholders Of Australian Company	15/02/2000	2	02/02/2000	015405868
19/06/2000	304C Notification Of Change Of Name Or Address Of Officeholder	19/06/2000	2	12/06/2000	016298232
20/11/2000	304A Notification Of Change To Officeholders Of Australian Company	28/12/2000	2	20/11/2000	016777744
20/11/2000	304A Notification Of Change To Officeholders Of Australian Company	28/12/2000	2	20/11/2000	016777745
29/01/2001	304A Notification Of Change To Officeholders Of Australian Company	02/02/2001	2	17/01/2001	016831671
30/01/2001	316J (AR 2000) Annual Return Annual Return - Company Holds S383 Licence Or Similar Type Of Company	13/02/2001	4	25/01/2001	06582778K
04/01/2002	316J (AR 2001) Annual Return Annual Return - Company Holds S383 Licence Or Similar Type Of Company	09/01/2002	4	27/12/2001	06582778L
15/03/2002	304A Notification Of Change To Officeholders Of Australian Company	21/03/2002	2	03/03/2002	018010510
30/04/2002	304A Notification Of Change To Officeholders Of Australian Company	07/05/2002	2	17/04/2002	018023630
02/12/2002	316J (AR 2002) Annual Return Annual Return - Company Holds S383 Licence Or Similar Type Of Company	05/12/2002	4	27/11/2002	06582778M

31/12/2002	304A Notification Of Change To Officeholders Of Australian Company	10/01/2003	2	18/12/2002	018862429
26/05/2003	304A Notification Of Change To Officeholders Of Australian Company	29/05/2003	3	15/05/2003	018884080
08/08/2003	484A Change To Company Details Change Of Officeholder/member Name Or Address	13/08/2003	3	01/08/2003	019402834
05/01/2004	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	17/01/2004	7	11/12/2003	019960403
19/01/2004	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	22/01/2004	7	11/12/2003	019960963
19/01/2004	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	19/01/2004	2	19/01/2004	7E0077900
27/02/2004	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	27/02/2004	2	27/02/2004	7E0099879
31/03/2004	432B Application To Approve Name Without The Word 'Limited' - Existing Company	10/05/2004	1	31/03/2004	020246672
31/03/2004	205J Notification Of Resolution Altering The Constitution	10/05/2004	1	19/03/2004	020246671
31/03/2004	218 Constitution Of Company	10/05/2004	28	31/03/2004	020246673
10/05/2004	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	10/05/2004	2		7E0144084
24/05/2004	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	24/05/2004	2	24/05/2004	7E0153415
30/06/2004	484A1 Change To Company Details Change Officeholder Name Or Address	30/06/2004	2	30/06/2004	7E0180309
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06/07/2005	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	06/07/2005	2	06/07/2005	7E0428680
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04/04/2007	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	04/04/2007	2	04/04/2007	7E1066506
05/04/2007	388A (FR 1999) Financial Report Financial Report - Public Company Or Disclosing Entity	16/05/2007	16	30/06/1999	023166016
05/04/2007	388A (FR 1998) Financial Report Financial Report - Public Company Or Disclosing Entity	18/05/2007	16	30/06/1998	023166017
05/04/2007	388A (FR 2000) Financial Report Financial Report - Public Company Or Disclosing Entity	16/05/2007	17	30/06/2000	023166018
19/04/2007	388A (FR 2001) Financial Report Financial Report - Public Company Or Disclosing Entity	16/05/2007	18	30/06/2001	023166019
19/04/2007	388A (FR 2002) Financial Report Financial Report - Public Company Or Disclosing Entity	16/05/2007	17	30/06/2002	023166020
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19/04/2007	388A (FR 2003) Financial Report Financial Report - Public Company Or Disclosing Entity	16/05/2007	17	30/06/2003	023166022
19/04/2007	388A (FR 2005) Financial Report Financial Report - Public Company Or Disclosing Entity	16/05/2007	18	30/06/2005	023166023
19/04/2007	388A (FR 2006) Financial	16/05/2007	18	30/06/2006	023166024

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02/07/2007	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	02/07/2007	2	02/07/2007	7E1176807
08/11/2007	388A (FR 2007) Financial Report Financial Report - Public Company Or Disclosing Entity	19/11/2007	20	30/06/2007	024321100
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10/07/2009	205 Notification Of Resolution 205A Changing Company Name 205J Altering The Constitution	10/07/2009	33	29/06/2009	025690517
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26/11/2010	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	26/11/2010	2	26/11/2010	7E3324234
10/09/2012	388L (FR 2011) Financial Report Financial Report - Pub Co Ltd By Guarantee Qual Under Tier 2	10/09/2012	19	30/06/2011	7E4708300
10/09/2012	484E Change To Company Details Appointment Or	10/09/2012	2	10/09/2012	7E4708346

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19/09/2012	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	19/09/2012	2	19/09/2012	7E4729132
24/09/2012	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	24/09/2012	2	24/09/2012	7E4738023
15/05/2013	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	15/05/2013	2	15/05/2013	7E5219980
16/05/2013	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	16/05/2013	2	16/05/2013	7E5223377
11/06/2013	343 Notice Under Subsection 329(1a) To Remove Auditor	12/06/2013	2	11/06/2013	028465913
17/09/2013	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	17/09/2013	2	17/09/2013	7E5517953
23/09/2013	315B Notice Of Resignation Or Removal Of Auditor Removal Of Auditor	25/09/2013	2	27/06/2013	028097730
19/12/2013	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	19/12/2013	3	19/12/2013	7E5733038
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02/04/2015	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	02/04/2015	3	02/04/2015	7E6851446
21/04/2015	484A1 Change To Company Details Change Officeholder Name Or Address	21/04/2015	2	21/04/2015	7E6889376
31/08/2015	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	31/08/2015	2	31/08/2015	7E7258477
11/03/2016	484E Change To Company Details Appointment Or	11/03/2016	2	11/03/2016	7E7781492

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14/03/2016	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	14/03/2016	2	14/03/2016	7E7784231
09/07/2018	484 Change To Company Details 484B Change Of Registered Address 484C Change Of Principal Place Of Business (Address) 484E Appointment Or Cessation Of A Company Officeholder	09/07/2018	4	09/07/2018	7EAB94908
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13/07/2018	484A1 Change To Company Details Change Officeholder Name Or Address	13/07/2018	2	13/07/2018	7EAC12581
28/09/2018	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	28/09/2018	2	28/09/2018	7EAE59153
17/12/2018	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	17/12/2018	3	17/12/2018	7EAH17280
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27/08/2019	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	27/08/2019	2	27/08/2019	7EAO77979
25/10/2019	205J Notification Of Resolution Altering The Constitution	14/11/2019	5	01/10/2019	030705482
30/01/2020	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	30/01/2020	3	30/01/2020	7EAT36346
27/05/2020	484A1 Change To Company Details Change Officeholder Name Or Address	27/05/2020	2	27/05/2020	7EAW92585
23/11/2020	484E Change To Company	23/11/2020	2	23/11/2020	7EBC47632

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25/05/2021	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	25/05/2021	2	25/05/2021	7EBH71575
25/03/2022	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	25/03/2022	2	25/03/2022	7EBQ97808
15/12/2022	484E Change To Company Details Appointment Or Cessation Of A Company Officeholder	15/12/2022	2	15/12/2022	7EBZ61525
31/01/2023	388L (FR 2022) Financial Report Financial Report - Pub Co Ltd By Guarantee Qual Under Tier 2	31/01/2023	39	30/06/2022	7ECA66880
18/12/2023	388L (FR 2023) Financial Report Financial Report - Pub Co Ltd By Guarantee Qual Under Tier 2	18/12/2023	38	30/06/2023	7ECM79272

Annual Return Document List						
Year	Return due date	Extended due date	AGM due date	Extended AGM due date	AGM held date	Outstanding
1995	31/12/1995		30/11/1995		13/10/1995	no
1996	31/12/1996		30/11/1996		18/11/1996	no
1997	31/12/1997		30/11/1997		19/11/1997	no
1998	31/01/1999					no
1999	31/01/2000					no
2000	31/01/2001					no
2001	31/01/2002					no
2002	31/01/2003					no

End of Extract of 17 Pages

Ruah Youth Advocacy Collective (RYAC)

Since 2023, Ruah established the Ruah Youth Advisory Group with the support of YACWA.

The purpose of RYAC is for the experiences and voices of young people to inform how Ruah's services are delivered and developed and to make Ruah's family and domestic violence refuges and outreach services youth-friendly.

The RYAC meet every second Tuesday of the month. The membership of RYAC consists of you people who:

- are 18 to 25 years old
- Live in Western Australia
- Have previous lived experience of family and domestic violence
- Have a willingness to share ideas
- Have support networks in place that will enable their participation in the group.

There are eight members in RYAC. Ruah is committed to keeping the RYAC membership diverse and will aim to recruit young people from a range of backgrounds, ages and experiences and balance this with the make-up of current members. The RYAC is supported by two Ruah staff to ensure the safety of RYAC members

Ruah Centre for Women and Children – Lived Experience Consumer Engagement

Since 2022, Ruah has engaged with people with lived experience of family and domestic violence, advocates, subject matter experts, and other stakeholders to support the development of the service model for the Ruah Centre for Women and Children.

The project focuses on engagement and consultation with women and young people with lived experience of family and domestic violence, as well as advocates, and other stakeholders in the community. Engagement with people with lived experience is a core component of the development of the service model for the Ruah Centre, which providing holistic, wraparound support to women and children experiencing family and domestic violence as well as other services accessible by women.

Rainbow Tick Communities of Practice Network

Although does not coordinate this network (The network is managed by Richmond Wellbeing) – Ruah has been a proactive leader of this group as an organisation that is mature in implementing LGBTIQ+ inclusive practices. An active member since 2020, the purpose of the Rainbow Tick Communities of Practice brings together a range of mental health, community health, alcohol and other drug (AOD) and community service providers together to build capacity, cohesion and responsiveness to LGBTIQ+ inclusive practices in the community services sector in the Perth Metropolitan region.

Ruah recently hosted and lead the Communities of Practice meeting with organisations that included: Richmond Wellbeing, St Barts, Palmerston, Buddhist Society of WA, Cyrenian House, UWA Sport, LUMA (formerly WHFS), WA Cricket. Ruah provided an overview and shared resources, learnings and initiatives related to LGBTIQ+ practice and embedding this into everyday business.



SAFE NIGHT SPACE | COMMUNITY ADVISORY GROUP TERMS OF REFERENCE

1 Background

The aim of Ruah's Safe Night Space (SNS) is to ensure that every woman experiencing crisis, particularly those escaping family domestic violence, experiencing homelessness, navigating mental health challenges, or dealing with substance abuse issues, has access to safe shelter and comprehensive support services every night of the year. Operating in Northbridge, the SNS prioritises a "housing first" approach, rapidly connecting women with stable housing solutions. Ruah is committed to fostering collaboration among community members, service providers, and stakeholders to enhance the efficacy and reach of the SNS, ensuring it operates as a valuable, effective resource. By focusing on transparent communication and community engagement, we aim to achieve mutually beneficial outcomes that enhance community well-being, respect women's dignity and safety, and maintain the highest standards of service quality and governance.

2 Purpose and Scope

The SNS Community Advisory Group (CAG) is advisory to the Chief Executive, Ruah with the purpose of sharing information and seeking suggestions, insights and perspectives from the community to inform decisions with regard to the SNS. This will facilitate positive outcomes for women in crisis, the community, and the service itself by addressing and unblocking challenges to service delivery.

The scope of the CAG will be the Safe Night Space, and associated service provision.

3 Objectives

The Community Advisory Group will meet with the intention to achieve the following objectives:

1. Facilitate open and constructive discussion about the service, fostering an environment where all members feel valued and heard, with a focus on the safety and well-being of women.
2. Identify and prioritise key concerns, assessing their potential impact on the community, and collaboratively develop responsive strategies with the dual aim of keeping women safe from homelessness, violence, and the risks associated with being on the streets.

Everyone, regardless of ability, age, culture, gender, race, sexual identity or intersex status are free to be themselves. Free to celebrate our differences. We are building a workplace where difference is embraced and encouraged.

3. Enable staff to inform the group about key developments, achievements, and outcomes of the service, ensuring transparency and shared understanding, particularly in areas related to protecting service users from homelessness and violence.
4. Provide a platform for addressing concerns or exploring opportunities identified by the broader community, aiming to devise creative and responsible solutions that align with the service's objectives.
5. Support the service in its objectives to increase awareness and education around the issues it addresses within the community, with a particular emphasis on promoting understanding, preventative measures, and the safety of women.
6. Focus on collective solution-finding to unblock difficulties, enhancing community outcomes and ensuring the delivery of the service aligns with the needs and positive outcomes for the community, clients, and the service itself. This includes a dedicated effort to protect women from the dangers of homelessness and street violence, and to provide them with a safe and supportive environment.
7. Develop strategies to enhance the integration of the SNS within the community, fostering stronger connections and collaboration.

This approach emphasises collaborative problem-solving and the leveraging of diverse perspectives to address challenges effectively and innovatively, with the ultimate goal of creating a supportive and inclusive environment that prioritises the safety and well-being of women in crisis.

4 Community Advisory Group's Commitments

The Community Advisory Group commits to working within the following principles:

1. Mutual respect – commitment to being respectful to others and be open to other points of view;
2. Collaboration – commitment to working collaboratively including being open and timely with communications;
3. Transparency – communication is conducted in a transparent manner with a commitment to working toward building a trustful relationship;
4. Confidentiality – members will respect the privacy and confidentiality of sensitive information.
5. Solution focused – able to leverage members relationships and power to solve difficult barriers.

5 Membership

The membership of the meeting is comprised of senior level key representatives from key stakeholders and organisations, aimed at fostering a collaborative environment to support the service's objectives. The members are as follows:

1. Independent Chair
2. City of Perth Representative, Councillor
3. City of Perth, Community Engagement
4. Community and Neighbors Representative (1)

Everyone, regardless of ability, age, culture, gender, race, sexual identity or intersex status are free to be themselves. Free to celebrate our differences. We are building a workplace where difference is embraced and encouraged.

5. Community and Neighbors Representative (2)
6. Community and Neighbors Representative (3)
7. Department of Communities, Office of Homelessness
8. Derbal Yerrigan Health Service
9. Royal Perth Hospital (RPH)
10. Ruah Executive

This group is designed to ensure a wide range of perspectives and expertise are brought to the table, facilitating comprehensive discussions and decisions that benefit the community, the clients, and the service itself.

Attendees will be invited to participate on an as needs basis, where expertise will add value to the discussion.

The tenure of each member is designed with the intent to balance continuity with adaptability. Members are appointed for an initial term of one year, with the opportunity for extension based on the group's needs and the individual's contribution. This approach ensures that the group benefits from sustained engagement, while also staying fresh and responsive to new challenges and opportunities.

The group will conduct an annual review of its composition to ensure it remains aligned with the service's goals and the community's needs. This review will consider the effectiveness of each member's contributions, the need for additional expertise, and the representation of community perspectives. Adjustments to membership may be made to introduce new skills, address evolving service requirements, or refresh the group's dynamics. This process of regular reevaluation and adjustment ensures that the group remains effective, representative, and equipped to support the mission of the Safe Night Space and the wider community it serves.

6 Roles and Responsibilities of the Community Advisory Group Members

- Attend and participate in all meetings
- Represent the views of the community (if representing a community group)
- Limit discussion and debate to the relevant issues and items
- Respect confidentiality. Group members are free to discuss outcomes of meetings with others, however specific and individual views are considered in-confidence and should not be shared

Everyone, regardless of ability, age, culture, gender, race, sexual identity or intersex status are free to be themselves. Free to celebrate our differences. We are building a workplace where difference is embraced and encouraged.

- Members of the CAG are not authorized to provide any comments about the proceedings of the CAG to the media. Any requests to do so should be referred to the Chair.

7 Operating Procedures

The number of Community Advisory Group members is expected to be approximately 10 people, which will enable manageable and meaningful discussions.

There will be a Chairperson whose role is to facilitate meetings, set the agenda and ensure discussions are productive and focused on the objectives, within the principles above. The Chair will also consult with project staff on actions arising out of the meetings. Short minutes with a focus on key points and actions will be kept as a record of discussion. These will be prepared by the Ruah staff.

8 Frequency of meetings

For the initial service startup, we will hold fortnightly meetings. As the service matures and over time, this frequency will be reassessed. It is expected that on an ongoing basis, the group will meet monthly.

9 Decision making

This is not a decision making forum and the need for formal decision making is unlikely. If a formal decision is required, decision making by consensus will be encouraged or if that fails to bring a resolution, simple majority will prevail. While no quorum is required meetings will not go ahead with less than 4 members.

The function of the Advisory Group will be reviewed on a six-monthly basis.

Contents

1	Background	3
1.1	About Ruah	3
2	Overview - Ruah Safe Night Space for Women	5
2.1	Safe Night Space for Women	5
3	Operation of the SNS facility	7
3.1	Staffing	7
4	Security Management	8
4.1	Access to the Building	10
4.2	Parking Provisions	11
	11
4.3	Deliveries and Suppliers	11
4.4	Servicing and Cleaning Plan	11
5	Outdoor Cleaning	12
6	Risk and Complaint Management of Activities on Site	12
6.1	Ruah's Management Approach	13
6.2	Specific Management Strategies for the SNS	14
6.3	Managing Noise and Other Disturbances at the SNS	14
6.4	Immediate response protocols for out-of hours	14
6.5	Managing Removal of Unwanted or Unattended Personal Belongings	15
6.6	Management of Congregation and Queuing	15
6.7	Management of Clients Not Suitable for the SNS	16
6.8	Management of Antisocial Behaviour	16
7	Local Engagement and Complaints	17
7.1	Engagement with Local Businesses and Residents	17
7.2	Complaints Management	17
7.3	Engagement with Local Residents for the SNS	18
8	Review	19
1.	Background	3
1.1.	About Ruah	3
2.	Overview - Ruah Safe Night Space for Women	54
2.1	The role of the Safe Night Space	54
3.	Operation of the SNS facility	85
4.	Security Management	96
4.1	Security - Role and Responsibilities	107

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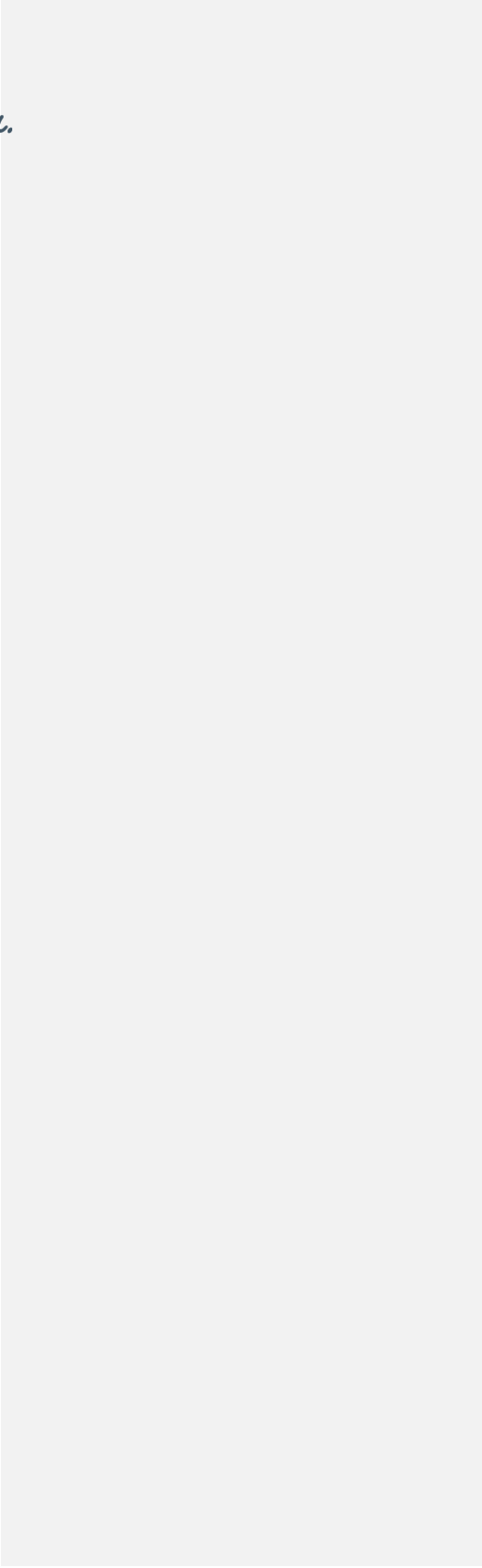
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4.2	Training and Licensing Requirements.....	107
4.3	Security protocol.....	107
4.4	Community Safety.....	117
5.	Building management.....	118
5.1	Access to the Building.....	118
5.2	Entry and Exit at the James St Site.....	128
5.3	Parking Provisions.....	129
5.4	Deliveries and Suppliers.....	139
5.5	Servicing and Cleaning Plan.....	139
5.6	Outdoor Cleaning.....	1410
6.	Risk and Complaint Management.....	1410
6.1	Ruah's Management Approach.....	1410
7.	Specific Management Strategies for the SNS.....	1611
7.1	Managing Noise and Other Disturbances at the SNS.....	1611
7.2	Immediate response protocols for out-of-hours.....	1712
7.3	Managing Removal of Unwanted or Unattended Personal Belongings.....	1713
7.4	Management of Congregation and Queuing.....	1713
7.5	Management of Clients Not Suitable for the SNS.....	1813
7.6	Management of Antisocial Behaviour.....	1814
8.	Local Engagement and Complaints.....	1915
8.1	Engagement with Local Businesses and Residents.....	1915
8.2	Complaints Management.....	2015
8.3	Engagement with Local Residents for the SNS.....	2116
8.4	Minimising impact on the local surroundings.....	2217
9.	Review.....	2318



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1. Background

This Management Plan supports the Development Application for 247 James Street, Northbridge as a Safe Night Space for Women. This proposed service would exist alongside the existing Engagement Hub, which is already in operation on the site.

1.1. About Ruah

Ruah Community Service has been providing services to vulnerable Western Australians for more than 60 years. In the last five years, Ruah led the successful '50 Lives 50 Homes' project, Western Australia's first Housing First initiative and collective impact project that provided sustainable housing and support to more than 160 vulnerable people. Following the success of this initiative, Ruah has been awarded the Housing First Homelessness Initiative System Coordinator function (HFSC), providing overall coordination to the Department of Communities: Housing First Homelessness Initiative (HFHI).

Ruah's manifesto is cited below:

"We believe we are all better off, as a community, as a society, if we are all connected. We need the disconnected and the vulnerable as they need us. They are us. We, but for advantages of birth or circumstance, are them – human hearts, in need of human connection and meaning in their lives. There is more that unites us than divides us, yet the most disadvantaged are stigmatised, without a voice for change. Change does not come easily. We take our legacy and inspiration from the bold, courageous individuals from as far back as the 17th century doing what nobody else dared. Not because it was asked of them but because it was right, and it was needed. Today Ruah will not meander in our pursuit of measurably transforming lives. We go boldly toward not just helping people experiencing homelessness but ending homelessness. Ending domestic violence. Changing the lives and creating opportunities for those experiencing mental health issues. We choose to work with the most vulnerable, the most challenged – because it's difficult, because this makes a difference."

Ruah delivers high quality wrap around supports to more than 3,000 people a year in the areas of mental health, housing, homelessness, family and domestic violence and community legal services. Our model of care (our roadmap to how to deliver services to our clients) operates through a 'no wrong door' approach. Whichever pathway people enter our services they can access the supports they need when they need them.

Our capacity to help change the lives of the people we work with is underpinned by strong corporate and clinical governance frameworks and processes– built from supporting people at a grassroots level and accredited against the National Safety and Quality Health Service Standards and National Standards for Mental Health Services.

Ruah is an independent, not-for-profit organisation lead by an experienced Board and Executive. We are driven to make a difference for people who are vulnerable, disadvantaged and discriminated against.

In 2021 Ruah implemented its innovative and ambitious new project; Ruah's Model of Care. Our Mode of Care guides our staff on how to support our clients through their journey of change while also making specialist support, such as child psychology and financial counselling, easily accessible.

Implementing our Model of Care became more significant as Covid 19 placed additional demands and hardships on the clients we serve, but we used this added complexity as the motivational driver to successfully implement our model which will now in place to best serve our clients for decades to come.

How we support people through their journey of change moves from the traditional one-on-one support worker model to a team approach, where each client has unfettered access to the supports

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COMMUNITY SERVICES

they need, from key workers, support workers and specialists who can walk beside them as they navigate their way from being stuck through to “believing”, “trying”, “learning” and, ultimately, “self-reliance” – based on the Outcomes Star Journey of Change model. That might also mean accessing support and services from across Ruah – a ‘no wrong door’ approach. Someone experiencing homelessness as a result of family violence might also access mental health support services and even legal advice and support (through Ruah Legal Services) as part of their journey of change. The people with whom we work and whom we support experience our breadth of services as ‘One Ruah.’

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2. Overview- Ruah Safe Night Space for Women

The Ruah Safe Night Space for Women (SNS) will exist at the same facility as the existing Ruah Engagement Hub (REH). Each provides a different, but complementary service.

- ♦1. A Safe Night Space for Women provides safety and shelter for women in crisis through the provision of an emergency overnight safe space. This space is for those who are in a situation of violence or escaping family domestic violence and with no other place to go end up sleeping rough.
- ♦2. The existing Ruah Engagement Hub offers holistic support to those experiencing homelessness with a linkage to support services and engagement workers.

A part of this facility is already in operation (the REH), while the other service (the SNS) which was operating successfully at the Rod Evans Centre from May 2021 up until the end of November 2023, is planned to begin operation as soon as practical, and other preparations including staff recruitment and training have been completed.

2.1 The role of the Safe Night Space for Women

Information on the role of the SNS is described below:

1. Ruah was awarded the Safe Night Space by the CoP, to respond to the urgent need for a safe and culturally secure night space for women who are escaping violence or family and domestic violence who have no other place to go and end up sleeping rough.
2. The service model and planning presented was based on Ruah's 60+ years' experience supporting people experiencing homelessness and women escaping family and domestic violence in Perth. During Homelessness Week 2019 Ruah piloted a SNS for women from the Ruah engagement hub located at James Street, Northbridge.
3. The aim of the service is to provide a safe and culturally secure night space for women escaping violence or in situations of extreme vulnerability in Perth.
4. It is accessible to women during the evenings, seven days a week 365 days per year, and has capacity for thirty women a night. From our experience the demand in winter is higher and therefore due to weather events such as hot conditions or extreme winter conditions the opening hours are adapted to ensure safety of women escaping crisis.
5. Women who access SNS ordinarily are escaping family and domestic violence who would otherwise face being forced onto the streets; women awaiting placement in transitional or long-term accommodation and may include chronically street present women. The specific criteria include:
 - a-5.1 Women over the age of 18+
 - b-5.2 Women escaping family and domestic violence who would otherwise face being forced onto the streets.

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~~5.3~~ Women awaiting placement in transitional or long-term accommodation.

~~5.4~~ Women who have not exceeded their placement time.

~~5.5~~ Women who are street-present (rough sleepers).

6. The SNS operates with a low threshold approach, which places minimal demands on the people who use the services. It offers services without attempting to control people's life choices, offering harm minimisation and support to engage with further services and supports when requested.

7. The SNS takes referral from other agencies, emergency services and walk-ins. Our in-depth understanding of rough sleepers in the cohorts addressed by the proposed services, in conjunction with our service data, has informed our referral modelling.

~~8. Our current operational approach at the Safe Night Space (SNS) caters to a maximum of 20 scheduled referrals, 5 walk-ins, and 5 emergency cases per night. In scenarios where our capacity is reached, individuals are directed to alternative services like Crisis Care for support. We encourage those we cannot accommodate to seek safer locations, and we coordinate with local authorities only when necessary to ensure everyone's safety.~~

~~9-8. Building upon our two years of successful operation at the SNS at Rod Evans and our services at James St, we will continue to refine our approach to managing non-admittance. We will outline the comprehensive steps we have established for redirecting individuals to alternative accommodations. Our experience has enabled us to successfully support people through a variety of options, including the Noongar Patrol, Street chaplains, the HEART team, and providing taxis to safe locations for family or friends. Additionally, our security teams are adept at supporting individuals as they move on, and we can facilitate access to Crisis Care for refuge beds.~~ We maintain strong links with partner organizations and agencies, including WAPOL, ensuring a collaborative and supportive network for those in need.

~~10-9.~~ The SNS model is dynamic, designed to be scalable and responsive to fluctuating demands and crises, such as extreme weather, health emergencies, or other situational challenges. Our adaptability allows us to provide the best possible service within our means, continually striving to expand our capabilities to avoid having to turn individuals away.

~~11-10.~~ The services are be operated in a manner that ensures maximum utilisation so that as many rough sleepers as possible can be off the streets and then supported into housing. We draw on our experience in running services for vulnerable people and continue to actively link with other services in the evenings to fill all available spaces.

~~12-11.~~ For the identified cohorts, the priority is safety from the streets. Most chronic rough sleepers on the streets of Perth are connected in with services such as engagement hubs. After safety, a secondary goal for this cohort is to promote positive outcomes in which people can work with case workers, engage in linked services, and be supported into permanent housing.

~~13-12.~~ This group, once housed, reduced the demand for the service and allow additional people into the service. People who do not wish to engage in formal support, are newly homeless or are from another area and will access the SNS through the self-presenting or emergency pathway.

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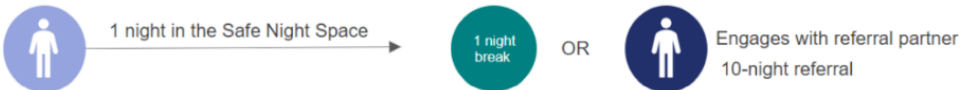
Women's SNS
Capacity of 30 per night

Referral client (20 per night)

Engagement hubs (Ruah, Uniting & St Pats), Passages & Homeless Healthcare

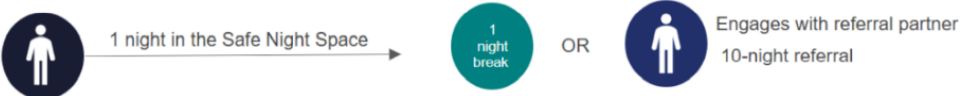


Self-presenting client (5 per night)



Emergency referral client (5 per night)

From WAPOL, Nyoongar Outreach, Hospitals & Rangers



1—Diagram: Capacity of the proposed SNS

3. Operation of the SNS facility

Staffing



The SNS is staffed with Ruah workers between from 6:30pm and to 7:30am each night (client opening hours are. Clients can use the service between 7pm and 7am—7pm, with security. Based on site are from 7pm until 8am). From our experience the demand, we note that demand increases during winter; hence, opening hours may slightly adapt in winter is higher and therefore due to response to extreme weather events such as hot conditions, such as heatwaves, or extreme severe winter conditions the opening hours are at times, slightly adapted weather, to ensure the safety of women escaping crisis.

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This structure assures that there are always guarantees the presence of four staff members present on-site, which at all times whilst SNS is operating and is crucial for maintaining safety and managing risk effectively. Furthermore, during in peak times or in high-demand situations of high demand, we activate our on-call process, which allows us to quickly mobilise mobilize additional staff members and leadership (on call) as needed. This includes leaning on other experienced teams stationed at nearby sites, thereby ensuring that we can scale, including Ruah's Senior Clinical Project Lead (SCPL), demonstrating our response appropriately and maintain the high standards of safety and service that we have set. Our proven track record in running the SNS model for over two years gives us the confidence in this dynamic and responsive staffing approach approach to staffing, refined over two years of operating the SNS model.

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All Ruah staff are appropriately well-qualified and receive regular, receiving ongoing training and supervision, and come with significant bring extensive sector, experience in the community services sector. They are supported in the evenings. Evening support is bolstered by Ruah's internal on-call system which is staffed by management personnel. During usual business hours Ruah staff also have support from, while the Housing & Homelessness Leadership Team and the SCPL provide additional support during usual business hours.

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In alignment with Our staffing mix is designed to ensure safe and efficient client flow and intake processes, reflecting our comprehensive deep understanding of our clientele and our unwavering commitment to their safety, we've established a robust staffing mix that ensures the safe management of client flow and intake processes. Our staffing. The Ruah team configuration is as follows includes:

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The Ruah team consists of:

1. SNS-Ruah leadership team leader & dedicated Senior Clinical Project Lead
- 1-2. Staff who works across several sites, located on site for parts of the evening are dedicated and as needed always stationed onsite during service opening hours;
- 2-0. Presence of 2 security personnel at all times whilst the SNS is operating, who are involved in the intake process and work with clients through the evening alongside the Ruah team.
3. 6:30pm – 12:00am / Ruah worker x 2
4. 11:30pm – 7:00am / Ruah worker x 1

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COMMUNITY SERVICES

5. Two Ruah workers are onsite at all times between 12:00am – 7:30am / Ruah worker x1 at all times between 6:30pm-7:30am each day of SNS operation.

6. Additional workers visit to provide specific activities and supports such as medical workers, volunteer support workers, are additional to this core model and support with group activities, at times counselling or specific supports as required.

Moreover, our senior leadership team is not only present but actively engaged in supporting our staff. They regularly participate in team meetings and are being available during specific times when targeted support or training is needed. This leadership involvement is integral to our crucial for operational success, ensuring that staff feel supported, and that service delivery is of the highest standard. Our leadership's hands-on approach standards. The proactive engagement of our leadership also facilitates a quick and effective response to any emerging needs or challenges, reinforcing our commitment to safety and excellence in client service.

4. Security Management

We have developed a comprehensive response protocol for our security team, addressing incident escalation, site hygiene, external noise management, litter, and abandoned belongings, which are integrated into our management plan:

- Incident escalation: We have developed a comprehensive response protocol which our SNS work to, this includes processes around incident management environmental management of the service and site.
Incident Escalation: Our security personnel are trained to assess situations and escalate incidents according to severity. This may involve direct communication with our management team, engagement with local services, or contacting WAPOL when necessary. On the hour checks and presence will be conducted by security.
- Site Hygiene: Ruah is responsible for monitoring the cleanliness and upkeep of the site, coordinating premises at 247 James St, with cleaning staff, and addressing and contractors assigned various duties to ensure the property is well-maintained. Additionally, Ruah will collaborate with City Rangers, alerting them to any hygiene issues immediately to maintain a safe and sanitary environment in the surrounding area and calling on police assistance for any illegal activities or serious concerns for safety of either clients, staff or the community.
- External Noise Management: The team actively works to minimise noise disruptions, implementing strategies such as designated quiet hours and liaising with clients and neighbours to ensure community standards are met while SNS clients rest during the night.
- Litter and Abandoned Belongings: Our staff follows a clear process for managing litter and belongings left behind, which includes safe disposal of trash and storage or return of personal items when possible, using Ruah's waste management processes within the Safe Night Space. The security role supports in overseeing and ensuring the safety of excess luggage, when a woman is inside the Safe Night Space. The services has a mechanism to ensure safe luggage storage while a woman is using the service each night. Any items left at the service which are not claimed will be removed and disposed of.
- Unauthorised Individuals: For individuals who should not be at the premises, we utilise a de-escalation process and our security work instructions, which have been developed in conjunction with our security team. This includes ongoing joint training sessions to ensure maximum safety and understanding of when to engage WAPOL for additional support.

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Our approach is designed to provide maximum safety and efficiency, ensuring a responsive and responsible security presence at all times. Through continuous training and collaboration with our security team, we maintain an elevated high level of preparedness to address any security concerns that may arise within the facility.

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In alignment with our security strategy and commitment to safety, we have extended our security shift end time to 8 am, ensuring continuous oversight during critical transition periods and adherence to the protocols outlined above.

Composition of the Security Team

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- 1. The facility is staffed by a dedicated security team, comprising of 2 security guards on duty from 7:00 pm to 8:00 am daily.

4.1 - Role and Responsibilities

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- 1. Subcontracted Security Services – Security personnel are subcontracted to ensure professional, efficient, and effective service.
- 2. Primary Duties – The core responsibility of our security team is to maintain safety within the facility. Their roles encompass surveillance, risk mitigation, and incident management.
- 3. Client-Staff Relationship – Based on our experience, we recognise the importance of a positive relationship between the security team and our clients, particularly those who are rough sleepers. Fostering a harmonious environment is crucial for the effective operation of our services.
- 4. Induction and Familiarisation – Ruah conduct thorough inductions for all security personnel to familiarise them with the facility's procedures, environment, and regular clients.

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4.2 Training and Licensing Requirements

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- 5.1 All security staff must hold a valid license in accordance with the Security and Related Activities (Control) Act 1996 and the Security and Related Activities (Control) Regulations 1997.

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4.3 Security protocol

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The security protocol is designed to ensure a safe and secure environment for both clients and staff, fostering trust and respect within the facility.

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We have taken a multi-faceted approach to security concerns by integrating a series of proactive measures into our management plan to ensure the safety and orderliness of SNS.

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- 1. The SNS team have an established positive working relationship with the City Watch team and rangers facilitating quick and effective communication. They work closely with Police, Ambulance and other supportive services used as required.
- 2. Our security personnel are required to remain on-site between the critical times of closure at 7 am and service opening at 8 am to maintain continuous surveillance. Security recommence at the Ruah Hub working from 8 am through to 2 pm so there is adequate coverage of security during the handover period. All hours where there are clients at the James St facility there is always two security on site at all times and service closure.

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3. We have instituted a mandatory policy where all individuals must sign an agreement of rights and responsibilities before entering the Area with a time-out procedure for non-compliance.

4. Extra signage ~~is will be~~ installed to clearly communicate the rules and regulations, the presence of security measures, and the consequences of disregarding the established code of conduct.

Furthermore, the City of Perth's website serves as a resource for broader community services and facilities, offering comprehensive information on security and surveillance, accessible at the following link: [City of Perth Security and Surveillance](#).

4.4 Community Safety

For issues beyond our immediate SNS environment, we have established protocols to address community-related concerns:

1. Safe City: For assistance, call 9461 3333.
2. WA Police: For general assistance, call 131 444.
3. Emergency Services: In an emergency involving Police, Fire, or Ambulance, dial 000.
4. Crime Stoppers: To report crime anonymously, call 1800 333 000.

These integrated steps and resources reinforce a secure environment and uphold the highest standards of safety for both our clients and staff. Our ongoing commitment to proactive security management is reflective of our dedication to creating a supportive and secure space for everyone involved in our services.

5. Building management

5.1 Access to the Building

We have established a secure and effective system for monitoring building access, which incorporates a combination of technological and strategic measures:

1. Continuous visual surveillance is maintained through operational CCTV systems, enhancing overall site safety.
2. The architectural design of the building is intentionally crafted to maximise visual surveillance capabilities. This, together with the presence of our trained security personnel and workers, ensures ~~an elevated~~ a high level of safety, mirroring the successful approaches used at our Rod Evans and James St facilities.
3. The building features a funnel entry design, serving a dual purpose of controlling the flow of people and allowing for the thorough triage and assessment of individuals. This setup is key to ensuring that all clients understand and adhere to their rights and responsibilities upon entry.
4. ~~While we do~~ Security will conduct hourly patrols as part of their shift schedule, covering the interior, external side of the building, and the area directly outside the front of the building, ensuring that any hazards are identified, removed, and properly disposed of.

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4. ~~When not offer lockers for long term storage, to accommodate actively working with clients during their time or supporting the service, at the facility, lockers for day storage are available to safely house their possessions while they stay the night at the Safe Night Service.~~

Additionally, to maintain a secure and orderly environment:

1-5. ~~Security times when only surveillance is required security~~ staff are strategically positioned ~~at~~ inside the hub's entrance, allowing for a clear view of the building's front and immediate surroundings.

2-6. After our 7 am closure, clients are advised to move to day services, one of which is the Tranby homelessness engagement hub close by in Northbridge which opens at 7am, where women can find further support and services.

5.2 Entry and Exit at the James St Site

3. Client access is managed solely through the front door, which serves as the only entry point, thus simplifying security oversight. The James St facility features two access points:

2-1. Main Entrance: ~~located~~ To enhance service efficiency and manage client flow effectively, clients are encouraged to coordinate with designated hubs during the day and present to the SNS between 7pm-10pm for planned visits. The main entrance, situated at the front on James Street, this entrance is primarily intended for client use. It is and will be managed by security officers at a reception and triage desk. To respect our neighbours, this allows for a 10pm attendance curfew is enforced for clients entering through this doorspace where we assess risks and speak about rights and responsibilities in the service. This measure allows us to focus on emergency presentations after 10pm, ensuring that staff can dedicate the necessary attention to clients with present in emergency situations with urgent and complex needs. Encouraging early presentation supports the safety and smooth operation of the service, helping to manage the flow of clients efficiently throughout the evening.

3-2. Staff Entrance: Situated in the rear car park, this entrance is exclusively for staff access and requires swipe card authentication. Staff may also enter through the Main Entrance using the swipe card system.

Together, these measures constitute a comprehensive security system, ensuring the safe access and departure of clients while fostering a secure environment for all who use our services.

4.25.3 Parking Provisions

~~Our approach to managing parking and non-admitted individuals in the vicinity of the Safe Night Space (SNS) is comprehensive and considerate of the community's needs:~~

1. We acknowledge that there is no street parking available directly across from the SNS, as these are reserved for WAPOL vehicles.

1-2. Individuals who may need to rest in their cars often make use of public parking bays or paid parking facilities located nearby.

2-3. Based on our operational experience at the Rod Evans centre, incidents involving individuals resting in cars near the facility have been minimal and have not constituted a significant concern.

3. We will ensure that our Rights and Responsibilities documentation clearly communicates expectations regarding the use of surrounding parking areas.

4. Our security team is vigilant both inside and outside the building Security will conduct hourly patrols as part of their shift schedule, covering the interior, external side of the building, and area directly outside the front of 247 James St. Illegal behaviour and safety concerns will be reported to the Police. Part of this

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role includes providing guidance and assistance to ensure individuals are aware of parking protocols and maintaining a secure environment

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~~5.1. We acknowledge that there is no street parking available directly across from the SNS, as these are reserved for WAPOL vehicles.~~

~~Through proactive engagement and clear communication, we aim to uphold a respectful coexistence with those who use nearby parking while ensuring the safety and well-being of our clients and the local community.~~

~~Staff Parking: Designated secure parking for staff is available at the rear of the building.~~

5. Client Transportation: Most clients are expected to utilise public transport or walk to the facility. Clients with vehicles are advised not to park directly in front of or adjacent to the facility. They are directed to alternative parking options in the nearby James Street and wider Northbridge area, with staff providing information on more affordable parking solutions.

6. Staff Parking: limited designated, secure parking for staff is available at the rear of the building.

~~Through proactive engagement and clear communication, we aim to uphold a respectful coexistence with those who use nearby parking while ensuring the safety and well-being of our clients and the local community.~~

4.35.4 Deliveries and Suppliers

1. Parking for Deliveries: Suppliers and delivery personnel use the rear parking area of the building.
2. Delivery Access: They are required to present themselves at the Main Entrance. Deliveries generally consist of general office supplies and food items.

4.45.5 Servicing and Cleaning Plan

~~The facility works using a comprehensive servicing and cleaning strategy, combining internal efforts with contracted professional services to uphold~~ Our James St facility upholds a high standard of cleanliness and safety. ~~Our James St facility is dedicated to upholding a high standard of cleanliness and safety, reflective of, reflecting~~ the established protocols at Rod Evans:

1. Hybrid Cleaning Approach: ~~Routine~~ Our in-house staff manage routine operational cleaning, including the kitchen and ~~communal~~ common areas, ~~is managed by our in-house staff. This ensures day-to-day maintenance is ensuring~~ attentive and consistent day-to-day maintenance.
2. Contracted Cleaning Services: ~~For~~ Professional cleaning services are utilised for deep cleaning and specialised tasks, ~~we use professional cleaning services. Their expertise ensures ensuring~~ the facility meets the highest hygiene standards through regular and comprehensive cleaning sessions.
3. Rubbish Management: ~~We support personal~~ Personal responsibility for rubbish disposal ~~and enhance this is supported,~~ with additional general waste bins requested from the City of Perth (CoP) ~~to enhance this process.~~
4. Handling of Illegal Items: ~~Consistent with our commitment to safety and legality, any~~ Any illegal items found are promptly surrendered to WAPOL, ~~aligning with our commitment to safety and legality.~~
5. Biohazard Management: ~~We maintain on~~ On-site biohazard bins, ~~with a focus~~ focusing on sharps disposal, ~~are maintained.~~ Staff ~~are extensively trained~~ receive extensive training in the safe handling of sharps and biohazardous waste.

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6. Periodical Pressure Cleaning: ~~Our cleaning regime is supplemented by Ruah staff and contractors undertake scheduled duties on all sites including daily checks to maintain the building's cleanliness, periodic pressure cleaning for the facility's exterior, coordinated with the CoP, to address any potential health hazards from residues, window cleaning, and general maintenance.~~

7. Staff Training: Comprehensive training on biohazard management is provided, ensuring staff are well-equipped with knowledge on safe disposal practices and the use of PPE.

~~8. Exterior Monitoring and Disposal: Vigilant monitoring of the facility's exterior is undertaken to identify and manage unattended or unwanted personal items, with appropriate disposal or secure storage as required.~~

8. Exterior Monitoring and Disposal: Ruah is responsible for the cleanliness and upkeep of the premises at 247 James St, with staff and contractors conducting daily checks of the interior, outside, and exterior areas. Clients are informed that any unclaimed items left inside or outside the premises will be removed and disposed of if not claimed within two days. Ruah alerts City Rangers for any issues in the surrounding area and engages police assistance for any illegal activities.

This holistic approach integrates our proven day-to-day operations with external professional services to provide a clean, hygienic, and safe environment at the James St facility. Our strategy is designed to be responsive and responsible, maintaining the well-being of our clients and the broader community while continuing our practices of environmental cleanliness and public health.

5.6 Outdoor Cleaning

Ruah continually monitors the frontage and report on the maintenance of the outdoor areas at the facility. Recognising the importance of a clean environment for all, we are monitoring the public footpath in front of the building. Our staff and security are vigilant in removing any rubbish that may accumulate directly outside our facility to maintain a presentable space for both our clients and the community.

Ruah provides periodically deep cleaning services as needed. Ruah is attentive to the condition of the premises and will continue to remain responsive to any significant issues that may arise. Ruah acknowledges that the maintenance of the footpath falls under the jurisdiction of the City of Perth, and Ruah reports any concerns that may require the City's attention.

6. Risk and Complaint Management of Activities on Site

The facility includes a robust framework for managing risks and addressing complaints, ensuring:

1. A safe environment for both clients and staff
2. Transparent and accessible complaint resolution processes
3. Regular reviews of safety protocols and risk management strategies.

6.1 Ruah's Management Approach

Ruah has a robust Quality Assurance system in place that ensures compliance with all Quality Assurance requirements. Organisational and strategic risks are monitored by a Risk and Quality Team, reporting to senior leadership and Ruah's Board through a Risk and Quality Committee (comprised of Executive and Managers) that meets regularly (at least

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Collectively, the framework ensures that Ruah understands, monitors, and manages the risks associated with the type of work that Ruah does.

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6.27. Specific Management Strategies for the SNS

Ruah addresses the specific areas of concern through the following management strategies:

6.37.1 Managing Noise and Other Disturbances at the SNS

To maintain a peaceful and respectful environment at the facility, particularly in consideration of our neighbours and the local community, we have implemented a comprehensive strategy to manage noise and other disturbances:

1. **Security Personnel Contracting** – Ruah employs a team of contracted security personnel, ensuring a professional approach to facility safety and disturbance management. Two security workers are on site at all times— during SNS operations. Security personnel conduct hourly checks inside, outside, and around the sides of the building as a core part of their duties, and are responsible for reporting any illegal activity to the police.
2. **Monitoring and Patrols** – Security staff are tasked with monitoring client behaviour both within and external to the premises, conducting regular patrols to maintain order and address any potential disturbances.
3. **Security Licensing** – All security personnel are licensed in compliance with the Security and Related Activities (Control) Act 1996, ensuring that they are qualified and trained to handle various situations that may arise.
4. **Incident Escalation Procedures** – An established procedure is in place for incident escalation, including the management of clients who may refuse to leave the premises, to ensure that any disturbances are resolved in a safe and effective manner.
5. **Staff and Security Collaboration** – During operational hours, our staff and security team work closely together to promptly address any concerns or disturbances, ensuring a harmonious environment for all.
6. **Mandatory Security Presence** – At least two licensed security professional is on-site during all operational hours to oversee and manage the facility's environment.
7. **Client Responsibilities** – All clients are required to agree to a Rights & Responsibilities form upon entry, which outlines expected behaviours and mutual respect for property and individuals, both inside and outside the facility. Clients unable to adhere to these expectations are required to leave and must engage in a discussion with a senior worker upon their return to address their behaviour.
8. In our continued efforts to minimize antisocial behaviour and disturbances, we have proactively installed clear signage at the front of our premises. This signage, which is prominently displayed on the window, provides guidelines for public incident reporting and outlines the escalation processes. This initiative is part of our ongoing commitment to maintain a secure and community-friendly environment.

Through these measures, the SNS aims to effectively manage noise and disturbances, ensuring a safe, respectful, and peaceful environment for clients, staff, and the surrounding community.

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6.4.7.2 Immediate response protocols for out-of-hours

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We have a structured approach to managing complaints, ensuring that all concerns are handled promptly and effectively:

1. Urgent Complaints and Safety Concerns: In situations where there is an immediate concern for safety or other urgent complaints, we advise individuals to directly contact the Western Australia Police (WAPOL).
2. This protocol is in place to ensure that any serious issues are dealt with in the most efficient and appropriate manner, with the assistance of law enforcement when necessary.
3. Complaints Policy and Procedures: Our policy outlines the specific steps to be followed when a complaint is lodged. It defines the process for escalating issues and ensures that every complaint is given due attention.
3. Non-Urgent Complaints: For complaints that do not require immediate attention, [complaints/complaints](#) (which could be in connection to a client or the services that Ruah provides) can be made via the feedback form via the website, calling 13 RUAH (who [will](#) direct the complaint to the appropriate service/area), or emailing connecting@ruah.org.au or feedback@ruah.org.au.
4. This system can be accessed through the Ruah website and allows for a structured and traceable way to manage and resolve issues.

6.5.7.3 Managing Removal of Unwanted or Unattended Personal Belongings

The following measures are in place to manage the removal of unwanted or unattended personal belongings:

1. Clients must agree to our Rights & Responsibilities policy, which emphasises maintaining a clean environment within and around the facility.
2. Clients are expected not to leave rubbish or personal items unattended; non-adherence necessitates a discussion with a senior staff member upon their next visit to address this behaviour.
3. Ruah staff routinely check for and clear any unattended items left in front of the property. Disposal of such items are managed sensitively, with storage options provided for larger belongings.
4. ~~Secure outdoor storage crates for larger items and lockers for smaller valuables are available to clients. This aims to minimise clutter and maintain orderly surroundings.~~
5. Signage at the front of the property informs clients of our cleanliness standards and the protocol for unattended items, which are subject to removal during regular inspections.

6.6.7.4 Management of Congregation and Queuing

The following measures are in place to manage any potential congregation and queuing of clients:

1. Signage directs clients to alternative services during non-operational hours and ~~request requests~~ that ~~clients they~~ refrain from gathering outside the facility when it is closed.

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2. Due to local planning laws and regulations, clients are not able to smoke around the back of the building. The building often gather close by to the carpark on the side of the building to limit minimize impact on surrounding private property.

3. The Rights & Responsibilities policy has been amended to include a clause urging clients to respect our neighbours' comfort by not congregating around the Hub when it is not open. This document has been amended to note clients they cannot present earlier than 15min prior to the service opening to limit disruption and congregation.

4.3. During operational hours, security personnel manage client flow and queuing to ensure orderly access to the facility and minimize any disruption to the local area. Doors open promptly at 7pm sharp, and clients promptly enter after that time.

5.4. Clients who congregate outside are invited in during open hours or asked to move on respectfully. Persistent refusal is managed according to our incident escalation procedure, ensuring prioritizing the well-being of all parties involved.

This plan reflects Ruah's commitment to responsible property management, respecting our clients' needs while ensuring the safety and cleanliness of the community space around the facility.

6.7.5 Management of Clients Not Suitable for the SNS

When clients present to the SNS, it is possible that the service may not be suitable for everyone and their needs. SNS is a low-threshold service, meaning people can come in under the influence of drugs or alcohol, as long as their behaviour does not negatively impact others. It is an open space, not individual rooms, which is also not suitable to everyone's needs and this may be because they have been impacted by trauma and not able to be around other people. Clients may also present unwell or injured and therefore require medical care, including hospital-level care.

Staff assess clients on a case-by-case basis and provide one of a range of responses dependent on the situation. These may include:

1. Requiring another service (e.g., Alcohol and Drug substance use or mental health) – staff contact relevant services as required.
2. Disruptive or violent behaviour – managed by security staff and contacting Police if needed.
3. Significant injury or illness – arrange transport to hospital including calling an ambulance.

In all of the above instances, SNS staff and security are to take reasonable steps to prevent the client who is not suitable from remaining in the vicinity of the facility.

6.8.7.6 Management of Antisocial Behaviour

Antisocial behaviour is not tolerated both within the facility and in the exterior vicinity of the building. The overall objective is to maintain a safe and disturbance-free environment for staff, consumers, and local residents adjacent to the service.

Measures to support this objective are:

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1. All clients are required to complete a Rights & Responsibilities form, which outlines our expectation of them and what they can expect from us. We ask that people: Respect others and property, inside and outside of the facility; If for whatever reason clients are not able to do this, they are asked to leave and next time they return, they must meet with a senior worker to discuss and address the behaviour.
2. CCTV cameras cover all main internal areas and the externally areas adjacent to the building.
3. Ensure that a minimum of 2 licensed security personnel is on-site during operational hours. They are be stationed in the hub on the ground floor and where possible, also patrol the exterior of the building periodically during the night. They are also available to respond to any client incidents that occur either within the building or in the immediate exterior vicinity of the building.
4. All SNS staff are be trained in de-escalation techniques. Clients who behave in a manner deemed unsafe or fail to comply with our Code of Conduct will be subject to a temporary suspension from our services to ensure the safety.
5. Ruah and the SNS have a formal relationship with WA Police, ensuring responsive support from Police where this may be needed.
6. There is an on-call system to provide senior-level support in the event of any incidents.

Loitering, in the context of our community guidelines and service operations at Ruah, is defined as the act of remaining in a particular public place for a protracted time without a clear purpose or activity. This does not include activities such as smoking, waiting for services, or being outside the building for a specific reason, such as having a cigarette.

Ruah is committed to minimising loitering around the facility. We recognise, however, that clients may be present outside the building as they wait for services or partake in smoking. Staff and security manage and monitor this to ensure safety for all.

Clients who self-present and gain a referral from a day centre attend the service at 7pm and must attend by 10pm. For emergency situations, clients can attend through the night when supported to the service via an emergency service. The clients who present in emergency presentations come based on need and attend through the front entrance. Based on our experience at Rod Evans, SNS allocated 5 placements for clients who were coming in emergency situations through police or ambulance. Therefore, the large majority of the clients present before 10pm and are settled for the evening at the SNS.

To enhance service efficiency and manage client flow effectively, clients are encouraged to coordinate with designated hubs during the day and present to the SNS between 7pm-10pm for planned visits. The main entrance, situated at the front on James Street, is intended for client use and will be managed by security officers at a reception, triage desk. This allows for a space where we assess risks and speak about rights and responsibilities in the service. This measure allows us to focus on emergency presentations after 10pm, ensuring that staff can dedicate the necessary attention to clients with present in emergency situations with urgent and complex needs. Encouraging early presentation supports the safety and smooth operation of the service, helping to manage the flow of clients efficiently throughout the evening.

▲ By distinguishing between loitering and the legitimate use of outdoor space by our clients, we aim to maintain a respectful and orderly environment while also being mindful of the needs and behaviours of those we serve.

8. Local Engagement and Complaints

7-18.1 Engagement with Local Businesses and Residents

The facility is situated in an area that contains a number of existing businesses and residents.

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The services in this facility have been designed to co-exist with the local community and to play a positive part in improving the amenity and safety of the area. Ruah is committed to ensuring there is no antisocial behaviour in the vicinity of the building and ensure appropriate management of the surrounding area. Strategies such as security patrols, lighting, CCTV, and procedures to minimise disruptions after-hours are part of the approach to managing this important relationship.

Through these strategic engagements and security measures, we are committed to upholding the well-being of the community, ensuring the safe operation of our Hub, and maintaining a harmonious and mutually beneficial relationship with all local stakeholders.

7-28.2 Complaints Management

As part of operating this facility we take in complaints as a part of the quality improvement process. Listening and early communication is key to resolving concerns with clients, neighbours, and the community. Complaints (which could be in connection to a client or the services that Ruah provides) can be made via the feedback form via the website, calling 13 RUAH (who direct the complaint to the appropriate service/area), or emailing connecting@ruah.org.au or feedback@ruah.org.au.

Regarding after hours issues for the service or surroundings, the community are encouraged to call the Police if the matter is urgent.

[Ruah values the community's insights, suggestions, or observations as vital contributions toward the continuous improvement of the Safe Night Space \(SNS\) service. These forms of feedback provide Ruah with crucial perspectives that may highlight opportunities for service adaptation to enhance outcomes.](#)

[Feedback Evaluation: Upon receiving the community's insights, suggestions, or observations, Ruah undertakes a careful evaluation to determine how this feedback might inform service adjustments. This consideration is integral to ensuring that any changes align with the service's objectives and are geared towards improving service delivery and effectiveness.](#)

[Service Adaptation: If the assessment of feedback reveals actionable opportunities, Ruah explores how the service can be altered or adapted. This process is conducted with the aim of enhancing service outcomes, ensuring that any modifications are implemented thoughtfully and strategically to benefit the community and service objectives.](#)

[Prioritising Service Outcomes: The incorporation of community feedback into service planning and execution prioritizes the improvement of service outcomes. Ruah's approach is to make informed adjustments that not only address the feedback but also contribute to the overarching goal of delivering high-quality, impactful services.](#)

[By integrating the community's insights, suggestions, and observations into its operational framework, Ruah demonstrates a commitment to responsive and adaptive service management, with a steadfast focus on achieving the best possible outcomes for those it serves.](#)

[Independent complaints resolution- HaDSCO](#)

HaDSCO is an independent state government agency providing a free impartial resolution service for complaints relating to health, mental health or disability services in Western Australia and the Indian Ocean Territories. If you are unhappy with the response from the service or feel uncomfortable approaching the service directly you can contact the following services for assistance: [Health and Disability Services Complaints Office \(HaDSCO\)](#)
[08 6551 7600](tel:0865517600) or Free Call [1800 813 583](tel:1800813583)

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Both the SNS and the Ruah Hub are funded by the Department of Communities. The Department of Communities is another escalation point for complaints. These can be made through phoning 1800 333

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325 or through their website at the following link. <https://www.wa.gov.au/organisation/departments-of-communities/departments-of-communities-housing-complaints-and-feedback>

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Ruah welcomes all feedback as an integral part of continuous quality improvement and endeavour to resolve complaints in connection to the services that Ruah provides. There may be issues outside our control, for example issues that occur not on Ruah property but that in some ways are related to Ruah, thus as part of the complaint management process, we would make reasonable efforts to resolve issues with stakeholders involved. We have reviewed our complaints management process which ensures that complaints are risk rated and escalated according to seriousness and frequency.

Further to this, Ruah have designed and display signage that outline where to direct feedback during operational hours.

7.38.3 Engagement with Local Residents for the SNS

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~~The facility is located within a mixed-use area that includes residential properties. Recognising the importance of harmonious coexistence with our neighbours, the SNS service has been conscientiously designed to enhance the local community's safety and amenity. Our management strategies include the implementation of security patrols, enhanced lighting, and CCTV systems to foster a secure environment. Additionally, we have established protocols to minimise any potential disturbances during the after hours operation of our services.~~

~~As part of our commitment to community engagement, we have built on our current processes at James St and have plans in place to continue the formation of a SNS Community Advisory Group (for James Street). This group serves as a platform for continuous dialogue and collaboration with local residents and stakeholders. The group's terms of reference have not been formally set, but are likely to encompass:~~

- ~~1. Disseminating information about the SNS service and discussing matters that may affect both the SNS and the local community.~~
- ~~2. Engaging in consultation regarding operational aspects of the SNS that could potentially influence the residents' quality of life.~~
- ~~3. Providing a channel through which community concerns can be communicated, addressed, and tracked systematically.~~

~~Our approach to local engagement is comprehensive, aiming to maintain a positive relationship with businesses, residents, and WAPOL enforcement. [Safe Night Space Community Advisory Group](#)~~

~~Ruah have established the Community Advisory Group for James St, appointing Ms. Liz MacClead as the groups independent chair. The Community Advisory Group serves as an advisory body to Ruah's Chief Executive, facilitating open discussions and sharing insights to inform decisions regarding the SNS. The Community Reference Group will meet with the intention to achieve the following objectives:~~

- ~~• Facilitate open and constructive discussion about the service, fostering an environment where all members feel valued and heard, with a focus on the safety and well-being of women.~~
- ~~• Identify and prioritise key concerns, assessing their potential impact on the community, and collaboratively develop responsive strategies with the dual aim of keeping women safe from homelessness, violence, and the risks associated with being on the streets.~~
- ~~• Enable staff to inform the group about key developments, achievements, and outcomes of the service, ensuring transparency and shared understanding, particularly in areas related to protecting service users from homelessness and violence.~~

COMMUNITY SERVICES

- Provide a platform for addressing concerns or exploring opportunities identified by the broader community, aiming to devise creative and responsible solutions that align with the service's objectives.
- Support the service in its objectives to increase awareness and education around the issues it addresses within the community, with a particular emphasis on promoting understanding, preventative measures, and the safety of women.
- Focus on collective solution-finding to unblock difficulties, enhancing community outcomes and ensuring the delivery of the service aligns with the needs and positive outcomes for the community, clients, and the service itself. This includes a dedicated effort to protect women from the dangers of homelessness and street violence, and to provide them with a safe and supportive environment.
- Develop strategies to enhance the integration of the SNS and the James Street hub within the community, fostering stronger connections and collaboration.

The group operates based on principles of mutual respect, collaboration, transparency, and confidentiality.

Membership of the group comprises senior-level representatives from key stakeholders and organisations, ensuring diverse perspectives and expertise are considered. Members include an independent chair, Aboriginal leadership representation, City of Perth representatives, community and neighbour representatives, government agency representatives, WAPOL, healthcare stakeholders, and Ruah staff. The group conducts regular reviews of its composition to ensure alignment with service goals and community needs.

Members attend and participate in meetings, representing community views, respecting confidentiality, and must refrain from media commentary on proceedings. Operating procedures include having approximately 10 members, with the independent chair facilitating discussions and maintaining focus on objectives. Meetings are initially held fortnightly and later adjusted to monthly frequency as the service matures. Decision-making is encouraged through consensus, with a focus on resolving issues effectively.

8.4 Minimising impact on the local surroundings

Our internal practice guides detail information and practical guidance for staff on the following specifics which relate to how we work in the SNS model. Our procedures for managing disruptions after hours include immediate communication with our security team and, when necessary, engagement with the local police. Specific details outlined below:

1. **Frequency of Engagement:** We engage with the local community on a regular basis, scheduling monthly meetings and additional sessions as required. These engagements are an essential part of our operational calendar, not only to address concerns but also to proactively discuss our impact on local amenity and gather feedback.
2. **Reasons for Engagement:** The primary reasons for our engagement are to foster a collaborative relationship with our neighbours, to keep them informed of our activities, and to address any issues they may experience as a result of our operations. This includes discussing any community benefits we can provide and understanding their perspectives.
3. **Proactive Engagement:** Our engagement goes beyond the reactive complaints process. It is an initiative-taking effort to maintain transparency and to mitigate any potential disturbances our Hub might cause. Regular dialogue helps to pre-empt issues and sustain a positive community presence.

4.1. **Security Strategies and Extent:** Our security measures, including patrols, and CCTV, are implemented not only within but also around the perimeter of our building. The goal is to deter antisocial behaviour and to minimise disruptions after hours. These strategies extend to the immediate areas surrounding the facility where our clients and the local community interact. We have recently installed additional lighting to further increase visibility and therefore increase safety around the area.

5.2. Our security personnel conduct regular patrols that extend around the entire perimeter of the building. These patrols are not confined to the structure itself but also cover adjacent areas to ensure a

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comprehensive security presence. This proactive approach allows us to address concerns and potential issues before they escalate.

Walking
with you.

COMMUNITY SERVICES

6.3. In the event of an incident, our procedures include immediate assessment via CCTV, engagement of security personnel to the location, and if necessary, prompt communication with WAPOL.

7.4. Our CCTV system has high visibility and covers the entire site. The cameras are positioned strategically to monitor all activities, providing real-time tracking capabilities. This allows us to swiftly respond to any incidents and maintain a secure environment.

8.5. We have a direct line with our regular contract at WAPOL, with whom we communicate frequently—often daily—to continue our positive relationship and ensure a coordinated response to any incidents.

9.6. Complaints Policy: For non-urgent issues, community members are encouraged to use our online system to register complaints, which allows us to track and systematically address each concern. For urgent matters, especially those concerning safety, the direct engagement with WAPOL is advised.

10.7. Direct Police Engagement: We maintain a direct and responsive relationship with WAPOL, ensuring that any antisocial behaviour or safety issues are promptly communicated to the appropriate authorities, leveraging our established rapport with the sergeant in charge.

8. [The Safe Night Space \(SNS\) service includes a mechanism specifically designed for addressing community concerns related to the service during its operational hours. This system enables the community to alert SNS staff via text about situations such as a perpetrator outside the building or any other service-related issues. Upon receipt of such alerts, the staff will assess the situation to decide whether the involvement of Police or City Rangers is warranted. A designated phone line is established to receive these text messages, ensuring that community concerns are promptly addressed. For issues requiring a more detailed response, community members are encouraged to use the \[connecting@ruah.org.au\]\(mailto:connecting@ruah.org.au\) email address. This approach ensures that all community concerns relating to the service are managed effectively and efficiently.](#)

Through these measures, we aim to ensure that the SNS is not only a safe place for our clients but also a responsible and responsive neighbour to the residents of the area.

89. Review

This document undergoes regular reviews (at least annually) to remain aligned with evolving community needs and service delivery standards. Significant changes will be communicated to relevant stakeholders, then submitted to the City of Perth.

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