



#EndHomelessnessWA

# The Western Australian Alliance to End Homelessness Outcomes Measurement Framework: Dashboard

— August 2019

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## The Western Australian Alliance to End Homelessness (WAAEH)

The WA Alliance To End Homelessness is comprised of a group of individuals and organisations that have come together to end homelessness in Western Australia. The WAAEH includes a Steering Committee, Project Team, Backbone Organisation and Project Funder.

Steering Committee: Amanda Hunt (CEO, UnitingCareWest) Debra Zanella (CEO, Ruah Community Services), John Berger (CEO, St Bartholomew's House), Kathleen Gregory (CEO Foundation Housing Ltd.), Mark Glasson (Director Services, Anglicare WA), Susan Rooney (CEO, Vinnes WA), Sam Knight (Australian Alliance to End Homelessness Representative) Prof Paul Flatau (Director, Centre for Social Impact UWA) and Katie Stublely (Strategic Design Manager, Centre for Social Impact UWA).

Project Team: Claire Stokes, Kai Schweizer and Katie Liew; Jonathan Shapiera and Kit Scott lived experience advisors; Royceton Hardey social media; and Niall Rhatigan and Elsie Bray capacity building projects.

Backbone Organisation: Shelter WA (Michelle Mackenzie, CEO).



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## Disclaimer

The opinions in this report reflect the views of the authors and do not necessarily reflect those of the Western Australian Alliance to End Homelessness or any of its organisations.



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# Outcomes Measurement and Evaluation Framework: Dashboard

In July 2018, the Western Australian Alliance to End Homelessness (WAAEH) released the Strategy to End Homelessness (the Strategy). The Strategy articulates a ten-year plan to end homelessness in Western Australia, invoking a whole-of-society response. The Strategy includes a 10-year commitment to a series of targets including that the Western Australian rate of homelessness will have been halved from its 2016 level and that all forms of chronic homelessness, including chronic rough sleeping, will have ended. The Strategy also commits to the establishment of measurement, accountability and governance 'mechanisms that are robust, transparent and open to external review ... providing an on-going means for assessing progress in meeting the goals of Ending Homelessness in Western Australia in 10 years' (p. 5).

The WAAEH, via Shelter WA, received funding from Lotterywest to develop The Western Australian Alliance to End Homelessness Outcomes Measurement and Evaluation Framework (the Framework) to measure and monitor progress towards ending homelessness. The Centre for Social Impact at The University of Western Australia (CSI UWA) (a founding member of the WAAEH) undertook the task of developing the Framework.

The Framework is accompanied by two documents. The first, The Western Australian Alliance to End Homelessness Outcomes Measurement and Evaluation Framework: Data Dictionary (the Data Dictionary) operationalises the Framework by detailing the rationale, definitions, methodologies and, where appropriate, targets for each measure of the indicators and outcomes of the Framework.

The second, this document, is an initial prototype of The Western Australian Alliance to End Homelessness Outcomes Measurement and Evaluation Framework: Dashboard (the Dashboard). This version of the Dashboard provides a first visualisation of data in relation to the outcomes, indicators and measures articulated in the first edition of the Framework and Data Dictionary. The underlying purpose of the Dashboard is to provide a way to easily visualise progress on measures, and to indicate whether we are 'on-track' with the ultimate goals of the WAAEH 10 Year Strategy.

Crucially, measurement findings need to be evaluated and communicated in a way that is useful to the social innovators (the WAAEH and its affiliates) and the Western Australian community more generally seeking to end homelessness. The Dashboard is a communication tool through which continually updated measurement findings are made publicly available, giving social innovators and the community access to timely and useful information about the system of homelessness in Western Australia. Developmental evaluation reports will eventually complement future versions of the Dashboard. Developmental evaluation reports will provide a pattern-spotting analysis of the measures reported in the Dashboard, and link this analysis to recommendations for action.

As a communication tool to facilitate ongoing learning and changing toward ending homelessness, the Dashboard will never stand as a static document. At this early stage of the Framework, before evaluation has begun, this introductory model of the Dashboard contains a selection of key measures from across all seven domains, *many of which do not yet have data or baseline figures*.

Part 1 of the Dashboard presents the available Domain One The State of Homelessness headline measures in graphic form, illustrating recent data sourced primarily from the Australian Bureau of Statistics Census data or the Specialist Homelessness Services Collection. When available, the 2028 target is indicated on the graph and a dashed trendline connects the current data point to this target. Future data points will be added to the graph, and their distance from this trendline can provide an indication of whether we are consistently making progress towards the goal or not. The graphs are organised within the nine 10-year targets of the WAAEH Strategy to End Homelessness.

In Part 2 of the Dashboard, a selection of key measures from Domains one through seven in the Framework are included in a table. The table consists of the domain, the measure(s) selected for that domain, a baseline figure (if available) and a target which indicates either a specific goal or the direction in which this baseline should move. While some measures lend themselves easily to quantifiable baselines, other measures—such as changes to policy—require a qualitative approach.

Over the next 12 months, our expectation is that the Dashboard will evolve extensively with the addition of updated data and the incorporation of new data sources, such as the Australian Alliance to End Homelessness Advance to Zero Database.

As research in these areas expands and people and organisations engage with us in the process of co-design and developmental evaluation, measures that are currently confined only to the table will be further developed. Further, as the Framework changes to incorporate knowledge of which outcomes and indicators are more or less vital in the Western Australian system of homelessness, the Dashboard will also evolve to reflect those changes.



The WAAEH Strategy articulates nine outcomes, and targets achievement of those outcomes within 10 years.

The targets listed below which directly relate to homelessness itself are at the heart of this Outcomes Framework, and are conceptually modelled as the 'core' of the Framework. As envisaged in the 10-point statement, an outcomes framework also needs to account for the drivers of entry into and exit from homelessness, the efficacy of the homelessness service system response and the role of the WAAEH.

**The nine WAAEH targets to be achieved by 2028 are:**

1. Western Australia will have ended all forms of chronic homelessness including chronic rough sleeping.
2. No individual or family in Western Australia will sleep rough or stay in supported accommodation for longer than five nights before moving into an affordable, safe, decent, permanent home with the support required to sustain it.
3. The Western Australian rate of homelessness (including couch surfing and insecure tenure) will have been halved from its 2016 level.
4. The underlying causes that result in people becoming homeless have been met head-on, resulting in a reduction by more than half in the inflow of people and families into homelessness in any one year.
5. The current very large gap between the rate of Aboriginal homelessness and non-Aboriginal homelessness in Western Australia will be eliminated so that the rate of Aboriginal homelessness is no higher than the rate of non-Aboriginal homelessness.
6. Those experiencing homelessness and those exiting homelessness with physical health, mental health, and alcohol and other drug use dependence needs will have their needs addressed. This will result in a halving of mortality rates among those who have experienced homelessness and a halving in public hospital costs one year on for those exiting homelessness.
7. Those experiencing homelessness and those exiting homelessness will be supported to strengthen their economic, social, family and community connections leading to stronger well-being and quality of life outcomes. Employment among those experiencing homelessness will be significantly increased. Over half of those exiting homelessness will be employed within three years of moving into housing. Well-being and quality of life will equal those of the general population in the same timeframe.
8. A strong, collaborative and adaptive network of services and responses across the community services, health, mental health, justice, and education sectors will exist working collectively to address the underlying causes of homelessness and meeting the needs of those who become homeless.
9. Measurement, accountability and governance mechanisms that are robust, transparent and open to external review will be operating, providing an on-going means for assessing progress in meeting the goals of Ending Homelessness in Western Australia in 10 years.

The Framework's multi-level design (micro, meso, macro) and developmental evaluation approach allows for explanation of diverse and contestable evidence bases drawn from a range of stakeholders through a variety of research methods, thus embracing the complex reality rather than the simplified rhetoric of evidence-based policy making.

This Dashboard is a powerful tool for visualising and analysing such diverse evidence. The Dashboard enables the wider community to watch progress toward ending homelessness, and together with ongoing developmental evaluation reports, will provide the information needed to inform effective, adaptive action toward ending homelessness.



# Part 1: Visualisation of the WAAEH 10-year Strategy to End Homelessness

Part 1 of the Dashboard provides a means to visualise and assess key measures from Domain 1—*The State of Homelessness*. Where data is available and publicly accessible for a key measure, we have constructed a graph illustrating the current trend in the data and, importantly, indicating a projected trend line that theoretically is required in order to meet the 2028 target. Example future data points have been added for illustration purposes only to indicate future data release time points. Although they have been arranged in a trend toward the 10 year target, they are not intended to serve as milestones.

Where applicable, graphs have been grouped under the 9 WAAEH targets included in the 10-year Strategy to End Homelessness. Data for some targets is easily accessible at the current point in time and others will require further research and analysis in order to be visualised in a Dashboard setting.

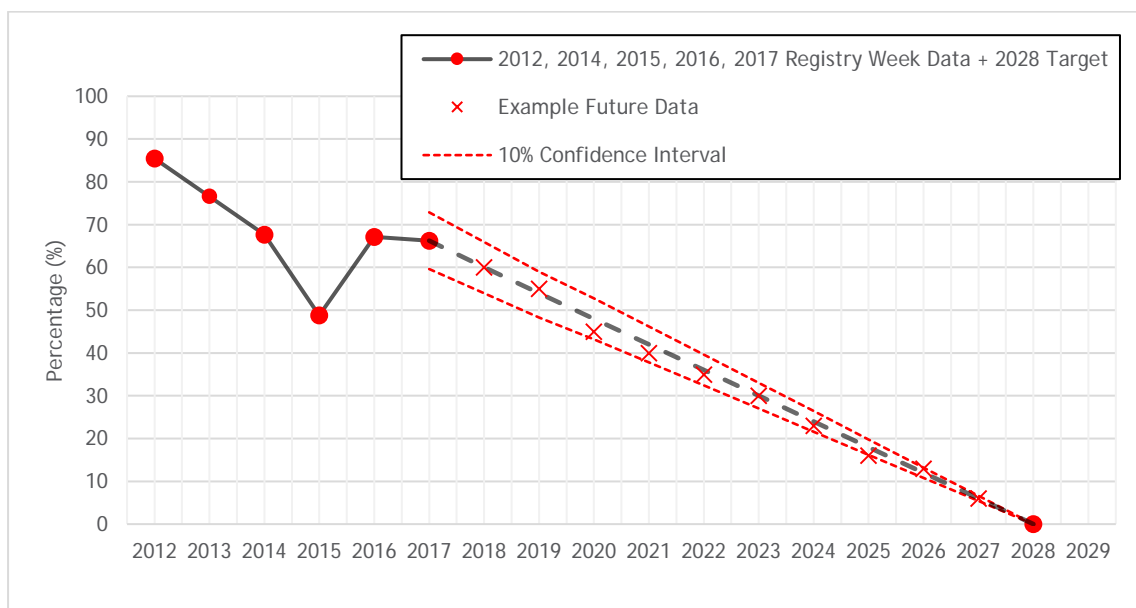
## Target 1. Western Australia will have ended all forms of chronic homelessness, including chronic rough sleeping

Individuals with a history of rough sleeping or other forms of homelessness for 12 months or more continuously and/or at least three episodes of homelessness in the last three years, are considered to be experiencing chronic homelessness. There is limited data available that measures chronicity. However, potential sources have been identified.

Individuals accessing Specialist Homelessness Services complete an initial client form and are asked “How long has it been since [they] last had a permanent place to live?”. This data is not publicly available at present. However, it is an indicator of chronicity. The Specialist Homelessness Services collection also includes data pertaining to episodes of homelessness. In the future the WAAEH will seek to access and utilise this data to gain an understanding of trends in chronic homelessness in Western Australia.

The Vulnerability Index Service Prioritisation Decision Assistance Tool (VI SPDAT) also contains questions related to duration of homelessness. These questions ask about life history of homelessness. They are indicative of chronicity as they ask “what is the total length of time you have lived on the streets or in emergency accommodation?” and “what is the total length of time you have lived without stable accommodation?” These data sets are not publicly available and require further analysis to establish future data points. In the current collection (2012-2017), individuals surveyed in WA that reported that they slept rough most frequently had been homeless for 5.4 years, on average (median 3 years).

Figure 1.1: Proportion of those who have lived on the streets or in emergency accommodation for more than 12 months in WA Registry Week Collection



Source: Registry Week Data Collection 2012-2017 (unpublished)



**Target 2. No individual or family in Western Australia will sleep rough or stay in supported accommodation for longer than five nights before moving into an affordable, safe, decent, permanent home with the support required to sustain it.**

This target requires further research before operationalisation. However, both Australian Institute of Health and Welfare Specialist Homelessness Services Collection (SHSC) data and the Registry Week surveys administered by the AAEP Advance to Zero campaign can be examined to produce estimates as to how well we are achieving this target.

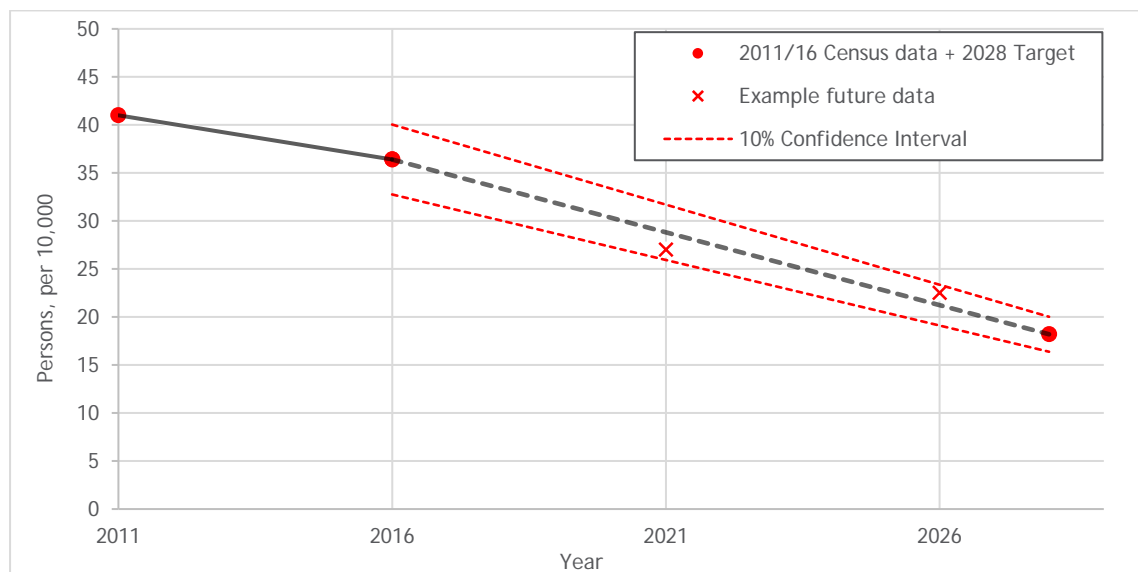
**Target 3. The Western Australian rate of homelessness (including couch surfing and insecure tenure) will have been halved from its 2016 level.**

Current estimates of rates of homelessness are collected from the Australian Bureau of Statistics Census Data (ABS, 2016a) and Australian Institute of Health and Welfare Specialist Homelessness Services Collection. The data from the two sources differs due to different definitions of homelessness utilised. For more information, refer to the Outcomes Measurement Framework and the Data Dictionary.

In the Census 'Homelessness' refers not only to rough sleeping, which is often the most visible form of homelessness in society, but also to a variety of unstable housing situations, such as couchsurfing (staying temporarily with other households), living in boarding houses, being housed in supported accommodation and 'severely crowded' dwellings.

In terms of the SHSC, the rate of homelessness is determined by the number of clients of specialist homelessness services who are 'homeless' on entry into specialist homelessness service support at the beginning of their first support period for the year. Homelessness as defined by the SHSC includes no shelter or improvised/inadequate dwelling, short-term temporary accommodation, and without tenure while housed.

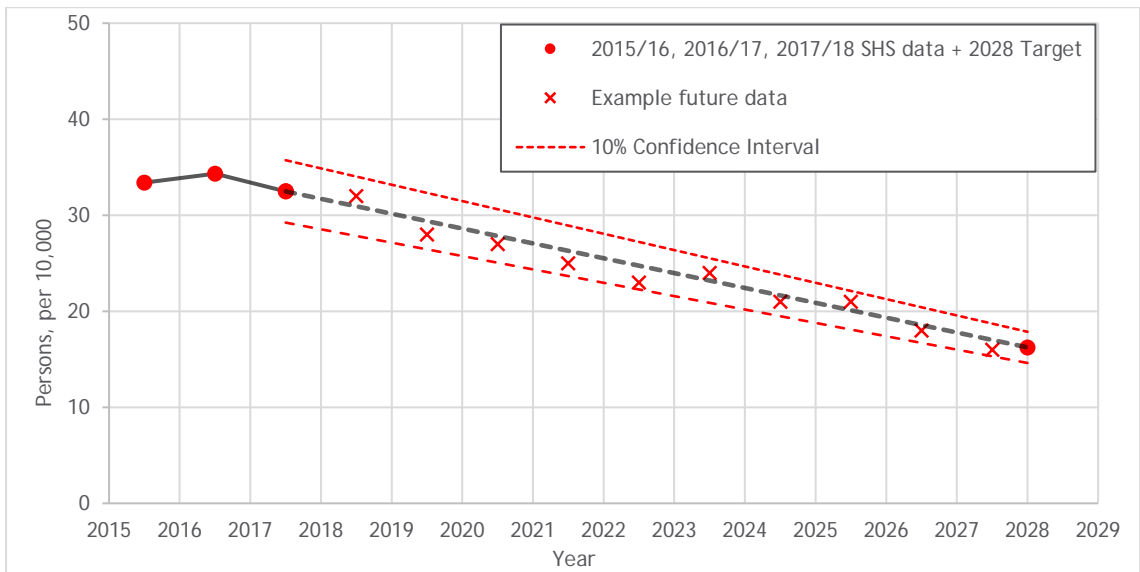
Figure 3.1: The overall rate of persons aged 15 years and over across all homeless categories in Western Australia (Census)



Source: ABS 2016 (Census of Population and Housing: Estimating homelessness, 2016)

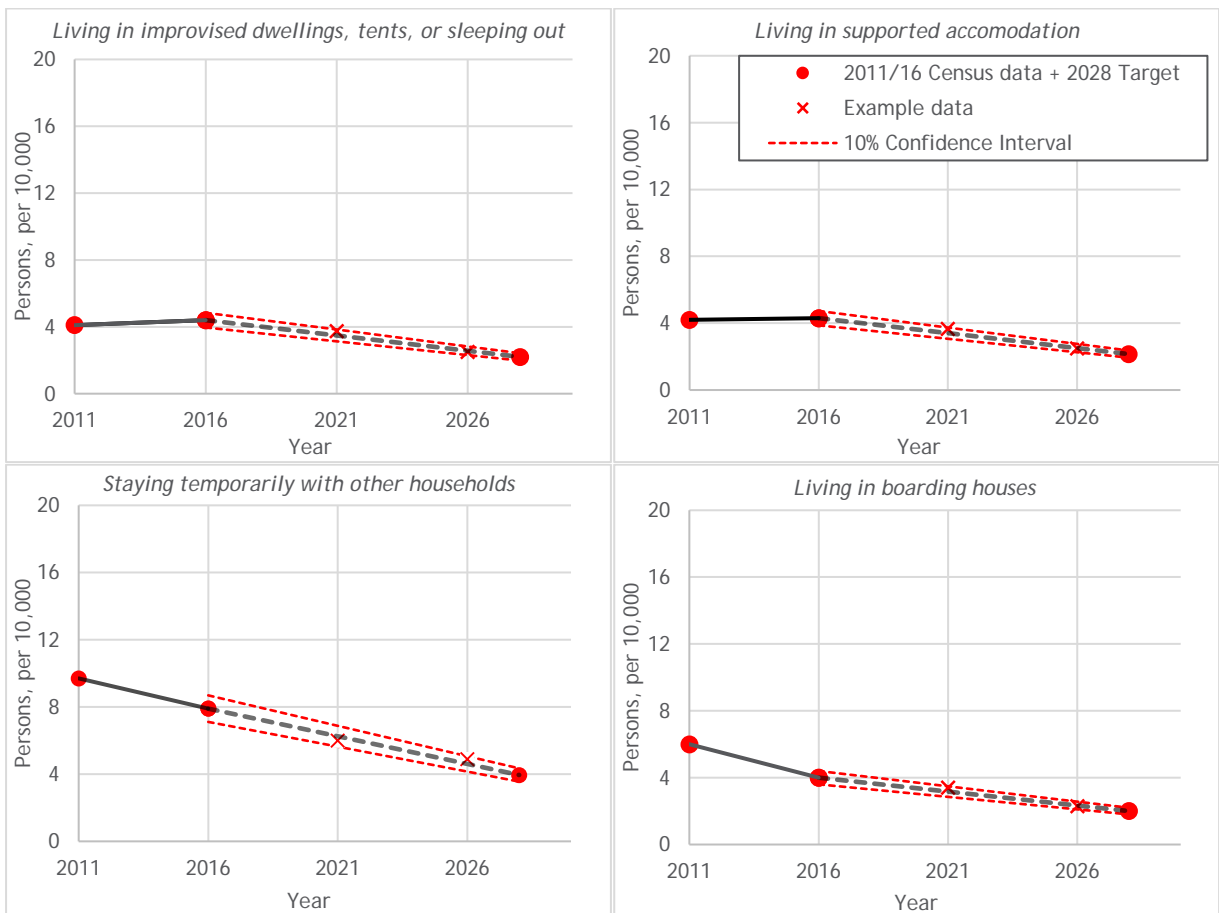


Figure 3.2: The overall rate of SHS clients in Western Australia (SHS)

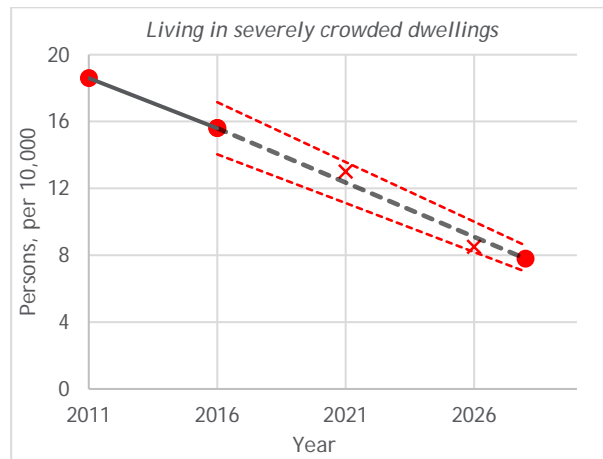


Source: Specialist homelessness services (2015-16, 2016-17, 2017-2018 supplementary tables - Western Australia)

Figure 3.3: Rate of persons aged 15 years and over living in various forms of homelessness in Western Australia (Census)







Source: ABS 2016 (Census of Population and Housing: Estimating homelessness, 2016)

**Target 4. The underlying causes that result in people becoming homeless have been met head-on, resulting in a reduction by more than half in the inflow of people and families into homelessness in any one year**

The causes of homelessness are complex, convassing a broad range of individual and structural determinants including physical and mental health conditions, economic and employment opportunities (or lack thereof), the extent of social and community connection as well as housing availability and affordability. Comprehensive analysis of the underlying causes of homelessness is beyond the scope of this Dashboard prototype, but some key figures are shown below and in future editions of the Dashboard we will extend the analysis.

**Snapshot: Public Housing**

<p><b>36,963</b> WA Public rental stock 2018</p>	<p><b>13,912</b> households on the public housing waiting lists in 2018</p>	<p><b>113 weeks</b> Average time on public housing waiting lists 2018 vs 158 weeks in 2014-2015.</p>	<p><b>7,847</b> mainstream community dwellings (WA, 2017)</p>
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**Snapshot: Housing Costs**

<p>Housing costs as a proportion of gross household income for private renters (2015/16)</p> <p><b>20.0%</b></p>	<p>Housing costs as a proportion of gross household income for owners with a mortgage (2015/16)</p> <p><b>16.0%</b></p>
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**Snapshot: Health of WA in 2018**

<p><b>12.0%</b> reported their health status as fair/poor (ABS, 2018d)</p>	<p><b>17.8%</b> reported a mental or behaviour condition</p>	<p><b>16.8%</b> had consumed an illicit substance in the last 12 months</p>
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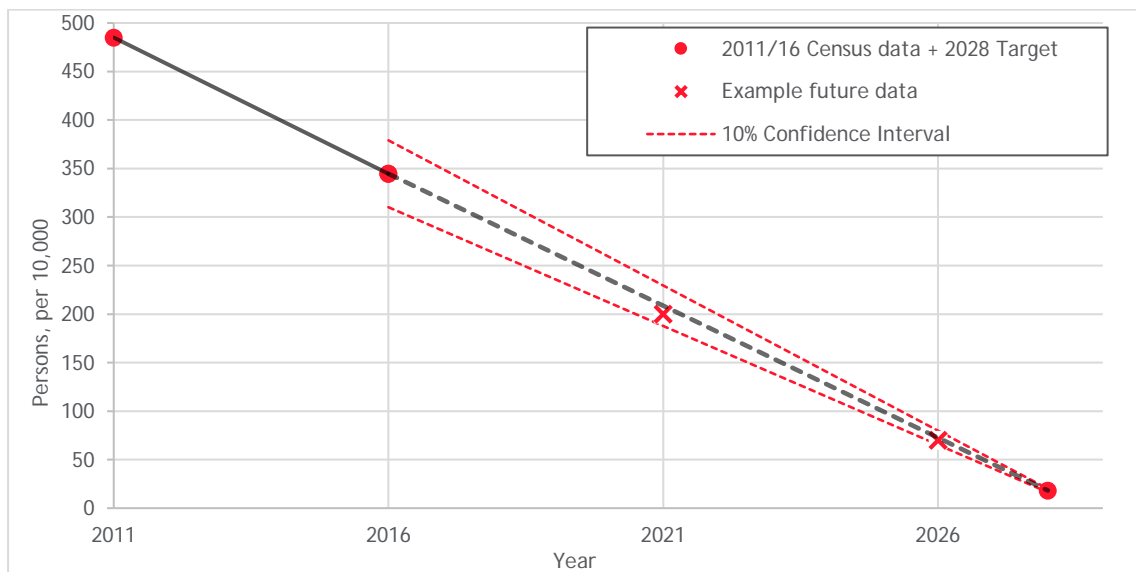


Snapshot: Economic Outcomes in WA

<i>Proportion with a Yr 12 (or equivalent) education or higher</i> <b>77.0%</b>	<i>Aged 15-24 years were unemployed</i> <b>14.1%</b>
<i>WA unemployment rate</i> <b>5.8%</b>	<i>Mean weekly income</i> <b>\$2,242</b>

**Target 5.** The current very large gap between the rate of Aboriginal homelessness and non-Aboriginal homelessness in Western Australia will be eliminated so that the rate of Aboriginal homelessness is no higher than the rate of non-Aboriginal homelessness.

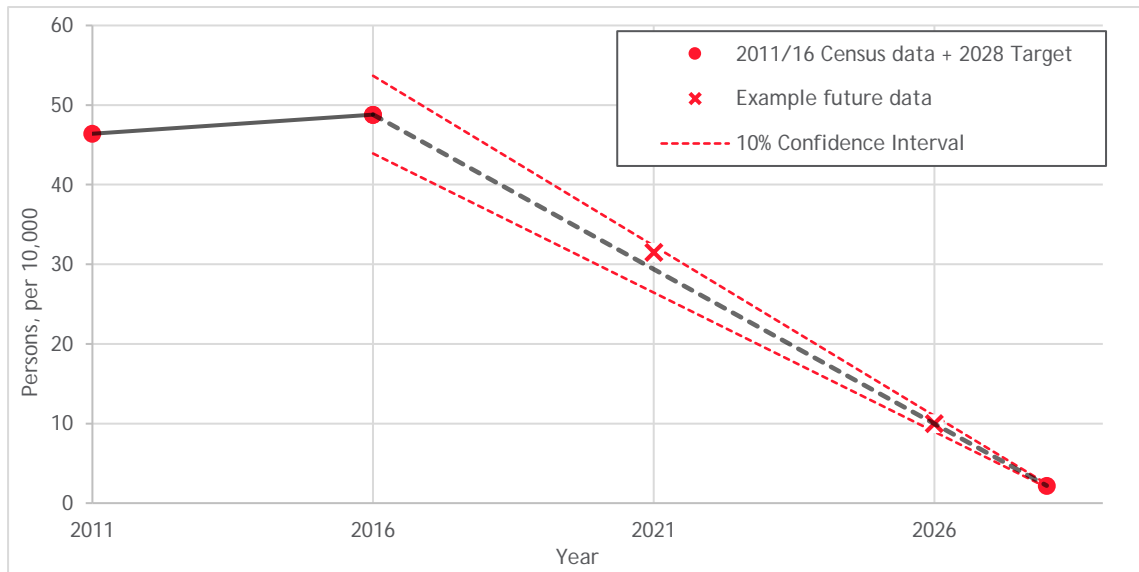
Figure 5.1: The overall rate of Aboriginal and/or Torres Strait Islander persons aged 15 years and over across all homeless categories in Western Australia (Census)



Source: ABS 2016 (Census of Population and Housing: Estimating homelessness, 2016)

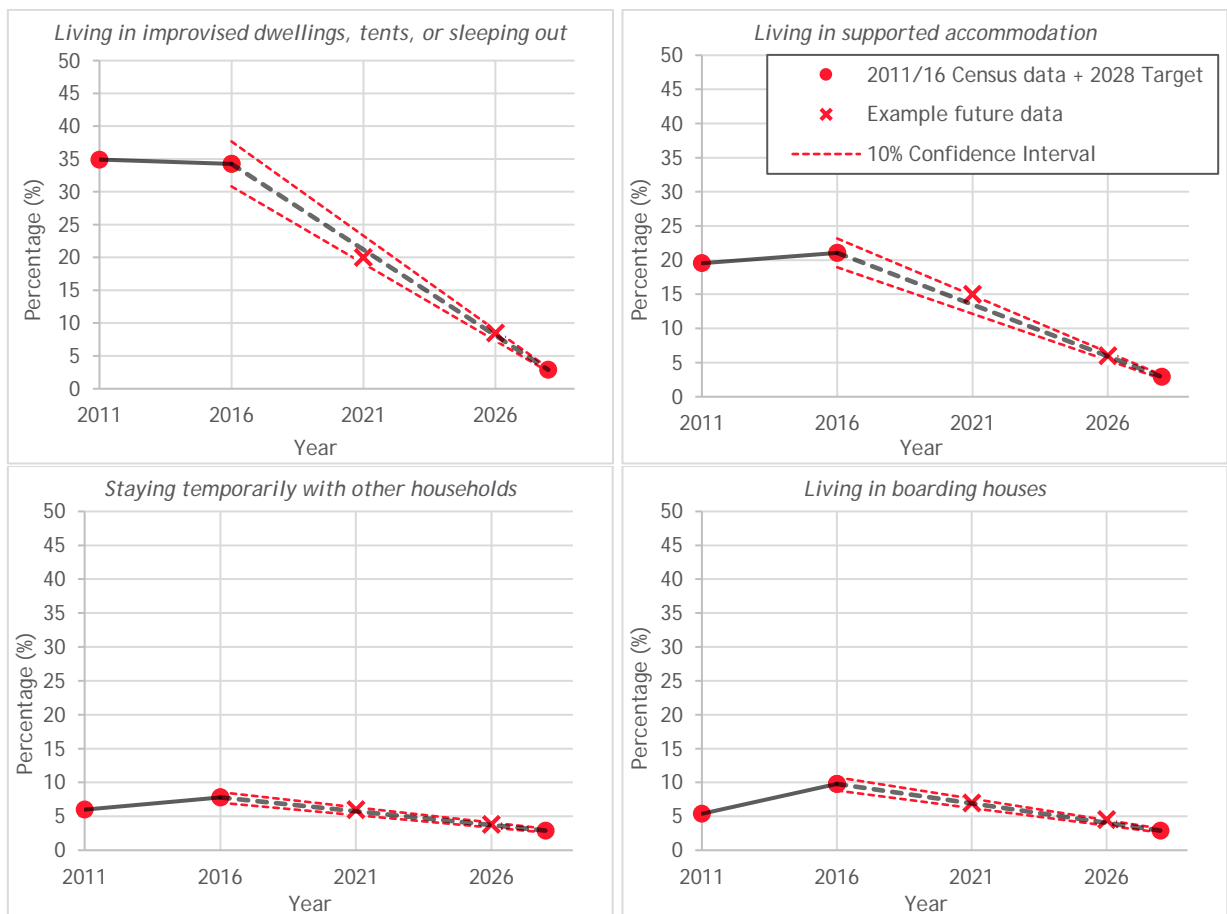


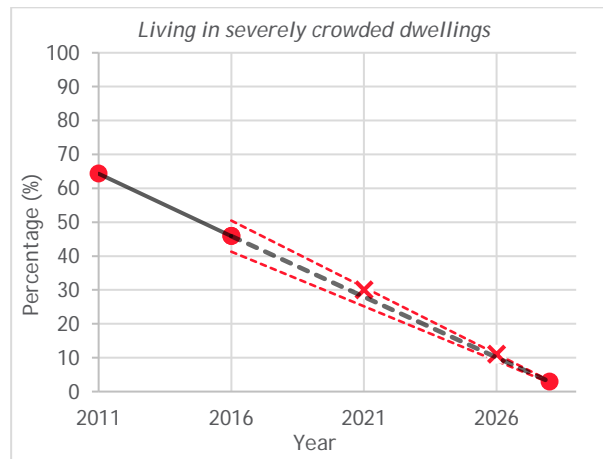
Figure 5.2: Rate of Aboriginal and/or Torres Straight Islander persons aged 15 years and over living in improvised dwellings, tents, or sleeping out in Western Australia (Census)



Source: ABS 2016 (Census of Population and Housing: Estimating homelessness, 2016)

Figure 5.3: The proportion of those living in various forms of homelessness in Western Australia aged 15 years and over that identify as Aboriginal and/or Torres Straight Islander (Census)

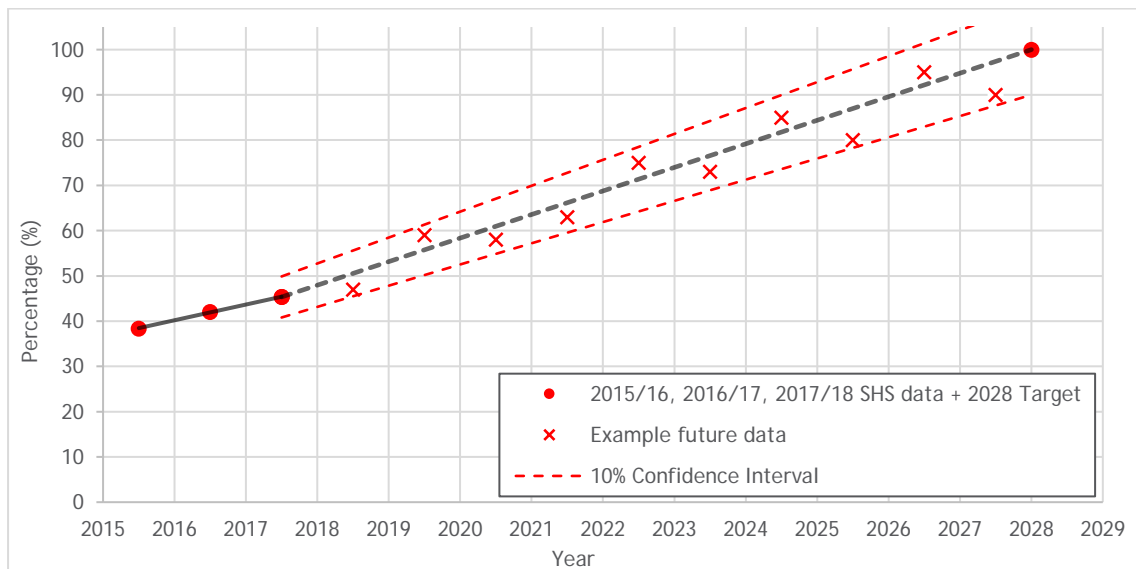




Source: ABS 2016 (Census of Population and Housing: Estimating homelessness, 2016)

**Target 6.** Those experiencing homelessness and those exiting homelessness with physical health, mental health, and alcohol and other drug use dependence needs will have their needs addressed. This will result in a halving of mortality rates among those who have experienced homelessness and a halving in public hospital costs one year on for those exiting homelessness.

Figure 6.1 The proportion of Western Australian individuals accessing Specialist Homelessness Services that end their support periods with their immediate case management needs met/case management goals achieved (SHS)



Source: Specialist homelessness services (2015-16, 2016-17, 2017-2018 supplementary tables - Western Australia)



**Target 7.** Those experiencing homelessness and those exiting homelessness will be supported to strengthen their economic, social, family and community connections leading to stronger well-being and quality of life outcomes. Employment among those experiencing homelessness will be significantly increased. Over half of those exiting homelessness will be employed within three years of moving into housing. Well-being and quality of life will equal those of the general population in the same timeframe.

There is currently no indicator available for this target, thus further research is required. Client follow up is required three years after they are stably housed, to assess their employment status, general wellbeing, and quality of life. Potential measures for wellbeing and quality of life include the World Health Organisation-Five (WHO5) Wellbeing Index and the World Health Organisation Quality of Life (WHOQOL) assessment, respectively. The rates of employment and scores on these measures should be contrasted with population norms. This target is met if there is no significant difference in rates/scores between those who have been in stable housing for three years and the general population.

**Target 8.** A strong, collaborative and adaptive network of services and responses across the community services, health, mental health, justice and education sectors will exist working collectively to address the underlying causes of homelessness and meeting the needs of those who become homeless.

Collaborative efficacy is the extent to which actors within the network of organisations aiming to end homelessness are able to coordinate their actions, including the services they offer, to provide an effective effort toward addressing factors within the system of homelessness. The different aspects of Collaborative Efficacy are articulated as a single outcome within the Outcomes Framework: "Actors within the network of organisations aiming to end homelessness coordinate their actions to provide an effective effort toward addressing factors within the system of homelessness". Much work is required to evaluate the collaborative efficacy across the community services in WA. Key indicators for this target would include the number of homelessness services sharing data for aggregation and number of partnerships between homelessness services and police and/or hospitals.

**Target 9.** Measurement, accountability and governance mechanisms that are robust, transparent and open to external review will be operating, providing an on-going means for assessing progress in meeting the goals of Ending Homelessness in Western Australia in 10 years.

The WAAEH Outcomes Measurement Framework is a comprehensive, systematic approach to identifying, tracking and reporting data that reflects the interactions across multiple levels and factors which contribute to, sustain and enable exit from homelessness; the extent to which homelessness is ended across Western Australia; and the extent to which programs and organisations achieve their intended results, and those experiencing homelessness are able to achieve their own goals.

The Outcomes Measurement Framework measures the individual life outcomes of those experiencing or at risk of homelessness (micro level), the outcomes within and surrounding the organisations engaged in ending homelessness (meso level), and the broader sectors to which those organisations belong (macro level). A multi-level approach also requires engagement with stakeholders from all levels, not only in the process of collecting data about the indicators across these levels, but also in the process of designing and continually updating the Framework itself. We picture this approach to the 'nested systems' of homelessness at Figure 1 below:



## Part 2: Dashboard Table

Part 2 of the Dashboard contains the key targets identified in the Data Dictionary. Where data is currently publicly available, baseline measures for the key targets are presented.

Outcome	Key measures	Baseline	Target
<b>Domain 1: The State of Homelessness</b>			
1.1 Homelessness is decreased	1.1.1.1: The overall rate of persons aged 15 years and over across all homeless categories in Western Australia.	36.4 per 10,000 (ABS, 2016a)	The overall rate of persons aged 15 years and over across all homeless categories in Western Australia will decrease from the 2016 rate of 36.4 per 10,000 population to 18.2 per 10,000 population.
	1.1.2.1: The rate of persons aged 15 years and over living in improvised dwellings, tents or sleeping out in Western Australia.	4.4 per 10,000 population (ABS, 2016a)	The rate of persons aged 15 years and over living in improvised dwellings, tents or sleeping out in Western Australia will decrease from the 2016 level of 4.4 per 10,000 population, to 2.2 per 10,000 population.
	1.1.3.1: The rate of persons aged 15 years and over living in supported accommodation for the homeless in Western Australia.	4.3 per 10,000 population (ABS, 2016a)	The rate of persons aged 15 years and over in supported accommodation for the homeless in Western Australia will decrease from the 2016 level of 4.3 per 10,000 population, to 2.15 per 10,000 population.
	1.1.3.2: The rate of persons aged 15 years and over staying temporarily with other households in Western Australia.	7.9 per 10,000 population (ABS, 2016a)	The rate of persons aged 15 years and over staying temporarily with other households in Western Australia will decrease from the 2016 level of 7.9 per 10,000 population, to 3.95 per 10,000 population.
	1.1.3.3: The rate of persons aged 15 years and over living in boarding houses in Western Australia.	4.0 per 10,000 population (ABS, 2016a)	The rate of persons aged 15 years and over living in boarding houses in Western Australia will decrease from the 2016 level of 4.0 per 10,000 population, to 2.0 per 10,000 population.
	1.1.4.1: The rate of persons aged 15 years and over living in severely crowded dwellings in Western Australia.	15.6 per 10,000 population (ABS, 2016a)	The rate of persons aged 15 years and over living in severely crowded dwellings in Western Australia will decrease from the 2016 level of 15.6 per 10,000 population, to 7.53 per 10,000 population.
1.2 Chronic homelessness is ended	1.2.1.1: The proportion of individuals experiencing homelessness, captured through the administration of the Vulnerability Index - Service Prioritisation Decision Assistance Tool (VI-SPDAT) as part of the Australian Alliance to End Homelessness database, who have not been in permanent accommodation for over a year	Not yet established	Decrease the proportion of individuals experiencing homelessness who have not been in permanent accommodation for over a year
	1.2.2.1: The proportion of individuals accessing Specialist Homelessness Services that end their support periods with their immediate case management needs met/case management goals achieved.	Not yet established	Increase the proportion of individuals accessing SHS that end their support periods with their immediate case management needs met/case management goals achieved.
	1.2.3.3: The proportion of individuals experiencing homelessness, captured through the administration of the Vulnerability Index - Service Prioritisation Decision Assistance Tool (VI-SPDAT) as part of the Australian Alliance to End	Not yet established	Increase the proportion of individuals who have only experienced one episode of homelessness (as opposed to experiencing chronic homelessness).



Outcome	Key measures	Baseline	Target
<b>Domain 1: The State of Homelessness</b>			
		Homelessness database, that have only a single episode of homelessness.	
1.3	People who have experienced homelessness have safe, decent and sustainable housing	1.3.1.1: The number and proportion of formerly homeless people in Western Australia living in dwellings that are not of acceptable standard.	Not yet established Decrease the proportion of formerly homeless people in Western Australia living in dwellings that are not of acceptable standard.
		1.3.2.3: The housing satisfaction of formerly homeless people in Western Australia.	Not yet established Increase the housing satisfaction of formerly homeless people in Western Australia.
1.4	Child homelessness is ended	1.4.1.2: The number of families (two or more adults plus child/ren) accessing Specialist Homelessness Services due to accommodation crisis.	Not yet established Decrease the number of families accessing Specialist Homelessness Services due to accommodation crisis.
1.5	Adults do not leave institutional care into homelessness	1.5.1.1: The number and proportion of adults leaving prison in Western Australia that are homeless 12 months after exit.	Not yet established Decrease the number and proportion of adults leaving prison in Western Australia that are homeless 12 months after exit.
1.6	Homelessness in older age is ended	1.6.1.2: The number and proportion of individuals that are estimated to be homeless in Western Australia that are aged over 65.	Not yet established Decrease the number and proportion of individuals that are estimated to be homeless in Western Australia that are aged over 65.
1.7	Homelessness and formerly homeless individuals have their health, mental health, and drug and alcohol issues addressed.	1.7.2.1: Policies of homelessness services in Western Australia ensure wraparound support is provided for 12 months after the client is housed.	Not yet established Increase the number and scope of policies of homelessness services in WA to ensure wraparound support is provided for 12 months after the client is housed
		1.7.3.2: The number and proportion of clients of homelessness services in Western Australia identified as having physical health needs that access service(s) for those needs.	Not yet established Increase the number and proportion of clients of homelessness services in WA identified as having physical health needs that access service(s) for those needs.
		1.7.3.7: The mortality rate of homeless and formerly homeless people in Western Australia.	Not yet established Decrease the mortality rate of homeless and formerly homeless people in Western Australia.
		1.7.4.2: The number and proportion of clients of homelessness services in Western Australia identified as having mental health needs that access service(s) for those needs.	Not yet established Increase the number and proportion of clients of homelessness services in WA identified as having mental health needs that access service(s) for those needs.
		1.7.4.2: The number and proportion of clients of homelessness services in Western Australia identified as having drug and alcohol needs that access service(s) for those needs.	Not yet established Increase the number and proportion of clients of homelessness services in WA identified as having drug and alcohol needs that access service(s) for those needs.
1.8	Homeless and formerly homeless individuals have social and economic connections that facilitate improved wellbeing	1.8.1.1: Employment rate among the currently homeless population in Western Australia.	Not yet established Increase employment rate and labour force participation rate to equal that of the general population, that is, an employment rate of 93.1%
		1.8.1.4: Employment rate among the formerly homeless population in Western Australia, one year after their exit from homelessness.	Not yet established Increase employment rate and labour force participation rate to equal that of the general population, that is, an employment rate of 93.1%
		1.8.2.2: The proportion of homeless and formerly homeless people in Western Australia that feel they have at least one person to turn to for emotional support.	Not yet established Increase the proportion of homeless and formerly homeless people in WA that feel they have at least one person to turn to for emotional support.
		1.8.3.5: The mean total scores of homeless and formerly homeless people in Western Australia on the WHOQOL-BREF.	Not yet established Increase the mean total scores of homeless and formerly homeless people in WA on the WHOQOL-BREF.



Outcome	Key measures	Baseline	Target	
<b>Domain 1: The State of Homelessness</b>				
1.9	Aboriginal homelessness rates are no greater than non-Aboriginal homelessness rates	1.9.1.2: The number and proportion of the overall homeless population in Western Australia that identify as Aboriginal or Torres Strait Islander.	29% (ABS 2049.0 2016)	That the number and proportion of the overall homeless population in Western Australia that identify as Indigenous is the same as the proportion of the total population that identify as Indigenous (2.9%).
		1.9.1.3: The number and proportion of rough sleepers in Western Australia that identify as Aboriginal or Torres Strait Islander.	34% (ABS 2049.0 2016)	That the number and proportion of rough sleepers in Western Australia that identify as Indigenous is the same as the proportion of the total population that identify as Indigenous (2.9%).
		1.9.1.4: The number and proportion of couch surfers in Western Australia that identify as Aboriginal or Torres Strait Islander.	8% (ABS 2049.0 2016)	That the number and proportion of couch surfers in Western Australia that identify as Indigenous is the same as the proportion of the total population that identify as Indigenous (2.9%).
		1.9.1.5: The number and proportion of those in supported accommodation for the homeless in Western Australia that identify as Aboriginal or Torres Strait Islander.	21% (ABS 2049.0 2016)	That the number and proportion of those in supported accommodation for the homeless in Western Australia that identify as Indigenous is the same as the proportion of the total population that identify as Indigenous (2.9%).
		1.9.1.6: The number and proportion of those living in boarding houses in Western Australia that identify as Aboriginal or Torres Strait Islander	10% (ABS 2049.0 2016)	That the number and proportion of those in supported accommodation for the homeless in Western Australia that identify as Indigenous is the same as the proportion of the total population that identify as Indigenous (2.9%).
		1.9.1.7: The number and proportion of those living in other temporary lodgings in Western Australia that identify as Aboriginal or Torres Strait Islander.	6% (ABS 2049.0 2016)	That the number and proportion of those in supported accommodation for the homeless in Western Australia that identify as Indigenous is the same as the proportion of the total population that identify as Indigenous (2.9%).
		1.9.1.8: The number and proportion of those living in severely overcrowded dwellings that identify as Aboriginal or Torres Strait Islander.	46% (ABS 2049.0 2016)	That the number and proportion of those living in severely overcrowded dwellings in Western Australia that identify as Indigenous is the same as the proportion of the total population that identify as Indigenous (2.9%).





Outcome	Key measures	Baseline	Target	
<b>Domain 2: Structural Factors</b>				
2.1	There are enough dwellings in Western Australia that are accessible and affordable	2.1.2.1: The number and proportion of advertised private rental dwellings in Western Australia that are considered affordable for someone on Newstart.	1 out of 7219 properties available in July 2019 in the greater Perth region 1 on domain.com.au was listed for less than \$83.35 per week (affordable for someone on Newstart).	Increase the number of properties that are affordable and appropriate for someone on Newstart (i.e. decrease cost of housing or increase Newstart payments).
		2.1.2.2: The number of people on the WA Housing Authority public housing waitlist.	In 2018, there were 13,912 households on the public housing waiting list, of which 1,437 were on the priority waiting list (Western Australian Department of Communities, 2018).	Decrease the number of people on the WA Housing Authority public housing waitlist.
2.2	Dwellings in Western Australia are safe, decent, and meet the needs the families	2.2.1.1: The minimum requirements for quality of accommodation around safety (e.g. suitable locks on doors and windows) and health (e.g. heating, cooling, ventilation) outlined in the Residential Tenancy Act.	Not yet established	Inclusion of adequate safety and decency standards.
		2.2.4.2: The number of dwellings in Perth that are >400m from the nearest bus stop.	Not yet established	Increase the accessibility of Perth dwellings to public transport.
		2.2.4.3: The number of dwellings in Perth that are >800m from the nearest train stop.	Not yet established	Increase the accessibility of Perth dwellings to public transport.
2.3	State government policy and funding is used to facilitate the development of protective factors against homelessness in Western Australia	2.3.1.1: Provisions in the Residential Tenancy Act and other relevant housing policies (including Housing Authority policies for those in public housing) that allow a person to break lease without penalty if they are experiencing domestic violence.	Not yet established	Include family and domestic violence provisions in the Residential Tenancy Act.
		2.3.2.1: State Government legislation that ensures adults do not get released from prison into homelessness.	Not yet established	State government legislation is introduced and implemented that ensures adults do not get released from prison into homelessness.
		2.3.2.2: State Government funding of transition services for those leaving prison.	Not yet established	Sufficient funding of transition services for those leaving prison.
		2.3.2.3: State Government policy regarding diversion from the justice system.	Not yet established	Introduce and implement State Government policy that provides opportunities for diversion from the justice system.
		2.3.3.1: State legislation ensures that young people transition to safe, secure accommodation when exiting the custody of the State.	Not yet established	Young people have sufficient legal protections to ensure access to safe, secure accommodation.
		2.3.5.2: Equal Opportunity Legislation contains provisions that ensure an individual is not unfairly discriminated against in the housing context due to experiences of homelessness.	Not yet established	Equal Opportunity Legislation adequately protects individuals from discrimination in the housing context due to experiences of homelessness.



Outcome	Key measures	Baseline	Target	
<b>Domain 3: Individual Factors</b>				
3.1	Western Australians live in safe, decent and affordable housing	3.1.1.1: The proportion of Western Australian households experiencing housing stress.	Not yet established	Decrease the proportion of Western Australian households experiencing housing stress.
		3.1.2.1: The number of people in Western Australia living in dwellings that are not of acceptable standards.	Not yet established	Decrease the number of people in WA living in dwellings that are not of acceptable standards.
		3.1.2.6: The proportion of Western Australians that are victims of crime in their homes.	Not yet established	Decrease the proportion of Western Australians that are victims of crime in their homes.
3.2	Family and domestic violence in WA is reduced	3.2.1.1: Western Australian population rates of domestic violence experiences as a victim.	Number of 'Assault (Family)' offences as a proportion of total WA population: 56.6 per 10,000 (WAPOL, 2019).	Decrease the rates of domestic violence experienced by the Western Australian population.
		3.2.2.1: The proportion of Western Australians that think domestic violence is 'sometimes' justified.	Not yet established	Decrease the proportion of Western Australians that think domestic violence is 'sometimes' justified.
3.3	Western Australians have strong physical and mental health	3.3.1.1: The proportion of Western Australians who rate their health status as 'Fair/Poor'	In 2017/18, the proportion of Western Australians that reported their health status as fair/poor was 12.0% (ABS, 2018d).	Decrease the proportion of Western Australians who rate their health status as 'Fair/Poor.'
		3.3.2.2: The proportion of mental and behavioural conditions among the Western Australian population.	The proportion of Western Australians reporting mental and behavioural conditions in the 2017/18 National Health Survey was 17.8% (ABS, 2018d).	Decrease the proportion of mental and behavioural conditions among the Western Australian population.
3.4	Western Australians are not engaging in problematic substance misuse.	3.4.1.1: The number of emergency department visits for alcohol and other drug misuse in Western Australia.	Not yet established	Decrease emergency department visits for alcohol and other drug misuse in Western Australia.
		3.4.3.1: The proportion of the Western Australian population that has used an illicit substance over the past 12 months.	In 2016, the proportion of the Western Australian population that had used an illicit substance in the 12 months prior to data collection was 16.8% (AIHW, 2018d).	Decrease the proportion of the Western Australian population that use illicit substances.
		3.4.3.2: The proportion of the Western Australian population that consumes more than 2 standard drinks per night.	In 2017/18, the proportion of the Western Australian population that consumed more than 2 standard drinks per night (reported as 'exceeding guidelines') was 17.8% (ABS, 2018d).	Decrease the proportion of the Western Australian population that consumes more than 2 standard drinks per night.



Outcome	Key measures	Baseline	Target
<b>Domain 3: Individual Factors</b>			
3.5 Young people in Western Australia achieve positive life outcomes.	3.5.1.1: The Western Australian youth unemployment rate.	In May 2019, 14.1% of Western Australians aged 15-24 years were unemployed (ABS, 2019a).	Decrease the WA youth unemployment rate.
	3.5.2.1: The proportion of Western Australians aged 15-24 who rate their health status as "fair/poor."	Not yet established	Decrease the proportion of Western Australians aged 15-24 who rate their health status as "fair/poor."
	3.5.3.2: The proportion of Western Australians aged 18-24 that report diagnosis of a mental health condition.	Not yet established	Decrease the proportion of Western Australians aged 18-24 that report a diagnosis of a mental health condition.
	3.5.6.1: The proportion of young people exiting the custody of the State that access transition and support services.	Not yet established	Increase the accessibility of transition and support services for young people exiting the custody of the State.
	3.5.7.1: The employment rate of young people exiting the custody of the State.	Not yet established	Increase the employment rate
3.6 Western Australians have positive social and economic wellbeing.	3.6.1.1: The proportion of Western Australians with a Year 12 (or equivalent) education or higher.	Proportion(2018) = 77.0% (ABS, 2018e)	Increase the proportion of Western Australians with a Year 12 (or equivalent) education or higher.
	3.6.2.1: The Western Australian unemployment rate.	The Western Australian unemployment rate for June of 2019 was 5.8% (ABS, 2019a).	Decrease the Western Australian unemployment rate.
	3.6.2.3: The mean gross household income among Western Australian households.	The mean weekly income for 2017-18 was \$2,242 (ABS, 2018f).	Increase the mean gross household income among Western Australian household and thus decrease the number of families living close to the poverty line.
	3.6.4.2: The proportion of Western Australians that feel they have at least one person to turn to for emotional support.	Not yet established	Increase the proportion of Western Australians that feel they have at least one person to turn to for emotional support.
	3.6.4.7: The proportion of Western Australians that feel they have at least one person to turn to for emergency accommodation.	Not yet established	Increase the proportion of Western Australians that feel they have at least one person to turn to for emergency accommodation.
	3.6.4.8: The proportion of Western Australians that have participated in at least one community activity e.g. attended a community fair, played in a social sports team, attended a community recreation centre, in the past 12 months.	Not yet established	Increase the Western Australian population's participation in community activities.
<b>Domain 4: Representation, Voice and Advocacy</b>			
4.1 Those who are homeless or at risk of homelessness, and the organisations that serve them, have institutional voice	4.1.1.1: Number of Alliance members on Government boards/advisory groups/reference groups.	Not yet established	Double the number of Alliance members on Government boards/advisory groups/reference groups each year over the 10 year period of the Strategy.
	4.1.3.1: Human rights based language and discussion surrounding homelessness.	Not yet established	Increase in human rights based language and discussion surrounding homelessness.
	4.1.4.2: Number of multi-agency programs and working groups.	Not yet established	Double the number of multi-agency programs and working groups each year over the 10 year period of the Strategy.



Outcome	Key measures	Baseline	Target	
<b>Domain 3: Individual Factors</b>				
	4.1.5.1: Changes to the Residential Tenancies Act 1987 (WA).	Not yet established	(a) abolish "no-grounds" terminations (b) include family and domestic violence provisions (c) place a moratorium on the use of no-grounds terminations for tenants in public housing properties	
<b>Outcome</b>	<b>Key measures</b>	<b>Baseline</b>	<b>Target</b>	
<b>Domain 5: Resources</b>				
5.1	Activities which effectively address factors within the system of homelessness are adequately resourced.	5.1.1.1: Percentage of social and affordable housing as a proportion of the housing market.	Not yet established	15,000 social housing dwellings by 2030 15% for social and affordable rental housing in metro net precincts and all State government land and housing developments
		5.1.2.1: Amount of State government funding allocated to homelessness services.	Not yet established	The WAAEH have indicated they do not wish to seek an increase in State government funding and will instead focus on increase in alternative funding sources (eg SII)
		5.1.4.2: Number of non-government funders supporting innovative homelessness services.	Not yet established	Double the number of SII's funding innovative services each year.
<b>Domain 6: Collaborative Efficacy</b>				
6.1	Actors within the network of organisations aiming to end homelessness coordinate their actions to provide an effective effort toward addressing factors within the system of homelessness.	6.1.1.1: Number of homelessness services sharing data for aggregation.	Not yet established	Double the number of homelessness services sharing data for aggregation each year.
		6.1.2.1: Number of clients who feel there were no barriers to accessing services once they reached out and contacted a service.	Not yet established	100% of clients experience no barriers to accessing services
		6.1.6.1: Number of organisations using and reporting back use of the Outcomes Framework evaluations.	Not yet established	Double the number of organisational using and reporting back use of the Outcomes Framework evaluations each year.
		6.1.7.1: Establishment of a standardised client assessment tool.	Not yet established	Establish a standardised client assessment tool for use by all WAAEH affiliated services before December 2020.
		6.1.7.2: Number of homelessness services using the standardised client assessment tool.	Not yet established	Double the number of homelessness services using the standardised client assessment tool each year.
<b>Domain 7: The Service Sector</b>				
7.1	Young people are able to access services that prevent entry into homelessness or facilitate exit from homelessness	7.1.2.1: The number of youth mental health services.	Not yet established	Increase the number of youth mental health services.
		7.1.2.6: The number of youth drug and alcohol services.	Not yet established	Increase the number of youth mental health services.
		7.1.2.9: The number of youth support services.	Not yet established	Increase the number of youth support services.
		7.1.3.1: The average amount of time a person has to wait before receiving youth mental health services.	Not yet established	Decrease the average waiting times for a person to receive youth mental health services.
		7.1.3.5: Youth services have direct mechanisms to place young people at risk of homelessness into safe accommodation.	Not yet established	Youth services have direct mechanisms to place young people at risk of homelessness into safe accommodation.
		7.1.3.6: The average amount of time a person has to wait before receiving youth drug and alcohol services.	Not yet established	Decrease the average waiting time for a person to receive youth drug and alcohol services.
		7.1.3.8: The average amount of time a person has to wait before receiving youth support services.	Not yet established	Decrease the average waiting time for a person to access youth support services.



Outcome	Key measures	Baseline	Target	
<b>Domain 3: Individual Factors</b>				
		7.1.5.1: The number of services available to support young people's transition from the custody of the State into mainstream life.	Not yet established	Increase the number of services available to support young people's transition from the custody of State into mainstream life.
7.2	Adults are able to access services that prevent entry into homelessness or facilitate exit from homelessness.	7.2.1.1: Policies of the human services sector ensure holistic client need assessment.	Not yet established	Increase and expand policies of the human services sector to ensure holistic client need assessment.
		7.2.2.1: Rates of Commonwealth income support.	Not yet established	Increase the rates of Commonwealth income support payments.
		7.2.3.1: The number of domestic violence support services.	Not yet established	Increase the number of domestic violence support services.
		7.2.4.2: There are pathways for people to exit from domestic violence situation into secure housing.	Not yet established	Increase the number and accessibility of pathways for people to exit from domestic violence situations into secure housing.
		7.2.6.1: The number of drug and alcohol support services.	Not yet established	Increase the number of drug and alcohol support services in WA.
		7.2.7.1: Policies that place individuals experiencing drug and alcohol problems that disrupt their homes into live-in support services.	Not yet established	Introduce and implement policies that provide live-in support services for individuals experiencing drug and alcohol problems.
		7.2.8.1: The number of mental health support services.	Not yet established	Increase the number of mental health support services.
		7.2.9.1: The number of employment services.	Not yet established	Increase the number of employment services.

For the full set of indicators, data sources and rationale, see the Data Dictionary and the Outcomes Measurement Framework.

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