

Western Australian Alliance to End Homelessness

Twelve Monthly Report FY 22/23 (Jul-Jun)

This report represents the 2022/23 financial year of operation for the WA Alliance. The year would be described as one of review, development and consolidation as we have sought to establish our ‘footprint’ within the WA community and services sector. This report will outline the key activities and milestones that have occurred during these twelve months.



Strategic Planning Workshop - Local Government

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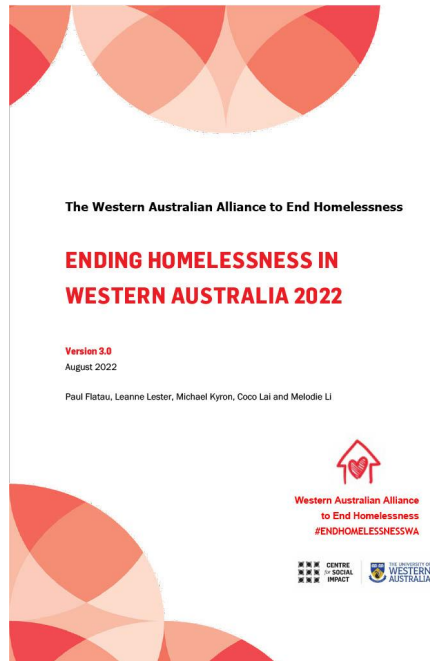
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PART 1 - PRIMARY KPI'S

ENDING HOMELESSNESS IN WESTERN AUSTRALIA 2022



The Ending Homelessness in Western Australia 2022 report, released in August during Homeless Persons Week, builds on CSI UWA's previous work. They presented three key reports:-

1. An analysis of homelessness in Western Australia
2. A comprehensive analysis of Western Australia's Advance to Zero from 2012 onwards (a decade of data collection in Western Australia)
3. An analysis of Western Australia's homelessness policy and service context, and detailing the important systems and service initiatives that are on the ground now to end homelessness in Western Australia.

There were over 150 registrations for the release event.

- [!\[\]\(67ff022fd78f943b679992c2874bbfd1_img.jpg\) Full report](#)
- [!\[\]\(042ea11c58a77088d3dd7150909adec0_img.jpg\) Summary overview of results](#)
- [!\[\]\(5890ff4c38007932c846fa9d39ba1fe6_img.jpg\) Summary analysis of the Advance to Zero data](#)

The Western Australian Alliance to End Homelessness 2022 update to the [Outcomes Measurement Framework: Dashboard](#) (the Dashboard), was first released in August 2019, and updated in June 2021 and 2022. The Dashboard is an evolving, accessible, and visual platform designed to present and report on outcomes relevant to the key targets of the Western Australian Alliance to End Homelessness (WAAEH). The Dashboard aims to answer the following question: how are we progressing towards ending homelessness in Western Australia?

- [!\[\]\(2a133ebb0337313d16cc068f19494aa2_img.jpg\) Online Dashboard](#)

EVALUATION REVIEW

When the Alliance came together, we had a commitment to be evidence informed and use data to guide our decisions and action.

CSI-UWA were founding partner and commissioned to:

1. Develop an evaluation framework that enables us to have a holistic view of the state of homelessness, identify the key drivers and the impact of our efforts to end homelessness.
2. Provide an annual report on the state of homelessness in WA based on the data available and informed by the Evaluation Framework.
3. Develop a dashboard of data based on the 9 key targets that are set out in the Alliance Strategy to End Homelessness.

These reports are to inform the Alliance of the impact of its efforts. The research and evaluation efforts are intended to inform and drive our decisions for action towards ending homelessness.

CSI as a founding partner of the WA Alliance was contracted to develop the initial Evaluation Framework which it completed in 2019 after we received LW Funding. Since that time, the Annual WA Homelessness Report and Dashboard has been contracted each year funding permitting.

REVIEW PROCESS

The Western Australian Alliance to End Homelessness took the opportunity to seek partner feedback on the impact of its annual publications: the State of Homelessness in WA report and Dashboard reports. This process was undertaken during October and November 2022.

To assist the Alliance better understand the utility and usage of these reports, a survey was distributed to members of the WAAEH with 17 questions ranging from their organisation roles, usage of WAAEH reports (ending homelessness and dashboards), their opinions of the utility of said reports and suggestions for further improvements. The survey sought organisational feedback of the utility and awareness of the annual evaluation, dashboard reports and the Evaluation Hub meetings. Key findings suggested that the reports are known and are utilised. However, there was a theme that there is a lot of content in the reports which are not easily translated into action for our audiences.

Additionally, consideration be given to the outputs being more focussed to our target audiences and be written accordingly to support its utility and ultimately impact. The Evaluation Hub meetings was generally well received with minor improvements being suggested. A fuller summary and recommendations are provided in [the Survey Feedback Report](#).

Going forward the following goals have been identified:-

- The current state of homelessness in WA is well documented and easily obtained through a range of publicly available reports and therefore not required under this arrangement going forward.
- Focus on the production of the Dashboard report detailing high level data (macro), systems level data (meso) and community level data (micro).
- Using the Dashboard to communicate to a broad range of stakeholders in a clear and simple manner how ending homelessness is possible and what various sectors, agencies and actors can do towards the goal.
- Inform Alliance partners of the impact of their efforts on the state of homelessness - in particular services providers and government departments to guide their planning and service delivery.

This will be achieved through the following actions:-

1. Dashboard updates monthly with a consolidated annual update
2. Data Impact & Improvement Projects based on the data trends and learnings
3. Strategy implementation support & Action Plans

This will be achieved through the contracting of CSI-UWA to do the data collation and dashboard reporting. And the development of research data impact projects being contracted with another suitable institution/research provider.

PART 2 - SECONDARY KPI'S

ADVOCACY & VOICE

LIVED EXPERIENCE UPDATE

The Alliance has a commitment to ensuring that Lived Experience is present within the work of the Alliance. On this basis the Steering Committee agreed to include a person with Lived Experience to be the Co-Chair, of which Allan Connolly was appointed.

Through Allan Connolly, the Alliance has taken the opportunity to review the Lived Experience engagement to ensure that our engagement is robust and supportive of people with Lived Experience.



Allan Connolly

Building on the work developed with Shelter WA and HOME Project, Allan has been able to identify and develop the appropriate governance structures that will support the Lived Experience engagement within the Alliance. He has also been able to develop a training needs assessment and a subsequent development plan which will guide the support provided by the Alliance for those people who are either appointed to key roles and engage in the work of the Alliance.

This support is critical to ensuring that those with Lived Experienced can fully participate and contribute to the work of the Alliance and be supported and remunerated for their time and expertise.

END HOMELESSNESS CHARTER DEVELOPMENT

The Alliance Steering Committee agreed in April 2023 to progress with the development of a WAAEH Charter.

The rationale for developing this relates to the question of what does it mean to be an Alliance partner? When the WA Alliance to End Homelessness first came together, the partners all agreed and signed an MOU, which sought to enshrine the principles to which we would commit in undertaking our work. This was articulated on our website. As part of the strategy process, it has been agreed that we develop a

Charter, similar to other jurisdictions, to state up front what it means to be a partner and what actions would we expect from them as a partner.

The Charter would be a simple document as an invitation for anybody within the broader community, including sector staff, to become a partner. It would also clarify the distinction between being an individual partner and an organisational partner. People would sign the agreement and have differing requirements and commitments as determined by the Alliance.

By developing this Charter - we would seek reaffirmation for existing partners. It would also provide a mechanism to 'test' existing partners' commitment to our work and strategy as well as articulating our expectations.

STRATEGY REVIEW

STRATEGY REVIEW AND ENGAGEMENT

It is now five years since the WA Alliance released its strategy to end homelessness. During that time, we have had the impact of a global pandemic, a change in government and the development of State Strategy - All Paths Lead to a Home 2030 - along with a range of new funding and commitments including the Advance to Zero approach.

Our connections both nationally and internationally have increased our knowledge through evidence based initiatives that have been successfully applied towards ending homelessness.

We need to take into account how this applies to the WA Alliance strategy with a particular focus on updating the actions going forward.

The Alliance Steering Committee agreed that we conduct a review of our Strategy and develop a Version 2.0 for release. There are three broad stages to the review process and we are now in the engagement stage.

1. **Review** - Update Key Actions from Strategy Version 1.0 + reframe our Strategic Pillars to Strategic Challenges in line with systems change approach and Advance to Zero framework.
2. **Engage** - Build up the Alliance with a broader membership. To support this process will be hosting a range of Focus Group sessions as a means of engagement and potential sign up to the Alliance. Use the sessions to identify

and agree which partners will drive any key actions and capture them in the Accountability Framework.

3. **Re-Launch** - Launch Version 2.0 based on the revised systems challenges and input from the Focus Groups.

The current list of focus groups that had a session are:-

- Housing Sector; Local Government; Youth Sector and Family & Domestic Violence Sector

The following focus groups are in planning phase:-

- Health Sector (incl MH & AOD); First Nations; Regional Services & Broader Human Services inc CALD.

Workshops aim to allow participants to:

- Understand the background & intent of strategy V1.
- Inspire people towards ending homelessness by developing a shared understanding of AtoZ framework & build up the theory of change knowledge
- Reframe our Five Key Strategies to Strategic challenges (Primary Drivers)
- Identify Secondary Drivers that will work to solve each challenge
- Identify Change Ideas and Impact Projects
- Allow participants to see how they fit into the puzzle (network of solutions)
- Identify who is taking responsibility for what work and capture this in the Accountability Framework



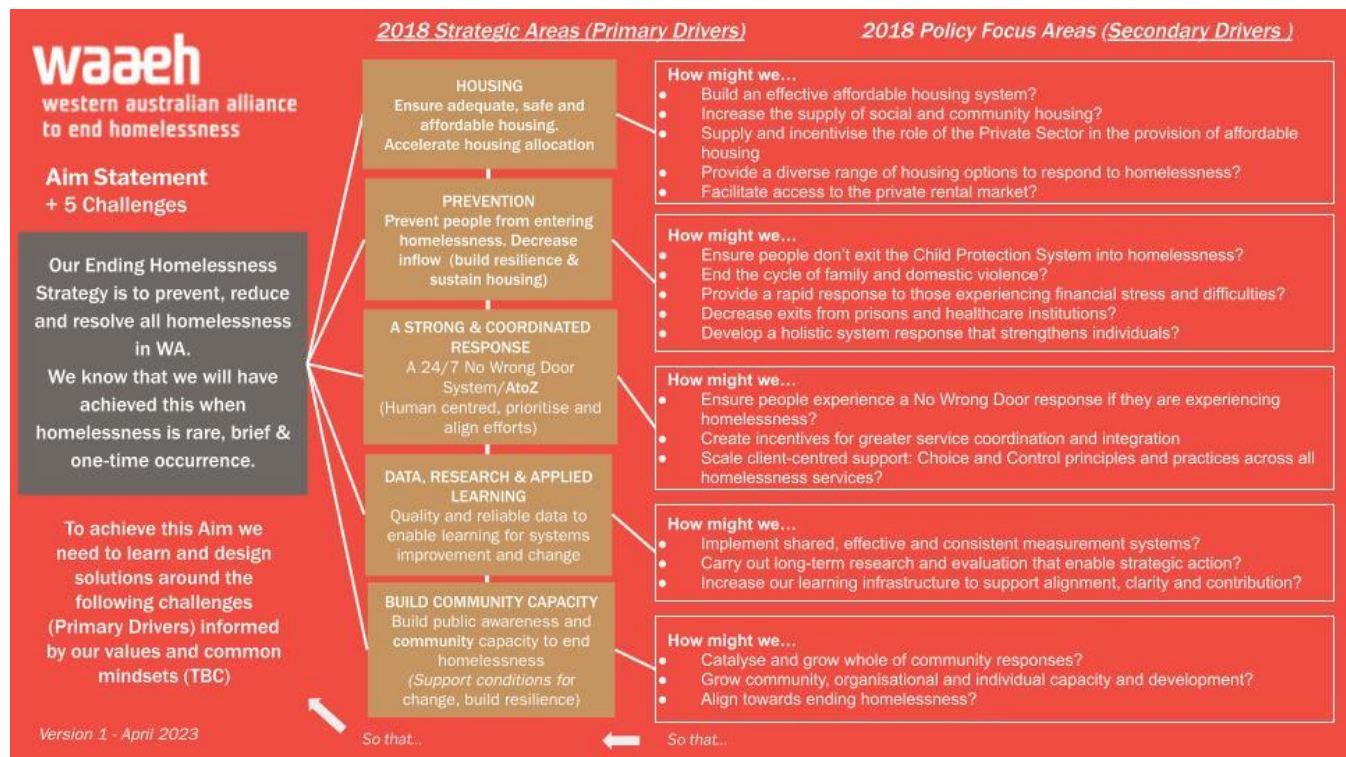
Strategic Planning Workshop - Housing Focus Group

The Focus Group Workshops have been well received and people are very supportive of the development of a dynamic strategy on a page using the Advance

to Zero framework (Driver Diagram) and notion of an Accountability Framework to identify key work being undertaken within the system. The intention is for this to be 'live' on our redeveloped website.

The benefit of moving into this direction is as follows:-

- Provides a simple visual representation of our strategy in summary
- Reinforces the Advance to Zero (AtoZ) approach by using the driver diagram format
- Allows people to quickly identify where things fit and how it relates to our overall vision and goal
- Assists people to link projects and work efforts to the strategy and answer the question why
- Promotes the development of Improvement Projects and how it connects to the broader goal of ending homelessness

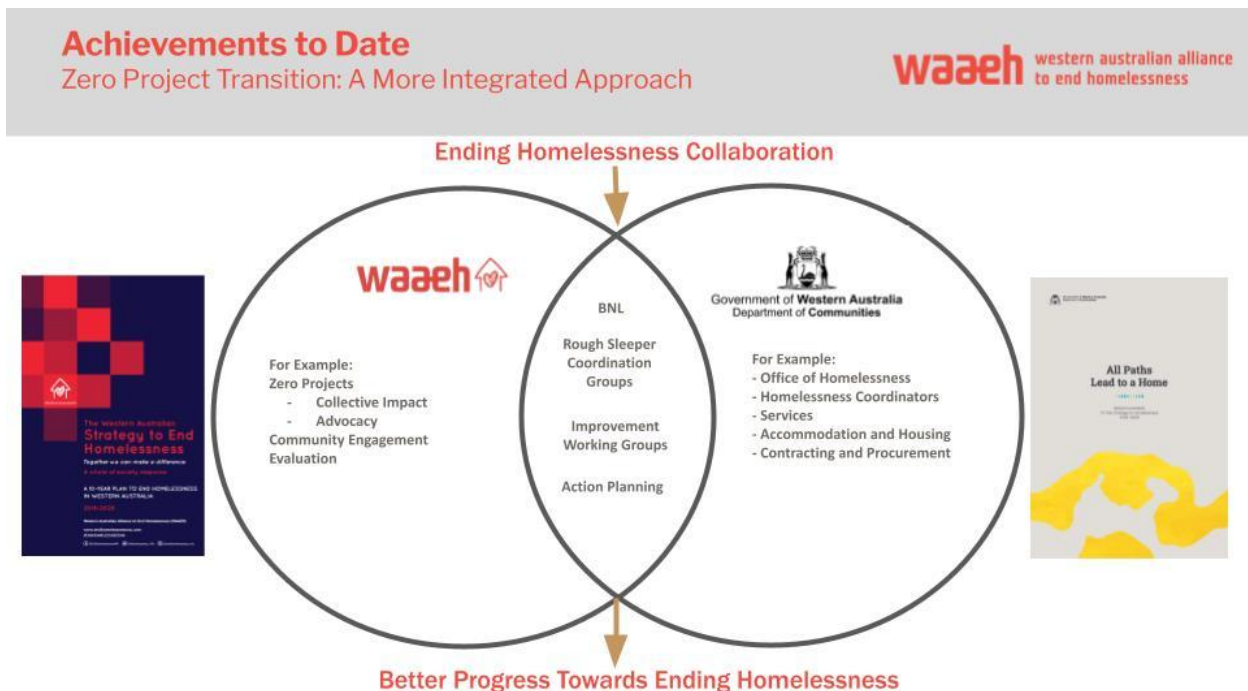


The WAAEH Strategy as illustrated on a Driver Diagram

MINISTERIAL ADVISORY GROUP

ADVOCACY WITH GOVERNMENT

The Alliance continues to engage with the WA Government across a range of meetings and forums. These have included the following meetings:- with The Minister Housing and Homelessness Hon John Carey MLA and the Homelessness Advisory Group; and the Office of Homelessness. There has been considerable dialogue and engagement in renegotiating the Zero Project and transferring the oversight of these functions within the Australian Alliance to End Homelessness and overseen by the WA Alliance. The outcome of these negotiations cements the role of the WA Alliance as the key back-bone organisation for supporting communities to work towards ending homelessness.



Collaboration between the West Australian Government and the Alliance in ending homelessness

This achievement would not have been possible with-out the funding we receive to give us the capacity we now have to be a key player within the homelessness system. Our focus is to be a key advisor and influence the approach government takes towards reforming and shaping the system.

COMMUNICATIONS

The development of the new website, in conjunction with Media on Mars, will include the domain of @waaeh to better reflect the brand and alignment with the National body. The updates on the existing website are an ongoing progress, with the Steering Committee page updated to reflect our recent election results and a new Partnerships page reflecting new partners to the Alliance and those who have re-engaged. Further changes to the current site include a revised data dashboard, a Strategic Initiatives Page as well as our (soon to be) finalised Charter and updated Strategy.

The continued refinement of our brand and the push to create a unified and consistent feel between the Alliances (Australian Alliance to End Homelessness and South Australian Alliance) has seen the previous iteration of the (Electronic) Newsletter transition to the AAEH Mailchimp platform. Works have been completed to tag and import the original endhomelessnesswa database into the merged site which will allow for a targeted and improved audience around the state and country.

With a focus on re-engaging the WA Alliance with its partners through our social media presence there has been an increase of page visits on both Facebook and LinkedIn since April 2023, we have also seen an increase in new followers in the same period.

The WA Alliance School Resource package has now been updated and will be submitted to the Education Department for further feedback on possible inclusion to the WA school curriculum. The previous version was submitted for appraisal and a number of key changes have been made around student activities, language and data presentation; this work was undertaken by an Intern from the UWA McCusker Center and follows the original work developed by students from the Centre in 2018.

The works carried out by the previous Communications Manager around the Alliance brand update that included a refreshed logo, document templates and overall colour scheme have been implemented in all communications platforms where possible. The communications strategy and key messaging document was compiled to assist as the Alliance expands its reach out into the community and has been further refined and implemented across all communications including socials, resource packages and newsletters.

In November of 2022 the Alliance invited the media to a Homelessness and the Media briefing session to increase the awareness of the Alliance to the broader media landscape in WA.

The Executive Officer featured on radio and TV media during this period to raise the awareness of the Alliance to and comment on the State Government's announcement to fund the By-Name List and the Advance to Zero Project.

A [document](#) to outline the joint media and advocacy with Shelter WA has been compiled including developing clarity of the role of each organisation and messaging.

BUILDING SECTOR CAPABILITY AND COLLABORATIVE EFFICACY

ADVANCE TO ZERO WA

During this reporting period (December 22), the WAAEH Alliance Steering Committee and Collaborative Leads Group approved for the WA Zero Project (now known as the WA Advance to Zero Team (WA AtoZ)) to operate under the banner of the WAAEH and became the collective impact governance for the ongoing work in WA. It was also agreed that the Alliance Steering Committee and Collaborative Leads Group approve the focus of the WAAEH support for the work of the WA AtoZ being the development of 'regional, local and cohort specific action plans' per the WAAEH Strategy.

Since January, all vacant roles within the WA AtoZ Team have been filled and team members have been provided with comprehensive training. There have been a number of key activities undertaken by the WA AtoZ Team (managed by the Director of Practice and Improvement) which have continued to strengthen the relationship with the Office of Homelessness (Department of Communities), and raise the profile of the WAAEH as the collective impact backbone for the collaborative work of the local Zero Projects.

- Co-Design planning sessions for the WA AtoZ and Office of Homelessness Teams were facilitated by WAAEH and Office of Homelessness throughout March and April to finalise working arrangements and operationalise the agreed collaboration.
- Assisting to build collective capacity and strengthening the understanding of the Advance to Zero Framework, WAAEH engaged Community Solutions to facilitate a training session for Office of Homelessness operational team and new members of WA AtoZ, focusing on the best practices of service coordination.
- AtoZ Information and planning sessions were held in the communities of Bunbury, Mandurah and Rockingham (combined) and Geraldton. Bringing together a range of stakeholders to re-establish their community aims of making homelessness rare, brief and a one-time occurrence, focusing on one subpopulation group at a time.

- It was during this process that the Geraldton Zero Project was able to confirm the first proof-point for their community - Ending homelessness for people who were rough sleeping and over the age of 55 years old, within the 10km radius of Geraldton Town Centre. This is the first step for Geraldton on their journey to ending rough sleeping altogether.
- Office of Homelessness appointed a Data Impact Officer in May, to assist with additional data analysis across Government and the By Name List. To provide additional help with onboarding and to promote cross-learning between states, WAAEH worked with the SAAEH to facilitate Robb Smart from the SA Housing Authority and Adelaide Zero Project to visit WA.
 - Whilst in WA, Robb was asked to present at the Department of Communities Homelessness Working Group, which consists of Executive and Managers from the homelessness sector, LGA and Department of Communities representatives.

ADVANCE TO ZERO NATIONAL ENGAGEMENT

Between the 17th - 20th April, Australian Alliance to End Homelessness hosted their annual AtoZ strategy retreat in Adelaide, bringing together a wide range of people across the nation, all working towards ending homelessness in their communities and states. The retreat was a fantastic opportunity for the large



Adelaide AtoZ strategy retreat in April

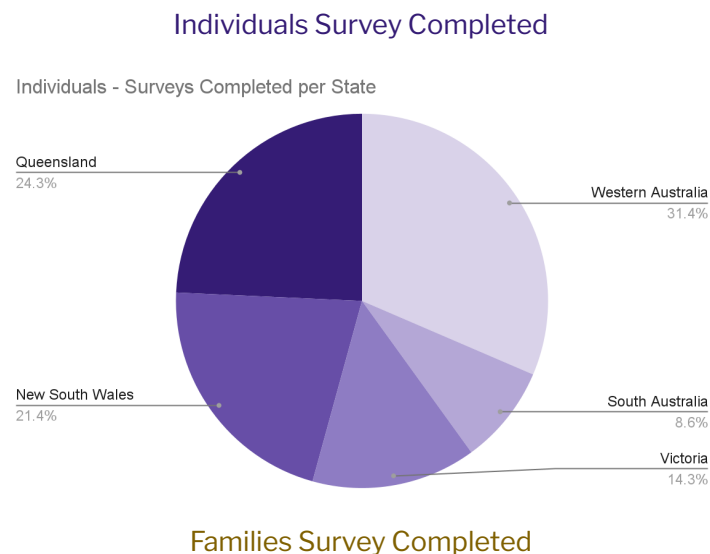
scale change leaders to contribute to the national AtoZ Strategy, as well as share and learn about statewide strategies. As a group we were able to clarify the vision and aim of the AtoZ movement and get more specific about the milestones the movement will celebrate, and the roles in which each of the organisations play in achieving the shared aims. The WA AtoZ team and others doing the work of community and data impact across the nation, joined AtoZ leaders for the later part of the week. The teams were provided with training on improvement science and

able to connect, share, and ask questions, assisting to build their capacity and expertise in the Advance to Zero Framework.

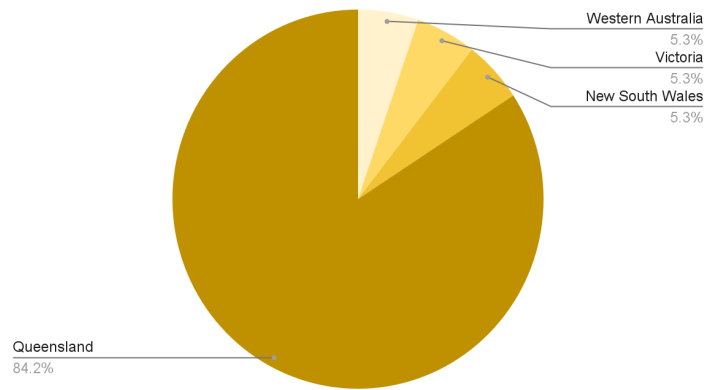
Following the AtoZ Strategy, Australian Alliance to End Homelessness with the support of national Alliances, hosted the National ‘virtual’ Learning Cycle on 28th April. The learning cycles are opportunities for anyone involved in the AtoZ movement, to connect with teams across Australia who are working to end homelessness in their communities. This particular session was focused on:

- Building skills around Service Coordination fundamentals to start using in your communities, based on a model currently being deployed in Victoria
- Learning from other states & communities in the AtoZ Campaign.
- Creating connections across the country through the virtual learning space.

In the last report, we provided an update regarding the development of a more localised triage tool for Australia (Australian Homelessness Vulnerability Triage Tool (AHVTT)). Over the last six months, we have moved into the ‘testing’ phase of the tool with a number of workers across WA using the tool and providing feedback about their experiences -

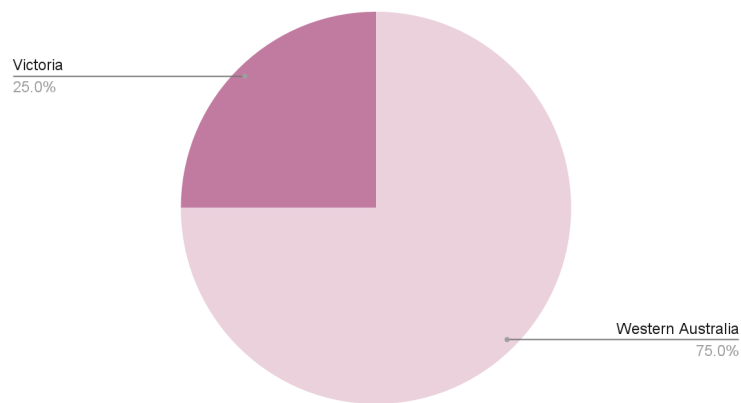


Families - Surveys Completed per State



Youth Surveys Completed

Youth - Surveys Completed per State



CORPORATION OF SUPPORTIVE HOUSING DEMAND MODELING PROJECT

Under the our funding we have an annual allocation towards strategic projects. The Alliance Steering Committee approved the development of the Australian Supportive Housing Project: Needs Assessment and Framework Development for Perth (WA). This project will support the advocacy and rationale for Supportive Housing in WA. By doing so will provide a 'map' for housing developments across government and community housing organisations to ensure a pipeline of appropriate housing for those people who experience persistent homelessness. We need to develop a supportive housing framework within Australia that recognises that some people who experience persistent homelessness require ongoing and enduring support to maintain housing - which is missing from our current housing system. In light of recent government commitments towards investing in social housing, now is an ideal time to progress this model and build off the learnings from the Corporation of Supportive Housing (CSH) in the USA and advocate the development of this model.

This need and financial modeling framework would assist us in achieving the following:

- Provides the Treasury with an overview of the scale of the challenge and funding needed. It also gives them the opportunity to see the level of savings/costs avoided by this investment.
- Provide a clear focus on the housing needs required through government/Community Housing Organisation's as part of the Housing First Initiative.
- Inform the WAAEH and WA Government's strategy implementation.
- Inform Community Housing Provider and Specialist Homelessness Service provider planning and advocacy.
- Support Local and Commonwealth Government planning and advocacy.
- Helps ensure that people receive an appropriate housing outcome based on evidence and learnings across multiple jurisdictions.
- This will assist towards the development of a model that could be replicated across sub regions in WA and elsewhere.

The [Corporation of Supportive Housing](#) (CSH) is based in the USA and its mission is to advance solutions that use housing as a platform for services to improve the lives of the most vulnerable people, maximise public resources and build healthy communities. They base their work on evidence and research and have developed a high level of expertise in the development of Supportive Housing. They have been instrumental in supporting the growth of the supportive housing sector in the United

States. Furthermore, they have developed a needs based Housing and Financial modeling tool for Supportive Housing across whole communities and States based on cohort and population data sets including but not limited to the use of by-name lists. An example of a State Based Homeless Housing Needs Assessment can be found here - [California Housing Needs Assessment](#). They provide, depending on data quality, the ability to not just tell communities and governments what the cost of meeting need, but also the potential savings or avoided costs that meeting such need can deliver.

This Project will be undertaken in conjunction with Micah Projects in Brisbane who have significant experience in the supportive housing space in Australia and have been involved with the WA consultation regarding the design on the Common Grounds in WA. They have conducted significant modeling work on the costs of development and construction of multiple supportive housing developments based on their work and experience. The WAAEH partnership with Micah Projects will significantly advance State based outcomes and reduce the overall cost of this project as this information is readily available by agreement from Micah.

Progress Update:-

- The Project Team between Corporation of Supportive Housing, Micah and WAAEH have met a couple of times.
- We are working through the Supportive Housing Policy framework with the Corporation of Supportive Housing to have an agreed Australian model.
- We are also now examining the data sets we need to have to develop the Demand Modelling component.

PUBLIC ENGAGEMENTS

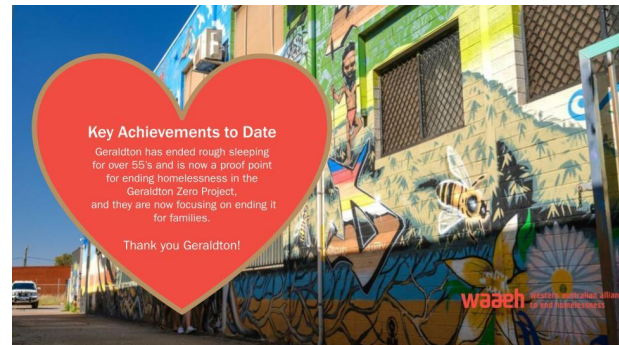
- 2 Aug The 'WA End Homelessness Report' and Dashboard - This is the Annual Report as part of our KPI's with the funder and seeks to provide the most up to date information on Homelessness WA to help drive our work across the Sector and Community. The Report seeks to highlight our progress on the nine key targets that we set ourselves and how we are tracking according to the data. The Dashboard seeks to provide a quick snapshot of and overview of this key information and is now an online tool accessible to the public.
- 5 Aug - YACWA/WAAEH - Washington State Ending Youth Homelessness/Youth Sector Update on ending youth homelessness. 10th Aug - Pulse Meeting - Role of private rental in reducing risk of homelessness and mental health - Joint session with WAAMH (61 Registrations)
- 10th of Aug - Home Project (CALD focus) Sense making session based on their research - Joint session with Curtin Uni.
- 2nd September - Pulse Session - Introduction to David Pearson as the EO & the initial Churchill Fellowship report. (90 Registrations)
- 19th of October - Anti-poverty Week Community Forum on Homelessness - Fremantle
- 21st of October Rural, Regional and Remote Network Event - Homelessness Roundtable in Geraldton in conjunction with Shelter WA
- 22 Dec Ending Homelessness Collaboration Presentation - Sector briefing on the Advance to Zero Project jointly between the Office of Homelessness and the Alliance.
- 8 March Rotary WA - Eye Contact Exhibition - Canberra Event at Parliament House - David
- 10 March - Sth West Metro Housing and Homelessness Plan - Imagined Futures workshop - Guest Speakers David/Nick/John
- 30 March - Strategy Review Session with CLG
- AtoZ Strategy Session in Adelaide
 - 17-19 April: Large Scale Change Leaders Strategy Sessions
 - 19-21 April: Data & Improvement Workshops
- 1st May WACOSS Conference - *The Collective Power of Community Advocacy in Ending Homelessness* (Al Connolly & Michala McMahon are presenting)
- 11th May - Geraldton Action Planning and Training Session, (Michala McMahon) - AtoZ

- 19th May - Mandurah, Rockingham and Kwinana AtoZ Information and Action Planning Session
- 24th May - AtoZ Bunbury AtoZ Information and Action Planning Session
- 31st May - Rob Smart Adelaide Zero Project Data Lead visit. Rob shared his experience of working with the SA Government and their involvement with Adelaide AtoZ with our Impact Support Officers and presented to WA Homelessness Working Group, on the progress to Zero in SA.
- 30th June – Strategic Planning Workshop – Local Government focus

HIGH IMPACT EXAMPLES

GERALDTON ENDS ROUGH SLEEPING IN PEOPLE OVER 55

On the 11th of May, the Geraldton AtoZ team met for an AtoZ Information & Action Planning Session. With support from the WA Alliance, the community was prompted to reflect on what they'd already achieved, such as:



- Achieving Quality By-Name List data in January 2022
- Having one of the most comprehensive datasets in WA, with 99% of people having completed a VI-SPDAT survey
- Building on the insights from the AtoZ methodology by establishing a clear aim statement and developing a [driver diagram](#).

The community then moved to looking at data trends in the area, and with only four people over the age of 55 on the By-Name List, the team committed to solving homelessness in people over 55.

This feat was achieved sooner than expected in the next Service Coordination meeting, where the outreach workers and improvement team discovered that the remaining people on the BNL were housed by the 19th of May, confirming Geraldton to be the first community in WA to reach a proofpoint on their journey to end homelessness.

VOICE OF LIVED EXPERIENCE



During this reporting period, the Director of Practice and Improvement Manager (Michala) joined the Lived Experience Co-Chair (Allan) of the WAAEH Steering Committee to present at the Annual WACOSS Conference. This year's themes were - Resilient. Strong. Brave. Collective Power of Community.

The presentation stressed the importance of the collective power of advocacy in ending homelessness and aimed to highlight the strength of combining lived experience voice with data and educate attendees about their role in this work. Allan explained that at the heart of the By Name List data are lived experience stories, which provide critical information about the range and number of houses and supports required, to make their experiences of homelessness rare, brief and a one-time occurrence. A wide range of individuals and services attended the WACOSS Conference, which provided a great platform to showcase the work of the WAAEH and the AtoZ Team, and how we aim to empower communities, utilising data to inform discussions, improve systems and most importantly, create positive outcomes for people experiencing rough sleeping and beyond.