



**western australian alliance
to end homelessness**

together we can end homelessness

Annual Report 2024/2025

INTRODUCTION

The 2024/2025 year has been a significant period for the Western Australian Alliance to End Homelessness (WAAEH), marked by notable achievements and strengthened collaboration. A key highlight was the highly successful Zero Homelessness Summit, held in Fremantle in October 2024, which brought together a broad range of local and national stakeholders to accelerate collective efforts towards ending homelessness.

WAAEH's implementation of cross-sector improvement projects delivered through our Pulse sessions continue to demonstrate the Alliance's distinctive ability to convene diverse voices, harness collective expertise, and foster innovative, evidence-based solutions through meaningful collaboration.

Our ongoing collaboration with the AtoZ communities and regional community forums have remained integral to fostering local leadership and ensuring the perspectives of those with lived experience are elevated and respected. Furthermore, the development and launch of the new WAAEH website has enhanced our capacity to engage more broadly with the wider community, providing a dynamic platform for sharing knowledge, and reinforced our commitment to transparency and inclusivity.



Minister Carey launching the WAAEH Zero Homelessness Summit, Oct 2024

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ENDING HOMELESSNESS IN WESTERN AUSTRALIA REPORT

STRATEGY

STRATEGY IMPLEMENTATION

Following the completion of the Strategy Review process, WAAEH shifted its focus to foster a network of sector and community actions and solutions aimed at ending homelessness. Acting as a back-bone & facilitator, WAAEH ensures that collective activities are aligned and support the achievement of our shared goals. We have adapted the innovative process used within the AtoZ campaign that adopts the Quality Improvement approach. This provides a whole-system response detailed in our Strategy 2.0.

As part of this approach, we have asked for Conveners from each sector to commit to making the improvements that aligns with the Strategy 2.0. The sectors represented in the group include State and Local Government, Health, NDIS, Palliative Care, Corrections, Youth, Community Services, Philanthropy and Business. By adopting this approach, we encourage the alignment of efforts across the community to address the strategic challenges (primary drivers) outlined in our Strategy 2.0. In addition, the people with lived experience have identified priority issues that they felt needed to be addressed and we have responded with the formation of cross-sector working groups taking on system improvements.

Both sector-led and cross-sector working groups have identified gaps in homelessness response systems, which has led to the initiation of several improvement projects. These projects, which involve collaboration across sectors, cover a range of initiatives—from enhancing response strategies and streamlining definitions to advocating within the business community.

We held 5 workshops (Pulse Sessions) during this year with an average attendance of 31.



The April Pulse session included the launch of the Engagement Hub Research project that was coordinated by the WAAEH and undertaken by Home2Health.

ADVANCE TO ZERO (ATOZ)

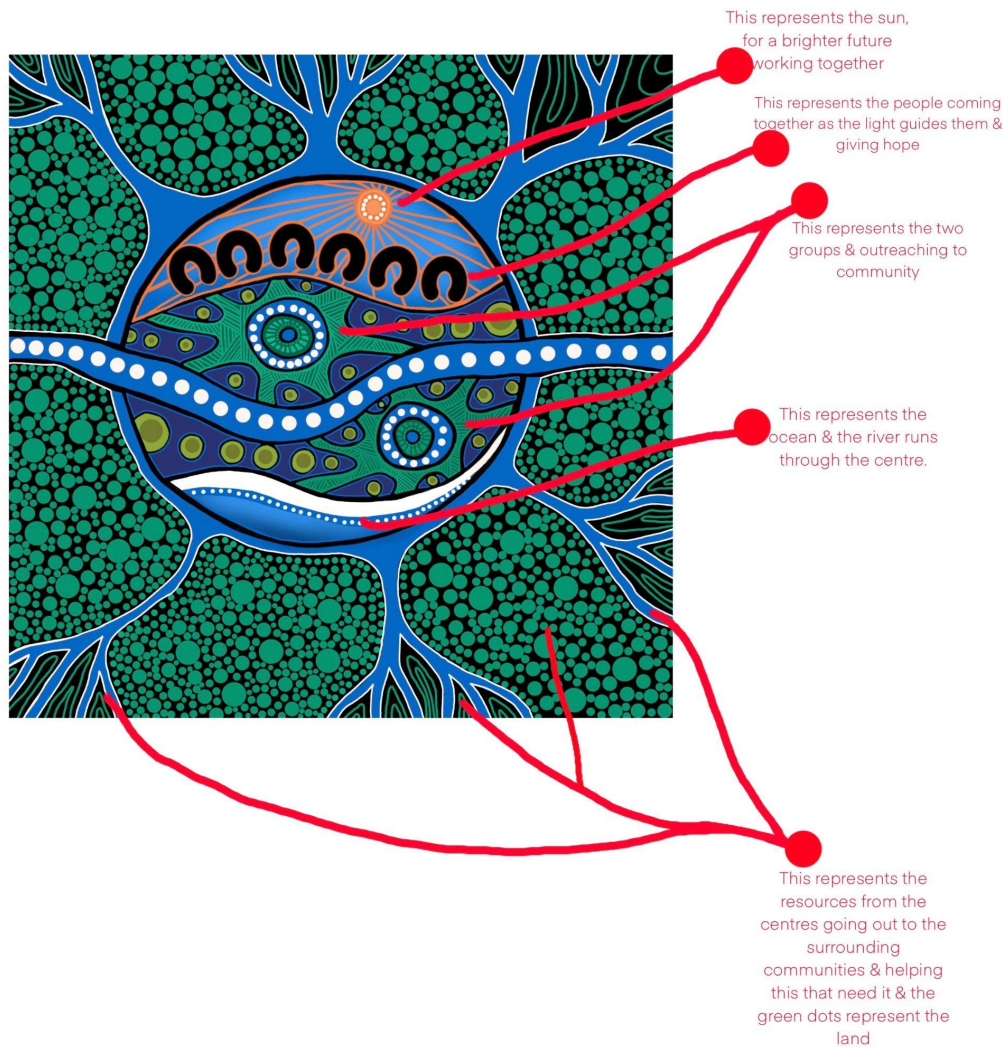
The Western Australian Advance to Zero (WA AtoZ) Team plays a key role in strengthening the homelessness sector by driving the implementation of the AtoZ Framework. Through collaborative initiatives and tools such as the By-Name List, and Australian Homelessness Vulnerability Triage Tool (AHVTT) the WA AtoZ team fosters a unified approach to addressing homelessness.

As we continue to integrate the AtoZ Framework across funded communities—including Bunbury, Mandurah, Rockingham (including Kwinana), Perth Metropolitan, and Geraldton—our work evolves to create lasting impact. This initiative is guided by the Director of Practice and Improvement (soon to be replaced by the WA AtoZ Manager), supported by SSJoG funding, while the dedicated AtoZ team members are funded by the WA Government.

It is worth noting that there have been changes to the WA Advance to Zero Team with recruitment for the new WA AtoZ Manager paused until the 2025-2026 financial year.

HIGHLIGHTS AND BRIGHT SPOTS OVER THE LAST 12 MONTHS

- Supported communities in maintaining quality By-Name List data (QBNLD):
 - Bunbury, Mandurah - Rockingham, Geraldton
 - *However the new By Name List (BNL) was operational in May 2025 and the previous BNL was decommissioned in June 2025*
- Perth Zero project presented at the National Homelessness Summit delivering 2 sessions in collaboration with Vinnies WA and Department of Communities.
Sessions discussed:
 - Service Coordination Improvements.
 - Benefits in having a By-Name List Champion within your organisation.
- There has been increased 'buy in' and collaboration over the last 12 months through service coordination and the utilisation of resources to support individuals highlighted as highly vulnerable.
- Geraldton Zero project launched their logo in early June 2025 at a sundowner with local organisations, WAAEH, and community members in attendance.



- The WAAEH and AtoZ team with support from local community leaders/organisations developed and delivered the biannual community forum in Geraldton with 40 people in attendance.
- The Office of Homelessness has confirmed a budget for an Albany Connections Week and Zero Project backbone support and will develop a variation of current contract - start date yet to be confirmed.

LOCAL COMMUNITY COORDINATORS (LLC)

A Backbone organisation plays a crucial role in creating an efficient and effective system to enhance data quality, expand community services, and provide essential support to individuals and communities in need. This strategic approach accelerates progress toward ending homelessness in WA and achieving the goals outlined in the WAAEH Strategy.

WAAEH proudly acknowledges the invaluable contributions of backbone organisations AnglicareWA, AccordWest and Mission Australia/Midwest Development Commission.

These organisations have stepped up by providing resources and Local Community Coordinators (LCCs) in Mandurah, Rockingham (including Kwinana) (MKR), Bunbury and Geraldton. LCCs are all appointed in the regional communities. This further advances WAAEH's aim, making homelessness rare, brief and once off. This also aligns to the AtoZ framework of place-based coordination.

AUSTRALIAN HOMELESSNESS VULNERABILITY TRIAGE TOOL (AHVTT)

WAAEH and Senior Community Impact Advisor (SCIA) supported the implementation/transition of the Australian Homelessness Vulnerability Triage Tool (AHVTT) rollout happening across WA. The AHVTT has replaced the VI-SPDAT as part of the AtoZ framework in Australia, continuing as a VOLUNTARY screening, pre-assessment Tool used by the sector to support collaborative decision-making with clients and other practitioners within and external organisations.

Training on the AHVTT commenced from October 2025 with an in-person roadshow, featuring two comprehensive training sessions across AtoZ communities, including Bunbury, Mandurah, Rockingham, and Perth. These sessions offered an engaging opportunity for Zero Project members in Western Australia to gain insights into:

- Development of the tool, including insights from people with lived experience of homelessness and First Nations people
- Key differences between the VI-SPDAT and the AHVTT
- Resources available to support the use of the AHVTT
- Application and use of the tool across various levels - triage, case management, practice improvement, policy, and systems reform
- Relationship to data collection and impact
- Cultural engagement framework and safety in the use of the tool
- AAEH's national AHVTT Community of Practice (CoP), which is supporting the implementation of the tool Australia-wide

During this reporting period, **15 in-person** training sessions were conducted across all five AtoZ communities. A total of **175** sector workers from **34** different organisations participated in AHVTT training.

STRATEGIC INITIATIVES

PERMANENT SUPPORTIVE HOUSING

The Corporation for Supportive Housing supported the WAAEH and Micah Projects (QLD) in developing a Permanent Supportive Housing (PSH) framework and needs modelling tool for Australia.

Permanent Supportive Housing(PSH) Framework

Both QLD and WA have adapted the PSH Framework for our respective States with the WA version having been recently endorsed by the Steering Committee after considerable consultation across the sector and participation by a small working group.

Queensland have been successful in gaining the support for the adoption of a Permanent Supportive Housing Policy within the QLD Government. We will pursue a similar pathway with the WA Government by writing to the Minister to seek the commitment to do likewise. The Permanent Supportive Housing Framework can be found [here](#).

PSH Demand Modelling

While the Corporation for Supportive Housing was able to develop a demand modelling tool, after feedback from both the sector and government, it was decided to engage local expertise to refine the modelling to ensure its application to the WA setting. On this basis, the Per Capita Group has assisted us in reviewing and enhancing the demand modelling and including the costs offsets by adopting this model.

EVALUATION DASHBOARD

The CSI - UWA team have now revamped the Dashboard into Power BI (data visualization software) so that all the data aspects of the Dashboard can now be consolidated into a single entry point Dashboard which sits on the new WAAEH website.

The Dashboard features the following:-

- An annual update on the progress towards achieving the WAAEH Outcome Targets
- The Dashboard provides information and data that allows its utilisation and application across sector agencies and the general community.
- The Dashboard is updated regularly based on timely analysis of at least the following data sources over the life of the project:
 - o AIHW data releases,
 - o Productivity Commission, annual Report on Government Services (ROGS),
 - o ABS Census Data
 - o BNL and VI-SPDAT data (in support and working closely with the AtoZ team)
 - o Other sources of data, and research released from time to time relevant to ending homelessness efforts.
- The content of the Dashboard enables sector agencies to make evidence-based decisions to forward the progression of WAAEH's targets within their specific regions and/or cohorts but also more broadly across the community.
- The format of the Dashboard is primarily electronic - including a heavy reliance on using infographics to communicate information effectively.

A link to the Dashboard is [here](#).

RESEARCH IMPACT DEVELOPMENT HOME2HEALTH

The Western Australia Alliance to End Homelessness (WAAEH) commissioned the Home2Health Research Team (University of Notre Dame) to look at three critical areas identified as system gaps for people experiencing homelessness in WA who need support relating to either disability, aged care, or end-of-life care.

Purpose: Each report explores barriers and enablers to accessing support, what current services, strategies and resources exist, and makes a series of practical recommendations to improve access for people experiencing homelessness.

Each of these reports have been published and a Sector Roundtable has been facilitated for NDIS & Palliative Care and with the Aged Care (Over55's) being held in August 2025. Each of the two Roundtables identified critical actions and the emergence Improvement Projects being undertaken. These groups have now integrated into our Sector Improvement workshops called Pulse Sessions.

- [Access to palliative and end of life care for people experiencing homelessness in WA Report](#)
- [Access to NDIS and disability support for people experiencing homelessness Report](#)
- [Access to aged care for people experiencing homelessness in WA Report](#)

EVENTS & TRAINING

AUSTRALIAN ZERO HOMELESSNESS SUMMIT

In October 2024, the Western Australian Alliance to End Homelessness (WAAEH) hosted the biennial Australian Zero Homelessness Summit, and a series of impactful events during the week that centered not only on addressing homelessness but also on exploring ways to end it within our communities. Nearly 1,000 participants, including local and state representatives, CEOs, philanthropy leaders, frontline workers, and business professionals, came together to collaborate on solutions and share knowledge.

The week began with a local government workshop on Tuesday, led by Leanne Mitchell, which focused on strategies for engaging and working with local governments to combat homelessness. On Wednesday, the Zero Homelessness Summit featured powerful keynote speakers from local, national, and international backgrounds, including individuals with lived experience of homelessness. Attendees also participated in insightful breakout sessions and valuable networking opportunities, growing connections and deepening understanding.

Thursday's AtoZ Learning Session and Friday's AHVTT training equipped frontline workers, AtoZ Communities, and those interested in establishing AtoZ programs with essential skills and knowledge. Throughout the week, we were fortunate to hear from diverse voices offering innovative ideas and collaborative solutions to ending homelessness.

ADVOCACY

ADVOCACY WITH GOVERNMENT

The WAAEH is represented in a number of key forums and meetings with the State Government.

Primarily, the Executive Officer sits on the Ministerial Advisory Group - Housing First Homelessness Advisory Group (HFHAG). The Advisory Group was established to progress the implementation of the State Strategy and progress a Housing First approach across the homelessness system.

The Advisory Group has become a conduit to illustrate our work with several presentations being provided during this period. The Minister for Homelessness had agreed to host a Parliamentary Briefing on the AtoZ and Alliance work.

We have regular meetings with the Office of Homelessness to work on the integration of the work of the Alliance within the Department of Communities.

PARLIAMENTARY BRIEFING

With an upcoming election in 2025, the WAAEH took the opportunity to update parliamentarians of the work of the Alliance (including AtoZ) with the intention of seeking pre-election commitments from each party to allow us to scale up our work across the State. As part of the presentation, we sought to articulate the term 'Housing First' and what we mean by our reference to it within the WA context.

MEETING WITH MINISTER SWINBOURN

On June 26th the WAAEH Steering Committee co-chairs met with Minister Swinbourn and discussed the integration of the Government and WAAEH Strategies and opportunities to further the relationship with a revised action plan. A Key outcome from this meeting is the establishment of quarterly meetings with the Minister, Louise Olney, the new WAAEH Executive Director and the Co-chairs to progress this work.

OPERATIONAL

STAFFING

The transition of the remaining staff from being employed by Shelter WA (under the auspicing agreement) to WAAEH has now been successfully completed. This transition integrates the WAAEH staff into the broader Australian Alliance team, providing a clear and cohesive connection between the two organisations.

The New Executive Director has now been appointed with Louise Olney taking on this role, she will commence this position on July 28th.

WEBSITE DEVELOPMENT

Work continues with developing and improving the new website with the addition of the Charter, the Strategic Projects page and the WAAEH Strategy re-imagined from a driver diagram to an interactive resource.

A greater focus on including historical information on the Alliance and further developing the WA AtoZ section is also underway.

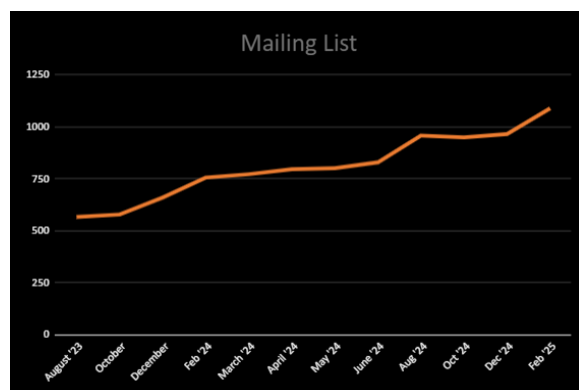
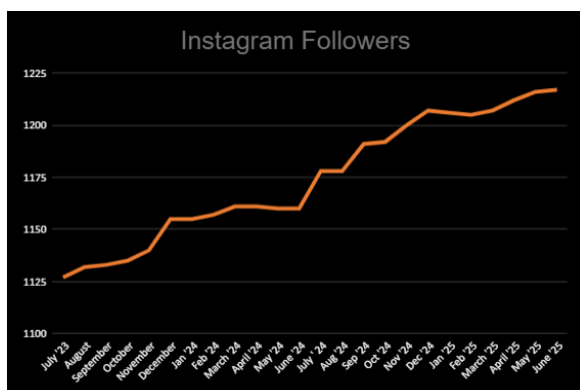
The Charter can be viewed online [here](#).

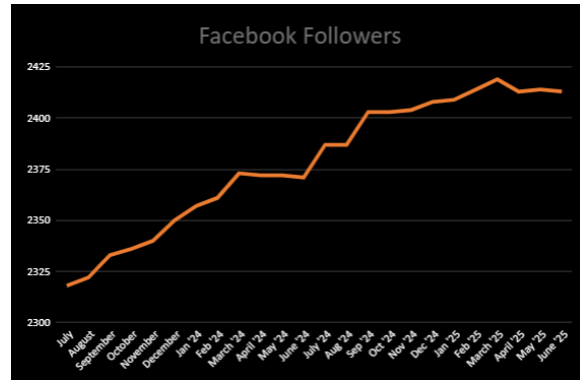
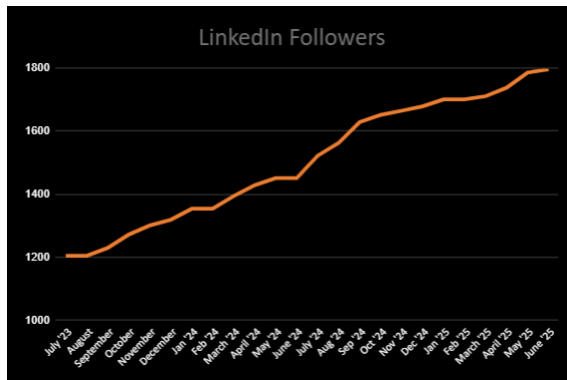
COMMUNICATIONS

A draft WAAEH Communications Strategy is underway that will look at who and how we target our audience and how we broaden our reach and understanding. It will also better capture the key differences between the WAAEH and Zero Projects and will link in with the Charter, allowing us to capture the actions being undertaken by our partners in the community.

PROGRAM OF IMPACT TABLE INCLUDING SOCIAL MEDIA

The WAAEH Mailing list, website traffic and Linked in accounts have continued to rise with attention to these platforms taking preference to facebook and instagram at the current time. With work continuing on populating the WAAEH website content and the inclusion of a communications coordinator for the WAAEH capacity will be improved to broaden our reach and campaigns through the social platforms.





HIGH IMPACT PROJECTS

AUSTRALIAN ZERO HOMELESSNESS SUMMIT



The collaborative effort of the Summit reinforced an essential message: homelessness is solvable. While there are many unique challenges, the collective responsibility and power to drive change lie within our community. The Summit brought together a diverse range of voices—from individuals with lived experience of homelessness to professionals from homelessness services, government, academia, and beyond. It was inspiring to witness so many passionate individuals united in pursuit of a common goal.

The event underscored the importance of cross-sector collaboration, both within Western Australia and nationally, highlighting the need to strengthen relationships for mutual learning and efficient use of resources. It also showcased WAAEH's work and the impact of our projects, which serve as valuable models for other states. The significance of local

action, tailored to the unique needs and resources of each community, was emphasised, alongside the broader recognition at state and national levels.

The energy and commitment shared throughout the event were truly motivating, reaffirming our potential to make meaningful and lasting change in the fight to end homelessness.

The event would not have been possible without the support of our community and our generous sponsors:

Accordwest, Anglicare, City Fremantle, Community Solutions, CSNET, Department of Communities, Housing Choices, LotteryWest, Mercy Care, Mercy Foundation, Micah, Mission, Sidney Myer Foundation, Neami, OrgCode, Ruah, Salvation Army, Shelter WA, Simon Community Glasgow, Sisters St John of God, Social Futures, St Barts, St Pats, Uniting WA & Vinnies

Total Event Attendance

- The Summit attracted a registration of 433 with 394 in attendance on the day. This represents a strong attendance rate of 91%.
- While most attendees were from Western Australia, there was also strong representation from Queensland, South Australia and Victoria.

Survey Feedback



- 73.3% of survey respondents stated that they would be very likely to recommend the Summit to others in the homelessness and related sectors.
- 60% of survey respondents strongly agreed with the following statement: “As a result of the Summit, I feel inspired to take action in my community’s work toward ending homelessness.”
- 66.7% of survey respondents strongly agreed with the following statement: “After attending the Summit, I feel more motivated to continue being involved in the national conversation to end homelessness in Australia.”

Key quotes from feedback survey:

- “I would like to thank the hardworking team at AAEH and WAAEH, who put it all together, and the many people who kept me inspired and up late solving the world’s woes. This was a fantastic opportunity to connect, energize, organize, and share knowledge not just with fellow Australians engaged with the sector, but other figures from around the world leading the charge to end homelessness.”
- “... people do actually care about us [people with lived experience of homelessness] and creating change ... there’s some amazing work going on in the sector.”
- “There is a light at the end of the tunnel.”

Media Reach



- The Summit received coverage across 57 media items, including:
 - 24 radio mentions
 - 13 online mentions
 - 10 social mentions (*very likely to be an underestimate as our media monitoring plan does not reliably capture all social mentions*)
 - 6 TV mentions
 - 4 print mentions.
- Leading media outlets included Seven West Media, ABC, Nine Radio and the Fremantle Herald.
- The potential audience reach of these items is 638,730.

HOME TO HEALTH REPORTS - NDIS & PALLIATIVE CARE ROUNDTABLES



The Palliative Care Round tables focused on collaboration across services to turn recommendations into actions

As mentioned in the earlier part of this report, the WAAEH engaged the Home2Health research team to investigate the availability and accessibility of disability, aged, and palliative care services and supports for people experiencing homelessness. Following the publication of these research reports, WAAEH, in partnership with the Home2Health team, convened two roundtable discussions focused on palliative care and NDIS services.

These sessions brought together professionals working in the field of Palliative Care and the NDIS services, Dept. Health, Aboriginal Support services, Community Support Services and Lived Experience representation with each session attracting at least 25 participants sharing their insight.

A number of priority actions have been identified from these two roundtables and the working groups incorporated into our Pulse Sessions, where collective problem-solving structured improvement processes are applied to address these critical challenges. This process ensures that the findings from the reports are not just shared with the wider sector but actively engaged with to ensure gaps are addressed and opportunities for improvement explored.