Desktop Review of Models of Secure Housing and Employment Services for Peel for discussion
25 September 2015

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### Desktop Review of Models of Secure Housing and Employment Services for Peel

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Acronyms

ABS  Australian Bureau of Statistics  
AIHW  Australian Institute of Health and Welfare  
ESS  employment self-sufficiency  
LGA  Local government area  
REIWA  Real Estate Institute of WA  
VET  vocational education and training

Glossary of terms

Adaptable housing: usually refers to adapting a physical dwelling to accommodate larger or smaller families and/or for people with disability.

At risk of homelessness: Includes people in severe housing stress (below 40% of income distribution paying more than 50% of their income on housing) and people marginally housed, living in overcrowded conditions, improvised dwellings and caravan parks.

Co-operative: Not-for-profit structure established in the interests of a group of individuals for their mutual benefit. Co-operatives can work across a number of business models, such as the provision of human services, as well as housing cooperatives, which are owned and run by its members.

Crisis accommodation: short-term accommodation for people experiencing homelessness, aimed helping people resolve a crisis situation and assisting them in obtaining appropriate long-term housing when the crisis is resolved. Can also be referred to as emergency housing.

Disengaged: refers to people not participating in employment, education or in a caring role.

Homelessness: a situation whereby a person does not have suitable accommodation options, and where current living arrangements: are in a dwelling that is inadequate; has no tenure, or where the initial tenure is short and not extendable; or does not allow control of, and access to space for social relations. Includes people sleeping rough, in boarding houses, staying with friends and family (i.e. couch surfing) and living in severely overcrowded conditions.

Social enterprise: For-profit or not-for profit entities that apply commercial strategies to maximise improvements in human capital. Focus on maximising social impacts, rather than profits for external stakeholders.

Supported accommodation: non-emergency services that include accommodation and support services to assist clients to develop skills and knowledge to maintain housing and a successful tenancy. These services may also offer support in relation to specific issues which have impacted on a client’s ability to maintain a tenancy in the past, such as anger management, domestic violence, financial management, or drug or alcohol misuse etc.

Transitional housing: similar to supported accommodation in that housing and support is provided for a fixed term, but can differ in that it focuses on assisting people to transition from one setting or phase to another. This can be a transition from prison, rehabilitation, mental health facility or foster care to independent housing, or can be a transition in the broader sense, i.e. from unemployment to employment and independent living. In some cases, the housing itself is temporary, and the person moves to a different location after a fixed period of time. In other cases, the tenure of the housing
transitions (i.e. rental to home ownership) without clients moving to a different dwelling. Sometimes referred to as.
Executive Summary

Shelter WA prepared this Desktop Review for the Peel Development Commission to identify models of securing housing and employment support services as a solution to families at risk of homelessness and young people at risk of or who have disengaged from the community, education and training, as part of a broader project to develop business cases for Royalties for Regions funding to address these issues in the Peel region. Findings of this review include:

- On Census night in 2011, 283 people in the Mandurah and Serpentine-Jarrahdale regions were experiencing homelessness, up from 127 in 2006.
- An additional 203 people were in marginal housing in 2011, compared to 64 in 2006.
- Major contributing factors to homelessness in Peel are domestic violence and housing and financial stress.
- A high proportion (30%) of 15-19 year olds in Peel do not engage in education, training or employment.
- There remains a ‘mismatch’ between jobs available and skills possessed by the local workforce, underlining the need for strong pathways into work experience, training and further education for young people and families at risk of homelessness.
- There is a shortage of appropriate, affordable accommodation in the region, including social housing for low-income families.
- There is a severe shortage of crisis accommodation and refuges within the Peel region and there are no homelessness services in the Shires of Boddington, Murray, Serpentine-Jarrahdale and Waroona.

Numerous models are presented in this review, to develop secure housing and employment for the target groups, including Housing First, Rapid Re-housing, Foyer, transitional housing with a rent-to-buy model, as well as Common Ground and others. All these housing models may be developed to expressly integrate training, education, social enterprises, and employment opportunities to varying degrees.

Key stakeholder consultations to be undertaken in the near future, as part of the wider project, will assist in developing a housing and employment strategy, underpinned by the most appropriate models for the business cases which will be produced for the Peel Development Commission as part of this project.
Introduction

Homelessness is a growing concern in the Peel region. Integrating housing with employment and educational opportunities is essential to address homelessness, and support vulnerable families and young people to fully participate in the growth and productivity of the region. The Peel Development Commission has contracted Shelter WA to develop:

- A secure housing and employment support services strategy that encompasses accommodation and support requirements of individuals and families across the housing continuum;
- Two quality Royalties for Regions Program business cases that are outcomes and evidence based and which clearly confirm the social, economic and environmental benefits of establishing housing and employment support programs for the following priority groups:
  (i) For families at risk of homelessness;
  (ii) Youth at risk of homelessness or who have disengaged from the community, education and training.
- An overarching economic narrative that describes how these projects will link with other legacy projects and how they will assist in transforming the Peel into a progressive, prosperous and dynamic region by 2050.

This undertaking is part of the Peel Development Commission Legacy Project: Peel Secure Housing and Employment Support Services. This legacy project aligns with the Peel Regional Investment Blueprint by contributing to strong and resilient communities, with a focus on the provision of secure housing with targeted employment and educational opportunities.

As a preliminary part of the project, this desktop review provides an overview of current models of secure housing and wrap around employment support services to address the needs of those who are facing homelessness, with particular focus on families and young people at risk of disengagement from education and employment. The review draws on data collected by the Peel Development Commission, Australian Bureau of Statistics, Australian Institute of Health and Welfare, Department of Training and Workforce Development, Australian Housing and Urban Research Institute and Shelter WA’s knowledge of innovative homelessness support through provision of accommodation and employment/training support services. It builds upon substantial work already undertaken in Peel including:

- **Peel away the Mask** (Peel Community Development Group, 2012)
- **Peel Regional Homelessness Plan 2014-2016** (Peel Community Development Group, 2014)
- **City of Mandurah: Affordable Housing Strategy Mapping and Incentives Study** (Stubbs, 2013)
- **Social Infrastructure Plan 2013-2014** (City of Mandurah, 2013)
- **Feasibility study of homeless accommodation in Mandurah** (WestAus Crisis and Welfare Inc and WACOSS, 2011)
- **Affordable Housing in the Peel region: A proposal for feasibility and business case development** (Fyfe, 2015)
- **Peel Workforce Development Plan** (Peel Workforce Development Alliance, 2015)
Following the Desktop Review, Shelter WA will undertake comprehensive stakeholder consultations to inform the development of a Secure Housing and Employment Support Services Strategy and the two business cases, including cost benefit analyses and master plans, with an overarching economic narrative and recommendations. Further consultations will again be undertaken following the development of the housing strategy and business cases to obtain feedback from key stakeholders in the region, with the final suite presented to the Peel Development Commission by March 2016.

Population

The Peel region is located 75 kilometres south of Perth. As of 2012, over one in six residents of regional WA lived in the Peel region (Peel Community Development Group, 2012). The landscape boasts 50 kilometres of coastline, forested escarpment and Aboriginal and European heritage.

Peel is one of the fastest growing regions in Western Australia. The population grew by 44,000 residents during 2003-2013 at an average rate of 4.5% p.a. As of 2014, the population was 124,463 and is expected to reach 444,000 by 2050 (WA Department of Planning and WAPC, 2015).

Approximately 2,600 Aboriginal Australians lived within the region as of 2014, making up 1.9% of the population compared to 3.1% in all of WA (Peel Development Commission, 2015). The population of Peel accounts for approximately 5% of the Western Australian population.

The Peel region encompasses five local governments including the Shire of Boddington, Shire of Murray, Shire of Serpentine-Jarrahdale, Shire of Waroona and the City of Mandurah. The City of Mandurah functions as the regional business centre, with a population of approximately 82,701 as of 2014, which comprises 65% of the region’s population (id.com, 2015).

Employment and Workforce Development

The industries employing the highest proportion of workers in Peel are construction (13.7%), manufacturing (11.6%), retail trade (11.1%) and mining (7.8%). A significant percentage of other businesses (63%) in the region are non-employing (i.e. sole proprietorships and partnerships without employees) or only have one to four employees (22%) (ABS, 2012). Although these industries contribute to a strong economic base, many residents commute outside of Peel for employment.
The percentage of workers who both live and work in Peel, referred to as employment self-sufficiency (ESS) of the region, has declined from 75% in 2006 to 64% in 2011. This is compared to 88% in the Perth Metropolitan area. The decreasing ESS or leakage of resident workers to jobs in other parts of the state is due to a number of factors, including the completion of the Perth to Mandurah railway line and Forrest Highway (Regional Development Australia Peel, 2013). The area is also home to many people who work in mine sites throughout the state. Approximately 3.8% of the working population in Mandurah LGA, and 3.3% in Murray LGA, work at one of seven major mine sites around the state, compared to 1.7% in the Perth Metropolitan area (id.com, 2013). One of the challenges for the region is to provide adequate employment opportunities for its resident population.

The Peel Development Commission recently released the draft Peel Regional Investment Blueprint 2014, which established a series of themes to support the development of a resilient, diverse economy and workforce in alignment with the Commission’s vision of Peel growing to become a ‘progressive, prosperous and dynamic region’ by 2050 (Peel Workforce Development Alliance, 2015). These themes are:

- Thriving economy;
- Agriculture and food innovation;
- Capable people; and
- Strong and resilient communities.

As the major business hub of Peel, the City of Mandurah has 33,830 employed residents, and is home to 4,399 local businesses, providing 22,550 jobs (id.com, 2015). As of 2011, 76% of the City’s workforce was made up of local residents. The City’s key employment sectors are retail trade (19.6% of total employment), health care (15.6%), education (11.2%), accommodation and food services (9.8%) and construction (8.3%). The City of Mandurah has four major shopping centres: Halls Head Central, Mandurah City Centre, Mandurah Forum and Meadow Springs. It also features several smaller retail locations, numerous aged care facilities and a major private health facility, Peel Health Campus. Tertiary education is provided via the Challenger Institute of Technology Peel Campus and Murdoch University Peel Campus.

The Shire of Murray has an estimated resident population of 16,875 as of 2014 (id.com, 2015). Within the Shire, there are 1,135 local businesses, supporting 7,097 jobs. As of 2011, 42.8% of the Shire’s workforce was made up of local residents, with the remainder commuting from surrounding areas. The largest industry in the Shire is manufacturing, accounting for 35.8% of total employment, followed by construction (9.2%) and retail trade (6.9%). There are no tertiary institutions in the Shire and only 15.7% of the local labour force have tertiary qualifications.

Although many jobs in Peel are filled by local residents, there remains a ‘mismatch’ between jobs available and skills possessed by the local workforce. The Department of Education, Employment and Workplace Relations conducted a survey in 2013 of employers in Peel and found that slightly more than half (55%) reported difficulty in their most recent recruitment round, with 8% of all recent vacancies remaining unfilled (Peel Workforce Development Alliance, 2015). Peel employers reported they did not have any unfilled vacancies for clerical and administrative workers, sales workers and machinery operators and drivers, however they did have difficulty filling vacancies for child carer workers, chefs, registered nurses, early childhood (pre-primary school) teachers, motor mechanics, structural steel and welding trades, cooks, waiters and general clerks.
The table below shows the unemployment rate in parts of Peel, by local government area, compared to Western Australia in general.

<table>
<thead>
<tr>
<th>Local Area</th>
<th>Government Unemployment Number</th>
<th>Unemployment Rate</th>
<th>Labour Force</th>
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<tr>
<td>Western Australia</td>
<td>75,400</td>
<td>5.2%</td>
<td>1,437,300</td>
</tr>
<tr>
<td>Mandurah</td>
<td>3,259</td>
<td>8.4%</td>
<td>38,748</td>
</tr>
<tr>
<td>Murray</td>
<td>590</td>
<td>7.5%</td>
<td>7,893</td>
</tr>
<tr>
<td>Serpentine-Jarrahdale</td>
<td>520</td>
<td>4.4%</td>
<td>11,825</td>
</tr>
<tr>
<td>Waroona</td>
<td>96</td>
<td>4.9%</td>
<td>1,948</td>
</tr>
<tr>
<td>Boddington</td>
<td>30</td>
<td>2%</td>
<td>1,522</td>
</tr>
</tbody>
</table>

Source: Department of Employment (2015)

The City of Mandurah LGA currently has the highest unemployment rate (8.4%) of the local government areas in Peel, followed by Murray (7.5%) and Waroona (4.9%) (Department of Employment, 2015). The recent downturn in the mining and manufacturing sectors has slowed business activity and may contribute to increasing housing insecurity in the region.

Access to Employment and Housing for Young People

Across the country, young people eligible to be in the labour force are finding it more difficult to find employment, leading to increases in the youth unemployment rate from 8.8% in 2008 to 13.3% in 2014 (Australian Institute of Health and Welfare, 2015). Young people in Peel face even greater challenges. Completion rates of secondary education are generally low in Peel. For example, only 35% of youth in the Peel region completed Year 12 level education, compared to the WA average of 49% (Fyfe, 2015). Furthermore, 29.2% of 15-19 year olds in Peel do not engage in education, training or employment, the highest proportion of whom are located within the Shire of Boddington (33%), as illustrated in the chart below. The chart illustrates the rates of engagement, including work or study, among young people aged 15-19 throughout the Peel region compared to WA.
Challenges completing secondary education and securing employment limit young peoples’ capacity to obtain and secure suitable accommodation and fully participate in their community. In addition to unemployment, the most common causes of youth homelessness are housing crisis, domestic and family violence, and family/relationship breakdown (Homelessness Australia, 2013).

Young people who have experienced homelessness at a young age or have been in state care are at increased risk of homelessness. Flatau et al (2013) conducted a survey of 647 people experiencing homelessness and found that almost half (48.5%) reported their parents had been homeless at some time during their lifetimes. Their study suggests that intergenerational homelessness is a significant issue and that early interventions aimed at children and young teenagers, are crucial to address individual risk factors, including family violence and drug and alcohol misuse. In addition to early interventions, system-level responses and the availability of affordable accommodation are also required to prevent homelessness.

Furthermore, underlying mental health conditions can also contribute to homelessness if left untreated. According to the Mental Health Commission of Australia, approximately 75% of all severe mental illness starts before the age of 24 (Mental Health Commission, 2015). Obtaining adequate mental health treatment is essential for young people to secure suitable housing and engage in meaningful work or study.

Within the Peel region, Peel Away the Mask II found that statistics surrounding health service capacity reveal that the area is generally underserviced compared to the rest of the State, particularly in mental health, aged care, disability services, Aboriginal health and specialised youth crisis care (Peel Community Development Group, 2012). Failure to recognise and address health issues in young people can severely impact their ability to sustain relationships and engage in education, training and employment.
Access to Employment and Housing for Families

The Peel region offers many amenities for families through its lifestyle offerings and housing typology, however many families face significant challenges in accessing suitable employment and affordable accommodation. Population growth and rising rates of unemployment across the region will place an increasing number of families at risk of housing insecurity.

According to *Peel Away the Mask II*, there is evidence of ‘extensive’ social exclusion across the Peel (Peel Community Development Group, 2012). This is due to a gap of services in health and community services to meet the needs of the growing population, limited employment opportunities and vast distances between town centres. The vast distance between urban developments and lack of public transport within Peel makes accessing services difficult and forces greater reliance on private transport, which can be prohibitively costly to families on a low income (Peel Community Development Group, 2012). Assisting families to access employment and services in their local area is essential to fostering productive and sustainable growth of the region.

Families require access to schools, community services and employment. Their needs differ from the other target group, young people. For example, many families seek stability in their housing and employment, particularly if they have school-aged children. For families experiencing homelessness, securing stable accommodation will be a priority to minimise the impact of homelessness and multiple transitions on children. Maintaining social connections to family and friends is also important for families at risk of homelessness in the region.

Domestic violence is a major contributing factor to homelessness in WA with 34% of people accessing homeless support services citing domestic violence as the primary reason for seeking assistance (Australian Institute of Health and Welfare, 2014). Peel is in the top two districts for domestic violence incidents in Western Australia, and yet there is only one women’s refuge in Mandurah for those escaping domestic violence (Fyfe, 2015). In 2014-2015, there were 3,221 reported incidents of domestic violence in the South Metro region, which includes Peel (WA Police, 2015). Women experiencing domestic and/or family violence require specialist services to prevent homelessness, either through support to remain in the home, if it is safe to do so, or to transition into alternate, safe and stable housing as quickly as possible to ensure safety and security, and to minimise the impact on children.

Housing and Homelessness in the Peel Region

The demographics of Australian households are changing and require a diversity of housing types to meet different needs. According to the AIHW’s report *Australia’s Welfare 2015*, 23% of all Australian households are single person households, compared to 11% in 1961. Another major shift has been that adult children are forming their own households later in life. In 2012-2013, 60% of 18-24 year olds lived with their parents compared to 50% in 1997 (Australian Institute of Health and Welfare, 2015). As a result of these demographic and lifestyle changes, there is growing demand for diverse and flexible housing types.
The 2013 study *The Housing We’d Choose: a Study for Perth and Peel*, commissioned by the Housing Authority and Department of Planning, assessed housing preferences. It revealed an oversupply of separate, detached houses and an undersupply of smaller dwellings located close to services and public transport. The study found that in Perth and Peel, there is demand for a 23% increase in the provision of semi-detached dwellings (Curtin Business School & Hames Sharley, 2013). In Peel, the demand may be due, in part, to the relatively high number of retirees in the area with one and two person households (Peel Development Commission, 2015). Affordability continues to be a driving concern for households, across all household types.

For people on low to moderate incomes, access to secure, appropriate and affordable housing can be an ongoing challenge. Housing is generally considered affordable when a household in the lower 40% of the income range spends less than 30% of its gross income on housing. Households that spend more than this on housing costs are considered to be in housing stress, whilst households that spend more than 50% of gross income on housing are considered to be in severe housing stress. The proportion of households across Australia paying more than 30% of their income on rent grew from 35% - 41% during 2007/08 – 2011/12 (Australian Institute of Health and Welfare, 2015).

Housing in Peel tends to be more affordable than Perth, but is still unaffordable for many families on a low income and those on benefits. After strong growth in the previous ten years, house prices have remained relatively stable in Mandurah/Murray for the past five years. As at June 2015, the median house price was $405,000 compared to that of the Perth metropolitan area ($530,000). However, weekly average incomes in Mandurah/Murray ($984) were also lower than those of the Perth Metropolitan area ($1,481) (ABS, 2012).

The Bankwest Curtin Economic Centre’s report on *Housing Affordability; The Real Costs of Housing in Western Australia* identified that Mandurah’s 2013 median house price to income ratio meant that house prices were considered unaffordable in the region, particularly for low to moderate income recipients. For those purchasing houses in Mandurah the median price is 6.8 times the median annual income. For low income earners (i.e. those in the lower quartile of income distribution) the situation is even worse with house prices at the lower quartile of sales 13.6 times their annual income.

Compared with the rest of WA, Mandurah/Murray has a slightly lower rate of home ownership (64.5%) compared to the state average of 67.3%. The median rental price in Mandurah – Murray in March 2015 was $380 per week, compared to $430 in Perth (REIWA, 2015), however rents at this level remain unaffordable to households on low incomes or benefits. The Bankwest report found that for renters in Mandurah, the situation is also unaffordable, with median rent requiring 44% of a household’s income on the median weekly income. Low income households require 75% of their income to meet rental costs at the lower quartile of the rental market (Bankwest Curtin Economic Centre, 2014).

In addition to the need for more affordable rentals, there is a shortage of social housing in Peel. Housing Authority statistics for the Peel zone (Mandurah and Pinjarra) to December 2014 showed there were 966 applicants on the public housing waiting list, including 390 families, 294 seniors and 282 singles. Single applicants do not capture any young people under the age of 18 who are homeless or at risk of homelessness, as young people under 18 are not eligible to apply for public housing.
A further 80 applicants are listed as priority, 25 of whom are experiencing homelessness. As at July 2015, the wait times for social housing within the Peel region was up to eight years.\(^1\)

Estimating Homelessness

An analysis of responses to homelessness understandably requires a definition of the term. The definition of homelessness refers to a situation whereby a person does not have suitable accommodation options, and where current living arrangements:

- are in a dwelling that is inadequate; or
- has no tenure, or where the initial tenure is short and not extendable; or
- does not allow control of, and access to space for social relations.

This definition is used by the Australian Bureau of Statistics (ABS) (2012) and is also widely accepted and utilised by researchers and the homelessness services sector. It acknowledges that homelessness is not necessarily always characterised by ‘rooflessness’ or a lack of shelter, whether temporary or long term. It is the insecurity of housing and the inappropriate nature of that housing which define homelessness.

Homelessness can also be defined according to three tiers, which are:

- Primary homelessness: experienced by people who do not have conventional accommodation (i.e. people sleeping on park benches or camping illegally in tents);
- Secondary homelessness: experienced by people who frequently move between one form of temporary shelter to another (i.e. hostels, refuges, ‘couch-surfing’); and
- Tertiary homelessness: experienced by people who stay in accommodation that is below minimum community standards (i.e. caravan parks and boarding houses) (Productivity Commission, 2015).

The first two tiers are acknowledged and counted in ABS data as homeless, and within that, as different operational groups. The third tier roughly equates to what the ABS refers to as people who are marginally housed. This much broader definition of homelessness acknowledges that secure, affordable and accessible housing is a pre-requisite in a person engaging actively in other aspect of community, including healthy social relationships, education, employment and recreation.

The reason these distinctions are relevant for Peel is that, while primary homelessness is more visible as people sleep in parks or other public spaces, the majority of people experiencing homelessness are those who are experiencing ‘secondary homelessness’, staying with friends and family, moving from one temporary place to another.

A broader category is characterised by those ‘at risk’ of homelessness: in addition to people who experience tertiary homelessness, this category includes people in housing stress.

The ABS estimates homelessness as part of the 5-yearly Census. The most recent Census in 2011 identified 9,595 people experiencing homelessness in Western Australia. This increased from 8,277 in 2006.

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1 Based on data from Rick Muir, Regional Manager, Housing Authority Mandural, July 2015 and September 2015.
The majority of this increase is accounted for by people living in severely overcrowded dwellings, which are dwellings where four or more bedrooms are needed in order to adequately house the number of people in the household.

In addition to those counted as homeless, there were 7,068 people living in marginal housing in other crowded dwellings, improvised dwellings, or caravan parks (ABS, 2012)

The table below shows estimates for homelessness in Mandurah and Serpentine-Jarrahdale, as this is the best available data for Peel from the Australian Bureau of Statistics. It also shows the number and type of homelessness for the whole state.

### Homelessness in Mandurah, Serpentine-Jarrahdale and WA, 2011

<table>
<thead>
<tr>
<th></th>
<th>Mandurah</th>
<th>Serpentine-Jarrahdale</th>
<th>WA</th>
</tr>
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<tbody>
<tr>
<td>Improvised dwellings/tents/sleeping out</td>
<td>51</td>
<td>#³</td>
<td>928</td>
</tr>
<tr>
<td>Supported accommodation for homeless</td>
<td>20</td>
<td>0</td>
<td>932</td>
</tr>
<tr>
<td>Staying with others</td>
<td>112</td>
<td>8</td>
<td>2,170</td>
</tr>
<tr>
<td>Boarding house</td>
<td>0</td>
<td>8</td>
<td>1,336</td>
</tr>
<tr>
<td>Temporary lodging</td>
<td>0</td>
<td>8</td>
<td>75</td>
</tr>
<tr>
<td>Severely overcrowded</td>
<td>25</td>
<td>#⁴</td>
<td>4,154</td>
</tr>
<tr>
<td><strong>All homeless:</strong></td>
<td><strong>208</strong></td>
<td><strong>30⁵</strong></td>
<td><strong>9,595</strong></td>
</tr>
</tbody>
</table>

### Marginally housed

<table>
<thead>
<tr>
<th></th>
<th>Mandurah</th>
<th>Serpentine-Jarrahdale</th>
<th>WA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other crowded dwellings</td>
<td>56</td>
<td>#</td>
<td>5,204</td>
</tr>
<tr>
<td>Other improvised dwellings</td>
<td>42</td>
<td>27</td>
<td>629</td>
</tr>
<tr>
<td>Marginally housed in caravan parks</td>
<td>105</td>
<td>0</td>
<td>1,235</td>
</tr>
<tr>
<td><strong>Total marginally housed</strong></td>
<td><strong>203</strong></td>
<td>#</td>
<td><strong>16,663</strong></td>
</tr>
</tbody>
</table>


Homelessness in Mandurah grew substantially from 2006 to 2011, with a 64% increase in homelessness and over 200% increase in people identified as marginally housed (ABS, 2012).

### Contributing Factors to Homelessness


- Housing stress, often driven by poverty and accumulating debt;
- Family breakdown, particularly driven by domestic violence;
- Poor life transitions, particularly transitions out of the child protection system, prison or statutory care; and
- Untreated mental health and substance use disorders that lead to the loss of housing, education, employment, family and other relationships.

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² Mandurah and Serpentine-Jarrahdale are based on ABS categories Statistical Area Level 3, which align closely with the local government areas.
³ Some data is not released due to confidentiality, marked with a #
⁴ Same as above
⁵ Total does not add up due to data marked with # is not released due to confidentiality.
These pathways are consistent with homelessness trends identified in Peel through local research (Fyfe, 2015; WestAus Crisis and Welfare Inc and WACOSS, 2011).

During 2013-14, an estimated 21,437 people received support from a government-funded specialist homelessness agency in Western Australia. These figures are not available for Peel specifically. Nevertheless, the data provides an indication of the types of needs people face in WA, including Peel.

The main reasons for clients seeking assistance from homelessness services in WA, based on data collected from government-funded specialist homelessness services (AIHW, 2014), include:

- Domestic and family violence 29%
- Financial difficulties 21%
- Housing crises 8%
- Inadequate or inappropriate housing 8%

Data reported by the Australian Institute for Health and Welfare (2014) reveals that homelessness service users in Western Australia were:

- mostly female (61.5%)
- mostly Australian-born (84.6%). The next most frequent countries of birth were the United Kingdom and New Zealand
- mostly non-Indigenous (58.5%). Aboriginal or Torres Strait Islander peoples were, however, over-represented (32%) relative to their population size (3%)
- 18% of clients in WA lived in remote or very remote locations
- 29% were under the age of 18

Between 2006/2007 and 2013/2014, financial reasons as the primary reason given for people seeking assistance from specialist homelessness services in WA increased from 11% to 21% (AIHW, 2014; AIHW, 2013).

Specialist homelessness services provide a wide range of services for many people in need, however they are often unable to meet the total demand. In 2013/2014 approximately 53 people were turned away from services every day, due to services being unable to meet their needs (AIHW, 2014).

**Existing Services in the Peel Region**

The City of Mandurah, as a large regional centre, offers several services to people experiencing, or at risk of, homelessness. These services are provided by community sector organisations with funding from both State and Federal Government agencies.

Unsurprisingly, in the Shires of Boddington, Murray, Serpentine-Jarrahdale and Waroona, given their lower population density, no services specifically targeting homelessness have been identified in this review, with the exception of social housing.
In the next stage of this project it will be important to identify the extent to which referrals to services in the City of Mandurah are effective in addressing the needs of those who are experiencing, or at risk of, homelessness in the region as a whole.

The existing services are summarised here, and described at Appendix 1: Matrix of Housing and Employment Services, Appendix 2: Map of Housing and Homelessness Services, and Appendix 3: Map of Employment and Educational Services.

**Early Intervention and Support Services (without accommodation)**

A number of services within the City of Mandurah provide tenancy supports ranging from legal advice, through to support services to help people at risk of homelessness maintain a private or public housing tenancy and develop links to the local community. The providers include:

- AccordWest Mandurah
- Anglicare WA (this service also supports tenancies for those in drug & alcohol treatment programs)
- Peel Community Legal Services
- Westaus Crisis & Welfare Services (also has transitional accommodation)
- Mission Australia’s Reconnect Mandurah

Family violence counselling is available from the Mandurah Family Relationship Centre managed by Anglicare WA, and Finucare provides a financial counselling service for people in the Mandurah Peel region.

**Accommodation and Support Services**

Passages Resource Centre Peel on Davey Street in Mandurah aims to get young people off the streets while supporting them to adopt safer and healthier lifestyles. It achieves this by acting as an information and referral centre as well as offering street present young people practical services such as accommodation, bathroom, kitchen and laundry facilities, internet access, phone, mail collection and activities.

A range of housing services is also provided to young people by Calvary Youth 2 Services in Mandurah including crisis accommodation and short and medium term supported accommodation for young people who are experiencing homelessness or at risk of such.

Wanslea Family Services assists young people who are moving from care to independent living by providing case management, hands on living skills development and advocacy in housing, education, employment, training and health.

There are several youth services that offer outreach, mobile supports, and drop in centres to connect young people at risk of homelessness to local services. These services include Mission Australia’s
Reconnect Program, Peel Youth Services and organisations operating from the Billy Dower Youth Centre.

The Pat Thomas Memorial Community House provides crisis accommodation and counselling to women and their children who have experienced family violence in the Peel region. The Westaus Crisis & Welfare Services also has transitional housing for those escaping domestic violence. Lucy Saw Centre operates just outside the Peel region in Rockingham and also offers accommodation and services to women and children experiencing domestic violence.

There are no crisis accommodation facilities for families not affected by domestic violence.
**Education and Training**

Local education and training organisations in the Peel region such as the Challenger Institute of Technology, John Tonkin College, Pinjarra Senior High School, and Mandurah High School all refer students to housing and youth support services and work with students who are experiencing, or at risk of, homelessness. In addition, both Coodanup Community College and SMYL work with young parents, young people disengaged from the education system and students experiencing homelessness. There are many opportunities in Peel to link the provision of accommodation with existing education and training institutions and organisations, a few of which are discussed in more detail below.

The Challenger Institute of Technology is an important institution involved in the provision of training and workforce development. The Challenger Institute has a number of initiatives underway aimed at improving education and training outcomes in the region. These include:

- VET and VET in schools programs;
- development of pathways with schools and alternative pathways to university;
- industry-based training – engaging with communities and mentors;
- engaging disengaged youth and adults;
- building health training infrastructure in the Peel region; and
- collaboration with Coodanup Community College.

There is an opportunity to build on existing engagement and employment programs for Aboriginal young people in the region, including:
- Kadadjiny Mia Centre for Aboriginal Learning (established by the Challenger Institute)
- Winjan Aboriginal Corporation Coodanup (partnership with Challenger Institute)

Fairbridge runs a range of programs and services for young people and has partnership agreements with dozens of other youth organisations. Fairbridge works with young people at risk and provides a range of services, including mentoring, leadership development, life skills, accommodation, education, accredited training, employment opportunities and adventure camps.

Other training opportunities in Peel may exist with:

- SMYL Community Services: a not-for-profit organisation offering accredited training in business, community services, retail, hairdressing, leadership and construction, including traineeships, school based traineeships and Aboriginal school based traineeships;
- Peel Safety Institute: accredited training in business, health and safety, mining and construction, including traineeships and apprenticeships;
- Ostara Australia: a national not-for-profit organisation working closely with the Australian Government, member organisations, communities and employers to place people disadvantaged through age, health, disability or cultural background into sustainable employment;
- Bridging the Gap: a not-for-profit organisation delivering a variety of services to unemployed, disadvantaged and disenfranchised persons, including Job Services Australia employment services, Disability Employment Services, Youth Connections alternative education programs,
career counselling, leadership development, accredited training and a variety of non-accredited computing short courses. There is a Bridging the Gap branch in Mandurah and outreach to Pinjarra;

- Mandurah CCI Apprenticeships: information on all aspects of apprenticeships and traineeships, school based traineeships and incentives.

**Gaps in Housing and Employment Services**

Although there are several employment support services and a limited number of accommodation providers in the area, there is a lack of transitional accommodation linked directly to employment, training and education. Providing accommodation and access to employment in a structured program is required to provide young people and families with safety, security and stability needed to seek and maintain employment.

Stable accommodation is critical to assisting people move out of homelessness, however the provision of housing, by itself, is often not enough to keep someone housed. Program participants may require specialist support services, such as tenancy support, financial counselling and mental health services to address issues that contributed to homelessness in the first place. Many people also require direct support services that link them to education, training and employment, beyond a simple referral to a program in another part of the region. Similarly, many people who are homeless or living in insecure accommodation are unable to take advantage of programs to assist job seekers if they are unsure where they are going to sleep that night.

Each of the target groups require different services. Young people may require assistance obtaining school qualifications, career advice, apprenticeship or traineeship information and support, youth specific counselling, and life skills to transition to independent living.

In addition to specialist support services, families may require childcare and formal links to schools to encourage stability for their children. In each case, integrating housing with employment is essential to create strong pathways out of homelessness.

This will require formal networks to ensure that services are delivered as efficiently as possible. One way to do this is by adopting a place-based approach, which seeks to address identified issues at a local level and with local responses. Rather than seeking to address individual needs, regardless of where a person lives, a place-based approach focuses on the social and physical environment through the provision of physical and service infrastructure. Successful place-based approaches involve ‘co-production’ of design and delivery of services with affected communities, fostering community capacity and establishment of robust and collaborative governance arrangements (Moore & Fry, 2011).

Another approach that could be adopted in the delivery of secure housing and employment services is a collective impact approach. Collective impact refers to a commitment from specific actors to work together to resolve a specific problem, drawing resources together in a coordinated approach to reach a common goal. Kania and Kramer’s (2011) research suggests successful collective impact initiatives have a common agenda, shared measurement systems, mutually reinforcing activities, continuous communication, and the involvement of a backbone support organisation to coordinate stakeholders.
These approaches are aimed at improving coordination among existing services to achieve better outcomes for individuals and communities.

Models of Secure Housing and Employment Services

People living in insecure housing and experiencing homelessness in Peel include young people, families in housing stress, women and children affected by family violence, single men, and older women (Fyfe, 2015). Given this diversity, there is also a requirement for a range of housing types to meet different needs, including crisis and transitional housing, supported accommodation and long-term affordable housing.

Addressing homelessness in Peel requires a combination of accommodation – either crisis, transitional or long term – with appropriate support services to address the underlying causes of housing insecurity. For those who are unable to access affordable, appropriate housing due to financial reasons, support may include financial counselling, provision of training and/or work opportunities, as well as the development of a more adequate supply of social and affordable housing. Others may require more intensive support with tenancy issues, living skills development, and support to manage mental health issues and/or address substance misuse. It is crucial that appropriate housing and supports are provided concurrently to ensure long term housing stability and workforce participation.
There are a variety of models which provide affordable housing or homelessness supports linked with education and employment opportunities for families and young people. The following models explore housing options in terms of their appropriateness in providing for these target groups, with consideration to the aligned principles articulated in Fyfe (2015) outlined below:

1. Public-private partnerships to provide housing, tenancy management and support services;
2. Easily accessible transport and services;
3. A diversity of housing with universal design, and flexibility in size and design;
4. Time restrictions on transitional tenancy with on-going support as tenants moves into longer term housing;
5. High quality accommodation; and
6. Building tenants’ capacity to move into long-term rental or home ownership.

In addition to these stated principles, proposed models should integrate employment services with housing to assist young people and families to develop pathways out of homelessness.

It is also noted that during the consultation process for *Affordable Housing in the Peel region: a proposal for feasibility and business case development*, a number of housing options were suggested to address the current situation in Peel. These included:

1. Short-term crisis accommodation;
2. High density permanent housing;
3. Community managed cluster housing;
4. Combination crisis, transitional, and longer term housing;
5. Youth focused facility; and
6. Permanent rental in community model.

For these options to work in addressing contributing factors leading to homelessness and disengagement from education and employment, each type of accommodation must be integrated with training and/or employment supports and services to support young people and families to securing and maintain employment.
Immediate Responses to House People Experiencing Homelessness

Housing First

‘Housing First’ is an approach to addressing chronic homelessness for individuals and families, which has changed conventional models of service delivery over the past several decades in Canada, the US and the UK (AHURI, 2012). Services and accommodation in these countries had traditionally focused on a treatment model, for example where sobriety was a pre-condition for housing. Housing First, on the other hand, does not require a person to demonstrate their ‘housing readiness’ by going through treatment programs. The key principle of this model is the provision of long term stable housing as a first step, which is complemented by coordinated service provision depending on the individual/family needs. While there are many different variations of Housing First, they generally adhere to the following core principles:

- Immediate access to permanent housing with no housing readiness requirements;
- Consumer choice and self-determination;
- Recovery orientation;
- Individualised and client-driven supports; and
- Social and community integration.

Across Australia, the major homelessness response is the ‘pathways’ approach, starting with a crisis response (with or without accommodation), through to a transitional response, followed by long term housing, where this is available. Where support is offered, housing is often contingent on the client accepting a case management program. Housing First moves away from this type of service delivery, making access to housing as simple as possible, providing people with stability to address other issues which are contributing to or exacerbating their homeless situation (City of Melbourne, 2007).

Housing First approaches have demonstrated positive outcomes in terms of accommodation, often housing the most challenging, ‘chronically homeless’ people who were unable to secure housing through existing programs (AHURI, 2012). It has also proved to be cost effective, in that providing stable accommodation often saves money in emergency room visits, criminal justice and crisis accommodation. It is not clear whether a Housing First model is effective in securing other, non-accommodation, outcomes such as employment and social inclusion (Johnson, Parkinson, & and Parsell, 2012).

Some Street to Home programs, such as HomeGround in Melbourne, use a Housing First model. It provides immediate access to quality, long-term housing together with ongoing support for people who have experienced chronic homelessness, without the need for them to prove they are ‘housing ready’ or move through crisis or transitional accommodation before securing long term housing (HomeGound Services, 2015). Housing First models are difficult to implement in many Australian cities and towns where there is a severe shortage of affordable housing. Nevertheless, it is a valuable model to consider as part of a homelessness response to both families and young people experiencing homelessness in the Peel region.
Housing First is a useful approach to provide people with secure housing as quickly as possible and then offer wrap around supports to maintain that housing, rather than providing temporary accommodation as a stepping stone, with multiple transitions, before securing more stable accommodation (AHURI, 2012).

Rapid Re-housing

Rapid Re-housing uses many of the same principles as Housing First, but the main distinction between these two approaches is that Housing First focuses mainly on people with complex needs who have experienced chronic homelessness, while Rapid Re-Housing is geared towards housing people with moderate needs who experience episodic homelessness. There are also a number of other differences, as described by the US-based National Alliance to End Homelessness (2014), namely Rapid Re-housing is:

- time-limited, usually 3-6 months of support, while Housing First usually provides longer term accommodation;
- delivered through scattered sites, whereas Housing First can be delivered through scattered sites or congregated living; and
- limited in its use of supports, where Housing First provides intensive case management or assertive community treatment.

Due to the relatively short support periods, a Rapid Re-House model may not be appropriately linked with education, employment and training as required for the target groups identified in Peel.

Crisis Accommodation

Crisis accommodation is short-term accommodation for people experiencing homelessness. The main purpose of crisis accommodation is to help people resolve a crisis situation and assist in obtaining appropriate long-term housing when the crisis is resolved. Crisis accommodation is also referred to as emergency housing.

Crisis accommodation facilities are accessed for a short time only, usually up to 12 weeks. During a client’s stay, support is offered, which may include 24 hour on-site or on-call access to support staff. Many crisis accommodation options attempt to assist to move clients to longer-term, non-emergency accommodation such as medium to long term supported accommodation, private rental housing, community housing or public housing. In many cases it may not be appropriate for crisis accommodation to link clients to employment or training, as the person’s immediate health and safety may be of higher priority. However, in other cases it could be appropriate, depending on the persons’ individual needs. The primary purpose of this form of accommodation is to provide the stability needed for individuals and families to meet immediate needs and resolve a crisis.
There are a number of crisis accommodation services located in the Peel region, though the majority of these are concentrated in Mandurah. Currently there is a youth specific service – Calvary Youth Mandurah, and limited crisis accommodation for women and their children affected by family violence. Crisis accommodation is necessary for young people and families as part of a broader strategy to address homelessness, but crisis accommodation, alone, will not meet the need for secure housing and employment outcomes identified for the target groups.

**Transitional or Supported Accommodation**

Supported and transitional accommodation are non-emergency supported housing that assist clients to develop skills and knowledge, and address psycho-social issues, to maintain a successful tenancy, while meeting accommodation needs. These services may also offer support in relation to specific issues that have impacted on a client’s ability to maintain housing in the past, such as anger management, domestic violence, financial management, and/or substance misuse. Although the terms transitional accommodation and supported accommodation are often used interchangeably, transitional accommodation can be specifically focused on assisting someone transition from an institutional setting, e.g. prison, rehabilitation, mental health facility or foster care, to independent housing. In most cases, referrals and assessments must be done before the person leaves the institutional setting. The term transitional accommodation can also be used, more generally, to assist someone to transition into a different phase – i.e. unemployed young person provided accommodation and support to transition into employment and independent living.

Supported and transitional accommodation can be short term, medium or long term, but is usually for a fixed-term. By the end of the support period, clients are assisted to move to longer-term accommodation such as private rental housing, or social housing, depending on their circumstances and needs. Training and employment may be a key requirement for a household to manage the transition into affordable long term housing.

**Transitional Housing – Rent to Own**

Some transitional housing programs allow people to remain in stable housing, with the tenure of the housing changing as the household achieves various financial, personal or educational goals. There are several different programs embracing such a model, including one in the Kimberley, described below.
Case Study: East Kimberley Transition Housing Program

The East Kimberley Transitional Housing program, which operates in Kununurra, provides an opportunity for 40 families to transition into home ownership over a two-year period. Families have the opportunity to purchase the house they rent, providing additional incentives to provide care and upkeep of their home.

Community Housing Limited (CHL) manages tenancies and maintenance of these properties over the two-year transition period. The program provides wrap around services through a local Aboriginal organisation, Wunan. Families must meet certain criteria to be eligible for these properties:

- Tenant must be in employment, training or completing an apprenticeship;
- Children are attending school regularly; and
- Commitment to engage with the support program.

Wunan provides housing support officers, and an Indigenous Money Mentor program, which assists tenants to gain the skills they need to effectively maintain their tenancies, while developing other work/training skills. As of June 2015, two participants had progressed to home ownership, two obtained home loan pre-approvals and four had home loan applications pending. Of the 40 households in the program, 39 had at least one adult employed and of the 43 school-aged children in the program, 96% were attending school, well above the Kimberley average of 66.5% for Aboriginal children (WA Housing Authority, 2015).

Due to success of the program in Kununurra, 15 additional houses will be delivered as part of the program in Halls Creek by the end of 2015. In August 2015, the State Government announced that the program will be expanded to Broome and Derby in late 2015.

A similar Transitional Housing Program could be adapted to the Peel region to meet local employment and housing conditions. The conditions in Peel are such that this type of program may be easier to implement, more cost-effective and yielding equally or more positive outcomes than a program in a remote location. Even though the tenure is transitional, the housing is medium term and can lead to permanency when provided with a rent-to-buy option. This approach to housing provision assists families in providing stability for their children by minimising the number of times they need to move, enabling enduring connections with schools, friends, family, support networks and the local community.

A transitional housing program, similar to that of the East Kimberley, is not as appropriate for young people, who may prefer more flexibility, and not necessarily value the stability (and responsibility) of home ownership, with the rent to buy option. This form of transitional housing could easily be linked more formally with employment, particularly if it was delivered in a clustered approach. For example, a social enterprise providing childcare or links with schooling could provide families with services they require as well as deliver training and workforce opportunities.
Transitional Housing – Integrated with client-run businesses

Accommodation can be integrated with businesses staffed by participants, providing employment opportunities, and generating revenue for the service. This type of ‘self-help’ model empowers participants to develop the skills they need to develop a viable business as part of their housing and support. It requires significant commitment from the participants to work together to develop a business plan, establish an appropriate business, gain necessary skills, and conduct day-to-day operations. An organisation in the US, Delancey Street, described below, is well known as an example of this type of arrangement.

Case Study: Delancey Street, San Francisco

Delancey Street is a residential self-help organisation, providing accommodation, support services and employment opportunities to substance users, people released from criminal institutions, people experiencing homelessness and others who have hit ‘rock bottom’ (Hakiman, 2012). It includes services and accommodation for a range of residents, from teenagers to seniors, including men and women from all cultures and ethnicities. The minimum stay for each resident is two years; the average stay four years. Delancey Street focuses on developing long term life skills through training and rehabilitation. Residents learn to work together promoting non-violence through ‘each-one-teach-one’, which assists to reform previous habits, and also training and development.

In addition to housing and support, Delancey Street runs several businesses, all staffed by program participants, including accounting and bookkeeping, advertising, automotive, catering and events, Christmas tree sales, coffee house, construction and property management, printing and framing, removalist, transport, restaurant, upholstery and warehousing.

During their time at Delancey Street, residents receive a high school equivalency certificate and are trained in three different marketable skills. Training is provided on site by staff and more experienced residents. Participants of the program start at the bottom and work their way up. In the Delancey Street restaurant, for example, someone can start by washing dishes, moves to prep cook, to line cook, and then managing chef.
Transitional housing – Foyer model

The Foyer model originated in France and has been used throughout Europe and the United States. There are now more than 1,000 Foyers around the world. The Foyer model involves the provision of housing combined with supports, but it differs from Housing First and Rapid Re-Housing in that there are specific requirements tenants must adhere to, in order to gain access and remain in the program. This often includes meeting regularly with a caseworker and enrolling in education or employment.

It is considered an ‘aspirational’ program, aimed at helping young people develop practical skills to gain employment and sustain housing.

The Foyer model is a transitional accommodation option, and provides housing for participants for a designated time. By the time the program finishes, the tenants are provided with skills to live independently in the community, having developed life skills as well as employment skills and/or job experience.

Foyer models are widely considered effective in providing an option for disengaged young people. A strength of the model is the requirement for young people to commit to engage in training and employment as a pre-requisite to entry, in exchange for high quality accommodation and personal support.

At Foyer Oxford (described in the case study below), young people are encouraged to progress as they meet their goals. For example, as they find and maintain work, the young person is able to progress to a larger room with more amenities. The accommodation is also co-located at a Central TAFE site, and residents are actively encouraged to engage in training opportunities.

The Foyer model is an optimal model for disengaged and disadvantaged young people, especially in rural and regional areas where strong connections to support services may be more limited (Beer, et al., 2005). This model provides a time-limited transitional solution, which would be appropriate for young people in Peel. A Foyer model was noted as a preferred option in Fyfe (2015) for this target group.

The Foyer model may also be an option for families, but little evidence has been collected to support this model for families. In order to meet the needs of families, the model would need to be adapted. For example, rather than operate as a single, high-density facility, it may be more appropriate to have separate, smaller units at scattered sites, or a single high density facility for young people and singles, with town-houses incorporated into the design on the boundaries for families.

A potential limitation of the Foyer model is the significant capital and recurring funding requirements needed to support the high amenity accommodation and individualised support. A 2005 report into the operation of one of the first Foyers in Australia, the Millar Live ‘n’ Learn Campus, in New South Wales, found that any future Foyer developments would require significant and ongoing funding likely through public funding (Randolph & Wood, 2005). The report suggested that the positive outcomes achieved through Foyers in Australia should serve as testament to their success and should warrant Government funding for Foyers in other parts of the country.
Case Study: Foyer Oxford, Leederville

Foyer Oxford has 98 self-contained units including 24 for young single parents and their children. Accessed off the street level are a café, two commercial premises, an office and training room. It is Australia’s first purpose-built Foyer. Every young person has their own self-contained unit so they don’t have to share kitchen, laundry or bathroom facilities.

Each tenant has an individually tailored commitment and plan, based around these requirements:

- engage in training and employment;
- access support and meet with support workers;
- meet obligations that come with a formal lease (including rent payments, regular property inspections and maintaining appropriate behaviour); and
- be a positive member of the Leederville community.

The Oxford Foyer is a collaboration among three agencies. Foundation Housing, a community housing provider, developed the accommodation and is the property manager; Anglicare is project manager and provides personal and community life skills support, and Central TAFE contributes to education and training.

Long Term Affordable Housing Options

Boarding and Lodging/Shared Accommodation

Lodging houses, boarding houses and rooming houses are all terms used to describe accommodation that provides a furnished room with shared use of other facilities such as a kitchen, laundry and bathroom. If meals are provided, it may be referred to as a hostel or boarding house, rather than a lodging house. Lodging and boarding houses provide accessible, affordable and flexible accommodation for individuals who may be unable, or unwilling, to secure or maintain private, self-contained accommodation.

Boarders and lodgers, who reside in this type of accommodation, are not covered by the Residential Tenancy Act (1987) and therefore have fewer consumer protections than private and social housing tenants. Nevertheless, boarding and lodging houses still provide a valuable affordable accommodation option for many. Boarding houses can be owned and managed by community housing organisations or private property owners. Some privately-owned facilities operate substandard premises that take advantage of people in vulnerable positions, however there are others that adhere to safety and health regulations, meet local council guidelines, and provide quality accommodation at an affordable rate.
Shelter Boarder and lodger accommodation may be a viable option for young people in the Peel region. As young people may not be as concerned as families with long term housing stability, boarding and lodging accommodation can provide a flexible option for young people in need of affordable housing. Boarding and lodging accommodation often includes some shared amenities, which may suit young people more than families. As demonstrated in the following example, this accommodation can be developed in partnership with employment and training opportunities, in particular industries more suited to young people, such as retail and hospitality, if provided close to shopping areas.

**Case Study: Newcastle Street, Northbridge**

Foundation Housing’s re-developed heritage listed Schruth’s building in Northbridge, and now provides 62 inner-city dwellings comprised of 44 hostel bedrooms, six two-bedroom and 11 one-bedroom apartments, alongside eight commercial tenancies, including a social enterprise café. The 44 hostel rooms are managed as boarder accommodation through Foundation Housing.

A not-for-profit social enterprise café provides jobs and training for some of the residents with physical or mental disability through Workpower Inc. The café, named ‘1905’, runs a 10 week Certificate 1 hospitality course for up to 10 people living with a disability each year.

**Housing Co-operatives**

One model suggested in the *Affordable Housing in the Peel region: A proposal for feasibility and business case development* is for community co-managed cluster housing. This could be operated as a housing cooperative model. A housing co-operative is a not-for-profit organisation owned and run by its members. A co-operative is formed when people join in a democratic process to own or control the housing in which they live. Housing Co-operatives run on the basis that each member pays a monthly fee to cover their share of the operating expenses.

Housing Co-operatives could be implemented in the Peel region, however this model requires strong tenant participation and well-developed tenancy skills, as well as a shared commitment to living in a cooperative environment. This may be appropriate for some people on low incomes, however it may not be appropriate for many people experiencing homelessness or at risk of homelessness, particularly those with complex needs.
Common Ground

Common Ground is a permanent supportive housing model that originated in New York. It has further expanded across the globe and there are a number of effective Common Ground facilities in Australia. Common Ground works to end chronic homelessness by making available long-term independent housing with the appropriate support services to sustain people in that housing. It generally involves high-density housing, with a 50/50 mix of tenants, comprised of 50% for people who have experienced chronic homelessness and may require significant support, and 50% low income tenants requiring minimal support.

Similarly to Housing First, Common Ground has proved to be cost effective since providing stable accommodation often saves money in emergency room visits, criminal justice and crisis accommodation.

Camperdown Common Ground Project, Sydney

Camperdown Common Ground is a six-storey property consisting of a range of accommodation options including 104 self-contained studios, one and two bedroom apartments as well as space for on-site support services on the ground floor. A 24-hour concierge is on duty in a secure entry lobby. The whole-of-site plan includes a landscaped community garden. The project offers wrap around support to tenants providing a wide range of services including case management, psychiatric clinics, general practitioners, chiropractic clinics, psychological services, podiatry and mental health case management.

As with all Common Ground buildings, there is a 50/50 mix of tenants. At Camperdown, people who have experienced primary chronic homelessness occupy 52 units, and the remaining 50% are tenants on low incomes.

Grocon constructed the Sydney building ‘at cost’, after providing a philanthropic contribution to a previous Common Ground project in Melbourne. The company also employed two formerly homeless people on the project and retained them as part of its full time workforce beyond the completion of the project. Subcontractors were encouraged to do the same. Grocon worked with the Redfern Waterloo Authority to implement its Aboriginal employment protocol on the project.

As Common Ground is most often implemented through a single, high-density facility, it may be more appropriate for young people, rather than for families, unless town-houses are incorporated into the design on its boundaries.
Common Ground facilities in other cities have a mix of low-income households and people who have experienced chronic homelessness. Some of the tenants may require intensive support, often provided on-site. In Peel, the Common Ground model could be adapted to cater to some tenants who are eligible for social housing (a mix of priority and wait-listed), and some slightly over income, who may require less intensive support.

**Social Enterprises and Co-Operatives**

In addition to partnering with existing training and employment programs and providers, the housing models outlined above can all incorporate various types of social enterprises to assist participants develop skills, gain work experience and generate income, for both the tenants and the housing provider. Social enterprise is the concept of using business means to pursue social ends (Peattie & Morley, 2008).

Social enterprises apply commercial strategies to maximise improvements in human capital. They focus on maximising social impacts, rather than profits for external stakeholders. Social enterprises can be set up as for-profit or not-for profit entities. Many retail and commercial businesses may consider themselves to have social objectives, but the commitment to these objectives generally is secondary to making a profit. Social enterprises differ in that a commitment to social impact is at the core of the business. Some may not offer benefits to their investors, except where they believe this will further the social goal.

A social enterprise attached to any housing component can provide training and employment opportunities. As highlighted in a previous example, the 1905 café in Northbridge is a social enterprise providing employment and training for people with disability who live in a boarding house operated by Foundation Housing. In this case, a formal partnership was also developed with TAFE to enable workforce training through a Certificate I in Hospitality. There are a number of examples internationally and within Australia where social enterprises have worked in tandem with the provision of housing to further social outcomes for vulnerable people in society.

There are opportunities to develop social enterprises integrating secure housing and employment with other Peel Legacy Projects, particularly:

- Peel Business Park Nambeelup
- Peel Food Zone
- Peel Integrated Water Initiative
- Peel Hospitality, Tourism and Events Training Centre
- Peel Tourism Infrastructure Strategy

The opportunities for social enterprises and co-operatives in Peel is significant, particularly if the businesses are developed in conjunction with the provision of housing and linked to other workforce objectives for the region.
Intermediate labour market companies

Intermediate labour market companies are businesses that undertake commercial work in order to train, support and employ disadvantaged job seekers and transition them into mainstream work. The Delancey Street business ventures described above include many commercial operations where social enterprises provide employment and training assistance while also remaining financially viable. This ranges from Christmas tree sales to automotive repair, transportation and hospitality. There are also many services which could be provided to assist with the actual management of accommodation itself, as highlighted in the Brotherhood of St Laurence Community Contact Service, described below.

**Case Study: Brotherhood of St Laurence Community Contact Service**

Contact Officers are employed through the social enterprise to provide concierge, information and referral support to local residents of a Melbourne public housing estate (Social Traders, 2009). A security contractor and CCTV monitoring service support the program. The disadvantaged job seekers receive accredited training and support in a paid job for 12 months and are then supported to obtain work in the mainstream labour market. This program has been 80% successful in moving trainees into employment or further education following the 12-month period.

There are other social enterprise opportunities that could be suited to the Peel region. For example, in Melbourne there is a social enterprise real estate company that is working to expand the supply of below market housing. Although disadvantaged job seekers are not employed directly through this program, there is potential for this to be integrated into a new service in Peel. This would provide many advantages, including providing a real estate agency focused on sourcing low-cost housing, developing training and employment skills for disadvantaged job seekers and enabling access to affordable housing for the broader community.

**Case Study: HomeGround Real Estate**

HomeGround Real Estate provides property and tenancy management services to investors and socially minded property owners in Melbourne. Proceeds from the venture are re-invested to provide other services to people experiencing homelessness or who are at risk of homelessness. HomeGround offers estate agent services to property owners who are willing to forego a percentage of rental income, or those willing to provide their housing on a philanthropic basis (short, medium, and long term) for tenants who would otherwise be homeless. HomeGround also provides market rate services, which generates revenue for its other programs.
Co-operatives

Co-operatives operate in a similar way to social enterprises, but are set up in the interests of a group of individuals for their mutual benefit. Co-operatives can work across a number of business models, such as housing, as discussed earlier, as well as the provision of human services. A co-operative model of service delivery may provide a valuable option for Peel. Research suggests that these businesses provide a viable solution for those unable to access mainstream services (Social Enterprise London, 2002), and can also provide a valuable option for unemployed young people, or women who wish to enter the workforce after raising young children, who may be disadvantaged due to lack of training and employment options and limited work experience (International Labour Office, 2012).

Case Study: Ballarat Child Care Co-Operative, Victoria

The Ballarat Child Care Co-operative is a 44 place, Long Day Care Centre for children between the ages of 0 and 5. The centre caters for full time and part time use. The Co-operative is staffed by fully trained professionals committed to the provision of developmentally appropriate individual and group programs. The co-operative is a community managed facility offering families the opportunity to be actively involved in all aspects of the Centre.

Another example of a cooperative childcare service is the Maxxine Wright Early Care & Learning Centre which operates in tandem with a transitional housing program in Vancouver, Canada. The Maxxine Wright Shelter provides medium-term (up to six months) accommodation for women who are pregnant or have a newborn and need a place to stay. The Maxxine Wright Early Care and Learning Centre provides child care for children living on site as well as children from the surrounding neighbourhood (Atira, 2015).

The Peel Development Commission’s Workforce Development Plan noted the lack of childcare across the sub-regional areas of the Peel, particularly in the Shire of Waroona, impacts on the attraction of young women back to the workforce (Peel Workforce Development Alliance, 2015). The development of a childcare service co-operative or social enterprise in the Peel region could assist families to engage in on the job training while also caring for their children, and at the same time provide much-needed, reasonably priced childcare services for working parents.

Participants in a childcare service co-operative or social enterprise would develop a broad range of skills to enable a transition into the mainstream labour market. This model could also be valuable for transitioning young people interested in this area into the mainstream labour market.
Assessment of Secure Housing and Employment Models: Families

The following table summarises several models to provide secure housing and employment support services to families in the Peel region, assessed by location and scale, the extent to which the housing can be integrated with employment and training, potential partnerships, and considerations and limitations.

<table>
<thead>
<tr>
<th>Model</th>
<th>Housing Form</th>
<th>Location &amp; Scale</th>
<th>Integrated with Employment &amp; Training</th>
<th>Potential Partnerships</th>
<th>Considerations &amp; Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transitional Accommodation – Scattered</td>
<td>Transitional (could change tenure to home ownership over time)</td>
<td>Does not have to be located in the immediate proximity of services. Lower density residential development. Clustered or dispersed, could be located throughout Peel.</td>
<td>Can require participants to be engaged in employment &amp; training. Opportunity to be placed in dispersed locations, close to multiple sites of employment &amp; training. Could involve social enterprise – i.e. child care</td>
<td>Likely partnerships between not-for-profit agencies, housing managed by CHOs.</td>
<td>Off-site support. Can be operated as a rent to buy initiative, encouraging tenancy maintenance. Would need to be integrated with commercial/community hub to be eligible for R4R</td>
</tr>
<tr>
<td>Foyer Model</td>
<td>Transitional</td>
<td>Should be located close to services – likely Mandurah. Lower density for families &lt; 10 families.</td>
<td>Structured program. Opportunity to be co-located with employment &amp; training – i.e. child care or café social enterprise.</td>
<td>Likely partnerships between not-for-profit agencies, housing managed by CHOs.</td>
<td>On-site support. Financial sustainability – may require philanthropic support.</td>
</tr>
</tbody>
</table>
Assessment of Secure Housing and Employment Models: Young People

The following table summarises several models to provide secure housing and employment support services to youth in the Peel region, with assessed on location and scale, the extent to which the housing is integrated with employment and training, potential partnerships, considerations and limitations.

<table>
<thead>
<tr>
<th>Model</th>
<th>Housing Form</th>
<th>Location &amp; Scale</th>
<th>Integrated with Employment &amp; Training</th>
<th>Potential Partnerships</th>
<th>Considerations &amp; Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foyer Model</td>
<td>Transitional</td>
<td>Must be located close to services – likely Mandurah. Usually provided at higher density, could house up to 50 residents.</td>
<td>Structured program. Opportunity to be co-located with employment &amp; training. Opportunities for social enterprise on site i.e. cafe</td>
<td>Likely partnerships between not-for-profit agencies, housing managed by CHOs.</td>
<td>On-site support. Financial sustainability, may require philanthropic support.</td>
</tr>
<tr>
<td>Boarder or Lodger Accommodation</td>
<td>Long or short term – relatively insecure</td>
<td>Should be located close to services – likely Mandurah. Accommodation can be provided at smaller or larger scale.</td>
<td>No formal links with employment &amp; training. Could be integrated with retail/hospitality social enterprise.</td>
<td>Potential for partnerships with CHOs, private sector.</td>
<td>No formal links with employment &amp; training.</td>
</tr>
<tr>
<td>Common Ground</td>
<td>Long term – relatively insecure</td>
<td>Should be located close to services – likely Mandurah. Usually provided at higher density, could house up to 50 residents.</td>
<td>No formal links with employment &amp; training.</td>
<td>Likely partnerships between not-for-profit agencies, housing managed by CHOs.</td>
<td>Concentration of high needs clients located in close proximity to others. No formal links with employment &amp; training.</td>
</tr>
<tr>
<td>Transitional Accommodation – Scattered</td>
<td>Transitional</td>
<td>Does not have to be located in the immediate proximity of services. Lower density residential development. Could be dispersed throughout Peel</td>
<td>Can require participants to be engaged in employment &amp; training. Opportunities for co-location with employment &amp; training if clustered sites.</td>
<td>Likely partnerships between not-for-profit agencies, housing managed by CHOs. Could involve social enterprise i.e. child care</td>
<td>Off-site support. If structured as rent-to-own, not as suitable for young people as it is for families</td>
</tr>
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</table>
Conclusion

This Desktop Review provided an examination of homelessness in the Peel region, as well as overview of models of housing and employment, drawing on successful projects in WA, Australia and overseas.

The models discussed in this Review included Housing First, Rapid Re-housing, Foyer, transitional housing with a rent-to-buy component, Common Ground and others. Some models are more clearly linked with employment and education than others, which have not traditionally been designed to include employment and education, however consideration should be given to designing housing models in conjunction with structured education, employment and training programs through formal partnerships and collaborative networks.

In addition to existing training or employment programs, there are many opportunities for the development of social enterprises linked to the specific legacy projects in the Peel region, particularly in agriculture, hospitality and tourism. This will require an integrated approach, developing partnerships, alliances and networks across sectors to create sustainable and secure housing and employment in the region.

During the next phase of the project, Shelter WA will consult with community stakeholders, government agencies, Project Advisory Committee, Peel Regional Leaders Forum, Peel Workforce Development Alliance, Peel Employment Support Network, Peel Community Development Group, Peel Homelessness Network, educational facilities and housing providers to inform the development of a Secure Housing and Employment Strategy, leading to the drafting of master plans and concepts and two draft business cases.
References


Johnson, G., Parkinson, S., & Parsell, C. (2012). *Policy shift or program drift? Implementing Housing First in Australia*. AHURI.


Peel Community Development Group. (2012). *Peel Away the Mask II*. Mandurah, Western Australia.


WA Department of Planning and WAPC. (2015). *Perth and Peel @3.5million Draft*. Perth: WA Department of Planning and WAPC.


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## Appendix 1: Housing, Homelessness and Employment Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Service Summary</th>
<th>Address</th>
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</thead>
<tbody>
<tr>
<td>Calvary Youth Services Mandurah</td>
<td>Provides crisis and medium term accommodation for youth aged 15-25 years. The service also provides assistance in access to independent accommodation, life skills training, advocacy, and financial planning.</td>
<td>40 Sutton Street, Mandurah Western Australia, 6210</td>
</tr>
<tr>
<td>Westaus Crisis &amp; Welfare Services - Peel</td>
<td>Provides crisis and transitional accommodation to homeless families and individuals who are experiencing family or domestic violence or other forms of life crisis. Also provide emergency relief, advocacy, referrals, community-based initiatives, and support services for people experiencing difficulties in maintaining their private rental accommodation.</td>
<td>Mandurah Lotteries House, Suite 3 7 Anzac Pl, Mandurah Western Australia, 6211</td>
</tr>
<tr>
<td>AccordWest - Mandurah</td>
<td>Provides emergency short-term accommodation and relief that meets an immediate need, assistance with securing long-term housing that supports independence. Also provide financial counselling.</td>
<td>4/19 Davey Street (off George Street) Mandurah, Western Australia, 6210</td>
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</tbody>
</table>

Shelter WA – Desktop Review of Models of Secure Housing and Employment Services for Peel
<table>
<thead>
<tr>
<th>Service</th>
<th>Service Summary</th>
<th>Address</th>
<th>Crisis Accommodation</th>
<th>Transitional Accommodation</th>
<th>Medium-long term accommodation</th>
<th>Support Services (financial counselling, Centrelink assistance, legal advice, drug &amp; alcohol, mental health)</th>
<th>Education / training</th>
<th>Apprenticeships</th>
<th>Employment Assistance</th>
<th>Outreach Response</th>
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<tbody>
<tr>
<td>Anglicare WA - Mandurah</td>
<td>Offers rent and financial assistance and education, and supported housing assistance for people at risk of losing their public housing tenancy.</td>
<td>2 Tuart Avenue, Mandurah, Western Australia 6210</td>
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<tr>
<td>Pat Thomas Memorial Community House</td>
<td>Provides crisis accommodation to women, with or without children over the age of sixteen, impacted by family and domestic violence or other forms of crisis. Also engages in an outreach programme and provides access to counselling services.</td>
<td>Mandurah, Mandurah Western Australia, 6210</td>
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<tr>
<td>Peel Community Legal Services Inc</td>
<td>Generalist Community Legal Centre providing Legal Advice Service, Paralegal and Advocacy Services, Regional Services, Family Law Information Sessions, Community Education. Tenancy services are also provided.</td>
<td>6/2 Sutton Street, Mandurah, Western Australia, 6210</td>
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<tr>
<td>Mission Australia Reconnect Mandurah</td>
<td>A free and confidential service that offers early intervention, counselling and practical support to young people aged 12 to 18 and their families in the Peel region.</td>
<td>77 Pinjarra Rd, Mandurah Western Australia 6210</td>
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<tr>
<td>Finucare - Financial Counselling - Mandurah / Peel</td>
<td>Provides financial counselling.</td>
<td>2 Tuart Avenue, Mandurah Western Australia 6210</td>
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<tr>
<td>Passages Resource Centre - Peel</td>
<td>Assists young in staying off of the street by providing them support to maintain a safer and healthier lifestyle. This includes information and referral services, accommodation, internet access, etc.</td>
<td>20 Davey Street, Mandurah Western Australia</td>
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<tr>
<td>Wanslea Family Services</td>
<td>Assists young people who are moving from care to independent living by providing case management, hands on living skills development and advocacy in housing, education, employment, training and health.</td>
<td>26A Anstruther Rd, Mandurah Western Australia, 6210</td>
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<tr>
<td>Billy Dower Youth Centre</td>
<td>Provides various youth services including Peel Youth Medical Services, Youth Focus, and a School Volunteer Program. The Centre also features a Youth Development team which provide activities and programs for young people aged 11 - 25 years old.</td>
<td>41 Dower St, Mandurah Western Australia, 6210</td>
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<tr>
<td>Uniting Outreach Mandurah</td>
<td>Provides assistance to the community through help to individuals, families, students in times of need or crisis. Practical assistance, financial and other support to people affected by illness, homelessness, unemployment, disability, poverty or other distress in need of care or emergency assistance in the local community.</td>
<td>156 Pinjarra Road, Mandurah Western Australia, 6210</td>
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<tr>
<td>WA No Interest Loan Scheme (WA NILS)</td>
<td>Provides individuals and families on Centrelink benefits an opportunity to apply for an interest free loan for the purchase of essential products and services.</td>
<td>275 Pinjarra Road, Mandurah Western Australia 6210</td>
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<tr>
<td>Lifeline Telephone Counselling</td>
<td>Crisis telephone counselling service manned by trained volunteers 24 hours a day, 7 days a week</td>
<td>75A Murdoch Dr, Mandurah Western Australia, 6210</td>
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<tr>
<td>Relationships Australia Mandurah</td>
<td>Provides marriage and family counselling, domestic violence intervention programs, family mediation and community education, unplanned pregnancy counselling, child contact centre, relationships education programs; professional development programs; men and family relationships and anger management courses.</td>
<td>Lotteries House, Suite 20 7 Anzac Place, Mandurah Western Australia 6210</td>
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<tr>
<td>Diversity South Inc</td>
<td>An accommodation service for adults with an intellectual disability.</td>
<td>Unit 1 50 Reserve Dr, Mandurah Western Australia 6210</td>
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<tr>
<td>Peel Lodge</td>
<td>Low care facility for aged and disabled people provided by the Bethanie Group Inc.</td>
<td>2 Maclaggan Turn, Mandurah Western Australia 6210</td>
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<tr>
<td>Fairbridge</td>
<td>A major youth charity in Western Australia and the only charity in Australia that owns a whole nationally heritage-listed town site. Services provided range from mentoring, leadership development, life skills,</td>
<td>Fairbridge Village South West Highway, Pinjarra Western Australia 6211</td>
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<tr>
<td>St Vincent de Paul WA - Peel</td>
<td>Provides emergency assistance to people in need in Kwinana, Mandurah, Pinjarra, Rockingham and Waroona.</td>
<td>23 Davey St, Mandurah Western Australia 6210</td>
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<tr>
<td>Housing Authority</td>
<td>Provides public housing to eligible households across Western Australia. Rent is calculated at 25% of gross assessable income.</td>
<td>99 Plain Street, East Perth Western Australia, 6004</td>
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<tr>
<td>Dawesville Caravan Park Holiday Village</td>
<td>Provides a range of accommodation including cabins, caravans, powered van sites and powered tent sites.</td>
<td>1149 Old Coast Road, Dawesville Western Australia, 6211</td>
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<tr>
<td>Mandurah Caravan Tourist Park</td>
<td>Offers a range of caravan, camping and private en suites.</td>
<td>52 Pinjarra Road, Barragup Western Australia, 6209</td>
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<td>Employment, education and training services</td>
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<tr>
<td>Challenger Institute of Technology</td>
<td>The main public vocational education and training provider in the Peel. Numerous initiatives underway aimed at improving education and training outcomes in the region.</td>
<td>Education Dr, Greenfields Western Australia, 6210</td>
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<tr>
<td>SMYL Community Services</td>
<td>A not-for-profit organisation aimed at youth aged 15-24 years, offering accredited training in Business, Community Services, Retail, Hairdressing, Leadership and Construction, including Traineeships, School Based Traineeships and Aboriginal School Based Traineeships, with funding opportunities to eligible participants.</td>
<td>98 Mandurah Terrace, Mandurah Western Australia 6210</td>
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<tr>
<td>The Peel Safety Institute</td>
<td>Offers accredited training in Business, Health &amp; Safety, Mining and Construction, including Traineeships and Apprenticeships, with funding opportunities to eligible participants.</td>
<td>6 Husband Road, Barragup Western Australia 6209</td>
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<tr>
<td>Ostara Australia</td>
<td>National not-for-profit organisation that works closely with the Australian Government, member organisations, communities and employers to place people disadvantaged through age, health, disability or cultural background into sustainable employment.</td>
<td>Ostara Australia Suite 1 284 Pinjarra Road, Mandurah Western Australia 6210</td>
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<td>Medium-long term accommodation</td>
<td>Support Services (financial counselling, Centrelink assistance, legal advice, tenancy, drug &amp; alcohol, mental health)</td>
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<tr>
<td>Bridging the Gap</td>
<td>Not-for-profit organisation delivering a variety of services to unemployed, disadvantaged and disenfranchised persons including Job Services Australia employment services, Disability Employment Services, Youth Connections alternative education programs, career counselling, leadership development, accredited training and a variety of non-accredited computing short courses.</td>
<td>56 Mandurah Terrace, Mandurah 6210</td>
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<tr>
<td>Apprenticentre</td>
<td>Provides information and advice to employers, apprentices and trainees on matters relating to apprenticeships and traineeships. Operates through the Department of Education and Training.</td>
<td>Peel Region Office 2 Sutton St, Mandurah 6210</td>
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<tr>
<td>Business Solutions</td>
<td>Licensed employment agency and labour hire company. One to one career, employment and resume advice.</td>
<td>4/11 Davey Street, Mandurah 6210</td>
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<td>WA Pty Ltd</td>
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<td>Career Enterprise</td>
<td>Senior Education Support School for year 11 &amp; 12 students with a disability.</td>
<td>Education Drive, Greenfields 6210</td>
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<tr>
<td>Community First Inc</td>
<td>The organisation manages a diverse range of programs that train, educate and support people to enter the work place.</td>
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<td>Dental Nursing Australia</td>
<td>Training and employment provider for Mandurah, delivering Cert IV in Dental Assisting, Post Grad programmes and Medical Reception.</td>
<td>Unit 7 Endeavour Centre 2D Peel St, Mandurah 6210</td>
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<td>Mandurah CCI - Apprenticeship Solutions</td>
<td>Apprenticeships centre, info service on all aspects of apprenticeships and traineeships, school based traineeships, and incentives.</td>
<td>Challenger Campus Education Drv, Greenfields 6210</td>
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<td>Mandurah Safety &amp; Training Services</td>
<td>Training in construction and mining, health and safety.</td>
<td>3 Delmont Pl, Mandurah 6210</td>
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<tr>
<td>Mission Australia</td>
<td>Provides employment assistance for Job Network members.</td>
<td>77 Pinjarra Rd, Mandurah 6210</td>
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<tr>
<td>Forrest Personnel Inc</td>
<td>Not-for-profit organisation that assists people with an injury, illness or disability to be placed into sustainable employment.</td>
<td>Forrest Personnel Inc Shop 4 3 Dower Street, Mandurah 6210</td>
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<tr>
<td>The Apprentice and Traineeship Company</td>
<td>Employs apprentices and trainees and host out to employers in a wide range of industries. Offers Youth Pathways - working with young people at risk by supporting schools.</td>
<td>Unit 1 17 Rafferty Rd, Mandurah 6210</td>
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<td>Bilyidar Program (John Tonkin College)</td>
<td>Senior College alternative education program conducted off-site over four school days. The primary target group for the program young people, in their 16th and 17th year of age who reside in the Peel region.</td>
<td>Old Coast Plaza Shopping Centre (near Mandurah Skate Park); PO Box 684, Mandurah 6210</td>
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Appendix 2: Maps of accommodation and housing support

Map 1. Peel region – concentration of services

1A – Dawesville Caravan Holiday Village
1B – Fairbridge
Map 2. Mandurah centre

2A – Ac-cent Seniors Mandurah
2B – Wanslea Family Services
2C – Billy Dower Youth Centre
2D – Anglicare WA - Mandurah
2E – Diversity South Inc.
2F – Pat Thomas Memorial Community
2G – GP down south - Mandurah
2H – Uniting Outreach Mandurah
2I – Mandurah Caravan Tourist Park
Map 3. Mandurah centre – West

3A – Peel Community Legal Services Inc
3B – Calvary Youth Services Mandurah
3C – AccordWest - Mandurah
3D – St Vincent de Paul - Peel
3E – Mission Australia Reconnect - Mandurah
Map 4. Mandurah centre - East

4A – Westaus Crisis & Welfare Services - Peel
4B – Westaus Accommodation Advocacy and Support Peel (WAASP)
4C – Relationships Australia - Mandurah
4D – Peel Lodge
Appendix 3: Map of employment and education services

1A - Challenger Institute of Technology – Education Dr, Greenfields 6210
1B - SMYL Community Services – 98 Mandurah Terrace, Mandurah 6210
1C - Ostara Australia – Ostara Australia Suite 1 284 Pinjarra Road, Mandurah 6210
1D - Bridging the Gap – 56 Mandurah Terrace, Mandurah 6210
1E - Apprenticentre - Peel Region Office 2 Sutton St, Mandurah 6210
1F - Business Solutions WA Pty Ltd - 4/11 Davey Street, Mandurah 6210
1G - Career Enterprise Centre - Education Drive, Greenfields 6210
1H - Community First Inc - 98 Mandurah Tce, Mandurah 6210
1I - Dental Nursing Australia - Unit 7 Endeavour Centre 94 Mandurah Terrace, Mandurah 6210
1J - Mandurah CCI - Apprenticeship Solutions - Challenger Campus Education Drv, Greenfields 6210
1K - Mandurah Rostrum Club #52 - E2C (in shopping centre) Cnr Mary St and Old Coast Rd, Mandurah 6210
1L - Mandurah Safety & Training Services - 3 Delmont Pl, Mandurah 6210
1M - Mission Australia - 77 Pinjarra Rd, Mandurah 6210
1N - Forrest Personnel Inc - Forrest Personnel Inc Shop 4 3 Dower Street, Mandurah 6210
1O -The Apprentice and Traineeship Company - Unit 1 17 Rafferty Rd, Mandurah 6210
1P - The Peel Safety Institute – 6 Husband Road, Barragup 6209