

## **Anglicare WA Opening Statement to the Public Hearing of the Senate Select Committee on the Abbott Government's Commission of Audit – Tuesday April 1, 2014**

Anglicare WA is large State-wide community services agency delivering a wide variety of services to vulnerable people through 45 offices located from Kununurra in the North to Albany in the South. Last year we supported over 37,000 people through 68 different service types in the areas of;

- Relationships
- Finances
- Housing
- Youth
- Community and
- Training

These services aim to work together with people, families and their communities to enhance their abilities to cope with the challenges of life and relationships.

Our funding comes from a range of government, philanthropic and social enterprise streams. In general terms 72% of our funding comes from Federal and State Governments and 28% from Fundraising, Corporate Partnerships, Op Shops and some fee for service operations.

In our Services work we aim to focus on three fundamental reform strategies to ensure we are providing the best possible services to our clients;

- Client Centred services which put people at the centre of what we do
- Integrated Services both within and outside our agency
- Outcomes focussed and evidence based services

These are challenging times for our clients and despite recent years of high economic growth and low unemployment in WA many of our clients have missed out on the benefits of the boom. For people in the bottom quintile of the socio economic indicators of our society access to quality, affordable housing remains an ongoing struggle as does access to the labour market. These are the twin foundations stones for individuals and families to move on from "surviving and coping" to a state of "building and thriving". They must be the centrepiece of social and economic reforms in this country not only for the wellbeing of the people involved but also because all evidence shows that investment in social and affordable housing and labour market programmes provides strong economic and social returns to the whole community.

As part of this work we need to recognise that short term programme intervention does not work. We need to focus on programmes and strategies which are strengths based and build on the capacity for families to move on with their lives given the right support. We also need to recognise that Income Support during these periods needs to be sustainable for both the system itself and for the individuals and families receiving them. The levels of the Newstart Allowance as an example are clearly not appropriate for someone wanting to maintain a house and undertake training and labour market programmes to get them into the workforce.

At a structural level we need a broad based review of the Social and Affordable Housing system across Australia. This needs to look at the taxation system, the income support system and the

capital expenditure programmes which make up this complex and interconnected system. We need adequate levels of crisis housing and social and community housing as well as exit points into the affordable housing market. We need to put on the National Agenda reform of the Taxation System to ensure that we have a sustainable revenue base for making the investments we need to in an ageing society with more and more people living in vulnerable circumstances. Tax should not be a dirty word, rather it should be a statement of confidence by those individuals and businesses in the community able to afford to invest in a system which provides both stability and opportunities for people to move on with their lives.

In all this work we do both community sector organisations and governments need to focus on the outcomes we are striving for in our work. If we understand what outcomes we want to achieve we can design, fund and implement the things needed to make a difference. Anglicare WA is using the Results Based Accountability framework to do just that. We are coming to very clear understandings of the outcomes we want to achieve and then measuring whether anyone is better off from our work. We would encourage everyone to do the same and for this to become a shared journey. Focussing on ends rather than means will move us forward more quickly and make sure money is spent in the right places.

 RELATIONSHIPS

 FINANCES

 HOUSING

 YOUTH

 COMMUNITY

 TRAINING



**For today.  
For tomorrow.**



Operating from more than 35 locations  
across Western Australia

Visit our website for details of our  
services and contact information

[www.anglicarewa.org.au](http://www.anglicarewa.org.au)

**CORPORATE OFFICE**

Geoffrey Sambell Centre  
23 Adelaide Terrace  
East Perth WA 6004

GPO BOX C138  
East Perth WA 6892

Ph: (08) 9325 7033

Fax: (08) 9325 6969

 @AnglicareWA

 [facebook.com/anglicarewa](https://facebook.com/anglicarewa)



Anglicare WA is a not for profit community service organisation. We support people, families and their communities to cope with the challenges of life by building their resilience and capacity. We assist people with relationship issues, financial problems, and housing difficulties. Ultimately, we want our clients to thrive in today's society.

We work with people from all walks of life - from Kununurra in the north to Albany in the south, from street corners to the halls of Parliament. We seek to influence policy makers and are widely respected for our expertise, leadership and capacity to drive positive and lasting change.

Our philosophy is to support people through each stage of life's journey. Our services are available to all members of the community and our work is achieved in a spirit of reconciliation between Aboriginal and non-Aboriginal Western Australians.

## RELATIONSHIPS

Resilient relationships help us to get the best out of life. At Anglicare WA we provide a wide range of relationship services to families, couples and individuals. We help people to manage disputes, deal with family violence, and cope with separation. We provide foster care to children and young people who are unable to live with their families. We offer sexual assault counselling and support for those who have lost loved ones to suicide, and help people with disabilities live their lives to the fullest. We put our children first and make sure their needs are addressed as lives and relationships change.

## FINANCES

Dealing with the daily cost of living can be a struggle. An unexpected bill or the loss of a job can put enormous pressure on people's finances. At Anglicare WA we help people develop the financial management and budgeting skills needed to manage household expenses. We provide food relief and basic essentials for families in crisis. We provide affordable clothing and household items through our Op Shops and help with education costs through matched savings plans.

## HOUSING

A roof provides more than just shelter. A stable home lets us get on with our lives. At Anglicare WA we provide a range of housing support services. We help people to maintain their tenancies, and provide support to the homeless. We work alongside Department of Housing clients whose tenancies are at risk and provide transitional accommodation to victims of domestic violence.

## YOUTH

At Anglicare WA we connect young people to the services they need to cope with life's challenges. We work with street-present young people, providing information, support, accommodation and counselling to the homeless and those at risk of being homeless. We encourage participation in education, learning and employment to foster independent living skills. We support young parents to develop the skills needed to help meet the needs of their children.

## COMMUNITY

We help people to connect with their communities and work together to make them the best places they can be. We provide activities for children and families in parks, work alongside Aboriginal communities to develop their capabilities, and challenge, empower and support people to create positive change in their community.

## TRAINING

To ensure that we provide the best level of service to the community, we provide the best level of training to our staff and to the wider community sector. Our training courses, in areas such as family dispute resolution and children's contact services, are nationally recognised. We provide a range of professional development programs designed to enhance the skills of employees and provide opportunities for career development in a wide range of industries.

# Supporting people through each stage of life's journey



COMPASSION

RESPONSIVENESS

INCLUSION

EMPOWERMENT

LEADERSHIP





**FOYER**  
— OXFORD —

CONSORTIUM



**central**  
INSTITUTE OF TECHNOLOGY



**foundation**  
**HOUSING** Ltd.

# INFORMATION FOR COMMUNITY MEMBERS & SUPPORTERS

## MAJOR SUPPORTERS



Australian Government  
Department of Social Services



Government of Western Australia  
Department for Child Protection  
and Family Support  
Department of Housing



**bhpbilliton**  
resourcing the future

THIS IS  
**FOYER  
OXFORD**





## What is Foyer Oxford?

Foyer Oxford is a large scale initiative, providing young people (16-25) at risk of or experiencing homelessness, with fully self-contained transitional housing for up to two years, combined with 24/7 support as well as connection to education, training and/or employment. Foyer Oxford will have the capacity to house 98 young people at any one time, including 24 young parents and their children.

By taking seriously the idea that the only long term avenue out of homelessness for young people is through education, training and sustainable employment, Foyer Oxford is able to drive long term outcomes for homeless young people.

# The Foyer Oxford Building

Construction of Foyer Oxford onsite at the Central Institute of Technology on Oxford Street in Leederville, has been made possible as result of significant support from the Australian Federal Government, Western Australian Department of Housing and Lotterywest.

The distinctive building design is focussed on providing Foyer residents with high-quality, modern independent housing, innovative spaces for service provision and a positive connection with the Leederville community. As well as housing young residents, Foyer Oxford has located within it Foyer Oxford support and housing staff, partner service providers as well as ground floor café and retail spaces that are accessible to the wider Leederville community.

## **Foyer Oxford Building Facts:**

- The Foyer Oxford site area is 3019m<sup>2</sup>
- The site was once a local municipal depot c.1950's most recently the site has been car-parking and a grassed passive recreation area vested with CIT.
- Foyer Oxford apartments are transitional in design. Similar to student housing, to encourage a future move to independent housing.
- The building is designed to maximise environmental sustainability through its northern orientated, cross flow ventilation and solar assisted hot water system.
- An additional rooftop 35KW solar array installed on the roof will reduce draw from the power grid during daylight hours.





## Our Residents

Foyer residents come from a diverse range of backgrounds and experiences, and like most young people experiencing homelessness, family breakdown is the major cause. It has been estimated that there are approximately 6000 young people homeless on any one night in Western Australia, with most bouncing from place to place in 'couch surfing' arrangements and cycling through institutional care. Foyer Oxford takes referrals from a range of places including high schools, TAFE colleges, crisis accommodation providers, the not-for-profit sector and the state care system.

Despite that diversity, there is one thing that is similar among Foyer residents that bonds them; a commitment they make to finding a future that inspires them and moving forwards with their lives. This commitment is a requirement for living at Foyer.



## Support at Foyer Oxford

The support systems for young people at Foyer Oxford are generously supported by a joint funding arrangement with BHP Billiton and the Western Australian Department for Child Protection and Family Support.

The consortium believes that Foyer Oxford can have significant benefits for a range of young people who need assistance to develop their independence and to transition from backgrounds of disadvantage. We are strongly committed to achieving positive outcomes.

A thorough evaluation process is in place to ensure the program is achieving its goals. As part of this evaluation, specific outcomes are measured and monitored as performance indicators using a Results Based Accountability process. We monitor Foyer Oxford's ability to improve young people's wellbeing, their connection with work and education, their independent living and parenting skills. Our particular focus, however, is on the long term result of young people thriving in independent housing and work, beyond their time with Foyer.





## Our Team

Foyer Oxford is staffed 24/7 every day of the year, with a minimum of two staff present at any one time. A variety of positions fulfil a range of duties within the service. Some of these are client focussed, such as case managers, residential youth workers and a community development coordinator. Others perform behind the scenes roles, such as administration and management. All the Foyer Oxford staff are highly skilled with specific education, training and experience relating to their area of practice.

## The Foyer Oxford Model

A number of strategies are employed as part of the Foyer Oxford model, reflecting best practice developed around the world. The strategies described below are what set the Foyer model apart from many other youth homelessness services.

### **The Foyer 'Deal' - Something for Something**

At the heart of the Foyer model is the establishment of a 'something-for-something' Foyer 'Deal' with each young person involved. This deal matches signed commitments made by the young person with a formal Foyer 'Service Guarantee'.

### **Commitment made by the young person**

As part of their opportunity with Foyer Oxford young people must commit to:

- Engaging with education, training or employment
- Connect with supports and meeting with support workers
- Meeting the obligations that come with a normal lease (paying rent, regular property inspections, appropriate behaviour)
- Following through with plans they develop with support workers
- Being a positive member of the community both in and outside of Foyer

## The Foyer Service Guarantee

The Foyer Oxford Service Guarantee acknowledges that a young person's journey out of homelessness and disadvantage is not an easy one. Aspiring to a positive future takes significant commitment and persistence to achieve.

It must, therefore, be matched with the kinds of approaches, opportunities and resources that allow a young person to overcome barriers. This is communicated through a service guarantee.



## Aspirational Community

Developing aspirational community is an essential component of the Foyer Oxford model. Aspirational community describes a culture in which the pursuit of excellence and strength is encouraged, creating a community of young people supporting one another to achieve their goals. The facilitation and maintenance of an aspirational community is dependent upon the other strategies employed within Foyer Oxford:

- Strengths based practice
- Active lifestyle
- Youth driven
- Local community connection
- Stable community mix (a balance of high and low needs young people)



# The Foyer Oxford Consortium

Foyer Oxford is a consortium of three separate organisations focusing on their areas of expertise in housing, education and support.

The Foyer Oxford model is underpinned by a legally binding Memorandum of Understanding between Foundation Housing Ltd, Central Institute of Technology and Anglicare WA.

Each organisation offers skills and expertise that are essential to the success of Foyer Oxford.







## Foundation Housing Ltd.

Foundation Housing is the building developer, tenancy manager and asset manager of Foyer Oxford.

Foundation Housing is now one of the largest affordable housing providers in Western Australia, accommodating over 2,000 households and multiple projects in the development phase across Perth and WA.

Their core purpose is to:

*“Provide homes that enrich lives and communities. Foundation Housing works in partnership with private and community organisations and government to provide quality, affordable homes in WA for households on lower incomes.”*



## Central Institute of Technology

Central Institute of Technology has developed a specific course for Foyer residents called Jump Start. Focusing on career development, independent living skills, numeracy and literacy, lecturers work closely with Foyer case managers to create an individual learning plan for each young person, focusing on their interests and goals. Jumpstart has been a successful first step back into education for young people who have a history of difficult experiences with education.

Central Institute of Technology also provide resources and other education and training options for residents.

Their aim is:

*“to be recognised as an innovative, creative and sought after deliverer of vocational education and training solutions - locally, nationally and internationally.”*



**central**  
INSTITUTE OF TECHNOLOGY



## Anglicare WA

Anglicare WA provides support services to the residents of Foyer Oxford. Anglicare WA also works with the local community and key stakeholders such as reference groups, steering committees and the community sector.

A Foyer Oxford resident receives case management supports through a single allocated worker, residential youth work support overnight and on weekends, activity provision, connection to existing community activity and parenting support for young parents.

Their core purpose is:

*“to work together with people, families and their communities to enhance their abilities to cope with the challenges of life and relationships.”*



## Early History of International Foyer Movement

Foyer projects were initially established in France and were expanded post war to meet the needs of rural and regional young people moving to city centres for work and study.

In the early 1990's, youth homelessness service providers in the United Kingdom observed the French Foyer model and saw the potential to replicate the service for young people experiencing homelessness.

Today the United Kingdom and many other countries now have their own Foyer 'movements' with more than 130 Foyer programs operating in the United Kingdom and more than 1,000 worldwide.

## Australian Foyer History

In the early 2000's, Wendy Malycha from Adelaide's St John's Youth Service was watching the development of Foyer in the United Kingdom with interest. Malycha completed a study tour to explore the applicability of the Foyer model to the Australian context. This research took in visits to several international Foyers. Her tour concluded that Foyer developments could meet a number of needs in Australia.

The first Australian Foyer 'Live n Learn,' housing up to 29 young people was established in Sydney in 2003. In 2005 a conference was held in Adelaide to discuss the Foyer model and applying it in South Australia.

In 2007, the Foyer trademark was established and in 2008 the Foyer Federation Australia was established. This organisation now oversees the intellectual property of Foyer and guides this project.

[www.foyer.org.au](http://www.foyer.org.au)



## The Start of The Foyer Oxford Dream

“More supportive housing models such as Foyer models, also need to be established to target young people who are homeless.”

(The Road Home, A National Approach to Reducing Homelessness, 2008, p50)

The election of the Rudd Labor Government in 2007 saw an increased focus on homelessness; a White Paper was undertaken on the issue of homelessness in 2008 which recommended Foyer models.

In April 2008, Anglicare WA presented a youth homelessness seminar introducing the Foyer concept to Western Australia. Keen interest was shown by the field and shortly thereafter the consortium of Anglicare WA, Foundation Housing and Central Institute of Technology was established to pursue the idea of a Foyer for the Perth Metro area.

The extra investment of funding through the National Partnership Agreement on Homelessness (NPAH) allowed for the economic conditions to be right to establish the first WA Foyer. In 2009, as part of the roll out of White Paper initiatives, the Foyer Oxford consortium was awarded Australia’s first purpose built Foyer to service up to 100 young people.

# History

## **The Interim Foyer- Building Best Practice**

The time frames involved in developing and constructing the Foyer Oxford building provided an opportunity for the consortium to adapt the Foyer service model to a WA context by the development of a small scale 'Interim' Foyer. Based in Mt Lawley, the Interim Foyer had capacity to house 14 young people, including four young parents with their children.

The Interim Foyer operated between September 2011 and February 2014 and allowed the application of the best international and national Foyer practice standards, combined with some unique Western Australian innovations. The service model selected for this program was designed to match as closely as possible the model required for the large scale Foyer Oxford program.

The Interim Foyer has provided significant benefits to the young people during its operation.

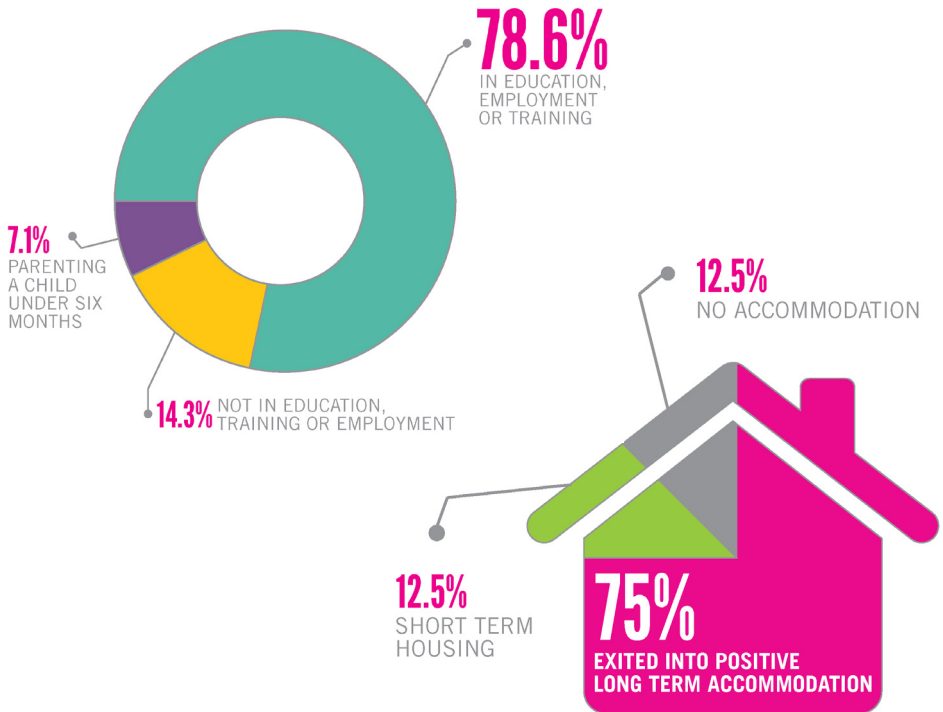
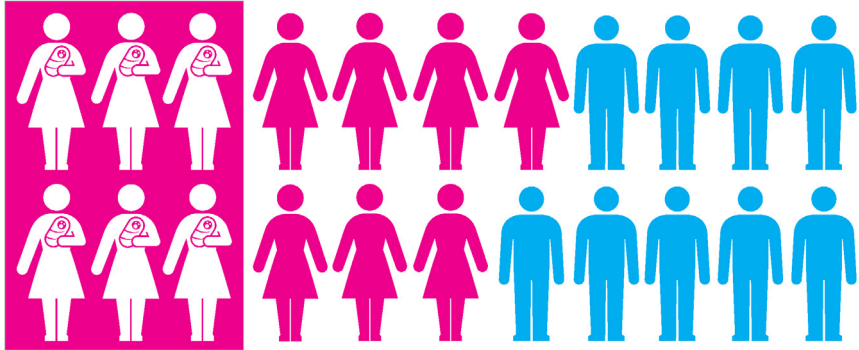




# Over a 12 month period, the Interim Foyer:

SUPPORTED **THIRTEEN** FEMALE

**NINE** MALE



# Foyer Oxford Major Supporters



Government of Western Australia  
Department for Child Protection  
and Family Support  
Department of Housing



**Australian Government**

## Foyer Oxford and the Leederville Community

Foyer Oxford is incredibly fortunate to be part of the vibrant Leederville community. Leederville is considered an ideal setting for Perth's first Foyer because it is centrally located; is home to the Central Institute of Technology Leederville Campus; offers easy access to public transport; and boasts a range of local amenities like cafes, and shopping, entertainment and recreation facilities.

Foyer Oxford is committed to develop its connections to the Leederville area and become a valued, contributing part of the community. A number of strategies are already in place to make this happen, such as:

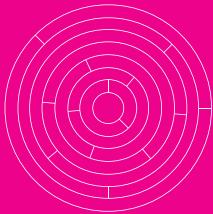
- A Community Reference Group of local community residents, the local council, service providers and business owners.
- The Foyer Manager is active within the local business committee (Leederville Connect) and inputs into local initiatives.
- Community volunteers are supported to connect with young people in Foyer Oxford.

If you would like to contact Foyer Oxford to hear more about our work or opportunities to support us, please call or email us, or register your interest in regular updates via our website.

Phone: 1800 185 685

Email: [hello@foyeroxford.org.au](mailto:hello@foyeroxford.org.au)

Web: [www.foyeroxford.org.au](http://www.foyeroxford.org.au)



**FOYER**  
— OXFORD —

---

**196 OXFORD STREET,  
LEEDERVILLE WA 6007**

**PH: 1800 185 685**

**hello@foyeroxford.org.au**

**WWW.FOYEROXFORD.ORG.AU**





**Anglicare WA**  
FOR TODAY FOR TOMORROW

## Population Outcomes

Have **your say** in what outcomes our Anglicare WA services contribute to!



This paper has been developed as an internal discussion paper. Please contact [desiree.nangle@anglicarewa.org.au](mailto:desiree.nangle@anglicarewa.org.au) for further information. April 2013

## Where are we?

- Anglicare WA has undertaken a journey of introducing Results Based Accountability (RBA) across all of its services.
- Currently 85% of services are now using RBA to measure program outcomes.
- By using RBA we now have an understanding of what outcomes clients want in order to move them from surviving to thriving!



## RBA – ProgramOutcomes

- The next slide shows an example of an RBA headline report for one of your services – Yes Housing!
- The report aims to “prove and improve” our work
- All services are working towards developing these reports



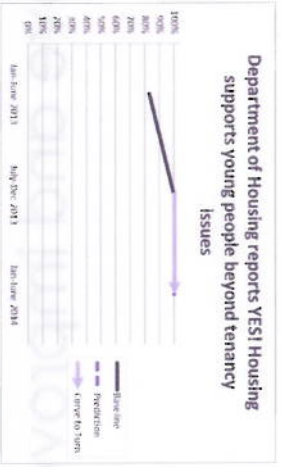
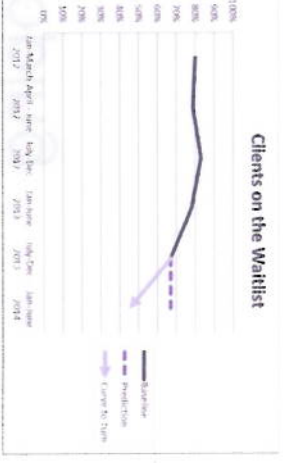
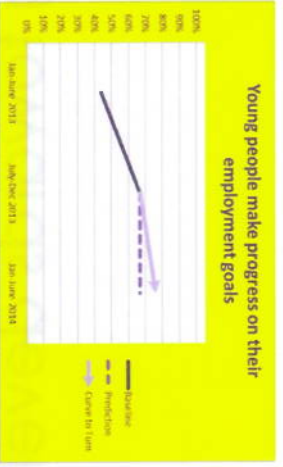
# YES! Housing July-December 2013: RBA Headline Program Measures Report

**Service Description:** Anglicare WA's YES! Housing program provides permanent housing for young people who are supported to establish independent living through long term housing, including public housing properties.

Young people 15-17 years who are homeless or at risk of being homeless.

## RBA Headline Measures

### Clients



### Story Behind the Baselines

**Graph 1:** Seven out of seven clients successfully exited the YES! Housing Program. Three of those young people were successfully mainstreamed, one reconnected with family and three moved into different secure accommodation.

**Graph 2:** 15 clients listed education as their most important goal. Out of those young people, 60% (9 clients) made progress in their education goal during this time frame. The remaining 5 young people who did not make progress have recently started working towards this goal. This number should increase in the next 6 months as those 5 clients have more time to work toward these goals.

**Graph 3:** Six young people listed employment as their most important goal. Out of these 6 young people, 4 (66.6%) made progress by securing employment. The remaining 2 clients are still working towards this goal. An increase in progress on this goal from last 6 months has been achieved as indicated in the last headline measure. This is mostly due to the clients having more time and opportunity to make progress.

**Graph 4:** Data from graph 4 shows a slight decrease in the number of young people on the waitlist. The program's new initiatives has assisted this result by improving our criteria around completion of workshops. All of the young people removed from the list were provided with alternate options for housing through the offer of an appointment and an information booklet with accommodation contact options. Most of the young people removed from the list were people close to the top with no updated contact number/address. This has allowed the program to pick up other young people further down the list and commence case management with their support workers.

**Graphs 5 & 6:** Data from graph 5 is based on the results of the survey's given after each of the workshops (there are 4 different workshops). Most clients indicated that their knowledge and skills had increased as a direct result of attending the workshops. The percentage of reported improvement ranged between 71.9% and 88.2%. Data from graph 6 is based on each individual who increased their knowledge and skills. After making changes to the Tenancy workshop by adding in other options for housing, this has proven to be the most successful workshop. Home Skills workshop has decreased and we will focus on the content and delivery of this specific workshop over the next 6 months to turn the curve.

**Graph 7 & 8:** All 3 (100%) of the Housing Services Officers that took our survey at the Department of Housing agreed that YES! Housing has a positive effect on the tenancy of the supported tenants. Although the response rate is low from HSO's, we are working with the Doh offices to increase this number and their ongoing engagement with YES! Housing support staff. One of the officers is being proactive and sending us updated contacts which assists us to communicate with the correct HSO; this is a process that we are going to implement with the other Doh offices.

### Action Plan to Continue Turning the Curves

- In an effort to continue improving performance on our headline measures, YES! Housing will:
  - Provide case management support to clients to assist them in setting goals, reviewing action plans and setting new goals.
  - Review the waitlist and remove young people who have turned 20 years and have not completed their workshops (as this is a prerequisite for remaining on the list).
  - Engage HSO's on a monthly basis to continue to build a stronger relationship between YES! Housing workers and HSO's and to increase responses to the 6 monthly surveys.
  - Review our Home Skills workshop and run concurrent sessions with 2 groups rather than with 1 big group.

### Number of Clients

YES! Housing saw a total of 76 case managed or housed young people between July and December of 2013. The waitlist at this time was 293 young people long (66.6% of total clients).

### Partners Who Can Help Us Do Better

Internal partners including Y-SHAC, Foyer, YPSG, Youth Services Manager, Fundraising, Family Housing

External partners including Department of Housing, Department for Child Protection, Foundation Housing, Community Housing Real Estate YACWA, young people, Passages.



## What's next?

- The next step in this process is to define what population outcomes Anglicare WA services contribute to

## What is a population outcome?

- Population outcomes are overarching outcomes that we want for all citizens in WA
  - (i.e. all citizens are safe from harm)
- They are important as they allow a community to focus on the most important issues facing the community.



# Population Outcomes

- Defining and measuring these outcomes can help local, State and Federal government to
  - Govern better
  - Engage and strengthen the community
  - Support decision-making and accountability
  - Lead to integrated policy and planning
- Western Australia is yet to define its most important outcomes.
- Other states and Nations have already designated their priority outcomes and indicators, such as Community Indicators Victoria.



# The next step for Anglicare WA

- The next step for Anglicare WA on our outcomes measurement journey is to define and prioritise the population outcomes we believe our services are contributing to
- The next slide has an example of the population, service level relationship



## POPULATION ACCOUNTABILITY

### Population Results

- Families and Individuals have adequate income
- Children and Youth are Safe and Secure
- Communities are inclusive

Contribution relationship

## PERFORMANCE ACCOUNTABILITY

<b>Mums and Dads Forever</b>	
How Much Did We Do?	How Well Did We Do It?
<ul style="list-style-type: none"><li>• # of clients</li></ul>	<ul style="list-style-type: none"><li>• Staff satisfaction</li></ul>
Is Anyone Better Off?	
<ul style="list-style-type: none"><li>• % of clients reporting increased safety</li></ul>	

Alignment of measures

Appropriate responsibility

## Client Results

## How can YOU contribute NOW?

- Moving forward, please review this discussion paper.
- In the paper we have identified the three areas that Anglicare WA contributes to
  - Children and Youth
  - Individuals and Families
  - Community
- Please review the definitions for the three groups as well as the population level outcomes identified. Are all the **MOST important outcomes** your service contributes to included?



# Discussion paper

- Anglicare WA aims to support the development and use of community wellbeing outcomes and indicators in Western Australia, with the purpose of promoting a just and fair society where children and youth, families and individuals, and communities thrive. Thriving is a condition beyond mere survival, implying growth and positive development and is accomplished when people lead meaningful and fulfilling lives, cultivate what is best within themselves, and enhance their experiences of love, work, and play.



# Thriving Children and Youth

- Thriving children and youth are supported to reach their full potential to improve their life trajectories. Thriving children and youth are physically and emotionally safe, have a sense of belonging and self-worth, are allowed to discover their 'self' (identity, interests, strengths), have high quality and supportive relationships, recognise conflicting values and develop their own, develop new skills, have fun, and have hope for the future.

## – **Children and Youth are:**

- » Safe and secure
- » Self-confident
- » School ready and educated
- » Healthy
- » Loved and happy
- » Free to fail and succeed
- » Successfully transitioning to adulthood



**Anglicare WA**  
FOR TODAY FOR TOMORROW

# Thriving Families and Individuals

- Thriving families and individuals in all their diversity, enjoy the greatest possible wellbeing through engaging their own unique talents, interests, and aspirations to actively work toward fulfilling their potential and creating their environment. Thriving families and individuals have positive emotion toward life including happiness and life satisfaction. They also function well psychologically, having self-acceptance, personal growth, purpose, autonomy and positive relations with others. In the social realm they have an attitude of acceptance of others, believe that people and society can positively evolve, feel they can contribute to society, believe society is logical, predictable, and meaningful and feel that they belong to a community.

## – **Families and individual are:**

- » *In stable, safe and affordable housing*
- » *Safe, stable and resilient*
- » *Supportive and happy*
- » *Having adequate income*
- » *Feeling a sense of belonging*
- » *Productive*





# Thriving Communities

- Thriving communities are societies where information and resources flow smoothly through the community from where these assets exist to where they can be best applied. The people within a thriving community feel cared for, acknowledged, and yearn to give back to their community as a whole as well as to the people within it. There is a sense that the community becomes greater than the sum of the parts. The community becomes resilient to shifting outside forces and responsive to the needs of its members. A thriving community does not become passive, instead it holds a balance of tension to uplift the community as a whole (definition taken from [thrivability.wordpress.com/2009/07/28/thriving-community/](http://thrivability.wordpress.com/2009/07/28/thriving-community/)).

## – **Communities are :**

- » Inclusive and diverse
- » Resilient
- » Connected and supportive
- » Active and healthy
- » Neighbourly and engaged



# Thank you!

- Thank you for your support as we continue our outcomes measurement journey!
- Again, if there are any **comments** or **outcomes** for the three groups (youth and children, families and individuals, or communities) that you **would like to see included**, submit your comments in the online survey on the Anglicare WA intranet.



**Anglicare WA**  
FOR TODAY FOR TOMORROW

# Housing in Western Australia

According to the 2011 Census of Population and Housing there are **960,717 private dwellings** in Western Australia

There are only **900 Crisis & transitional places** in Western Australia

### 350 Crisis places

\*200 for single adults, women escaping DV & young people  
\*150 for women with children escaping DV

### 550 transitional places

\*400 for single adults, women escaping DV & young people  
\*150 family accommodation & for women with children escaping DV



Public

Private

There are **43 025 Public & Community Housing Properties in Western Australia (June 2013)**

36 714 Public and 6,311 Community

In December 2013 there were **23,812** people/families on the waiting list (2 691 priority)

In 2013 there were **2,821 new tenancies**

2013 State of Supply Report: Changes in How We Live. National Housing Supply Council

This equals 274,000 rented dwellings in WA



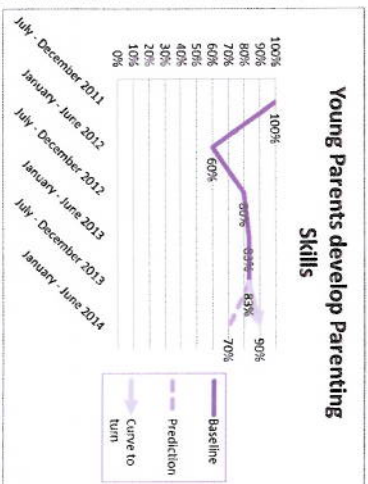
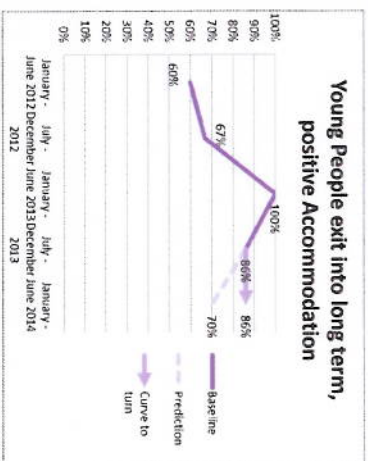
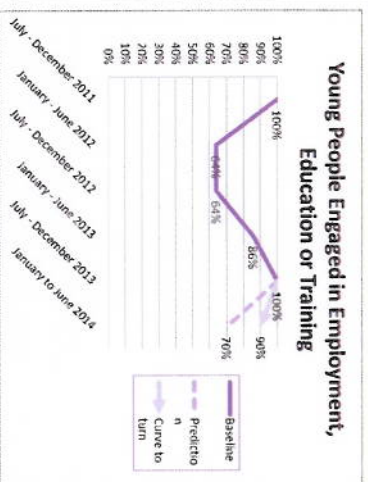
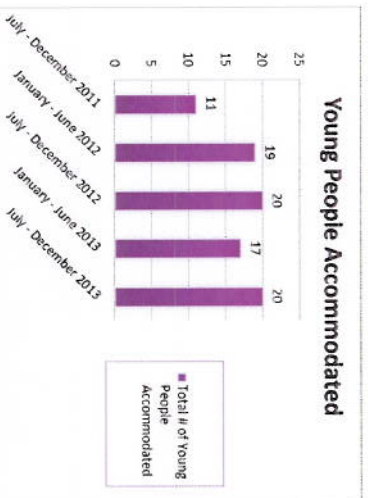
# Foyer Oxford: Interim Foyer Dec 2013 RBA Headline Performance Measures Report

## Clients

**Service Description:** The Foyer project combines high quality housing with personalised social supports and access to education, training and work opportunities for young people experiencing homelessness.

Young people 16-25 years experiencing homelessness.

## RBA Headline Performance Measures



NB: "Baselines" indicate current service results and results over time. Percentage of young people who are engaged with Education, Employment or Training (EET) measured at a point of time at the end of the education semester.

## Story Behind the Baselines

- This support period continued to show excellent outcomes across all areas with 100% of young people in Employment, Education or Training (EET), 86% of those exiting doing so into long term, positive accommodation options and 83% of young parents improving parenting skills. This is an unexpected continuation of high level results and again, we would expect a return to lower longer term trends over the coming reporting periods and significant change as Foyer Oxford opens with 98 places.
- The marked increase in this engagement in EET is due to an improved process for intervening where young people were disengaging from EET. This led to early intervention in young people's disengagement and improved some young people's connection, or moved on others who felt they could no longer meet service requirements.
- Most exits in this period were back to family and whilst this outcome is long term and positive, for Foyer residents, this is rarely a sign of moving into independence. The result is unlikely to scale well in Foyer Oxford, as finding a much larger number of exit points will be complex. Also whilst EET engagement is good, access to part time employment on top of education connections will improve options for exit into the future.
- Young parents results remain stable due to continued focus on young parents specific work.

## Action Plan to continue Turning the Curves

- In an effort to continue improving performance on our four headline measures, Interim Foyer will:
- Focus on effective transition to Foyer Oxford once open, to ensure most exits are planned and current cohort last full 2 year stay.
  - Improve young people's connection to work as driver of accessibility of long term accommodation.
  - Explore options for other long term accommodation for scalable exit points, eg. Mainstream student housing

## Partners Who Can Help Us Do Better

- Central Institute of Technology for young parents education opportunities.
- Local housing providers eg. mainstream student accommodation

## Data Development Agenda

- Review current RBA data areas for their application at Foyer Oxford.
- As Foyer Oxford opens, use a long term trend for the beginnings of RBA. Current reporting period stats will be less relevant.





**Anglicare WA**  
**Submission to Senate Standing Committee on**  
**Economics**  
**Inquiry into Affordable Housing**  
**March 2014**

## Introduction

Anglicare WA is an incorporated not-for-profit organisation delivering a range of services to communities in more than 40 locations throughout Western Australia. Anglicare WA works together with people, their families and their communities to enhance their abilities to cope with the challenges of life and relationships.

Anglicare WA's Vision is that "we live in a just and fair society in which all people thrive". As a leading not-for-profit organisation, we have an important role in building strong communities and families, supporting people to enhance their resilience and capacity to thrive.

Anglicare WA provides services to over 38,000 people a year. We have 426 staff and 325 volunteers working throughout Western Australia from Kununurra in the north to Albany in the south. We provide services across a wide range of areas including housing, relationships, finances, youth, community development and training.

Anglicare WA influences policy makers and ensures that institutions and systems are attuned to the needs of all people in the community. With a significant role in advocacy at both a State and National level, the organisation is widely respected for its expertise, leadership and capacity to drive positive and lasting change.

Anglicare WA believes it is not acceptable, nor necessary, for any member of our community to be homeless and we strive to ensure that affordable, safe and secure housing for all becomes a fundamental social priority in our community. Every person needs quality, affordable and appropriate housing to get on with their lives.

## Housing in Western Australia – a snapshot

According to the 2011 Census of Population and Housing there were 960,717 private dwellings in Western Australia at the time of the census. Applying the ratios from the National Housing Supply Council's report *2013 State of Supply Report: Changes in How We Live* we can estimate that of these dwellings 28.5% are rented (equating to approximately 274,000 dwellings), 38.7% are being purchased and 30.2% are owned outright.

The Western Australian Department of Planning estimates that the building industry in Western Australia has the capacity to construct up to 24,000 new properties each year, a growth figure slightly below 2.5%.

When it is considered that the population of Western Australia grew by 3.3% in 2013 it is clear that the current deficit in housing supply is likely to worsen without significant additional investment.

According to the Western Australian Department of Housing at June 30, 2013 there were 43,025 public/community housing properties in Western Australia and in December 2013 there were 23,812 people/families on a waiting list for these properties (2,691 priority). Between 2,800 and 3,300 new tenancies have been established from the waiting list per year since 2009/10.

In summary, Western Australia has a significant housing capacity issue; there is a shortage of affordable housing and a housing industry that is unable to bridge the gap.

## **Affordable Housing**

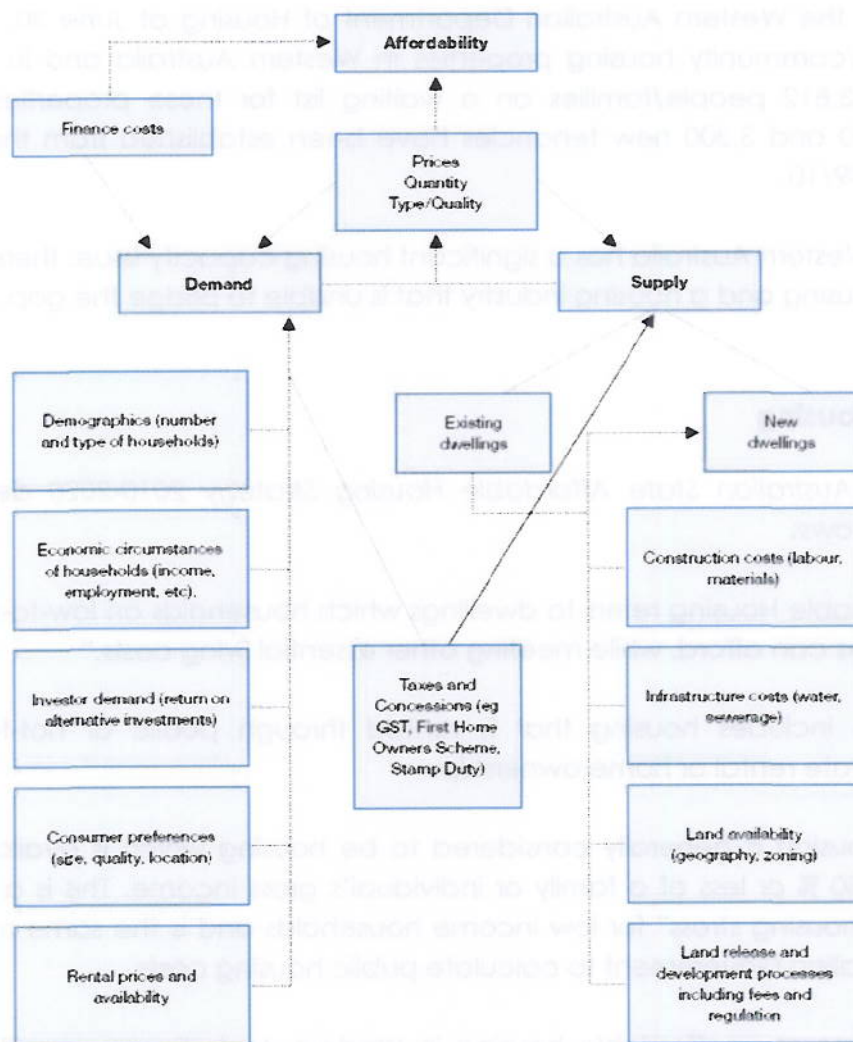
The *Western Australian State Affordable Housing Strategy 2010-2020* defines affordable housing as follows:

"Affordable Housing refers to dwellings which households on low-to-moderate incomes can afford, while meeting other essential living costs."

This definition includes housing that is rented through public or not-for-profit housing agencies, private rental or home ownership.

Affordable housing is generally considered to be housing which is available for rental or purchase at 30 % or less of a family or individual's gross income. This is a commonly used indicator of "housing stress" for low income households and is the same mark used by the Western Australian Government to calculate public housing costs.

The implications of unaffordable housing in Western Australia are greatly concerning. A home is critical to the wellbeing of people and their life and employment opportunities. The consequences of a housing shortage will cost a great deal to governments in the future, as they attempt to address poor educational outcomes for children and the breakdown of families and relationships.



Source: Adapted from Productivity Commission, *First home ownership: inquiry report*, Productivity Commission, Melbourne, 2004, p. 5, viewed 15 January 2009. <[www.pc.gov.au/projects/inquiry/housing/docs/finalreport](http://www.pc.gov.au/projects/inquiry/housing/docs/finalreport)>

*The State of Supply Report 2008*, National Housing Supply Council, Commonwealth of Australia

In the diagram above, from *The State of Supply Report 2008*, the National Housing Supply Council identifies the complex mix of supply and demand drivers that influence the availability of affordable housing. It also leads to the conclusion that no single strategy is likely to significantly impact on the availability of affordable housing.

For the purposes of this submission, Anglicare WA will focus on those factors directly impacting on our service users and strategies that will support them.

## Affordable Housing in Western Australia

Affordable housing in Western Australia is at a critical low and is becoming scarcer year by year. Over the last 10 years Western Australia has seen an increasing crisis in the availability of affordable housing with many families and individuals unable to find a home that is affordable and appropriate for them.

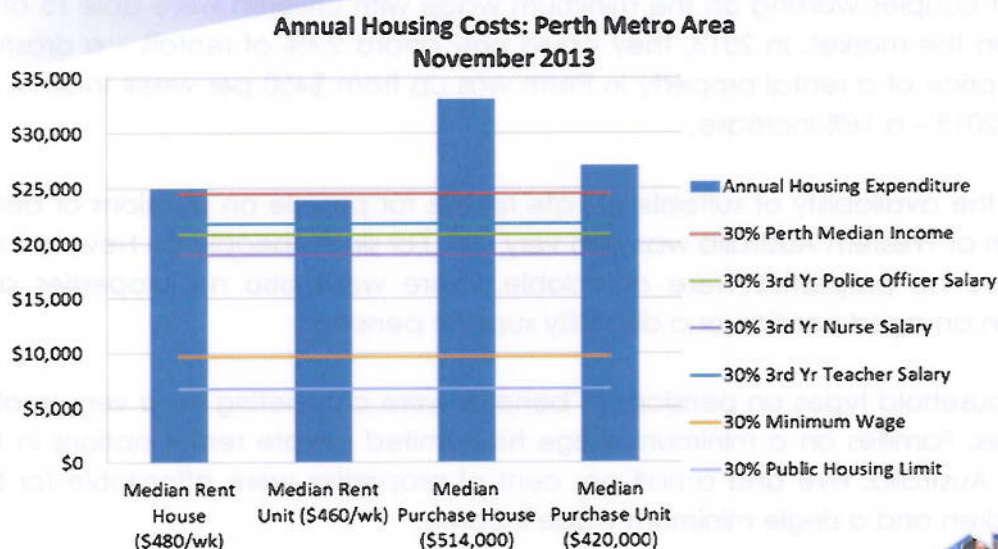


According to the Western Australian Department of Planning,

*"In the year 2000 a median priced home in Perth cost 3.9 times the median family income. However, over the course of the decade this situation changed as house prices rose much faster than incomes. By 2010, the value of a median priced home was 6.5 times the median family income – an increase of 66 per cent in relative terms in just ten years."*

The figure below, also from the Department of Planning, compares the annual rental or mortgage repayment costs of a median priced home in Perth with the 30 per cent 'housing stress' benchmark for a number of key worker occupations.

*"It is notable that none of the key workers are able to rent or buy a median priced house in Perth without exceeding the 30 per cent benchmark. A household earning the median income for Perth can afford to rent, but cannot meet the mortgage repayments to purchase either a house or unit without encountering housing stress."*



Sources: REIWA, ABS, Reserve Bank of Australia



Planning for Affordable Housing, Department of Planning WA, October 2013

## Rental Affordability

On Saturday 13 April, 2013, as part of Anglicare Australia's nation-wide Rental Affordability Snapshot, Anglicare WA surveyed available private rental properties in WA. The survey examined online listings from realestate.com.au, gumtree.com.au (Perth Metropolitan only), and print listings in The West Australian newspaper. The main focus for the Perth metro region was on collecting listings from realestate.com.au. However, Anglicare WA also

looked at the cheapest of the 3,000 listings on Gumtree, as there is a perception that cheaper rentals and share accommodation may be listed there.

Properties advertised on realestate.com.au were assessed in terms of affordability and appropriateness for a number of different household types and assumed incomes. Affordable rental was defined as 30% or less of a family/individual's gross income. Appropriateness was assessed on the number of bedrooms in a property (e.g. a single parent with one child would need a two bedroom property).

For a property to be considered suitable it was required to meet the tests of both affordability and appropriateness.

The Rental Affordability Snapshot showed that the rental market in Western Australia has become completely inaccessible for low income earners. It revealed that less than 1% of the market in Perth was affordable for people on benefits or pensions, and only 5% was affordable for people on the minimum wage.

There was also a marked decrease in affordable properties for working families. In the 2012 snapshot couples working on the minimum wage with children were able to afford 7.8% of rentals on the market. In 2013, they could only afford 2.6% of rentals – a drastic drop. The median price of a rental property in Perth was up from \$450 per week in 2012, to \$520 per week in 2013 – a 16% increase.

Overall, the availability of suitable private rentals for people on pensions or benefits across the south of Western Australia was also very low. For single people on Newstart or the Youth Allowance no properties were affordable. There were also no properties available for singles on an aged pension or a disability support pension.

Other household types on pensions or benefits were competing for a very small number of properties. Families on a minimum wage had limited private rental options in the south of Western Australia. Five and a half per cent of properties were affordable for families with two children and a single minimum wage income.

The average rental in the south of Western Australia was \$383, up 6% from 2012. The median rental price has risen 5.5%, from \$330 in 2012 to \$350 in 2013.

In the North West, the extremely high rent levels make it highly difficult for low to mid-level income workers to secure housing. This includes, retail, hospitality and community service workers. As a result, businesses in those sectors are forced to pay their staff higher wages or rental subsidies, or suffer extreme staff shortages.

There was not a single suitable private rental property available for families and individuals on benefits or on a minimum wage in the North West of Western Australia. This was reflective of the overall housing situation in resource based communities.

The average rental price in the North West did decrease by 21% from 2012, with the average rental price now being \$1,079 per week. The largest decreases in prices from 2012 were in Karratha (18% decrease) and Derby (28% decrease). While the decrease in price is notable, it was not significant enough to make rental affordable to anyone on a low income.

## **The impact on people**

Private rental properties play an important role in the delivery of affordable and appropriate housing when seen as part of an overall housing continuum. The rapidly rising private rental costs presents a knock-on effect for people in or awaiting public housing.

For public housing tenants, private rentals are the most realistic option to leave the system. However, there is very little incentive for public housing tenants to make this transition while the rental market is so unaffordable. Considering that many public housing tenants are pressured to leave once they have secured steady employment, it appears safer for many to remain jobless but housed.

In the expensive Western Australian housing market, with a shortage of public housing, many low income earners are forced to accept a rental price that is far above what they can afford. Coupled with increasing costs for childcare, transport and utilities, this is causing serious financial stress for these families and necessitates severe concessions to their lifestyle and livelihood. This in turn impacts upon family relationships, which are more easily strained when finances are stretched.

In addition these families are now relying on services such as emergency relief for basic necessities like food, specifically because the cost of their rent is completely sapping their income. In the period July to December, 2013, 83% of people who accessed our Emergency Relief Program (ER) reported that they were in financial stress due to housing. This figure compared negatively with 30% in the previous report period. Anglicare WA has observed that increasing proportions of ER funds are being used to maintain a "roof over a family" which inadvertently reduces the funds available to provide other basic needs including food, clothing and household utilities.

The emergence of the group of private renters routinely accessing financial support services is a relatively new phenomenon; this is a strong indicator that the lack of affordable housing is impacting on a widening proportion of our community and increasing their vulnerability. The high proportion of income being dedicated to housing means that these families are unable to withstand one-off or unexpected expenditures following ill-health or some other misfortune. Such incidences threaten the housing tenure of these families and lead many to inappropriate housing or homelessness.

Young people who are trying to move out of home are finding that renting is not an option if they are studying, on a benefit or on a minimum wage. For some young people, this lack

of affordable accommodation is leading to high levels of transience, insecure housing arrangements such as 'couch surfing' and homelessness. For others it means they remain in unsuitable arrangements within the family home for extended periods, often placing these homes under pressure.

Other groups that are experiencing housing stress include the aged, people with disabilities, carers, people with mental health issues and Aboriginal people. Our experience tells us that it is these populations that are the first groups squeezed out of the housing market; further marginalising these vulnerable groups.

## Solutions

Anglicare WA maintains that multiple interventions are required at Federal, State and Local Government levels to ease the pressure on the rental market. **Increasing the levels of benefits and accelerating investment in social and affordable housing programs should be the priorities.**

Priority must be given to:

- Decreasing the long waiting lists for public housing for low income earners.
- The sustainable development of affordable housing.
- Recognition that low income earners are socially excluded due to lack of affordable housing.

These are not novel solutions. They have been identified and required for years. Now they must be acted upon.

The current rental market in Western Australia is clearly beyond the affordable price range of people on benefits, pensions or a minimum wage. The level of income received by people on pensions and benefits is only sufficient to pay for extremely cheap accommodation, which simply does not exist. In particular the benefits paid through Newstart and the Youth Allowance are grossly inadequate.

The first and most obvious solution is to **increase the level of Newstart and the Youth Allowance so that recipients can access housing.** We have previously established that there was not one rental property available across the state for this group at the time of the 2013 Rental Affordability Snapshot. This level of structural discrimination should not be tolerated and increases to the Newstart and Youth Allowance benefits are required to enable low income earners access to private rental.

The Commonwealth Rental Assistance (CRA) supplement provides a valuable subsidy that can increase the amount of affordable housing available to low income earners however it has not kept pace with the rising cost of rent in Western Australia.

**CRA needs to be immediately increased for all eligible recipients and revised to provide recognition for locational differences in private rental markets.** As CRA is not regionally calculated it has limited efficacy in high cost areas and, as has already been established, a significant proportion of Western Australia is high cost.

The National Rental Affordability Scheme (NRAS) provided a Commonwealth commitment to increase the supply of affordable rental properties by 50,000 nationally. At 30 June, 2013, 14,575 dwellings had been delivered through NRAS with a further 23,884 in progress.

The Scheme subsidises affordable housing through tax credits as long as the housing is leased to eligible households at 20% below market rent.

After a relatively modest uptake NRAS appears now to be providing a significant incentive for the delivery of affordable housing in Western Australia. However, it remains overly complex and program requirements create barriers to access for vulnerable people. Anglicare WA believes that **NRAS should be simplified to improve access, and expanded.**

Commonwealth and State Governments must, as a priority, allocate additional expenditure for the construction of affordable housing. There needs to be recognition that for many families and individuals home ownership is not a present option and the decline in public housing construction over the last two decades is having a major impact on the availability of affordable housing.

**A bipartisan commitment to significantly increase investment in appropriate public housing stock over the next five years is urgently required** if we want to make serious inroads into this fundamental social and community issue.

In addition, there is a growing need for support services to ensure that people who have access to housing are able to maintain it. Anglicare WA, and other community service organisations, provide services that support families and individuals in housing, financial and relationship stress.

For each of these groups it is critical that their existing housing is stable to prevent them sliding to less affordable or appropriate housing. The provision of support services provides a valuable buffer against such shifts. **Secure funding is required for support services to be maintained.**

The organisations delivering these services are also well placed to embrace the innovation and collaboration required to find sustainable solutions. It is essential that they receive the financial support required to undertake this work.

At present there is considerable uncertainty regarding the provision of support services funded through the National Partnership Agreement on Homelessness (NPAH). Services currently funded through this program are operating on a one year funding extension and

to date no commitment has been made to continue this funding. A great opportunity exists to build on the innovation and successes of the NPAH program by locking funding in place.

A significant component of the NPAH suite of services has been the inclusion of brokerage funds, or "flexible funding" to enhance positive outcomes for people engaged with Support Services. These funds have been used to contribute to the clearance of existing debt and to provide material assistance which supports the maintenance of tenancies. The funds enable people to address one-off difficulties that would otherwise threaten their tenancies and have proven to be invaluable in preventing or addressing homelessness. Anglicare WA believes **an increase in funds for brokerage is essential to prevent people and families from sliding to less affordable or appropriate housing.**

Additionally, there is a pressing need to **provide support to those families transitioning to private rental.**

## **Conclusion**

The implications of unaffordable housing in Western Australia are greatly concerning. A home is critical to the wellbeing of people and their life and employment opportunities. The consequences of a housing shortage will cost a great deal to governments down the track, as they attempt to address poor educational outcomes for children and the breakdown of families and relationships.

Multiple interventions are required at both State and Federal government levels. Priorities must be made to increase the levels of benefits and income supplements, and accelerate social housing programs. The Western Australian State Affordable Housing Strategy is a good way forward, but it requires additional resources to make an impact in the critical next five years.

Anglicare WA believes that a comprehensive national strategy, ranging across Commonwealth, State and Local Government, is required to ensure that every individual and family has access to safe, affordable housing.

We further believe that a Commonwealth Minister for Housing is the appropriate office to hold responsibility for such a strategy.