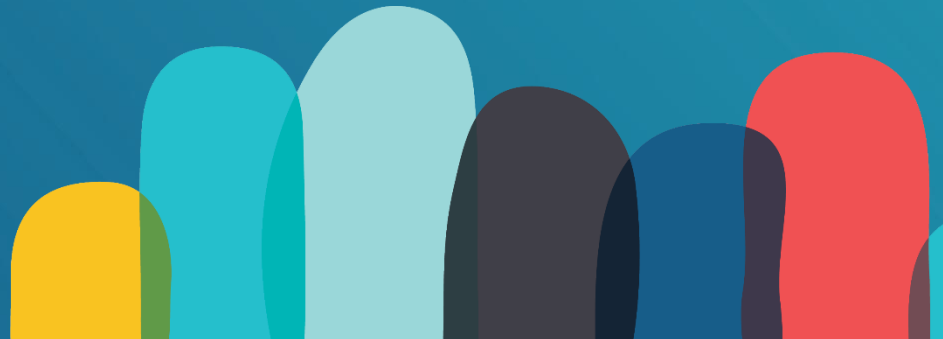
Government of **Western Australia**
Department of **Communities**

Office of Homelessness

October 2026



Acknowledgement of Country

I respectfully acknowledge the Larrakia People, the Traditional Owners of the land on which we meet and pay my respect to their Elders past and present, and all Aboriginal and Torres Strait Islander people here today.

Office of Homelessness

- Established 2022 following the creation of a standalone Homelessness Portfolio
- Oversees homelessness services, including outreach, accommodation, specialist support services and engagement hubs
- Three streams of focus –
  - Commissioning and Innovation
  - Strategic Policy, the Sector Engagement, System Reform and Coordination
  - Strategic Policy

- **Vision** – Everyone has a safe place to call home and is supported to achieve stable and independent lives

- **Principles** – Ending homelessness is everyone's responsibility
  - There is no wrong door approach to service delivery
  - The right solutions are delivered in the right places by the right people
  - We do what we know works
  - We hold ourselves accountable for achieving outcomes

Homelessness System

Housing First Principles

No Wrong Door System

Research and Data

Stakeholder Consultation

Connection points

(No Wrong Door entry points)

Support Services

Online and Phone Referral Services

Outreach Services

Engagement Hubs

Accommodation & Housing

Communities Homelessness Coordination Team

Strengthening & coordinating our responses and impact

Improving Aboriginal Wellbeing

Providing safe, secure and stable homes

Preventing homelessness

Coordination

- The Communities Homelessness Coordination Team (HCT), established through the Safe Perth City Initiative in December 2021, works directly with homelessness service providers, outreach teams, and government stakeholders to:
  - identify barriers,
  - coordinate responses, and
  - strengthen connections across the homelessness sector.

Referrals

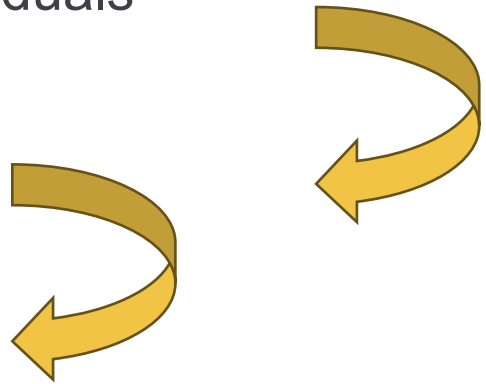
- The HCT receives and reviews referrals daily from frontline WA Police officers through collated through an app streamlining information sharing.
- Information sharing, allows the team to assess vulnerability, prioritise responses, and coordinate timely outreach and intervention.
- The system supports informed decision-making, improves resource allocation, and promotes accountability by ensuring referrals are actioned and monitored through established coordination mechanisms.

Collaboration

- Strong stakeholder relationships,
- Data-driven insights, and
- Hands-on engagement
- The Rough Sleeper Coordination Group (RSCG)

Coordination in action

- WAPOL refer vulnerable individuals
- Co-ordination outcomes
- Client outcomes



Coordinated Response – Case Study

IDENTIFICATION

WAPOL identified a vulnerable woman sleeping rough in Perth CBD.

- Experiencing homelessness
- Escaping FDV
- Complex physical and mental health needs
- Avoiding services due to safety concerns

OUTREACH SUPPORT

Perth CBD outreach services engaged.

- Woman located safely
- Transport arranged
- Supported referral process

Outcomes

Immediate Safety Achieved

🏠 Safe accommodation secured

🛡️ Reduced risk of harm

🤝 Connected to ongoing support services

📈 Improved pathway toward wellbeing, stability and housing outcomes

Key Success factors

- Early identification by WAPOL
- Strong communication/info sharing
- Multi-agency case conferencing
- Rapid same-day accommodation response
- Effective advocacy by OOH
- Coordinated outreach and transport support
- Trauma-informed and person-centred
- Strong partnerships and referral pathways

Questions & further information

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All Paths Lead to a Home: Western Australia's 10-Year Strategy on Homelessness 2020-2030
https://www.wa.gov.au/government/document-collections/all-paths-lead-home-western-australias-10-year-strategy-homelessness-2020-2030

Closing The Gap
https://www.closingthegap.gov.au/