Homelessness Policy Implementation Plan July 2020 – June 2023

Town's role:

Facilitate	Encourage collaboration between community organisations, businesses and the community
Advocate	Advocate to state and federal governments
Deliver	Develop and deliver information, resources and programs
Partner	Work in partnership with community organisations, businesses and/or other groups

Action timeframe:

Y1	FY20-21
Y2	FY21-22
Y3	FY22-23

Strategic Community Plan outcomes:

S2	An informed and knowledgeable community
S3	An empowered community with a sense of pride, safety and belonging

Policy commitment: Play an active role in prevention

	Action		Responsible	Town's Role				Timeframe		
				F	A	D	P	Y1	Y2	Y3
1	Review and reprint 'Support for You and Your Family' service provider brochures		Community Development			X	X	X	X	X
2	Develop a 'Homelessness' landing page for the Town's website	Monitor # Engagements	Community Development, Stakeholder			X		X		

#	Action		Responsible	Town's Role				Timeframe		
			Relations	F	A	D	P	Y1	Y2	Y3
3	Provide training to Town staff on assisting people in need	Survey % Improvement in knowledge and skills	People and Culture			X		X	X	X

Policy Commitment: Build community capacity

#	Action		Responsible	Town's Role				Timeframe		
				F	A	D	P	Y1	Y2	Y3
4	Provide administrative support to the Healthy Relationships Strategy Group	Monitor # Meetings; # Members; # Collaborative projects; Survey % Stakeholder satisfaction	Community Development	X				X	X	X
5	Attend and encourage local membership uptake in the Belmont-Vic Park Emergency Relief Network	Monitor # Meetings; # Members; # Collaborative projects	Community Development				X	X	X	X
6	Develop and deliver a communications plan to increase awareness of community organisations contributing to ending homelessness	Monitor # Engagements	Stakeholder Relations, Community Development		X	X	X	X	X	X

Policy Commitment: Safe and inclusive public spaces

	Action		Responsible	Town's Role				Timeframe		
				F	A	D	P	Y1	Y2	Y3
7	Develop a Homelessness Policy Management Practice to guide Town responses to rough sleepers, items left in public spaces and squatters		Community Development, Community Facing Service Areas			X		X		
8	Conduct a feasibility study of funding an external outreach service provider		Community Development			X	X	X		

Policy Commitment: Understand, monitor and advocate

	Action		Responsible	Town's Role				Timeframe		
				F	A	D	P	Y1	Y2	Y3
9	Establish an internal reporting system to capture and monitor ongoing occurrences of rough sleeping, items left in public spaces and squatting	Monitor # Reports	Community Development, Customer Service, Community Facing Service Areas		X	X		X		
10	Participate in the City of Perth's point-in-time synchronised rough sleeper count	Monitor # Rough sleepers	Community Development, Ranger Services		X	X	X	X	X	X
11	Analyse and monitor extent of service delivery in the Town	Monitor # Services	Community Development		X		X	X	X	X
12	Analyse and monitor housing diversity through the five year review of the Local Planning Strategy	Monitor # Housing	Place Planning		X					X

	Action		Responsible	F	A	D	P	Y1	Y2	Y3
		diversity								
13	Establish an internal working group to monitor and review the implementation of the Homelessness Policy Implementation Plan		Community Development, Customer Service, Community Facing Service Areas			X		X	X	X
14	Advocate to State and Federal governments to inform resourcing decisions as required		Community Development		X		X	X	X	X

Policy Commitment: Raise community awareness

	Action		Responsible	Town's Role				Timeframe		
				F	A	D	P	Y1	Y2	Y3
15	Deliver a community awareness raising activity to promote understanding and support community-led action	Survey % Satisfaction of attendees; % Improvement in knowledge and skills	Community Development			X	X	X	X	X

Evaluating the Implementation Plan

A review will be undertaken annually to evaluate the number and success of actions delivered within the Homelessness Policy Implementation Plan July 2020 – June 2023. A formal evaluation of the plan will take place in 2023.

Local statistics will be monitored to inform and improve actions within the plan on an ongoing basis.

Additional Town services

Engagement with internal Town service areas highlighted the following services may directly or indirectly contribute to minimising homelessness in the Town. As these services are captured in existing Town policies, plans or agreements, they are not included in the Homelessness Policy Implementation Plan.

Services include:

Service	Service Area	Policy Commitment
Computer and internet access	Digital Hub	Play an active role in prevention
Online job seeking and other digital literacy workshops	Digital Hub	Play an active role in prevention
Mental health awareness workshops	Healthy Community	Play an active role in prevention
Low cost, healthy eating cooking classes	Healthy Community	Play an active role in prevention
English literacy programs for people who speak languages other than English	Library	Play an active role in prevention
Partnership with Kensington PCYC to support young people in the Town centre	Library	Build community capacity
Civic awareness workshops for new migrants	Community Development	Play an active role in prevention
Payment plans for customers with outstanding debts to the Town	Financial Services	Play an active role in prevention
Advocacy around a coordinated approach to homelessness in the Inner City Local Government forum	Community Development	Understand, monitor and advocate
Actions within the Reconciliation Action Plan	Community Development	Raise community awareness
Community funding through donations, grants and operational subsidies	Community Development	Build community capacity
Volunteering and work placement opportunities	People and Culture	Play an active role in prevention