Early Intervention & Prevention of Homelessness

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CEO, Anglicare WA
What’s working?

• Critical characteristics of ‘what's working’ in early intervention and prevention in homelessness service delivery in Australia – illustrated by Anglicare WA housing programs.

• Early Intervention and prevention in Foyer Oxford – early results KPMG report.
Early Intervention Housing Services

- Making ends Meet (MeM)
- Supporting Tenancies, Anglicare Rockingham (STAR)
- Fremantle Anglicare Stabilising Tenancies (STAR)
- Housing Support, Drug & Alcohol - Metro & Peel
Who and what?

Clients
• In private and public rental.
• At risk of losing their tenancy.

Outcomes
• Clients maintain tenancies.
• Clients have improved financial literacy.
• Clients make progress towards their employment, education and training goals.
Making Ends Meet

- Engages with working families renting privately who have been instable accommodation for more than 6 months or more. They must have had an increase in rental costs and be at risk of homelessness.

- Philanthropically funded.

- Rental Subsidies for fixed periods.

Service Description: Making Ends Meet (MeM) supports working families at risk of homelessness to maintain their tenancies.

Clients
Making Ends Meet engages working families renting privately who have been in stable accommodation for 6 months or more. They must have had an increase in rental costs and be at risk of homelessness.

RBA Program Headline Performance Measures

Clients maintain their tenancy

Average percentage of income clients spend on rent

Clients have improved budgeting skills

Number of Clients
Making Ends Meet assisted 45 clients between January and June of 2015.

Story Behind the Baselines

Graph 1: There were 3 tenancies not maintained in this reporting period. In one case the owner did not want the tenant to remain even if assistance was provided. In another case, the client refused further assistance from the HSW. In the third instance the tenant had to move as the owner wanted to move back to the property. It is understood that these families moved in with other friends and family.

Graph 2: In relation to the decline in average income spent on rent this can be attributed to the fact that the vacancy rate in the rental market is growing and therefore prospective tenants have greater bargaining power. Real Estate Agents are also aware of the rental market oversupply and are pricing their rental portfolios more realistically. We also believe tenants are becoming more aware of budgeting constraints and are therefore seeking cheaper rentals.

Graph 3: The increase in clients who have improved their budgeting skills is because many of them have never prepared a budget and the mere preparation of one gives them an insight into income and expenditure. Because of this clients become more aware of the need to budget which improves those skills. The service also believes that HSW’s are more attuned to the clients need to improve in that area.

Action Plan to continue Turning the Curve

In an effort to continue improving performance on our headline measures, Making Ends Meet will:

- Encourage clients to pay rent regularly and consider direct debit payments
- Have clients consider cheaper rentals or at least encourage them to negotiate with their R/E in a burgeoning market
- Continue to work with clients on their budgeting skills encouraging the use of sites such as Money Smart

Partners who can help us do Better

- Real Estate Agencies
- Community Health Centres
- School Communities
- Housing Support Workers
- Financial Counsellors
- Emergency Relief Agencies
- Aboriginal Agencies/Organisations
- Social Workers
- Department of Human Services

Anglicare WA
Making ends Meet

Story behind the graph:
There were 3 tenancies not maintained in this reporting period:
• Owner did not want the tenant to remain even if assistance was provided.
• Client refused further assistance.
• Tenant had to move as the owner wanted to move back to the property.
Fremantle Anglicare Stabilising Tenancies (FAST)

• Support to people living in private rentals to sustain and maintain their tenancies.
• Negotiating with landlords.
• Mediating housing conflicts.
• Helping with budgeting.
• Providing intensive support.
**Service Description:** FAST provides support to clients in private rentals to sustain and maintain their tenancy in the South West Metro region.

### RBA Headline Performance Measures

#### Clients Maintaining Tenancies

- Graph 1: More tenancies are being maintained as a result of better working relationships with Real Estates. Housing Support Workers (HSWs) try to negotiate realistic repayment plans to ensure the tenant can remain in the tenancy.

- Graph 2: The rental market in Perth is slowing down with renting costs decreasing by $25 per week since last year. There are more properties for rent than demand for the first time since 2006. This puts the tenant in a better position to negotiate better rates. However, FAST clients are, on average, still paying more than 30% of their income on rent which qualifies them as being in rental stress. The average amount of income spent on rent for our client cohort is nearly 56%.

- Graph 3: HSWs encourage clients to engage to develop their budgeting skills and awareness of utility costs; this learning and emphasis is reflected in nearly 90% of current clients having improved financial literacy.

- Graph 4: There has been a dramatic increase in the amount of clients improving their education, employment and training (EET) goals. Increased childcare

### Data Development Agenda

- Continue to develop better feedback so that figures can accurately reveal Financial Literacy improvement
- Employment and education feedback
- Increased knowledge of other community services

### Partners who can help us do better

- SMYL, Tafe, JSA's, Centrelink, PAC's, MEM, Counsellors, Financial Counsellors, Real Estate Agencies.
FAST Outcome: Tenancies maintained

Story behind the graph:
More tenancies are being maintained as a result of better working relationships with Real Estates. Housing Support Workers (HSWs) try to negotiate realistic repayment plans to ensure the tenant can remain in the tenancy.
Story behind the graph:
There has been a dramatic increase in the amount of clients improving their education, employment and training (EET) goals. Increased childcare assistance from Centrelink is an important factor in this.
Stabilising Tenancies Rockingham (STAR)

• STAR provides support to people in private rentals to sustain their tenancies in the Kwinana / Rockingham region.
• Negotiating with landlords.
• Mediating housing conflicts.
• Helping with budgeting.
• Providing intensive support.

Service Description: STAR provides support to clients in private rentals to sustain and maintain their tenancy in the Rockingham/Kwinana region.

RBA HEADLINE PERFORMANCE MEASURES

Clients maintain tenancy

- Graph 1: 38 out of 45 (84%) clients managed to maintain their rental. Out of the remaining seven people, one left their rental as she was fleeing a DV relationship, three people broke their lease due to affordability and moved in with friends or relatives and three people were evicted due to non-payment of rent and did not engage with the STAR program for support.

Clients made progress towards their employment, education and training goals

- Graph 2: The average amount of income spent on rent for this period was 52%. Note: one person was not paying any rent, which reduced this figure, however we have also noticed a general decrease in the percentage of rent being paid, due to an increase in vacancy rates in the private rental market.

- Graph 3: 33 people demonstrated improvements with their financial literacy and have reported now having the ability to prioritise expenses, knowledge of how to read their utility bills and making use of income management tools such as Centrepay and direct debits. The remaining 12 people showed no improvement due to disengaging with the program prior to budgeting support.

- Graph 4: Note: 17 clients were deemed not applicable for this outcome and were therefore left out of the calculations. This graph shows 20 of a possible 28 deemed eligible to work toward this outcome made progress toward their EEL goals. The other 8 people did not make any progress as 3 did not engage in the STAR program, so HSW was unable to gather information in this area. The other 5 were actively seeking paid work, but were not successful during the support period.

Story Behind the Baselines

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Action Plan to continue Turning the Curves

In an effort to continue improving performance on our headline measures, STAR will:

- As HSW is new to this area relationships need to be re-established with Real Estate agents and community services
- Update resources available to tenants in the office
- Develop resources regarding removalist and storage options in the region

Clients

Anyone in a private tenancy at risk of homelessness.

Number of Clients

STAR assisted 45 new clients between January and June 2015.

Partners who can help us do Better

- SMYL
- Tafe
- JSA’s
- Centrelink
- PAC’s
- Young Hearts
- Making Ends Meet
- Counsellors
- Financial Counsellors
- Real Estate Agencies

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Story behind the graph:

Thirty-three people demonstrated improvements with their financial literacy and have reported now having the ability to prioritise expenses, knowledge of how to read their utility bills and making use of income management tools such as Centrepay and direct debits. The remaining 12 people showed no improvement due to disengaging with the program prior to budgeting support.
STAR Outcome: Improved financial literacy

Story behind the graph:

Thirty-three people demonstrated improvements with their financial literacy and have reported now having the ability to prioritise expenses, knowledge of how to read their utility bills and making use of income management tools such as Centrepay and direct debits. The remaining 12 people showed no improvement due to disengaging with the program prior to budgeting support.
There are 98 people at Foyer. Imagine 98 people, who come in and stay there for 2 years and focus on themselves. And imagine they come out like I did; determined to do things, to succeed, with the direction they need to go somewhere – that’s 98 young people every 2 years – the benefits to the community are massive.

That’s 98 tradies, receptionists, people going to university, TAFE, teachers, child care workers, people who want to be youth workers. The next generation, with the determination to guide the next generation after that. It’s mind-blowing, the potential of it.”

- Former Foyer Resident
Homelessness under the age of 24 can set the scene for long-term social exclusion, and a range of attendant personal and social problems.

National Youth Commission 2008
RESULTS JANUARY – JUNE 2015

85% exited into long term, positive accommodation

77% singles engaged in Employment, Education or Training on exit
Homelessness status between 1 January 2014 and 30 June 2015 in the month before coming to Foyer, and the housing status of those who have left Foyer during the same period.
What’s Working?

• Supporting families to sustain and maintain their tenancies.

• Practical support to those under housing stress – financial literacy, engagement with education, employment and training.
What’s working?

• Addressing youth homelessness early; preventing life-long social exclusion.

• Assisting young people to develop skills for life; housing and education, training or employment.