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A Street Survey Exploring Experience, Perception and Opinions about Homelessness and Government Response in Western Australia

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Introduction

Homelessness is an issue that has been gaining increasing attention in Australia, particularly with the Rudd government's first Green Paper reviewing homeless policy and funding and a stated commitment to respond to the problem of homelessness in Australian cities and regions.

Every five years following the census of population and housing, The Australian Bureau of Statistics releases a Report 'Counting the Homeless'. From the 2006 census ABS researchers Chris Chamberlain (RMIT) and David MacKenzie (Swinburne) estimated that there were 13,391 Western Australians people who were homeless on census night 2006 (2008), an increase of 1,694 from the 11,697 that were identified in WA on census night in 2001.

Shelter WA has been part of the 2006 Creating Room in the Boom (CRiB) Campaign along with the Western Australian Council of Social Services (WACOSS), Tenants Advice Service (TAS) and the Community Housing Coalition of WA (CHCWA). This campaign is the continuation of other 'No Room in the Boom' campaigns that were initiated in 2005. The CRiB Campaign partners identified four areas that require immediate State Government action to address access barriers and supply restrictions in affordable housing for low-income and otherwise disadvantaged housing consumers including those who experience homelessness.

These recommendations are:

1. Restore public housing to 6% of total housing stock;
2. Allocate 15% of all new housing developments for social housing;
3. Legislation to protect tenants from excessive rent increases, along with providing other consumer rights; and
4. Increase the number of crisis beds in homeless services by 50% and provide increased funding to services to meet the increased and more complex needs of homeless service users.

(Tenants Advice Service WA 2008)

The Creating Room in the Boom (CRiB) Campaign: Homeless Persons Week Street Survey was undertaken with four overarching aims;

- to canvas public opinion to inform and support the CRiB campaign, as well as
- to explore the views and experiences of a cross section of the WA population about homelessness and
- to seek solutions about what can be done to address homelessness; and finally,
- to raise awareness of the definitions of homelessness.

The survey was delivered during Homeless Persons Week in early August, 2008. The information contained in this report is primarily based on the results of this survey.

Method

The Creating Room in the Boom: Homeless Persons Week Street Survey was conducted in Perth during Homeless Persons Week, 4-8 August 2008. The surveyors approached random passersby in central public locations, often in teams of two. Some interviewees agreed for their photo to be taken for publicity and media uses and these digital photographs were matched to the surveys at point of collation with a unique identifier known only to the data analysts.

When agreement to undertake the survey was elicited, survey questions were answered anonymously.

Surveyors were recruited from staff of the CRiB campaign group organisations and volunteer university students. Each surveyor carried resource and support service information handouts to offer to interviewees who requested further information about emergency relief, legal, financial and counselling services (See Appendix 2).

A survey took about 5 minutes and prior to completing the survey, when participation was agreed, interviewers provided background information to interviewees by reading the Australian Bureau of Statistics (ABS) definitions of homelessness. The surveyors recorded answers on

the form when the questions were asked, or alternately participants were able to complete the survey forms themselves. A total of 91 surveys were completed.

The survey questions could be grouped in 4 categories:

1. Demographic questions – gender, age range and current housing tenure;
2. Experience of homelessness - personal experience and that known to have been experienced by friends and relatives of the interviewee;
3. Perceptions of the severity of homelessness; and
4. Opinions and suggestions about the requirement for government action if any
(See Appendix 1)

Definition of Homelessness

There are several different definitions of homelessness. For the purpose of the survey, participants were informed of the widely accepted Australian Bureau of Statistic's definition of homelessness.

This definition describes 3 'levels' of homelessness and includes:

- ***Primary homelessness:***

People without conventional accommodation (ie rough sleepers);

- ***Secondary homelessness:***

People who move frequently from one form of temporary shelter to another including SAAP services, hostels and refuges, staying with others (couch surfing); and,

- ***Tertiary homelessness:***

People who live in boarding houses on a medium to long-term basis (ABS cat. no. 2050.0)

In this report, primary homelessness, secondary homelessness and tertiary homelessness are frequently referred as 'category 1', 'category 2' and 'category 3' homelessness respectively.

Survey Results: Experience, Perception and Opinions about Homelessness and the need for Government Response

About Participants of the Survey

91 persons agreed to participate in the survey.

1. Gender

37% (34) of the respondents were male and 63% (57) were female.

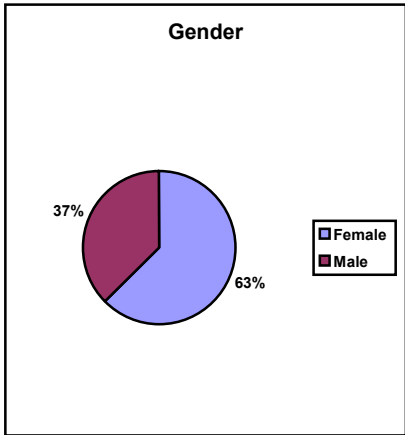


Table 1: Gender

Gender	Persons (n)
Female	57
Male	34

2. Age Range

41% (37) of the respondents were aged 15-24; 27% (25) were 25-39; 18% (16) were 40-54; 10% (9) were 55-64; and 4% (4) were aged over 65.

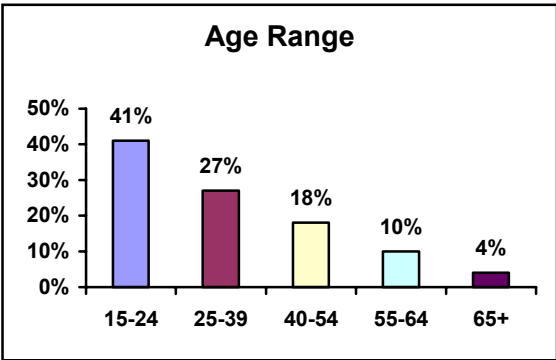


Table 2: Age Range

Age range (years)	Persons (n)
15-24	37
25-39	25
40-54	16
55-64	9
65+	4

3. Housing Tenure

24% (22) of respondents were purchasing their home;
 21% (19) rented through real estate agencies;
 21% (19) lived at home;
 13% (12) rented through private arrangements;
 12% (11) fully owned their property;
 3% (3) lived in Public Housing; and
 6% (5) had other tenure types (including people who were experiencing homelessness).

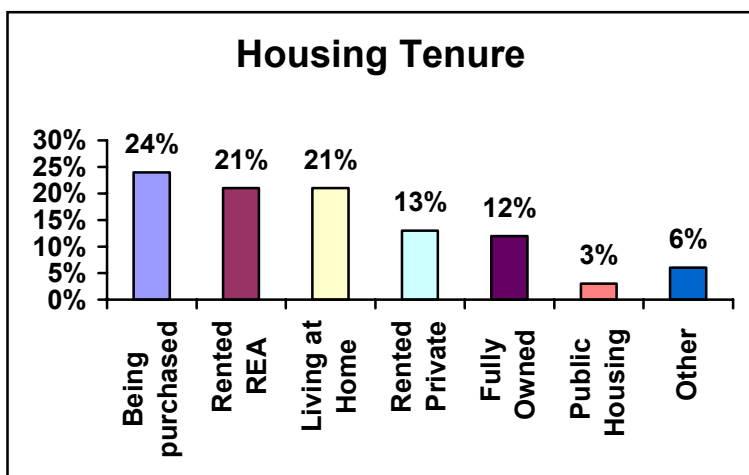


Table 3: Housing Tenure

Tenure type	Persons (n)
Being Purchased	22
Rented REA	19
Living at Home	19
Rented Private	12
Fully Owned	11
Public Housing	3
Other	5

About Current/Past Homelessness (experienced by self)

Respondents were asked whether they were currently or had previously been homeless. If a person answered 'yes', they were queried as to the category of homelessness according to the ABS definition that had been read at introduction (categories 1-3), if their homelessness was current or previously experienced, and the duration of the period of homelessness in days, weeks or months.

5% of respondents were currently homeless and 9% had been homeless previously.

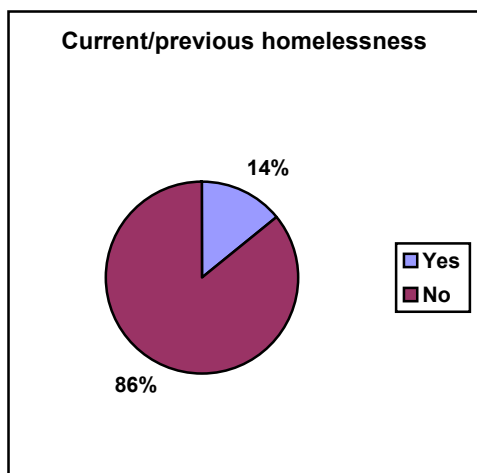


Table 4: Are you currently or previously homeless?

Self homeless	Yes (n)	No (n)
Currently	5	-
Previously	8	-
Total	13	88

Out of the respondents who reported to be currently experiencing homelessness,

- 20% (1) were category 1 homeless (ie rough sleepers),
- 40% (2) were category 2 (staying with others or in crisis accommodation) and
- 40% (2) were category 3 (in boarding houses).

Out of the respondents who previously experienced homelessness,

- 25% (2) had been category 1 and
- 75% (6) had been category 2.

The average duration for respondents who were currently homeless was 23.2 months, however, two respondents who reported 5 year histories of homelessness skewed the data, revealed by the median duration of homelessness at 10 months. The average duration of previous homelessness was 4.6 months, while the median duration was 4 months.

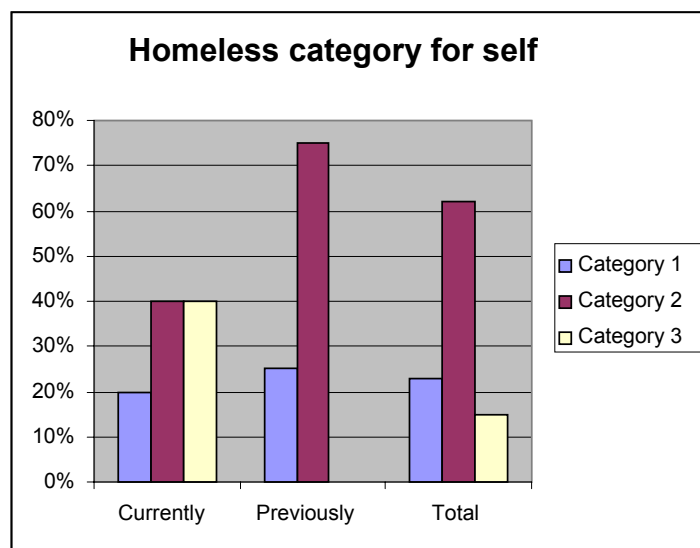


Table 5: Homeless category for self

Homeless category	Currently (n)	Previously (n)	Total (n)
Category 1 (primary)	1	2	3
Category 2 (secondary)	2	6	8
Category 3 (tertiary)	2	0	2
Total homeless	5	8	13

About Current/Past Homelessness (friends and relatives)

Respondents were asked whether they know someone in their circle of friends and relatives who was currently or had previously been homeless. If a respondent answered 'yes', they were asked to further identified the category (1-3) of homelessness that was experienced by their friend or relative and the duration of that episode of homelessness.

- 35% (32) respondents knew someone who was currently or had previously been homeless.
- 20% (21) of the respondents knew people who were currently homeless,
- 8% (7) knew someone who was homeless previously and
- 7% (6) knew the both.

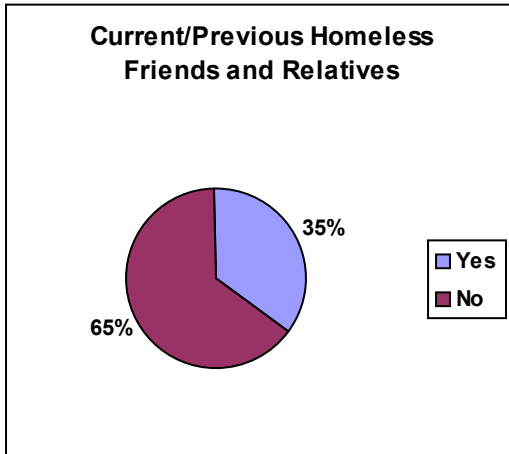


Table 6: Homelessness in friends and relatives

Friends and relatives homeless	Yes (n)	No (n)
Currently only	18	-
Previously only	8	-
Both	6	-
Total	32	59

Of respondents' friends and relatives who were currently homeless,

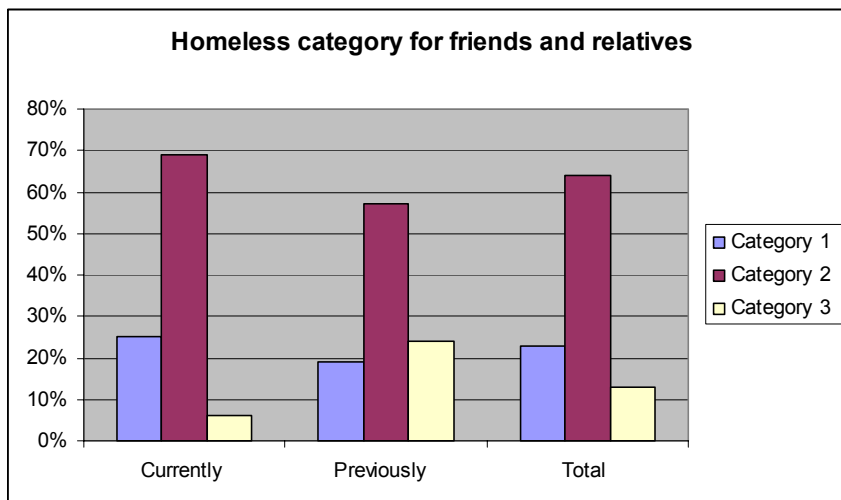
- 25% (8) were category 1 homeless,
- 69% (22) were category 2 homeless and
- 6% (2) were category 3.

- 19% (4) of previously homeless friends and relatives were in category 1,
- 57% (12) were category 2 and
- 24% (5) were category 3.

The average duration of homelessness for currently homeless friends and relatives was 31 months and the median duration was 3 months. The average duration of homelessness for previously homeless friends and relatives was 9.25 months, while the median duration was 6 months.

Table 7: Friends and relatives homeless category

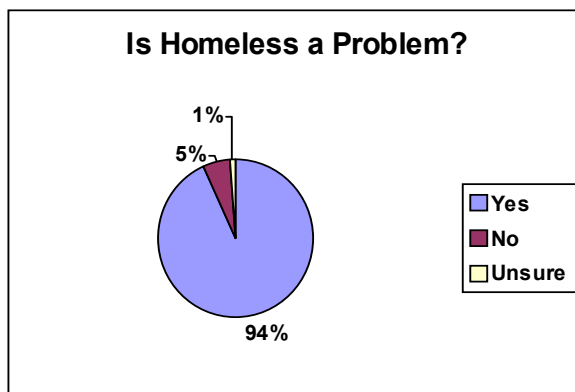
Homeless category	Current (n)	Previous (n)	Total (n)
1 (primary)	8	4	12
2 (secondary)	22	12	34
3 (tertiary)	2	5	7
Total	32	21	53



Is Homelessness a problem in WA?

Respondents were asked whether they felt homelessness to be a problem in WA. If the respondent answered 'yes', they were asked to rate the severity of homelessness on a scale of 1-5;

1. Being an extremely bad problem;
2. Being a very bad problem;
3. Quite a bad problem;
4. A bit of problem; and
5. Not much of a problem.

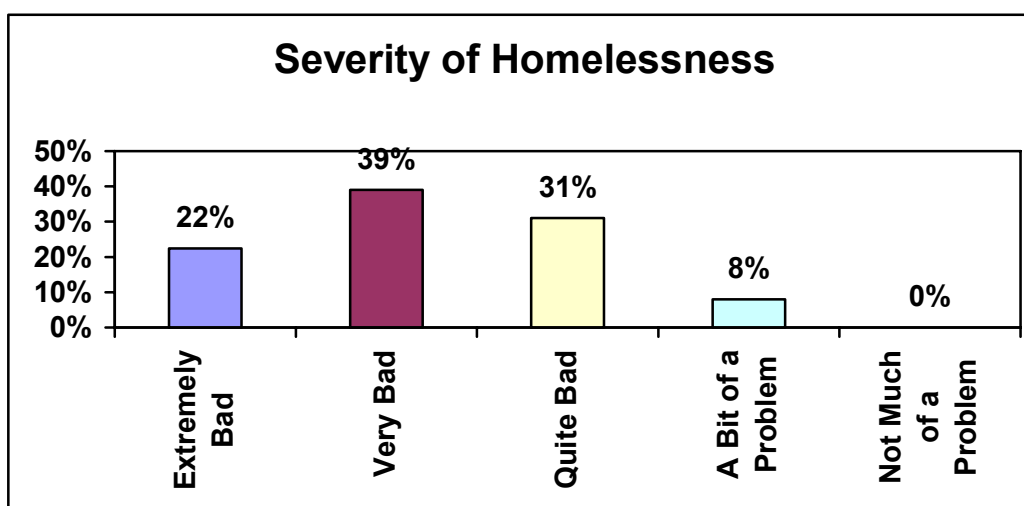


94% (85 of the 91) respondents saw homelessness as a problem in WA.

- 22% (19) of the respondents who thought homelessness was a problem said it was extremely bad,
- 39% (33) said it was a very bad problem,
- 31% (26) said it was quite bad,
- 8% (7) saw it as a bit of a problem and
- nobody who thought it was a problem said that it was 'not much of a problem'.

Table 8: Is homelessness a problem in WA?

Is Homelessness Problem in WA?	Yes (n)	No (n)	Unsure (n)
1. Extremely Bad	19		
2. Very Bad	33		
3. Quite Bad	26		
4. A Bit of a Problem	7		
5. Not Much of the Problem	0		
Total	85	5	1



Perception of Government Responsibility to Address Homelessness

Respondents were asked whether Commonwealth, State and Local governments should do something to address the issue of homelessness.

97% (88) of the respondents supported the idea of government intervention.

Respondents who felt that government intervention was required were then asked to provide comment or suggestions about what should be done by the government.

A following question offered 7 options for respondents to agree or disagree to specific possible government responses. These possible government actions were;

1. Build more public housing;
2. Provide more drug, alcohol and gambling addiction services for people to overcome these problems;
3. Provide more supported housing for people with mental health problems and other disabilities;
4. Give more rent assistance to people on Centrelink so they can afford to pay the rent; 5. Limit the amount landlords can put the rent up;
6. Fund more homeless services; and
7. Impose penalties on landlords for discrimination against Aboriginal people and those from other cultures.

The most popular response to this question received 94% (83) agreement.

- People overwhelmingly felt that '*more supported housing for people with mental health issues and other disabilities*' was a response required from government (94%: 83 people),
- followed by more funding for homelessness services (93%; 82 people),
- more public housing (89%; 78),
- more drug, alcohol and gambling addiction services (82%; 72).

Surprisingly, even the less favoured possible actions from government, limiting the amount landlords can put the rent up gained 78% (69) agreement, imposing penalties on landlords for discrimination against Aboriginal people and those from other cultures gained 77% (68) agreement, and providing more rent assistance to people on Centrelink benefits gained 72% (63) agreement.

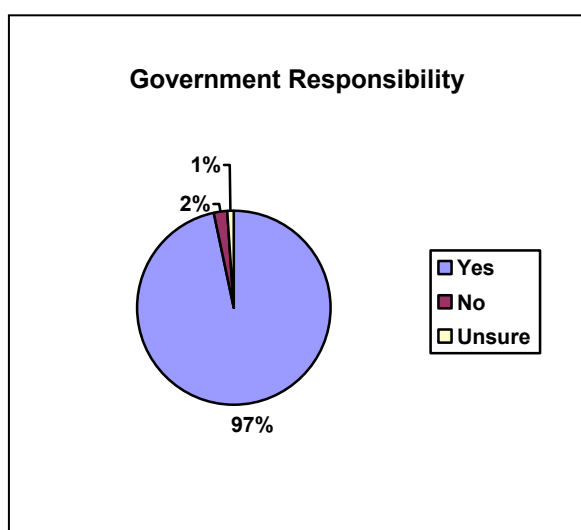
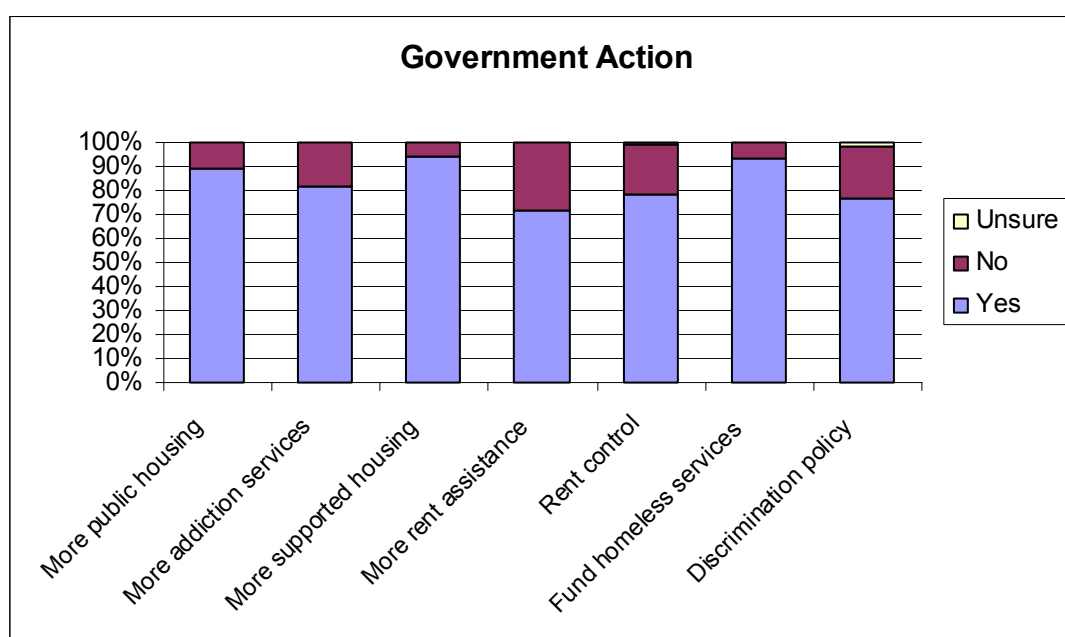


Table 9: Should the government address homelessness

Government responsibility to address homelessness	Persons (n)
Yes	88
No	2
Unsure	1

Table 10: If it is a government responsibility to address homelessness, do you think government should take the following actions?

Government action	Yes (n)	No (n)	Unsure (n)
Build more public housing	78	10	0
Provide more drug, alcohol and gambling addiction services	72	16	0
Provide more supported housing for people with mental health problems and other disabilities	83	5	0
Give more rent assistance to people on Centrelink benefit	63	25	0
Limit the amount landlords can put the rent up	69	18	1
Fund more homeless services	82	6	0
Impose penalties on landlords for discriminating against Aboriginal people and those from other cultures	68	18	2



Key Findings and Recommendations

The vast majority of people who were interviewed thought homelessness is a problem in WA (94%) and that the government should do something to address the issue (97%).

The objectives of the CRiB Campaign were positively supported by survey respondents as a very high percentage of respondents answered yes to the possible actions government could take in addressing homelessness (between 72% and 94%). This data suggests people appeared to believe homelessness is a structural problem which should be addressed systematically rather than by working on an individual's perceived shortcomings.

It is alarming to find 14 % of the respondents experienced homelessness and 35% knew someone who experienced homelessness. 4 people had been reportedly sleeping rough for 5 years and more.

Most people who answered in the negative (that homelessness is *not* a problem in WA) did not have personal experience of homelessness or know anyone who had experienced homelessness (with one curious exception, a respondent who had experienced homeless and also had known people who were homeless, but did not think it to be a current problem in WA).

It is notable that a high percentage of people supported increasing the provision of homeless services (93%) and increasing the supply of supported housing for people with mental health problems and other disabilities (94%).

2 people who did not support any government intervention had not experienced homelessness and neither did they know any persons who had been homeless (one of these respondents fully owned their home and another rented privately).

The survey results show category 2 (staying with others or staying in crisis accommodation) was the most commonly identified category of homelessness amongst people who experienced homelessness. This finding coincides with the results of *Counting the Homeless 2006* which reported 70% of people who were homeless in Western Australia were classified in category 2 (59% stayed with friends and relatives and 11% stayed at SAAP accommodation), while 11% were sleeping rough and 12% stayed at boarding houses (Chamberlain and MacKenzie 2008).

The respondents' qualitative, open ended answers to the question '*What, if anything, should the government do to address homelessness?*' can be classified under three broad themes 'provision of housing', 'provision of services', and 'policy responses' (see Appendix for full list of answers to this question).

Qualitative Responses classified 'provision of housing'

10 respondents suggested the government should help by building affordable housing. A further 3 respondents suggested building units with basic facilities or using vacant buildings to accommodate people who are sleeping rough. Lack of crisis, emergency accommodation and hostels was also acknowledged by 5 respondents.

A distinguished answer in this theme was from a woman aged between 55-64 and living in her fully owned house, who mentioned the NSW government's encouragement for owner occupiers to build a granny flat in their backyards to address the rental crisis (see ABC News 2008). The same respondent supported the United States practice of volunteers building houses for people who cannot afford to build their own house (see Doligosa 2008).

Qualitative Responses classified 'provision of services'

Providing specific services for particular target groups was mentioned, such as services for families, youth and Indigenous people. One respondent suggested more rehabilitation programs for people with mental health issues. These vulnerable groups have been acknowledged by the CRiB Campaign objectives. However, the lack of services for people with dual diagnosis (both mental health and substance misuse issues) was raised by one respondent. One respondent suggested the need for a service to teach young people budgeting and other felt it was important to educate people about rental contracts.

Further, 4 respondents suggested government to increase workers and resources to community service agencies. 3 respondents recommended outreach and community support programs and a holistic/multi-agency approach was suggested by 2 respondents.

Qualitative Responses classified 'policy responses'

Education, training and capacity building for people who are experiencing homelessness or at risk of homelessness were also well supported idea amongst respondents (7 respondents). This result suggested that people in Perth link the issues of homelessness with unemployment.

One respondent recommended that government control (limit) immigration to solve the issue of homelessness. 3 respondents linked the rising cost of living with homelessness.

Some respondents commented on the issue of use of 'Crown' Land, and recommended that government should stop selling it or make it available (2 respondents). 2 respondents mentioned that developers should cooperate with the government to supply affordable types of housing, which is the objective of the National Rental Affordability Scheme (NRAS). Finally, some respondents emphasised the importance of research in order to raise awareness and address the issues of homelessness (3 respondents). One respondent suggested that

politicians should directly observe the 'reality' people who are experiencing homelessness face every day, when they are visible late at night and early in the morning.

Conclusion

Overall, it is reasonable to conclude people in Perth have high awareness about the issue of homelessness. The finding that 14% of respondents had personally experienced homelessness and 36% knew someone who experienced homelessness mean the issue has been experienced by ordinary Perth residents.

This survey was worthwhile to identify, from a small sample, the prevalence of homelessness in Perth and identify and promote the public opinion that governments have a responsibility to address the issue.

This survey is only a brief snapshot and does not explore or address the true and full impact of homelessness on people who directly experience this. More detailed research is needed to understand and respond to the real experiences of homeless people and develop and deliver the supports that are required.

Shelter WA, as a part of the CRiB Campaign, will use the results of this survey to urge action from the State Government and is committed to ending homelessness and promoting housing affordability by representing and communicating the perspective of low income households.

At the time of writing this report 100 Creating Room in the Boom **Pledge** forms have been received at Shelter WA by fax, in the post and delivered to our door. While this may be a small number in the overall scheme it shows that these individuals and representatives of community service agencies have felt concern about the housing situation for low income consumers and support for the recommendations identified by the Creating Room in the Boom collaboration of non-government peak bodies and service agencies.

Homelessness will not end unless governments and individuals are committed to ending it and maintaining a homeless population costs far more both in the silent and hidden personal suffering, in the opportunities lost and in the costs to the community for other sectors responses when homeless people by default, end up in the justice, criminal, health, child protection and income support and emergency relief services.

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Q4. What do you think the Commonwealth, State and Local governments should do about homelessness?

4.1 Qualitative responses under the theme 'Housing provision'

- Build low-budget/affordable houses (N=6) (Male, 25-39 years, rented through a REA; male, 15-24 years, rented private arrangement; male 55-64 years, fully owned; female, 15-24 years, living at home; female, 15-24 years, living at home; female 25-39 years, rented through a REA)
- Create more overnight/crisis/emergency accommodations (N=4) (female, 55-64 years, fully owned; female, 40-55 years, Rented through a REA; male 40-55 years, being purchased; female, 15-24 years, living at home)
- Provide more affordable rental accommodation (N=3) (male, 25-39 years, rented through a REA; female, 15-24 years, living at home; female, 40-55 years, fully owned)
- Provide an empty place to sleep in and they are not on the street (Female, 15-24 years, rented through a Real Estate Agent)
- Convert vacant buildings and derelict sites to places for people to camp (male, 15-24 years, rented through a REA)
- Build more independent group homes in non-metro area i.e. communal kitchen and living, own bathroom and bedroom (female, 55-64 years, other tenure type - #2 homeless)
- More funding for hostels (female, 25-39 years, other tenure type: living in backpackers - #3 homeless)
- Build more boarding houses for either gender (female, 40-55 years, other tenure type: #1 homeless)
- Safety net for people – at least make a simple room available (bed + shower facilities) for everyone (male, 25-39 years, rented through a REA)
- Affordable housing for students (male, 15-24 years, rented through private arrangement)
- According to the radio - In NSW people build a house in the backyard (like a granny flat) to rent out and the government helps to build such a house by lowering building costs; American TV showed a group of volunteers build a house for someone to cut the cost (female, 55-64 years, fully owned)
- Provide more shelters (male, 15-24 years, being purchased)
- Build more refuges and outreach (housing) care for refuges (female, 25-39 years, being purchased)
- More lodgings for people with dual diagnoses (mental health and AOD issues) (female, 25-39 years, public housing)

4.2 Qualitative responses under the theme 'Service provision'

- More community workers and carers / increase resources to agencies (N=4) (female, 15-24 years, living at home; male, 55-64 years, fully owned; female, 25-39 years, living at home; female, 15-24 years, living at home)
- Work toward stabilising families; more support for families in all forms (N=3) (male, 40-55 years, being purchased; female, 15-24 years, rented through a REA; female, 25-39 years, being purchased)
- More funding to outreach programs and community support programs (N=3) (female, 15-24 years, living at home; female, 15-24 years, rented through a REA; female, 15-24 years, living at home)
- More counsellors (N=2) (male, 15-24 years, being purchased; female, 15-24 years, living at home) - 2 people in total
- Provide holistic/multi-agency approach (for example, mental health and AOD agencies) (female, 15-24 years, rented through a REA; female, 15-24 years, living at home)
- Open mental hospital again (male, 65 years +, fully owned)
- Teach young people to budget (female, 15-24 years, living at home)
- More help for Indigenous people (female, 40-55 years, fully owned)

Appendix 1: Qualitative Responses to Survey Question 4

- Train the workers about mental health and AOD issues to recognise early signs and intervene then (female, 25-39 years, public housing)
- Provide more funding for soup kitchens (female, 25-39 years, being purchased)
- Services to assist people to find a rental property because transport is a problem for people to visit rental properties (female, 25-39 years, being purchased)
- More rehabilitation than medication (male, 25-39 years, rented through a REA)
- Creating programs to get people into government housing (male, 40-55 years, being purchased)
- More legal assistance for people who are homeless (female, 15-24 years, living at home)
- Educate people about rental contracts (keeping a property, tenant rights etc.) (female, 25-39, being purchased)

4.3 Qualitative responses under the theme 'Policy responses'

- Create jobs/ provide education and job training/ capacity building (N=7) (Female, 15-24 years, rented through a REA; male, 40-55 years, rented through REA; female, 65 years +, public housing; male 25-39 years, rented through REA; female, 15-24 years, being purchased; female, 15-24 years, living at home; female, 15-24 years, living at home)
- Create/raise more awareness about homelessness (N=4) (female, 15-24 years, living at home; female, 25-39 years, being purchased; female, 15-24 years, living at home; female, 15-24 years, fully owned)
- Research the extent of homelessness (N=2) (Male, 25-39 years, rented private arrangement; female, 40-55 years, being purchased)
- More control to living costs (N=2) (female, 15-24 years, living at home; female 15-24 years, living at home)
- Look to what will be happening in 10 years (male, 25-39 years, being purchased)
- Not many people choose to be homeless – inquire about the factors and address them (male, 15-24 years, rented private arrangement)
- Lower interest rates (female 25-39 years, rented through a REA)
- Wake up call. Bring a few ministers in town very early in the morning to show how homeless people are sleeping rough (female, 55-64 years, being purchased)
- Address inadequate housing (female, 40-55 years, rented through a REA)
- Prevent people who are not eligible from accessing social security and housing system; stop fraud and exploitation by landlords who do not declare income from rents (male, 40-55 years, being purchased)
- More tax for people who have high incomes and use this money to fund housing support for people who are homeless (female, 15-24 years, living at home)
- Collaborate with private enterprise (female, 25-39 years, being purchased)
- Property developers need to collaborate with governments (female, 25-39 years, living at home)
- Stop selling [Crown] Land (female, 25-39 years, being purchased)
- Immigration control (male, 55-64 years, rented through a REA)
- Ban people from owing more than one home (female, 25-39 years, being purchased)
- Wages should increase in accordance with rising living costs (female, 25-39 years, rented through a REA)
- Make Crown Land available (female, 25-39 years, being purchased)
- Increase bond assistance and provide assistance for options fees (female, 25-39 years, being purchased)
- Change the policy for people who are in urgent need to get housing in a shorter time (female, 15-24 years, rented through a REA)
- Increase the amount of spot purchasing for Homeswest housing (female, 15-24 years, living at home)
- Introduce policy and procedures to help people with dual diagnosis (mental health and AOD issues) (female, 25-39 years, public housing)

COMMUNITY LEGAL SERVICES AND ABORIGINAL LEGAL SERVICES		
Aboriginal Legal Service	9256 6666 1800 019 900	
Consumer Credit Legal Service	9221 7066	Mon - Fri 9 - 3pm
Employment Law Centre of WA	1300 130 956	Mon, Tue, Thur, Fri Closed Wednesdays 9.30 – 3.30pm
Fremantle Community Legal and Advocacy Centre	9432 9790	Mon - Fri
Gosnells Community Legal Centre	9398 1455	Tuesday – Friday 9.30 – 12.30pm and 1.30 – 3.30pm Closed Mondays
Multicultural Services Centre of WA	9328 2699	Mon – Fri
Mental Health Law Centre	9328 8266 1800 620 285	Mon – Fri 9 – 1pm and 1.30 – 4.30pm
SCALES Rockingham	9550 0400	Monday and Friday 9 – 12pm Tuesday, Wednesday and Thursday 9 – 5pm
Sussex Street CLC – East Vic Park	6253 9500	Mon – Fri 9 – 4.30pm
Tenants Advice Service	9221 0088 1800 621 888	Weekdays, 8.30am - 3.30pm Weekdays, 1.00pm - 3.30pm
Welfare Rights and Advocacy services	9328 1751	Mon – Fri 9 – 5pm No Tenancy Worker on Wednesdays
Women's Law Centre	9272 8800	Mon – Fri 9 – 5pm
Youth Legal Service	9202 1688 1800 199 006	Mon – Fri 9 – 5pm

CITIZENS ADVICE BUREAU

Fremantle	9335 4522	Mon – Thursday 9.30 – 3.30pm Friday – Appointments only for Wills 9.30 – 3.30pm
Joondalup	9301 2833	Mon – Fri 9 – 3pm
Kwinana	9439 1251	Mon – Fri 9.30 – 4pm Justice of the Peace available every day Legal advice by appointment only
Midland	9274 3000	Mon – Thursday 9 – 3pm
Perth	9221 5711	Mon – Fri 9 – 5pm
Rockingham	9527 6671	Mon – Fri 9.30am – 3.30pm

FAMILY COUNSELLING SERVICES

Centrecare	9325 6644	Monday and Friday 9 – 5pm Tuesday, Wednesday and Thursday 9 – 8.30pm
Mums and Dads Forever	9263 2069 9263 2123	
Relationships WA	1300 364 277	

FINANCIAL

Consumer Credit Legal Service	9221 7066	Mon - Fri 9 - 3pm
Midland Information and Debt Service	9250 2123	Mon - Fri 9 - 5pm
Legal Aid	1300 650 579	

Appendix 2: Resource Information Handout

OTHER		
Cares Information and Referral Service Emergency Relief Financial Counselling	9497 1406	Mon – Fri 9 - 4pm
People with Disabilities	9386 6477	Mon – Fri 8.30 - 5pm
Lifeline	131114	24hr counselling
Parents without Partners	9389 8350	Monday – Thursday 9 - 4pm
Family Court of WA	www.familycourt.gov.au	
Crisis Care	1800 199 008	

EMERGENCY RELIEF AGENCIES

Gosnells Community Legal Centre	Opposite library 1/2203 Albany Highway Gosnells 6110	93981 1466 93981 1455	Tuesday – Friday 9.30 – 12.30 1.30 – 3.30pm
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Services: Utility Assistance Tuesday mornings. Other ER Issues by appointment. Evening Legal Service, Child Support, Welfare Rights, Mediation, Tenancy, General Lawyer, Restraining Order Applications, Criminal Injury Compensation Applications and Advice on Motor Vehicle Accidents

Anglican Parish of Gosnells Welfare and Community Services	32 Dorothy Street Cnr Hicks Street Gosnells	9490 1931	Monday and Friday 9.30am – 11.30am
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Services: Emergency Relief and food assistance. Bring Bills and Health Care Card

Mission Australia	40 Orr Street Maddington 6109	9439 2447	
St Vincent de Paul		1300 794 054	Monday – Thursday 9 – 1pm
Salvation Army	57 Braemore Street Armadale	9497 1803	9 – 12noon

Services: Food assistance and general counselling

Crossways Community Church	Centre Road Kelmscott	9390 5369	Tuesday – Friday 9 – 1pm
Debarl Yerrigan Health Services	156 Wittenoom Street East Perth	9421 3888	Mon – Fri 8.30 – 7pm

Services: Medical, Welfare, Dental and Transport

Wesley Care Centre	2 nd Floor 93 William Street Perth 9321 9711	Emergency Relief 1300 663 298	Mon – Fri 8.30 – 5pm
Hope	101 Goderich Street East Perth	9427 5013	
Communicare	28 Cecil Avenue Cannington	9251 5777	Mon – Fri 8.30 – 4.30pm

Services: Emergency Relief – call on the day to make an appointment

Adracare	Seventh Day Adventist Church	9342 1460	Kenwick to Armadale Food Parcel Delivery
Department for Child Protection	145 Jull Street Armadale	9497 6555	Mon – Fri 9 – 5pm

Services: Contact financial section for home delivered food assistance, blankets and clothing

Anglicare	23 Adelaide Terrace East Perth	9325 7033	Call on Tuesday morning at 9am for Thursday morning appt. Emergency Relief also in Fremantle
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**Street Survey Instructions: *Creating Room in the Boom (CRiB)* campaign
Homeless Persons Week Aug 4-8, 2008**

Aims:

- To canvass the views and experiences of a cross section of the WA population about homelessness and what needs to be done to address the issue.
- To raise awareness of the perception and prevalence of homelessness in WA
- To gather public opinion data to support the CRiB campaign.

Equipment:

Items	Forms and Info
<ul style="list-style-type: none">• partner• badge• pens• clipboard• agency brochures (optional)• camera (optional)	<ul style="list-style-type: none">• interviewee demographic form• photo consent form• questionnaire / survey• CRiB endorsement pledge form• help resource information forms• tally sheet

Interview Method:

- Monday – Friday for up to 2 hours from 12pm in various locations in central city Perth
- Volunteers will form pairs and work together to identify and approach potential interviewees
- Meeting point, interview location and return point to be determined.
- Working in pairs, at a specific fixed location in the city for up to 2 hours
 - One person counts passersby and approaches **every 10th** person who passes a specific location.
 - This person introduces themselves and the survey, requests participation and if agreeable leads the interviewee to the other member of the interview team to do the survey
- Aim to stand in one place, count people passing and be scientific about the research

If it seems you have a significant overrepresentation of a particular gender or age you may 'skip' one count

You may be approached by homeless people with time on their hands and stories to tell – you must be friendly but firm, give referral information if known and move on to the next interviewee

Stages in survey:

1. Count passersby / potential interviewees and approach every 10th
2. Provide information about the CRiB campaign
3. Identify the campaign aims – to alleviate homelessness and rental housing stress and recommend solutions to government
4. Identify the survey aim - to gather public opinion
5. Identify this week - Homeless Persons Week
6. Ask to participate in survey
7. Gather demographic information
8. Gain permission for photo and use
9. Conduct survey
10. If interviewee is interested advise options for further action (letters, websites)
11. Give Thanks
12. Do it again

Surveyor ***Introduction at approach for survey*** (you may use your own words)

Hi, ***my name is*** [insert name here]. I am helping with the ***Creating Room in the Boom Campaign*** that is being ***run by a group of Community Agencies*** in Western Australia ***aiming to address homelessness and housing stress and recommend solutions*** to the State Government. We are conducting ***short surveys*** of people over lunchtime in the city to ***gain public opinions and suggestions*** about these issues during this week which is ***Homeless Persons Week***. Can you spare ***a few minutes to complete a survey with me now?***

IF YES; before survey get interviewee

1. DEMOGRAPHIC INFORMATION
2. PHOTO / MEDIA PERMISSION

Advise that in accordance with the ***Privacy Act*** this information will ***not be used for advertising or commercial purposes*** but *only* to ensure a ***good sample cross section*** of the people in the city, and to ***support the Creating Room in the Boom campaign***.

Surveyor ***Thank you at end of survey*** (you may use your own words)

Thank you for your time. If you have ***given permission and signed the release*** for us to take your photograph and use this image and quotes from interviewees for our campaign, ***thank you doubly much***.

If you would like ***more information*** about the *Creating Room in the Boom* campaign please look to the ***websites*** of the coordinating agencies – Shelter WA, Western Australian Council of Social Services, the Tenants Advice Service and the Community Housing Coalition of WA. If you would like to ***endorse*** the campaign we have forms, if you would ***like to do something*** more, ***write*** to your local member or the Premier or Ministers for: Housing, Consumer Protection, Communities, the Treasurer or the Minister for Planning

If you have any agency brochures – offer one.

CRiB Survey: Preliminary Information / Survey and Demographic Form

Homelessness is defined in 3 categories according to the Bureau of Statistics,

- **Primary** homelessness refers to people without conventional accommodation, 'sleeping rough' living **on the streets**, sleeping in parks, squatting in **vacant buildings**, or using cars, railway carriages, sheds and **makeshift temporary shelter**;
- **Secondary** homelessness refers to people **staying in emergency, crisis or transitional accommodation**, and people residing **temporarily with other households** because they have no accommodation of their own (**couch surfing**);
- **Tertiary** homelessness refers to people who are not holidaymakers, living in **boarding houses, backpackers and caravan parks** for 13 weeks or longer¹

Survey Questions 1-3

1. Thinking about the categories - Are you currently or have you been homeless in the past 5 years? (tick box and mark boxes below)

Yes **Below** **No** **Go to Q2**

Now		Category (1/2/3)		How long (Days/Months/Years)	
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Previously		When (yr)		Category (1/2/3)		How long (Days/Months/Years)	
Previously		When		Category (1/2/3)		How long (Days/Months/Years)	
Previously		When		Category (1/2/3)		How long (Days/Months/Years)	

2. Thinking about the categories - Is anyone you know currently or have they been homeless in the past 5 years? (tick boxes and mark boxes below)

Yes **Below** **No** **Go to Q3**

Now		Category (1/2/3)		How long (Days/Months/Years)	
Now		Category (1/2/3)		How long (Days/Months/Years)	
Now		Category (1/2/3)		How long (Days/Months/Years)	

Previously		When (yr)		Category (1/2/3)		How long (Days/Months/Years)	
Previously		When		Category (1/2/3)		How long (Days/Months/Years)	
Previously		When		Category (1/2/3)		How long (Days/Months/Years)	

3. Do you think homelessness is a problem in Western Australia?

Yes **Below** **No** **Go to question 4**

If yes, on a scale of 1 to 5, 1 being an extreme problem and 5 being not much of a problem, How bad do you think the homelessness problem is in WA?

Extremely bad	
Very bad	
Quite bad	
A bit of a problem	
Not much of a problem	

¹ The minimum community standard is a small rental flat with a bedroom, living space, kitchen, bathroom and an element of tenure security. This is the minimum that most people achieve in the private rental market. The minimum is significantly below the culturally desired option of an owner occupied house, [Chamberlain and McKenzie, 2004].



CREATING ROOM IN THE BOOM CAMPAIGN
RELIEVING THE WA HOUSING CRISIS

Photo Consent Form

I, _____ (name)

of _____ (address)

_____ (phone number - optional)

give permission for photographs of myself to be used (please tick appropriate boxes):

- for positive promotional purposes which may include displays, posters, brochures, magazines, advertisements, media releases and websites related to the CRiB Campaign;
- by WACOSS, Shelter WA, TAS or CHCWA, for positive promotional purposes which may include material such as the above

I understand this photo consent form is valid for five years from the date of signature.

Signed _____

Date _____

Thankyou for supporting the CRiB Campaign





CREATING ROOM IN THE BOOM CAMPAIGN
RELIEVING THE WA HOUSING CRISIS

CRiB Campaign Pledge

The low availability and high cost of private rent and high house prices, combined with a scarcity of social housing in WA is severely impacting people on low incomes who are increasingly facing difficulty in accessing and maintaining secure, affordable and appropriate accommodation.

The Creating Room in the Boom campaign group has identified four key issues that need addressing in WA:

1. **A significant shortage of social housing**
2. **Large numbers of people in housing affordability stress**
3. **Lack of tenants' rights**
4. **Funding shortage for homelessness services and staff**

The Creating Room in the Boom campaign strongly encourages the Government of Western Australia to deliver the benefits of the current economic boom to all people, but particularly those on fixed and low incomes and others who risk being socially excluded.

I, the undersigned, endorse the Creating Room in the Boom campaign and its objectives and recommendations

Name: _____

Email: _____

Individual / Organisation: _____

Please return to:
Shelter WA, Claisebrook Lotteries House, 33 Moore Street, East Perth, 6004

Phone: **9325 6660** Fax: **9325 8113**.
Or scan and email to corinne@shelterwa.org.au

