



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

Action Plan | 2026-2030

All Paths Lead to a Home



Western Australia's
10-Year Strategy on Homelessness
2020–2030



Accessibility Statement

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Acknowledgement of Country

The Western Australian Government acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters and community. We pay our respects to all members of Western Australia's Aboriginal Communities and their cultures, and to Elders both past and present.

Acknowledgement of lived experience

The Western Australian Government recognises the experiences and expertise of people with lived experience of homelessness. We would like to thank everyone who has been involved in development and implementation of All Paths Lead to A Home: Western Australia's 10-Year Strategy on Homelessness 2020-2030, including development of this Action Plan, for their courage in sharing their stories and insights from their experiences of homelessness.

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Hon Matthew Swinbourn MLC
Minister for Homelessness

Minister's foreword

The State Government has been resolute in its commitment to reducing the number of people at risk of, or experiencing, homelessness. Since the launch of All Paths Lead to a Home: Western Australia's 10-Year Strategy on Homelessness 2020-2030 (the Strategy) we have seen a more strategic approach to homelessness, not just from the Government, but also from the community services sector.

From the commencement of the Strategy, the Western Australian community has experienced several significant and unprecedented events that have had broad ranging impacts on homelessness. The social and economic impact of the COVID-19 pandemic cannot be underestimated. This, combined with nationwide housing and construction shortages, has unfortunately meant that too many people in our community remain at risk of, or experience, homelessness.

These challenges are felt across the entire homelessness sector and I commend the dedication and ability of the organisations and individuals who work every day to support vulnerable people in our community. I would like to recognise the courage and insight of people with a lived experience of homelessness, who share their knowledge, understanding and lived expertise to improve the delivery of homelessness services in Western Australia.

As the Minister for Homelessness, I hear and have seen firsthand the impact that not having a home has on the wellbeing of people and families. Addressing homelessness is not just about putting a roof over someone's head. Through the evidence-based Housing First Approach we have been genuinely transforming the lives of people experiencing homelessness through the provision of best-fit accommodation combined with the proper social, health, and financial supports.

The State Government has committed over \$10.8 billion to housing and homelessness measures since 2021, including funding for critical

homelessness services to enhance and extend service delivery throughout Western Australia.

Significant progress has been made to deliver on the priorities of the Strategy since its release. It is already transforming the way that government and the community sector work to support vulnerable people. Key homelessness initiatives delivered since the release of the Strategy include: low-barrier supported accommodation services like Boorloo Bidee Mia, Koort Boodja, and Wandjoo Bidee; Housing First Support Services and Supportive Landlord Model housing; the Djinda youth accommodation service; East Perth Common Ground; and the expansion of Entrypoint, along with the establishment of the Find My Way online homelessness services portal.

This new Action Plan provides a clear framework for government to collaborate with the community services sector, and the wider community, to prevent and respond to homelessness over the remaining five years of the Strategy. Actions under this plan include in 2026-27, a focus on addressing youth homelessness and supporting young people in need of accommodation; increased levels of accommodation commissioning; consolidation of Safe Night Space facilities for women in the CBD; and the commencement of Housing First Support Services in regional areas.

Strong preventative responses and intervening earlier can reduce homelessness and the devastating impact it can have on a person's social and emotional wellbeing, as well as their physical and mental health. For this reason, the new Action Plan includes a greater focus on preventing homelessness.

Whole-of-community responses are also critical to these efforts, as individuals and families at risk of homelessness may reach out for support in a variety of ways. Local collaboration and coordination of services and supports of all kinds will help people get the aid they need before requiring specialist homelessness services.

Achieving the vision and the outcomes set out in the Strategy requires meaningful change, and this change can only come about if we all work together. Thank you to everyone involved and I look forward to our continued collaboration on our pathway to making homelessness truly rare, brief, and non-recurring.



Mike Rowe

Director General
Department of Communities

Director General's foreword

In 2019, the Department of Communities (Communities) led development of All Paths Lead to Home: Western Australia's 10-Year Strategy on Homelessness 2020-2030 (the Strategy), and since then has been the lead government agency responsible for responding to homelessness in WA.

The Strategy was co-designed with state and local government agencies, community service providers and local communities. This whole-of-community Strategy created the foundation for a significant shift in homelessness policy in Western Australia, moving from managing to aspiring to end homelessness.

Significant progress has been made to deliver on the priorities of the Strategy since its release; however, more work is needed. The complexity of the issues means homelessness cannot be solved by one agency or organisation working alone.

Communities has heard the concerns raised by community sector organisations and the broader community about improving how we support people experiencing or at risk of homelessness. We recognise the urgency of responding to the changing needs and pressures facing Western Australia and the increasing challenges and complexity of those experiencing homelessness.

In early 2022, Communities established the Office of Homelessness to provide a dedicated focus on the stewardship, coordination, strategic planning, and practices relating to homelessness. It also convened the Housing First Homelessness Advisory Group, which I am pleased to Chair, to progress the implementation of the Strategy including a Housing First approach across the homelessness system.

The Office of Homelessness works closely with the community services sector, Aboriginal organisations and elders, people with lived experience, and local and state government agencies across Western Australia to take a systems approach to responding to homelessness. Communities also contributes to efforts to prevent homelessness through our roles in child protection and family support, disability services, and prevention of family and domestic violence.

We are working hard to create multiple pathways for people experiencing homelessness to find stable accommodation and, ultimately, an opportunity to be well and safe.

This new Action Plan outlines a range of activities that collectively contribute to strengthening the homelessness service system with a focus on transitioning to an integrated, place-based, person-centred approach that aligns with the Strategy and incorporates No Wrong Door and Housing First approaches.

This new Action Plan provides a foundation for the work that will be undertaken over the period 2026 to 2030, bringing together the efforts of different parts of government and the community services sector. It builds on and learns from work undertaken to implement the Strategy to date, new research, the Parliamentary Inquiry into the financial administration of homelessness services in WA, and the Royal Commission into violence, abuse, neglect and exploitation of people with disability.

I would like to thank sector partners and people with lived experience of homelessness, who contributed their knowledge, expertise and experience to the development of this Action Plan, and look forward to continuing to work with you to end homelessness in our community.



Introduction

The Western Australian Government is resolute in its ongoing commitment to reducing the number of people experiencing or at risk of experiencing homelessness and is resolute in its commitment to achieve this.

The Western Australian Government has committed \$10.8 billion in housing and homelessness related initiatives since 2021. This investment supports the delivery of more than 9,800 social and affordable homes by 2029-30, as well as vital maintenance, refurbishments, and upgrades to thousands more homes. It also funds essential infrastructure, services, and programs that support housing and homelessness outcomes across Western Australia (WA), including funding for critical homelessness services. Key achievements in implementing the Strategy to date are presented in Figure 1.

Since the launch of All Paths Lead to a Home: Western Australia's 10-Year Strategy on Homelessness 2020-2030 (the Strategy), and the first five-year Action Plan, WA has faced unprecedented and unforeseen challenges.

Families experiencing homelessness

National research into the lived experience of family homelessness has found that the impact of homelessness on children and parents is significant and ongoing. Families experience considerable poverty, limited access to stable accommodation, disrupted routines, loss of possessions and family pets, loss of social identity as a family, violence, trauma and fear, limited mainstream social and economic participation, and disruptions in access to schooling for children.

People who experienced homelessness for the first time as children are less likely to be employed than those who were never homeless as a child. With investment in prevention and early intervention there is an opportunity to avoid these systemic disadvantages for children.

The social and economic impacts brought about by the COVID-19 global pandemic, combined with a nationwide housing and construction crisis, has meant that too many people in our community remain homeless.

Tailored responses are needed to support cohorts identified in the Strategy, and new and emerging cohorts. This includes support for families and young people, and people with jobs who are experiencing or at risk of homelessness.

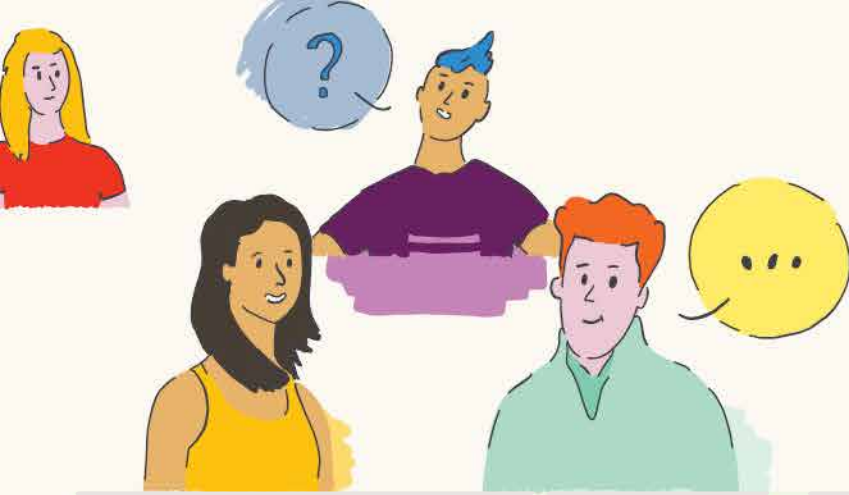
Homelessness is a challenging and complex issue and achieving significant change requires increased effort across the community and whole-of-government. It requires replicating and scaling up what we know works and implementing new, innovative approaches to meet emerging challenges.

Passages Youth Engagement Hub

Passages Youth Engagement Hub is a place where at-risk young people, typically in crisis with complex needs, are met with hope. Passages offers more than just support, they provide a safe and judgement-free space where young people experiencing homelessness can access essential services and begin to rebuild their lives.

Many of the young people who walk through Passages doors have been excluded from traditional support systems with nowhere left to turn. The name 'Passages' reflects the service's mission to provide a safe and supportive transition from crisis toward a hopeful future.





“

“Passages allowed me to grow as a person mentally and circumstantially and I wouldn’t be here without them I believe. The passages team was like second family to me and I am so thankful the service is around. As a whole I hope they continue giving young people hope that they can and deserve better!”

Young person accessing Passages.

The second Action Plan for the Strategy continues work started under the first Action Plan, including implementation of critical longer-term projects such as construction of Common Grounds and Aboriginal Short Stays, and sustains efforts to support people experiencing or at risk of homelessness in our community, particularly those who are rough sleeping.

The Action Plan 2026-2030 also has an increased focus on preventing homelessness, one of the four focus areas of the Strategy, and finding opportunities to intervene earlier to keep individuals and families in their homes. It builds on consultation undertaken during development of the Strategy and the first five-year Action Plan, and engagement since that time. Additional consultation was undertaken with community sector organisations, state and local government and people with lived experience of homelessness.

Development of this Action Plan has been overseen by the Housing First Homelessness Advisory Group (Advisory Group), a group of respected community and government leaders, experts and people with lived experience. The Advisory Group was established in March 2023 to provide regular practical advice to the Minister for Homelessness to identify ideas for reform, progress implementation of Housing First approaches and remove barriers to accessing the existing system. It will continue to provide guidance and oversight of the implementation of the Strategy and the Action Plan 2026-2030.

Figure 1 Key State Government initiatives 2020-2025

Homelessness accommodation and supported housing



The WA Government has committed **\$10.8 billion to housing and homelessness** measures since 2021, including funding for critical homelessness services.

Low barrier accommodation – added capacity of up to 165 low barrier beds into the homelessness system since 2019, including:

- Boorloo Bidee Mia – up to 70 people
- Koort Boodja – up to 24 people
- Wandjoo Bidi – up to 35 people

Common Ground – permanent, supported housing for people experiencing ongoing homelessness and/or earning a low income:

- Kaalak - East Perth Common Ground - 112 self-contained apartments
- Mandurah Common Ground - 50 self-contained apartments (under construction)

Aboriginal Short Stay Accommodation in Geraldton and Perth – safe, culturally appropriate and affordable short-term accommodation for Aboriginal people who travel to the city or regional centres to access services, or for business, cultural or family reasons.

Connection points



Launch of the **Find My Way – Online Homelessness Services Portal**.

\$4.8 million in the 2025-26 Budget to continue providing a safe place for young people, through the Perth **Passages Youth Engagement Hub**; and \$900,000 in January 2024 for Passages Peel.

The **Homeless Engagement Assessment Response Team** and the **Safe Perth City Initiative** continue to support collaboration between government and the community sector.

Housing First Support Support Services (HFSS), including Aboriginal HFSS, support people who are rough sleeping across the Perth metropolitan area, Rockingham, Mandurah, Bunbury and Geraldton.

WA Government committed \$15.7 million in 2024-25 to expand the existing HFSS and establish new HFSS in Albany and Kalgoorlie, and \$3.1 million in 2025-26 to expand HFSS in Bunbury.

Specialist supports



Annual funding for **specialist homelessness services**, including \$108 million in 2024-25 across over 130 services, including accommodation assertive outreach, engagement hubs and specialist supports.

Djuripiny Mia supportive landlord model providing 100 social homes in the Perth, Peel and Bunbury areas.

WA Rent Relief Program assists people in private rentals to maintain their tenancy.

System foundation



Establishment of a Ministerial portfolio for **Homelessness**.

Creation of the Department of Communities' **Office of Homelessness**.

Appointment of the **Housing First Homelessness Advisory Group**.

Background

In December 2019, the Western Australian Government delivered All Paths Lead to a Home: Western Australia's 10-Year Strategy on Homelessness 2020-2030. The Strategy created the foundation for a significant shift in homelessness policy in WA, moving from managing homelessness to aspiring to end homelessness. Significant progress has been made to deliver on the priorities of the Strategy since its release, and it is already transforming the way that government and the community sector work to support people experiencing or at risk of homelessness.

The development of the Strategy was informed by wide ranging consultations and an ongoing partnership between government agencies, the community services sector, local government authorities, people with lived experience, and the wider community. The Strategy reflects the complex nature of homelessness and sets a bold vision that everyone in WA has a safe place to call home and is supported to achieve stable and independent lives.

The Strategy is supported by two five-year Action Plans. The first Action Plan, which covered the period 2020-2025, prioritised building a No Wrong Door system, low-barrier responses, ending rough sleeping and innovation. As determined by the Strategy, the priorities of this second Action Plan are sustaining effort, strong preventative responses, intervening earlier and measuring success.

Alexis' story

Alexis, a 48-year-old woman experienced homelessness – sleeping in her car and public parks – after she fled from FDV.

She entered our supported accommodation service Wandjoo Bidi. Since then, she has made significant progress.

Journey

Alexis underwent significant surgery related to injuries from domestic violence incidence that led her to Wandjoo Bidi.

During her recovery, staff provided health and welfare support, and assistance with daily tasks such as cooking and transporting items.

Support services

Alexis was referred to Wandjoo Bidi through the Rough Sleepers Coordination Group, supported by RUAH.

RUAH advocated for accommodation at Wandjoo Bidi given Alexis required a low barrier response to accommodation.

Onsite support workers welcomed Alexis to Wandjoo Bidi, oriented her, and provided support throughout her stay.

Stability

With advocacy from Wandjoo Bidi's coordinator and RUAH, Alexis was allocated to a suitable home from the Djuripiny Mia Supportive Landlord Model program.

Alexis has since transitioned into her new home. Her experience underscores the transformative power of collaboration and the benefits of a Housing First approach in service delivery.

Self-discovery

Upon moving into Wandjoo Bidi Alexis said it felt surreal to have her own space.

Alexis committed to counselling and alcohol and other drugs support. She also pursued education, completing a TAFE course.

Alexis practiced self-care, took part in communal activities and formed friendships.

Transition

By securing stable housing and receiving holistic, person-centred support, she was able to achieve personal and professional milestones.

Her story highlights the importance of trauma-informed care, wrap around services, and the critical role that supportive housing environments like Wandjoo Bidi play in fostering stability and resilience.

Figure 2 Overview of All Paths Lead to a Home: Western Australia's 10-Year Strategy on Homelessness 2020-2030

Vision

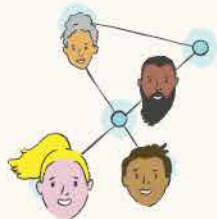
Everyone has a safe place to call home and is supported to achieve stable and independent lives.

Priorities



Housing First

No Wrong Door



Whole-of-community approach

Place-based response



Rough sleeping

Where we will focus our efforts



Homelessness in WA

On Census night in 2021, an estimated

9,729

people were experiencing homelessness in Western Australia



2,315

Sleeping rough



738

Living in boarding houses or temporary lodgings



2,125

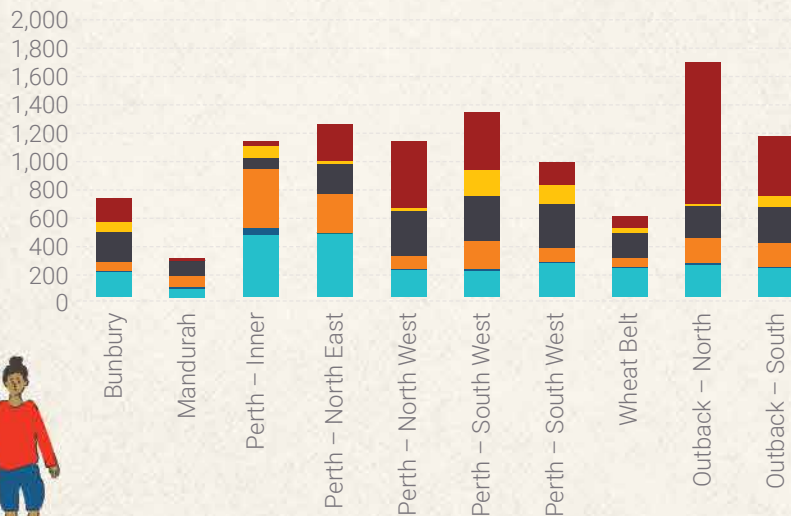
Staying with others temporarily



2,935

Living in severely crowded dwellings

Homelessness across the regions



- Persons living in 'severely' crowded dwellings
- Persons living in boarding houses
- Persons staying temporarily with other households
- Persons in supported accommodation for the homeless
- Persons in other temporary lodgings
- People living in improvised dwellings, tents, or sleeping out

In 2024–2025 specialist homelessness services assisted



- 48% had experienced family and domestic violence
- 50% were Aboriginal
- 24% identified as having a mental health issue
- 11% were young people aged 15–24 presenting alone
- 12% identified as being born overseas
- 12% reported having problematic drug or alcohol issues
- 11% were aged 55 years and older
- 2% were leaving care
- 1.5% were exiting custodial arrangements
- 3.5% were National Disability Insurance Scheme participants
- 0.3% were current or former members of the Australian Defence Force
- 15% were employed when first presenting to a service

Our context

Homelessness is a complex challenge that is often a driver, cause or symptom of broader social issues. The homelessness system is just one part of the broader landscape of services that people experiencing or at risk of homelessness may interact with. This includes other systems such as education, disability, health, housing, mental health and justice as shown in Figure 3. Homelessness also intersects with the Department of Communities' roles in child protection and family services, disability services, and prevention of family and domestic violence.

This Action Plan complements the work undertaken by the Department of Communities and other partners under several other strategies and reform programs, which guide government and community efforts to deliver a safe and accessible community for WA.

As we collectively move towards more integrated service systems and whole-of-community approaches, opportunities for alignment and collaboration will be identified to bring together activities led by a range of stakeholders, such as those implemented under the strategies and frameworks outlined in Figure 4.

Coordination of state government efforts to implement the Strategy, Action Plan 2026–2030 and related initiatives will be supported by an inter-governmental homelessness working group. The working group includes representatives of state government agencies leading the implementation of actions in this Action Plan and agencies with responsibilities that intersect with homelessness.

Figure 3 Services landscape



Figure 4 Overview of related work

Overview of related government and sector strategies, action plans and strategic initiatives.
This updates the corresponding section in the Homelessness Strategy.



Australian Government

- Early Childhood Care and Development Policy Partnership – Closing the Gap
- Housing Policy Partnership - Closing the Gap
- Justice Policy Partnership - Closing the Gap
- National Agreement on Closing the Gap 2020
- National Agreement on Social Housing and Homelessness
- National Plan to End Violence against Women and Children 2022–2032
- National Principles for Child Safe Organisations
- Safe and Supported: The National Framework for Protecting Australia's Children 2021 – 2031
- Social and Emotional Wellbeing Policy Partnership - Closing the Gap

Other

- Local government homelessness frameworks
- The West Australian Alliance to End Homelessness: 10-Year Plan to End Homelessness in Western Australia 2018–28

State Government

- Aboriginal Empowerment Strategy Western Australia 2021-2029
- Closing the Gap Implementation Plan 2023-2025
- Whole-of-Government Aboriginal Community-Controlled Organisation Strategy for community services to Aboriginal People (May 2024)

Department of Communities

- Aboriginal Community Controlled Organisation (ACCO) Commissioning Framework (under development)
- Aboriginal Cultural Framework 2024-2034
- Aboriginal Engagement Framework 2025
- Aboriginal Family Safety Strategy 2022-2032
- An Age-Friendly WA: State Seniors Strategy 2023 – 2033
- At Risk Youth Strategy 2022-2027
- A Western Australia for Everyone: State Disability Strategy 2020-2030
- Multicultural Plan 2023-2026
- Path to Safety: Western Australia's strategy to reduce family and domestic violence 2020-2030
- Reflect Reconciliation Action Plan 2025-2026
- Stronger Together: WA's Plan for Gender Equality 2020-2030
- WA Strategy to Respond to the Abuse of Older People (Elder Abuse) 2019-2029
- Western Australia's LGBTIQ+ Inclusion Strategy 2025-2035
- LGBTIQ+ Inclusion Strategy 2025–2030 - Action Plan 1

Department of Creative Industries, Tourism and Sport

- WA Language Services Policy 2020
- Western Australian Multicultural Policy Framework 2020

Department of Health

- Chief Allied Health Office, Homeless Health Action Plan 2022–2025
- Sustainable Health Review
- WA Sexual Health and Blood-borne Virus Strategy and Action Plan 2024-2030

Infrastructure WA

- Foundations for a Stronger Tomorrow: State Infrastructure Strategy

Lotterywest

- Lotterywest Community Investment Framework

Mental Health Commission

- Western Australian Mental Health and Alcohol and Other Drugs Strategy 2026-2031



Strengthening the homelessness system

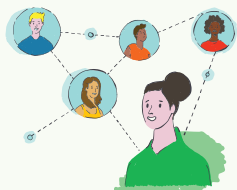
The Action Plan 2026-2030 supports continued efforts to build on the strengths of the current homelessness system and transition to one that is more integrated, place-based, culturally safe and person-centred. The WA homelessness system can be described as consisting of four key elements – homelessness accommodation and supported housing, connection points, specialist supports, and system foundation – as outlined in Figure 5. Key achievements since release of the Strategy for each component of the homelessness system are presented in Figure 1.

Figure 5 An integrated, place-based and person-centred system



Homelessness Accommodation and supported housing

Low-barrier supported accommodation is available so people experiencing homelessness can access safe spaces free from harm and be connected to critical supports. There is an emphasis on a Housing First approach to homelessness that prioritises getting people into permanent housing with flexible and tailored supports, and increasing the supply of diverse housing and accommodation options for individuals and families.



Connection points

Whenever or wherever a person presents with an identified need within the homelessness response system, they will be supported to find the help they need and want, and not be turned away, consistent with a No Wrong Door approach. Outreach services, engagement hubs and other platforms are available to assist people who are rough sleeping to connect with appropriate support.



Specialist supports

Specialist support services are flexible, coordinated and easy to access, acknowledging that for some people these may be needed long-term. Services respond to the diverse needs of people experiencing or at risk of homelessness, and are informed by local needs, context and capacity.



System foundation

Policies and processes, mechanisms for collection and sharing of data and information, and efforts to build workforce capacity, support the homelessness system better meet the needs of vulnerable people in our community. Enhancing the role and capacity for regional and local decision making is important to help make sure the right responses are delivered in the right places.

Action Plan 2026-2030 priorities

As directed by the Strategy, the priorities of this Action Plan are sustaining effort, strong preventative responses, intervening earlier and measuring success.

Sustaining effort

Significant progress has been made in implementing the Strategy, but too many Western Australians still face homelessness. More work is needed to build on the efforts made since the release of the Strategy and embed system changes to improve and sustain our efforts to end homelessness. Responses should replicate and scale up what works, address service gaps, adapt to new challenges or emerging cohorts, and take opportunities to innovate.

Strong preventative responses

There are complex and diverse pathways and risk factors across various demographic groups and across the life cycle that can lead to homelessness. In 2024-25 the main reasons for seeking assistance from specialist homelessness services were family and domestic violence, financial difficulties and housing affordability stress¹

Assistance for people at risk of homelessness is critical, both from dedicated homelessness services and from across the broader landscape of services that people interact with (see Figure 3). Strong preventative responses are also essential to break the cycle of homelessness and help people avoid returning to homelessness once they have been housed.

More recently, we know that Western Australians are struggling with an increased cost of living and housing market pressure. There is a need to focus on those disproportionately affected by these challenges and those at risk of falling into homelessness for the first time. This includes families, young people and those who are employed and at risk of homelessness

Intervening earlier

Intervening earlier can reduce homelessness and the associated social, emotional and health problems. There are significant opportunities to identify people who are at risk early and to use targeted approaches and support to minimise the negative impacts of homelessness. Helping children and young people is a priority for the Strategy, with research showing that a large proportion of people who go on to become chronically homeless had their first experience of homelessness before they turned 18.

Measuring success

An Outcomes Measurement Framework will be developed to measure progress towards achieving the vision and outcomes of the Strategy and inform development of future Strategies and initiatives. Efforts to strengthen data collection, sharing and reporting will be critical to measuring progress and identifying new challenges and opportunities. Public facing reporting will also be provided to ensure transparency and accountability.

¹ www.aihw.gov.au/reports/homelessness-services/specialist-homelessness-services-annual-report/contents/state-and-territory-summary-data-and-fact-sheets

Actions 2026-2030

This Action Plan identifies high-level actions linked to the four focus areas of the Strategy (see Figure 2). Implementing these actions will involve a range of activities that will be coordinated across all levels of government and the community sector and will collectively contribute to the achievement of Strategy outcomes.

A summary of actions is provided on page 23. Further details, including lead agencies and proposed partners, are provided from page 24. Note that actions are not numbered in order of priority.

Each Action includes initiatives that reflect elements of an ideal homelessness response system.

Some of these actions are already partly under way; some are funded and ready to commence; while others remain under consideration and are dependent on future decisions of government.



WA Rent Relief Program

The Rent Relief Program has been extended to 30 June 2027 with additional funding from the State Government.

The Rent Relief Program offers a single payment of up to \$5,000 per household, supporting private tenants to continue their tenancy by:

- Clearing rental arrears
- In some circumstances, providing a 50% contribution to future rent costs for up to three months
- Paying rent relief directly to the landlord or property manager - if agreement is made to continue the tenancy
- Facilitating access to financial, social and advocacy supports.

An independent evaluation by the Centre for Social Impact confirms the Rent Relief Program's effectiveness, with 85 per cent of clients retaining their tenancies six months post-assistance. Those who were unable to stay were supported in finding more affordable housing.

Since beginning in December 2023, over 4,650 applications have been paid with a total value of over \$20.5 million (as at 13 July 2026).



Summary of actions 2026-2030

1. Ensuring adequate availability of specialist supports and accommodation for people experiencing or at risk of homelessness.
2. Embed person-centred approaches in the homelessness system and in efforts to prevent homelessness and intervene earlier. This includes prioritising support and accommodation for those listed below, noting that people may experience multiple vulnerabilities:
 - Aboriginal peoples
 - Children and young people, particularly young people who have left or are transitioning from out-of-home care
 - Culturally and linguistically diverse people
 - People at risk of homelessness for the first time
 - People who identify as lesbian, gay, bisexual, transgender, intersex, queer and asexual plus (LGBTIQ+)
 - People with disability, particularly people with psychosocial and intellectual disability and complex support needs
 - People with health and mental health conditions
 - Pregnant women
 - Older people, particularly older women
 - Women and children affected by family and domestic violence.
3. Improve access to support and accommodation by implementing low-barrier approaches and removing unnecessary restrictions.
4. Improve services that connect people sleeping rough to supports and accommodation.
5. Support renters to maintain their tenancies, including those in the private market and those in social and affordable housing.
6. Support people unable to maintain housing to quickly access available housing options and avoid returning to homelessness. This includes, for example, people experiencing homelessness for the first time due to financial stress and people experiencing multiple vulnerabilities.
7. Provide alternative support and accommodation options that are diverse, place-based, and meet Aboriginal cultural and family needs.
8. Embed No Wrong Door approaches in the homelessness system.
9. Increase engagement of ACCOs to design and deliver services across the homelessness system for Aboriginal peoples.
10. Develop and implement innovative investment models and projects that address homelessness.
11. Develop and implement a plan to strengthen workforce capacity in the homelessness services sector.
12. Align commissioning and contracting of services for people experiencing or at risk of homelessness with best practice and contemporary evidence.
13. Improve cultural competency and trauma-informed care of homelessness service providers and State Government agencies.
14. Improve coordination and collaboration between service providers, all levels of government, and other stakeholders.
15. Design and deliver education programs on housing, homelessness and related issues to strengthen whole-of-community responses to homelessness.
16. Develop implementation plans to drive progress of initiatives under this Action Plan.
17. Embed Housing First approaches across the housing and homelessness systems.
18. Strengthen the By Name List to improve data quality and effective coordination of services.
19. Improve systems to better identify and support people exiting the Justice System who are at risk of homelessness.
20. Support people accessing the WA Health System to connect with homelessness supports and accommodation, to prevent discharge into homelessness.
21. Support people accessing mental health and alcohol and other drug services to connect with homelessness supports to prevent homelessness.
22. Strengthen databases to improve collection, sharing and use of data, information and intelligence, to support people at risk of or experiencing homelessness.
23. Continuously improve our understanding of homelessness and the effectiveness of responses.



Focus area 1
Improving Aboriginal wellbeing



Focus area 2
Providing safe, secure and stable homes



Focus area 3
Preventing homelessness



Focus area 4
Strengthening and coordinating our responses and impact

Level of impact: Individuals and families

Action No.	Actions	1	2	3	4	Lead Agency	Proposed Partners	Start Date
1	Action: Ensuring adequate availability of specialist supports and accommodation for people experiencing or at risk of homelessness. Elements of an ideal system • Demand for homelessness accommodation is addressed. • Support and accommodation options are diverse, innovative, accessible, and tailored to the needs of specific cohorts. • Supports and accommodation are culturally safe and responsive, and informed by local needs, context and capacity. • Accommodation options include low-barrier accommodation to support people experiencing homelessness with access to safe spaces free from harm and connection to critical support services.					Department of Communities	Community services sector Department of Housing and Works Other state government agencies	Underway

Action No.	Actions	1	2	3	4	Lead Agency	Proposed Partners	Start Date
2	Action: Embed person-centred approaches in the homelessness system and in efforts to prevent homelessness and intervene earlier. This includes prioritising support and accommodation for those listed below, noting that people may experience multiple vulnerabilities: • Aboriginal peoples • Children and young people, particularly young people who have left or are transitioning from out-of-home care • Culturally and linguistically diverse people • People at risk of homelessness for the first time • People who identify as lesbian, gay, bisexual, transgender, intersex, queer and asexual plus (LGBTIQA+) • People with disability, particularly people with psychosocial and intellectual disability and complex support needs • People with health and mental health conditions • Pregnant women • Older people, particularly older women • Women and children affected by family and domestic violence.					Department of Communities Community services sector	Other state government agencies People with lived experience of homelessness	2026

Action No.	Actions	1	2	3	4	Lead Agency	Proposed Partners	Start Date
2 (Cont.)	Elements of an ideal system • Accommodation tailored to the needs of specific cohorts and locations is available. This may include, for example, supports and accommodation for young people that build their capacity to live independently. • Supports and education material tailored to the needs of specific cohorts and locations are available and accessible. This may include: ◦ Advocacy support ◦ Assistance with employment and education pathways ◦ Building tenancy and life skills ◦ Case management ◦ Financial counselling. • Services are accessible, inclusive and culturally safe and responsive. • Partnerships are formed with key groups, including peak organisations, to support inclusive responses that meet the unique needs of diverse cohorts. • Formal partnerships and/or shared decision-making are established with WA's Aboriginal peak bodies and relevant Aboriginal Community Controlled Organisations (ACCOs) or services. • People with lived experience have a say in developing solutions for their communities. • People at risk of or experiencing homelessness know where they can find help and feel safe when accessing support.					Department of Communities Community services sector	Other state government agencies People with lived experience of homelessness	2026

Action No.	Actions	1	2	3	4	Lead Agency	Proposed Partners	Start Date
3	Action: Improve access to support and accommodation by implementing low-barrier approaches and removing unnecessary restrictions. Elements of an ideal system • Expansion of availability of low barrier approaches. • Implementation of improved practices and development of standards that remove barriers to entry. • Support for people at risk of homelessness who experience difficulties in accessing specialist supports, housing and accommodation. This may include, for example, aged care assessments for older people and adjustments for people with disability. • People at risk of or experiencing homelessness know where they can find help and feel safe when accessing support. • Aboriginal people are supported through ACCOs to access accommodation and related supports.					Department of Communities Community services sector	Other state government agencies People with lived experience of homelessness	Underway

Action No.	Actions	1	2	3	4	Lead Agency	Proposed Partners	Start Date
4	Action: Improve services that connect people sleeping rough to supports and accommodation. Elements of an ideal system • Outreach services, engagement hubs and other platforms are available to assist people experiencing homelessness to connect with appropriate support. • Increased collaboration with local governments to improve coordination of homelessness services, including those increasing their engagement in homelessness issues. • Outreach is Aboriginal-led, culturally safe and accessible for Aboriginal people. • Regional Rough Sleeper Coordination Groups have increased coverage in WA, and continued improvement of efforts in the Perth metropolitan area • Frontline workers, including those in the community services sector and government agencies, have the resources and information to make referrals to support and accommodation. • Performance of the “Find My Way” Online Homelessness Services Portal is reviewed and improved as needed. • Referral systems are transparent, fair and equitable, and respect individual service choice. • Better coordination and collaboration across the services landscape as part of efforts to connect people to supports and accommodation.					Department of Communities Community services sector	Local governments Other state government agencies People with lived experience of homelessness	Underway

Action No.	Actions	1	2	3	4	Lead Agency	Proposed Partners	Start Date
5	Action: Support renters to maintain their tenancies, including those in the private market and those in social and affordable housing. Elements of an ideal system • Supports tailored to individual need are available, accessible, and culturally safe and responsive, to assist people maintain their tenancy. This may include options such as: ◦ Advocacy support. ◦ Building tenancy skills ◦ Education on tenancy rights and anti-discrimination laws ◦ Financial counselling ◦ Rent relief ◦ Support and case management for complex multi-issue tenancies ◦ Support for older people and people with disability to remain in their homes. • Education programs and materials are delivered across the community, which challenge stigma and myths about being at risk of homelessness and raise awareness of the supports available, so individuals and families can connect with services.					Department of Communities Department of Housing and Works Department of Local Government, Industry Regulation and Safety Community services sector	Other state government agencies	Underway

Action No.	Actions	1	2	3	4	Lead Agency	Proposed Partners	Start Date
6	Action: Support people unable to maintain housing to quickly access available housing options and avoid returning to homelessness. This includes, for example, people experiencing homelessness for the first time due to financial stress and people experiencing multiple vulnerabilities. Elements of an ideal system • Frontline workers, including those in the community services sector and government agencies, have the resources and information to make referrals to support and accommodation. • People experiencing homelessness know where they can find help and feel safe when accessing support. • Supports tailored to individual need are available, accessible, place-based, and culturally safe and responsive. This may include options such as: ◦ Advocacy support. ◦ Building tenancy and life skills. ◦ Financial counselling. ◦ Support and case management for complex multi-issue tenancies.					Department of Communities Community services sector	Department of Housing and Works	2026

Action No.	Actions	1	2	3	4	Lead Agency	Proposed Partners	Start Date
7	Action: Provide alternative support and accommodation options that are diverse, place-based, and meet Aboriginal cultural and family needs. Elements of an ideal system • Aboriginal Short Stay accommodation or comparable accommodation services are established in key locations: ◦ Geraldton – Accommodates up to 100 guests ◦ Perth – Anticipated to accommodate up to 100 guests • Improved support, accommodation and assistance to Return to Country are provided for Aboriginal people and their families who travel to Perth and priority regional centres • Formal partnerships with genuine shared decision-making are established between government, ACCOs and Aboriginal communities to design, fund and deliver alternative support and accommodation options in their communities that are culturally safe and appropriate • Provide and promote culturally safe, diverse, and place-based alternative support and accommodation options that meets the needs of Aboriginal people, their families and communities.					Department of Communities Department of Housing and Works	ACCOs Community services sector	Underway

Action No.	Actions	1	2	3	4	Lead Agency	Proposed Partners	Start Date
8	Action: Embed No Wrong Door approaches in the homelessness system Elements of an ideal system - Expanded and improved 'No Wrong Door' phone and online services are available and complement face-to-face options for support and communication. - Processes for 'No Wrong Door' referral to appropriate services and accommodation are understood by frontline workers in the homelessness sector and services in related areas such as family and domestic violence services. - Embed homelessness specialists within mainstream community services such as libraries and community centres, to connect people to services and accommodation.					Department of Communities	Community services sector Local governments People with lived experience of homelessness	Underway
9	Action: Increase engagement of ACCOs to design and deliver services across the homelessness system for Aboriginal peoples. Elements of an ideal system - ACCOs are empowered and supported to strengthen capability and capacity to deliver homelessness services, including accommodation, specialist supports and connection points, in their community. - ACCOs are given economic and socio-economic opportunities to deliver services to their community. - Partnerships and engagement with ACCOs, including at the policy level, to deliver strong accountability and culturally responsive ways of working.					Department of Communities	Community services sector ACCOs	Underway

Action No.	Actions	1	2	3	4	Lead Agency	Proposed Partners	Start Date
10	Action: Develop and implement innovative investment models and projects that address homelessness. Elements of an ideal system • Initiatives such as those outlined below are explored in partnership with State Government agencies, private and philanthropic partners, and community sector organisations: ◦ Social Impact investment models to prevent and reduce homelessness ◦ Social reinvestment initiatives that recognise the value of diverting someone from a life of homelessness ◦ Capital projects that increase the supply of diverse and innovative housing options ◦ Non-capital projects that help people to access housing and support ◦ Projects that facilitate access to underutilised assets and land ◦ Forums to connect private and philanthropic partners, community sector organisations and other partners, to build knowledge and identify opportunities for collaboration and investment. • Explore alternative sources of financing to address homelessness such as from the private sector. • Develop pathways and frameworks for replicating or scaling up of successful pilot projects.					Department of Communities Community services sector	Other state government agencies	Underway

Level of impact: Organisation/Service

Action No.	Actions	1	2	3	4	Lead Agency	Proposed Partners	Start Date
11	Action: Develop and implement a plan to strengthen workforce capacity in the homelessness services sector. Elements of an ideal system • A workforce development plan for the homelessness services sector is completed and implementation has commenced. This plan may include consideration of: ◦ Workforce attraction, retention and development ◦ Core competencies and minimum standards ◦ Professional standards, accreditation and qualification pathways ◦ Engagement of and support for people with lived experience of homelessness. This includes paid opportunities to provide peer support and mentoring where appropriate ◦ Priorities for ACCOs and Aboriginal people working in the sector ◦ Establishment of communities of practice to drive knowledge sharing and learning ◦ Engagement of and support for volunteers working in the homelessness sector ◦ Building capacity of people employed in mainstream community services (e.g. aged care and Local Government) to engage with and support people experiencing homelessness or with lived experience of homelessness who access these services.					Department of Communities Community services sector	Other state government agencies People with lived experience of homelessness	2026

Action No.	Actions	1	2	3	4	Lead Agency	Proposed Partners	Start Date
12	Action: Align commissioning and contracting of services for people experiencing or at risk of homelessness with best practice and contemporary evidence. Elements of an ideal system - Contracting of homelessness services supports a homelessness system that is integrated, place-based and person-centred as outlined in the Strategy. - ACCOs are given economic and socio-economic opportunities to deliver services to their community. - Approaches to co-commissioning of homelessness services between State Government agencies are developed and implemented, particularly to assist people with multiple service needs. - Improve contracting and procurement methodology.					Department of Communities	Community services sector Department of Treasury and Finance	Underway
13	Action: Improve cultural competency and trauma-informed care of homelessness service providers and State Government agencies. Elements of an ideal system - Best practice policies, frameworks and standards are developed and implemented. - A common understanding of what constitutes a trauma-informed approach for State Government agencies is developed and disseminated. - Training and other measures to strengthen cultural competency are developed and implemented in partnership with Aboriginal people and organisations and people with lived experience of homelessness.					Department of Communities Community services sector	ACCOs Other state government agencies People with lived experience of homelessness	2026

Action No.	Actions	1	2	3	4	Lead Agency	Proposed Partners	Start Date
14	Action: Improve coordination and collaboration between service providers, all levels of government, and other stakeholders. Elements of an ideal system • Initiatives and mechanisms are implemented to improve coordination and collaboration between State Government agencies. • Approaches to co-commissioning of homelessness services between State Government agencies are developed and implemented, particularly to assist people with multiple service needs. • Collaboration across Commonwealth, state and local governments to improve coordination of homelessness services. This includes local governments increasing their engagement in homelessness issues. • Regional Rough Sleeper Coordination Groups have increased coverage in WA and continued improvement of efforts in the Perth metropolitan area. • Implementation of collaborative approaches involving multiple service providers, Government agencies, peak bodies, and other stakeholders. • District Leadership Groups are engaged and inform place-based commissioning of homelessness services and development of innovative approaches, and leverage shared knowledge to improve service delivery.					Department of Communities Community services sector	Local government Other state government agencies	Underway

Action No.	Actions	1	2	3	4	Lead Agency	Proposed Partners	Start Date
15	Action: Design and deliver education programs on housing, homelessness and related issues to strengthen whole-of-community responses to homelessness. Elements of an ideal system • Education programs and material to raise awareness about homelessness and the drivers of homelessness, to challenge stigma and myths, are available across the community. This includes lesser-known forms of homelessness such as overcrowding. • Tailored education programs and material are delivered to assist with: understanding of different roles in preventing or responding to homelessness; early identification of individuals and families at risk of homelessness; and referring people to homelessness services. This includes programs and material for: ◦ State and local government staff providing frontline services (e.g. teachers, librarians, community centre workers) ◦ Members of the broader community (e.g. community sports clubs) ◦ Private sector organisations, including small business, landlords and real estate agents. • Training, education and capacity building is provided to assist staff in other services across the services landscape to support their clients who have lived experience of homelessness (e.g. aged care or health). • Provide opportunities for people with lived experience of homelessness to share their stories and contribute to education and awareness raising initiatives.					Department of Communities	Community services sector Local government Other state government agencies People with lived experience of homelessness	2026

Action No.	Actions	1	2	3	4	Lead Agency	Proposed Partners	Start Date
16	Action: Develop implementation plans to drive progress of initiatives under this Action Plan. Elements of an ideal system • An implementation plan is developed that provides further detail on initiatives under this Action Plan, such as scope of work, implementation partners, consultation process, and implementation timeframes. • Separate implementation plans may be developed for larger or more complex actions, specific cohorts such as Aboriginal people and people with disability, or for groups of initiatives in this Action Plan.					Department of Communities		2026

Level of impact: Multi-level

Action No.	Actions	1	2	3	4	Lead Agency	Proposed Partners	Start Date
17	Action: Embed Housing First approaches across the housing and homelessness systems. Elements of an ideal system • Policies and practices related to housing and homelessness are reviewed with consideration of Housing First approaches. • Provision of homelessness services is informed by tailored Housing First principles, including Noongar Housing First Principles, where appropriate. • Housing First approaches are implemented and evaluated in specific locations. • Housing First approaches include supported housing. • Adequate level of Housing First Support Services in the Perth metropolitan and regional areas, including possible expansions and establishing programs in new locations. • Possible extension of the Supportive Landlord Model in locations as deemed appropriate. • Housing First principles tailored for specific communities and cohorts are developed and implemented as required. • Housing First for Youth homelessness service. • Training and guidance is provided on implementation of Housing First principles, including principles tailored to specific cohorts.					Department of Communities Community services sector	Department of Housing and Works	2026-2027

Action No.	Actions	1	2	3	4	Lead Agency	Proposed Partners	Start Date
18	Action: Strengthen the By Name List to improve data quality and effective coordination of services. Elements of an ideal system • A review is completed to assess the level of resourcing required to support both the sustainability of existing work and development and expansion of the BNL. • The BNL covers regions where there is identified need, community support and sector capacity. • The focus of the Perth BNL is shifted to more discrete place-based zones to support improved data quality and coordination of services. • Tools and training resources are reviewed with Aboriginal organisations to support culturally responsive and culturally safe data collection, including work to understand the needs of diverse cohorts and how best to ensure that Aboriginal people have access to and the capability to use BNL data. • A review is completed to improve understanding of the unique needs of Aboriginal people on the BNL who: live locally and are seeking housing; are visiting from regional areas and are seeking housing; and are visiting from regional areas and are not seeking housing but have other support needs. • A guide is developed on how insights from the BNL can be better utilised in service delivery, planning and policy making across Government. • Local Governments are supported to contribute to and use BNL data, noting that local governments vary in terms of size and the nature of issues managed.					Community services sector	Department of Communities Local governments	2026

Action No.	Actions	1	2	3	4	Lead Agency	Proposed Partners	Start Date
19	Action: Improve systems to better identify and support people exiting the Justice System who are at risk of homelessness. Elements of an ideal system • Improved collaboration relating to people with a public housing tenancy who are on remand. • Improved collaboration on data sharing and coordination between agencies to identify and understand the different housing pathways available or needed upon discharge from a custodial setting. • Improved data collection regarding housing status on entry or discharge to better inform understanding of the potential suite of housing needs and evidence future accommodation models. • Improved access to housing and accommodation options for people exiting prison in both metropolitan and regional locations. • Investigate targeted and innovative cohort accommodation options, including for young people and women, High Risk Serious Offenders, supervised persons subject to the <i>Criminal Law (Mental Impairment) Act 2023</i>, and offenders with disability, mental health, and dementia. • Improved linkages and collaboration with remote communities to support Aboriginal people displaced during incarceration to Return to Country.					Department of Justice	Department of Communities Department of Housing and Works	Underway

Action No.	Actions	1	2	3	4	Lead Agency	Proposed Partners	Start Date
20	Action: : Support people accessing the WA Health System to connect with homelessness supports and accommodation, to prevent discharge into homelessness. Elements of an ideal system • Improved support and accommodation for people experiencing or at risk of homelessness who are: ◦ Travelling to Perth and priority regional centres to access health care ◦ Medically fit for discharge. • Involve people with lived experience of homelessness in design and delivery of homeless health related services. • Supported accommodation to assist people back into the local community upon exit from the WA Health System. • Services for people experiencing or at risk of homelessness within the WA Health System are connected with broader support systems to promote coordinated care.					Department of Health	Department of Communities Mental Health Commission	Underway

Action No.	Actions	1	2	3	4	Lead Agency	Proposed Partners	Start Date
21	Action: Support people accessing mental health and alcohol and other drug services to connect with homelessness supports to prevent homelessness. Elements of an ideal system • People who are homeless or at risk of homelessness and accessing mental health, alcohol and other drug residential services are provided with support to connect with housing and homelessness services upon discharge. • Increased collaboration between agencies and service providers to strengthen referral pathways between mental health and alcohol and other drugs, and housing and homelessness services. • Transitional support is provided to assist people back into the local community upon exit from alcohol and other drugs services. • Provide support to young people with mental health issues, with or without co-occurring alcohol and other drug use, to transition from homelessness or being at risk of homelessness to more stable and independent accommodation.					Mental Health Commission	Department of Health Other state government agencies	Underway

Action No.	Actions	1	2	3	4	Lead Agency	Proposed Partners	Start Date
22	Action: Strengthen databases to improve collection, sharing and use of data, information and intelligence, to support people at risk of or experiencing homelessness. Elements of an ideal system - Existing databases, including the Specialist Homelessness Information Platform and By Name List (BNL), are improved to strengthen collection, sharing and use of data. - Improved matching of people to services and streamlined referrals. - Improved data sharing across government, including through use of the PeopleWA database. - Aboriginal people have access to, and the capability to use, locally relevant data and information to set and monitor the implementation of efforts to close the gap, their priorities, and drive their own development.					Department of Communities	ACCOs Community services sector Other state government agencies	2026
23	Action: Continuously improve our understanding of homelessness and the effectiveness of responses. Elements of an ideal system - An agreed outcomes measurement framework is used to evaluate the Strategy. - Updates on implementation of the Strategy are published. - An independent evaluation of implementation of the Strategy is completed. - Research and analysis on key trends in homelessness is undertaken. - Ongoing reviews of existing initiatives are undertaken to identify opportunities for improvement and respond to emerging need. - Improved approaches to ending homelessness are developed.					Department of Communities	Community services sector Department of Treasury and Finance	Underway

Notes

Notes

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