
Community Services Section
Waverley Council

WHAT ABOUT THE HOMELESS IN WAVERLEY?

PART I – RESEARCH FINDINGS

Waverley Local Government Area
Homelessness Research Statistics
January/February 2004

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Consultant (Social Science)

This work was commissioned by Waverley Council for January 2004 to identify the extent and characteristics of homelessness in the Waverley Local Government Area and to prepare a draft outline of a strategic plan and protocol for Council consideration.

The findings are produced in two parts –

Part I covering the research phase; and

Part II providing the outcomes of the research and recommendations for a strategic approach to the issue.

The research process was completed February 2004.

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<p>Views expressed in this paper are those of the author and do not necessarily represent those of Waverley Council. Every effort has been made to ensure the accuracy of this report. The writer accepts no responsibility for errors or omissions.</p>
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WHAT ABOUT THE HOMELESS IN WAVERLEY?

PART I – RESEARCH FINDINGS

Waverley Local Government Area Homelessness Statistics –
Research Conducted January/February 2004
by Sharon Vincent, Consultant (Social Science) on Behalf of Waverley Council

PREFACE

This report provides data obtained through a wide variety of sources – the results of which will be presented in this paper as separate categories in the first instance, but together provide a comprehensive base for analysis of the homeless population in the Waverley Local Government Area.

Format. The layout of this document suggests the methodology used in this research. Sections 1 and 2 provide the base Census data and other relevant quantitative data provided by local SAAP and other pertinent accommodation service providers. Section 2 also defines homelessness. Section 3 combines the relevant statistics from the previous sections to obtain a more comprehensive indicator of homelessness in Waverley and includes a reassessment of the numbers of primary homeless previously provided in the Census. Section 4 looks at potential homelessness as indicated by data from the Homeless Persons Information Centre.

Sections 5 and 6 focus more on the qualitative aspect with information obtained through surveys of homeless people accessing local specific services, together with consultations held with a selected range of service providers catering for the homeless or disadvantaged in the Area. It rounds off the research and provides current on-the-ground experiential evidence. It indicates service challenges as well as the unmet needs of the homeless, provides additional important quantitative data not previously captured, and is obviously an essential ingredient in our efforts to understand the population under consideration.

The main findings are presented as Selected Highlights, together with a more comprehensive general summary at the beginning of this report.

This research (Part I) forms the basis of the final discussion paper (Part II) for Council's consideration where the extent and characteristics of the Waverley homeless population will be articulated, relevant aspects highlighted, conclusions reached and recommendations made which will contribute to the development of a draft outline of a strategic plan.

Sharon Vincent
Consultant

March, 2004

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WHAT ABOUT THE HOMELESS IN WAVERLEY?
SELECTED HIGHLIGHTS
RESEARCH INTO HOMELESSNESS IN WAVERLEY, 2004

These highlights are not intended to comprehensively identify all of the important findings of this research but to indicate those considered to be of particular interest. The identification of other factors together with suggested strategic approaches will be undertaken in Part II of this report.

Highlights include:

- Waverley's homeless population, as defined within primary, secondary and tertiary levels, is between 511–520 people based on Census 2001 and local data.
- On the basis of the lower conservative number of 511 people for Waverley, this represents 8.7 persons per 1,000 of the Waverley population, which is
 - well above the average of 5.74 within the South East Health Region and
 - twice that of the average of 4.2 persons per 1000 for New South Wales as a whole.
- Within the South East Health (S.E.H.) Region, Waverley has the third highest number of homeless per head of population behind the parts of South Sydney and Sydney that fall inside the Region.
- Waverley has the highest proportion of homeless in the S.E.H. Region aged between 45-64 years representing just under 35% of the Waverley homeless population as compared to 27.5% for the S.E.H. region as a whole.
- The majority of the homeless in Waverley are male representing 68.3% of this population group.
- The largest age groups of the Waverley homeless population are those aged 25-44 and 45-64 representing 34.2% and 34.8% respectively.
- There are no services in the Local Government Area (LGA) specifically catering for males or the age groups with the highest representation as identified in the two points above.
- There is a slight suggestion that females with dependent children are starting to join the ranks of the homeless, with no suitable accommodation being available.
- There are also many in the LGA, particularly young people, who face potential homelessness as indicated by the 832 calls made from the Area to accommodation information and referral services in the 12 month period under review.
- Community service providers, not specifically catering for homelessness, also assess that around 69% of their clients are experiencing some level of homelessness.
- Accommodation of all types for the homeless was found to be insufficient.
- The four SAAP services in the Area can see a total of around 418 people exiting their services within a 12-month period, suggesting potential homelessness not fully captured in other research data.
- Waverley is experiencing a very marked decline in boarding house stock. There is a reduction from the 1960-1970 figures of 230 to possibly as few as 28 in 2004 with only 10 making application for rate rebate on the basis of affordability.
- Affordability of accommodation is an issue even for those accessing these boarding houses with only 7-10 charging the lower rates of between \$90-\$140 per week. Those on basic Centrelink benefits paying these and particularly the higher rates are likely to be experiencing housing stress.

- There is a slight increase in people on Newstart and Disability Support Pensions contacting accommodation information services which may suggest problems in these government programs.
- There are some indications that there are people with physical disabilities potentially homeless and yet there is a dearth of accommodation to cater for these needs in the Area.
- Violence is a major factor for the homeless in Waverley whether as a contributing cause of homelessness or as potential victims whilst in a homeless state.
- Mental health issues, followed by drug and alcohol, were identified as the highest cause of homelessness, whilst family breakdown featured the most for young people.
- Close to 80% of clients accommodated in SAAP and long term accommodation are estimated to have some form of mental illness.
- Mental Health Services, whether provided as outreach, on location or in crisis situations was identified as a gap and a major issue in the LGA.
- There are those in the community with mental health and often other health issues who are missing out on needed services and support owing to either not being diagnosed or being passed between different health or other services because of the complexity of their situation.
- There is a gap in brokerage and outreach/case management services that can address and take on a preventative role in the complexity and variety of issues the homeless or potentially homeless face.
- There is a lack of hygiene facilities in the town centre to cater for people who are in a homeless situation.
- Data collection on homelessness is a real problem which needs to be addressed by all community based services as they come in contact with the homeless or those who are potentially homeless.
- There is a general lack of clarity and knowledge by services in relation to referral processes, which is exacerbated for clients with a complexity of issues.

WHAT ABOUT THE HOMELESS IN WAVERLEY?

SUMMARY OF RESEARCH FINDINGS, 2004

Definition of Homelessness:

<i>Primary Homelessness</i>	<i>Have no shelter (living in parks/sleeping rough)</i>
<i>Secondary Homelessness</i>	<i>Move between various forms of temporary shelter eg crisis accommodation, parks, staying with friends or relatives</i>
<i>Tertiary Homelessness</i>	<i>Live in accommodation which is without security of tenure, unsafe or inappropriate to their needs, including young people who experience abuse at home. (BCC Response to Homelessness Strategy 2002-06)</i>

Using 2001 Census data, SAAP (Government funded Supported Accommodation Assistance Program) service provider figures, recent surveys and the current consultation processes¹, estimates as to the extent of homelessness in Waverley as defined above are as follows:

Number of Homeless:

- There are conservatively 511 people homeless in the Waverley LGA;
- Of these,
 - 3.1-4.9% % (16-25 people) are experiencing primary homelessness;
 - 8.4% (43) are in secondary homelessness;
 - 88.5% (452) are in tertiary homelessness.
- Figures on primary homelessness are notoriously difficult to capture owing to the transient and hidden nature of this population grouping. The figure adopted for this study is conservative and more likely to be an undercount of the actual situation.
- Waverley homeless represent 8.7 persons per 1000 population which is the third highest in South East Health region behind Sydney (part) at 30.5 and South Sydney (part) at 26.03 persons per 1000². This is twice the average for NSW as a whole which is 4.2 persons per 1000 (Chamberlain & MacKenzie, p. 5, 2003)

Gender:

- 68.3% (349) are males, and
- 31.7% (162) females.

Ages³:

- 5.3% (27 people) are aged 0-14;
- 16% (82) aged 15-24;
- 34.2% (175) aged 25-44;
- 34.8% (178) aged 45-64;
- 8.8% (45) aged 65 & over.

Characteristics of Those Accommodated in Assisted Accommodation

Waverley residents accommodated in SAAP crisis, short and medium term accommodation number 43. Of these:

- 9.3% (or 4 people) are aged 0-14;

¹ See "What About the Homeless in Waverley, Part I – Research Findings" for details.

² It needs to be noted that the high figures in Sydney and South Sydney areas include those who visit to access the services provided in those locations that are not available in the client's normal setting.

³ The ages of four of the primary homeless in Waverley were not identified and consequently are not included in this statistic.

- 58.1% (25) are aged 15-24;
- 14% (6) are aged 25-44;
- 18.6% (8) are aged 45-64.

For those living in long term subsidised accommodation indicating potential exit points for SAAP service clients there are 784 currently being accommodated⁴: Of these:

- 2.2% (or 17 people) are aged 0-14;
- 3.6% (28) are aged 15-24;
- 14.3% (112) are aged 25-44;
- 30.7% (241) are aged 45-64;
- 48.3% (379) are aged 65 and over.

In total, the gender percentages for those accommodated in both SAAP and long term accommodation are:

- 40.5% (335) male,
- 59.5% (492) females.

For SAAP services only, there are also more females than males accommodated, being:

- 20.9% (9) male as compared to
- 79.1% (34) female.

Indicators of Potential Homelessness:

- There were 832 calls from Waverley in a 12-month period to the Homeless Persons Information Centre (HPIC); by young JPET clients seeking accommodation; and tenants contacting the Eastern Area Tenants Service (EATS). More than one call per person may have been made to the first two services whereas for EATS, a tenancy support service, 59 calls were made;
- Turnover of clients in SAAP services can result in a changing population numbering 418 people in a 12-month period.
- For people exiting crisis, short and medium term accommodation, potential alternative affordable public and community accommodation currently is providing 784 places. However turnover in these places is very limited and therefore access is confined. In addition it is not always possible for those wishing to stay in Waverley to have a choice.
- Another possible affordable alternative is boarding houses or lodges. Local stock has been depleting markedly from 230 in 1960-1970 which reduced to 55 documented in 2000 with 31 being on Council's rate rebate scheme, to the current level of 45 registered in 2004. Of these 45 only up to 28 appear to be functioning as boarding houses with 10 applying for Council's rebate on the basis of affordability. A current review is suggesting that as few as 7 of those 45 remaining in the Area are remotely affordable charging rent of \$90-140 per week. Those residents even on these rates who are recipients of Newstart with Rent Assistance (an income of \$239.70 p.w.) would more than likely be facing housing stress and potential homelessness.

Levels of Homelessness of Clients of Local Services

Services interviewed able to provide estimates together with number of clients suggest that:

- 29.3% of their clients are in primary homelessness;
- 33.3% in secondary; and
- 37.7% in tertiary homelessness.

The above is represented by the following break-up:

- For SAAP services catering for 43 clients at the time of the consultations, it is estimated that:
 - 11.6% are tending towards primary homelessness;
 - 44.2% secondary homelessness; and
 - 44.2% tertiary homelessness.

⁴ Ages for 7 people in Dept of Housing stock were not available.

- For those participating in the W.I.S.H. survey, of the 56 identifying as homeless:
 - 42.9% identified as primary homeless;
 - 25% identified as secondary homeless; and
 - 32.1% identified as tertiary homeless.

Community based service providers not specifically catering for the homeless and not included above estimate in total⁵:

- 15% of clients seen by these services are in primary homelessness;
- 27% in secondary homelessness;
- 27% in tertiary homelessness.

From the Homeless Person's Perspective:

- During a period of from 2 days to one month, 88.7%, or 56 people, interviewed by major welfare service organizations in the area, indicated they were in a state of homelessness in that:
 - 43% (24) of people stated they were sleeping rough;
 - 25% (14) staying in temporary shelter; and
 - 32% (18) in boarding houses.
- Food was more likely to be obtained from Norman Andrews House or St Vincent de Paul in Waverley.
- Most primary homeless regulars in Waverley go to the city or other places for evening meals.⁶

Mental Health Issues and the Homeless

- Accommodation service providers for this sector, not including DoH⁷, estimate that 78.8% of their clients have mental health issues.
- For the community based service providers not specifically targeting homelessness but dealing with disadvantaged groups, 62% of the clients they perceive as homeless are estimated to have some form of mental health issue.
- Figures from the Mental Health Program suggest that 64% of in-patients to the Kiloh Centre are, or have a very high potential to become, primary homeless.

Causes of Homelessness

- Mental Health issues was the highest factor provided by those participating in the W.I.S.H. survey when identifying causes of homelessness, followed by drug and alcohol issues, gambling, violence and marriage/family break-up. Depression, financial management, personal safety and domestic violence were also identified.
- Other causes respondents identified in addition to the above include rental arrears, noise and nuisance issues, recent releases from hospital or jail, unemployment, with a small number being recent arrivals from NZ.
- For young people, the three highest recordings of reasons for homelessness are family breakdown, followed by interpersonal conflict and then the fact the usual form of accommodation is no longer available.
- Other factors with high recordings for young people include needing time out from the family or other situation, physical and emotional abuse, or eviction.

Needs of Those in Primary and Secondary Homelessness

- Accommodation which is affordable is essential. There is a disturbing trend with the reduction of boarding houses in Waverley, which has and will continue to impact on homelessness levels in the Area.
- The majority of respondents required, in addition to the basic needs of food and/or shelter, toilet, shower and washing machine facilities, and clothing;

⁵ It was not possible to get actual current client numbers from all respondents to establish definitive percentages for this group. Consequently service provider estimates of percentages are provided

⁶ The service providing regular meals in Waverley, Norman Andrews House, caters for breakfast and lunch only.

⁷ Dept of Housing figures for Waverley were unavailable.

- Storage was required by 36.5% (15) of the respondents.
- Additional needs included emotional support, company and assistance with budgeting.
- Counselling, support, mentoring and brokerage services were suggested to address the personal needs of this sector.

Violence

- Violence is an issue of concern for the homeless, both as a victim or living in fear of violence, with just under half the respondents identifying it as a factor in their homelessness.
- Violence as an issue in primary homelessness is high with 90% (46) indicating concern. 15% (7) suggested robbery was a major issue for them in this regard.

QUANTITATIVE DATA

Section 1

AUSTRALIAN BUREAU OF STATISTICS CENSUS DATA 2001

The ABS 2001 Census of Population & Housing is the source document identifying that there were 455 people classified as homeless persons on the night of the Census in 2001 (ABS Census 2001).

The figures were obtained by survey of those sleeping rough and using the categories identified as those living in boarding houses/private hotels, hotels/motels, and visitors in private dwellings with no usual address.

In providing the figures on homelessness for Waverley and South East Health Region, the Australian Bureau of Statistics (ABS) advise that the figures they have provided are likely to be an undercount of the actual situation, and particularly note the difficulty of counting those sleeping rough.

Gender. The break-up for males and females provided in figures and as a percentage of the totals is provided below. Please note that in all the tables that follow the percentages have been rounded to adjust for statistical reasons.

Figure 1 - Homeless Persons by Accommodation Type and Sex for the Waverley LGA

	Boarding House/Private Hotel		Visitors in Private Dwellings No Usual Address		Hotels Motels		Sleepers Out		Total	
Males	241	73.5%	56	17.1%	28	8.5%	3	.9%	328	100%
Females	60	47.3%	54	42.5%	13	10.2%	0	0%	127	100%
Total	301	66.1%	110	24.2%	41	9%	3	.7%	455	100%

Census of Population & Housing 2001

On these figures, Waverley with 455 has the fourth highest representation of homeless in the South East Health region, behind South Sydney (part) with 1256, Sydney (part) with 807, and Randwick with 629.

Enumerated Population Figures. However, when looked at as a percentage of homeless persons per 1,000 of the population, Waverley comes in at third place with 7.74 homeless persons per 1,000 as compared to South Sydney (part) with 26.03 and Sydney (part) with 30.50. Randwick slips to fourth position with 5.30 per 1000 population. The average for the whole of the South East Health region is 5.67 (ABS 2001 Census of Population & Housing), and Waverley is well above this figure – see table below:

Figure 2 - 2001 Census Enumerated Population by Homeless Status and LGA, S.E.H.

LGA	Homeless Persons	All Persons	Homeless Persons per 1000
Botany	130	35572	3.65
Hurstville	92	70010	1.31
Kogarah	57	49885	1.14
Randwick	629	118580	5.30
Rockdale	300	87658	3.42
South Sydney (part)	1256	48250	26.03
Sutherland	280	202158	1.39
Sydney (part)	807	26462	30.50
Waverley	455	58769	7.74
Woollahra	230	49815	4.62
S.E.H.	4236	747159	5.67

Source Data: Census of Population & Housing 2001. Excludes overseas visitors.

The Census identifies the age ranges of the homeless population for Waverley as follows:

Figure 3 – 2001 Census Homeless Persons by Age in the Waverley LGA as Compared to S.E.H. Data

Persons	0-14		15-24		25-44		45-64		65 & Over		All Ages	
Waverley	23	5.1%	57	12.5%	167	36.7%	164	36%	44	9.7%	455	100%
S.E.H. Total	220	5.2%	640	15.1%	1825	43.1%	1164	27.5%	387	9.1%	4236	100%

Source Data: Census of Population & Housing 2001

Waverley age groups of homeless persons as a proportion of the total population are generally on a par with the South East Health region percentages at the lower age and upper age groupings (Waverley being 5.1% as compared to S.E.H. 5.2% for the 0-14 age group and 9.7% as compared to 9.1% respectively for the 65 and over age group). The Waverley LGA 45-64 age group is well above the average at 36% as compared to 27.5% for the S.E.H. Region.

It would appear then that from these figures the 45-64 age group within the Eastern Sydney Region tends to be located more predominantly within the Waverley LGA. However, when looking at Waverley in isolation, the figures for that group and the 25-44 year olds are generally equal – 164 for the 45-64 age group and 167 for the 25-44 age group. Therefore, in addition to noting the comparative results for S.E.H. and Waverley LGA, the fact that 72.7% of the total Waverley LGA homeless population as defined by the Census are in the 25-64 age groups is important in relation to the characteristics of this sector.

State Indicators. On a State level, Chamberlain & MacKenzie in research undertaken on behalf of the Australian Bureau of Statistics in relation to the 2001 Census identified that the data on homelessness as it stood was inadequate. Consequently, Chamberlain & MacKenzie made what they deemed as necessary additions to more accurately reflect the situation. As well as data from the Census on Population and Housing 1996 and 2001, they included SAAP Client Collection Data for the same periods, and the National Census on Homeless School Students for the years 1994 and 2001. On these figures, they identified that there is a drop in numbers of homeless for NSW - from 29,608 in 1996 to 26,676 in 2001 – a difference of 2,932 or 10% – with an overall drop for Australia from 105,304 to 99,900 (or 5.1%), a difference of 5,404 (Chamberlain & MacKenzie, 2003, pp. 2-6). However they explain this in that a new definition was used in the 2001 Census resulting in 7000 Aboriginal Australians being ruled out who have previously been included. They also note that the figure for homelessness fluctuates because people move in and out of homelessness but that it is reasonable to quote, as a national figure, 100,000 people representing the homeless population.

The table below provides the break-up for each of the States:

Figure 4 - Homeless Persons by State & Territory

	NSW	Vic	Qld	SA	WA	Tas	NT	ACT
2001	26,676	20,305	24,569	7,586	11,697	2,415	5,423	1,229
1996	29,608	17,840	25,649	6,837	12,252	2,014	9,906	1,198

Census of Population & Housing 1996 & 2001; SAAP Client Collection 1996 & 2001; Nat. Census of Homeless School Students 1994 & 2001.

Bearing in mind the impact of the definitional changes between Census dates advised above, as can be seen, the States that did increase were Queensland (by 1,080 or 4.2%); Western Australia (by 555 or 4.5%); and the Northern Territory (4,483 or 45.25%).⁸

⁸ Apart from the above as indicated, the tables in Section 1 were compiled using source data from the 2001 Census of Population and Housing and South East Health Homelessness Health Strategic Plan 2004-2009.

**ACCOMMODATION SERVICES DATA
AS OBTAINED THROUGH WAVERLEY CONSULTATIONS
JANUARY/FEBRUARY 2004**

SAAP (Supported Accommodation Assistance Program) figures are not included in the Waverley ABS Census 2001 data on homeless persons provided in Section 1 of this paper, and consequently, to get a truer picture of the actual situation, it is necessary to include these statistics.

The figures provided below were gathered during individual consultations with SAAP service providers operating supported accommodation programs in the Waverley LGA.⁹ The data was collected from 28 January to 10 February 2004.

In Waverley, there are four SAAP services providing refuge, short or medium term accommodation catering for youth, women escaping domestic violence and women with major mental illness/disorder. These services currently accommodate 43 clients with a total of six temporary vacancies. These vacancies are likely to be filled by the time this report goes to press. However, these current figures will be the basis for what in effect is a 'point in time' survey in line with the Census approach.

It also needs to be noted that these services have turnover rates throughout the year that consequently provide Waverley with new residents with a range of specialist needs on a cyclical basis. This will be explored further below (see page 10).

In addition, there are three other major providers of subsidised accommodation for disadvantaged people in the LGA¹⁰ and when added to the SAAP figure provide a total of 827 people accommodated (plus around seven current vacancies in total) that can be defined as part of the population of interest for this research. These providers accommodate people on a longer term basis than the SAAP services, but both are established for those in need of support – they have specific criteria to be met indicating disadvantage and need before clients are accepted. They are generally government funded to cater for low-income disadvantaged clients. These services provide some exit points for those from SAAP services. However, the waiting lists are long, with one service indicating currently around 7 years. Obviously access is dependent on the assessed need of the individual in relation to the criteria and vacancies of the service concerned. The gender break-up for these services follows:

Figure 5 – Waverley LGA SAAP & Other Relevant Long Term Accommodation Providers by Accommodation Type and Gender

	SAAP		L/Term Accommodation		Total	
Males	9		326		335	40.5%
Females	34		458		492	59.5%
Total	43	5.2%	784	94.8%	827	100%

Source: Data provided by accommodation service providers Jan/Feb 2004.

The age break-up of these clients follows:

⁹ The SAAP services included in these figures are B Miles Women's Housing Scheme, Bondi Youth Accommodation, Caretakers Cottage, and Dolores Single Women's Refuge

¹⁰ These providers include the Dept of Housing, Eastern Suburbs Rental Housing Association and Independent Community Living Association.

Figure 6 – Waverley LGA SAAP & Other Relevant Long Term Accommodation Providers by Age

	0-14	15-24	25-44	45-64	65+	Age N/A	Total
SAAP	4	25	6	8	0	0	43
L/Term Accommodation	17	28	112	241	379	7	784
Total	21	53	118	249	379	7	827

The accommodation providers have estimated those clients who could be defined as primary, secondary or tertiary homeless as well as a percentage of those estimated to have some form of mental health issues. The definitions used for the three categories are those adopted by Brisbane City Council and are as follows:

<i>Primary Homelessness</i>	<i>Have no shelter (living in parks/sleeping rough)</i>
<i>Secondary Homelessness</i>	<i>Move between various forms of temporary shelter eg crisis accommodation, parks, staying with friends or relatives</i>
<i>Tertiary Homelessness</i>	<i>Live in accommodation which is without security of tenure, unsafe or inappropriate to their needs, including young people who experience abuse at home. (BCC Response to Homelessness Strategy 2002-06)</i>

The following table provides a summary of estimates obtained from accommodation providers catering for the disadvantaged within the Waverley LGA using the definitions above. It needs to be noted that two services – one in SAAP (representing 16% or 7 clients) and one in long-term accommodation (representing 5% of the total long term providers or 39 clients) - specifically cater for people with mental illness.

Figure 7 – Waverley SAAP and Other Relevant Accommodation Providers Estimated Averages by Homelessness Definitions and Mental Health Status

Accommodation Service	Number	Primary Homeless	Secondary Homeless	Tertiary Homeless	Mental Health Status
SAAP	43	11.6%	44.2%	44.2%	67%
Long Term	234	0%	0%	0%	81%

Estimates obtained during Waverley Consultations 2004. Department of Housing estimates were unavailable and not included in this table.

As can be seen from the above, there is estimated to be a high percentage of clients in supported accommodation with some form of mental illness and an even higher percentage in long-term housing representing an overall total of 78.8% (218 of the 277 clients represented in the above table). SAAP services generally suggest that others in their service are on the borderline and can fall into the mental health arena if they do not get the appropriate support at this stage. With the relatively high turnover of clients in these particular services, there will be ongoing potential for primary homelessness as they seek accommodation from other sources at the end of their stay be it up to 3 months or longer depending on the policies of the service accessed. The services providing long-term accommodation appear to also accommodate a high proportion of clients with mental health issues as indicated by the estimated percentage above.

The following table shows beds available, illustrating their status for SAAP services. This table represents the actual beds existing in the Area and differs from those currently in use owing to vacancies at the time.

Figure 8 – Waverley LGA SAAP & Other Services by Accommodation Type by Beds Available

	Crisis & Short Term – up to 3 months	Med to Long Term Approx. 12-18 months	Long Term
SAAP Services Beds	21	28	
Other Accommodation			785

Data obtained during Waverley Consultations 2004

In crisis and short term accommodation, bed usage can result in very high turnover. One service catered for 144 clients in 2003 within their 10 bed service, and together with the other service catering for this type of accommodation, saw a total turnover of 302 people in one year. Move-on rates in medium to long term services are more stable but, as indicated by local service provider records, could still see an annual turnover of around 19 people. Long-term accommodation is obviously even more stable but nevertheless can result in a turnover of approximately 97 people per year. In total, on these figures the LGA could experience up to 418 people (representing slightly over half of the total number of 834 beds on offer) change accommodation, with a proportion of the SAAP exiters with the probability of experiencing potential homelessness.

The fact is, as pointed out previously, there are many more requests than beds. The danger is for those accessing refuges and short-term accommodation that they get into a cycle of refuge hopping. Other options are not available to them. High turnover in refuges does create some vacancies even if only for a short period. Hence their statistics suggesting that around 45% of clients' previous accommodation were in SAAP crisis/short term properties when they accessed the Waverley services (SAAP Data Extracts, Waverley, 2004).

Access by the homeless to long-term accommodation options within Waverley is extremely difficult to achieve. Apart from where the criteria explicitly seek those with a long term history in Waverley, such as the Council's Waverley Homes for Older People program, there is no guarantee that accommodation will be provided in the LGA.

**IDENTIFYING THE ACTUAL NUMBERS OF HOMELESS
IN THE WAVERLEY LOCAL GOVERNMENT AREA**

Parameters, Limitations and Challenges. As stated previously, to obtain a more accurate picture of the homeless in Waverley, it is necessary to adjust the Census data for Waverley LGA to include local SAAP service provider client numbers within the figures.

This also has its problems for this research, one of which is the fact that the data is obtained at different times – the Census on Census night in 2001 and the SAAP figures obtained during January and February 2004. Nevertheless it is essential they be included to ensure accuracy to the extent possible.

Rough Sleepers/Primary Homelessness. Another major issue relates to the statistics on rough sleepers within the LGA. The Census identified three people on Census night. It has been found that the weather does affect the numbers sleeping out in their normal locations, and the fact that the Census is conducted in August when the weather tends to be very cold can affect this statistic. In addition, the collection was not done as rigorously as for those in dwellings and consequently the data is very likely to be an undercount – a fact the ABS acknowledges.

The information from major service providers catering for the disadvantaged in the area is that the homeless number a great deal more than the Census figures suggest. There are also indications from the police and Council outdoor staff to confirm this.

It is a fact the homeless are a transient population and often there is no permanent abode. Discussions with those who regularly attend Norman Andrews House meals suggest that the majority of people do not actually sleep in Waverley. They tend to travel to the city for their evening meal and then sleep either there or somewhere else possibly on the way back to Waverley. This adds to the difficulty of obtaining a firm number of residents in this particular population group.

Whether these people sleep on location or not, those that are regularly found within the LGA or those who visit on the odd occasion can be defined as part of the Waverley population under the responsibility of Council. However, for the purposes of this research, Council's main interest is in the regulars. Consequently, to gauge the number of rough sleepers who frequent Waverley, whether to sleep or to access meals, the more reliable figures are those where regulars are identified. This too has its problems as it relies on awareness of those consulted and there may be others not captured as a result.

At a meeting to discuss homelessness in the LGA, the police specifically identified 8 regulars, and provided a list of their description and where they tend to locate. These were all male with approximate ages between 40-70 years, with the majority (62.5%) estimated to be in their 50s. This list was increased by a further around 8 people (1 female and 7 males) with input from Council Rangers and Norman Andrews House. On separate occasions, the park and beach staff identified 10 as fairly regularly appearing to use the beach and park areas for accommodation purposes and, in instances where descriptions were relatively clear, they appeared to match those listed at the meeting.

Bearing in mind that discussions with the parks and beach staff were undertaken at separate times from each other and from the meeting where the base list was distributed, it is not possible to clearly identify these as additional numbers as to do so may result in over counting. Rather than double-count the numbers, it has been assumed that these 10 people were included in those listed at the meeting.

Another possible indicator of regular numbers of homeless in the area is the 25 storage lockers at Norman Andrews House. This number conforms to the average number of meals provided by the service for breakfast each day over a one-year period. It is not clear how often these lockers are accessed, however, and therefore this measure cannot be used as a definitive indicator of the current regulars. And whilst Norman Andrews lunchtime meals cater for up to 50 people, with the occasional 60 being reached, these numbers include boarding house or similar residents and those from places such as Maroubra and Coogee, as well as the casual visitors. The more reliable number can be assessed through the breakfast servings although, as the service states, this includes some people who are not regulars but have the odd visit or stays in the area.

A survey conducted by the Waverley Initiative for Supporting the Homeless (W.I.S.H.) Group in 2003, which will be reported on more fully in Section 5 of this report, suggests that 24 primary homeless people accessed two major welfare services over two separate periods during the period under study. There does not appear to be a doubling up of numbers when the needs of the individuals are identified. However, when indicating where they have slept since they were without a permanent home, 14 stated they had slept at the beach, which could indicate use of the Waverley area bearing in mind their current location, with a further two suggesting doorways and four each suggesting vehicles and/or parks. LGA status was not identified in this survey.

Therefore, in considering the police estimates, those of Council outdoor staff, usage of relevant services at Norman Andrews House, and the findings of the W.I.S.H. Group survey, a figure ranging from 16-25 seems to be indicated. However, it needs to be noted that by adopting even this figure it is likely to be a distinct under-count as it represents only those who are readily identifiable by those in the field. Therefore throughout the research findings this figure should be recognised as an indicator rather than an undisputed fact and that the numbers are likely to be much higher than suggested.

Combined Data. The data for the Census 2001, together with that provided by Waverley SAAP services and the lower estimate of rough sleepers as deduced above, will provide a clearer picture of the homeless statistics for the Area. However, the data is tentative owing to the range of methodologies and difficulties of obtaining statistical data on this population group as already stated. Nevertheless it is believed that the total obtained is more reflective of the actual situation than when the Census data alone is used. Conservative estimates have been used and therefore it is still more likely to be an under rather than over representation.

Figure 9 – Waverley LGA Combined Data on Homeless Persons: 2001 Census, SAAP Services, Waverley Community Estimated Rough Sleepers/Sleepers Out

	Boarding House/Private Hotel	Visitors in Private Dwellings No Usual Address	Hotels Motels	Sleepers Out	In SAAP Services	Total
2001 Census	301	110	41	3		455
SAAP					43	43
Waverley Est.				13		13
Total Homeless	301	110	41	16	43	511

Data Source: Census of Population & Housing 2001; Waverley SAAP Service Providers 2004; Waverley Council Consultations and Research, 2004

The gender makeup from the combined data is now as follows:

Figure 10 – Waverley Combined Data Providing Gender Break-up by Data Collection Base

	Census 2001	Local SAAP	Sleepers Out	Total
Males	328	9	12	349
Females	127	34	1	162
	455	43	13	511

The following table provides the total age ranges for the Waverley homeless population.

Figure 11 – Waverley Combined Data Providing Age Ranges by Comparison with S.E.H. Data

Persons	0-14		15-24		25-44		45-64		65 & Over		Ages Unknown		All Ages	
Waverley	27	5.3%	82	16%	175	34.2%	178	34.8%	45	8.8%	4	.8%	511	100%*
S.E.H. Total	220	5.2%	640	15.1%	1825	43.1%	1164	27.5%	387	9.1%	0	0%	4236	100%

Source Data: Census of Population & Housing 2001 adjusted in accordance with current research findings
*Rounded to nearest decimal place.

The adjusted numbers of homeless in Waverley impact on the total number within the South East Health Region as depicted in Figure 2 of this report as follows:

Figure 12 – Adjusted 2001 Census Enumerated Population by Homeless Status and LGA, S.E.H.

(excludes overseas visitors)

LGA	Homeless Persons	All Persons	Homeless Persons per 1000
Botany	130	35572	3.65
Hurstville	92	70010	1.31
Kogarah	57	49885	1.14
Randwick	629	118580	5.30
Rockdale	300	87658	3.42
South Sydney (part)	1256	48250	26.03
Sutherland	280	202158	1.39
Sydney (part)	807	26462	30.5
Waverley	511	58769	8.7
Woollahra	230	49815	4.62
S.E.H.	4292	747159	5.74

Source Data: Census of Population & Housing 2001 adjusted in accordance with current research findings

When the combined adjusted figures are used to more accurately reflect the homeless population in Waverley, it can be seen that, rather than the homeless population being 455 or 7.74 persons per 1000 of the Waverley population as depicted in Figure 2 of this paper, the total of 511 represents 8.7 persons per 1000 head of population. This is well above the revised average for the South East Health Region of 5.74 persons, and is a little over twice that of the proportion for New South Wales as a whole, which in 2001 on Census night, was 4.2 persons per 1,000 people (Chamberlain & MacKenzie, 2003, p.5).

**HOMELESS PERSONS INFORMATION CENTRE
CALLS FROM WAVERLEY 2000-01/2002-03**

The Homeless Persons Information Centre (HPIC) provides a point of contact for people seeking accommodation or other referral services in relation to homelessness. The figures provided below indicate those approaching the service from the Waverley LGA in the financial years 2000-01 and 2002-03.

It needs to be pointed out that there is a possibility of over-counting as some people may contact the service more than once. The service advises that this is not likely to be a large number but is something to be mindful of in interpreting the figures. The data obtained does not provide indications of those who were successfully accommodated, but does give indications of last permanent locations of callers. The fact that there are SAAP services in the area may be reflected in the number of callers from Waverley on a fairly regular basis as these clients endeavour to leave their accommodation as required by the service at the end of their allocated time.

Obviously the conclusions from this database can only be of a tentative nature bearing in mind its limitations as outlined above. Nevertheless, it does give an indication of the homeless or those about to become homeless in Waverley, which may not be evident in any other data. A copy of the full data obtained from HPIC is attached at Appendix I.

Overall Indicators. Since 2000-01, the 2002-03 figures suggest an increase of 18 callers during the period – from a figure of 314 in 2000-01 to 332 callers in 2002-03. In addition there has been a decrease in numbers of callers needing immediate accommodation – from 232 to 199 respectively representing a decrease of 33.

The following table provides comparative data for the periods under consideration.

Figure 13 – Homeless Persons Information Centre – Comparative Data, Calls Received from Waverley LGA 2000-01 and 2002-03 by Age and Gender.

Female Callers	Unknown DOB	U18	18-30	31-50	51-65	Over 65	Total
2000-01	9	24	44	53	<5	0	135
2002-03	16	7	24	50	<5	<5	107
Male Callers							
2000-01	8	29	54	63	19	<5	178
2002-03	8	20	65	64	19	<5	181
Combined							
2000-01	17	53	98	11	<24	<5	313
2002-03	24	27	89	6 114	<24	<10	288*

*The total of female/male callers has a discrepancy of 44 when compared to the total of calls of 332 received for 2002-03. HPIC advise that unfortunately the data appears to be missing and they cannot verify which area is affected.

Whilst the above figures are not conclusive owing to the missing data, they can provide a tentative suggestion that male callers are more predominant than female. This conclusion has more validity when considered with local data that also supports a higher percentage of males than females approaching their services seeking accommodation (see Section 5 of this report for further details) and those identified as primary homeless (see Section 3).

The data obtained from the Homeless Persons Information Centre identified that the majority of people were alone, being 292 in 2002-03, an increase of 46 over 2000-01. Persons with children were lesser in number being 25 in 2002-03 as compared to 38 in 2000-01. The couple only category increased by 5 in 2002-03 – from 7 to 12 – whilst

couples with children remained steady at <5. This information is provided in table form below:

Figure 14 – Homeless Persons Information Centre – Comparative Data, Calls Received from Waverley LGA 2000-01 and 2002-03 by Family Structure

Groups	Person Alone	Person/Child.	Couple Only	Couple/Child.	Others
2000-01	246	38	7	<5	0
2002-03	292	25	12	<5	<5
Difference	+46	-13	+5	0	+<5

Centrelink Support. In 2002-03, 110 or 33% of the 332 callers identified as their primary source of income Newstart Allowance, whilst a further 72 (21.7%) were on Disability Support Pensions. These figures represent increases of 18 and 14 respectively from 2000-01. This suggests there is a slightly higher number presenting in these two categories over this period, a trend that may need to be watched in the future in relation to policies and implementation at the Federal Government level. Those reporting no income remained steady at around 27.

Disabilities. Another trend worthy of watching in the future is the fact that those with physical disabilities contacting HPIC have increased in number – from 57 in 2000-01 to 73 in 2002-03. Again there may be some policy decision factors at the Federal Government level contributing to this statistic.

Drugs/Alcohol and Mental/Psychiatric Illness. There was a doubling in those reporting drugs/alcohol as a characteristic – from 40 in 2000-01 to 86 in 2002-03. This was offset a little in 2002-03 by a decline in numbers of those experiencing mental/psychiatric illness – from 99 in 2000-01 to 87 in 2002-03. This latter comparative 2002-03 statistic seems to be contrary to the perceptions of service providers in the area who have the distinct belief, and as indicated in the accommodation service provider data in Figure 7 previously, that some form of mental illness is prevalent in this particular population. However, it must be remembered that the HPIC data is from the individual's response to questions asked whereas the data provided by accommodation service providers is from the providers' perspectives. (Some further indications of differences in professional vs client perceptions are provided through the W.I.S.H. Group survey results in Section 5 of this paper.) In addition the wording of the question can have a bearing on the response. For instance, if the question by HPIC included the word 'psychiatric' as a descriptor, there may have been some resistance to agreeing to define oneself with that term. Certainly mental health problems do not have to be diagnosed as a psychosis or neuroses, as the word psychiatric can suggest, to be a major issue for the person concerned, for the community they come in contact with, and for any services dealing with them.

It is also interesting to note that those reporting in 2002-03 as compared to 2000-01 as having a past history of drugs/alcohol (45 to 88 respectively) swapped almost equally to the figures on those currently with drug/alcohol issues (86 to 40 respectively). Whilst it may be a positive note that people contacting the service are less likely to have a past history of drug and alcohol abuse, it is disappointing to have an increase in current users coming from the LGA.

Causes of Homelessness. There was a marked decrease in crisis eviction as being the primary cause – from 64 in 2000-01 to 30 in 2002-03. This appears to be supported by the W.I.S.H. Survey, which is outlined in Section 5 of this report.

There was also an increase in those reporting itinerant/long term homelessness as the primary reason for homelessness – from 30 in 2000-01 to 80 in 2002-03. Bearing in mind the limitations of this form of data collection as outlined in paragraph two of this

Section, it does support the service providers' claims that primary homelessness has increased in the Area. Another aspect could be that the increases in calls may indicate that this sector is more willing to approach a service such as the Homeless Persons Information Centre or that the service is becoming better known. However, the client survey findings reported in the next Section suggest that there is some resistance to contacting HPIC by the majority of the homeless participating in that survey (see page18).

It is interesting to note that there has been a marked increase in those indicating they have just arrived from interstate – 12 in 2000-01 to 28 in 2002-03. This is backed by the data provided on the top 3 last permanent locations of callers – Bondi being on the top of the list for all the periods with Melbourne and Brisbane completing the trio for 2002-03. This could be explained by backpackers in the Area. However, where data has been provided through the recent client survey in relation to past locations when accessing Waverley accommodation, there is a slight indication that some people are moving to Waverley from interstate without securing accommodation beforehand. The survey findings, however, only put this at up to 5% of intake.

Registration with DoH. The fact the number registered with the Department of Housing has halved since 2000-01 (from 81 to 40 in 2002-03) is a possible concern. It raises the question as to whether people feel it is a waste of time to register. The interstate arrivals are less likely to have registered with the Department, and this could partly explain the drop. However, when the interstate callers are deducted from the Dept. of Housing figures, the numbers were 49 registered with DoH in 2000-01 and 12 in 2002-03. This represents a large decline.

Indigenous & Ethnic Make-up of Callers. The majority (192) of callers are Australian born. 79 were recorded as 'other', whilst 75 were listed as 'unknown' in 2002-03. Aboriginal or Torres Strait Islander Callers numbered 26 – an increase from the year before of 14. There was no data available for 2000-01 for this statistic.

Youth. To obtain a more comprehensive coverage including young people in the LGA, the statistics provided by HPIC suggesting contacts from people potentially facing homelessness, should be considered with that obtained during the consultations for this research – see page 22 for details.

**WAVERLEY CLIENT/HOMELESS PERSONS SURVEY
WAVERLEY INITIATIVE FOR SUPPORTING THE HOMELESS (W.I.S.H.)**

Methodology. A recent survey initiated by the Waverley Initiative for Supporting the Homeless (W.I.S.H.) Group aimed to identify the issues and needs of clients who are potentially in a homeless situation. The survey was used through a question and answer process when workers were interviewing clients of Norman Andrews House, St Vincent de Paul Referral Centre and Bondi Beach Cottage. Norman Andrews House and Bondi Beach Cottage conducted their survey over two days in October 2003. St Vincent de Paul conducted theirs over one month in September.

Not all the survey forms were fully completed and it is also not clear that all clients during the periods concerned were recorded. Nevertheless, the survey results do provide an overview representative of the clients these services see on a daily basis and is therefore a useful and important indicator of needs from the client’s perspective. A copy of the Survey is provided at Appendix II.

Client Survey Findings. In point form, with tables provided where deemed appropriate, the following was identified:

- The services interviewed 45 males and 16 females with 1 not indicated – a total of 62 clients.

A table showing Family Status of respondents follows:

Figure 15 – W.I.S.H. Group Survey - Respondents Gender by Family Status

	Sole Person	Family Without Dependents	Family With Dependents	Not Stated	Total
Males	36	8	1	1	46
Female	7	4	5	0	16
Total	43	12	6	1	62

Source: W.I.S.H. Survey Results 2003

There are a higher number of sole males represented in this survey, being 78.3% of the total males. It is also interesting to note that there are twice as many males without dependent children than females, although the numbers are small. Females with dependent children are represented here and although in small numbers do reflect what is being identified in the wider homeless research findings and that is that women and children are starting to appear in this situation (Healey, 2002, p.19). There are no supported accommodation options for this sector in the Waverley LGA let alone much elsewhere in the State.

In relation to the type of evening accommodation being accessed, the following demonstrates the findings: (Please note that respondents were able to list more than one category.)

Figure 16 – W.I.S.H. Group Survey - Respondents by Sleeping Habits & Gender

	Rough Sleepers	Temporary Shelter	Boarding House	Not Stated	Total
Males	19	6	15	7	47
Females	4	8	3	3	18
Unspecified	1				1
Total	24	14	18	10	66

A further question confirmed the primary figures and indicated those facing potential homelessness as follows:

- 38 stated they were without a permanent address – 4 of which are females with dependent children, and
- 20 indicated they were likely to be without a permanent address, including 1 female and 1 male with dependent children.

Of those without permanent accommodation and indicating length of time:

- 10 were without permanent accommodation for less than 3 months;
- 11 for 3-6 months;
- 2 for 6-12 months;
- 4 listed 3-5 years;
- 3 listed 6-10 years;
- 2 listed 15 years.

It was interesting to note that 30 people in need of accommodation stated they did not contact the Homeless Persons Information Centre, whilst 17 did and 6 gave no response. The remaining nine stated that accommodation was not required at this time. There was a range of reasons provided as to why HPIC was not approached including the following with most responses:

- 8 not wishing to access the city or not liking shelters; with
- 9 not being successful in the past or for choice purposes or personal reasons.
- Only one listed that they were not aware of the service.

In relation to the type of shelter accessed since being out of a permanent home, of those that responded, and bearing in mind that multiple areas can be listed:

- 16 indicated the beach or street/doorways (2 in the latter category);
- 4 parks;
- 8 city or shelters;
- 10 friends/others;
- 4 boarding houses (including 1 YWCA);
- 4 cars/train

Client needs in addition to a place to sleep suggested a range of requirements:

- 19 of the 52 who responded to this question required food, shower, toilet, washing machine, clothing and storage – all of the items listed.
- 15 indicated requirements of all the above except storage, with
- 7 each for food and clothing only or food, washing machine and clothing.
- The others were single numbers for items listed.

It is interesting to note the storage aspect – are the client's who are rough sleepers currently being catered for by Norman Andrews House or by some other means, or do they prefer to have their belongings with them? This is not completely clear from the survey. The fact that 34 desired access to showers could be interpreted as those sleeping out, in city or shelters, cars/train and possibly some boarding houses.

Of the additional needs listed, those that stood out were 10 people seeking emotional support, 4 wanting company with 3 asking for assistance with budgeting. From the survey distribution points, the tendency seems to be for those requiring as a high priority emotional or social support, church based services are sought whereas for the other basic needs, welfare organizations are approached.

The majority of the clients obtained their food from Norman Andrews House (29), with 11 listing St Vincent de Paul. These reflected the services currently being accessed by the respondents when the survey was undertaken. Others included obtaining food from city vans - 6 people - and a further 6 stating churches and charities. 3 listed welfare/community organizations, with another 3 being catered for by family or friends. Responses to this question also had the potential for multiple answers. Those indicating

use of city vans are relatively small in number and do not conform with the local view that the majority go to the city for evening meals. It could be that these respondents access other food sources in the city, but this was not canvassed in the survey.

The client disclosure providing the reasons for being without permanent housing included the following:

- 19 listed rental arrears
- 10 noise and nuisance
- 8 domestic violence
- 9 recently released from hospital/jail (1)
- 6 unemployment
- 3 mental health
- 2 recent arrivals from NZ
- 2 drug and alcohol.

In relation to willingness to go outside the eastern suburbs for a place to sleep for a night, 38 wanted to stay in their current location, and 12 indicated willingness to go outside the area. 12 respondents did not answer this question.

The main presenting problems these clients had for being homeless from the workers perspective included:

- Mental health issues – 29% (N=18)
- Drug and alcohol – 19% (N=12)
- Gambling or violence or marriage/family break-up or disabilities – around 7% for each; (4/5 people)
- Budgetary issues representing 5% (N=3). (There was a 19% (N=12) non-response rate for this question.)

It is interesting to compare these to the client's perceived main reasons, being:

- Mental health issues – 26.4% (N=16)
- Drug and alcohol – 26.4% (N=16)
- Gambling - 9.4% (N=6)
- Violence – 9.4% (N=6)
- Marriage/family break-up – 7.5% (N=5)
- Domestic violence – 3.7% (N=2) (The non-response rate was 17% or 11 people).

Unemployment was also identified by both workers and clients as an additional main cause not listed in the original tick-a-box type question as well as lack of food and shelter.

From this survey, there seems to be a suggestion that professionals tend to assess clients higher on mental health issues than the clients themselves, and the reverse where drug and alcohol issues are concerned. This may have some interpretation for the HPIC findings referred to in the previous Section of this paper.

Additional issues clients identified as leading to homelessness, provided as the top three were:

1. Family breakdown (6 people)
2. Mental health/depression; financial management; relationship issues (3 each);
3. Personal safety (2 people).

In response to the question on current state of homelessness:

- 33 stated they were still homeless;
- 14 were residing in boarding houses/backpackers/lodge;
- 1 indicated 'don't know'. (14 gave no response to this question)

The issue of violence, both as a factor of homelessness and fear whilst in a homeless situation, was explored. Of the responses in relation to violence as a factor, the response was basically equal for and against (20/21), whilst fear of violence when in primary homelessness saw 46 in the affirmative with 5 not concerned. In relation to the 46, 7 of these highlighted their concern in relation to robbery.

**WAVERLEY SERVICE PROVIDERS CONSULTATIONS
WAVERLEY COUNCIL**

Methodology. Nineteen organizations and groups in the Waverley LGA were formally consulted for this research on a one-to-one basis, with a further 14 providing specialist information and advice. A list of churches was obtained from Council's Community Information Directory and these were contacted to ascertain if they were providing any programs for the homeless. A complete list is provided at Appendix III.

Consultations were held with a range of community organizations and service providers in the field. The list of those to be consulted was compiled by Community Services staff at Waverley Council and added to by participants during the consultation process. They are the major players in the Area currently, many dealing with the homeless on a daily basis, and consequently provided excellent material for this research.

Interviews were based around a questionnaire which aimed to encourage recognition of current data collection obtained by the service and its format as well as gain information for the purposes of this research. Specific questions, sought to obtain additional important information for the research, were asked with responses noted during the process. Interviews took between 1 to 1½ hours each. The base questionnaire was emailed to each participant prior to the interview in addition to a statement advising of the outcomes desired by Waverley Council, i.e. that this was a follow-up from research undertaken by University of NSW Social Work students in 2000; it aims to identify the extent and characteristics of the homeless population in Waverley; to assess if there is any relationship between mental health and homelessness; to produce a draft outline of a strategy for Council to consider; and to produce a draft outline of a protocol. The base questionnaire is attached at Appendix IV.

Service Consultation Findings. It was found that the majority of services undertake at least two forms of data collection – one for their funding body in a formal organised way whilst the second as casework file notes. A range of information is gathered this way, and when put together would give an excellent basis for solid quantitative analysis.

However, where areas of accommodation status are concerned, except for those services specifically funded for this purpose, there is little formal collection. The amount on casework files is normally dependent on disclosure from the client and there was generally a concern regarding formal collection of this data. This is understandable owing to confidentiality and issues potential labelling of clients. However, for those services established to cater for other aspects rather than accommodation needs of clients, it could be argued that where they are dealing with and addressing the presenting problems of disadvantaged clients, an understanding of their housing stress may assist in targeting a potentially major contributing factor for their clients' current situation.

All respondents advised they have contact with secondary and tertiary defined homeless, with 15 of the 19 (79%) including some contact with primary level.

When identifying the percentage of clients within these definitions, for the 10 who responded to this particular question, the following was estimated:

- 15% of clients seen by these service providers are estimated to be in primary homelessness;
- 27% are estimated to be in secondary homelessness;
- 27% are estimated to be in tertiary homelessness.

The reason for the low response rate for this question relates to the estimation of percentages. A number found it difficult to estimate homelessness status of clients.

Of the total homeless population these services see, 62% are estimated to have some form of mental health issue. The three main forms identified are schizophrenia, followed by depression and then personality disorders.

A number of services list drugs and/or alcohol abuse as major issues facing their clients (31.1% of the total), whilst 37% identify multiple issues indicating the complexity of their clients' health and social well being.

The causes of homelessness according to these services include eviction, domestic violence, abuse, drug problems, gambling, alcohol or family relationship breakdowns. Those categories being identified by more than one service are domestic violence, eviction, family relationship breakdowns and alcohol.

Data provided by the Eastern Area Tenants Service (EATS), based on post codes in the Waverley LGA, suggests that of the 290 calls the service received from Waverley in 2003, 59 (20%) faced potential homelessness. 28.8% of these were potentially homeless owing to termination on the basis of rent arrears, 11.9% because of threat of eviction or lockout, 54% by notice from the landlord or 3.4% actual lockout, and 1.7% for retaliatory eviction. Apart from landlord notices of termination, the main reason for potential homelessness from these contacts is rental arrears.

In relation to young people, the majority, according to service providers, tend not to access services such as the Homeless Persons Information Centre or other mainstream support systems, and to gain an insight into their situation it is necessary to go to the community based organizations they access. A program, currently being provided through a local youth service, deals with young people with drug and/or alcohol issues. During 2003, 7.5% of the 40 AOD clients this service assisted were accommodated in hostels or supported accommodation services, whilst a further 5% had no usual residence or were homeless (NADA Statistics Report on AOD Clients, Waverley, 2002-03).

For JPET clients (a Commonwealth Government program assisting young people in job placements, education and training), calls to the service by clients seeking accommodation numbered 441 in the 2002-03 year. Only 93 of these were successfully placed in accommodation, whilst a further 234 were unable to be assisted. There were 14 of the total not recorded in the final figures (JPET Reports Waverley 2002-03). It needs to be remembered that these numbers do not represent individuals as the same young person can be contacting the service a number of times in search of accommodation. They, however, together with the NADA findings above, do point to the seriousness of the issue and the difficulties of providing affordable and appropriate accommodation for these young people.

The reasons for young people seeking assistance, both social and accommodation, can vary, but typical examples from the data available in the area suggests the main reason is family breakdown. Other causes include interpersonal conflict, the usual accommodation being unavailable for whatever reason, needing time out from the family or other situation, physical/emotional abuse, or the previous accommodation ended and being asked to leave.

In relation to Indigenous persons, from the data available it would seem that SAAP crisis accommodation services can have a relatively high percentage of Indigenous people through their program. One service reported 18% Aboriginal and Torres Strait Islander clients during 2003 (SAAP Service Client Statistical Profile, Waverley, 2003). For the longer term service providers, however, their percentage is more reflective of the findings of Waverley as a whole which is .3% indigenous persons of the total population (ABS 2001 Census, Waverley LGA).

The cultural mix of clients in the accommodation and other services studied suggest predominantly English speaking populations – around 60% of the total where data is available. A small percentage of New Zealanders access these programs (approximately 9%) with the balance scattered across a wide range of backgrounds.

The questionnaire used as a discussion point during the interviews included a survey on service availability for the homeless population. All 19 services completed this section. The results are provided below:

Figure 17 – Summary of Service Provider Responses re Service Availability in Waverley LGA 2004.

SERVICE AVAILABILITY:	Excellent (caters for all needs)	Adequate (most needs met)	Insufficient (some needs met)	Non-existent No service available	Service did not respond or N/A
Accommodation - Crisis - Medium Term - Long Term		4 1	10 *1 15 *1 13 *1	1 1 1 *1	3 2 2
Employment Programs	2	3	5 *1	2	6
Health Services (General)	2	5	*1 6	1	4
Mental Health - on location - outreach - crisis		5 4 4	10 6 *1 7 *1	3 7 5	1 1 2
Case Management	2	3	8	1 *1	4
Information Provision	3	6 *1	5		4
Counselling & Support	1	5 *1	8		4
Other needs			Living skills; Local education options; Practical help, e.g. food baskets, housing matters; MOW; Home Care; Rental assist.	Mentors Brokerage Service	

Where “*1” is in a category above, respondents were indicating borderline status in relation to that service in that for them, whilst it is currently being provided at the level indicated, it is tending towards the next category the “*1” is close to.

It needs to be noted in relation to the above that some service representatives completing the survey would find themselves reporting in relation to their own service. This may have affected their response.

Those indicating highest levels of response as insufficient for current needs include accommodation of all types followed by the provision of mental health services on

location where the service is situated. As indicated regarding mental health outreach and crisis services, they are seen to be non-existent for 7 and 5 service providers respectively.

In discussions, there was a general view and level of frustration regarding mental health services in general and particularly in relation to the crisis team. Most were supportive of the staff, but felt the service was lacking in resources, which was affecting provision to Waverley and possibly other areas as well.

Mental Health Data. The Mental Health Program at Prince of Wales Hospital advise that individual outpatient and community mental health clients seen over the period 2000-2004 represent 13.6% (1,551 people) as being Waverley residents (Extracts from SCI-MHOAT database, 2004). This suggests an average of just under 388 per year. They point out that their client base is more predominantly from Randwick and Botany local government areas, with concentrations of clients in the Dept of Housing units clustered in Coogee, Maroubra, Little Bay, Matraville, Daceyville and Eastlakes.

In relation to psychiatry in-patients to the Kiloh Centre, a survey conducted over an eight-month period and not identifying locations suggests that of the 105 patients surveyed, 34 were on the street/squatting prior to intake, with a further 19 living with families who cannot cope. An additional 14 identified "rental problems" such as the owner selling, eviction, flatmates not coping, whilst 10 needed aged placement. Excluding the aged placement needs, this suggests that 64% of these clients were actually or threatened to be primary homeless.

Waverley Boarding House Survey. Waverley has a high private rental population, being 39% as compared to the Sydney figure of 24% of the population (2001 Census). In addition, it is well documented that gentrification is occurring as 'empty nesters' and professional childless couples are choosing to live in Waverley with its attractive location and lifestyle (Waverley Council Social Plan, Volume 1, June 2000). This has potential implications for affordability of accommodation as previous boarding house stock is changed over to the more lucrative types of rental income such as from tourists.

Consequently, during the consultation period, Council supported a survey through ECHO Neighbourhood Centre of boarding houses on Council's list to confirm their status, location, rental rates and facilities. The survey also sought to obtain accommodation rates per week.

The findings are disturbing in that they indicate a vast decrease in boarding houses within the LGA with the majority of properties either being turned into private tenancies, businesses, units, backpackers, B & Bs or private hotels offering overnight or short term accommodation only. 76 properties were researched, with only around 20-28 appearing to function as boarding houses.

Twenty of the respondents to the survey provided rates per week, ranging from \$90 to \$330 per week. Those advising they catered for backpackers or tourist accommodation were at the higher end. Those at the lower end which could be classed within the low cost boarding house definition were around \$90-\$140 per week. However, tenants paying even these rates who are low-income residents on Centrelink benefits, would be facing housing stress as it is generally defined when rental costs reach 30% or more of income. Basic level Newstart plus Rent Assistance for a single person is currently \$239.70 per week. Whilst recipients get some other concessions for such items as health or travel, rental over \$72 per week has the potential to threaten their security should any large bills, income reduction or other unforeseen economic impact occur.

Waverley Council has identified the boarding house situation since the 1960s/1970s when 230 were reduced to 55 boarding houses by the year 2000 with only 31 of those

55 being on Council's rate rebate scheme (Waverley Council, 2000). By 2004, the number of boarding houses is 45, with only up to 28 of these appearing to be functioning as true boarding houses. There are only 10 of this number applying for Council's rebate on the basis of affordability.

Suggestions for Council's Role. The service providers were invited to make suggestions for Council's role. Responses include:

- Generally providing accommodation support/accommodation provision;
- Purchasing boarding houses for the homeless and providing support workers;
- Continuing Affordable Housing strategy;
- Securing overnight shelter;
- Establishing a soup kitchen;
- Providing showers and toilet facilities at Bondi Junction;
- Subsidising rental accommodation for community organizations;
- Providing a facility for Centrelink address requirements;
- Forming partnerships with Dept of Housing – HATSOS Teams in the area;
- Providing funding for medium and long term service provision;
- Funding crisis accommodation for youth and general;
- Ensuring people are housed when leaving hospital;
- Advocate to other levels of government to ensure that Departments fulfil their responsibilities;
- Setting up models for other councils to follow;
- Lobbying/advocating for the mentally ill/itinerant including seeking funding from the Dept of Housing for boarding houses and priority housing; caseworkers for those with mental health issues; S.E.H. Outreach Workers;
- Providing/developing outreach services;
- Providing/developing transport services for clients in need;
- Providing a Support Worker for crisis/medium housing or networks establishment;
- Continuing to support advocacy groups;
- Continuing support of W.I.S.H;
- Developing a strong network of NGO/community service groups and fund adequately;
- Conducting forums on homelessness;
- Encouraging service provision;
- Establishing linkages and pathways towards services;
- Enabling/encouraging data collection (establish format and fund for establishment);
- Providing up-to-date listing of boarding houses/cheap accommodation.

Comments included congratulations to Council for undertaking this project as well as for being a leader in low-income housing using S94.

Other Findings of Note. Further qualitative data was obtained during discussions around the Questionnaire and pertinent aspects are provided for the remainder of this paper. In addition, the writer has included some interesting programs Council may wish to investigate for possible introduction in Waverley.

- **Homelessness in General.** Concern was expressed in the consultations that nobody is taking homelessness seriously – that government legislation is so tight that it works against people with any disability accessing affordable accommodation. This of course has a cost both socially and economically including increased admissions to hospital psychiatric wards, suicides, domestic violence, etc. It was suggested that much of this stems from inaccessibility to an

adequate stable home, and therefore the need for more medium to long-term accommodation.

This certainly seems the case when looking at the earlier sections, and particularly the needs identified in the qualitative area in Sections 5 and 6. In particular there is no crisis or short term accommodation for the homeless who are adult males in the LGA, and they are the highest number recorded in all the indicators of homelessness in this report. There are also a small number of female-headed families recorded in this research experiencing lack of accommodation and whilst their number is not major at this stage, it is a trend worthy of monitoring for the future.

- **Mental Health Services.** There is overall concern at the relative lack of crisis mental health support. Stories are reported where clients are assessed over the phone by the Mental Health Team resulting in basic self-assessment rather than that of a professional on the scene. It was noted that government funds to the general health budget produced a decrease in finances to community health and that mental health is grossly under-funded. However, the Mental Health Act, which is currently under review, provides guidelines and these are used by staff when deciding what action to be taken. Of particular note here are decisions as to when to attend a call-out and this relates to whether the person may cause harm to themselves or others. Services seeking assistance from this Team however expressed strong concern that the interpretation of the Mental Health Act by mental health service professionals is resulting in many with chronic mental health issues not being assisted at all. They query whether the interpretation of the Act is a survival mechanism used by under-resourced staff to enable them to cope. The result is obviously extremely negative for those with mental illness, and an area which needs to be urgently addressed.
- In addition, it was highlighted that the Mental Health Team seems to only focus on psychoses and consequently it is difficult to get them to assist in cases of depression or anxiety. Those experiencing these illnesses need assistance in a timely way to prevent acceleration into deeper anxiety, depression or psychosis and a possible life-threatening situation.
- **Health Funding.** W.I.S.H., focused on Waverley but open to attendances by Woollahra and Randwick Interagency members, has written to the Local Member and the NSW Minister for Health regarding the situation in mental health and are currently awaiting a formal response to their concerns. They also wrote to the Premier in December 2003 requesting the establishment of an Office of Mental Health in line with a recommendation from the NSW Inquiry into Mental Health Services. This consultation process identified there is general recognition that this aspect of the health area is under-funded, and consequently the workers are tending to focus on clients where larger representations are, i.e. South Sydney and Sydney locations. Cultural issues may also play a part in community and mental health teams in that the focus has always been on the Darlinghurst area, and to change in order to cater for the homeless elsewhere can be a challenge.
- **Mental Health Patient Support.** Another issue raised was discharging people with mental health problems from local hospitals. Some patients do not reach their home destinations for a range of reasons and consequently can find themselves out on the streets. The Head Office of ARAFMI (Association for Relatives and Friends of the Mentally Ill), which has a support program operating from Bondi Beach Cottage, was contacted to further explore this claim and there was agreement that this can be an issue. Where accommodation is found for them that requires some range of complexity to get there, whether it be by two buses or whatever, can cause issues for the patient. They may give up during

the process. Also if the accommodation is outside of their normal community they may find loneliness and isolation an issue. Families may be suffering and have fear of safety for themselves and consequently may be unwilling or unable to cater for their sibling. ARAFMI was able to give examples of all of these aspects.

- **Dept of Housing & People with Mental Health Issues.** The difficulty of placing people with mental health and other complicated issues in Department of Housing accommodation was raised by some. They believe that the conditions the Department places on the client suggest that they may as well be homeless. These people are difficult to accommodate without assistance or support and the Department appears to not want them if they cause issues for others in the complex or the community. The issues causing the problems may be relationship or medication.
- **Youth.** In catering for young people, the biggest difficulty is finding supported accommodation – particularly for the more challenging which very few services are willing to take on. This gap needs to be addressed.

There is a need for parent support programs which can take on a preventative role. Providing these through groups such as P & Cs seems to gain better access rather than through community program areas. Services provided at institutions such as hospitals that aim to cater for adolescents is another area that does not obtain absolute success – some young people will not go there.

- **Youth Service Access.** The issue of psychological outreach services for young people was highlighted by one service, and generally supported in discussions with others. As young people, who are or have been at some level of homelessness, tend not to go to hospitals or other institutions to meet their health or other requirements, the need for services to come to them in their own surrounds, and where they feel comfortable, is evident, whether they be for health, education, employment, living skills, relationship matters, or other reasons. It is likely to have more success and obviously therefore have better outcomes for all concerned.
- **New Arrivals.** Access to Centrelink benefits for new arrivals can cause issues for people such as the Maori population in Waverley. They have to wait two years to establish residency before they are eligible according to a major welfare organization. The service raising this issue advised that they see a number of people in this situation.
- **Disabilities.** Accommodation that is accessible for people with physical disabilities is a general issue in the community and one that is reflected from those participating in this research in Waverley. The Homeless Persons Information Centre identified an increase in callers with disabilities contacting them from Waverley for accommodation needs – from 57 in 2000-01 to 73 in 2002-03. This not only demonstrates the difficulties these people have with their additional special need, but also the possible increase in numbers in search of a solution to their current or potential homeless situation.
- **Older People.** The issues for older people in the Waverley community, who have lived in the area for a long time and now find themselves with the threat of homelessness owing to changes in rent, sale of property, etc., or because they are no longer able to stay in their homes because of health, and/or physical or mental disability, was highlighted. Financial management issues are also sometimes a factor. Bearing in mind the aging of the population and our improved longevity, together with the gentrification of various older suburbs,

including Waverley particularly with its beaches and enhanced retail business in Bondi, it is not surprising that the issue is starting to impact and will continue to grow into the future.

- **Squalor.** An interesting project has commenced to investigate actions in relation to people with disabilities living in squalor. It is a 12 months project under the leadership of Prof John Snowdon at Rozelle Hospital. It will formulate guidelines for people working in this area, including councils. Squalor situations are where the resident can no longer look after him/herself or their property as evidenced by the build-up of mess or signs of unkemptness around the home, odour and hygiene issues. Council health and community service staff are often contacted to address this issue, which can also involve the Aged Care Assessment Team, police, social workers, family and others deemed appropriate. The guidelines, when developed, will prove to be very useful for all involved and Waverley Council's continued involvement is encouraged.
- **Accommodation Options.** Exit points for SAAP services are a constant issue everywhere, and Waverley is no exception. The Area is fortunate to have some possible accommodation options and access to local boarding houses. However, all these options are problematic in that, in the first instance vacancies are hugely less than numbers wanting to access them and, in the second, boarding houses are decreasing in the area and being replaced by backpackers or tourist type initiatives as well as becoming generally unaffordable for low income people.

In addition, the more difficult to accommodate people are those that need accommodation the most – the mentally ill, those with physical disabilities, and those with dual diagnosis. Whilst there may be some accommodation provided within the LGA for some aspects of this population, there is nowhere near enough in volume or in comprehensiveness to cater for the demand let alone provide the support needed for many disadvantaged to maintain their independent residency. This, together with the changing nature of Waverley in relation to gentrification and rental housing affordability, has the potential to see more on the streets unless action is taken.

- **Centrelink Breaches.** Centrelink advise that, despite what some claim, they can take into account a history of mental illness and/or a history of homelessness where breaches are concerned, enabling the decrease of debts people accrue or debts held over pending improvement in the situation. The statistics obtained for this research do not suggest breaches as a major factor for homelessness, which seems to support this advice.
- **Potential Services for Waverley.** Aside from the input from service providers but something of possible interest is a service called Neami. Originating in Victoria, it is now in NSW with funding from the NSW departments of Health and Housing, and provides outreach support for people with mental health issues living in the community. They are focused on the high need clients, who have been released from hospital after an extended time there. Whilst their funding for this area is limited to St George and Sutherland currently, there may be potential for extension.
- Neami's web site has a reference to an accommodation option in Victoria which may be worthy of pursuing for New South Wales and that is where people who want to rent out a spare room can offer it to those who are disadvantaged. Obviously there would have to be a very secure mechanism to avoid problems, but it would be interesting to see how it works and whether there is potential for

use in Waverley. The New South Wales office of Neami was unable to provide more details, but indicated interest in investigating it with Waverley.

- Another potential service is one provided by Centrelink in the city, where workers visit the places where the homeless are catered for, such as Matthew Talbot, to assist them in accessing benefits. This, to a much lesser extent, has been operating in Waverley at WAYS Youth Service but may be worthy of expansion to other services dealing with the homeless such as Norman Andrews House and St Vincent de Paul.

Concluding Comments. The purpose of this research report is not to provide definitive conclusions, but to outline the results of research undertaken for this project and make some tentative comments on findings that are believed warranted at this time.

Part II of this paper, which addresses the development of a homelessness strategy outline, discusses these findings further, and provides suggestions for actions to take in the immediate future. It is not possible to include all the areas of concern provided above in the outline for the Draft Strategic Plan Outline in Part II, but to suggest those appropriate to commence at this stage. Those areas not included should be monitored and evaluated for action at a later time.

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**HOMELESS PERSONS INFORMATION CENTRE
CALLERS FROM WAVERLEY 2000-01 TO 2002-03**

HPIC data – Calls from current location - Waverley LGA 2000 – 2003	Financial Year		
	2000-01	2001-02	2002-03
	Note: This data is based on 'calls' only (not individuals). Although the majority of HPIC callers only phone HPIC once, some callers phone on multiple occasions.		
Client calls	314	279	332
Needs accommodation tonight	232	174	199
Age of female callers			
Over 65	0	<5	<5
51 – 65	<5	10	<5
31 – 50	53	46	50
18 – 30	44	28	24
Under 18 (and as part of family groups)	24	17	7
Adults DOB unknown	9	15	16
Age of male callers			
Over 65	<5	<5	<5
51 – 65	19	12	19
31 – 50	63	51	64
18 – 30	54	54	65
Children (under 18 - as part of family groups)	29	27	20
Adults DOB unknown	8	9	8
Groups			
Person alone	246	223	292
Person with children	38	29	25
Couple only	7	11	12
Couple with children	<5	13	<5
Others	0	<5	<5
Top 3 Primary sources of income			
New Start Allowance	82	57	110
Disability Support pension	58	72	72
No income	26	32	27
Top 5 client characteristics (caller can have more than one characteristic)			
Mental/psychiatric illness	99	76	87
Drugs/alcohol	40	54	86
Past drugs/alcohol	88	47	45
Physical disability	57	51	73
Single parent	25	35	24
Top 5 primary reasons provided by client for homelessness			
Itinerant/long term homeless	30	53	80
Family breakdown	26	40	31
Crisis eviction	64	35	30
Arrived from interstate	12	14	28
Financial difficulty	34	26	27

	2000-01	2001-02	2002-03
Aboriginal or Torres Strait Islander callers	No data available	14	26
Country of birth			
Australia	135	123	192
Other	100	82	79
Unknown	109	98	75
Top 3 Last permanent locations of callers (by LGA location of caller)			
1	Bondi	Bondi	Bondi
2	Bondi Junction	Brisbane	Melbourne
3	Randwick	Bondi Junction	Brisbane
Number registered with Department of Housing	81	56	40

W.I.S.H. GROUP (WAVERLEY INITIATIVE FOR SUPPORTING THE HOMELESS)

(Please note that spacing has been condensed from the original questionnaire)

QUESTIONNAIRE

Date: _____

ORGANISATION PROVIDING THIS INFORMATION:

Organisation name: _____
 Address: _____
 Contact Person: _____ Position: _____
 Phone: _____ Fax: _____ Email: _____

CLIENT DETAILS:

1.Categories of homelessness:

Rough Sleepers ___ Temporary shelter user ___ Boarding house resident ___

2.The client is:

Male ___ Female ___ Family without dependent children ___
 Family with dependent children ___

3.The client is:

___ without a permanent home at present
 ___ likely to be without a permanent home in ___ days, or ___ weeks, or ___ months

4.If the client is without a permanent home now, how long has the client been without a permanent home?

___ Days ___ Weeks ___ Months

5.Did the client ring up Homeless Persons Info Line?

Yes ___ No ___ If no, why _____

6.Where has the client been going for shelter since s/he is out of a permanent home?

7.What does the client need besides place to sleep?

Food ___ Shower ___ Toilet ___ Washing Machine ___ Clothing ___ Storage ___
 Others _____

8. Where does the client go for food?

9.Does the client wish to disclose the reasons why s/he is without a permanent home? If “yes”, why?

Rental arrears ___ Noise & Nuisance ___ Domestic violence ___
 Recently discharged from hospital ___ Others _____

10.Would the client be willing to go outside of the eastern suburbs for a place to sleep for a night?

Yes ___ No ___

11.Case study:

Presenting problems: _____
 Client’s perceived cause of homelessness: _____

Other issues leading to homelessness: _____
Were other agencies contacted? How many & what are they? _____

Is the client still homeless? _____
Is violence a factor of the client's homelessness? _____
Is the client fearful of violence while s/he is homeless? _____

**LIST OF SERVICES INTERVIEWED AND ORGANIZATIONS CONSULTED
WAVERLEY HOMELESSNESS CONSULTATIONS 2004**

Waverley Services Interviewed

ACHA (Assistance with Care & Housing for the Aged)

B. Miles Women's Housing Scheme

Bondi Beach Cottage

Bondi Junction Mental Health Team

Bondi Outreach Program

Bondi Youth Accommodation

Caretakers Cottage

Centrelink Bondi Junction

Centrelink, Darlinghurst

Dolores Single Womens Refuge

Eastern Area Tenants Service

Eastern Suburbs Rental Housing Association

ECHO Neighbourhood Centre

Independent Community Living Association

Lighthouse Community Support Group

Norman Andrews House/Chapel by the Sea

Prince of Wales Mental Health Program

St Vincent de Paul Referral Centre

WAYS Youth Service

Organisations Consulted

ARAFMI

City of Sydney Council, Homeless Persons Information Centre

City of Sydney Council, Kings Cross Neighbourhood Service Centre

DoCS Metro South East

Dept. of Housing

National Data Collection Agency

Neami Limited

Prince of Wales Mental Health Program
Randwick Council Community Development
Randwick Council Strategic Planning
South East Health
St Vincent's Community Health
Waverley Council Community Services
Waverley Council Library
Waverley Council Parks & Gardens
Waverley Council Rangers
Waverley Police

Churches Contacted by Phone or Email

Church in the Market Place
Grahame Memorial Church
Mary Immaculate Waverley
St Mary's Anglican Church
Uniting Church Australia - Waverley Lugar Brae
The Central Synagogue

APPENDIX IV

BASE QUESTIONNAIRE FOR SERVICE PROVIDER CONSULTATIONS 2004

(Please note this format has been condensed to single line spacing from 1½ for the original Questionnaire.)

INTERVIEWS WITH SERVICE PROVIDERS

Service Details: _____ **Date:** _____
Organisation Name: _____

Address: _____
Representative: _____
Role in Organisation: _____

Phone: _____ **Email:** _____
Programs Offered by Service _____

Hours of Operation: _____
Referrals Criteria: Self - Y/N
Other _____
Main referrals come from: _____

1. Client Details/Data Collection:

- a) Who do you formally record data for? _____
- b) When: Financial Year Y/N; Calendar Year Y/N; Quarterly Y/N; ½ Yearly Y/N;
- c) To whom & for which Programs _____
- d) Does the data you provide for each Program include (please indicate):
- i. Numbers of clients; Y/N
 - ii. Gender; Y/N
 - iii. Ethnicity; Y/N
 - iv. Indigenous; Y/N
 - v. Age Groupings Y/N How broken up _____
 - vi. Disabilities – Y/N. How defined:
 - a. physical Y/N
 - b. psychological Y/N
 - c. psychiatric Y/N
 - d. dual/undefined disabilities Y/N;
 - vii. Parental status, e.g.
 - a. sole & gender Y/N
 - b. couple Y/N
 - c. No. of dependent children Y/N
 - viii. Other _____
- e) Do you record for the funding body and/or report to your Management Committee (rc/rp) number of clients with issues which affect them or which may be an underlying cause of their current situation? (Please tick rc &/or rp or Neither as appropriate):

No's of clients -

- | | | | |
|-------|--|-------|---------|
| i. | Facing financial difficulties | rc/rp | Neither |
| ii. | On income support | rc/rp | Neither |
| iii. | Unemployed or partly employed | rc/rp | Neither |
| iv. | Living in | | |
| | a. Boarding houses/hostels | rc/rp | Neither |
| | b. Public or community housing | rc/rp | Neither |
| | c. emergency accommodation | rc/rp | Neither |
| | d. no permanent accommodation | rc/rp | Neither |
| | e. private rental | rc/rp | Neither |
| v. | With family relationship issues | rc/rp | Neither |
| vi. | Having been subject to abuse | rc/rp | Neither |
| | a. Unspecified | rc/rp | |
| | b. Sexual | rc/rp | |
| | c. Physical | rc/rp | |
| vii. | Facing/faced trauma | rc/rp | Neither |
| viii. | Who are drug dependent | rc/rp | Neither |
| ix. | Who are subject to alcohol abuse | rc/rp | Neither |
| x. | Who have health issues | rc/rp | Neither |
| | a. Physical | rc/rp | |
| | b. mental | rc/rp | |
| xi. | Their background such as | rc/rp | Neither |
| | a. recently released from gaol or other institution; | Y/N | |
| | b. if turned away from accommodation | Y/N | |
| | c. if recently released from hospital | Y/N | |
| xii. | Do you note length of time in above situations? | Y/N | |

- a. If so, what breakup? _____
- xiii. Do you note what services clients have accessed recently, such as (please tick):
- Centrelink rc/rp; DoCS rc/rp; Health Care Centre rc/rp; Community Centre rc/rp; Information/Support Services rc/rp; Food Vans & where rc/rp; SAAP services rc/rp; Other? (List) _____

2. Homelessness:

Definitions:

- Primary Have no shelter (living in parks/sleeping rough)
- Secondary Move frequently between various forms of temporary shelter, eg crisis accommodation, parks, staying with friends or relatives;
- Tertiary Live in accommodation on a medium to long term, which is without security of tenure, unsafe or inappropriate to their needs, including young people who experience abuse in their home.

- i. Do you have contact with homeless people under the above definitions?
- a. Primary Y/N. What action do you take? _____
- b. Secondary Y/N. What action do you take? _____
- c. Tertiary Y/N. What action do you take? _____
- ii. Do you keep specific records on client homelessness status? Y/N
- iii. If "yes", in what form? _____
- iv. What percentage of your clientele can be classified as:
- | | | | |
|----|--------------------|---|-----|
| a. | Primary homeless | % | No. |
| b. | Secondary homeless | % | No. |
| c. | Tertiary homeless | % | No. |
- v. What percentage of the homeless population you come in contact with suffer from:
- | | | | |
|----|---------------------|---|-----|
| a. | Mental disabilities | % | No. |
|----|---------------------|---|-----|
- What type of mental disability is prevalent in this client group?
- | | | | |
|------|---------------------|---|-------|
| i. | Schizophrenia | % | |
| ii. | Bipolar | % | |
| iii. | Depression | % | |
| iv. | Other – please list | % | _____ |
- | | | | |
|----|-----------------|---|-----|
| b. | Drug abuse | % | No. |
| c. | Alcohol abuse | % | No. |
| d. | Physical abuse | % | No. |
| e. | Sexual abuse | % | No. |
| f. | Emotional abuse | % | No. |
| g. | Multiple Issues | % | No. |
- vi. Do you record reasons why clients may be in a homelessness situation? Y/N
- vii. What percentage of your clients have experienced homelessness owing to:
- | | | |
|-------------------------------|---|-----|
| Eviction | % | No. |
| breach with Centrelink | % | No. |
| domestic violence | % | No. |
| abuse | % | No. |
| drug problems | % | No. |
| gambling problems | % | No. |
| alcohol problems | % | No. |
| family relationship breakdown | % | No. |

viii. What services are needed for these clients and what are their availability:

SERVICE	AVAILABILITY			
	Excellent – Caters for All needs	Adequate – Most needs met	Insufficient – Some needs met	No service available
Accommodation - Crisis - medium term - long term	_____	_____	_____	_____
Employment Programs				
Health Services (General)				
Mental Health - on location - outreach - crisis	_____	_____	_____	_____
Case Management				
Information				
Counselling & Support				
Other – please list under appropriate. Headings				

Strategy & Protocol. In your view,

I. What role do you believe Council can take in relation to homelessness in Waverley LGA?

II What are the major referral points for homeless people as defined above in Waverley?

Do you have anything more you would like to add? _____

Thank you for meeting with me and completing this questionnaire.

BIOGRAPHY

SHARON VINCENT

Qualifications:

- Bachelor of Social Science (Distinction), Charles Sturt University, 1991
- Master of Management, University of Technology, Sydney, 1995
- Post Graduate Cert. Conflict Management, Macquarie University, 1999

Experience:

Over 20 years experience gained in small and large metropolitan and central coast councils:

- Management at senior level and direct experience in community development and community services for youth, children, families, aged, disabilities, multicultural and indigenous issues, arts and cultural development, community safety, homelessness, social planning;
- Social research, consultation and production of community profiles, social plans and community directories;
- Facilitation and development of strategic, business and work plans;
- Research, development, advocacy and implementation of social and business policies;
- Identification of needs, development and project management of community facilities including for generalist purposes, youth and arts;
- Establishment and development support, facilitation and coordination of community groups and organisations;
- Development and conflict management of staff teams and community management committees;
- Coordination and administration of community consultation processes, public meetings, conferences and forums for community, state and local government purposes;
- Presentations of social issues papers and conducting workshops at various state and local government community service conferences.