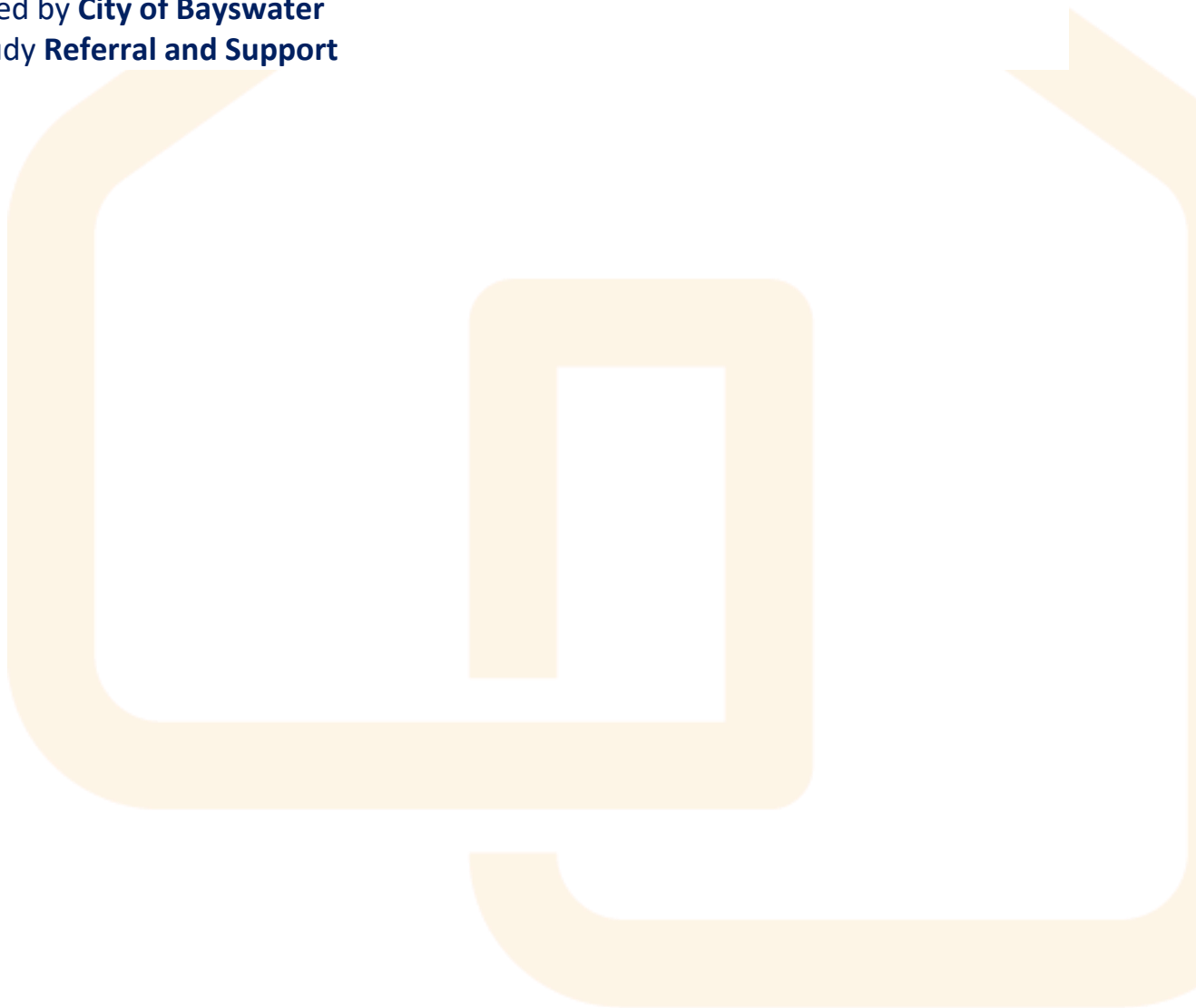


## Local Government Homelessness Knowledge Hub Case Study



Submitted by **City of Bayswater**  
Case Study **Referral and Support**



## Background

44-year-old John lives with 13-year-old son Dom and 74-year-old mother Mary in temporary accommodation. John has full custody of Dom, and a small dog rounds out the family unit.

When a violence restraining order (VRO) was served on John by another person living with the family, over tools stolen from John's car, the family left and started experiencing homelessness. John and Mary have no close relatives in Western Australia and few friends.

After sleeping for a week in John's broken-down vehicle the family split to find secure accommodation. Dom stayed with a school friend's family while Mary went to a friend's house but left the dog with John who continues to sleep in the carpark of a City of Bayswater reserve.

With John fearful his tools could be stolen when nobody is with his vehicle Mary spends her pension on a hire car so John can drive Dom to school and apply for work during the day. He also collects Mary to mind the vehicle in heat wave conditions, putting her at risk of heat stroke.

## Case Evaluation

Rangers from the City of Bayswater are alerted to a vehicle being illegally parked by a resident. In the initial assessment a ranger notified the Department of Communities (DoC) about Dom being homeless but as he is older than the required age of assessment no intervention was carried out.

Rangers provided the family with a City of Bayswater 'Caring for our community: Support for community members in crisis' publication encouraging them to call Entrypoint Perth, a free assessment and referral service assisting people who are homeless or at risk of homelessness.

## Obstacles

Finding a secure location for the vehicle remains an obstacle with the family having no money to pay for it to be towed or stored in a safe place where John can access. It seems John's priority is securing his vehicle first, rather than looking for family accommodation.

With rangers giving notice the vehicle will eventually need to move the City of Bayswater Community Development team are alerted to the situation. With the impounding of the vehicle likely to add a financial hardship and further distress to the family the Community Development team contacts Mary to canvass options. Mary wants to live in a place where the family can stay together but Entrypoint Perth is finding an immediate solution difficult. They can provide accommodation for Mary but the only option for John and Dom is to live in short-term hotel accommodation if John completes an assessment. Mary is unable to get John to do this, according to Mary John can be impatient and is unwilling to wait the 20 minutes to speak to Entrypoint Perth. This hinders the situation because without cooperation from John the service cannot assist.

## Results

Rangers asked again if John found a place to store the vehicle in which he had. The City of Bayswater through Community Development fully covered the cost of towing his vehicle to a safe place so the family could reassess their accommodation options.

This practical intervention meant Mary was no longer at risk of heat stroke when guarding the car, which was of concern to City staff given her age. There has been no recent engagement with the family so the whereabouts of the family is unknown.

