

Local Government Homelessness Knowledge Hub Case Study



Submitted by **City of Perth**

Case Study **Moore Street, Accreditation Site for Homelessness Service Provision**

Background

As part of the needs assessment through the development of the Rough Sleeper Plan, it was recognised there was a significant number of Specialist Homelessness Service Providers working within the City of Perth. However, the approach was not being coordinated between service providers and therefore resulted in duplication of services and significant gaps in other areas.

Goals/objectives

The Moore Street Accreditation Site was developed as a central location allowing access to service providers. It was initiated as a way of providing a more strategic and coordinated approach to service provision to limit overlap of services, identify gaps within the existing service provision and ensure greater impact is made. The City of Perth wants to ensure its sites provide proper accessibility, safety and cleanliness.



Lessons learned

The City of Perth expected many lessons would be learnt.

- Site Selection

There had been ongoing challenges with ensuring the suitability of the site for the purpose of service provision and balancing the need for a public central space to ensure accessibility whilst being somewhat private to ensure the dignity of the patrons.

In hindsight there also should have been significantly more ongoing consultation with adjacent businesses in the initial phases to avoid any ongoing issues.

- Operational Times

A challenge given service provision is largely voluntary and therefore must work around the availability of volunteers and other commitments. As such, operational times are in the evenings, whereas it is recognised for some it may be more suitable to provide service in the mornings.

- Shared Space and Locations

The site presents challenges located in a public area adjacent the trainline. It is a thorough fare for pedestrians accessing East Perth and the City as well as those accessing Moore St Royal Perth Hospital. This presented issues with site set-up and safety concerns for passers-by resulting in difficulties in utilising it to its full potential.

- Security and Safety

There are ongoing challenges with ensuring the safety of all patrons and service providers on site. To address this coordination has been established between the SafeCity department, external security providers, external cultural outreach providers, Department of Communities and the Western Australia Police Force.

- Weather

The site has proven challenging to mitigate extreme weather, particularly heat in summer. Attempts to mitigate this have included the installation of shade structures and tree plantings. The City of Perth is continuing to investigate how this may be able to be managed for everyone's benefit.

- Site Services

The site has utilities available to ensure it is suitable for service provision. This includes power and water supply, public furniture and shade. The provision of amenities has made this an attractive site for street present people who need to use them, but also presents safety and security concerns from neighbouring businesses, service providers and the public. The City of Perth continues to manage this for everyone's benefit.



Results

There have been significant outcomes achieved.

- The accreditation of 27 services, with 25 operational on an ongoing basis.
- 5,874 hours of service provision.
- 30,590 instances of support provided.
- Greater management of waste control.
- Centralised site for access to patrols by complimentary services.
- Greater coordination of services provided.
- Reduction in the duplication and overservicing.
- Exposed gaps in service provision.

