

Safety & Services - does the client have any vulnerabilities or need any other support?

Domestic & Family Violence
Consult 5Rs flowchart

Warrina 6652 4000
Kempsey Families 6563 1588

Medical Support
In an emergency always call 000

Macksville District Hospital
100 Darruya Rd | 6598 3310
North Coast Health Connect
1800 198 888

Legal Support

Aboriginal Legal Service 6640 1400 Legal Aid 6651 7899	MNC Tenants Advice & Advocacy Service 6583 9866	Aboriginal Tenants Advice Service 6643 4426
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NDIS

Blue Sky Local Area Coordination
5632 4029

Seniors Support

Seniors Rights Service
9281 3600

Children, Young People & Families

Youth Refuge Aged 14-17 Nambucca Youthie 6568 7777	Wesley Mission 6564 5755	Reconnect Youth Services 6568 2522	Pathfinders FCS & Support 1800 327 679	Kids Helpline 1800 551 800
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Shelter - does the client have a safe place to go?

If they do not have a safe place to stay you can:

- discuss other options, like staying with a trusted person
- collect information such as whether the client has any pets, children or access needs to pass on
- between 9am & 5pm contact the Community Housing Provider for your area
- after 5pm contact Link2Home to arrange temporary accommodation.

Community Housing Provider:

Community Housing Ltd.
1300 245 468

Link2Home:
1800 152 152

If they are not eligible for temporary accommodation:

*Try and address basic food, warmth, shelter and safety needs with the services listed below.

*Contact the appropriate Specialist Homelessness Service for further support.

TIP!



Think about your responsibility as a mandatory reporter. If you have a child protection concern call 132 111.

Situation - is the client at-risk of homelessness or currently homeless?

The Client is at-risk of Homelessness

Call MNC Tenants Advice & Advocacy Service: 6583 9866 especially if the client is in rental arrears.

Inform the client of the Link2Home and Community Housing Provider listed above in case they need to leave the home quickly.

Refer to the appropriate Specialist Homelessness Service:
Aged 17-25: **Momentum Youth Housing** | 5632 4021
Aged 12-25: **Wesley Mission** | 5646 5755
Aged 16+: **New Horizons** | 1300 726 372
DFV Related: **Warrina** | 6652 4000

Discuss with the client if there are any referrals or supports you can provide them with while they wait for the appointment with the Specialist Homelessness Service. Help the client through the steps in the 'Support' section below.

The Client is Homeless

Follow the steps listed in 'Shelter' to arrange temporary accommodation.

Refer to the appropriate Specialist Homelessness Service:
Aged 17-25: **Momentum Youth Housing** | 5632 4021
Aged 12-25: **Wesley Mission** | 5646 5755
Aged 16+: **New Horizons** | 1300 726 372
DFV Related: **Warrina** | 6652 4000

Discuss whether there are any referrals or supports you can provide the client while they wait for the appointment with the Specialist Homelessness Service.

Help the client through the steps in the 'Support' section below.

Food & Material Supports

Macksville Food Hub

Seventh Day Adventist Church Hall | Tuesday 9:30-11:30 | 0416 161 187

St John's Food Supplies - Nambucca | **Nambucca Food Hub**
Cnr. Kent & Short St | Tues-Fri 9am-12pm | 2 Ridge St | Friday 10am-12pm

Bowra Food Hub

Anglican Church Hall | Fri, Sat & Mon 9-11am

Action Care

Free groceries and staples, order and delivery system | 0429 124 001

Other Supports

Victims of Crime Support: **Lifetime Connect** | 0484 859 851

NILS: **Lifetime Connect** | 0408 674 050

Income support: **Centrelink** (click for full list)

Financial counselling: **MNC Financial Counselling** | 1300 662 540

Gambling Support: **Gamble Aware** | 6651 4093

Mental Health Access Line: 1800 011 511

1800 Respect: 1800 737 732

Mens Line Australia: 1300 789 978

Jaanyмили Bawrrungga Aboriginal Corporation Counselling Service:
0491 704 834

Support - extra steps you can take to support the client

Most applications, referrals and services will require proof of identity and proof of income.

You can assist the client with collating:

- 100 points of ID = birth certificate, driver's license/photo card, medicare/bank card
- Proof of income = Centrelink statements or payslips for the last four weeks
- Bank transaction history = copy of all transactions for the last four weeks

If the client does not have these you could:

- Help apply for ID or source replacements for lost/damaged ID
- Assist with downloading payslips and bank statements
- Link them with Centrelink if they do not already have it
- Assist with obtaining proof of Aboriginality if relevant

Self-care - your safety and wellbeing are paramount

When working with people who are experiencing homelessness it is normal to feel a range of emotions and concern for their safety and wellbeing. Please make sure you debrief and get support from your supervisor or manager and take time to practice self-care.

TIP!

What is one thing that you can achieve today to assist the client?