

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

Domestic & Family Violence
Consult 5Rs flowchart
Warrina Domestic & Family
Violence Specialist Service
6652 4000

Medical Support
In an emergency always call 000
Coffs Harbour Hospital
345 Pacific Hwy | 6656 7000
North Coast Health Connect
1800 198 888
Galambila AHS
9 Boambee St
6652 0800

Legal Support
Aboriginal Legal Service
6640 1400
MNC Tenants Advice & Advocacy Service
6583 9866
Aboriginal Tenants Advice Service
6643 4426

NDIS
Blue Sky Local Area
Coordination
5632 4029

Seniors Support
Seniors Rights Service
9281 3600

Children, Young People & Families
Youth Refuge
Aged 14-17
Wesley Mission
5646 5755
Groundworks Youth Hub
5632 4020
Pathfinders FCS Advocacy & Support
1800 327 679
Kids Helpline
1800 551 800

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 and 5pm contact the Community Housing Provider in your area
- after 5pm contact Link2Home to arrange temporary accommodation.

Community Housing Provider:

Mission Australia Housing
1800 269 672

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.

The Coffs Harbour Neighbourhood Centre

Support, information, referrals, forms support and essential support items including food, toiletries and shelter items. Contact for 'Breaking Bread' brochure for supports in the area. Community Village, 22 Earl Street | 6648 3694

Pete's Place Homelessness Hub

Food, showers, laundry, support and visiting services
Community Village, 22 Earl Street | 0438 931 201

Other Supports

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](#)

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:

- o 100 points of ID = birth certificate, driver's license/photo card, medicare/bank card
- o Proof of income = Centrelink statements or payslips for the last four weeks
- o 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.

