

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

Domestic & Family Violence
Consult 5Rs flowchart

Women & Children's
Refuge
Samaritans
6560 1505

Kempsey Families
6563 1588

Medical Support
In an emergency always call 000

Kempsey District Hospital
119 River Street | 6561 2600

Durri ACMS
15-19 York Lane
6560 2300

North Coast Health Connect
1800 198 888

Legal Support

Aboriginal Legal Service
6561 3200

MNC Tenants Advice & Advocacy Service
6583 9866

Aboriginal Tenants Advice Service
6643 4426

Legal Aid CLSD
0477123 945

NDIS

Blue Sky Local Area Coordination
5632 4029

Seniors Support

Seniors Rights Service
9281 3600

Children, Young People & Families

Youth Service
including Gnrura Accommodation
YP Space
6563 1230

Youth Refuge
Aged 13-17
YP Space
6563 1230

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 & 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 & 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 12-25: **YP Space** | 6563 1230

No age restriction: **New Horizons** | 1300 726 372

DFV Related: **Samaritans** | 6560 1500

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 12-15: **YP Space** | 6563 1230

No age restriction: **New Horizons** | 1300 726 372

DFV Related: **Samaritans** | 6560 1500

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.

Kempsey Neighbourhood Centre

Support, information, referrals, vouchers and more. Contact for a brochure with a full list of material supports
2 Geoffrey Debenham St | 6562 8300

Anglican Church - Food Support

Food Parcels - Tues, Thurs & Fri | 9am-12pm
Free brunch - Tuesday | 9:30-11:30am
Kemp Street | 6563 1383

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 is 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?