

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

Domestic & Family Violence
Consult 5Rs flowchart

Liberty Domestic & Family
Violence Specialist Service
6583 2155

Medical Support

In an emergency always call 000

Port Macquarie Hospital
Wrights Road | 5524 2000
North Coast Health Connect
1800 198 888

Werin Aboriginal
Medical Centre
14 Lake Road
6489 4000

Legal Support

Aboriginal
Legal Service
5525 1600

MNC Tenants
Advice &
Advocacy Service
6583 9866

Aboriginal
Tenants
Advice
Service
6643 4426

Legal Aid
5525 1600

NDIS

Blue Sky
Local Area
Coordination
5632 4029

**Seniors
Support**

Seniors Rights
Service
9281 3600

Children, Young People & Families

Uniting
Family
Support
6581 6600

YP Space
Youth Service
& Refuge
6584 0066

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 important information like if 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 there are 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 | 6584 0066](#)
Aged 18+: [New Horizons | 6588 8100](#)
DFV Related: [Liberty | 6583 2155](#)

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 12-25: [YP Space | 6584 0066](#)
Aged 18+: [New Horizons | 6588 8100](#)
DFV Related: [Liberty | 6583 2155](#)

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.

Hastings Neighbourhood Services

Support, information, referrals, vouchers, food and more.
Port Macquarie: 4 Dodds Street | 6583 8044
Wauchope: 96 Cameron St | 6586 4055
Lake Cathie: 34 Mullaway Rd | 0408 194 947

Other Supports

Mental Health Support: [Safe Haven \(at PMQ Hospital\) | 5524 2000](#)
Mental Health Support: [Neami National | 6583 3443](#)
Safer Men Safer Futures: [Liberty | 6583 2155](#)
Support: [Our Place | FB page 'Port Macquarie-Hastings Homelessness'](#)
Food Support: [4Life Care | 6584 2951](#)
Support: [Salvation Army | 8775 7988 \(Mon, Wed & Thurs\)](#)
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
Men's Line Australia: 1300 789 978
Parents Line: 1300 130 052
DV Line: 1800 656 463

TIP!



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

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
- 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

Hastings Neighbourhood Services offer the LEAF program which can assist with the above.

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.