

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

Domestic & Family Violence
Consult 5Rs flowchart
Women & Children's Refuge
Samaritans
6551 0011

Catholic Care
Renewing Pathways
6539 5900

Medical Support
In an emergency always call 000
Manning Base Hospital
26 York St | 6592 9111
Biripi ACMC 6591 2400
Tobwabba AMS 6555 6271

Legal Support
Legal Aid CLSD
6553 5121

MNC Tenants Advice & Advocacy Service
6583 9866

Hunter Tenants Advice & Advocacy Service
Forster & Gloucester
4969 7666

Aboriginal Tenants Advice Service
6643 4426

NDIS
Uniting Local Area Coordination
8833 0562

Seniors Support
Seniors Rights Service
9281 3600

Children, Young People & Families

Homebase Youth Services 6555 5622	Manning Support Services 6551 1800	Pathfinders FCS Advocacy & 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:

Home in Place
1300 333 733

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 the appropriate Tenants Advice & Advocacy Service listed above 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 25+: **Samaritans | 6539 3400**
Aged 16-24: **Great Lakes Manning Youth Homelessness Service | 6551 6996**
DFV Related: **Samaritans | 6551 0011**

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 25+: **Samaritans | 6539 3400**
Aged 16-24: **Great Lakes Manning Youth Homelessness Service | 6551 6996**
DFV Related: **Samaritans | 6551 0011**

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.

Neighbourhood Centres

Support, information, referrals, crisis assistance and much more.
Contact for a full brochure of emergency relief services.
Manning Valley Neighbourhood Services: 4 Farquhar Street | 6553 5121
Forster Neighbourhood Centre: 3 Lake Street | 6555 4351
Bucketts Way Neighbourhood Group: 88 King St | 6558 2454

Catholic Care Community Kitchen

Free hot meals. Call 6539 5900 for more information.
Taree: 250 Victoria St | Mon-Fri 11:30-1:00 & Sat 11-12:30
Forster: 33 Lake St | Mon-Thurs 12:00-1:00

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**
Men's 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.

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