



## When should you contact us?

Please contact us if:

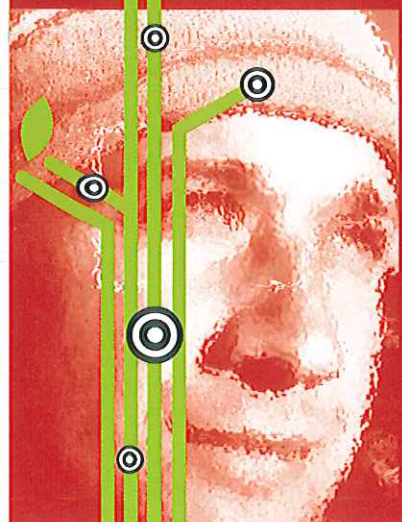
Your housing or support needs change

Your phone number or other contact details change

The area in which you'd like accommodation or support changes

You'd like to provide feedback or make a complaint about this service

You'd like any further information about the homelessness service system



**VincentCare Community Housing**  
80 Wheatsheaf Road, Glenroy  
Phone: 9304 0100  
Melways Ref: 16H3  
By Train: Broadmeadows Line, Glenroy Station  
By Bus: 513



**SASHS Western**  
6/147 Harvester Road, Sunshine  
Phone: 9312 5424  
Melways Ref: 26 G11  
By Train: Sunshine Station  
By Bus: Sunshine Bus Depot



**North East Housing Service Ltd.**  
52-56 Mary Street, Preston  
Phone: 9479 0700  
Melways Ref: 18F2  
By Train: Epping Line, Preston Station  
By Tram: 86



**Outpost:**  
Shire of Melton Civic Centre,  
232 High Street,  
Melton  
Phone: 9747 7200  
Opening Hours:  
Wednesdays from 1pm to 5pm  
Tuesday, Thursday & Friday  
9am-5pm or  
by appointment

**Yarra Community Housing**  
112-122 Victoria Street,  
Footscray  
Phone: 9689 2777  
Melways Ref: 2S C10  
By Train: Sydenham Line,  
Middle Footscray train Station  
By Tram: 82



**HomeGround Services**  
68 Oxford Street,  
Collingwood  
Phone: 9288 9611 or  
1800 048 325  
Melways Ref: 44B5  
By Tram: 86 along Smith  
Street Stop 16 or 17  
By Train: Collingwood Station,  
Epping or Hurstbridge Line



**Outpost:**  
19 Duncans Rd, Werribee  
Phone: 9742 6452  
Opening Hours: Mon-Fri,  
9am-5pm  
Appointments: Pre-booked

For after hours assistance,  
call the statewide service on  
**1800 825 955**  
(Freecall except mobiles)

## North & West Metro Homelessness Network



### What happens next?





Thank you for visiting our service. Today you gave us information that we'll use to identify available homelessness services in the North and West Metropolitan region that may be able to assist you.

## What does our service do?

We listen to the needs of people who are at risk of homelessness, people who are experiencing homelessness, or people who don't feel safe where they live. We provide information about housing and support options. Whenever possible, we provide assistance with urgent or one-off tasks, such as making a referral, speaking to landlords or finding emergency accommodation.

We have links to homelessness services in this region and across the state. We hold onto the details of everyone seeking assistance, so that we can make referrals to accommodation and support services when they are available.

## What assistance can you expect?

There are many people in this region who need housing and support. You can expect that we will take the needs of all people awaiting assistance into account when we make a referral to available resources, and that housing and support will be allocated fairly.

Due to the high number of people needing assistance, we're not able to provide appropriate support to everyone seeking assistance.

We will contact you at least once every six months to see how you're going and if your situation and needs have changed. You are always welcome to contact this service if you need further information, or would like to speak to a housing worker.

## What services might be available to you?

We refer clients to a range of relevant services, if they are available.

These include: short to medium term supported accommodation, a variety of support services that assist people to address the causes of housing insecurity so that they can maintain or secure safe housing, and other services outside of the homelessness service system that might be of help to you, like medical or employment services.

Different services are designed for different people. Young people, older people, indigenous people, single people and families are all eligible for services.

You are welcome to contact us for information about housing and support options and eligibility requirements for services.

## What happens if you are referred to a homelessness service?

We will contact you before referring you to a service to make sure that the available service is suited to your needs.

If it is, we will ask for your permission to pass your details on to the service and they will contact you to organise for you to begin working together.

Some services may need more detailed information about your situation and needs when they begin working with you.

## What are your rights?

You have the right to tell us who we can and cannot share your information with.

You have the right to say 'no' to a referral. This would not affect your ability to access services in the future.

You have the right to be treated with dignity and respect.

You have the right to make decisions that will affect your future.

You have the right to participate in the decision-making processes of services that you are working with.

You have the right to provide feedback or make a complaint, and to have your complaint treated seriously and responded to in a fair and timely manner.

Please ask us how you can be more involved, give feedback or make a complaint about this service.

If you feel that you have been treated unfairly, or that your rights have been denied by a government-funded homelessness service, you can also contact the Homelessness Advocacy Service. This independent service will let you know your rights, and assist you to raise issues or make a formal complaint.  
Free Call: 1800 066 256 Email: [has@chp.org.au](mailto:has@chp.org.au)

## What are your responsibilities?

We will ask you to provide us with correct information about your situation and needs so that we can best assist you, but you do have the right to decide which information you would like to share with us.

We share a responsibility to treat other clients and staff of homelessness services with dignity and respect. This involves behaving and speaking to each other in a polite and professional way.

Full details of your rights and responsibilities are outlined in **The Consumer Charter for Community-Managed Housing and Homelessness Services**. Ask us for a copy.