

Embracing 2018

XXI COMMONWEALTH GAMES
HOST STATE

Homelessness Protocol for the Gold Coast 2018 Commonwealth Games

For people experiencing
homelessness in public
places.

March 2018

Department of Housing and Public Works

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This publication has been compiled by the Department of Housing and Public Works, in consultation with the Office of the Commonwealth Games, Department of Tourism, Major Events, Small Business and the Commonwealth Games.

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BACKGROUND TO THE PROTOCOL

The Queensland Government has developed the Protocol for the Gold Coast 2018 Commonwealth Games (GC2018) for people experiencing homelessness in public places (the Protocol) to ensure that public places are shared by all people.

The planning and delivery of major events can impact the way public places are used and accessed by the community. This highlights the need for an appropriate protocol.

The objective of the Protocol is to provide a framework for relations between officials, and people experiencing homelessness in public places, to ensure:

- people are treated respectfully and appropriately
- people are not discriminated against on the basis that they are experiencing homelessness
- officials have an appropriate level of information to assist people experiencing homelessness in public places to access appropriate services if needed and/or requested.

Individual organisations are accountable for application of this Protocol, which is supported by Guidelines for Implementation.

Note: The term 'officials' refers to members of staff employed by government agencies, private companies or service providers, and may include volunteers and contractors as determined by each organisation.

THE PROTOCOL

A person who is, or appears to be experiencing homelessness, should only be approached if:

- they request assistance
- they appear to be distressed or in need of assistance
- they are an unaccompanied child under 12 years of age
- they are sheltering in circumstances that threaten the health and safety of themselves and or others, eg in derelict buildings, on traffic thoroughfares, or in vehicles
- their behaviour threatens their own safety or the safety and security of people around them
- their behaviour is likely to result in damage to property or to the environment
- their safety is threatened by others.

UNDERLYING PRINCIPLES

The Protocol is based on the following principles:

- All people have a right to the enjoyment of public places, and to participate in public activities and events.
- Local communities have the right to live in a safe and peaceful environment.
- People who are experiencing homelessness, and are within a public place, have the same entitlements as other community members, including carrying and storing their own belongings.

- People who are experiencing homelessness have diverse backgrounds and can have complex social, mental and or physical needs.
- People who are experiencing homelessness have the same access to a right of reply and appeals/complaints mechanisms as all members of the public.
- Participating organisations will utilise it to assist people experiencing homelessness as and if required, and/or to help people experiencing homelessness make contact with appropriate services.
- In the conduct of their normal statutory obligations, the Queensland Police Service and other authorities may need to seek personal details from any member of the public.

WHERE THE PROTOCOL APPLIES

The Protocol only applies to places where the general public would reasonably expect to have access. It does not apply to private property, or property where the general public would not reasonably expect to have access, either temporarily or on a permanent basis.

The Protocol does not prevent agencies from taking appropriate action where health and safety is at risk, or a breach of the peace, or unlawful behaviour has occurred. It does not override existing laws, statutory requirements or regulations. It does not reduce the powers of organisations or their authority to enforce specific laws and regulations.

Note: A person experiencing homelessness is to be approached in a similar way as a member of the general public.

The Protocol applies to a number of participating organisations, as listed in the Guidelines for Implementation, with responsibilities in public places and those that come into contact with people experiencing homelessness and/or provide services to them.

Note: The accompanying Guidelines for Implementation will assist organisations to implement the Protocol.

Each participating organisation will implement the Protocol within its own organisation and determine how it is to be used by all relevant staff, including contract staff such as security officers. Feedback on and complaints about the application of the Protocol are to be managed through existing organisational mechanisms.

PARTICIPATING ORGANISATIONS

The Protocol applies to the following organisations which have an operational presence in public places or provide a service to assist people experiencing homelessness:

- The Department of Housing and Public Works
- Queensland Health
- The Gold Coast 2018 Commonwealth Games Corporation (GOLDOC)
- The Department of Transport and Main Roads
- The Department of Tourism, Major Events, Small Business and the Commonwealth Games
- The Department of Communities, Child Safety and Disability Services
- The Queensland Police Service (QPS)

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- The Department of Aboriginal and Torres Strait Islander Partnerships
 - City of Gold Coast
 - Brisbane City Council
 - City of Townsville
 - Cairns Regional Council.

REVIEW

The application of the Protocol will be reviewed by the Department of Housing and Public following the GC2018 in consultation with participating organisations. The Department of Housing and Public Works will utilise learnings from the implementation of the Protocol into the development of a state-wide Homelessness Protocol.

For further information

Please contact the Department of Housing and Public Works at
hhsSouthWestRegion@hpw.qld.gov.au

USEFUL CONTACTS GOLD COAST

7careconnect – Homelessness www.7careconnect.com

A web-based application that provides real time services, and contact numbers for a range of services, to the homeless community on the Gold Coast. People who are experiencing homelessness, or are at risk of experiencing homelessness, can sign up to receive information about available services.

GC Homelessness Hub

07 5536 6060 (9am – 5pm, Monday – Friday)

Provides face-to-face assistance, at the services' centre-based location, for access, assessment and appropriate referral to other support services. Also provides Outreach Access to people in public spaces and other locations.

Blair Athol Accommodation & Support Programme

07 5579 6071 (9am-5pm, Monday – Friday) (Mobile Support 9am – 3.30pm, Monday – Friday)

Provides mobile support to people experiencing homeless or at risk of experiencing homelessness. Provides case management support to people either in their own home, temporary living situations, supported housing, a community setting, or public space.

Also provides immediate supported accommodation, and case management support, to people experiencing homelessness, with the aim of assisting people to transition to safe and secure housing.

Bryant Place Accommodation & Outreach Services

07 5579 6071 (9am-5pm, Monday – Friday) (Mobile Support 9am – 3.30pm, Monday – Friday)

Provides outreach access to people in public spaces and other locations. Services actively initiate face-to-face contact with people in to provide access, assessment and appropriate referral.

Also provides mobile support to those experiencing chronic homelessness and immediate supported accommodation for those who are rough sleeping/living in improvised dwellings.

The Senior On-Call can be contacted after hours on 0498 502 167.

Ozcare Gold Coast Family Accommodation Support Service

1800 692 273 (8am – 4.30pm, Monday – Friday)

Offers mobile support and immediate supported accommodation for families who are experiencing homelessness or are at risk of experiencing homelessness, with case management support with the aim of assisting people to transition to safe and secure housing.

Surfers Paradise Anglican Crisis Centre

07 5531 603 (36 Hamilton Avenue, Surfers Paradise).

Provides specialist homelessness services including centre-based access to all client groups and immediate supported accommodation to men who are experiencing homelessness or are at risk of experiencing homelessness.

Services include:

St John's Drop-in Centre (Open for lunch Monday - Friday 11:30am - 12:45pm) (Open for breakfast Saturday 7:30 - 8:45am)

Provides a hot meal to people experiencing homelessness or at risk of homelessness, provides bathing and laundry facilities and access to other outreach and support services.

Welfare Office (Intake - 9:00am - 11:00am Monday -Thursday) (Clients must register between 8:30 - 10:30am) - assists people in crisis.

STARH Project

07 5569 1838 (9am – 12pm, Monday – Thursday)

Provides case management and mobile support to people who are housed, but at risk of becoming homeless.

Gold Coast Youth Service

07 5572 0400 (9am – 5pm, Monday – Friday)

Works with young people, aged 16 to 25 years, who are experiencing homelessness or are at risk of experiencing homelessness. Provides mobile support, face-to-face, centre-based support services and transitional supported accommodation and Commonwealth Emergency Relief.

Gold Coast Project for Homeless Youth

07 5591 3746 (8:30am – 4:30pm, Monday – Friday)

Aims to accommodate and support young people who are at risk or in crisis, and need immediate or transitional accommodation. The service provides crisis support, immediate and transitional accommodation and mobile support that offers a range of services to secure and sustain stable accommodation.

The Salvation Army Supported Accommodation Service Gold Coast

07 5591 1776 (9.00 am - 5.00 pm, Monday – Friday and 9.00 am - 4.00 pm, Saturday – Sunday – public holidays)

Offers temporary, supported accommodation to women and children experiencing homelessness or at risk of experiencing homelessness.

Homeless Health Outreach Team

0403 608 297 (9am – 9pm Monday - Friday and 1:30pm – 9pm Saturday - Sunday)

Provides comprehensive assessment, care co-ordination and clinical interventions for people experiencing homelessness and mental illness.

Domestic and Family Violence Homelessness Mobile Outreach

07 5552 6555 (8am - 4:30 pm, Monday – Friday) (All after hours referrals via DVConnect 1800 811 811)

Provides mobile support to women and children who are experiencing homelessness as a result of escaping domestic and family violence.

Child Safety Intake Service

1300 679 849 (9am – 5pm, Monday – Friday) 1800 177 135, after hours and on weekends

Contact to report concerns if you suspect a child is experiencing harm, or is at risk of experiencing harm.

Translating and Interpreting Service (TIS)

131 450

Provides an immediate translation and interpreting service for people who have difficulty communicating in English.

USEFUL CONTACTS STATEWIDE

Homeless Hotline

1800 474 753 (7 days, 24hours)

A free telephone information and referral service for people who are experiencing homeless or at risk of experiencing homelessness. Calls from mobiles are charged at applicable rates.

Domestic Violence Hotline

1800 811 811 (7 days, 24 hours)

Free telephone service offering support to anyone affected by domestic or family violence.

24 Hour Mental Health Care – Queensland Government

1300 642 255 (7 days, 24 hours)

A single point of entry to the mental health service, providing support, information, advice, and referral to services. A mobile assertive outreach crisis response team offers a range of short-term options tailored to meet individual needs.

Alcohol & Drug Information Service - Queensland Government

1800 177 833

Provides counselling, information and referral service for anyone with concerns about their own or someone else's use of alcohol or drugs.

Lifeline

13 11 14

Provides counselling to people needing emotional support and services for suicide prevention, crisis and mental health support.

Crime Stoppers

1800 333 000

Policelink

131 444

Acknowledgement

The Protocol is part of the Embracing 2018 Legacy Program, which aims to create long-lasting benefits for our communities, both before and after GC2018. For more information about Embracing 2018 Legacy Programs visit www.embracing2018.com

Guidance in preparing this Protocol has been taken from the New South Wales Government's Protocol for Homeless People in Public places, (2012-2014).

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