

HOMELESSNESS PROTOCOL FOR THE GOLD COAST 2018 COMMONWEALTH GAMES

FOR PEOPLE EXPERIENCING HOMELESSNESS IN PUBLIC PLACES.

Protocol overview

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 public places are shared by all people, including those experiencing homelessness.

The Protocol provides a framework for officials, from government and non-government agencies, to engage with people experiencing homelessness and information on how they can assist them to access appropriate services if needed or requested.

It acknowledges that people who are experiencing homelessness, and are within a public place, have the same entitlements as other community members. It also acknowledges that local communities have the right to live in a safe and peaceful environment.

The Protocol only applies to places where the public would reasonably expect to have access including streets, parks and beaches.

It does not override existing laws, statutory requirements or regulations.

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 ¹
- they are sheltering in circumstances that threaten theirs' or others health and safety e.g: in derelict buildings, traffic thoroughfares or in vehicles
- their behaviour is likely to result in damage to property or environment
- their safety is threatened by others.

¹ If you have a reason to suspect a child or young person is experiencing harm, or is at risk of significant harm, please call the Queensland Child Safety Service on 1300 679 849 (business hours) or 1800 177 135 (after hours and weekends).

YOU MAY CHOOSE TO DO THE FOLLOWING:

- contact services directly, on behalf of the person/s, with their consent
- provide advice or information including location of available services
- provide a contact point for the person to either call or go to for further advice.

**ALWAYS CONSIDER AND OPERATE WITHIN THE BOUNDARIES OF YOUR ROLE AND
WORKPLACE HEALTH AND SAFETY REQUIREMENTS**

**IF YOU THINK THAT EITHER YOURSELF OR SOMEONE ELSE IS AT IMMINENT RISK
OF HARM CALL 000 IMMEDIATELY**

WHO TO CALL FOR ASSISTANCE – GOLD COAST

Available services for people experiencing homelessness in public places.

7careconnect – web-based, homelessness support application www.7careconnect.com

GC Homelessness Hub - 07 5579 6060 (9am–5pm, Monday–Friday)

Blair Athol Accommodation & Support Programme - 07 5579 6071 (9am–5pm, Monday–Friday)

Bryant Place Accommodation & Outreach Services - 07 5579 6071 (9am–5pm, Monday–Friday) After hours - 0498 502 167

Ozcare Gold Coast Family Accommodation Support Service - 1800 692 273 (8am–4.30pm, Monday–Friday)

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

Gold Coast Youth Service - 07 5572 0400 (9am–5pm, Monday–Friday)

Gold Coast Project for Homeless Youth - 07 5591 3746 (8:30am–4:30pm, Monday–Friday)

The Salvation Army Supported Accommodation Service Gold Coast - 07 5591 1776 (9am–5pm, Monday–Friday and 9am–4pm, Saturday to Sunday and public holidays)

Surfers Paradise Anglican Crisis Centre - 07 5531 603 (36 Hamilton Avenue, Surfers Paradise).

St John's Drop-in Centre (Breakfast - Saturday 7:30am- 8:45am, Lunch - Monday-Friday 11:30am-12:45pm) Welfare Office (Intake 9:00am-11:00am Monday-Thursday, registration 8:30am-10:30am)

Homeless Health Outreach Team - 0403 608 297 (9am–9pm, Monday-Friday, 1:30pm–9pm Saturday-Sunday)

Domestic and Family Violence Homelessness Mobile Outreach - 07 5552 6555 (8am–4:30 pm, Monday – Friday) (After hours referrals via DVConnect 1800 811 811)

Child Safety Intake Service - 1300 679 849 (9am–5pm, Monday–Friday), After hours 1800 177 135

Translating and Interpreting Service (TIS) - 131 450

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 the Gold Coast 2018 Commonwealth Games. For more information about Embracing 2018 Legacy Programs visit www.embracing2018.com

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