

Council's approach

The City of Port Phillip recognises that homelessness concerns everyone in our community and has developed this approach to assist the community and people who have found themselves with no fixed address.

We recognise that homelessness can happen to anyone and impacts on a person's health and wellbeing. A broad range of social, economic and environmental factors is involved and Council believe it takes a whole community to make a place a home.

We aim to

- Provide information about where support and information is available
- Monitor and report regularly on the experience of homelessness in Port Phillip.

The protocol will apply when

- Council officers come into contact with a person who is sleeping rough
- When a person is referred to Council by a member of the public seeking support for a person sleeping rough or when a person who is experiencing homelessness contacts Council asking for assistance
- Council is informed of belongings or items that have been found that may belong to a person who is considered to be sleeping rough.

Need more information or assistance?

Emergencies - Police or Ambulance: 000

Information:

www.portphillip.vic.gov.au/housing-homelessness-support-services.htm

Housing & crisis accommodation

Salvation Army Crisis Centre

29 Grey St. St. Kilda 1800 627 727

Launch Housing Services

122 Chapel St. St. Kilda 1800 048 325

Health & support

Community Connection Program (Star Health)

9525 1300

Sacred Heart Mission

87 Grey St. St. Kilda 9537 1166 (clinic and meals)

Salvation Army Access Health

31 Grey St. St. Kilda 9536 7780

Alfred Hospital Psychiatric Crisis Assessment Triage

1300 363 746

Legal

St. Kilda Community Legal Service

161 Chapel St. St. Kilda 9534 0777

South Port Community Legal Service

341 Coventry St. South Melbourne 9690 9144

Justice Connect

www.justiceconnect.org.au/homelesslaw 1800 606 313

No fixed address

It can happen to anyone...

Council's response to assist people who sleep rough in Port Phillip:

Information about what we can do and where to go for support and information



Principles

City of Port Phillip developed this approach with input from local services and people who have experienced homelessness.

Council can respond in a number of ways when someone may be experiencing homelessness or “rough sleeping” in public places. This includes parks, open spaces and facilities accessible to all members of the public, which are owned, controlled or managed by Council.

A range of principles underpin Council’s response:

All people have a right to be in public spaces and live in a safe environment.

More detailed outline of the City of Port Phillip’s Protocol for assisting people who are sleeping rough is available at:

<http://www.portphillip.vic.gov.au/homelessness.htm>

Note-There is no enforcement requirement with respect to homelessness itself. Enforcement applies when a law has been breached and it becomes a Police issue.

Are you concerned about someone who appears to be sleeping rough?

You can call Council-Assist 9209 6777 or talk to Assist staff at a town hall regarding your concern about a person sleeping rough.

Our Assist officer will add relevant details to our customer request system ensuring information will be sent promptly to the relevant Council staff.

Our Local Laws and Housing & Homelessness Services will check the site.

Our staff will also contact local outreach services who will try to engage with the person to offer assistance while Council continues to manage the amenity of the site.

Council is committed to equity and fairness for all.

Are you experiencing homelessness and needing support or information?

You could call Council Assist 9209 6777 or talk to staff at town halls, libraries or community facilities.

Information about what support is available and where it is located will be offered to you.

Our Assist officer will ask if your details can be added to our customer request system - this ensures information will be sent to our Housing & Homelessness Team who can contact you with information.

Our Housing and Homelessness Team can also contact local outreach services that could connect you to local support services and crisis accommodation.

“You just never know what it could take to become homeless... I never thought it would happen to me. I lost my job, ran out of people I could stay with and have ended up sleeping out a few nights:”

