

22 April 2020

## Our response to homelessness and rough sleeping during COVID-19

Across Northern Sydney, we work collaboratively to respond to homelessness and ensure we are delivering responsive housing and support services to rough sleepers. This continues to be our focus during the COVID-19 health pandemic. If you are worried about someone who is experiencing homelessness or rough sleeping in Northern Sydney please contact us. We are here to help people have a safe home.

### How we work together

We have developed a Homelessness Action Plan for the Northern Sydney District in partnership with homelessness services including, Burdekin Association, Catholic Care, Dignity, Manly Warringah Women's Resource Centre, Mission Australia, Phoenix House, Taldumande Youth Services and Women's Community Shelters. This plan sets our approach for working together to take a proactive, person centred approach to responding to people experiencing homelessness.

### Established practice and directed outreach during the health pandemic

To ensure we provide responsive services to rough sleepers we have adopted a case coordination model for working with partners to support rough sleepers find sustainable, long term accommodation. This model brings together homelessness services, local councils and community centres, local police command, NSW Health and mental health services to coordinate our response and assist rough sleepers including targeted outreach to rough sleepers identified in the community.

### Social housing assistance and Private Rental Products

We provide social housing assistance under the NSW Government's Housing Pathways system including Private Rental Assistance products. We can assist any person with a social housing enquiry and provide the following Private Rental Assistance products for people experiencing homelessness or at risk of homelessness:

- Temporary Accommodation
- Private Rental Subsidy
- Rent Choice Start Safely
- Tenancy Assistance
- Tenancy Facilitation
- Tenancy Guarantee

### Changes to customer service

For the health and safety of customers and staff, we ask people not to visit offices for now. Please contact us Monday-Friday, 9am to 5pm, by phoning or emailing:

Provider	Email contacts	Phone
Link Housing	<a href="mailto:Enquiries@linkhousing.org.au">Enquiries@linkhousing.org.au</a>	9412 5111
SGCH	<a href="mailto:pathwaysnorth@sgch.com.au">pathwaysnorth@sgch.com.au</a>	8974 9797
Bridge Housing	<a href="mailto:customerservice@bridgehousing.org.au">customerservice@bridgehousing.org.au</a>	8324 0800

