



Family &  
Community Services  
Housing NSW

# Protocol for Homeless People in Public Places

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# Protocol for Homeless People in Public Places

What does the Protocol  
mean for me?



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## Program aim

This short program is designed to introduce the Protocol to you and help you understand how it affects you



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# Protocol for Homeless People in Public Places

This program will help you understand:

- What the Protocol is
- Why it was developed
- Who it is for
- Principles underlying the Protocol
- How to identify homelessness
- What you should do to implement the Protocol
- Assistance available to you and the homeless



# Protocol for Homeless People in Public Places

The Protocol was developed to set out how NSW Government organisations should relate to homeless people in public places



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# Protocol for Homeless People in Public Places

## What is a public place?

Common property of a  
body corporate is private property

A public place is that which  
is not private property



# Protocol for Homeless People in Public Places

The Protocol applies to staff of  
NSW Government organisations  
who come into contact with  
homeless people in  
the course of their work



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# Protocol for Homeless People in Public Places

Principles underlying the Protocol seek to establish:

- the rights of individuals
- the role of NSW Government staff
- appropriate and inappropriate responses in relation to homeless people





# Protocol for Homeless People in Public Places

Homeless people have diverse  
backgrounds and needs



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# Protocol for Homeless People in Public Places

The Protocol defines homelessness as:

- anyone who is or appears to be homeless
- anyone who identifies themselves as homeless



# Protocol for Homeless People in Public Places

## What should you do?

Remember that a homeless person has a right to be in a public place, providing they are behaving lawfully



# Protocol for Homeless People in Public Places

## What should you do if assistance is needed or requested?

- Provide the service where appropriate
- Arrange an appointment at the local Housing NSW Office
- Refer the person to information or support services
- Make a report to the Child Protection Helpline where a child or young person may be at risk of significant harm



# Protocol for Homeless People in Public Places

Refer to the  
Homeless Persons' Information Centre for:

- immediate advice and information
- referral to crisis accommodation
- referral to support services



# Protocol for Homeless People in Public Places

Refer as appropriate to:

- Domestic Violence Line
- Aboriginal Homeless Persons Helpline
- Child Protection Helpline
- Lifeline
- Salvo Crisis Centre
- Youth Emergency Accommodation Line
- Temporary Accommodation After Hours Line
- Other local services for homeless persons

