



Child Protection Helpline

General community – 132 111

Mandatory reporters – 133 627

This service is staffed by professionally qualified caseworkers and is available for reporting suspected abuse, neglect or risk of significant harm to a child or young person.

Lifeline

131 114

This service provides 24/7 counselling to people needing emotional support and provides assistance in suicide prevention, crisis support and mental health support.

MensLine

1300 789 978

This service provides 24/7 telephone counselling support for men struggling with anger management, family violence (using and experiencing), addiction, relationship, stress and well being.



Mental Health Line

1800 011 511

This 24/7 line offers professional health and advice as well as referrals to local mental health services for people who need mental health support.

AskIzzy

askizzy.org.au

Ask Izzy is a website directory that connects people who are in crisis with nearby services.

Link2Home

1800 152 152

This 24/7 service provides statewide homelessness information and referrals to supports including temporary accommodation.

13YARN

13 92 76

This 24/7 crisis support telephone service provides confidential, culturally safe and appropriate assistance for Aboriginal peoples to speak about their needs, worries, or concerns.

1800RESPECT

1800 732 732

This service provides counselling, information and referrals for those experiencing domestic or family violence or sexual violence.

Emergency services

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This is the primary emergency telephone number to connect to Police, NSW Ambulance, NSW Rural and Fire Service and Fire and Rescue NSW.

For more information visit
dcjnsw.info/engagewell



Protocol for Homeless People in Public Places

June 2022



Protocol for Homeless People in Public Places

The Protocol for Homeless People in Public Places assists and guides government, non-government organisations, and private businesses to interact and engage with people experiencing homelessness, so they are treated respectfully, with dignity, and do not face discrimination.

People experiencing homelessness have the same rights as any member of the public to be in public places, participate in public activities, maintain their own belongings and accept or decline support.

All people should contribute toward a safe and peaceful environment and respect local communities and businesses.

A person experiencing homelessness should only be approached if:

- The person requests assistance.
- The person appears to be distressed or in need of assistance.
- The person's behaviour threatens their safety or the safety and security of people around them.
- The person is sheltering in areas that may place their or others' health or safety at risk (for example during extreme weather conditions, natural disasters, or by sheltering in unsafe buildings).
- The person is a child or young person (with or without an adult) who appears to be under 18 years and at risk of harm; or under 16 years experiencing homelessness.
- The person is a child or young person up to the age of 18 experiencing homelessness who is known to be a child in care (i.e. a child or young person under the Parental Responsibility of the Minister or Care Responsibility of the Secretary including shared care where Parental Responsibility for residency rests with the Minister).

Considerations for engagement

All approaches should be positive, empathetic, and respect the person and their circumstances. Interactions should be trauma-informed, and culturally appropriate behaviour and language should be used.

The person experiencing homelessness may feel threatened on approach. To reduce this perceived risk, staff/workers must identify who is most appropriate to engage.

Things to consider include:

- The person's culture, religion, gender and age.
- The number of staff/workers that approach the person.

If there is no risk, concern, breach or unlawful behaviour, respect a person's choice not to engage.

