
Protocol for Homeless People in Public Places Implementation Guidelines

April 2024



Contents



Glossary	2	Appendix J – Supporting people in mental distress	50
1. Overview	3	Appendix K – Supporting people with complex health conditions	54
2. Legal status of the Protocol	4	Appendix L – Supporting people who experienced domestic and family violence	58
3. Responsibility of signatories	4	Appendix M – Supporting people exiting justice or correctional settings	62
4. Where the Protocol applies	5	Appendix N – Supporting people sleeping in vehicles	66
5. Implementation of the Protocol	6	Appendix O – Supporting people with companion animals	69
6. Business Response	12	Appendix P – Supporting people carrying personal belongings	72
7. Using the appendices and associated resources	13	Appendix Q – Supporting people during extreme weather events	74
8. Relevant Legislation	14	Appendix R – Supporting people during large public events	77
9. Feedback on the implementation of the Protocol	15	Appendix S – Key Contacts for Feedback	79
10. More information	16		
Appendix A – Protocol for Homeless People in Public Places	17		
Appendix B – Supporting children and young people	18		
Appendix C – Supporting Aboriginal peoples	23		
Appendix D – Supporting people who are culturally, linguistically, and religiously diverse	28		
Appendix E – Supporting temporary visa holders and other non-residents	31		
Appendix F – Supporting people with disability	36		
Appendix G – Supporting women	41		
Appendix H – Supporting people who identify as LGBTIQ+	44		
Appendix I – Supporting older people	47		

Glossary

Aboriginal peoples: includes Aboriginal and Torres Strait Islander people as defined by the Aboriginal and Torres Strait Islander Act 2005.

Protocol: this refers to the *Protocol for Homeless People in Public Places*, June 2022.

Workers: includes staff, contractors, volunteers, security officers and police officers. Where necessary, a specific role/worker may be referred to directly i.e. *police officer*.

1. Overview

People experiencing homelessness have the **same rights** as any member of the public to be in public places, participate in public activities or events, carry with them and manage their belongings, and request or decline support or assistance.

The NSW Government introduced the *Protocol for Homeless People in Public Places* (the Protocol) in 1999 to assist and guide government, non-government organisations, and private businesses to interact and engage with people experiencing homelessness, so they are treated with respect and dignity, and do not face discrimination. The Protocol also encourages government and non-government organisations to provide a response or deliver support to people experiencing homelessness if they need or request it.

The Protocol is an important part of the NSW Government's response to homelessness. It has been endorsed by the following NSW Government departments and agencies¹, many of which operate in public places or provide services to people experiencing homelessness:

- NSW Department of Communities and Justice
- NSW Department of Premier and Cabinet
- NSW Department of Planning and Environment
- NSW Police Force
- NSW Health
- Transport for NSW
- Aboriginal Affairs NSW
- Fire and Rescue NSW
- Multicultural NSW
- NSW Department of Customer Service
- NSW Department of Education
- NSW Department of Enterprise, Investment and Trade

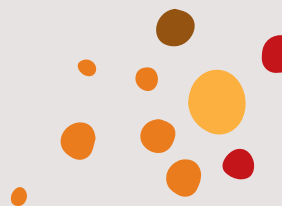
The Protocol can also be used by non-signatory organisations, including but not limited to local government, public health networks, private businesses, and community members. The NSW Government encourages agencies, organisations, and businesses to embed the Protocol principles into their policies and procedures.

The Protocol, including information on underlying principles and considerations for engagement, is attached at **Appendix A**.

The *Implementation Guidelines* (the Guidelines) are a tool to assist workers to use the Protocol effectively. Information in the Guidelines is subject to change from time to time. It is important for workers to use the links provided for the most up to date information.

The Guidelines' Appendices (to be used to support the use of the Guidelines) assist workers to develop empathy and understanding of circumstances that can impact people experiencing homelessness. They provide best practice for supporting people with diverse needs, and links to statewide resources. Workers may need to refer to multiple appendices when offering support due to the intersectionality of a person's needs.

¹ When a government agency or department name or construct changes, it is assumed participation will continue under the new arrangements. The Department of Communities and Justice (DCJ) will follow up with signatories during all reviews.



2. Legal status of the Protocol

The Protocol does not override existing laws or regulations, or the enforcement of those laws or regulations. Additionally, the Protocol does not prevent government or non-government organisations from taking appropriate action where health or safety is at risk.

However, the Protocol encourages consideration of people's circumstances when enforcing laws and regulations and the use of discretion as appropriate. This discretion should take into account the complex circumstances and specific needs of the person experiencing homelessness.

3. Responsibility of signatories

All departments, agencies, organisations and businesses are encouraged to incorporate the Protocol into their business policies, practices, training, and resources. It is acknowledged that policy and operational issues affecting the implementation of the Protocol will vary across each entity and location.

Signatories to the Protocol should ensure the Protocol and the Guidelines are available and accessible to all relevant workers. Where applicable, it is also recommended that information about the Protocol and its principles are included in induction training for new workers, and in development training for existing workers. This includes induction training and development training for volunteers, contractors, and security personnel.

Signatories should clearly identify the department, agency, organisation, or business they represent at the start of their interaction with a person experiencing homelessness. Signatories should be familiar with their entity's feedback and complaints processes and be equipped to respond to any complaints related to their use of the Protocol. For a list of key agency and departmental contacts see **Appendix S**.

4. Where the Protocol applies

The Protocol applies to public places such as parks and outdoor spaces which are ordinarily accessible to the public. This may also include cars parked in public places such as on-street parking.

It does not apply to private property or property which is not accessible to the general public. However, workers are encouraged to use the principles of the Protocol within any setting.

Land and business owners are recommended to manage their property in compassionate ways that consider the Protocol principles, especially where their property borders public spaces (e.g. doorways and hallways).



5. Implementation of the Protocol

5.1 What does homelessness look like?

There is no single definition of homelessness. The Australian Bureau of Statistics (ABS) defines homelessness for the purposes of the *Census of Population and Housing* as the lack of one or more elements that represent 'home'ⁱ.

The ABS statistical definition states "when a person does not have suitable accommodation alternatives they are considered as experiencing homelessness if their current living arrangement:

- is in a dwelling that is inadequate;
- has no tenure, or if their initial tenure is short and not extendable; or
- does not allow them to have control of, and access to space for social relations"ⁱⁱ.

People experiencing homelessness are commonly classified under the three categories:

- **Primary homelessness** - People without conventional accommodation which may include sleeping rough (i.e. on the street, in a park) or in improvised dwellings (e.g. a tent, a car)ⁱⁱⁱ
- **Secondary homelessness** - People who frequently move from one temporary shelter to another (e.g. crisis accommodation, youth refuges, 'couch surfing')^{iv}

- **Tertiary homelessness** - People staying in accommodation that falls below minimum community standards (e.g. boarding houses, caravan parks, or severe overcrowding situations)^v

People may also experience feelings of homelessness due to a disconnection from family, country or community^{vi}, which can impact their wellbeing.

While the Protocol is intended to support people experiencing primary homelessness (i.e. residing in public places), people living in temporary accommodation, boarding houses, refuges, and unsafe or overcrowded premises may not be permitted, or may choose not to remain on site during the day, and therefore, may be spending their time in public places.

People experiencing homelessness, as with all people, present in a range of different ways. A worker may not be able to identify a person experiencing homelessness from their appearance or behaviour, as each person has their own unique circumstances and presentation. A worker should always be respectful and use discretion when responding or engaging with anyone in a public place.



5.2 Preparing for an appropriate response

Be aware of and understand the Protocol

Each department, organisation, and business has a different role, responsibility and geographical area in which it operates; and will come into contact with people experiencing homelessness who have different needs and circumstances. Therefore, it is important for workers to understand how the Protocol's principles fit into their agency, department, organisation or business's own policies and procedures.

Agencies, departments, organisations and businesses are encouraged to train their workers on a range of topics including use of the Protocol, cultural competency, trauma-informed and person-centred care, and identification of distress or need, through courses such as Mental Health First Aid, Active Bystander training, and other relevant topics. Such training may improve a worker's capacity and skills to respond appropriately to the needs of people experiencing homelessness.

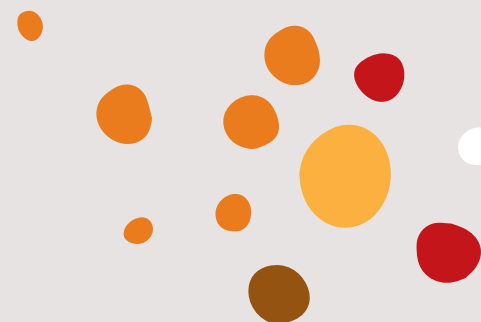
Recognise bias and judgements

There are common misconceptions and stigmas attributed to homelessness. It is important to leave personal biases and judgments aside when interacting with someone experiencing homelessness. Demonstrating respect and understanding throughout all interactions can help to build trust and improve outcomes for the person experiencing homelessness.

It is important that a worker is aware of the potential for unconscious bias. This refers to the attitudes or stereotypes people hold deep in their unconscious mind. These biases may not match how the worker feels or acts when conscious thought is given to a person or subject. Acknowledging unconscious biases and challenging assumptions can help workers connect with people without prejudice and without escalating a situation.

Demonstrate empathy

A worker should demonstrate empathy in response to a person experiencing homelessness. Empathy involves the ability to emotionally understand what another person is experiencing or feeling. An empathetic response requires kindness, a nonjudgmental attitude, flexibility, cultural competency, recognition of a person's strengths and a willingness to understand the person and their needs.



5.3. Models of care for an appropriate response

People experiencing homelessness, as with all people, have unique and diverse backgrounds, experiences, circumstances, strengths and needs. Workers should use trauma-informed and culturally safe practices, be person-centred and grounded in harm reduction principles during all engagements. Workers should also ask the person if they would like a support person, including a cultural support person, to be present.

Trauma-informed practice

Trauma is defined by the impact that an experience has on the individual rather than by the event itself. Between 91 and 100 per cent of people experiencing homelessness have experienced at least one major trauma in their lives.^{vii} Trauma can impact individuals in many ways including socially, psychologically, economically, and physically^{viii}.

Trauma can occur from a range of circumstances including but not limited to the loss of a loved one, experiencing or witnessing violence, war or persecution, sexual abuse, family breakdown, negative experience with government systems, losing a property, and unemployment. Trauma can also be intergenerational, where trauma flows through generations.

A person's trauma may impact their willingness to access support services. Any interaction which is not trauma-informed may worsen a person's trauma and/or exacerbate symptoms.

When a worker engages a person, it is important to consider they may be experiencing the impacts of trauma. The worker should ensure their actions or behaviour do not re-traumatise the person. The worker should also understand and interpret the person's responses or behaviour through a trauma lens. Respect, empathy and consideration should be provided to people experiencing homelessness to help reduce the impact of the trauma and support healing. Key principles to remember when providing trauma-informed care include:

- Ensuring the person is safe and feels safe (and reducing any perceived threats)
- Maintaining trust
- Providing choice
- Collaborating where power and decision making are shared
- Empowering the individual by recognising and building on their strengths

- Being responsive to a person's culture, gender, history and identity
- The response is seamless, effective and efficient, responding to a person's needs

For further information on trauma informed practice, workers can refer to the NSW Health *Integrated Trauma-Informed Care Framework: My story, my health, my future* (<https://www.health.nsw.gov.au/patients/trauma/Pages/itic-framework.aspx>).

Person-Centred

A person-centred approach is where the person is placed at the centre of the interaction or service. The focus is on the person, what they can do, and what they identify they need, rather than their condition or disability.

Assistance should focus on achieving the person's aspirations and be tailored to their needs and unique circumstances. The person's choices may be different to what a worker may expect or recommend for them, but responses should enable the person's self-determination, and focus support and engagement on the person's will and preferences.

The Council to Homeless Persons' Person-Centred Practice Guide can help workers deliver holistic, strengths-based and trauma-informed person-centred care (<https://chp.org.au/wp-content/uploads/2023/08/CHP-Person-Centered-Practice-Guide-Accessible-1.pdf>).

Harm reduction principles

Harm reduction or harm minimisation aims to lessen the negative social and/or physical consequences associated with various human behaviours and choices. It focuses on the person's rights while helping people remain safe. It requires non-judgemental interactions with a person who may be engaging in behaviours that place them and/or others at risk.

Note: If you think a person is in immediate danger, phone 000 immediately. For other safety risks, the worker should contact the appropriate service which may include the Child Protection Helpline (132 111).



5.4 Delivering an appropriate response

A worker may approach a person experiencing homelessness under the circumstances described in the Protocol (**Appendix A**). All approaches should be positive, empathetic and respect the person and their circumstances. Language has a profound impact on people therefore it is important that the worker use inclusive and contemporary language that empowers people and minimises stigma.

The person experiencing homelessness may feel threatened by a worker's approach. To reduce this perception, workers must identify who is most appropriate to engage the person and have a clear purpose for the engagement. The worker must understand the limitations of their own capacity and skill set and when it may be appropriate to engage other support services to assist.

The worker must also follow the work, health and safety policies of their agency, department, organisation or business to ensure the worker and others remains safe. All workers should also follow COVID-19 protocols and other relevant NSW Health advice (<https://www.health.nsw.gov.au>). If there is no risk, concern, breach or unlawful behaviour, it is important the worker respects the person's choice to engage or not to engage.

If the circumstances are appropriate for engagement, workers should introduce themselves, identify the agency or service they are from and the reasons they wish to engage. It is important to use positive body language, appropriate eye contact (which may include no eye contact for some cultural backgrounds), and ask the person if they prefer the worker to communicate on the same physical level as them. This may require the worker to sit or crouch down to get to the correct level if the person requests it.

It is also important for the worker to identify the person's preferred language (including Auslan) or provide communication resources including the use of an interpreter at the earliest opportunity, if requested or as required. Additionally, when working with Aboriginal peoples be aware that there may be cultural differences in communication, such as use of Aboriginal English and non-verbal communication.

Homelessness NSW's *Assertive Outreach Good Practice Guidelines* (<http://homelessnessnsw.org.au/wp-content/uploads/2021/03/Assertive-Outreach-Practice-Guidelines.pdf>) is a resource that may assist workers to effectively engage people experiencing homelessness within the community.

If a person experiencing homelessness is in need of medical treatment or concerned about their safety, workers should respond in the same way as they would for any member of the public requiring such assistance (i.e. contact emergency services). When contacting emergency services (000) in some areas, a worker can request a *PACER* response for mental health related concerns which activates a police and mental health clinician to provide person-centred trauma informed care, reducing Emergency Department (ED) presentations, and increasing out of hospital referral capabilities.

Those implementing the Protocol are not required to coordinate or provide direct services to people experiencing homelessness if it is not in their remit to do so. However, wherever possible, if a person consents to assistance, workers should provide:

- appropriate support or services directly
- advice, information, or assistance to connect to available, appropriate and, where possible, local supports or services; or
- a relevant contact point that the person can call or go to for further advice or help, if they choose to in the future.



5.5 Consent

Consent from the person experiencing homelessness must be obtained either verbally or in writing before providing further support, such as referrals to services or delivering assistance.

Exceptions may occur when there are reasonable grounds to prevent or lessen a serious and imminent threat to the life or health of the person or another person, or as required by law.

Generally, verbal consent is adequate where the information to be collected, used or disclosed is not sensitive in nature. Written consent should generally be obtained where the personal information collected, used or disclosed is more sensitive and intrusive. Where the person has issues with literacy, severe mental health conditions and/or cognitive disabilities, verbal consent is acceptable. The worker should note that the person provided verbal consent and why written consent was not able to be provided.

Furthermore, in the case of verbal consent, be aware of '*gratuitous concurrence*', where an individual may agree, only to placate the questioner/worker rather than expressing free and informed consent.

A person can withdraw consent at any time. Withdrawing or refusing consent should not result in discrimination nor future disadvantage.

If support or assistance is requested, the worker is required to take reasonable steps to ensure the person understands what providing consent means. The worker must inform the person as to what options are available, if any information will be shared, why information will be shared and with whom it will be shared.

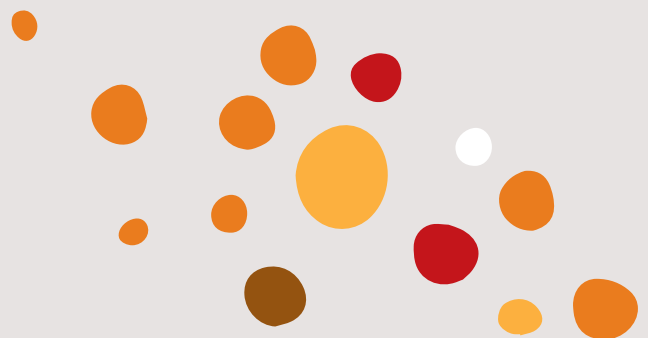
Information about consent should be provided in an appropriate format that can be understood by the person seeking assistance. This may require the use of an interpreter in a person's preferred language (which may include Auslan, Deaf and/or Deafblind interpreters) as required. The NSW Language Services Guidelines are available at <https://multicultural.nsw.gov.au/resources/> to provide information on how to engage interpreters and translators.

When seeking consent, a worker should:

- be confident that the person has capacity to give or withhold free and informed consent to the question asked;
- consider whether verbal or written consent is appropriate considering the person's unique circumstances.
- be clear, concise and specific
- use simple language that is direct and literal (avoid idioms, acronyms and jargon)
- include accurate, relevant and important information only (no judgements or opinions) about the purpose for collection, to whom the information will be given, and how it will be used;
- eliminate any ambiguous, biased or judgmental wording
- ensure enough relevant information is gathered to make a referral to an appropriate service.

A person's personal information must be used for the purpose for which consent was given and must not be used for a different purpose to that which was agreed². Consent must be re-sought if the information is to be used for a different purpose. If consent must be re-sought, this may require re-engaging an interpreter.

This is not legal advice. It is the responsibility of the worker to adhere to all legal and agency/organisation obligations. All agencies/organisations must have clearly expressed, freely available and up-to-date privacy policies and policies on the management of information.



2 As outlined under the *Privacy Act 1988* (Cth).

5.6 Response for children and young people

Children and young people experiencing homelessness are particularly vulnerable to a range of adverse experiences. All responses to children and young people experiencing homelessness should prioritise their safety, health and wellbeing, while considering their ability to understand information and make decisions.

Reporting suspected risk of significant harm

Child protection responsibilities and mechanisms in NSW are outlined in the Children and Young Persons (Care and Protection) Act 1998 (the Care Act). In addition to the Care Act, workers should be guided by their agency/organisation's child protection and wellbeing policies and procedures when working with children and young people experiencing homelessness. Agencies and organisations may have their own resources to assist workers in relation to child protection and wellbeing concerns.

Specific legal requirements apply to mandatory reporters. Requirements depend on the child or young person's age, whether they are known to be a 'child in care'³ and whether they are at risk of significant harm.

As of June 2023:

- If it is suspected that a child or young person (aged 0 - 15 years) may be at **risk of significant harm**, the mandatory reporter must make a report to the Child Protection Helpline on **132 111**.
- It is not mandatory to make a report if it is an unborn child, or a young person aged 16 to 17. However, your organisation's policies and procedures may make reporting for these groups mandatory. Reporting may also help pregnant women, families and young people access services they need.
- A report to the Helpline can be made if the young person aged 16 or 17 years and experiencing homelessness consents to the call.
- If you know or believe the child is in the care of the Minister, regardless of age, you must make a report to the Helpline on **132 111**.

Information on mandatory reporting can be found at: <https://www.facs.nsw.gov.au/families/Protecting-kids/mandatory-reporters>.

As an alternative to reporting to the Child Protection Helpline, reports about child protection or wellbeing concerns can be made by NSW Police Force, Department of Education staff, or by NSW Health workers to their agency's Child Wellbeing Unit (CWU).

A report made to the Police, Education or Health's CWU fulfills a reporter's mandatory responsibility and involves the CWU assisting the child or young person in additional ways. See: <https://reporter.childstory.nsw.gov.au/s/article/How-can-a-Child-Wellbeing-Unit-help>.

Members of the public and workers who are not mandatory reporters but have concerns about a child or young person experiencing homelessness may also contact the Child Protection Helpline as outlined above.

Information Sharing

When working with children or young people who are experiencing homelessness it may be useful and appropriate to seek additional information from, or provide information to, other services. Where possible and safe, information should be shared with consent of the child or young person. However, where consent is not an option or as been declined, information may be shared in line with Chapter 16A of the Care Act: <https://legislation.nsw.gov.au/view/pdf/asmade/act-1998-157>

Supporting the Child or Young Person

It is important to stay with an unaccompanied child under the age of 16 until the appropriate support service arrives. A worker is encouraged to stay with a young person aged 16-17 who consents to assistance until the support service arrives. Alternatively, if the young person is aged 16-17 and has the capacity and means to travel independently, a worker may help them to engage the support themselves.

Section 29A of the Care Act recognises that making a report does not necessarily exhaust a mandatory reporter's duty of care to a child, young person or their family. This means that a mandatory reporter's duty of care is not over when they make a report to the Child Protection Helpline. A mandatory reporter should consider how they can continue to respond to the needs of the child, young person and their family.

For more information on supporting children and young people, see **Appendix B**.

3 'Child in care' refers to a child under the Parental Responsibility of the Minister or Care Responsibility of the Secretary (including shared care where PR for residency rests with the Minister).

6. Business Response

People experiencing homelessness may occasionally be found sleeping, sitting, or standing in front of local shops and businesses. For some owners or employees, this may result in frustration, misunderstanding, or fear. Owners or employees may feel unsafe due to a perceived risk of theft or potential violence. Some customers may feel discomfort and not approach businesses where people experiencing homelessness are present, resulting in a loss of revenue for the business. Owners or employees may also have limited experience responding to these situations.

Business owners or workers are encouraged to follow the Protocol principles to engage with respect and empathy and avoid re-traumatising the person. People experiencing homelessness may be struggling with a range of issues and difficult circumstances and may not have other places to go. It is important that workers fully understand the rights of all people involved.

Business owners and workers are encouraged to engage the person as a first response if safe to do so, when no unlawful act has been committed. However, if someone's safety is at risk, the worker, business owner or employee should contact NSW Police or 000 to assist.

NSW Police may move people on in line with Part 14 of the Law Enforcement (Powers and Responsibilities) Act 2002. Grounds for the NSW Police to move people on include obstructing another person or traffic, harassment or intimidation, causing or likely to cause fear and unlawful procurement and supplying of a prohibited drug.



7. Using the appendices and associated resources

The NSW Government in collaboration with stakeholders, developed additional resources to support implementation of the Protocol.

The Guidelines' **Appendices** have been designed to assist workers develop empathy and understanding of circumstances that can impact people experiencing homelessness. They provide best practice for supporting people with diverse needs, and links to statewide resources.

Often people may be experiencing one or more of the circumstances outlined in the Appendices. People may have a unique set of needs and require access to a combination of support services. Workers may refer to multiple appendices to assist their understanding, engagement and support for each person they engage.

These Guidelines acknowledge that most workers using the Protocol may not have the necessary qualifications to provide support to the person directly. It is recommended that workers refer the person to specialised support as appropriate if and when the person provides consent. It is assumed that workers are familiar with the services and resources available in their local area and are able to connect the person experiencing homelessness as appropriate.

The local specialist homelessness service (SHS) has expert knowledge and offer a range of supports to assist people experiencing homelessness. The SHS may also be able to collaborate or support agencies, non-government organisations, businesses, and community members to provide a response to a person experiencing homelessness as needed.

Key resources available across NSW that can provide referrals or assistance include:

- **AskIzzy:** a website directory that connects people in need with nearby services at <https://askizzy.org.au/>
- **Link2Home:** a statewide homelessness information and referral telephone service available to anyone at risk of or experiencing homelessness, 24 hours a day, 7 days a week, every day of the year (1800 152 152)

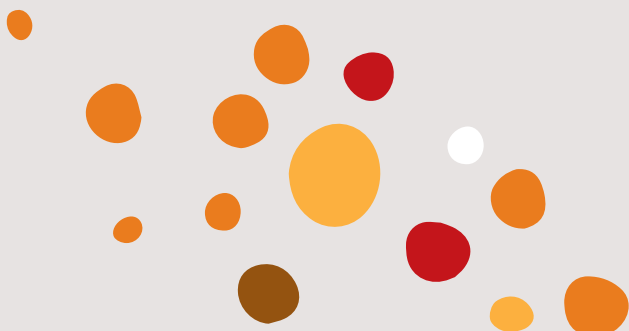
Easy Read and Plain English versions of the Protocol have also been developed to assist people experiencing homelessness to understand their rights. They can be found at <http://dcjnsw.info/engagewell>.

8. Relevant Legislation

Legislation sets important standards and controls which govern the actions of people and groups in public places. It informs some of the actions each department, agency, organisation or business may take when addressing different situations. It is helpful for workers to be aware of applicable legislation and to understand its impacts, requirements and protections. Some of the NSW legislation that may be relevant to the implementation of the Protocol include:

- **Privacy and Personal Information Protection Act 1998** – Aims to ensure personal information is properly collected, stored, used or released by NSW public sector agencies.
- **Anti-Discrimination Act 1977** – Prohibits discrimination on the grounds of sex, race and marital status in the areas of employment, accommodation, goods and services and education.
- **Mental Health Act 2007** – Facilitates the care and treatment of people who are ‘mentally ill’ or ‘mentally disordered’.
- **Disability Inclusion Act 2014** – Acknowledges that people with disability have the same rights as any other member of the community, requires government and communities to facilitate the exercise of those rights and promotes the independence and social inclusion of people with disability.
- **Children and Young Persons (Care and Protection) Act 1998** – Aims to ensure that children and young people receive such care and protection as is necessary for their welfare and well-being.
- **Multicultural NSW Act 2000** – Promotes the importance of equitable and respectful service delivery to the diverse community of NSW and that people of linguistic, religious or ancestral backgrounds can become engaged members of the NSW community.
- **Companion Animals Act 1998** – Promotes the effective and responsible care and management of companion animals and entitles a person with disability to be accompanied by an assistance animal in buildings or places used by or open to the public.
- **Public Spaces (Unattended Property) Act 2021** – Aims to ensure that public places can continue to be used, shared and enjoyed by the community as a whole by empowering various authorities to move and otherwise deal with property and animals left unattended in public areas. Use of the Protocol is critical when considering appropriate action (if any) against a person experiencing homelessness and that person’s unattended property.
- **Local Government Act 1993** – Allows local councils to make orders and directions to persons and vehicles in a public place.
- **Law Enforcement (Powers and Responsibilities) Act 2002** – Enables police officers to exercise certain powers, including the powers of arrest, search and seizure, and ensures that those powers are used appropriately, and the rights of individuals are protected.

The above summary is general in nature and is no substitute for the specific provisions of the relevant legislation.



9. Feedback on the implementation of the Protocol

Government departments, agencies, organisations and businesses are responsible for monitoring the implementation of the Protocol within their entity. Any feedback or complaints regarding a specific entity's implementation of the Protocol should be directed to the department, agency, organisation or business directly, in the first instance.

General feedback can be provided to the Homelessness Strategy team within the Department of Communities and Justice (DCJ) at Homelessness.Strategy@dcj.nsw.gov.au.

DCJ will continue to work to improve implementation and use of the Protocol.

Information regarding each signatory's feedback processes can be found in **Appendix S**.



10. More information

The NSW Government recognises the need to ensure that the Protocol is current and meets the needs of all stakeholders including workers and people experiencing homelessness.

The Protocol will be formally reviewed every four years from the date of publication. The review will be managed by DCJ in collaboration with signatories and relevant stakeholders including people with lived experience of homelessness. The implementation guidelines may be updated as required.

Any feedback on the implementation of the Protocol given to DCJ will be reviewed. This feedback and relevant learning points from case studies, entity reports and examples of best practice will be incorporated into the review and future updates of the Protocol and its associated resources ensuring the continued evolution of the Protocol to deliver optimal outcomes for people experiencing homelessness and for workers who are interacting with people experiencing homelessness.

For further information visit the DCJ website or contact the Homelessness Strategy Team:

Homelessness.Strategy@dcj.nsw.gov.au or via
Manager, Homelessness Strategy
Department of Communities and Justice
Locked Bag 5000
Parramatta NSW 2124



- i Australian Bureau of Statistics (ABS), [4922.0 - Information Paper - A Statistical Definition of Homelessness, 2012](#), ABS website, 2012.
- ii Ibid.
- iii Ibid.
- iv Ibid.
- v Ibid.
- vi P Memmott and S Long, [Categories of Indigenous 'homeless' people and good practice responses to their needs](#), AHURI Final Report No. 49, Australian Housing and Urban Research Instituted Limited, 2003.
- vii R Cash, M O'Donnell, T Varker, R Armstrong, L Di Censo, P Zanatta, A Murnane, L Brophy and A Phelps (2014). [The Trauma and Homelessness Service Framework](#), The Australian Centre for Posttraumatic Mental Health, Sacred Heart Mission, Mind Australia, Inner South Community Health and VincentCare Victoria, 2014.
- viii Australian Institute of Health and Wellbeing, [Stress and Trauma](#), AIHW website, 2024.