

## Confidentiality and Privacy

We only collect information about you that is relevant to the provision of services you are seeking. We are bound by privacy laws to protect the confidentiality of your personal information.

As a general rule, we do not disclose personal information or information about your contact with MASP to anyone else without your permission in writing. This includes disclosure to other helping services, friends and family. We always ask you to sign a consent form if we propose to share your information with other services or if other people ask for access to your details.

You should be aware that there are some circumstances where we do have to disclose your Information without seeking your consent, such as if you are likely to harm yourself and/or others, or when we have a subpoena from a court.

You have the right to withhold personal information from us. In addition, any previous consent that you have given to us can be withdrawn at any time. Please note, however, that in both cases, this could limit the type of service we can give to you.

### Link2Home

**1800 152 152**

Link2home is the information and referral telephone service for people who are homeless or at risk of becoming homeless across NSW and available 24 hours a day, 7 days a week every day of the year.

## Contacts

Mallee Family Care Dareton Phone: 03 5027 7600

NSW Housing Phone: 1300 468 746

NSW Civil & Administrative Tribunal  
Phone: 1300 006 228

Western Aboriginal Tenants Advice and  
Advocacy Service Phone: 02 6884 0969

South West (NSW) Tenants Advice Service  
Phone: 1300 483 786

Aboriginal Housing Office Phone: 02 6841 9100



Mallee Accommodation & Support Program  
140 Langtree Avenue Mildura  
Telephone 03 5021 6500  
Email [info@masp.org.au](mailto:info@masp.org.au)  
[www.masp.org.au](http://www.masp.org.au)



## New South Wales Homelessness Program

## Program Objectives

MASP's NSW Homelessness Support Program aims to assist young people (from the age of 16 years), families and adults who are homeless or at risk of homelessness, including those experiencing family violence, to obtain and/or maintain safe, stable accommodation.

In addition, MASP aims to empower those experiencing difficulty managing the demands of their current tenancy in an effort to prevent housing breakdown and homelessness.

## Eligibility

To be eligible for services, a person must be at least 16 years of age, homeless or at risk of homelessness, or experiencing family violence, and lack the resources to address their situation. An assessment is involved in determining eligibility.

This program is available to all those in need who reside in the Dareton, Wentworth, Buronga and Gol Gol areas.



## What Support is available?

- Assistance to explore short, medium and long term housing options
- Follow up support once housed to ensure risks to tenancies are addressed
- Early intervention to sustain existing tenancies identified as being at risk of breaking down
- Opportunities to develop and/or refine skills relevant to managing life challenges
- Referrals to a range of community services and specialist supports, as needed
- Advice and information
- Advocating on a client's behalf to have their needs met, and rights upheld
- Assistance to access brokerage funding/financial assistance (subject to assessment)
- Support to re-establish connections to family and community
- Linking young people to education, training, and employment options



## Access

Access to the program is via referral from local community support agencies, government departments or by self-referral (walk in or telephone).

Hours of business and contact details are as follows:

Monday to Friday 9AM- 5PM  
24 Millie Street, Dareton NSW 2717  
Tel: 03 50 216 591

PO Box 54  
Dareton NSW 2717

**Referral email-** [nswreferrals@masp.org.au](mailto:nswreferrals@masp.org.au)

## Program Limitations

MASP's Homelessness Support Program works in collaboration with people in difficulty, and therefore success is dependent on a client's contribution and commitment to their action plan.

In addition, it should be recognised that housing options are limited, with demand very high. Whilst every effort is made to explore pathways out of homelessness, external factors outside of MASP's influence can significantly restrict options.