

PROCESS MAP

ASSISTING PEOPLE WHO ARE HOMELESS



Call **000** – if you're concerned for your safety or the safety of others
Approach the person(s) only if you feel safe to do so and are accompanied by another City Officer.

If the enquiry concerns the City's facilities or public open spaces
Contact City of Swan Customer Experience: (08) 9267 9267
or
Submit a **Pathways request** to the relevant Business Unit:

Homeless Support
Community Development and Homelessness
Project Officer
Code: HOMSUP – Homeless Support
*Include as much information as possible
Contact:
homelessreporting@swan.wa.gov.au

Homeless Move On
Community Safety
Code: HOMEMO – Homeless Move On
Contact:
commsafetysupport@swan.wa.gov.au

Send referral to the Office of
Homelessness

Community Safety Rangers attend location, ask
people(s) to move on and provide
Homelessness Support Services information.

The Office of Homelessness coordinate
Indigo Junction HEART outreach team to
visit and support people sleeping rough.

Advocates liaise with Community
Development and Indigo Junction HEART
team if necessary.

Provide an update in
Pathway

Report the incident to your manager

Record an incident report in CiA for incidents involving violence or aggression

Debriefing and support

Contact your manager or the Employee Assistance Program:

Assure Programs - 1800 808 374 (24/7)

<https://assureprograms.com.au/contact/>

See **WHS Considerations** for advice on how safely approach, respond to anti-social/illegal behaviour
or remove biological hazards