

### What are Housing Support Workers?

The Housing Support Workers assist people having difficulty securing or maintaining stable accommodation. The program is for people who are at risk of or are experiencing any type of homelessness issue.

### What do the Housing Support Workers do?

The Housing Support Worker provides intensive support to assist clients to obtain secure, stable, long term accommodation.

Working closely with other services such as Housing Authority, the support worker focuses on educating tenants on how to resolve tenancy issues so tenants have the skills and knowledge to sustain and maintain a long term tenancy.

### How to get assistance from the Housing Support Workers?

The Housing Support Worker can accept referrals from:

- NPAH accommodation services
- Private rental property manager/ landlords
- Housing Authority
- Community Housing Providers
- Drug and Alcohol/ Mental Health Services
- Corrective Services
- Other non-government organisations
- Self-referral

### CONTACT US

#### Karratha (Head Office)

Welcome Lotteries House  
1/7 Morse Court  
Karratha WA 6714  
Phone: (08) 9185 5899



#### Newman

Newman House  
6/46 Iron Ore Parade  
Newman WA 6753  
Phone: (08) 9175 0148



#### Roebourne

2 Padbury Street  
Roebourne WA 6718  
Phone: (08) 6149 2031



#### South Hedland

South Hedland Lotteries House  
9/2 Leake Street  
South Hedland WA 6722  
Phone: (08) 9140 1613



**Open 8:00am- 4:00pm Monday to Friday**  
**To ensure that we can assist you as soon as possible, please phone ahead and make an appointment.**

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**Pilbara Community Legal Service Inc.**

[www.pcls.net.au](http://www.pcls.net.au)



# HOUSING SUPPORT WORKER

**Karratha • Roebourne • South Hedland • Newman**

(08) 9185 5899

(08) 6149 2031

(08) 9140 1613

(08) 9175 0148

## What type of support can the Housing Support Workers provide for you?

The program aims to meet the needs of individuals or families in areas such as:

- Helping to decide on and find suitable accommodation
- Helping to create a home
- Tenancy specific support to maintain the tenancy
- Referrals to Centrelink
- Referrals to employment, education and training assistance where possible
- Linking children with local schools and community activities (e.g. sports, children's local events etc.)
- Linking individuals and families to support services ( health services, mental health, domestic violence etc.)

## What is homelessness?

Homelessness is not just having no home to live in. Homelessness can be defined as a lack of one or more elements that represent a 'home'. Some of these elements include: a sense of security, stability, privacy, safety and the ability to control living space.

There are three different types of categories of homelessness. These are:

Primary homelessness— people who are living and sleeping unsuitable places such as: parks, cars, benches, alleyways etc.

Secondary homelessness— people who are constantly moving from one temporary shelter to another, such as: youth refuges, couch surfing, emergency accommodations etc.

Tertiary homelessness— people living in places that fall below minimum community standards, such as: caravan parks and boarding houses.



Information has been obtained from the Homelessness Australia website. If you would like more information on homelessness please visit their website at [www.homelessnessaustralia.org.au](http://www.homelessnessaustralia.org.au)

## Emergency Accommodation

Hedland Womens Refuge  
(08) 9173 1948

Karratha Womens Refuge  
(08) 9185 2807

Munga Tharndu Maya Roebourne  
(08) 9182 0800

Newman Womens Shelter  
(08) 9175 5100

