

Need Urgent Assistance? Please Call
1800 825 955



Support for health and housing

June 2017

Sharon was struggling to find accommodation as she was experiencing poor mobility due to a foot injury, mental illness and drug and alcohol issues when she came to us recently.

Sharon was brought to us by the manager of the motel where she had spent the previous night as he was concerned for her welfare.

In our initial meeting, we worked with Sharon to assess her wellbeing, understand her history and called ACSO, a provider of mental health and drug and alcohol services. They referred her to Wellways, a specialist drug and alcohol service.

We also sought assistance from the ambulance service but initially she tried to run away before allowing them to check her over. Once the paramedics had completed their check, our Initial Assessment and Planning officer took her to the Opportunity Shop and Target to buy some shoes.

She was offered a room for the night and appointments were set up for meetings with the specialist services.

The following morning she came to our office but left very quickly. We caught up with her and discussed her housing plan for the following night. She refused to accept accommodation, wanting to sleep in a corner. Salvo Care provided a swag.

The motel where she stayed the night before said she had smoked in the room and our staff assisted to negotiate that they drop the \$500 cleaning charge.

Again, the following day she declined the offer of accommodation for the night.

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The next day she came to the office seeking accommodation and had her first meeting with her Wellways case manager.

She requested transport to her accommodation but Wellways were not able to provide this and she then requested an ambulance, as she said she was having a mental breakdown. Our officer called 000 and introduced her to the operator and they dispatched an ambulance.

Our team waited with her and she spoke to a paramedic on the phone prior to the ambulance arriving in our interview room. They took Sharon to the Shepparton Hospital for assessments.

She has since been released and is now safe in a supported situation, linked with the appropriate professionals to manage her health and housing.