



**After Hours Homelessness Response**  
**1800 825 955**

**Office of Housing**  
**03 502 2311**

**Mallee Domestic Violence Services**  
**03 5021 2130**

**Haven Home, Safe**  
**03 5018 4200**

**Mental Health Support Services**  
**03 5022 3500**

**Lifeline**  
**13 11 14**

**POLICE, FIRE and AMBULANCE**  
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## Hours of Operation

9am – 5pm Monday to Friday

If you have any further questions or would like to make contact with the program, please contact MASP on the details below.



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)



**MASP Housing Access Program**

## Program Objectives

To provide support to young people, families and adults who are homeless or at risk of homelessness to assist them to obtain and maintain safe, stable accommodation.

### Adults & Families Access

Access to the adults and families program is via referral from Haven, Home, Safe who provide an intake and assessment service during normal business hours (Monday to Friday 9am – 5pm). Haven is located at 143A Lime Avenue, Mildura, and can be contacted on 50184200.

### Youth (age 15-25) Access

Youth aged 15-25 may access the program via MASP reception at 140 Langtree Avenue to arrange an intake appointment with a Housing Access Support Worker.



### Eligibility Criteria

To be eligible for services, a person must be homeless or at risk of homelessness, disadvantaged and demonstrate a range of issues that require a more intensive level of support.

## How does the program achieve desired outcomes?

The MASP Housing Access program offers a case management service. This involves a key worker being allocated to provide support to explore needs, and develop a plan of action aimed at:

- \* Transitioning a client through their current difficulty to the end goal of being successfully housed
- \* Addressing issues contributing to a person's experience of homelessness, and the risk factors that might lead to future housing crises

### Support Encompasses:

- \* Assistance to explore short, medium and long term housing options
- \* Applications for crisis, transitional, public and community managed housing
- \* Opportunities to develop and/or refine skills relevant to maintaining tenancies, as well as other life challenges
- \* Referrals to a range of community services and supports, as needed
- \* Advice and information
- \* Advocating on a client's behalf
- \* Assistance to access brokerage funding/financial assistance (where available)
- \* Support to re-establish connections to family and community

## Program limitations

MASP's Housing Access Program works in collaboration with people in difficulty, and as such success is often very much dependent on a client's contribution and commitment to their action plan.

In addition, it is an unfortunate reality that crisis and other short term housing resources are extremely limited, and demand is high. Whilst every effort is made to source appropriate housing options for clients experiencing homelessness, external factors outside of MASP's influence can impose significant restrictions.



**Promoting independence and self reliance by developing opportunities.**