

The Inner City Homelessness Outreach and Support Service (I-CHOSS)

FACT SHEET

July 2006



Interpreter Services

If you have difficulty understanding English, contact the Translating and Interpreting Service (TIS) on 131 450. The Translating and Interpreting Service will telephone the Department of Housing for you at no cost.

Arabic

خدمة الترجمة الخطية والشفهية المجانية
اتصل على الرقم 131 450

Chinese

免費的翻譯傳譯服務
致電 131 450

Russian

Служба бесплатного письменного и устного перевода
Позвоните по номеру 131 450

Spanish

Servicio Gratuito de Traducción e Interpretación
Llame al 131 450

Vietnamese

Dịch vụ Phiên dịch và Thông dịch Miễn phí
Điện thoại 131 450

It is illegal for an officer of the Department to ask for money or favours or other benefits of any kind in exchange for helping you with your housing needs.

It is also illegal for you or anyone else to offer money or favours or other benefits of any kind to an officer of the Department in exchange for helping you.

If you have any information regarding this, please contact the **Department of Housing's Business Assurance Unit on 1800 806 206**. The Department may refuse the provision of further housing services to anyone who has engaged or sought to engage in corrupt or illegal conduct.



The Inner City Homelessness Outreach and Support Service (I-CHOSS)

The Inner City Homelessness Outreach and Support Service (I-CHOSS) was set up in January 2006 to provide outreach and support services to homeless people across the City of Sydney local government area. I-CHOSS is delivered by a consortium of The Haymarket Foundation and Mission Australia.

The I-CHOSS service has three components:

1. **The outreach team** provides services to clients who are homeless in the inner city, and mainly focuses on 'rough sleepers'. The team assesses clients' needs in terms of basic health care, counselling and advice, transport, and makes referrals to assist clients to access appropriate support agencies.

Outreach workers engage with homeless people on the streets to build relationships that will help them in the long term.

2. **The support team** provides services to clients who are ready to receive ongoing support and accommodation. The team assesses clients' needs, identifies sustainable accommodation options and provides support to help the client remain in their new accommodation. The team also provides advocacy services and makes referrals for clients to other appropriate support agencies.

3. **The specialist team** provides medical, drug and alcohol support services through the Haymarket Foundation. Individual counselling sessions, therapeutic and group programs can be provided at a range of locations.

I-CHOSS works closely with other services and agencies in the inner city to develop an integrated service system for homeless people.

I-CHOSS is funded by the Department of Housing and the City of Sydney. The Department of Community Services has contributed a brokerage fund for the service. The service will be funded for three years, with an option of two one-year extensions.

Contacting I-CHOSS

I-CHOSS operates 7 days a week: Monday - Friday 7.00am – 10.30pm and Saturday and Sunday 9.00am – 5.00pm. If you would like to make a referral for someone who is homeless in the City of Sydney local government area, you can contact the I-CHOSS team on **1800 505 501**. Please provide a detailed description about the location. The service aims to respond to the referral within 36 hours.

People living on the streets often experience mental illness, drug and alcohol dependence, other disabilities, or a combination of these problems. I-CHOSS works with homeless people over time to help them access support services for a range of problems or issues.

I-CHOSS is not an emergency service - all serious safety issues should be referred to emergency services by calling 000.

How do I find out more information about the new service?

For more information about this initiative please contact I-CHOSS on 1800 505 501 or contact the Director, Homelessness Unit, Department of Housing on 8753 8474 or the Manager, Community Support and Access, City of Sydney on 9265 9667.