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**Northern and Western Homelessness Networks’**

**Access Coordination Policy – October 2020**

Access point services across Melbourne’s north and west met on 22nd October and agreed to implement the following policy to ensure coordinated, client centred practice across the Homelessness Service System in Melbourne’s north and west:

* If someone contacts your service, you provide the service that your organisation has capacity to provide.
* If that person has been in contact with another service, you can contact that service to ask for a copy of their plan (see attached contact list).
* You build on that plan, take the next steps, reiterate the same messages.
* All access point services provide the same messages to consumers. (Sometimes people need to hear the same message several times in order to feel confident that the information is correct.)
* If one access point thinks that another access point might have more HEF capacity or access to a different support resource, they provide a ‘warm referral’, ringing that service, rather than send the client there.
* All referrals are warm referrals.
* Access point services provide a key contact person/email address for cross access point referrals (see attached).