

Eligibility for Service

Policy

All persons accessing the services of Lions Emergency Accommodation Centre Inc. (LEAC) will be treated in a fair and non-discriminatory manner with due regard to relevant legislation and specific program guidelines.

Procedure

LEAC is funded to provide short-term crisis accommodation to women and children from domestic and family violence, single women and families who are homeless. Referrals can be accepted from agencies and from the individuals themselves.

For clients wishing to access emergency relief, a referral from Centrelink or another agency is required. Clients need to be living in the Nambour Centrelink area to be eligible for assistance.

Families accessing the Better Start program will be referred from agencies on the Sunshine Coast and live in a 20 minute radius of Nambour.

LEAC will provide as much information to clients as possible about the services provided and about the organisation. Clients with special needs, disabilities or limited literacy will be assisted to access the organisation's services as much as is practicable.

Staff of LEAC will undertake training in cultural sensitivity and awareness and will ensure as much as practicable culturally appropriate services and interactions with clients.

If LEAC is not able to provide suitable services, where possible appropriate referrals will be organised on behalf of the clients.

All clients have access to remedy through the grievance and complaints policy and procedures if they believe that something is wrong with the service they receive or the service they are offered.

LEAC will ensure that the office is open to the public each weekday. Signs at the office premises will clearly state the office hours. Out of hours callers to the office will hear an answer machine message detailing numbers to call in cases of emergency and inviting callers to leave a message.

A 24 hour service is available to residents at the shelter via a pager system. This service is for use in emergencies only.

A 24 hour service for admission to the shelter is available for women and children escaping domestic and family violence.