



Requests for certain kinds of Emergency Relief will require a **FULL** assessment of your circumstances.

FAQ's

What documents/evidence do I need to provide for an assessment?

DOCUMENTS SHOULD BE PROVIDED FOR ALL ADULTS IN THE HOUSEHOLD INCLUDED IN THIS ASSESSMENT...

- Proof of Income – Centrelink Income Statement or Last Payslip.
- Proof of Expenses for the last 2-4 weeks – Bank Statement/Transaction List (last month).
- Proof of Expenses – Bills recently paid (last 2 weeks), Outstanding/Overdue Bills.
- Proof of Housing Costs – Rental Receipt, Accommodation Receipt, Letter from Accommodation Owner or amount shown on Bank Statement.
- Any other documents that show current hardship/crisis.

Why do I need to prove hardship?

Our funding bodies require us to ask for evidence of hardship to make sure that resources are used to meet the needs of the most vulnerable people when they are in CRISIS.

How can I submit these documents for assessment?

Email: support@wnci.com.au

Submit in person: **Building 2, 8 Rankens Court WYONG**

When will the assessment be conducted?

After the documents are submitted and reviewed by a Community Referral Worker, you will be allocated the next available phone appointment. This could be the same day or within a few business days.

How will the assessment be conducted?

Our Community Referral Worker will phone you to set up a time for a phone interview. They will then text you to remind you of the time and date for the assessment. They will call you at the appointed date and time. If you don't answer, they will leave a message to let you know they tried to call. They will try a total of 3 times to reach you. If you miss the calls, please feel free to call/text back to set up a new time.

How long will the assessment take?

Around 45 minutes.

What kinds of support can be offered with a full assessment?

- Food Vouchers
- Food Hampers
- Fuel Vouchers or Opal Cards – for travel to urgent & essential appointments only
- Other support for household items & bills (if available)



Is there support I can access without a full assessment?

Yes, you can access a range of supports with just a minimal intake procedure:

- Oasis Vouchers - up to 4 times in 12 months
- Community Pantry – available on the verandah most days
- Clothing – available on the verandah most days
- Information & Referral to other internal and external services

Can I just come to the centre instead of a phone appointment?

Unfortunately, no. In line with our COVID-19 Safety Plan, we will not be doing face-to-face appointments for Emergency Relief. We can offer you a cordless phone that you can use while sitting in the garden area to talk to a Community Referral Worker.

What is CRISIS?

- Recent Loss of Employment
- Change in Household Circumstances (EG: relationship breakdown)
- Decrease or Loss of Child Support
- Recent Bereavement/Sorry Business (death of partner/child or close family member)
- Unexpected Essential Household Expenses
- Substantial Medical Expenses (not covered by Medicare)
- Recent Moving Costs
- High Energy Costs from Faulty Appliances

What is not CRISIS?

- Giving money to family or friends
- Usual/Regular Household Expenses (EG: Council rates, phone/internet bill, insurance, car rego)
- Schooling Expenses
- Bankruptcy
- Government Pensions are only source of income

What happens if I am assessed as not eligible for the specific supports I have requested?

A Community Referral Worker will call you to discuss the matter further, they may offer you a different kind of support or a referral to another organisation.

Who can I talk to if I'm not happy with the outcome of the assessment?

- First discuss it with the Community Referral Worker that assessed you.
- You can offer to provide more information to strengthen your assessment.
- You can ask for another Community Referral Worker to reassess you.
- If you have tried this but still want to discuss it further, email info@wnci.com.au or call 4353 1750 and ask for the Manager.
- If the matter is not resolved to your satisfaction, email chair@wnci.com.au or write a letter to the Board of Management and post to: PO Box 411, Wyong NSW 2259.