



I'm experiencing a crisis right now...

How can I get help?

What do I need to provide?

You'll need to provide (for each adult) :

- **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.



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Bring into office or
Email to: support@wnci.com.au



Okay....

When & how will you
conduct my assessment?

How long will it
take?

After your documents are submitted:

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

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.



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The phone interview will
take around 45 minutes.



Great....

What kinds of supports 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)
- Information & Referral to other useful services



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Okay....

Is there anything I can access without a full assessment?

- Oasis Vouchers - up to 4 times in 12 months
- Community Pantry - available on the verandah most days
- SecondBite Fridge - available 24/7 on the verandah
- Clothing - available on the verandah most days
- Information & Referral to other internal and external services



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What is a Crisis Situation?

- 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



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What is NOT a Crisis?

- Giving money to family or friends
- Spending all recent household income on gifts, entertainment, gambling, alcohol or smoking/vaping
- Maxed out Buy Now, Pay Later services
- Usual/Regular Household Expenses (EG: Council rates, phone/internet bill, insurance, car rego)
- Schooling Expenses
- Bankruptcy
- Government Pensions are only source of income



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What if I'm not eligible for what I've asked for?

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.



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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.



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