



# Referral to case coordination

Case coordination is an approach to ending homelessness that facilitates a multi-agency response to people with complex needs. Case coordination includes fortnightly meetings where clients are referred who have given informed consent to this process.

From this meeting, plans are developed and agreed to deliver a mix of housing and support services to meet the client's unique needs.

Clients may benefit from case coordination if they require the assistance of two or more agencies, if their circumstances are complex and where multiple factors drive their homelessness or vulnerability to homelessness.

Referrals can be for individuals or households currently homeless or whose tenancy is at risk. Referring agencies then form part of the team response going forward.

To refer a client to case coordination please contact Angela Taylor on 0477 330 738 or [TaylorA@missionaustralia.com.au](mailto:TaylorA@missionaustralia.com.au).

