



*can live a fulfilling life*

## Men's Accommodation and Support Services (MASS)

**MASS** works to reduce chronic homelessness by providing accommodated support for single men with high and complex needs, including those who are leaving custody or are involved in the criminal justice system. When partners and families are involved in their lives, we support them too.

**MASS** consists of three different programs:

Managed Transition Program - for men referred from ACT Corrections with higher complexity

Early Intervention Program - for men presenting with a wider range of complexity

Head Tenant Program - for men who require longer-term support because of higher support needs related to higher complexity

Men in each of the **MASS** programs are supported by a team of case managers, case workers and support workers, and by our Cultural Practice Leader and practitioners in EveryMan's Counselling and Violence Prevention programs as needed. The **MASS** programs offer two different types of service:

### **Accommodated support:**

This service provides men with accommodation while we work with them for outcomes in areas of life that matter to them, helping them to:

- improve safety and health outcomes
- develop their knowledge, skills and confidence in managing future crises
- increase awareness of and access to education, community resources and support networks
- do well at sustaining a stable tenancy
- develop enduring skills to access appropriate mainstream and specialist services

### **Outreach support:**

**MASS** case management and support work is provided to men who already have their own accommodation and to men living in unsustainable accommodation or who are homeless and need support with engaging with support services and government agencies as needed to help with daily living and find sustainable accommodation.

### **Criteria**

Places are allocated specifically to men with high and complex needs who are at risk of homelessness.

The person referred needs to agree to participate in the **MASS** service user support program **MASS**. This is a non-negotiable condition for being offered a placement - we are not a community housing provider.

### **Program Entry Process**

Prior to making a referral you can contact us directly on **02 6230 6999** and we can provide you with the information you need about our services, how to make a referral, eligibility, and the appropriate referral process.

Referrals and applications are reviewed by EveryMan on a weekly basis. This allows us to prioritise based on needs.

### **Assessment for suitability**

Before a place is offered, **MASS** will undertake an assessment of the person's support needs, their recent and known behavioural presentation, the types of support being requested, and their willingness to participate in the **MASS** support program.



## Cost

There are no fees to access these services, but you will need to pay rent if you are being provided with accommodation while you participate in the program.

## Don't know where to start?

Call us during office hours on **02 6230 6999** and we can provide you with the information you need, whether it's about our services, how to make a referral, or who's eligible.

## Hours of Business

Monday to Friday, 9.00 am to 5.00 pm

## Contact Details

Room 3.01 Griffin Centre, 20 Genge St. Civic;  
GPO Box 1753, Canberra ACT 2601

**W:** [www.everyman.org.au](http://www.everyman.org.au);

**E:** [www.everyman.org.au/contact-us/](http://www.everyman.org.au/contact-us/)

**P:** 02 6230 6999 **F:** 02 6257 1223

**EveryMan Australia** provides these services with funding from the National Housing and Homeless Agreement and the ACT government.

## Human Rights Policy

EveryMan Australia is committed to the principles of Human Rights. We recognise our obligations under the Human Rights Act 2004 (ACT):

- We uphold the legal and human rights of people in the delivery of our services.
- We respect, uphold and promote the principles of Human Rights through every aspect of our organisation, including our vision and values, our corporate life, our interaction with our clients, our staff members and our dealings with our community.

## Privacy Policy

- What you should know about the information we collect and what we use it for. We collect personal information about people using our services which helps us to provide our services (support programs, groups) our legal obligations, and discharge our duty of care. You may seek access to personal information collected about you.
- From time to time, we disclose personal and sensitive information for administrative purposes to, for example, government departments, medical practitioners and other agencies and people providing services to us. Sometimes we have to disclose information if we believe someone is at risk of harm.
- If we can't get the information we need, we may not be able to provide services to a client or provide only a limited service which is less able to meet their needs because important information isn't available to us by contacting EveryMan on 6230 6999 during business hours. If you need more information about this policy or our procedures, you can:
  - Call the office on **6230 6999** during office hours.
  - Get a copy of our information sheet '**EVERYMAN PRIVACY POLICY**' from the EveryMan office, by email, or downloaded from the link on our website.

