

Guidelines for access to Manning Valley Cooperative Living Program (MVCLP)

Manning Valley Neighbourhood Services Inc (MVNS) is funded by the Department of Families, Housing, Community Services & Indigenous Affairs (FAHCSIA) to provide emergency financial assistance to clients in immediate and temporary financial **crisis**. A crisis situation is where all other options have been exhausted.

Types of assistance available:

Food packages, Coles food and fuel cards, Telstra vouchers (TBAC), fruit & vegetable vouchers, meat vouchers, pharmaceutical assistance, bond assistance and other as determined by assessment.

Allocation of types of assistance is determined by the worker making the assessment.

Clients presenting with complex circumstances may be required to commit to a case plan which may involve other strategies which ensure that you are supported toward self reliance and provided with resources and tools to address your issues.

To access this service please note the following:

1. Clients are required to arrange appointments in advance for assistance. To make an appointment please call 65535121. If you fail to arrive for your scheduled appointment it will be cancelled.
2. ***No cash assistance is given.*** Cheques or vouchers will be issued to a third party only.
3. To access Emergency Relief you must have:
 - a. ***current identification*** showing your current residential address;
 - b. ***documented evidence*** of your overall financial situation (this includes paid and/or unpaid bills), receipts, income (payslip or Centrelink statement of benefit);
 - c. ***documented evidence*** of your current financial situation (most recent bank statement);
 - d. ***original bills*** (that you need assistance to pay).
 - e. ***referrals*** from other agencies **may** be taken into consideration.
4. Assistance is dependent on the client meeting these guidelines and availability of assistance. Assistance **is not** provided on an ongoing basis. Emergency Relief is only available for clients based on the workers assessment and discretion.
5. Clients may be required to show evidence of steps they have taken to address their situation. Clients may be required and assisted to establish payment plans with utility providers. Clients may be required to attend financial counselling.
6. Clients who do not meet these guidelines may not be eligible for financial assistance. Appropriate referrals may be requested and/or provided.

For more information or to make an appointment, please phone the Neighbourhood Centre on 6535121, Monday to Thursday, 9am to 3pm.