

Frequently Asked Questions (FAQ)

Do I have to know every service in the community?

Not at all! It's not about knowing all the services - it's about knowing how to find them. Tools are available to assist you to find The Right Place to meet the person's needs.

Do I just tell the person where the service is?

The Right Place is about connecting people to the right service, rather than just directing them. It will sometimes mean offering a couple of options and it will usually involve you making a quick phone call and writing out a postcard.

Do I have to give the person all the choices?

Usually one or two options will be enough. Too many options can become overwhelming - remember the person has asked for help.

What if I don't know where to refer someone?

You don't have to know! You just need to know how to find out. Use the list of resources provided. If you can't locate the best service, call one of your Key Contacts.

Will this increase my workload?

If a person only has to enquire at one place and tell their story once, it may actually decrease everyone's workload. Remember, your organisation wants to be part of this community initiative!

What happens if I am too busy to provide this help?

You may already have ways that you prioritise enquiries when things get busy. Even if you can't help someone straight away, it's helpful to say "Yes, I can help you in just a minute." It's the power of YES!

How is this different from what I already do?

For some people, this may be exactly what you already do! For others, it's just an extra phone call and writing a postcard. It's about thinking beyond ourselves and being an active part of a community that has a shared approach to supporting the community.

How will I know if the person got there?

Sometimes you won't know. The important thing is that you've provided the person the information they need when they asked. If you are concerned about a person's safety to attend another service, you may wish to accompany them.

What if there is a medical emergency?

For all medical emergencies, call an ambulance on Triple zero '000'.

