

CITY OF HOBART

Emergency Refuge



What is the Emergency Refuge?

The City of Hobart works with the Hobart City Mission and the Salvation Army to provide an Emergency Refuge during periods of extreme weather. This happens when forecast weather conditions pose a serious risk to the health or life of people who are sleeping rough.

Who is the Emergency Refuge for?

The Emergency Refuge is for people who have no shelter and who may be sleeping in doorways, in parks or other public spaces as well as people who are sleeping in tents or cars.

Where is the Emergency Refuge?

The Emergency Refuge is located at Criterion House, which is down Mathers Lane. This is between the State Library and The Playhouse Theatre on Bathurst Street.

What does the Emergency Refuge provide?

- A low-barrier, welcoming environment.
- A secure and safe, overnight space.
- Stretchers, pillows, sheets and blankets.
- A shower and toilets.
- Light refreshments.
- Power to charge personal devices.
- Supportive and experienced Hobart City Mission staff.

How many people can stay at the Emergency Refuge?

The current venue in Criterion House is able to safely accommodate 12 people overnight.

What weather conditions will open the Emergency Refuge?

The Emergency Refuge may open when the Bureau of Meteorology forecasts overnight weather conditions that pose a serious threat to people's health or life. This includes extreme cold, severe storms or heavy rain as well as extended periods of extreme heat.

How long is the Emergency Refuge open?

The Emergency Refuge operates from 6.30 pm and then closes at 8 am the next morning.

Are bookings available to secure a bed in the Emergency Refuge?

No, bookings are not available for the Emergency Refuge however, people are asked to come between 6.30 – 9.30 pm to secure a bed, as space is limited.

Do people need ID to access the Emergency Refuge?

No, but basic details of people accessing the Emergency Refuge are collected for records.



Can people under 18 access the Emergency Refuge by themselves?

No, people under 18 who are not accompanied by a parent or carer cannot access the Emergency Refuge. For information about youth shelters contact Housing Connect on 1800 800 588, Salvation Army on 0487 800 114 or Hobart City Mission on 6215 4200.

Are pets allowed in the Emergency Refuge?

Yes, there is capacity to keep a small number of pets in the Emergency Refuge, however pets will be kept in a pet crate while they are at the Emergency Refuge.

Where can I find out if the Emergency Refuge is open?

- City of Hobart website and social media.
- Streets 2 Home outreach team.
- Safe Space Day and Safe Space Night.
- Tasmania Police.
- Community, Health and Homelessness services.

What other options are available if the Emergency Refuge is full?

For information about other emergency accommodation options contact Housing Connect on 1800 800 588, Salvation Army on 0487 800 114 or Hobart City Mission on 6215 4200.

Who runs the Emergency Refuge?

The City of Hobart fully funds and coordinates the Emergency Refuge, covering all staff costs, as well as providing and setting up the venue and all of the equipment needed to open it.

The Hobart City Mission provides the staff to manage the Emergency Refuge overnight, as well as promoting the Emergency Refuge at the Safe Spaces.

The Salvation Army's Street 2 Home program undertakes assertive outreach to contact people who are sleeping rough in the City, to let them know that the shelter is open.

Where can I get more information about housing or homelessness services in Hobart?

Anglicare Front Door

anglicare-tas.org.au/housing-connect/

City of Hobart Homelessness Actions

hobartcity.com.au/Services/Community-programs/Homelessness/Emergency-Housing-Assistance

Hobart Helps Card

hobarthelps.zcardmobile.com.au/city-of-hobart/hobart-helps/responsive



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