

# Your rights

When you complete the You Matter referral form, you are providing us with your personal information. We only collect information about you (& your children) which we need to effectively set up a *Haven* for you; we do not share this information with anyone else unless the law says we must; & we store your personal information securely.

You can ask at any time to see the personal information You Matter has about you & you have the right to ensure it is correct.

You Matter will ask you for consent to a number of things when you complete the You Matter referral form – you can change your mind about your consent at any time.



## You Matter will:

- Always respect you, your children & your home
- Set your *Haven* up to the best of our ability for you to move in & feel comfortable
- Contact your case worker if we have any safety concerns about you or your home

## You Matter does not:

- Provide on-going support services
- Return to your home after the *Haven* set up
- Contact you without your consent
- Ever identify you as having used our services unless we have your consent

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Find out more about us:

 [agency-support@youmatter.org.au](mailto:agency-support@youmatter.org.au)

 [www.youmatter.org.au](http://www.youmatter.org.au)



**You Matter assists women & children furnish their home after leaving family violence.**

# You Matter

Creating Havens for a brighter future



## About us

Founded in 2020, You Matter supports women, & their children, who have experienced family violence by providing furniture & other household items necessary to establish a functional & comfortable home. We call these homes "Havens" as they mark a fresh start towards a brighter future.

### Referrals to You Matter

You Matter can only accept referrals from family violence agencies once you have secured long term housing.

Your family violence support worker will discuss with you what items you require & together will submit a 'Referral & Item Request Form'.

Your family violence support worker will also continue to support you & will be You Matter's point of contact throughout the process.

## How it works

Once you have secured long term housing, you and your support worker complete a referral form & tell us what you already have & what you need for your new home

You Matter confirms with your case worker if we can assist

You, your support worker & You Matter confirm your moving date & make arrangements to meet you at your new home on the agreed day

A You Matter Haven Coordinator will meet you on the day of the Haven set up. You show us your home & then you leave for between 3-5 hours while we set up your home for you

Havens are set up by a small team of volunteers. The volunteers sign confidentiality agreements not to share any information about you or your home.

When you return, your new home is ready for you to settle in



## What can You Matter provide?

You Matter can provide you with what you need for a functional & comfortable home - lounge, dining & bedroom furniture, white goods, linen, kitchen & cooking utensils, as well as bathroom & laundry supplies.

If you already have some of your own things, include these items on the 'Referral & Item Request Form'.

## What we expect of clients

- Notify your support worker of any issues relating to your Haven set up
- Inform You Matter of any furniture or items you are taking to your new home
- Inform You Matter through your support worker of any potential safety concerns that may impact You Matter staff & volunteers
- Ensure your new property is clean & all personal items are stored away safely
- Meet the Haven Coordinator at the property at the agreed time, leave the property & return once the Haven Coordinator has called to inform you the Haven set-up is complete

## What we expect of support workers

- Submit your Referral & Item Request Form on your behalf
- Be your support throughout the process
- Keep you informed of any issues with your Haven set up