

# Your rights

When you complete our 'Referral and Item Request Form', you are providing us with your personal information. We only collect information about you (and 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; and we store your personal information securely.

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

We will ask you for consent to a number of things when you complete the 'Referral and Information Request Form' and you can change your mind about your consent at any time.

## We will:

- always respect you, your children and your home;
- set your *Haven* up to the best of our ability for you to move in and feel comfortable;
- contact your case worker if we have any safety concerns about you or your home.

## We will 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.

## Find out more about us:

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

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



Supporting women and children who have experienced family violence by supplying and setting up the contents of your long-term accommodation

# You Matter

Creating Havens for a brighter future





## About us

Founded in 2019, **You Matter** supports women, and their children, who have experienced family violence by providing furniture and other household items necessary to establish a functional and comfortable home. We call these homes 'Havens' as they mark a fresh start towards a brighter future.

### Referrals to You Matter

We 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 and together with you will submit a 'Referral and Item Request Form'.

Your family violence support worker will also continue to support you and will be our point of contact throughout the process.

## How it works

- Once you have secured long term housing, you and your support worker complete the 'Referral and Item Request Form' and tell us what you already have and what you need for your new home.
- We confirm with your case worker if we can assist.
- Your case worker will confirm your moving date with us and we will make arrangements to meet you at your new home on the agreed day.
- One of our Haven Coordinators will meet you on the day of the Haven set up. You show us your home and then you leave for between 3-5 hours while we set up your home for you.
- *Havens* are set up by a removalist and small team of volunteers. They all sign confidentiality agreements not to share any information about you or your home.
- Once the set up is complete and volunteers have left, the Haven Coordinator will contact you to return to your home.



## What we can provide

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

If you already have some of your own things, please itemise these on the 'Referral and Item Request Form'.

## What we expect of clients

- Notify your support worker of any issues relating to your *Haven* set up.
- Inform us via the referral form of any furniture or items you are taking to your new home.
- Inform us via the referral form of any potential safety concerns that may impact our staff and volunteers.
- Ensure your new property is clean and all personal items are stored away safely.
- Meet the Haven Coordinator at the property at the agreed time; leave the property and return once the Haven Coordinator has called to inform you that the *Haven* set up is complete.
- For safety reasons, we ask that any person (other than the people previously agreed to by us, ie client and Case Worker), do not attend the property unexpectedly at any time throughout the Haven set up.

## What we expect of our support workers

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