



About You Matter

Founded in 2019, You Matter supports women and their children/dependents 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**'.

A Haven is more than furniture - it's a place where you and your children can feel safe, comfortable and ready to begin again.

How a referral works

Your family violence support worker will talk with you about what you need in your new home. Together, you will discuss your preferences, your circumstances, and any items you may already have.

Your support worker will then send a *Referral and Item Request Form* to You Matter on your behalf.

Please note:

- We can only accept referrals from family violence agencies.
- Referrals can be made once you have secured long-term housing.

Your support worker will stay involved and support you throughout the process.

What we can provide

We provide the essential items needed to make your house feel like a home, including:

- Bedroom, lounge and dining furniture.
- Fridge and other white goods.
- Bedding and linen.
- Kitchen and pantry items and basic cooking equipment.
- Bathroom and laundry essentials.

We also include personal touches and home décor items to help create a space that feels welcoming and reflects your preferences, needs and circumstances. Our goal is to set up a home that feels safe, comfortable and empowering for you and your children.

If you already have some items, please let your support worker know so we can plan your Haven carefully.

What we ask from you

To help everything run smoothly and safely, we ask that you:

- Let your support worker know of any issues or changes relating to your Haven set up.
- List any furniture or household items you will be bringing to your new home on the *Referral and Item Request Form*.
- Share any safety information that may help protect our staff and volunteers.
- Make sure the property is clean and ready before set up day, with personal belongings packed away.
- Meet the Haven Coordinator at the agreed time, then leave the property during the set up. We will call you when your Haven is ready.
- Ensure that no additional people (other than those previously agreed, such as yourself and your support worker) attend the property during the Haven set up.

What your support worker will do

Your support worker will:

- Complete and submit the referral form.
- Support you throughout the process.
- Keep you updated about your Haven set up.

We understand this can be a big step. Our team is here to make the process as smooth and respectful as possible.