You Matter
Creating Havens for a brighter future

ONSITE SETUP
CLIENT INFORMATION SHEET

About You Matter

Founded in 2019, You Matter supports women, children and dependents who have experienced, or are at risk of, family violence or housing insecurity. By providing furniture and essential household items, we can help create homes that are safe, functional and comfortable - places we call ***'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 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 community service agencies.
- Referrals can be made once you have secured your housing.

Your support worker will stay involved and support you throughout the process and will be our point of contact.

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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 any 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 any personal belongings packed away.
- Meet the Haven Coordinator at the agreed time, then leave the property during the set up. We will contact 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.

Your privacy

When you complete our *Referral and Item Request Form* we collect only the personal information needed to support you and any children in setting up your home. Your information is kept secure and will not be shared unless required by law. You can request access to your information at any time and ask for corrections. We will seek your consent on the Referral and Item Request Form and you can withdraw it at any time.