You Matter
Creating Havens for a brighter future

INFORMATION AND PROCESS FOR REFERRING AGENCIES ONSITE SETUP HAVEN

What we do

Our Onsite Setup service is part of our ***Havens of Hope*** program which provides fully equipped, comfortable and personalised homes for women, children and dependents who are moving into long-term housing. The homes are decorated and styled by our volunteer teams from furniture and furnishings chosen from our warehouse. These homes support women to re-establish stability, regain independence and reconnect with their communities.

You Matter works directly with family violence practitioners and community services practitioners who are supporting women, or those who identify as a woman, and any children and dependents, who have left their home due to family violence.

Referral criteria

Region focus: Metropolitan Melbourne

The following criteria is to be met:

- Targeted specifically for women, children and dependents, You Matter is an inclusive organisation, and provides support to any individual who identifies as a woman.
- Our service can only be accessed via a referral from a family violence support agency or other support agency (ie housing and women's services) who are providing support to clients throughout the process.
- We accept referrals for individual women and their dependents:
    a) who have experienced, are experiencing, or are at risk of family violence, or
    b) who are experiencing housing insecurity/homelessness or at risk of housing insecurity/ homelessness.
- The woman has secured and is moving into their own accommodation.
- Service area: the accommodation is situated up to 60 minutes from the You Matter warehouse in Abbotsford 3067 (this is based on travel during peak hour times).
  NB: We may have capacity to support locations outside of this radius, please contact You Matter to discuss.
- The woman requires a full house set-up
    - You Matter provides all furniture and goods required for a fully-functioning Haven, including kitchen/pantry, bathroom, laundry and décor items and sets them up in the Haven.
    - A partial home set-up (where some items are already secured) is possible where the client has not yet moved into the property.

What we supply

You Matter provides essential items needed to make a house feel like a home, including:

- Bedroom, lounge and dining furniture
- Refrigerator, washing machine, dryer (these can be provided at a cost, see information below)
- Other electrical
- Bedding and linen
- Kitchen and pantry items and basic cooking equipment (including cutlery, cooking utensils, pots/pans etc.
- Bathroom and laundry essentials
- Cleaning products

The essential items are a supply of either new or good quality pre-loved items donated by the community, stylists, bedding and furniture companies and other supporters.

We also include personal touches and home décor items to help create a space that feels welcoming and reflects your client's preferences, needs and circumstances.

Our goal is to set up a home that feels safe, comfortable and empowering for your client and any dependents. If you client already has some items, please advise so we can plan the Haven carefully.

We endeavour to accommodate all requests; however, some items may not be available. Practitioners will be notified of any significant items that cannot be supported and we ask this information be passed onto the client.

Costs

You Matter provides the entire Haven set-up at no cost, with the exception of:

- White goods (fridge, washing machine, dryer)
    - You Matter provides new white goods (as second-hand goods have proven unreliable in the past). You Matter provides an invoice to the referring agency for the cost of these items - fridge $735; washing machine $630; dryer $420.
- Removalists
    - You Matter arranges with the removalist to transport furniture items from our warehouse to the client's new home, and
    - the removalist company provides an invoice direct to the referring agency.

Referring agencies usually apply for, and utilise, family violence funding or other types of funding to support their client to cover the direct costs.

Making a referral

Step 1 - Initial Inquiry

If you have spoken to your client and they require our assistance and meet our referral criteria, email agencysupport@youmatter.org.au or telephone 0480 386 334 with information to respond to the following points:

- Does your client have any dependents? If yes, number of dependents
- What suburb are they moving to?
- Is the reason your client requires support due to family violence?
- What date is your client collecting the keys to their new long-term property?
- Are there issues that may delay the move date (eg: bond, upfront rental payments, signing of rental contracts, etc)?
- Does your client have any belongings already? if yes, please list all items they wish to bring to their new home
- If your client has their own belongings, when do they expect these items to be delivered to the property?
- You Matter has a preferred removalist that understand the nature of our work and our processes. Do you agree to use this company. If not, please provide details of the removalist your agency would like to use.
- Has your agency confirmed funding for the payment of removalists?
- If your client requires whitegoods (fridge $735; washing machine $630; dryer $420), has your agency confirmed funding for payment of the required whitegoods?

Step 2 - Completing a referral

We will email you and ask you to:

- Provide our **Client Information Sheet** to the client and ensure they understand and agree to the process of the Haven set-up. Aside from the key handover and key return, it is important for your client to understand that they cannot be present at the property when we are setting up their Haven *(please refer to Step 4 - The day of set-up)*
- Complete the **Referral and Item Request Form** and return to us as soon as possible. The Referral Form needs to include specific attention to the floor plan of the accommodation (photos if possible) including room sizes, size and space for whitegoods, access to the building. This will enable You Matter to source appropriately sized furniture. Encourage your client to provide information about their (and children's and dependents') interests, hobbies, favourite colours, and décor preferences. When we select items, we endeavour to include these preferences as the Haven reflects the person and their ideal home.
- Once the **Referral and Item Request Form** is returned, You Matter will contact the case worker to arrange a mutually agreed date for the set-up, taking into consideration the removalist's availability, the client's availability and dates of the lease.

Step 3 - Responsibilities

The **referring practitioner** is required to:

1. Explain to your client that, whilst You Matter endeavour to source all items on the request list, sometimes that is not possible. You Matter will discuss any significant items that are not able to be sourced with you.
2. Ensure that the leasing process has been secured, signed and paid for before agreeing to a set-up date.
3. Ensure that the utilities have been connected to the property and are ready to use prior to the set-up.
4. Ensure that the property is clean and personal belongings are tidied away so that volunteers and the removalists can safely complete the set-up. If this is not possible, please contact You Matter.
5. Finalise payment of the removalists. Whilst You Matter book the removalist, it is the responsibility of the referring agency to pay the cost of the removalist. An invoice will be sent directly from the removalist company to the referring agency.
6. Discuss the arrangements for the key handover and key return with your client.
7. Book the lift if required (this is essential for moving in to some apartment complexes).
8. Ensure that you are available by phone in the event we need to contact you on the day of set-up.
9. Notify You Matter if any safety concerns arise at any time throughout the process. This includes discussing with You Matter if any other person, other than the client or case worker is expected to arrive at the property at any time throughout the Haven set-up.

You Matter will:

1. Book the removalist and provide the referring practitioner's details to send the invoice to.
2. Organise the volunteers who will complete the Haven set-up.
3. Select the furniture and items as outlined on the completed **Referral and Item Request Form**.
4. Confirm the date and meeting time for the client to hand over the key at the property.
5. Send the invoice for any whitegoods requested to the referring agency.

Step 4 - Day of set-up

- We encourage the referring practitioner to attend the beginning and the end of the Haven set-up with their client, particularly when the client requires additional support.
- The referring practitioner must be available by phone on the set-up day in case there are any issues relating to the client or the property.
- For safety reasons, You Matter asks that any person, other than people previously agreed to by You Matter (client and case worker) do not arrive at the property unexpectedly at any time throughout the Haven set-up.
- The client and/or the referring practitioner meets the Haven Coordinator (volunteer) at the property to provide the key and show them through the property.
- The client and/or the referring practitioner leaves - they will be notified approximately 30 minutes prior to the completion of the set-up to return to collect the key. The set-up process usually takes between 3 to 5 hours depending on the size of the property.
- The removalist arrives and unloads the items and leaves the property.
- The volunteer Haven Assistants arrive and set-up the Haven.
- At the completion of the set-up, the Haven Assistants leave the property.
- The Haven Coordinator contacts the client and/or referring practitioner to advise when to return to the property for return of keys and to show them through the completed Haven.

Step 5 - After the set-up

You Matter will provide an online link for the client and case worker to provide **feedback**.
This feedback informs our continued service improvement, assists with applications for ongoing funding and support, and provides feedback to our volunteers involved in the Haven set-up.

Privacy

You Matter considers the safety and privacy of women of utmost importance. We do this by:

- Only requesting the first name of the woman on any documentation. No names are required for children or dependents.
- All hard copies of documentation are safely destroyed after use, and computer files are stored securely with tight access protocols.
- The woman only meets the Haven Coordinator on the day of set-up. The removalist and all other volunteers are not present at the property when the woman is present.
- All staff and volunteers receive training about the importance of the woman's safety and privacy, and they are required on the day of set-up to dispose of any information (eg: address) prior to completing the set-up.

Contact us

For any enquiries, or if you are unsure whether we can assist your client, please contact us via email at agencysupport@youmatter.org.au or via telephone on 0480 386 334.