You Matter
Creating Havens for a brighter future

INFORMATION AND PROCESS FOR REFERRING AGENCIES SELF-SETUP HAVEN

What we do

Our ***Self-setup Haven*** service provides clients with the opportunity to independently set up their new home with items chosen by our You Matter team based on preferences and needs outlined in the client referral and item request form. These items will be packed, labelled and delivered via a removalist to the client's property. The client will receive the goods and be able to unpack and setup their spaces to create a comfortable home. This service is available to women and families across metropolitan Melbourne and beyond.

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 dependents, who have experienced family violence or housing insecurity. We do not accept self-referrals.

Referral criteria

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 community support agency (ie housing and women's services) who are providing support to clients throughout the process.
- We accept referrals for individual women and families:
    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 or is already living in their accommodation.
- The woman requires either a full home setup, or a partial home setup where some items are already secured. This includes women moving into shared rental where they may only need a bedroom and essential kitchen, laundry and bathroom packs. They will undertake the setup of the items themselves.
- Service area: Metropolitan Melbourne, Greater Melbourne and surrounding regional communities.

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 support the self-setup of 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 setup 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.
- Packing items
    - You Matter will purchase packing materials (boxes, bags, packing paper) and will provide an invoice to the referring agency for the cost of these items to the amount of between $50 to $100 depending on the quantity of goods required.

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:

- What suburb are they moving to?
- Does your client have any dependents? If yes, number of dependents
- Does your client need a full or partial home setup? If they already have some items, what are they?
- 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 and packing materials?
- 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 **Self-setup Haven Client Information Sheet** to the client and ensure they understand and agree to the process.
- 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 and dimensions of room sizes, whitegoods, and access to the building. This will enable You Matter to source appropriately sized furniture. Please encourage your client to provide information about their (and their children's) 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 confirm items requested and send through a booking request to the removalists who will then contact the case manager to arrange a mutually agreed date for the moving of the goods from the You Matter warehouse to the property.

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 goods delivery date.
3. Ensure that the property has sufficient space for the removalists to safely offload the items.
4. Finalise payment of the removalist. 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.
5. Liaise with the removalist company to book an appropriate date for goods delivery.
6. Book the lift if required (this is essential for moving in to some apartment complexes).
7. Ensure that you are available by phone in the event we need to contact you on the day of goods delivery.

You Matter will:

1. Book the removalist and provide the referring practitioner's details to contact to arrange a date/time for the goods delivery and where to send the invoice to.
2. Organise the volunteers who will complete the Haven staging and packing.
3. Select the furniture and items as outlined on the completed **Referral and Item Request Form** and safely pack items, label and include styling guidance.
4. Send the invoice for any whitegoods requested and packing materials to the referring agency.

Step 4 – Haven goods delivery

- We encourage the referring practitioner to attend the site for goods delivery with the client, particularly when the client requires additional support.
- The referring practitioner must be available by phone on the goods delivery day in case there are any issues relating to the delivery of items.
- The removalist arrives and unloads the items, assembles any beds, installs any large whitegoods and leave the property.

Step 5 - After the setup

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.

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.

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.