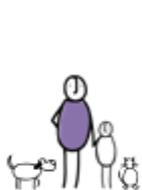


Staying here.

Welcome, we are here to support you.

Your wellbeing matters.



Where and how we work.

DVSM provides services in Inner Sydney, Western Sydney and in Wilcannia in rural NSW.

Our approach is person centred, using a case management process to identify, understand and respond to your individual needs.

In partnership with you, we'll work to effectively meet your needs whilst enabling you to seek any supports you may need into the future.

This involves us working with the broader service system and connecting you to the most appropriate supports for you to achieve your short, medium and long-term goals.

We welcome all people.

We respect and work with people according to their lived and expressed gender and identity.

Domestic Violence NSW Service Management is a registered charity (ABN 26 165 400 635)

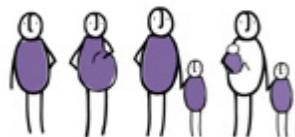


Ask for language assistance



Your first night.

- Staff will welcome you into the accommodation and show you around and introduce you to other residents.
- You will be given a swipe card, which will be your key to the refuge and will open all external gates, refuge doors and your own bedroom.
- Within your bedroom you will find linen, blankets, towels and a welcome pack containing toiletry items.
- Should you need anything else please don't hesitate to let us know.



We are here to support you.

Staying with us.

Our aim is to create a space where people feel safe. This takes all of us to work together.



Personal safety

- Please turn off location settings on your phone.
- Keep your location a secret, please don't share the address with anyone.
- Please keep gates closed.
- Call 000 in an emergency or if you feel unsafe.
- If you do call 000 please then call a staff member using the grey 'on call' button on the refuge phone, if it is safe to do so.

Living with others

- Violence in any form is unacceptable.
- Be mindful of children.
- Please be respectful of other residents.
- For the comfort of everyone please refrain from being intoxicated on the premises.

House facilities and responsibilities.

We will work with you to find a safe and secure place to stay for the future. In the short time while you stay with us...

You will have:

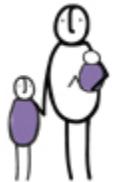
- Your own bedroom to share with your family.
- A safe to put your money and valuables in.
- A place to have your mail sent to – ask a staff member for the PO Box address.
- Access to a shared kitchen – cooking and fridge. You will have a cupboard you can lock for your food.
- Access to a washing machine. Clothes drier is \$1 coin per cycle.
- Access to Wi-Fi internet.
- Access to shared computers.
- Shared pay phone with free calls to Centrelink and the Department of Housing.
- Access to a staff member in the evenings and on weekends if you need urgent assistance. To reach the 'on call' staff call 9621 0800 or press the grey 'on call' button on the payphone.
- Access to common area/playroom.
- Access to a variety of items such as clothing, nappies and toys.

We will ask you to please:

- Supervise your children.
- Join us in the house catch ups to provide feedback about what each site might need or how we can support you better.
- Leave shared spaces clean after using them.
- Smoke outside.
- Let a staff member know if you are staying away from the refuge overnight.
- Feel free to use feedback boxes located on each site.

Fees and charges.

- The fee for your accommodation at ROAR is up to 25% of your income. The maximum rate charged is \$150 per week.
- We charge \$15 per week for utilities (electricity, gas, internet and water).
- This is up to a total of \$165 per week.
- You may be eligible to receive government assistance to pay these fees such as rent assistance.
- Talk to us if you are experiencing financial hardship and are unable to pay this fee. Inability to pay this fee will not prevent you from using our service.



In an emergency.



- In the event of an emergency call 000.
- After calling 000, please call 'on call' support, if safe to do so.

The following information is important to be aware of in the event of an emergency:

Evacuation plan: Each house has an evacuation plan located on the back of each bedroom door.

Evacuation meeting point: Each house has an evacuation meeting point. In the event of an emergency, we ask you to quickly and calmly assemble at the meeting point with your children and your pets. DVSM staff will show you the meeting point when you move in.

Fire extinguisher/blanket: There are fire extinguishers and fire blankets in every house, please make sure you know where they are kept.

Fire drill: We have a monthly fire drill to ensure that all residents are familiar with the alarm and are able to assemble at the evacuation meeting point.

We welcome your feedback.



We want to hear from you and we always appreciate feedback.

We try our best to get things right for you. If we do please tell us and if we don't please tell us so we can address it and do things better in future.

You can give us feedback at anytime when you are using our service or when you leave.

You can do this by:

Talking to any of our team members

Calling the Service Manager:

0435 997 476

Sending an email to us:
yourvoice@dvnsdsm.org.au

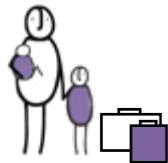
**Completing the contact form
on our website:**
www.dvnsdsm.org.au

Writing to us:
PO Box R898
Royal Exchange NSW 1225

Moving on.

When you move out of the accommodation please remember to:

- Re-direct your mail to your new address, if you have been receiving mail at the DVSM PO Box.
- Empty your safe.
- Empty your food cupboard.
- Take your linen for use in your new home.
- Leave your room clean for another family.
- Consider completing our survey or provide feedback to staff or through feedback box.



Useful contact details.

Contact us



Email: roar@dvnsdsm.org.au



Phone: 02 9621 0800



Website: www.dvnsdsm.org.au



Follow us on Facebook: [dvnsdsm](https://www.facebook.com/dvnsdsm)

See our website for details of other service numbers that may be able to assist.



Contact Us

E: roar@dvnswsm.org.au

T: 02 9621 0888

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sightlines

clear pathways to outcomes

