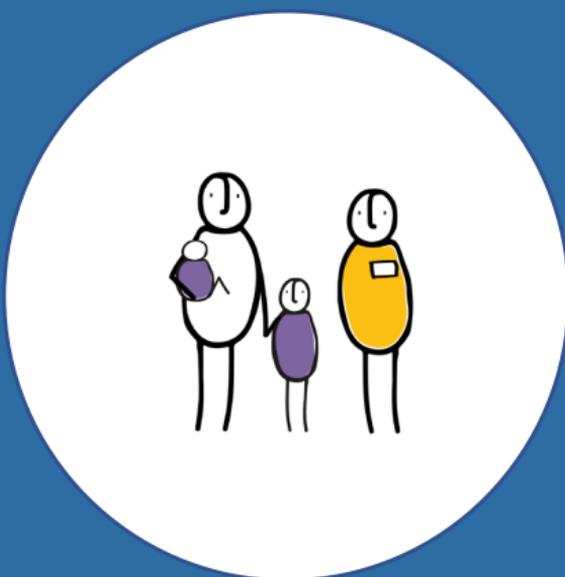


# Domestic Violence After Hours Service

Parramatta  
Blacktown  
The Hills  
Holroyd  
Auburn



Being safe is no  
simple or single  
decision or task.  
We are here to  
support you.

Open during and beyond COVID-19

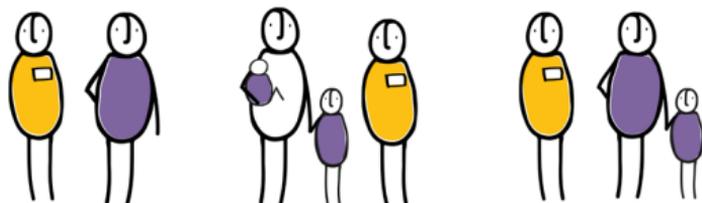
## About DVAHS

### [The Domestic Violence After Hours Service \(DVAHS\) operates outside of business hours](#)

for people needing immediate assistance as a result of domestic and family violence in Western Sydney (after-hours Monday to Friday and 24 hours a day on the weekend).

Specifically, Domestic Violence Service Management's DVAHS is funded to support women who live in the following Local Government Areas (LGAs) listed below. For a complete list of suburbs we cover, see the [DVAHS page](#) on our website.

- Parramatta
- Blacktown
- The Hills
- Holroyd
- Auburn



## Who can access DVAHS?

DVAHS is funded to prioritise work with:

- **Women, with or without children,** who are escaping domestic and family violence and who have been placed in temporary accommodation; and
- **Women with accompanying children** who are in need of temporary accommodation as a result of domestic and family violence.

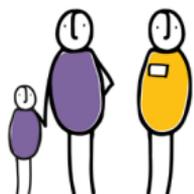
# How can DVAHS help?

DVAHS provides personalised short-term case management outside of business hours for women who are homeless or at risk of homelessness because of domestic and family violence.

Examples of support we provide include:

- **Access to information about what services are available;**
- **Facilitating access to essentials such as food, clothing or personal items or other pressing needs such as medication;**
- **Help with the establishment of, and relocation to, a new home;**
- **Support to access temporary accommodation following immediate crisis;**
- **Assistance to access financial benefits including crisis payments; and**
- **Immediate access to emotional support.**

**We also assist by making referrals to longer-term or specialised services based on a person's needs.**



DVAHS understands that being safe is no simple or single decision or task. Our approach is person-centred, meaning we work in partnership with you to facilitate connections to the supports you need.

We are respectful of, and responsive to, the preferences, needs, and values of the people we work with.



## Contact DVAHS

You can contact Domestic Violence After Hours Service (DVAHS) directly, without a referral:

**Tel 0435 492 813**

(Mon-Fri between 3pm and 8.30am,  
or 24 hours a day Sat and Sun)

or use the [Contact Us page](#)  
on [www.dvnswsm.org.au](http://www.dvnswsm.org.au)

DVAHS accepts formal referrals from other organisations after 3pm on weekdays or anytime on weekends.

## **Is DVAHS still operating during the COVID-19 (coronavirus) pandemic?**

Yes. All DVSM services are open and still available to provide case management support. In the interim, our Case Management support will be by phone, email and web technology only until further notice.

## **What if I can't get through on the DVAHS phone number?**

If our staff are busy, please leave your name and contact number on the voicemail. If we receive a message from you, we will return your call without announcing where we are calling from should anyone else answer your phone. If there are better times to call you back, please let us know.

## **What will happen when I call DVAHS?**

When you call, our staff will ask several questions to check we are able to assist you and to obtain information we are required by our funders to record, for example, your name, address, country of birth, preferred language, Aboriginal identification, and details of children. We will then work with you to identify the issues you are facing and your immediate and short-term goals.

## **Do you work with people who are in Australia on visas?**

Yes, we work with all people on all visa conditions, including temporary protection visas.

## **Do you provide accommodation?**

DVAHS is not a direct accommodation provider. However, as part of our core response we always assist people to find suitable accommodation. During the COVID-19 pandemic DVAHS is working to support people into accommodation with no or minimal shared living arrangements.

## About DVSM

Domestic Violence Service Management (DVSM) is a registered charity which provides support for people escaping or experiencing domestic and family violence (DFV) and homelessness and works to prevent DFV.

DVSM provides support services in an urban context (Inner Sydney), in a suburban context (Western Sydney) and in remote rural NSW (Wilcannia) and also supports organisations and communities across Australia to improve social, system and service responses to DFV.

Our Vision is a world where women, families and communities live free from violence, have equal rights, opportunities and the freedom to reach their potential.

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

DVAHS is funded by the Department of Communities and Justice, NSW

© Domestic Violence Service Management ABN: 26-165-400-635



Read more about DVSM on our website. Find out what you can expect by reading the DVAHS in the [Welcome Book](#)

[www.dvnsdsm.org.au](http://www.dvnsdsm.org.au)