

# Wilcannia Safe House (WSH)

Supporting women and their accompanying children who are experiencing domestic and family violence and/or homelessness.

Rural NSW



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

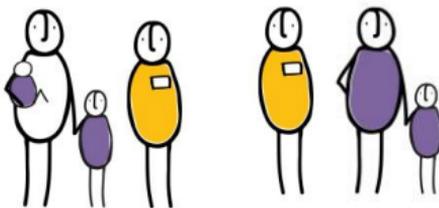
Open during and beyond COVID-19

## About Wilcannia Safe House

**Wilcannia Safe House (WSH)** provides overnight, short and medium term accommodation for women with or without children who are escaping or experiencing Domestic and Family Violence.

The service also provides outreach support for people in the community who are escaping or experiencing Domestic and Family Violence, are homeless, or at risk of homelessness.

The Wilcannia Safe House predominantly supports Aboriginal and Torres Strait Islander people.



### Who can access WSH?

The service prioritises work with;

- Young People between 16 and 25
- Women over 25
- Families with children including those escaping Domestic and Family Violence.
- The WSH also serves as a community hub, offering a safe and supportive location where women and children can meet; a space where local and visiting services can hold information sessions, events and one-on-one meetings.

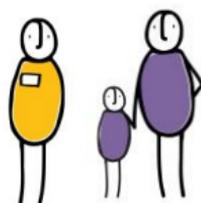
# How can WSH help?

We work to support people within the Wilcannia community to achieve positive sustainable change in their lives as determined by them. We do this primarily through holistic case management practice where we work with individuals to identify what it means for them to have wellbeing and assist them to establish goals and strategies to achieve this, whilst supporting them to overcome the barriers or life challenges that may be impeding them.

We also offer a drop in service at our community hub for women who may be just wanting to find out information or to use the resources within the centre such as computers or access a private room to contact Housing or Centrelink for example.

Every individual's support needs are different. Below are just a few of the ways that the WSH team have provided support to people:

- Relocated women to a place where they felt safer
- Support to access long term accommodation
- Supported individuals to access legal advice
- Provided a place to get away from family situation
- Purchase of items to establish a home
- Motor vehicle repairs to reduce social isolation.



WSH 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 WSH

You can contact Wilcannia Safe House (WSH) directly, without a referral:

**Tel** [08 8091 5739](tel:0880915739)

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

## **Is WSH 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 WSH 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 WSH?**

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 provide accommodation?**

WSH provides refuge accommodation, and as part of our core response we always assist people to find suitable accommodation. During the COVID-19 pandemic WSH 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.

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

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

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