

Refuge Outreach Action Response

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

BLACKTOWN & HILLS DISTRICT



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

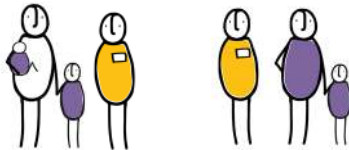
Open during and beyond COVID-19

About ROAR

Refuge Outreach Action Response (ROAR) operates in Sydney's **Hills district and Blacktown** local government areas.

ROAR provides refuge accommodation, and as part of our core response we always assist people to find suitable accommodation. During the COVID-19 pandemic ROAR is working to support people into accommodation with no or minimal shared living arrangements.

Additionally, ROAR provides **outreach support** in the community to people who are escaping or experiencing Domestic and Family Violence and those who are experiencing homelessness or at risk of becoming homeless.



Who can access ROAR?

The service prioritises work with;

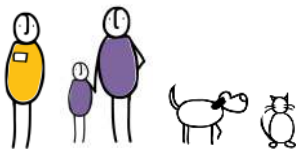
- Women with children with lived experience of Domestic and Family Violence
- Women with children who are leaving institutions
- Aboriginal and Torres Strait Islander families experiencing Domestic and Family Violence and homelessness.
- Fathers with children in their care experiencing homelessness or at risk of becoming homeless
- Other family groups

How can ROAR help?

ROAR provides personalised case management support for women (and their accompanying children) who are experiencing domestic and family violence or homelessness, or at risk of homelessness.

Examples of support we provide include:

- Support to access therapeutic interventions for women and children
- Assistance to navigate the housing options available and support to find longer-term accommodation
- Access to brokerage which will support long term employment and accommodation
- Support to access legal advice and referrals to other services as identified through the support planning process
- Support at the hospital during birth when no other support network available due to Domestic and Family Violence
- Support to escape violence and reunite with significant others, this may include moving interstate to reconnect with family and/or land.



We understand that pets form part of the family and can accommodate cats, dogs and other small animals on site.

ROAR 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 ROAR

You can contact Refuge Outreach Action Response (ROAR) directly, without a referral:

Tel 9621 0800

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

ROAR accepts formal referrals from other organisations

(Mon-Fri between 8:30am and 5pm)

Is ROAR 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 ROAR 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 ROAR?

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?

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

ROAR 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 ROAR [Welcome Book](#)

www.dvnswsm.org.au