



## **Information and Process for Referring Organisations**

### **What do You Matter Do?**

You Matter works directly with family violence case workers/organisations who are supporting (clients) women or those who identify as a woman who have left their home due to family violence.

Once the case worker/ client has secured long term accommodation, You Matter can assist by providing the contents for a fully equipped, functional and comfortable home to re-establish stability, independence and connect to their community. We call these homes “Havens” as they mark a fresh start towards a brighter future.

### **Assessment criteria**

#### **Region Focus: Northern & Eastern Melbourne**

- 1) Our service can only be accessed through a family violence agency referral. We cannot accept referrals directly from victim/survivors of family violence.
- 2) Targeted specifically for women and their children, You Matter is an inclusive organisation and will provide support to any individual who identifies as a woman.
- 3) The clients need for the service stems from having experienced family violence (current)
- 4) The Client is moving into long-term accommodation.
- 5) Service area: the clients long term accommodation is situated within a 45-minute radius of the YM warehouse (Abbotsford, 3067)
- 6) Require a full service set up (rather than delivery of a few items of furniture) – full set up being (in addition to any furniture/goods the client already has) YM provides selection of all other furniture and goods, including kitchen/pantry, bathroom, laundry goods, decorator items and setting up of all goods.

## What Items Does You Matter Supply

You Matter supply either new or good quality second-hand items such as:- beds and mattresses, bedding and towels, bedside tables, chest of drawers, sofas, arm chairs, coffee tables, side tables, bookshelves, TV unit, TV, dining tables, chairs, decor items (lamps, cushions, throws, pictures, vases, children's toys and books), baby items, kitchen & pantry items (cutlery, cooking utensils, pots/pans, storage containers, fresh and frozen meals), Bathroom toiletries, Laundry and cleaning products.

Items at cost include Fridge, washing machine, dryer as these items are purchased new by You Matter, (please see below).

We will endeavour to accommodate all requests however some items may not be available. The case worker will be notified about any significant items that we cannot supply.

## Cost

You Matter will provide the entire Haven set up at no cost except for

- whitegoods: the referring organisation will be invoiced by You Matter for the cost of these items, as they are purchased new by You Matter. (Fridge \$700, Washing Machine \$600, Dryer \$400). You Matter does not provide second-hand white goods, as they have proven unreliable, even when tested and tagged.
- removalists: the removalist will invoice the referring organisation directly. You Matter will arrange with the removalist to transport requested furniture items from our warehouse to the client's new home.

## How do I make a referral to You Matter

### Step 1.

If you have spoken to your client and they require our assistance and meet the above criteria, email [agencysupport@youmatter.org.au](mailto:agencysupport@youmatter.org.au) with information to the points below.

1. Number of dependents
2. Suburb they are moving to.
3. The date they are moving.
4. Are there any issues that may delay the move date (e.g., bond, upfront rental payments, signing of rental contracts)?

5. Does your client have any belongings already? If yes, please provide details.
6. Do you have a preferred removalist? If yes, please provide details. If No, You Matter's will use one of our preferred removalists (e.g., Encore Removals)
7. Has your organisation confirmed funding for payment of the removalists?

Once we have received your email, we will complete an assessment and check our availability.

## **Step 2.**

We will email you and ask you to:

1. Provide the client information brochure to the client and ensure they understand and agree to the process of the Haven set up. Aside from the key handover and key return, it is important for your client to understand that they cannot be present at the property when we are setting up their haven (please see Step 4- The day of the set up).
2. Complete the Referral and Item Request form and return it as soon as possible. The referral form needs to include specific attention to the floor plan of the accommodation (photos if possible) including room sizes, size and space for whitegoods, access to the building. This will enable You Matter to source appropriately sized furniture. Encourage your client to provide information about their (or their children's) interests, hobbies, favourite colours, and decor preferences. When we select items, we endeavour to include these preferences so that the haven reflects the person and their ideal home.
3. Once the Referral and Item Request Form is returned, You Matter will contact the caseworker to arrange a mutually agreed date for the set up taking into consideration the removalist availability, the client's availability and dates corresponding with the lease and availability of volunteers.

## **Step 3. The Caseworker needs to:-**

1. Explain to the 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 cannot be sourced with the case worker.

2. Ensure that the leasing process has been secured, signed, and paid for before agreeing to a set-up date.
3. Ensure that the utilities have been connected and ready to use prior to the set up.
4. Ensure that the property is clean and personal belongings are tidied away so that our volunteers and the removalists can safely complete the set up. If this is not possible, please provide further information.
5. Finalise payment of the removalists. Whilst You Matter book the removalists, it is the responsibility of the referring organisation to pay the cost of the removalists. An invoice will be sent directly from the removalists to the referring organisation.
6. Discuss the arrangements for the key handover and key return with your client (see step 4. The day of set-up)
7. Book the lift if required (this is essential for some apartments)
8. Ensure that you are available by phone in case we need to contact you on the day.
9. Agree to notify You Matter if any safety concerns arise at any time throughout the process.

#### **You Matter will:-**

1. Book the removalists and provide the caseworkers details to send the invoice.
2. Organise the volunteers who will complete the haven set-up.
3. Select the furniture and items as outlined on the Referral and Item request Form.
4. Confirm the date, meeting time for the client to handover the key at the property.

#### **Step 4. The day of the Set Up**

1. The caseworker needs to be available by phone in case there are any issues relating to the set-up.
2. The Client meets the Haven Coordinator at the property to provide the key and show the property.
3. The client leaves. They will be notified approx. ½ hour before the completion of the set up to return to collect the key. The set-up process will usually take between 3 – 5 hours depending on the size of the property.
4. The removalist arrives and unpack the items and leaves.

5. The volunteer assistants arrive and set up the “haven”.
6. At the completion of the set-up, the haven assistant volunteers leave.
7. The Haven Coordinator phones the client to return to the property. They meet the client, return the key, and show the completed Haven set-up.

### **Step 5. After the set-up**

You Matter will send a Feedback Form to the caseworker and client to complete and return. We need this feedback for our continued service improvement, to assist with grant applications for continued funding of our critical service and to provide feedback to the volunteers who were involved in the Haven set-up.

### **Privacy**

You Matter consider the clients safety and privacy with utmost importance.

How do we do this:-

We only request the first name of the client on any documentation. No names are required for children.

All hard copies of documentation are destroyed, or computer copies are filed securely.

The client only meets the Haven coordinator. They do not meet the removalist, or other volunteers involved in the set up.

All staff and volunteers have been trained about the importance of the client’s safety and privacy and they are reminded on the day of set up about our privacy policies. This includes not disclosing any personal details (e.g., Address) of the client to any person.

*We look forward to supporting your client into a safe and comfortable haven.*