

# Your rights

When you complete the You Matter referral form, you are providing us with your personal information. We only collect personal information about you (& your children) which we need to effectively set up a *haven* for you; we do not share this information with anyone else unless the law says we must; & we store your personal information securely.

You can ask at any time to see the personal information You Matter has about you & you have the right to ensure it is correct.

You Matter will ask you for consent to a number of things when you complete the You Matter referral form - you can change your mind about your consent at any time.



## You Matter will:

- Always respect you, your children & your home
- Set your *haven* up to the best of our ability for you to move in & feel comfortable
- Contact your case worker if we have any safety concerns about you or your home

## You Matter does not:

- Provide on-going support services
- Return to your home after the *haven* set up
- Contact you without your consent
- Ever identify you as having used our services unless we have your consent

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## Find out more about us:

- ✉ [agencysupport@youmatter.org.au](mailto:agencysupport@youmatter.org.au)
- 🌐 [www.youmatter.org.au](http://www.youmatter.org.au)



**How we can assist you...**  
Information for individuals being referred to You Matter

# You matter

Creating homes with hope for a brighter future.



## About us

Founded in 2020, You Matter supports women, & their children, who have been victims of family violence through the provision of furniture & other household items necessary to establish a functional & comfortable home. We call these homes "havens" as they mark a fresh start towards a brighter future.

### Referrals to You Matter

You Matter works in close collaboration with Family Violence Support agencies. These agencies refer women to You Matter. The Family Violence Support agency provides ongoing support to the women referred to You Matter - You Matter is only involved for a short period of time to help establish a *haven* for a woman & her children.

## How it works

You and your case worker complete a referral form & tell us what you already have & what you need for your new home

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You Matter confirms with your case worker if we can assist

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You, your case worker & You Matter confirm your moving date & make arrangements to meet you at your new home on the agreed day

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We meet you on the day of move in, you show us your home & then you leave for between 3-5 hours while we set up your home for you

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When you return, your new home is ready for you to settle in



### Who will be in my home?

*Havens* are set up by teams of volunteers. The volunteers sign confidentiality agreements not to share with anyone any information about their work with You Matter.

### Who will I meet on the day?

On the day we set up your home, you will only meet one volunteer - our '*Haven Coordinator*' will meet you at an agreed time to get the key to your home, & then they will welcome you back to your new home when the team has finished setting everything up for you.

### What sorts of things can You Matter provide?

You Matter can provide you with everything you need for a functional & comfortable home - lounge, dining & bedroom furniture, white goods, linen, kitchen & cooking utensils, as well as bathroom & laundry supplies.

If you already have some of your own things, you let us know & we can include these in the set up.