

Fact sheet

February 2012

Domestic and Family Violence

Housing NSW can help you if you are experiencing domestic or family violence by providing access to safe and affordable housing and timely housing assistance.

What is domestic and family violence?

Domestic and family violence takes many forms. It includes violent, abusive or intimidating behaviour carried out by a partner, carer or family member to control, dominate, humiliate or instil fear. It can also take the form of social or economic abuse, harassment or stalking.

Domestic and family violence occurs across all groups and cultures. Patterns of violent behaviour can be inter-generational.

Domestic and family violence is a key cause of homelessness for women and their children.

What housing assistance is available?

Emergency accommodation

Your local Housing NSW office can provide information about emergency temporary accommodation, or crisis accommodation including women's refuges. You can also phone the Housing Contact Centre on 1300 HOUSING (1300 468 746) for assistance.

If you have nowhere to stay tonight, phone the Housing NSW Temporary Accommodation Service on freecall 1800 152 152.

Help with renting privately

Start Safely is a private rental subsidy that provides financial help for a limited time to eligible women and their children who have experienced domestic violence.

You may apply for private rental assistance by filling out the Application for Housing Assistance Form which can be downloaded at www.housingpathways.nsw.gov.au. This assistance can include:

- Start Safely rental subsidy
- help with finding a private rental property
- a tenancy guarantee from Housing NSW that can support your application for a private rental property.

Priority access to social housing

If you are experiencing domestic violence, you may be eligible for priority housing assistance. This means that you could be offered social housing ahead of other people.

Priority housing assistance is for eligible clients with an urgent need for medium-to-long term social housing, where the private rental market is not suitable for their needs.

Who can apply for housing assistance?

If you are experiencing domestic violence, Housing NSW will respond sensitively to your needs and request for housing assistance. The main priority is the safety and wellbeing of you and your children. All applications are confidential.

To receive housing assistance, you will need to meet eligibility requirements. You will be asked for evidence to support your application such as your household income and proof of permanent residency or citizenship. To find out if you are eligible, you will need to complete an



Application for Housing Assistance form available at:

- any Housing NSW office
- a community housing provider participating in Housing Pathways
- the Housing Pathways website www.housingpathways.nsw.gov.au.

People already living in public housing

If you currently live in public housing and experience domestic violence, you can contact Housing NSW to apply for a transfer to another property, temporary accommodation or for assistance in taking over the tenancy if your name is not already on the lease.

Housing NSW is a partner in *Staying Home, Leaving Violence* which enables women to stay in their own home without the violent partner, providing stability for the family. The program offers a range of services including improving security in your home, providing support for children, helping women through the complicated legal process, as well as making referrals to other services such as counseling.

If you need to leave your public housing property, you need to advise Housing NSW as soon as possible.

Useful contacts and support services

Domestic Violence Line (Department of Family and Community Services, Community Services) 1800 656 463 (TTY 1800 671 442) 24 hours 7 days www.community.nsw.gov.au

Domestic and Family Violence

Family and Community Services

Domestic Violence website <http://www.domesticviolence.nsw.gov.au/>

Victims Support Line (Justice and Attorney General Victims Services)

(02) 8688 5400 (Sydney) 1800 633 063 (free call) TTY (02) 8688 5575, 24 hours

Aboriginal Contact Line

1800 019 123 (Free call)
www.lawlink.nsw.gov.au

Are all your questions answered?

If all your questions have not been answered in this fact sheet:

- contact a local Housing NSW office
- call 1300 HOUSING (1300 468 746)
- download the Housing NSW Domestic and Family Violence Policy Statement from the Housing NSW website www.housing.nsw.gov.au

It is illegal for an officer of Housing NSW to ask for money or favours or other benefits of any kind in exchange for helping you with your housing needs.

It is also illegal for you or anyone else to offer money or favours or other benefits of any kind to an officer of Housing NSW in exchange for helping you. If you have any information regarding this, please contact Business Assurance on 1300 HOUSING (1300 468 746). Housing NSW may refuse the provision of further housing services to anyone who has engaged or sought to engage in corrupt or illegal conduct.

Translation service

Arabic	خدمة الترجمة الخطية والشفهية المجانية اتصل على الرقم 131 450
Chinese	免費的翻譯傳譯服務 致電 131 450
Russian	Служба бесплатного письменного и устного перевода Позвоните по номеру 131 450
Spanish	Servicio Gratuito de Traducción e Interpretación Llame al 131 450
Vietnamese	Dịch vụ Phiên dịch và Thông dịch Miễn phí Điện thoại 131 450