

## Staying safe



Everyone has the right to be safe in their home.



Call 000 if you are unsafe and it is an emergency.

If you need help you can call the Family Violence Response and Referral Line on 1800 633 937. They are open 24 hours, 7 days a week.

## What is family violence?

Family violence is a form of abuse.



It can include physical abuse, assault, sexual abuse, threatening behaviours, bullying or verbal abuse.



The abuse can be emotional.  
It can also be about money, religion or culture.



These things are wrong.



Family violence is not acceptable in our community.  
It is against the law.



Breaking a Family Violence Order (FVO) is against the law.



The victim is not to blame.

## Getting help



If you are experiencing or at risk of family violence you should contact the Family Violence Response and Referral Line on 1800 633 937.

They are open 24 hours, 7 days a week.



And you can visit the website at [www.safeathome.tas.gov.au](http://www.safeathome.tas.gov.au)

## If you are homeless because of family violence



There are emergency housing services for people who are homeless because of family violence.



For more information you can call Housing Connect on 1800 800 588.

# Finding somewhere to live



If you need safe and affordable home, you should contact Housing Connect.



Housing Connect is the way to get housing and support in Tasmania.



Housing Connect can work out what kind of housing you need and can link you to other support services.

Housing Connect is for people who:



- have never lived in social housing



- and who live in social housing.



The people at Housing Connect know that escaping family violence is not easy.

Housing Connect will:



- give you information



- help you to make decisions



- explain what they can and can't do



- understand that the victim is never to blame



- offer you an interpreter if you need one



- allow you to bring a support person if that helps you



- talk to you in a private room



- allow you to talk to a man or a woman, depending on who you want to talk to.

## How long will you wait for social housing?



People assessed with the greatest need receive housing offers first.

They are called Highest Priority applicants.



We aim to make sure that people in the Highest Priority can move into a home as quickly as possible.



You will need some evidence – such as documents, or a letter from a doctor or lawyer – to confirm your need for housing.

## Your information



Housing Connect, and your tenancy manager, will need to know some things about you such as:



- whether you or your children are in immediate danger



- where you need to live



- what support you already have



- if you have a current Family Violence Order (FVO).



We will always believe what you are telling us. However, we may need to see some documents, such as an FVO or documents from a lawyer or doctor.



These documents help assess your need for housing.



You can still talk to us if you don't have these documents.



Your information will be kept confidential.



However, under the law, we must report any situation where a child may suffer abuse.



# What if you are unsafe in social housing?



It's important that you and your family are safe.



We need to know that you haven't abandoned your home.



If you already live in social housing but you need to leave because of family violence, please tell your social housing provider.



There are several organisations that manage social housing in Tasmania.



Their role is similar to a real estate agent or landlord in the private rental market.

Social housing providers in Tasmania include:

# Homes Tasmania

Building homes,  
creating communities.

- Homes Tasmania



- Loreto Community Housing



- Community Housing Limited



- Housing Choices Tasmania



- Mission Australia Housing

*Wintringham*

- Wintringham



- Salvation Army Housing



Your social housing provider can also help you find other support services.

## What if you move back with your partner?



We understand that sometimes people get back together with their partner.



We will never judge you or question your decisions. Only you know what is right for you.



We just want you and your family to be safe and have the right support in place.



If you do move back in with your partner, please let us know.

## Can you ask for more security?



Sometimes, we upgrade the security at certain homes to protect victims of family violence.



This may make it safe for you to return to your home.



Please talk to us about this.



We will consider this on a case-by-case basis.

We will also seek advice about this from the police.



If it is not safe for you to return to your home, we may talk to you about a moving to another home.

## Rebecca's story



Rebecca and her kids fled their home in the middle of the night.

They only had the clothes they were wearing.

She didn't know where to go. They spent the first night in the car.



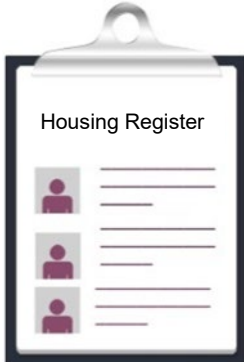
Rebecca had the Homes Tasmania phone number in her wallet. She phoned them and they put her in touch with Housing Connect.



Housing Connect found Rebecca and her family urgent accommodation. She was able to stay there while she waited to move into a home of her own.



While she was there, she contacted Safe at Home who helped her to get counselling and support including clothes for her kids.



Rebecca worked with an officer at Housing Connect. They put her on the Housing Register for a home.

**2 Bedroom  
unit**



Eventually, she moved into a 2-bedroom unit that was managed by Mission Australia Housing.



She felt safe in her unit. Her kids could start school again and Rebecca felt like she could start getting her life back on track.

## Contact us



Call Homes Tasmania on 1300 665 663.



If you are d/Deaf, hard of hearing, or have a speech/communication difficulty please contact us through the National Relay Service (NRS).

The appropriate contact method for your needs can be found on their website at [NRS call numbers and links | Access Hub](#)

When you know which call channel best suits your needs, provide NRS with the phone number you wish to call.



Email at [tenancyservices@homes.tas.gov.au](mailto:tenancyservices@homes.tas.gov.au)



Homes Tasmania  
GPO Box 65  
HOBART TAS 7001



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