

Who We Are

Refuge Outreach Action Response (ROAR)

operates in the Blacktown and Hills Local Government Area.

We deliver support in the community for individuals who are homeless, or at risk of homelessness, to secure and maintain stable housing.

Complaints and feedback

We try our best to get things right for you.

If we do please tell us. If we don't please tell us so we can do things better in future.

You can do this by:

- Talking to one of our staff members
- Calling the Service Manager on 02 9621 0800
- Sending an email to us at yourvoice@dvnsdsm.org.au

At any time, and if the complaint is not resolved you can contact the NSW Ombudsman by calling 02 9286 1000 or free toll (outside Sydney metro) on 1800 451 524.

We welcome all people. We respect and work with people according to their lived and expressed gender and identity.

Are you worried about losing your home?

Are you struggling to pay your rent?

For **men with children in their care**, we can work with you to get safe and secure housing.

We are here to support you.

We'll listen to what matters to you.

We'll show you respect.



We understand everyone's needs are different.

We use a flexible approach to support you. Some of the ways we can support you include:

- Talking on your behalf to real estates, Centrelink, Housing and other services as needed.
- Helping you make choices that make you feel safer.
- Filling out forms.
- Accessing crisis accommodation.
- Assisting you to apply for Apprehended Domestic Violence Order (ADVOs).
- Knowing about your tenancy rights.
- Getting food, clothing and medication.
- Connecting with people who understand family law.
- Working out what is important to you and how you are going to get there.
- Accessing services for your children including education, health and community groups.
- Understanding it's not your fault and you can move on from this.
- Finding people who can help, when we can't.

Free numbers you can call for support:

Call 000 if you feel unsafe or feel you are in danger

DV Line 1800 656 463

1800 RESPECT 1800 737 732

Link2Home 1800 152 152

Men's Referral Service 1300 766 491

Lifeline 13 11 14

Kids Helpline 1800 55 1800

We all have the right to live free from violence.

Please **contact us** if you'd like to talk to someone about your situation.



Phone:
02 9621 0800



Email:
roar@dvnswsm.org.au



Website:
www.dvnswsm.org.au



Ask for language assistance



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