

How to Access SHLV – Referral Process

You can access the SHLV program through a referral or by reaching out directly.

✓ Self-referral (You can contact us directly):

If you're a woman who has separated from a violent partner, you can call, email, or visit us to speak with our team. No formal referral is needed.

✓ Referrals from services:

Professionals and services can refer a client to SHLV, including:

- NSW Police (Safer Pathway)
- Health services (hospitals, GPs, mental health workers)
- Legal services or court support
- Domestic violence or homelessness services
- Community organisations or housing providers

Make a Referral

If you or someone you know needs support from the Staying Home Leaving Violence (SHLV) program, there are several easy ways to get in touch:

☎ Call us: (02) 6742 7038

🏠 Visit us: The Hub – 167–169 Conadilly Street, Gunnedah (right in the CBD)

✉ Email: admin@gunidagunyah.com.au

🌐 Online: Fill out a referral form at www.ggachub.com.au

What Happens when the SHLV Team Gets My referral?

Once the SHLV team receives your referral, here's what you can expect:

We will contact you safely: A worker from our team will reach out using the contact details provided — always in a safe and private way. We'll check when and how it's best to talk.

We'll have a confidential yarn: We'll listen to your story (only what you're comfortable sharing), talk about your current situation, and help identify any immediate safety concerns.

We do an initial assessment: This helps us understand what support you need. It could be housing, safety upgrades, emotional support, or practical help.

We work with you to make a safety plan: We create a personalised safety plan with you, so you feel more secure — whether you stay in your home or need to move.

You'll get ongoing support.

Feedback or Complaints

If you have any feedback or complaints about this service, please refer to the Gunida Gunyah Client Services Charter, which outlines the steps to raise concerns or provide feedback.

If you prefer to speak to someone outside of our service, you can contact the NSW Ombudsman for independent advice and assistance:

☎ NSW Ombudsman: 1800 451 524
🌐 Website: www.ombo.nsw.gov.au



 **GUNIDA GUNYAH**
ABORIGINAL CORPORATION



STAYING HOME LEAVING VIOLENCE (SHLV)

SERVICE INFORMATION

What is the SHLV Program?

SHLV is a specialist domestic and family violence program that helps women and children stay safely in their own home (or a home of their choice) after separating from a violent partner or family member.

The program is delivered across NSW and funded by the NSW Department of Communities and Justice (DCJ).

Gunida Gunyah Aboriginal Corporation is the official service provider for the Staying Home Leaving Violence (SHLV) program in the Gunnedah region.

Program Aims

- Help women and children live safely after separation
- Prevent homelessness by supporting women to remain in safe housing
- Reduce post-separation abuse
- Promote long-term safety, stability, and wellbeing

Who Is the SHLV Program For?

The Staying Home Leaving Violence (SHLV) program is here to support all women over the age of 18 who have experienced domestic or family violence and have separated from the person using violence.

Whether you want to stay safely in your home or find a new, secure place to live, the SHLV program can help.



Support is also available for children, who are recognised as clients in their own right.

While the program is open to all eligible women, SHLV prioritises support for those who may face additional barriers to safety, including:

- Aboriginal and Torres Strait Islander women and children
- Women with disability, or those caring for children with disability
- Women from culturally and linguistically diverse (CALD) backgrounds
- Women experiencing financial hardship or social exclusion

Wraparound, Personalised Support

The SHLV program offers wraparound, personalised support to help women and children stay safe and move forward after leaving violence.

Safety Planning

- Developing tailored safety plans for home, work, school, and public spaces
- Planning for emergencies and high-risk situations

Case Management

- One-on-one support from a dedicated SHLV worker
- Regular check-ins and goal setting
- Support through complex systems like legal, housing, or health

Risk Assessment and Crisis Response

- Identifying and responding to risks of ongoing violence or harm
- Coordinating urgent supports and services when needed

Legal and Court Support

- Help understanding Apprehended Domestic Violence Orders (ADVOs)
- Support attending court, police interviews, or legal appointments
- Referrals to free legal services

Housing Support

- Help to remain in your current home safely (e.g. security upgrades)
- Support finding safe new housing if needed
- Liaison with real estate agents, Housing NSW, or refugees

Emotional and Practical Support

- Someone to listen and walk alongside you
- Help with Centrelink, school forms, and appointments
- Support with reconnecting to community and culture

Referrals and Advocacy

- Connecting you with trusted services like:
 - Counselling or mental health support
 - Drug and alcohol services
 - Parenting programs
 - Men's behaviour change programs (for others in the family system)



Communities
& Justice

This program is supported and funded by the Department of Communities and Justice