

HELP WITH CRISIS ACCOMMODATION FOR WOMEN

If you or someone you know is homeless or at risk of becoming homeless, ring **Link2home**, a state-wide information and referral service available 24 hours a day, seven days a week, on **1800 152 152**.

If you or someone you know is experiencing domestic and family violence, ring the **Domestic Violence Line** for help, a state-wide service available 24 hours a day, seven days a week, on **1800 656 463**.

Contact details for individual refuges are listed below.

Women's Refuges – The Facts

The NSW Government has adopted a new approach for specialist homelessness services (SHS). Services have been designed to support women (with or without children) who are homeless or at risk of homelessness by achieving a better balance between prevention, early intervention and crisis support.

This fact sheet provides a summary of the status of women's refuges in NSW before and after these reforms.

Impact on women's refuges

All women's refuges owned by the NSW Government continue to operate. A network of women's only refuges has been maintained to ensure women leaving violence have access to safe accommodation. Women, including those escaping domestic and family violence, are able to access discrete specialist services and refuges run by the providers of new services.

Before the reforms, there were 63 NSW Government-owned crisis properties used as women's refuges. In the new service system, these crisis properties remain targeted at women only, with or without children. There is also one additional women's refuge in Western Sydney.

The list on the following pages identifies the status of each refuge that existed prior to the reforms and identifies which service package and provider it is now managed under.

In addition, the government-owned property portfolio has increased through the establishment of two new housing companies, with a specialised focus on housing solutions for young people and women with children experiencing domestic and family violence.

Some non-government providers also operate their own properties as refuges using support funding under their SHS service packages. These are also listed below.

Status of women's refuges

1. NSW Government-owned properties

The following table provides a summary of NSW Government-owned crisis properties used as women's refuges before the reforms and their status in the new service system.

District	Refuge	Previous Provider	New Lead Provider	Service package	Continuing as a women's refuge	Contact number
Central Coast	Maya Young Women's Refuge (formerly Maya Cottage)	Central Coast Emergency Accommodation Services	Central Coast Emergency Accommodation Services	Central Coast Homelessness Accommodation Service for Young Women	Yes	4325 3540
	Kara Women and Children's Refuge (formerly Kara Women's Refuge)	Central Coast Emergency Accommodation Services		Central Coast Accommodation and Support Service for Women with or without Accompanying Children	Yes	4325 3540
	Elandra Women and Children's Refuge	Toukley Women's Refuge				
	Neleh Women and Children's Refuge (formerly Woy Woy Women and Children Services)	Domestic Violence NSW Service Management				
Far West NSW	Wilcannia Women and Children's Safe House	Domestic Violence NSW Service Management	Domestic Violence NSW Service Management	Wilcannia and Young People, Women's and Families Homelessness and Housing Support Service	Yes	08 8091 5739 0408 233 749
Hunter New England	Carrie's Place Accommodation and Support Program	Carries Place Women's and Children's Services	Carries Place Women's and Children's Services	Lower Hunter Homelessness Support Service	Yes	4934 2585
	Jenny's Place	Jenny's Place	Jenny's Place	Newcastle Eastern Suburbs Women and Family Homelessness Support Service	Yes	4927 8529
	Clulow Court	The Salvation Army (NSW) Property Trust				
	Eastlakes Women's and Children's Refuge	Eastlakes Women's and Children's Refuge	Nova Women's Accommodation and Support	Lake Macquarie Women and Family Homelessness Support Service	Yes	4950 8325
	Westlakes Women's and Children's Refuge					

District	Refuge	Previous Provider	New Lead Provider	Service package	Continuing as a women's refuge	Contact number
	Inverell Refuge Centre	Inverell Refuge Centre	Pathfinders	Inverell and Glen Innes Homelessness Support Service	Yes	6722 5512
	Moree Women's Refuge – Ngala House	Moree Women's Refuge – Ngala House	Byamee Proclaimed Place	Moree Homelessness Support Service	Yes	6752 1550
	Nydia's Place	Muswellbrook Women's and Children's Refuge	Muswellbrook Women's and Children's Refuge	Upper Hunter Homelessness Support Service	Yes	6543 4277
	Taree Women and Children's Refuge	Manning District Emergency Accommodation Inc.	Samaritans Foundation Diocese Of Newcastle	Great Lakes Manning Homelessness Support Service	Yes	6550 1191
	TFSS Women and Children's Refuge	Tamworth Family Support Service	Tamworth Family Support Service	Tamworth Homelessness Support Service for Men, Women and Families	Yes	1800 073 388
	The Cottage	Narrabri Family Crisis Centre	Narrabri and District Community Aid Service	Narrabri Homelessness Support Service	Yes	6792 4804
	Warlga Ngurra Women and Children's Refuge	Warlga Ngurra Women and Children's Refuge	Warlga Ngurra Women and Children's Refuge	Newcastle, Lake Macquarie and Port Stephens Aboriginal Women and Family Homelessness Support Service	Yes	4950 1566
	Women's Shelter Armidale	Women's Shelter Armidale	Women's Shelter Armidale	Armidale Women's Homelessness Support Service	Yes	6772 5352
Illawarra Shoalhaven	Nowra Women and Children's Refuge	Shoalhaven Women's Resource Group	Wollongong Women's Refuge	Shoalhaven Women's Homelessness and Domestic and Family Violence Support Service	Yes	4229 8523
	Warilla Women's Refuge	Warilla Women's Refuge		Illawarra Women's Homelessness and Domestic and Family Violence Support Service	Yes	4229 8523
	Wollongong Women's Refuge	Wollongong Women's Refuge		Illawarra Women's Homelessness and Domestic and Family Violence Support Service	Yes	4229 8523

District	Refuge	Previous Provider	New Lead Provider	Service package	Continuing as a women's refuge	Contact number
Mid North Coast	Hastings Women and Children's Refuge	Port Macquarie Hastings Domestic and Family Violence Specialist Service	Port Macquarie Hastings Domestic and Family Violence Specialist Service	Port Macquarie-Hastings Homelessness Support Service for Women	Yes	6583 2155
	Kempsey Women's Refuge	Domestic Violence NSW Service Management	Samaritans Foundation Diocese Of Newcastle	Kempsey Homelessness Support Service for Women	Yes	6562 8411
	Warrina Women's Refuge	Warrina Women's And Children's Refuge Co-Operative Society	Warrina Women's And Children's Refuge Co-Operative Society	Coffs Harbour, Bellingen and Nambucca Homelessness Support Service for Women	Yes	6652 4000
Murrumbidgee	Betty's Place Women's Refuge	Albury Wodonga Community Network	Albury/Wodonga Youth Emergency Services	Southern Murrumbidgee Network Homelessness Service	Yes	6058 6200
	Kulkuna Cottage Women's Refuge	Kulkuna Cottage Women's Refuge	Linking Communities Network (formerly Kulkuna Cottage Women's Refuge)	Western Murrumbidgee Network Homelessness Service	Yes	6964 3381
	Wagga Wagga Women and Children's Service	Domestic Violence NSW Service Management	St Vincent de Paul Society NSW	Eastern Murrumbidgee Network Homelessness Service	Yes	5942 3555
	Tumut Women's Refuge	Tumut Regional Family Services				
Nepean Blue Mountains	Aboriginal Women's Refuge	Penrith Domestic Violence Services	West Connect Domestic Violence Services Inc (formerly Penrith Domestic Violence Services)	Nepean Blue Mountains Domestic and Family Violence, Homelessness Accommodation and Support Service	Yes	4732 2318
	Penrith Women's Refuge	Penrith Domestic Violence Services				
	Wimlah Women and Children's Refuge	Domestic Violence NSW Service Management				
	Lithgow Women and Children's Crisis Centre	Lithgow Community Projects	Lithgow Community Projects	Lithgow Homelessness and Housing Support Service	Yes	6351 2230

District	Refuge	Previous Provider	New Lead Provider	Service package	Continuing as a women's refuge	Contact number
Northern NSW	Bugalma Bihyn	Northern Rivers Women And Children's Services	On Track Community Programs	Northern NSW Homelessness Support Service for Aboriginal Women Experiencing Domestic and Family Violence	Yes	07 5536 9851
	Clarence River Women's Refuge and Outreach Services	Clarence River Women's Refuge And Outreach Services		Northern NSW Homelessness Support Service for Women Experiencing Domestic and Family Violence	Yes	07 5536 9851
	Tweed Shire Women's Service	Tweed Shire Women's Service				
	Lismore Women's and Children's Refuge*	Northern Rivers Women and Children's Services	Northern Rivers Women and Children's Services	Lismore Homelessness Accommodation Support Service for Women and Children Experiencing Domestic and Family Violence	Yes	02 6621 2685
Northern Sydney	Delvena Women's Refuge	Domestic Violence NSW Service Management	Mission Australia	Northern Sydney Homelessness Support Service – Lower North Shore and Northern Beaches	Yes	9949 1832
	Erin's Place	Erin's Place	CatholicCare Diocese Of Broken Bay	Northern Sydney Homelessness Support Service – Ryde and Upper North Shore	Yes	9488 2400
South Eastern Sydney	Malachite House (formerly A Woman's Place)	Mission Australia	Women's and Girl's Emergency Centre	Inner City Homelessness Prevention and Support Service for Women and Women with Children	Yes	9319 4088

* The property associated with this refuge is 70% government owned and 30% owned by Northern Rivers Women and Children's Services

District	Refuge	Previous Provider	New Lead Provider	Service package	Continuing as a women's refuge	Contact number
	B Miles Women's Foundation	B Miles Women's Foundation	B Miles Women's Foundation	Inner City Service for Women with Complex Needs	Yes	9317 0403
	Detour House	Detour House	B Miles Women's Foundation (lead agency) in partnership with Detour House			9660 4137
	Dolores Single Women's Refuge	Domestic Violence NSW Service Management	St Vincent de Paul Society NSW	Eastern Suburbs Adults and Families Homelessness Support Service	Yes	9387 5614
	Killara Women's Refuge	Killara Women's Refuge				9662 7380
South Western Sydney	Bonnie Women's Refuge	Bonnie Support Services	Bonnie Support Services	Liverpool Fairfield Multipurpose Women with Children's Accommodation, Support and Domestic and Family Violence Service	Yes	9729 0939
	Joan Harrison Support Services for Women	Joan Harrison Support Services For Women	Women's Housing Company	South Western Sydney Single Women Homelessness Accommodation and Support Service	Yes	9281 1764
	Vinchez Family Refuge (formerly Marcia Women's Refuge)	Marcia Women's Refuge	St Vincent de Paul Society NSW	Macarthur Multipurpose Women with Children's Accommodation, Support and Domestic and Family Violence Service	Yes	9820 9048
Southern NSW	Bega Women's Refuge	South East Women And Children's Services	Mission Australia	Bega Valley Homelessness Support Service	Yes	4824 4000
	Louisa Women's Refuge	Molonglo Women's and Children's Services	Molonglo Women's and Children's Services	Queanbeyan Domestic and Family Violence Homelessness Support Service	Yes	6299 4799

District	Refuge	Previous Provider	New Lead Provider	Service package	Continuing as a women's refuge	Contact number
	Moruya Women's Refuge	Moruya Women and Children's Service	South East Women And Children's Services	Eurobodalla Domestic and Family Violence Homelessness Support Service	Yes	6492 2088
Sydney	Claffy House	St Vincent de Paul Society NSW	Women's and Girls Emergency Centre	Sydney District West Family Homelessness Support Service	Yes	9319 4088
	Holly Lodge (formerly St Louise Lodge)					
	Elsie Women's Refuge	Domestic Violence NSW Service Management	St Vincent de Paul Society NSW	Inner West Family Homelessness Support Service	Yes	9690 5600
	Muslim Women's Support Service	Muslim Women Association	Muslim Women Association	Canterbury Bankstown Multicultural Family Homelessness Support Service	Yes	9786 4868
Western NSW	Bathurst Women and Children's Refuge	Domestic Violence NSW Service Management	Orange Local Aboriginal Land Council	Bathurst Homelessness and Housing Support Service for Adults and Families	Yes	1800 851 858 1800 738 303
	Bourke Women and Children's Safe House	Domestic Violence NSW Service Management	The Roman Catholic Church, Diocese Of Wilcannia-Forbes	Bourke Homelessness and Housing Support Service	Yes	6850 1788
	Brewarrina Women and Children's Safety Service	Yawarra Meamei Women's Group	Mission Australia	Brewarrina Homelessness and Housing Support Service	Yes	6884 8526
	Dubbo Emergency Accommodation	Dubbo Emergency Accommodation Project Inc.	Orana Accommodation and Support Service	Dubbo Homelessness and Housing Support Service for Adults and Families	Yes	6884 0303
	Forbes Women's Refuge	Domestic Violence NSW Service Management	The Roman Catholic Church, Diocese Of Wilcannia-Forbes	Parkes Forbes Homelessness and Housing Support Service	Yes	6850 1788
	Lightning Ridge Women's Safe House	Yawarra Meamei Women's Group	Mission Australia	Lightning Ridge Homelessness and Housing Support Service	Yes	6884 8526

District	Refuge	Previous Provider	New Lead Provider	Service package	Continuing as a women's refuge	Contact number
	Walgett Domestic Violence Service	Namoi House	Mission Australia	Walgett Homelessness and Housing Support Service	Yes	6884 8526
Western Sydney	New women's refuge – operating name to be determined	This property was managed by Adele Dundas and operated as a men's refuge	UCA – Parramatta Mission	Cumberland Homelessness Service for Single Women and Women with Children Escaping Domestic Violence	Yes	9891 2277
	Jessie Street Domestic Violence Service	Jessie Street Domestic Violence Services	West Connect Domestic Violence Services Inc. (formerly Penrith Domestic Violence Services)	Blacktown/Hills Homelessness Service for Single Women including Victims of Domestic and Family Violence	Yes	4732 2318
	Pam's Place Crisis Accommodation Resource and Referral Service	Pam's Place Crisis Accommodation Resource and Referral Service	Domestic Violence NSW Service Management	Blacktown/Hills Women with Children Escaping Domestic Violence and Other Families	Yes	9621 8253
	Essie Women's Refuge	Essie Women's Refuge				

2. Non-government owned properties

The following table provides a summary of known non-government owned crisis properties used as women's refuges before the reforms and their status in the new service system.

The status of these properties is based upon advice provided by the property owners.

District	Refuge	Previous Provider	New Lead Provider	Service package (if applicable as NGO co-contribution)	Continuing as a women's refuge	Contact Number
Far West NSW	Catherine Haven Women's Refuge	The Salvation Army (NSW) Property Trust	The Salvation Army (NSW) Property Trust	Broken Hill Adults and Families Homelessness and Housing Support Service	Yes	08 8087 1999
Hunter New England	Faith Cottage - Salvation Army Women's and Children's Refuge	The Salvation Army (NSW) Property Trust	Nil		Provider has chosen to sell its property	Contact one of the refuges in this District listed above
Murrumbidgee	Young Crisis Accommodation Centre	Young Crisis Accommodation Centre	St Vincent de Paul Society NSW (lead agency) in partnership with Young Crisis Accommodation Centre	North Eastern Murrumbidgee Network Homelessness Service	Yes	6382 4436
Northern Sydney	Bringa Women's Refuge	Manly Warringah Women's Resource Centre	Mission Australia	Northern Sydney Homelessness Support Service – Lower North Shore and Northern Beaches	Yes	9949 1832
South Eastern Sydney	Amelie House Women and Children's Refuge	St Vincent de Paul Society NSW	St Vincent de Paul Society NSW	St George Sutherland Adults and Families Homelessness Support Service	Yes	Hurstville Kogarah Rockdale 9580 2459
	Marian Villa Women's Refuge – St Vincent de Paul Society					Sutherland 9521 1270
	Samaritan House	Salvation Army	Salvation Army	Inner City Sydney Homelessness Service (St Vincent de Paul)	Yes	9211 5794
South Western Sydney	Macarthur Ozanam Centre Women's Service	St Vincent de Paul Society NSW	St Vincent de Paul Society NSW	Macarthur Multipurpose Women with Children's Accommodation, Support and	Yes	9820 9048

District	Refuge	Previous Provider	New Lead Provider	Service package (if applicable as NGO co- contribution)	Continuing as a women's refuge	Contact Number
				Domestic and Family Violence Service		
Sydney	Marian Centre	St Vincent de Paul Society NSW	St Vincent de Paul Society NSW	Inner West Family Homelessness Support Service	Yes	9818 4365
	Aboriginal Women and Children Crisis Service (formerly Jean's Place)	Marrickville Women's Refuge	Marrickville Women's Refuge		Yes	9558 1702
Western Sydney	Thelma Brown Cottage	UCA – Parramatta Mission	UCA – Parramatta Mission	Cumberland Homelessness Service for Single Women and Women with Children Escaping Domestic Violence	Yes	9891 2277
	Kelly's Cottage					
	Pendle Hill Crisis Centre	Churches of Christ Community Care	Wesley Mission	Parramatta / Holroyd / Hills Homelessness Service for Families	Yes	9857 2525

For more information

For more information visit the FACS website www.housing.nsw.gov.au/GHSH

If you have any questions about women's refuges, contact the FACS Homelessness Branch at GHSH@facs.nsw.gov.au or call the hotline on (02) 8753 9215.