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Staff understood issues of fleeing domestic violence - Cheryl

December 2016

A mother of four children has been overwhelmed with the support she received from Rural Housing Network staff after fleeing serious domestic violence in another state.

Cheryl (not her real name) said she moved her family to this area with just the clothes they were wearing, to protect herself and her children.

"I was willing to sleep on sofas or do what I had to do to escape the situation – I didn't in my wildest dreams think the outcome would be this good in such a short time," she said.

Cheryl said that from the time she first went to the Rural Housing Network office until she had accommodation was less than a week.

"We came here because I have some family connections here but these people were unable to provide accommodation for us all.

"As soon as I arrived they took me to Rural Housing. They assessed my situation, told me about other support services and phoned many of them for me. One of the barriers to me finding a private rental property is that in the past I had been listed on the TICA website (for non-payment of rent), but that was a long time ago, so Rural Housing applied to have me removed from it.

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- Cheryl

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“The worker was very, very professional and kept reassuring me that my information would be kept confidential – she understood the feeling of insecurity of leaving a domestic violence situation. I was overwhelmed with what they did for me – I didn’t expect them to contact disability services for me or groups that would help me purchase uniforms and books so that my kids could start school.”

Cheryl said four days after the appointment, the Rural Housing worker phoned to update her on the connections to other services and to see how she was coping.

“Two days after that I got a private rental property – it was amazing.”

“So, now four weeks after we left we have our own home, the school aged children are at school and are feeling more at ease as we have had some of their possessions sent on to us.

“I really didn’t think it would be resolved this quickly – it’s a great service.”