

Dear friends, families, communities and referrers,

Re COVID-19 response

DVSM continues to take steps to mitigate the spread and impact of COVID-19 infection and adjusting how services are delivered in the interim. Our interim changes are outlined below:

<p style="text-align: center;">Service Delivery: www.dvnsdsm.org.au</p>	<p style="text-align: center;">Insight Exchange: www.insightexchange.net</p>
<p>We are supporting existing and new people/families. We are providing our full level of service, delivered through:</p> <p>Case Management Support All DVSM services are open and available to provide case management support.</p> <p>From July, our case management support will include a mix of in person outreach, and remote phone, email and tech support. The mode of support will be determined by what is best for upholding the health and safety of individuals, communities, workers and stakeholders. Modes of support will be subject to review and may change with change of circumstances.</p> <p>Accommodation Support Our ROAR, MOMO, DVAHS and WSH services have been operating through the interim measures of COVID-19. We continue to assist all people to find accommodation. Our ROAR service has been operating an adapted model of outreach-based support only. In late June we re-opened our ROAR (Western Sydney) refuge setting with physical distancing measures in place for resident clients, onsite employees.</p>	<p>We are engaging with existing and new participants and stakeholders. We are providing our full level of service, delivered through:</p> <p>Insight Exchange Participation In the interim, we will be continuing Insight Exchange interviews with participants by phone, email and web technology or in person with physical distancing measures in place. This approach allows for physical distancing where possible, and also widens access to the opportunity for people in remote/rural areas or in other states and territories.</p> <p>Insight Exchange Engagement From July, the Insight Exchange team will be attending meetings in person where necessary, and where possible all other meetings will be made or accepted as phone/web-based meetings to mitigate exposure to or spread of COVID-19.</p>

We understand the needs of people experiencing domestic and family violence and/or experiencing or at risk of homelessness remain critically important. We know that the work of sectors and services to uplift and respond to domestic and family violence is pressing and must continue. We endeavor to continue to work with you and others to sustain the momentum of work, and to take our shared work forward together.

We wish everyone good health,

The DVSM Team

