

## **NSWFHA Housing Management Hotline**

Community housing providers are committed to ensuring that they deliver an effective and sensitive response to any applicants, tenants and their dependents experiencing domestic and family violence.

To assist with this the NSW Federation of Housing Associations has broadened the Hotline service to assist members managing tenancies that involve domestic and family violence.

The additional Hotline support will include assistance to members to:

- Implement the Strengthening Practice in Responding to Domestic and Family Violence: A Toolkit for Community Housing Providers
- Manage tenancies that involve domestic and family violence.

This service won't provide specialist expert domestic and family violence advice relating to individual cases, but it will be able to refer you to appropriate support such as to 1800 RESPECT (1800 737 732) or the Domestic Violence Line 1800 656 463.

### **Hotline numbers:**

**Sydney Metropolitan: 9281 7144**

**Non Metropolitan: 1800 652 877**

The Federation's Hotline service is available Monday, Wednesday and Friday - 10.00am to 1.00pm.

For urgent enquiries at other times, please email the Hotline team at [hotline@communityhousing.org.au](mailto:hotline@communityhousing.org.au) and we will endeavour to reply as soon as possible.