

Design Guide

Best practice design standards and features to create exceptional accommodation for those affected by Domestic and Family Violence



Photography: Tom Ferguson

Housing Plus +
Custance Architects



Creating safe places that support women and children to recover and thrive.

Acknowledgement of Country

We acknowledge the Traditional Owners of Country throughout Australia and their continuing connection to lands, waters and communities. We pay our respect to Aboriginal and Torres Strait Islander cultures; and to Elders past, present and emerging.

We acknowledge the stories, traditions and living cultures of the Traditional Custodians and commit to building a brighter future together.

Contributors: Housing Plus & Custance Architects. © 2022 Housing Plus & Custance Architects. This guide is copyright. The work is licensed under a Creative Commons Attribution-Non-Commercial 3.0 Australia License. Enquiries should be made to the authors.

Cover building: Balmain, Custance Architects.

Design and layout: Claire Fox, Roadtrip Creative

Disclaimer: Housing Plus and Custance Architects disclaims all liability to any person in relation to any consequences arising from use of part or whole of this document. The views and suggested actions included in this document should not be assumed to reflect those of the Centre for Social Justice and Inclusion or the university as a whole. The university is not responsible for the information provided in this document.

Issue: 2022

Contents

| | |
|---|----|
| Welcome | 7 |
| Acknowledgments | 10 |
| Who Should Use This Guide | 12 |
| Developing the Guide | 15 |
| Domestic and Family Violence in Australia | 16 |
| Understanding Specialist DFV Accommodation in Australia | 22 |
| About This Guide | 25 |
| Building Typologies | 28 |
| Site Principles | 33 |
| Design Standards | 36 |
| Design Features | 41 |
| Case Studies | 44 |
| Measuring Success | 80 |
| Future Research for this Guide | 81 |
| References | 82 |

Welcome from Housing Plus

Welcome and thank you for the interest in specialist Domestic and Family Violence (DFV) accommodation. The need for quality accommodation that meets the specific needs of women and children affected by DFV and the support providers is pressing. Many existing women's refuges across Australia are in need of renovation and the demand for accommodation increasing. Some States are now embarking on replacement of traditional refuges and others are looking to invest in new accommodation. This guide seeks to assist those who are looking to design and construct specialist DFV Accommodation. It does so from the perspective of the women and children affected by DFV; it's trauma informed and deliberately seeks to focus on creating liveable space that encourages and supports recovery and resilience through independent living and on-going support.

Housing Plus is both a regional community housing organisation and community services provider. We provide an integrated service model to assist people to live safely and independently. We have been providing DFV services since the mid 2000's and provide court advocacy services across the Central West and Western NSW, supporting women and children affected by DFV to remain in their home through the Staying Home Leaving Violence service or to seek safe accommodation through the specialist homelessness service. We also provide men's behavioural change programs, believing that holding the perpetrator to account supports our support for Victims/Survivors.

Housing Plus designed, built and now operates, The Orchard in Orange, NSW. The Orchard is the first purpose built, core and cluster based designed accommodation for women and children affected by DFV in NSW. Opened in 2020, The Orchard drew inspiration from a deep commitment to improve the lives of women escaping DFV violence and importantly raise the standard of accommodation. It was and remains a collaborative and community-based service. Community support for women and children affected by DFV is important and the design and construction provides

an opportunity to consult and engage and gather support from the community in which it is located. Housing Plus consulted with other providers, Victims/Survivors and our local Aboriginal Elders group in Orange and NSW Police to best inform the design. We have learnt from others and thank them for their support. We have also learnt from operating The Orchard. From design, construction and operating we are now able to share from our own mistakes and successes; what works and what doesn't.

I would like to thank all of the contributors for their time and generosity in sharing their knowledge and experience. The support we have had has been overwhelming and we believe presents some of the best practice in Australia today.

Housing Plus is conscious of the responsibility to present and provide this information for other DFV and community housing organisations, Governments and Planning Departments across the country in order to raise the standard of DFV accommodation nationally now and into the future.

We recognise that the Guide will evolve and change over time, from the innovation and approach of others to better meet the changing needs of women and children affected by DFV and look forward to their inclusion in future editions.

Finally, I would like to thank CHIA (NSW) and NHFIC for the provision of the grant to meet the costs associated with the production of this Guide and Custance Associates Australia and in particular Craig Shelsher, Managing Director whose technical insight and support has been pivotal for the completion of publication.

David Fisher
Housing Plus CEO

Welcome

Custance

Custance are an experienced, multi-disciplinary practice offering a wealth of knowledge encompassing architectural and interior projects across Australia for over 20 years. As enthusiastic advocates for better housing design for the most vulnerable members of our society, we place a particular focus on using our collective knowledge, experience and empathy to transform peoples' lives by offering them spaces that have enduring value and are committed to delivering projects that have economic, social and environmental sustainability.

We have experience developing and working with guideline documents for many of our clients in both government and private practice and have led a broad range of work for NSW Government departments including Family and Community Services.

Through our collaboration with Housing Plus on the development of this guide, we hope to assist those affected by DFV through the creation of housing that is safe, secure, accessible and most importantly, enables them to thrive. Considered and thoughtful design provides those escaping DFV with a much-needed sense of hope, dignity and empowerment.

It has been a pleasure to collaborate with Housing Plus on the development of this Design Guide. We are confident it will prove a valuable resource in the provision of fit for purpose housing that truly encompasses the diverse requirements of those affected by DFV.

Craig Shelser
Custance CEO

NHFIC

I'd like to congratulate Housing Plus on the development of this architectural guide.

NHFIC recognises the important role of safe and secure housing for survivors of DFV. We are pleased to see this guide delivered, in part supported by our Capacity Building Program administered by CHIA.

Through the Capacity Building Program, CHPs and representative peak bodies can apply for grants from NHFIC to support sector-wide capacity building projects, like this guide, to support the delivery of safe, accessible, sustainable, and secure accommodation.

We hope the guide will be a valuable shared resource for CHPs, designers, architects, industry and government, and can help the housing industry provide enhanced DFV accommodation for vulnerable Australians.

Nathan Dal Bon
NHFIC CEO



Acknowledgments

Housing Plus acknowledges and thanks, Samantha Donnelly, and the following organisations for their contributions to this guide.



CUSTANCE

Annie North Inc.



fresh hope



Who Should Use This Guide

This design guide has been developed for organisations or individuals involved in developing new or refurbished specialist DFV accommodation in Australia.

It is proposed that this guide will be used by community housing providers, government agencies, specialist DFV and homelessness providers, private developers, Architects, Planners and other development professionals.

The guide has been developed in such a way that development professionals can apply the design standards and features, included within this guide, to the different state planning policies across Australia.





Developing the Guide

As a Tier 1 Community Housing Provider developing specialist DFV accommodation, and established DFV support provider, Housing Plus is in a unique position to share its learnings with the sector and develop a design guide for organisations across Australia to use when delivering this type of accommodation.

Housing Plus with the support of CHIA (NSW) secured funding from National Housing Finance Corporation (NHFC), its own resources, and engaged leading architecture firm Custance Architects to develop the guide.

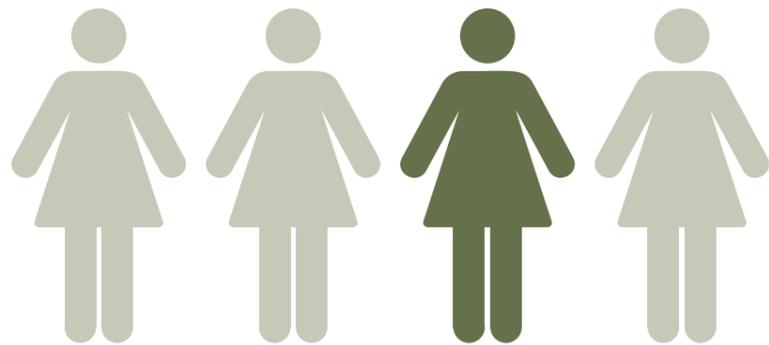
As part of developing the guide, Housing Plus and Custance Architects completed an analysis of the literature around DFV accommodation across Australia and internationally. This was followed by a consultation phase with other organisations across Australia that have developed specialist DFV accommodation and key stakeholders working in this space. All of the information gathered from these learnings, case studies, and literature was then compiled to develop the design guide. The intent is for the guide to be reviewed and improved every 1-2 years as new developments are completed and new learnings identified.

Developing the Design Guide



Domestic and Family Violence in Australia

DFV occurs across all ages and socio-demographic groups, however, women are overwhelmingly the victims of DFV.¹ According to the 2016 Australian Personal Safety Survey (PSS), approximately one in four women (23% or 2.2 million) experienced violence from an intimate partner, compared to 1 in 13 men (7.8% or 703,700).² Further, DFV is recognised as a major contributing factor to homelessness and housing instability, particularly for women and children.³⁻¹⁰



Approximately
1 in 4 women
(23% or 2.2 million)
experienced violence
from an intimate partner

Statistic from the 2016 Australian Personal Safety Survey (PSS)



Understanding clients needs DFV in specific cohorts

The prevalence of DFV for specific cohorts is not always reported in surveys and survey questions may not adequately capture the specific cultural and social contexts of DFV. However, research demonstrates that women who experience forms of social exclusion are more vulnerable to experiencing DFV and homelessness,¹¹ and that women who are from diverse backgrounds may be impacted in different ways by DFV. Further, for some cohorts there are additional challenges faced with escaping or leaving a DFV relationship.

It is important to recognise that the individual identity of and experiences of DFV and homelessness for many women can be compounded by more than one attribute or characteristic, and therefore an intersectional approach to service provision is always required.

Cultural sensitivity

It is important to recognise the cultural needs of women affected by DFV, particularly for Indigenous and culturally and linguistically diverse (CALD) women. For women who are from Aboriginal and Torres Strait Island or CALD backgrounds, there may be difficulties in finding safe and culturally appropriate accommodation when leaving a DFV relationship where they can remain supported by and connected to family and community.¹² Women from CALD backgrounds often rely on family members for support and speak languages other than English, which can create additional barriers to leaving a relationship and when accessing support. Therefore, culturally safe pathways to access support for DFV are needed. This includes ensuring that DFV service providers and services are equipped to respond to and to support people from diverse cultural backgrounds in ways that are both culturally sensitive and that ensure people's safety.

Availability of services

DFV services need to be available to all women affected by DFV. However, not all women affected by DFV will be familiar with the supports available, including those from specific cohorts. For example, many CALD women are likely to be unfamiliar with services that are available to them, including the police, DFV and homelessness services.¹² Lack of early intervention is therefore less common among CALD women, leading to their overrepresentation among those needing crisis services. Referral points are therefore required at neighbourhood centres and places that work with CALD communities.¹³ In addition, DFV related services including crisis accommodation supports have historically focused on women with young children, however older women also experience DFV, and when considering leaving a DFV relationship and family home, often have few alternative options. Accommodation for mothers with teenage boys is an issue for many services. Also for women with temporary term visas who need much longer term accommodation.

Accessibility

In addition to being available, DFV and homelessness services need to be accessible to all cohorts. However, there can be barriers to accessing support and services for some women. For example, the vulnerable position of women with disability affected by DFV, is further compounded by multiple barriers to accessing DFV and housing support, including obtaining access to information (i.e., inaccessible information) and to accommodation that can meet their needs (e.g., inaccessible premises), as well as discrimination in the housing market.¹⁴ Crisis accommodation is not always accessible (including physically) for women with disabilities, and services are not always able to provide women with disabilities the services they may need, such as assistance with communication and some aspects of self-care, and certain aids and appliances.¹⁴ In addition, issues accessing DFV and housing support can also become increasingly complex for Older women who may experience additional challenges such as physical or cognitive health issues.

Discrimination

DFV service provision must be free from discrimination. Some women affected by DFV may experience (or fear) discrimination when accessing DFV support, including when trying to move into housing, due to age, lack of employment, single parent status.¹⁵ For example, members of the LGBTIQ+ community who have experienced DFV may be vulnerable when accessing mainstream crisis services (including emergency accommodation), due to fears and experiences of discrimination,¹⁶ including homophobia and transphobia. In addition, some women, including Aboriginal and Torres Strait Islander women and women with disability, often face high levels of discrimination in the private rental market.¹⁷



More than **10,000 people** experiencing Domestic & Family Violence are **unable to access emergency accommodation due to lack of supply**

Statistic taken from AIWH (2018). Specialist Homelessness Annual Report 2017-18.

Diversity

The DFV service system must have awareness of and be responsive to the diversity of experiences among people who are impacted by DFV. For example, in Aboriginal and Torres Strait Islander communities, the term 'family violence' is preferred to DFV as violence against women is conceptualised within extended families and the wider community, rather than limited to a single intimate partnership.¹⁸ In addition, attributes of biological sex, gender identity and sexuality are distinct and sometimes overlapping attributes impacting on experiences of DFV for LGBTIQ+ people. Until recently, experiences of DFV within LGBTIQ+ relationships were largely unacknowledged and absent from governmental policy and practice responses to DFV.^{16, 19, 20} While some experiences of DFV within LGBTIQ+ relationships are similar to those within heterosexual relationships, others are more specific. Finally, women living with disability are more vulnerable to specific types

of emotional abuse in comparison to those without disability. They are more likely to experience financial abuse, to be deprived from their basic needs (e.g., food, shelter, sleep), and are more likely to be shamed and humiliated. Women with disability may be vulnerable to additional specific forms of DFV, such as withheld medical treatment and forced isolation/restraint and forced reproductive control.²¹

Typical DFV Accommodation Services

Community-based initiatives play a major role in responding to DFV in Australia. In particular, crisis accommodation, such as refuges and transitional housing and are an important specialist service option for many women affected by DFV.^{22, 23} Particularly for those without independent income and/or alternative accommodation options.

Temporary/Crisis Accommodation

Refuges are designed to be a short term crisis accommodation option for women experiencing DFV, providing accommodation and support for up to three months.¹⁴ The location of refuges is intended to be confidential. However, in some instances (e.g., in small towns), these addresses become known.⁴ Provisions to enhance the safety of women in refuges include, security upgrades, the use of personal alarms, CCTV camera coverage and 24/7 monitoring. Refuges are often full, which causes delays for women seeking refuge accommodation. Women are often placed in forms of very temporary accommodation, before being sent to whichever refuge has a bed available. In many instances, women are placed in motels or in some instances caravan parks⁴. However, motels are often ill-suited for providing stable accommodation, and fail to meet suitable levels of safety and amenity for women and their children escaping DFV.⁹

Temporary accommodation can be problematic in small towns, particularly if the perpetrator lives in the same town. Small town knowledge of the accommodation/hotels available, can mean that it is easy for the perpetrator to track down and find the woman. Further if the perpetrator also requires temporary accommodation, there is the possibility that the perpetrator and Victims/Survivors can end up in the same temporary accommodation.⁴ In addition, an event in a small or regional town, can create a sudden lack of motel-based emergency accommodation options for women wanting to leave DFV.

Transitional Accommodation

Transitional housing, may be available for longer periods, typically between six and 18 months,⁴ and is a critical accommodation support for women if permanent housing cannot be secured in the short term.¹⁴

Long-Term Accommodation

Rental initiatives have been introduced in different states to help facilitate access to the private rental market for women who experience DFV, and to alleviate pressure on the social housing system.⁴ For example, in New South Wales, Rent Choice Start Safely provides short to medium-term financial support for people escaping DFV. The subsidy aims to help people secure private rental accommodation so that they do not have to return to the violent situation. However, rental subsidy models do not always fit the circumstances of an individual who has experienced DFV. Further, there are often long wait times (4+ weeks) for applications to be processed, which means that women may miss out on rental opportunities during this time.¹³ The subsidy is also limited in that it does not allow for a woman to find an appropriate home in areas where rental prices are high (for example, in Sydney). It is particularly difficult for any Victims/Survivors on Newstart allowance to find a home, even with Rent Choice Start Safely subsidy.¹²



Statistic taken from AHURI (2021).
Housing, homelessness, and Domestic
and Family Violence

Understanding Specialist DFV Accommodation in Australia

Key points

- Despite the establishment of Australia's first women's refuge in 1974 and the increased number of services that followed, provision of adequate, safe and well-maintained housing has rarely been achieved for women and children leaving violence. This is a human rights issue that remains unsolved.
- Existing housing stock repurposed to lodge multiple families is still the predominant type of accommodation in NSW. Recent changes to service models suggest designed, purpose-built accommodation is a key component towards healing women and children in crisis.
- The perception that refuges are over-crowded, unattractive halfway houses means many women and children may not access the appropriate safety, support and housing assistance they need.
- Built environment experts - construction managers, architects, project managers, real estate experts - are rarely part of discussions concerning emergency housing for women and children, but have knowledge about provision of space that should not be under estimated.
- Purpose-built accommodation goes beyond addressing pragmatic requirements of shelter. Good design may provide better physical safety and psychological wellbeing through strategic spatial design that directly considers parent-child needs. Good design integrates quality of space, light and material to enhance wellbeing.

- Constant under-funding and changes in priorities challenge the sector. In this situation, the highest priority has to be on the provision of services. However, if more funding can be accessed, design consideration for purpose-built accommodation should be considered as a way to help alleviate distress and build confidence of vulnerable women and children.
- The in-depth knowledge or refuge service providers and managers - and the lived experiences of those who have suffered violence - is not well documented or shared when it comes to designing accommodation.

24. Extract from Donnelly (2020), Design Guide for Refuge Accommodation for Women and Children.



The perception that **refuges** are over-crowded, unattractive halfway houses means many **women and children** may not access housing

Key findings

- Existing accommodation services experience lack of thermal comfort in winter and summer and have poor environmental performance.
- Good landscape design would have the most immediate benefits for residents and staff.
- Children's play spaces are difficult to maintain and do not address the needs of diverse ages and requirements.
- Flexibility does not factor in most existing building stock.
- Tailored design responses can make better quality spaces for all.
- Transition from communal refuges to core and cluster independent units is already being integrated widely in Victoria, but not in NSW.
- Communal spaces are well used but poorly furnished.
- Children, young people and teenagers need better accommodation conditions. The number of children in many refuges is often equal to or more than the number of adults. Provision of safe spaces for children as well as the appropriate support networks has the potential to not only meet their needs for a safer life but also to break the cyclical nature of family violence.

24. Extract from Donnelly (2020), Design Guide for Refuge Accommodation for Women and Children.



The provision of **adequate, safe, & well-maintained housing** has rarely been achieved for **women & children** leaving violence



About This Guide

This Design Guide has been developed by Housing Plus in collaboration with Custance Architects. It explores the importance of providing thoughtful and high-quality design for those affected by DFV and key factors that need to be considered when new facilities are designed and built, through design that meets their need for dignity, independence, safety and connection.

The Design Guide outlines the necessary standards, principles and features that are essential in delivering successful future housing for those affected by DFV and has been developed in collaboration with other key stakeholders with experience in providing DFV accommodation across Australia. The Guide is a work in progress document that will, over time, continue to improve with the feedback and survey work that we intend to continue with local, state, and federal stakeholders.

Similar to existing Government policies, organisations committing to delivering housing for those affected by DFV should provide considered and quality design that underpins the creation of safer spaces that enable people to recover and thrive, is sensitive and responsive to the particular requirements of those affected by DFV whilst supporting the physical, social, cultural, environmental, and economic wellbeing of the community.

The stakeholders involved in developing this guideline are committed to creating housing that is fit for purpose. This includes current and future design and operational solutions that improve and enhance the way people are accommodated. The design should consider the needs of the residents, community and operators and include external and internal spaces that fulfils the resident's needs for safety and security, privacy, dignity and ultimately independence and empowerment.

The guide considers three main categories – the first focusing on the feasibility of a project, with the remaining two focusing on the delivery side of the project, including the design and operational aspects that need to be considered in the design of thoughtful and practical housing for those affected by DFV.

1. Site Principles

Planning and Commercial viability

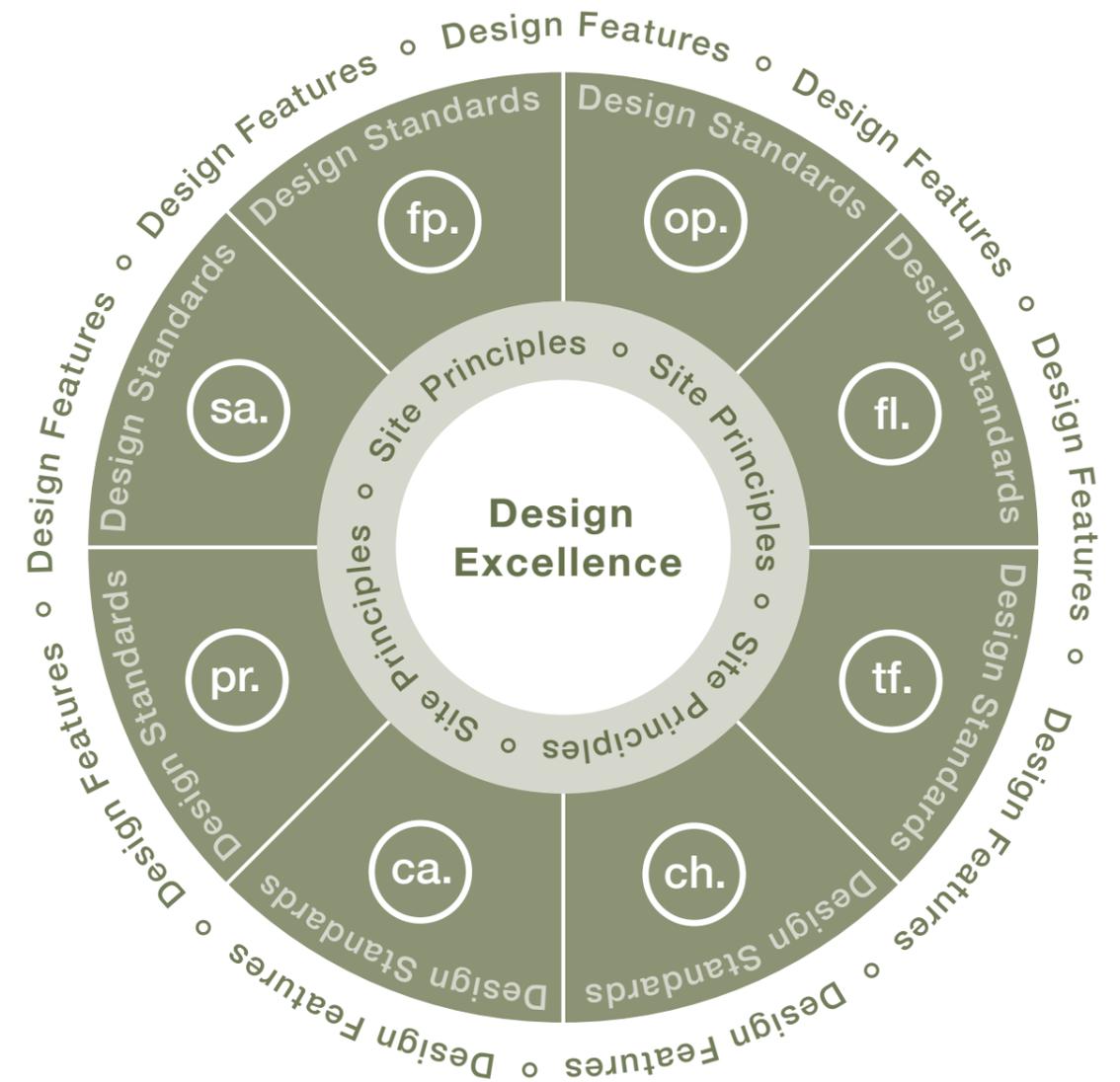
2. Design Standards

Key standards that should be considered in all DFV housing developments.

3. Design Features

The features align with the standards; the more features included in the design enabling a superior standard of design to be achieved. The extent of Design Features included also depend on the type of development, be it refurbishment, Greenfield or Brownfield.

The objective is to ensure that no matter what development type is undertaken, as many of these features as possible are considered and included as part of the design process, hence strengthening the standard under which it falls. By adopting these design features and standards alongside planning considerations, a development will achieve an elevated level of design, providing a high standard of DFV accommodation that is truly fit for purpose. It should be noted that the considered planning and material selection also play an important part in the design outcome.



“Creating safe places that support women & children to recover & thrive”

Building Typologies

There are various types of accommodation available to suit the individual needs of the residents. Each of these types of accommodation can be placed into three broad categories outlined below and can be applied across both regional and metro areas.

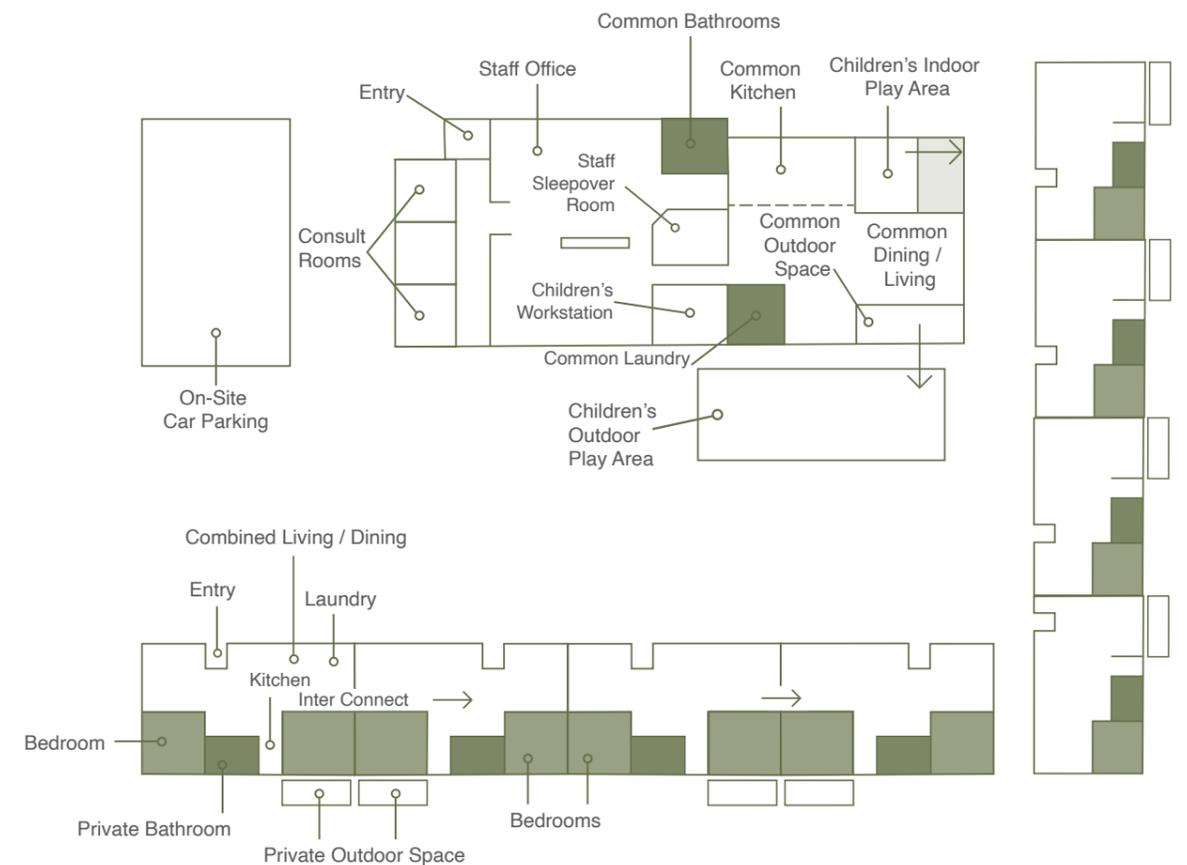
The below table illustrates the three broad categories that under which specialist DFV accommodation can be placed, through the various features outlined below.

| Dwelling Feature | Core and Cluster | Independent Living | Refuge / Shelter |
|--------------------------------|------------------|--------------------|------------------|
| Bedroom | ● | ● | ● |
| Private bathroom and laundry | ● | ● | ○ |
| Common bathroom and laundry | ● | | ● |
| Private kitchen | ● | ● | |
| Common kitchen | ● | | ● |
| Private lounge and dining | ● | ● | |
| Common living and dining | ● | | ● |
| Private outdoor space | ● | ● | |
| Common outdoor space | ● | ○ | ● |
| Consultation Rooms | ● | | ○ |
| Staff Office | ● | | ● |
| Staff sleep over room(s) | ○ | | ○ |
| Children's play & work area(s) | ● | ○ | ○ |

● Included ○ May be included

Core and Cluster

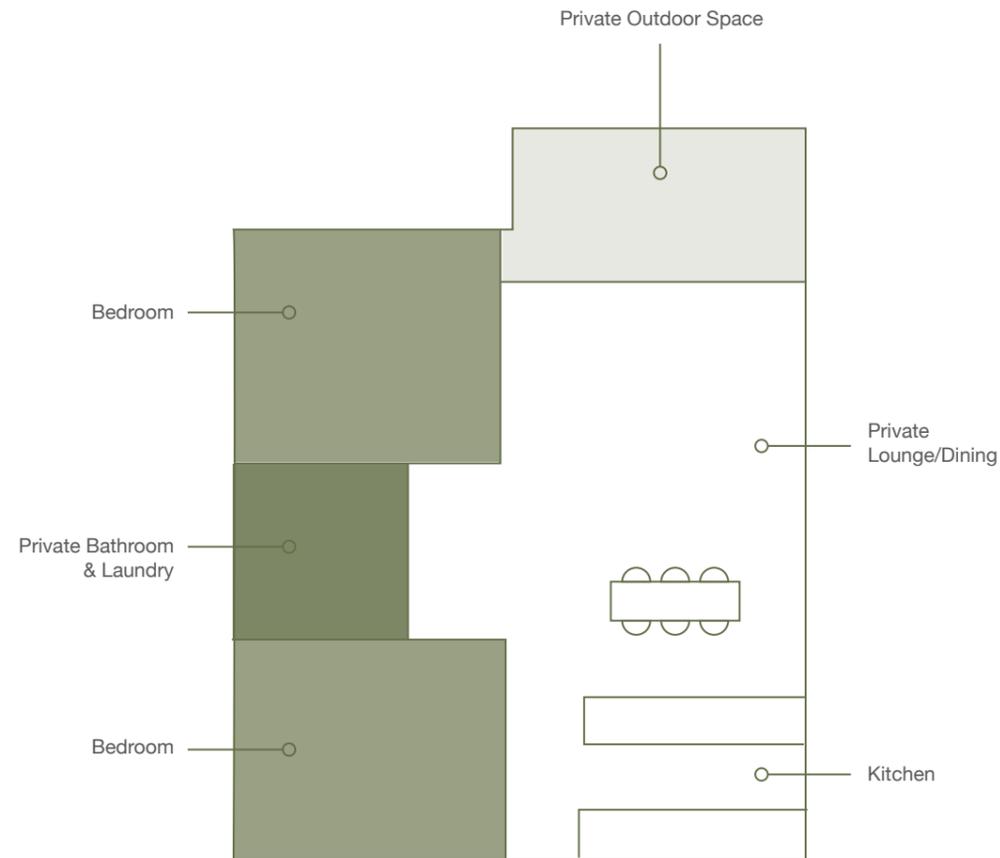
Core and Cluster is a new accommodation model that allows for independent living and privacy while also providing access to support and common living areas. Under the Core and Cluster model, self-contained accommodation is located next to a 'core', which provides access to services such as counselling, legal assistance, education and employment support. The sites may contain meeting rooms, audio-visual equipment for court appearances, communal kitchen/lounge/dining, and playgrounds.



NOT TO SCALE

Independent Living

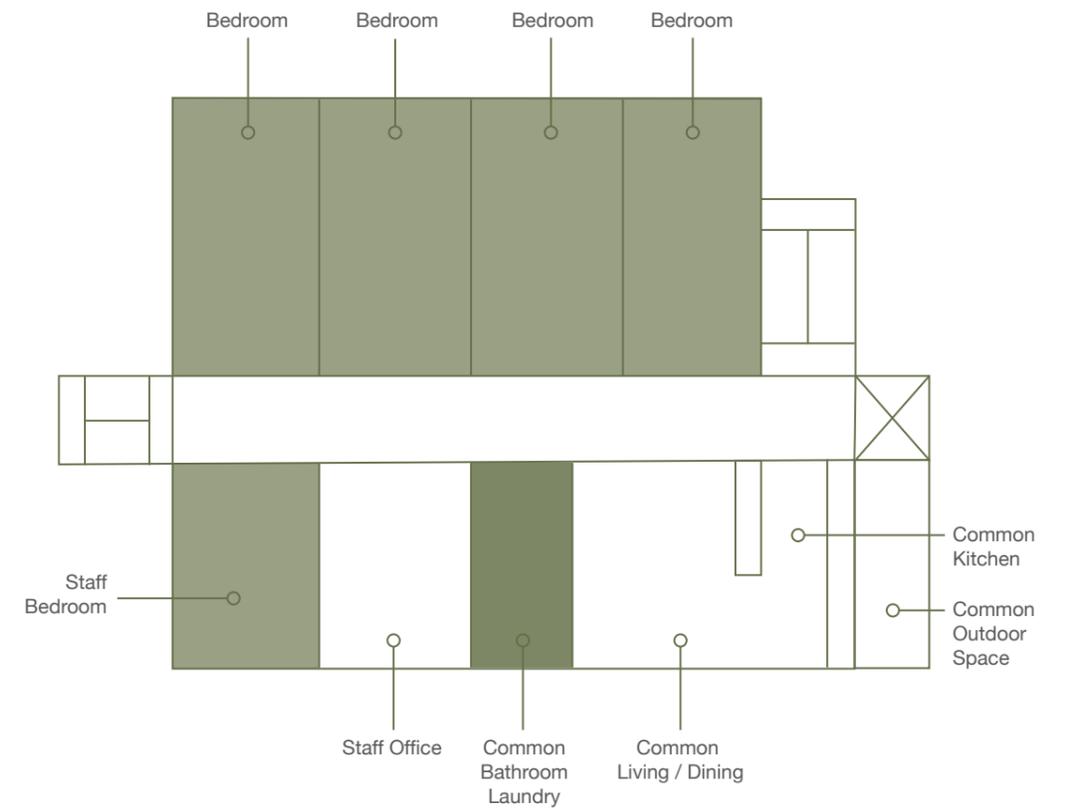
Independent Living accommodation is dedicated accommodation that is spread amongst private, social and/ or affordable accommodation. The dedicated specialist DFV accommodation may be randomly placed amongst the other units or may be located on a dedicated floor. Alternatively, the specialist accommodation is placed within a broader residential low to medium density residential neighbourhood as terraces, dual occupancies or detached housing.



NOT TO SCALE

Refuge / Shelter

The refuge or shelter property type provides communal living with a single bedroom for each resident. There is typically no private bathroom or kitchen facilities, which are provided for within the communal areas. The common area may provide space for meeting and consultation rooms, as well as outdoor common areas. Refuges usually have an administration/office area integrated with the common areas.



NOT TO SCALE



Site Principles

This design guide is not intended to provide an exhaustive list of all necessary steps when undertaking a development of this type, however, there are key principles that need to be carefully considered when developing housing specifically for those experiencing DFV. It is critical to undertake the necessary due diligence to ensure that the development can proceed and meet all objectives.

An experienced team will assist with handling issues which will arise throughout the purchasing, approval, and construction phases. Town planners, architects, financial advisors and property lawyers are some of the specialised services needed to assist with the initial phase of the project, being the feasibility and acquisition phase. It is recommended that all invested parties seek advice from specialised DFV consultants before any decisions regarding acquisitions, site assessments and design are made. Location is important and access to public transport, schools, community services and medical treatment is essential.

It is critical prior to the appointment of any development professional that the team is clear and aligned on the objectives and target outcomes. Three key areas to consider include social connection and participation, social cohesion, and promoting positive health.

Site Principles

The four site principles should include the following considerations and activities before progressing to the design stage.

1.

Project Objectives & Brief

Needs analysis for specialist DFV accommodation in local area

Project objectives and target outcomes

Funding opportunities

Brief for development professionals

Engage Design / Project Manager to represent client across entire design / project

Typical Development Professionals: Project Manager or Design Manager (represents client)

2.

Site Identification

Local planning controls and zoning

Site proximity to local services

Land cost vs market

Density and best use

Community support / objection

Urban design and local character of neighbourhood

Pedestrian access

Vehicle access and parking

Site safety, considering perpetrator access and child safety

Cultural significance requirements or considerations

Location of underground services and easements

Environmental considerations including contamination

Typical Development Professionals: Architect, Buyers Agent, Real Estate Agent, Planner and Design / Project Manager

3.

Site Due Diligence

Site constraints, local planning controls, and opportunities

Development requirements

Housing type proposed and planning pathways

Detailed location of existing services on the site

Service upgrade requirements

Detailed survey

Geotechnical analysis

Contamination analysis

Land tax and land title assessment

Location of underground services and easements

Environmental considerations including contamination

Typical Development Professionals: Architect, Planner, Surveyor, Environmental Scientist, Engineer, and Lawyer

4.

Development Feasibility

Concept plan(s) to determine yield

Options analysis for best use of site

Determine costs relating to land, professional fees, construction & statutory fees

Determine costs relating to operations

Secured and potential funding

Set target returns

Input data into financial cashflow model over minimum 20 years

Typical Development Professionals: Architect, Quantity Surveyor or Estimator

Go / No Go

'Whole of life' value assessment, based on income, capital costs and operational costs to determine whether project achieves minimum target returns.

Design Standards

These Design Standards are a minimum set of controls that should be met with all DFV housing. These Standards are recognised as key in the success of providing DFV accommodation now and into the future and were selected based on research into specialist DFV accommodation including literature and consultation with the sector selected based on research.



Design Standards



Safety

Good design supports a safety centred approach where clients, staff, and stakeholders feel safe. The physical building design will promote and ensure a safe and secure environment. Safety includes physical safety, as well as mental and emotional safety



Privacy & Dignity

Good design provides private spaces, as well as space for families to interact and be together without creating a sense of isolation. The built form provides good aesthetics both internal and external, that promotes a sense of self-worth and wellbeing.



Flexibility & Adaptability

Good design means the accommodation can meet the needs of many different family structures and levels of independence. The building form is adaptable to meet different family sizes or accessibility needs.



Children Inclusive

Good design is designed for children from newborns to teenagers. Children need to live, play and recover from trauma in a safe and secure environment. They need robust design and furnishings and a place of their own.



Operational

Good Design considers and integrates all operational requirements relevant to each provider. Building maintenance policy and strategies, facilities management and performance management will need to be considered. It should be easy to maintain, robust and liveable. The design should ensure maximum end value and future alternative use options.



Trauma Focused Design

Good design means creating calm spaces that promote relaxation, health and recovery through light, texture, colour, space and the careful consideration of sensory factors relating to design. Spaces are welcoming, predictable and clients can have control of their environment.



Culturally Appropriate Design

Good design considers what people value as culture needs to enable them to feel immediately 'at home' and should consider the cultural, religious and familial demographic of the location.



Fit for Purpose

Good design should consider the built form, urban context and streetscape, and through sympathetic material selection and well considered passive design integration, meet the clients' expectations and objectives and comply with the relevant codes for construction.

Design Features

The Design Features included below are focused on key aspects of design that sit under one or more of the Design Standards and are primarily features that relate to DFV accommodation. The intent is to include as many of these features within the design, hence increasing the quality of the design and achieving a better outcome for the accommodation and ultimately clients. We have placed the relevant Design Features under each of the Design Standards outlined above. This enables the user of the guideline to review and determine the number of Features achieved within each of the Standards.



Design Features

Privacy & Dignity

- Acoustic privacy between rooms.
- Communal room facilities for interviews/ meetings/ courses to access advice, services, information and fellowship.
- Obvious wayfinding on site.
- Designated areas for private conversations within communal areas and independent units.
- Offer a choice of private and communal space throughout to facilitate choice.
- Accessibility considerations.
- On site “boutique” for clothing selection and small personal items.
- Provide spaces with sufficient light and ventilation.
- Provide spaces with views to landscaped areas.
- Ensure a range of storage options.
- Well designed and maintained landscape gardens.
- Good overall aesthetics through colour, art, nature, proportions, and materials.
- Window and door coverings for visual privacy.
- Independent units.

Safety

- CCTV, perimeter and entry cameras/back to base monitoring/fob access.
- Multi layered entry sequence.
- Screening to street/perimeter fencing.
- Exterior lighting
- Screened / concealed parking areas / building acts as the barrier.
- Clear site lines across the site, in particular, the entrance, communal areas, and staff areas.
- Consider how deliveries / maintenance / access to services are managed.
- Duress alarm in rooms.
- Security screens to doors for physical and sense of safety.

Culturally Appropriate Design

- Consideration to First Nations people local to the area of the development. Consult local First Nations women throughout the design and development process
- Use of colour/murals/art.
- Spaces for cultural practices i.e. Yarning circle.
- Use of native species in landscape.
- Early collaboration with varying ethnicity/indigenous groups depending on site location.
- Religious factors to be considered in design.
- Consideration of particular dietary requirements – food prep/ storage etc.
- Flexibility to cater for larger family groups and multi-generational families.
- Allow for a broad range of users’ requirements — sleeping or eating arrangements for a range of cultural needs.

Fit for Purpose

- Consideration of built form, urban context and streetscape.
- Materials selection sympathetic to surroundings.
- Ensure all passive and sustainable design requirements are met. Consider minimum 7 star NatHERS.
- Comply with all relevant codes for construction.
- Design with the ability to adapt to meet the changing needs of clients.
- Provide equal access for a range of physical needs, through accessibility standards for all common areas and at least 1 unit. Consider Liveable Housing Australia Guidelines.
- Provide access to the internet.

Operational

- Service requirements such as bin storage to be considered.
- Indoor/outdoor maintenance to be minimised where possible.
- Consideration that materials, fixtures and fittings must be robust and hard wearing.
- Generous provision of storage including cage storage on site for large items.
- On site staff accommodation - ability for staff to secure site/ contact police etc without leaving their room.
- Consider if the design ensures future alternative use options.

Flexibility & Adaptability

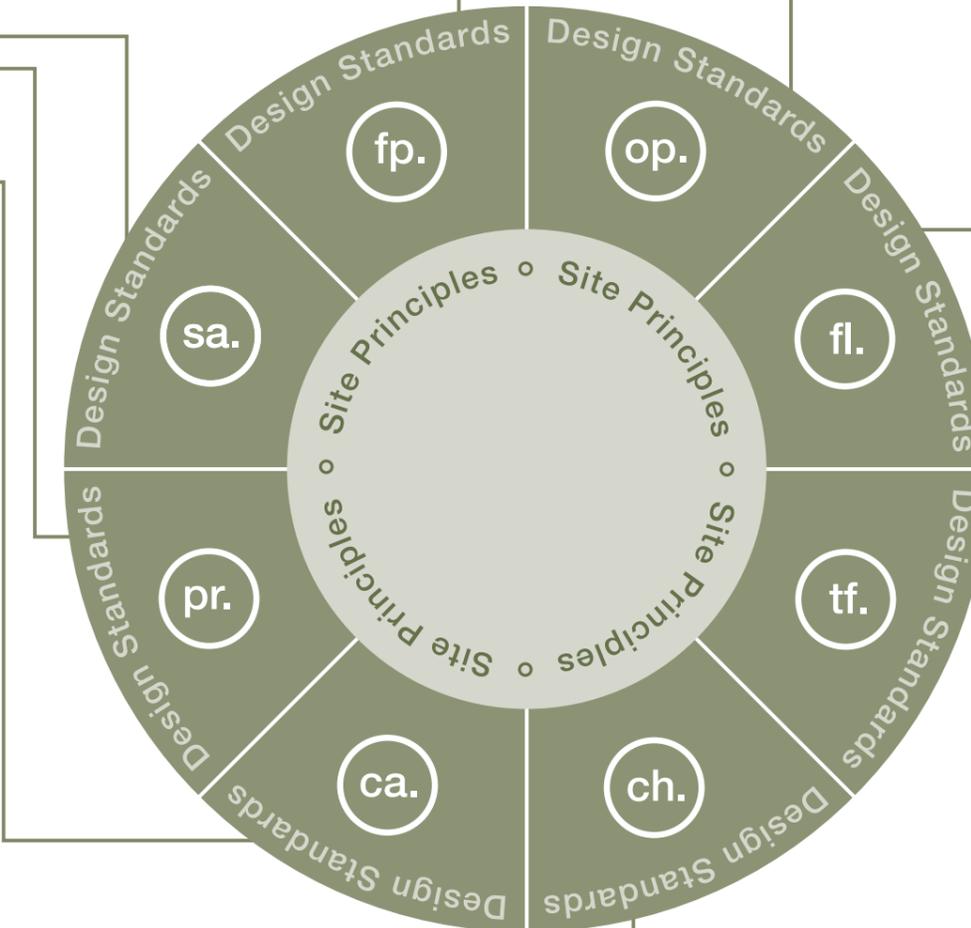
- Flexible communal spaces.
- Ability to “personalise” own living space .
- Accommodation needs to be adaptable to cater to families of varying size and needs & risk.
- Adjustable furniture, interconnecting rooms, moveable walls.
- Generous and adequate storage for personal belongings.
- Consider modular construction techniques for ease of expansion/contraction.
- Kitchens, bathrooms, and living rooms designed with adaptability in mind (minimum silver LHA certification).
- Communal and staff areas to be adaptable to suit site and operations.
- Communal areas should include smaller, adjoining breakout spaces.

Children Inclusive

- Outdoor play areas for different aged children.
- Adjustable/adaptable accommodation to provide privacy for older children.
- Teenage/tech zones - separate space for teens to ‘escape’ to.
- Clear sightlines to play areas from living and communal areas.
- Homework areas for school aged children.
- Consider needs of younger children – pram storage, change facilities in rooms, low bathtub etc.
- Provide areas that allow for mother-child interactions and easy supervision.
- Flexible furniture to support multiple types of activities and age groups.

Trauma Focused Design

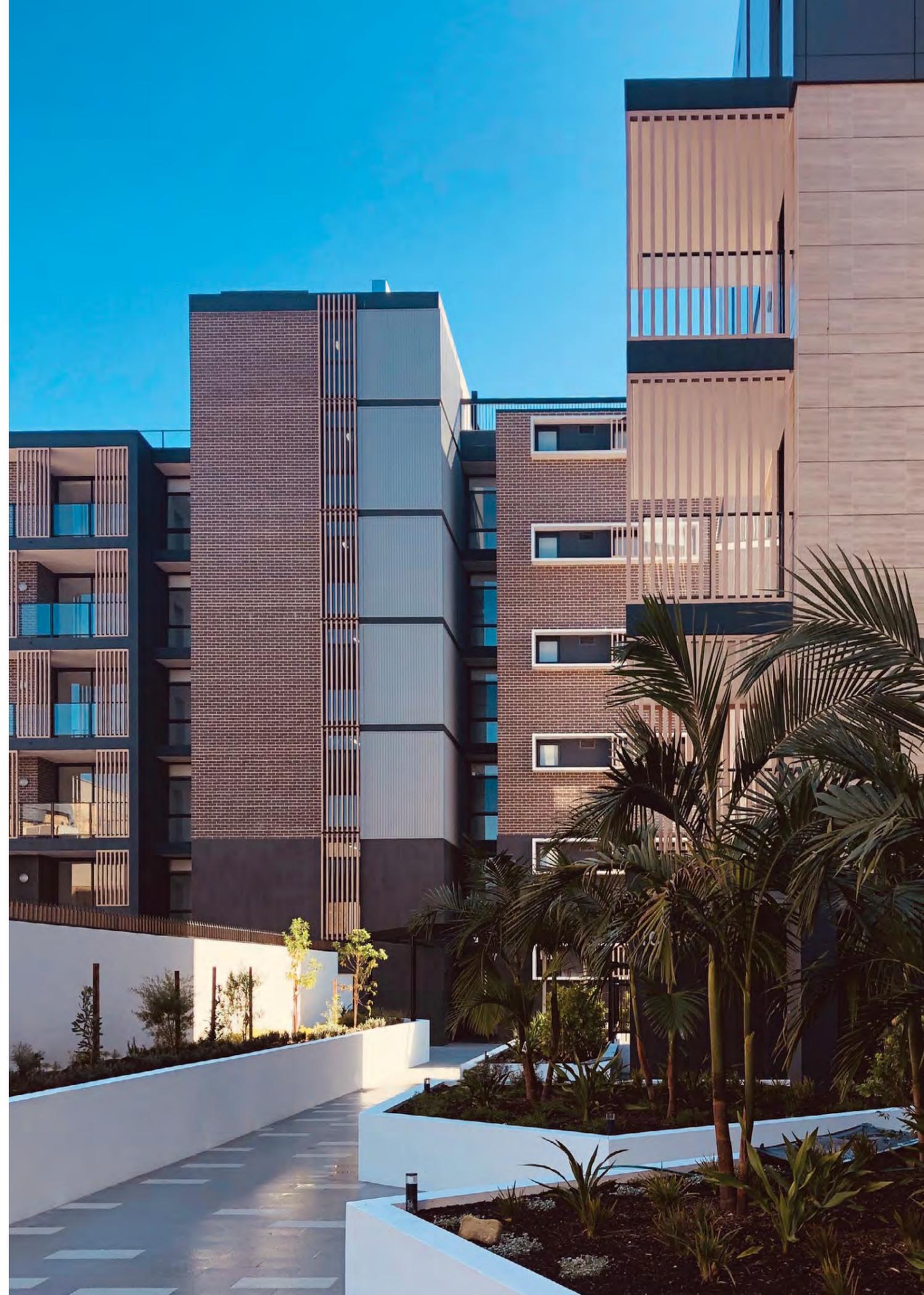
- Create a welcoming environment. Consider sensory factors such as light, colour, temperature and noise.
- Clear logical layout of spaces to reduce confusion and stress.
- Spaces for healing – gardens, meditation, outdoor.
- Ability to house pets on site.
- Counselling spaces.
- Less clinical feel to spaces.
- Soundproofing between rooms is paramount – well sealed rooms, double glazing.
- Small, comfortable private space off arrival area - consider sensory factors on arrival.
- Remove access to visual stimuli as too much visual complexity can increase stress and anxiety.
- Provide connection and access to gardens.
- Spaced out furniture that ensures adequate circulation space.
- Design features which promote positive health through connection with nature.



Case Studies

There are various types of accommodation models under which specialist DFV accommodation can be designed to suit the individual needs and situation of the resident. The following case studies selected for inclusion in the Guide are located in various regions across Australia in both metropolitan and regional areas and have been submitted by organisations that have developed specialist DFV accommodation that has been deemed to meet certain design standards and features as listed under each development. It should be noted that some development types will not meet certain standards and features due to varying constraints and opportunities across each site as well as the specific requirements of the residents they intend to accommodate.

The objective is to ensure that regardless of what development type is undertaken, as many as these standards and features as possible are considered and included as part of the design process, providing a high standard of fit for purpose housing that truly encompasses the diverse requirements of those affected by DFV.



CASE STUDY

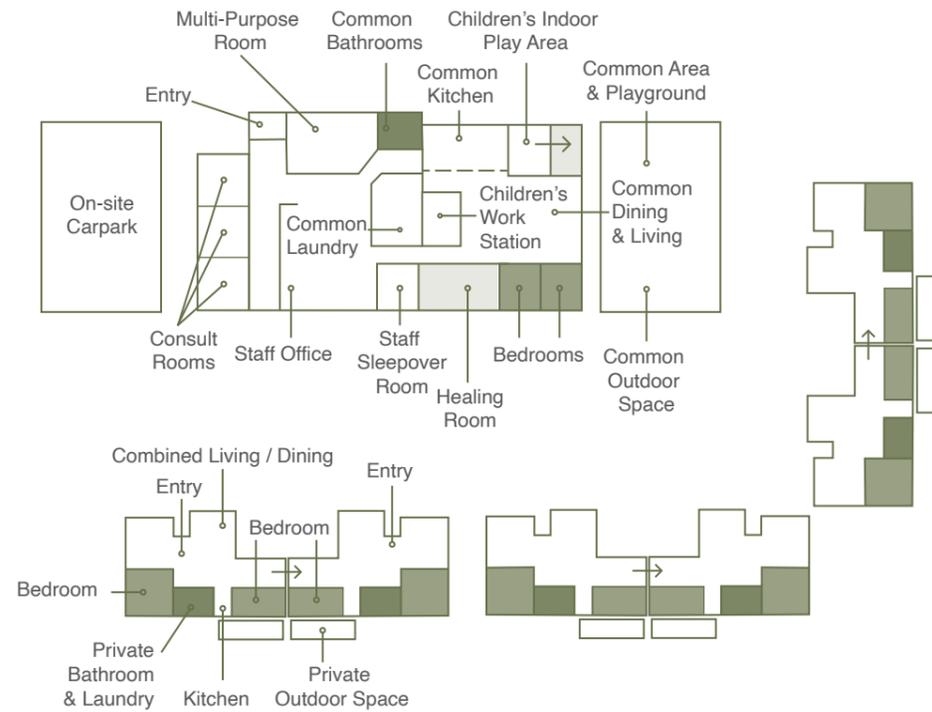
The Orchard



The Orchard - At a Glance

| | |
|------------------|---|
| Location | Regional New South Wales |
| Client | Housing Plus |
| Completion | November 2020 |
| Type | Core & Cluster |
| Accommodates | All groups - regional. Up to 3 months but can stay longer or shorter depending on needs |
| Scale | 2 x motel type rooms 1 x community facility 6 x 2 bedroom units |
| Development Cost | \$4.5m |

Unit Types



NOT TO SCALE



sa.

Safety

‘Safety by Design’ principles utilised

Close consultation with police/crime prevention officers throughout all design stages

CCTV around perimeter, in carpark and common areas ensuring no blind spots

24/7 on site staffing

Fencing around perimeter and each individual unit

Back to base alarm system

fl.

Flexibility & Adaptability

Silver LHA Certification + one fully accessible unit

3 x 2 blocks of units that can be adapted to be 1 x 3 or 1 x 4 bedrooms to meet differing family needs

2 x motel style rooms included in core to allow for women who may want to stay for a night, for those whose perpetrator cannot be found or those who require a full risk assessment

Individual units plus common areas facilitate choice

pr.

Privacy, Independence & Dignity

Six individual fully self-contained units with front/back door and small yard ensure provides a sense of “normality”

Routines can be established or continued

Families have the choice to live independently without interference whilst having the opportunity for group interaction if they wish.

ch.

Children Inclusive

Backyard

Pets

Playground and creche

Playgroups and activities

Own spaces, green spaces





tf.

Trauma Focused Design

Configuration can be changed to meet family needs

Boutique, communal areas, large green spaces

Soft close doors, drawers, and cupboards

Light, bright open plan spaces

Soft lighting

Donations from community (home-made blankets/gifts on arrival)

fp.

Fit For Purpose

Core facade facing the street designed to integrate with the local urban context

Core designed to meet staff expectations for a working environment

Core and Cluster units designed to meet the women and children's needs

Safety focused design to meet the physical and emotional safety needs of women and children

ca.

Culturally Appropriate Design

Consultation with Aboriginal women, clients, elders and Aboriginal staff prior to and during the build

Aboriginal Women's healing room designed by Aboriginal staff and community

Yarning circle

Platypus and three rivers for paths

Rooms that can accommodate large family groups

Natural colour palette

op.

Operational Factors

Built to consider alternative future use options e.g., individual gas and utilities to each unit

Built for expansion if necessary eg, space for additional units and workspaces for additional staff

Robust and hard-wearing materials, fixtures and fittings

Easy to maintain landscaping and built form

Efficient on-site bin storage

Solar PV panels to reduce energy bills for organisation

CASE STUDY

Annie North

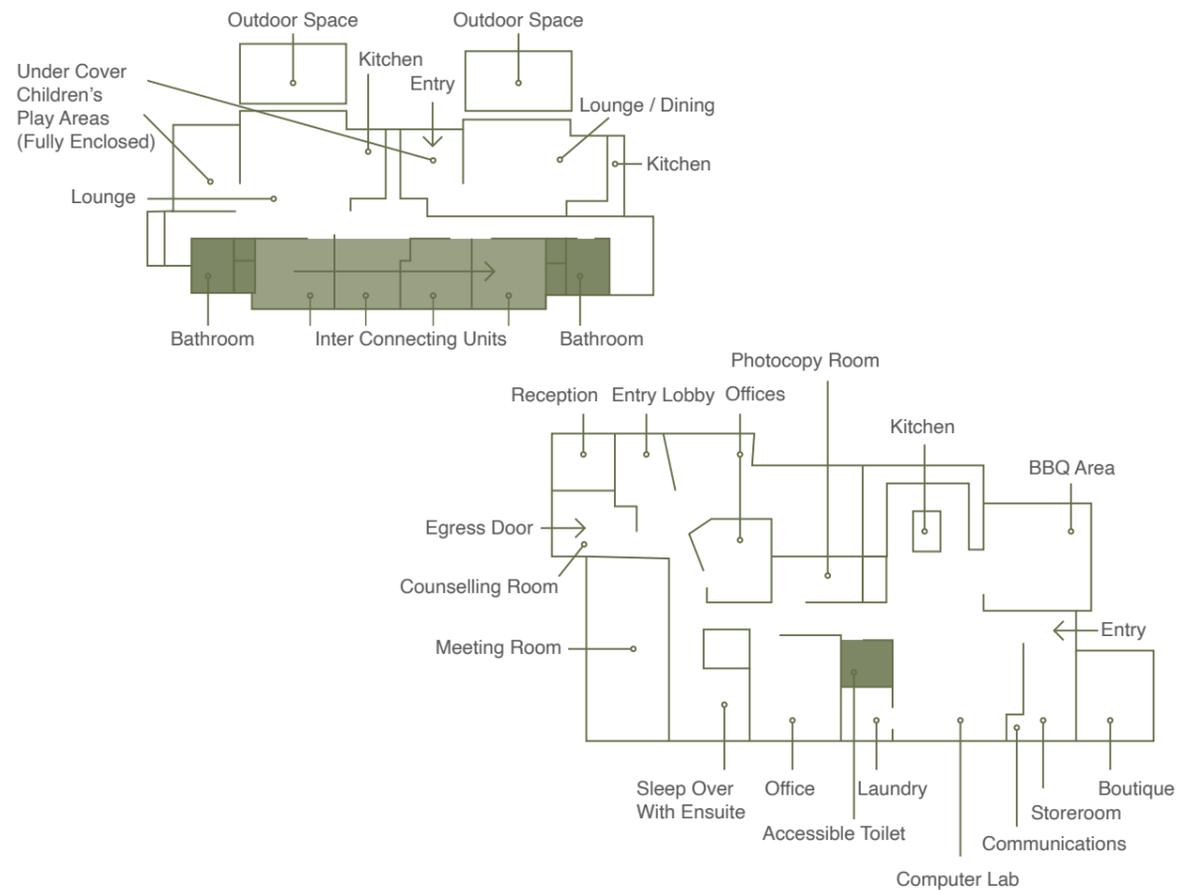
Secure Women's Refuge Facility



Annie North - At a Glance

| | |
|------------------|---|
| Location | Regional Victoria - Bendigo |
| Client | Annie North Incorporated |
| Completion | April 2018 |
| Architect | EPlus Architecture |
| Type | Core & Cluster, furnished |
| Development Cost | \$3-4 million |
| Accommodates | Average 6-8 week stay with flexibility depending on circumstances. |
| Scale | 2x2, 3 & 1 or 4. Site area for the complete development is 3094m ² |

Unit Types



NOT TO SCALE



sa.

Safety

Physical security and 24-hour staffing

Gated facility, locked and only opened by staff, CCTV, with whole perimeter on camera, recorded for evidence if necessary

Strategic fences can be seen through at an angle. Solid fencing behind units

Fixed duress alarms in the counselling and meeting rooms

Portable duress alarms for women that cannot be set off by children and can be taken from room to room or outside in the facility

Both audible and silent duress alarming to suit individual situations

Access to duress alarms for staff dealing with clients with challenging behaviours

Two client rooms have two doors – egress door

Foyer is glassed off with secure, toughened glass

One way glass window for education, monitoring and training

pr.

Privacy, Independence & Dignity

Designed to instil a sense of dignity and respect upon arrival

Self- contained units, hidden carpark, enclosed backyards

Boutique- donated clothes are kept and sorted accordingly to assist those who arrive with nothing. All sizes, well set out.

‘Brand new day’ boxes – a shoe box with a gift, cosmetics, earrings.

Second blind in the front of unit so clients can see out, but others cannot see in

Paint on walls and doorframes shaded differently for those with low vision

Non-institutional look and feel provides a sense of hope and dignity

Wheelchair accessible BBQ with bench seats for larger or pregnant women

fl.

Flexibility & Adaptability

Interconnecting doors to enable different room structures for small and large families

Accessibility unit

‘Stand up room’ for short overnight stays with pull out couches for sleeping

ch.

Children Inclusive

Children’s bedrooms placed close to Mother’s bedroom

Wi-Fi provided

Toys, book, planter boxes. Plant and vegetable gardens with giant sunflowers

Two playgrounds- 1 for older children with monkey bars and climbing, one for younger with cubby house and slide

Playgrounds have line of sight from all unit living rooms

Logs, rocks, sand pit

Path designed for small bikes and trikes

Outdoor chalk area

Shed for storage of bikes, scooters, and large toys

Outdoor backyard and infant yard

Large areas in core with children’s educational and sensory toys and equipment, sensory bikes, weighted blankets, robotics, and toys

Therapy pup – therapist brings her dog to work with huge success

tf.

Trauma Focused Design

Effective use of light and colour

Scandinavian style furniture, on legs to provide a sense of space

Homely design assists with client rehabilitation

No dig vege gardens in backyards of all units, and wicking beds for vegetables. Sensory garden, olive, fruit and nut trees

“No ghetto” culture – facility is well maintained and everything fixed ASAP if needed

Group work in facility with space for art therapy, case management etc

fp.

Fit For Purpose

Solar panels for hot water, architect designed to maximise passive design elements

High windows to let light and warmth in, stop summer sun

Frosted sky light

Heightened security and sense of safety as the units are in an arc with core opposite which all surround the playground

op.

Operational Factors

Solar PV panels for hot water and boost hot water to reduce energy costs

Robust FF&E

ca.

Culturally Appropriate Design

Original Aboriginal art in the public spaces. Art throughout the facility representing different countries through images and colour.

Chook house and chook run, painted in Aboriginal colours

Herbs and spices available for cooking

Bush tucker, smoking ceremony to protect the Aboriginal women living there

Culturally safe and welcoming design



CASE STUDY

Evolve

Guildford



Evolve - At a Glance

| | |
|------------------|--|
| Location | Metropolitan Sydney |
| Client | Evolve Housing |
| Completion | Guildford - 2018 |
| Type | Independent Living, furnished (no linen provided) |
| Development Cost | \$5.5 million |
| Accommodates | Long term lease mix of social and affordable, with a focus on older women escaping violence |
| Scale | Mixed development with 23 units. All DFV units are social, (being 6 of the 23 total units in the development,) and are located on the top floor. Site area for complete development is 529m ² |

Unit Types



NOT TO SCALE



Safety

Digital entry through keypad, cancel and create new codes – back to base can track who is entering and leaving building

Fire stairs are one way

Housing Officer refer to support services (no eligibility to be engaged with services)

CCTV in entry and common areas

Garage on same pin code, access through keypad protected lift

Security screens to all ground floor units

Well located walking distance to train station



Trauma Focused Design

Community spaces

Private outdoor areas



Fit For Purpose

Modular design

Dedicated floor only for women escaping DFV (top floor)

Lift restriction so only tenants on top floor can access that level

Secure basement parking

Entry pin coded system removes the need for entry keys and risk if not returned

Remote access to the building control system, allowing:

- Changes to door entry pin codes
- Review of historical entry codes including incorrect attempts
- Adjustments to pin code permissions (eg lock out certain doors, levels etc)
- Access to CCTV and adjustment to settings if needed

Battery backup for electronic control systems

Versatile layouts for single or double occupants, to accommodate women with a small child. This includes transitional furniture including fold down beds, to improve space during the day.

Good external lighting on all night (not just motion sensor)

Security screens on all ground floor units



Operational Factors

Unique common area entry codes for different contractors allow tracking of their movements whilst on site.

More thorough consideration of compatibility of new residents.

Basic fitout for those without any furniture to be able to move in. (including fridge, TV, bed, table and chairs, washing machine)

Tenant basic household package available to residents if required, including toaster, kettle, cutlery etc

Support worker referrals as needed



Privacy, Independence & Dignity

Smaller units

Designed to maximise space

Allocation process considered to ensure cohesive with older women

Private balconies to provide a private open space for all residents.

Fitout included dual roller blackout and privacy blinds



Flexibility & Adaptability

Adjustable furniture, such as pull-out tables

Fully furnished

CASE STUDY

Links for Women

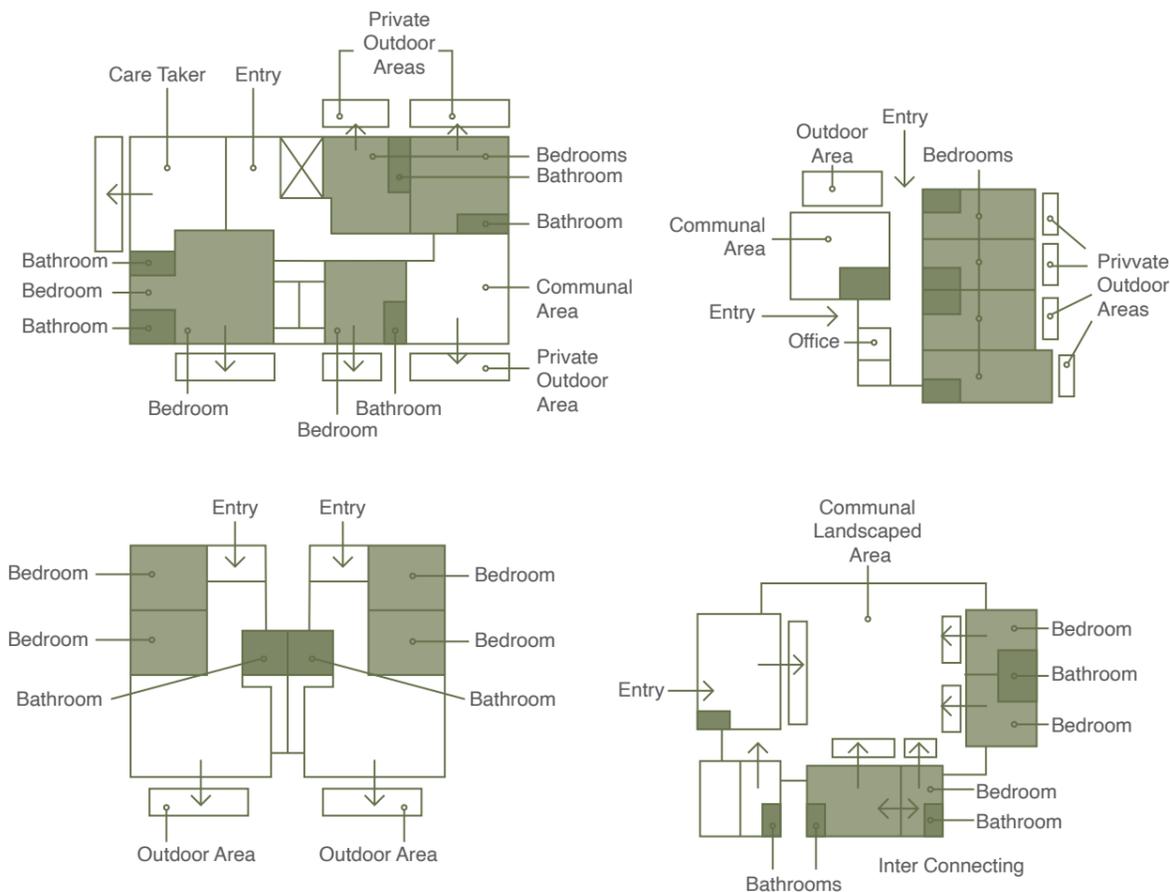
Griffith Core & Cluster



Links for Women Griffith - At a Glance

| | |
|--------------|--|
| Location | Regional/Semi Rural NSW |
| Client | Linking Communities Network |
| Completion | May 2020 |
| Architect | YG + Partners |
| | Developer Land and Housing Corporation (LAHC) |
| Type | Core and Cluster + Refuge, fully furnished |
| Accommodates | Typical stay of up to 3 months (housing crisis causing longer stays) with a focus on women and children |
| Scale | 2 x 2-bedroom self-contained, accessible units Traditional refuge 4 x units. Site area for the complete development is 1360m ² . |

Unit Types



NOT TO SCALE



Safety

- Completely fenced - Colourbond
- CCTV recorded and monitored
- Direct telephone contact to office – no duress alarms
- Staffed 24/7
- Alarms/bells to alert staff to people arriving and leaving
- Awning windows to prevent access
- Sliding doors with CCTV monitoring



Privacy, Independence & Dignity

- 2 independent fully self-contained units with own entry/exits providing space for families to set and maintain routines
- Ready supply of sanitary items and small personal items
- Cleaning products supplied initially



Flexibility & Adaptability

- Interconnecting accommodation
- Access to extra bedding if required for larger family groups



Fit For Purpose

- Thicker plasterboard with sound proofing
- Narrow windows – Full screens
- All tile floors



Children Inclusive

- Extensive playground in middle of complex with line of sight from all units
- External counselling for children
- Colourful furnishings
- Fold down change tables which are robust and easily maintained



Trauma Focused Design

- Therapy room with external therapist visiting on site
- Outdoor areas, green spaces to allow healing
- Welcome packs are supplied that contain basic foods and personal items



Operational Factors

- Independent units are easy to maintain, uncluttered
- Robust materials
- Brickwork – Low maintenance
- Intensive case management that meets the goals of the family
- Meeting in their own “home” helps with rapport building
- Central playground and verandah space, where children are safe, and mums can watch over their children



Culturally Appropriate Design

- A range of poster displays

CASE STUDY

Safe Places

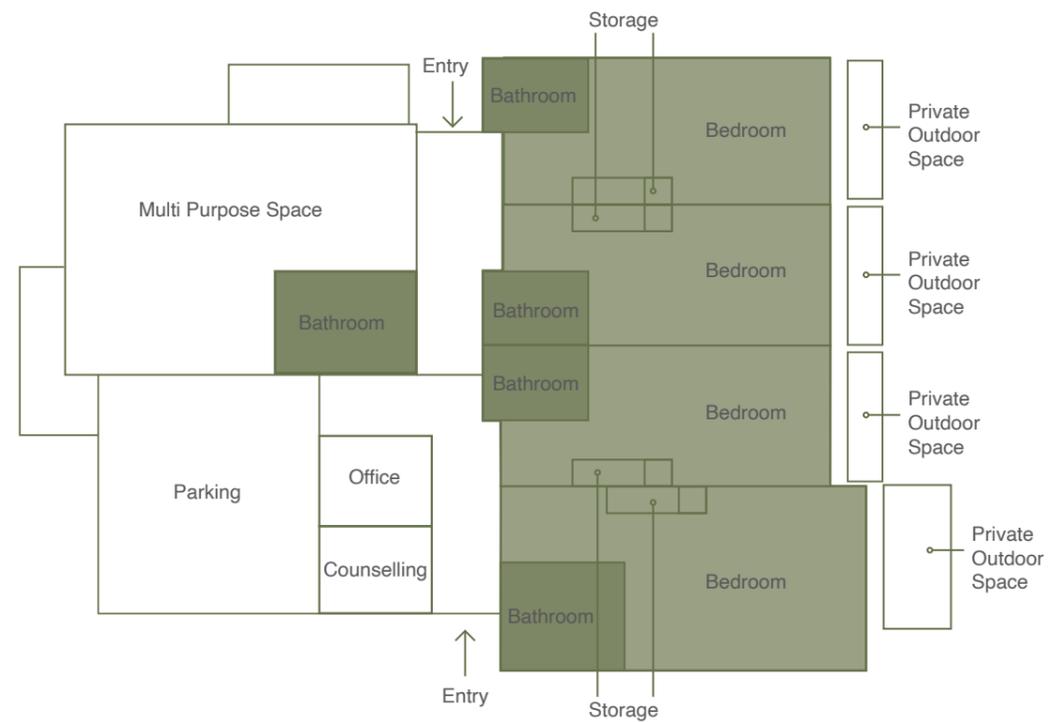
Link Wentworth



Safe Places - At a Glance

| | |
|------------------|--|
| Location | Hawkesbury |
| Client | Link Wentworth |
| Completion | Late 2022 |
| Architect | Stanton Dahl Architects |
| Type | Small scale Core and Cluster, furnished |
| Development Cost | \$1.5 million |
| Accommodates | Medium term/transitional accommodation with a focus on women and children, consideration of higher Aboriginal population. |
| Scale | 4 x self-contained units with laundry Laundry equipment - washer / dryer All-purpose area 2 x counselling units 1 x fully accessible unit Site area for the complete development is 560m ² . |

Unit Types



NOT TO SCALE



sa.

Safety

2 car lock up garage, no visibility of car licence plates. At least 1 car per unit plus visitors

CCTV and number plate recognition

Double point entry, video intercom

Units located to the rear, communal at front

Front fence with visual from CCTV, passive surveillance, green space, and landscaping

Higher windows

No access to side of building

Training staff to ID/consider tracking devices

Visual lines across the site important with no hiding spots

Normal gate urban design

pr.

Privacy, Independence & Dignity

Option to rearrange the internal space to allow for both interaction and privacy

Clients have their own entrance as well as shared space

Own yard and play space for children, use of communal space optional and allowance for small pets.

Charity partnership for new and quality furniture and fit out, soft furnishings and fresh linen allow for personalisation of spaces

Accommodation is private with clients having their own key, no access to case workers unless invited

Morning teas, craft, legal, cooking (Women's cottage is partner) sense of community. This can be delivered in the community space

Sense of community and belonging for each person

tf.

Trauma Focused Design

Good natural light

Allows for personalisation of spaces

Fully self contained for privacy and safety

fl.

Flexibility & Adaptability

Ability to connect two units together

Pet space with larger yards. All units are pet friendly

Small unit suitable for young children/infants or those with a disability - lower lip tub, removable bath for baby. Accessible bathroom entrance

Sofa beds, double bunk beds

Meal areas can be scaled up or down to meet family size

One unit fully accessible

Separate rooms for different functions

Flexible partitioning to create living and sleeping space.

Common area kitchen flexible to allow for diverse cultural practices

ch.

Children Inclusive

Child safe principles design

Ability to co-sleep as family

Dining table/study area for homework

Pet friendly, with yard for pets, and space for pets such as in laundry

Window for bunk beds

Safety for appliances

Playground equipment

Consideration to furniture selection and bathing requirements

ca.

Culturally Appropriate Design

Engaged with local Aboriginal community

Shared communal areas to come together

Kitchen flexible to allow for diverse cultural practices

Counselling rooms can be used for private contemplative spaces

fp.

Fit For Purpose

Solar PV panels

Washer/dryer in kitchen area

Long term asset

Consideration given to density in relation to site

op.

Operational Factors

Low maintenance

Easy access to site

CASE STUDY

Womens Housing Limited

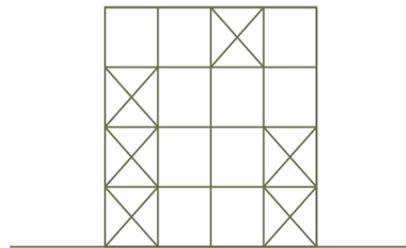


Womens Housing Limited - At a Glance

| | |
|--------------|--|
| Location | Bayswater – Melbourne |
| Client | Women's Housing Limited |
| Completion | 2018 |
| Architect | Clarke Hobson Clarke |
| Type | Independent living, unfurnished |
| Accommodates | Long term accommodation with a focus on women and children escaping family and domestic violence and older single women |
| Scale | 24 Unit development with a mixture of one and two bedrooms, 6-unit allocation for Victims/Survivors of DFV mixed throughout the building, remainder social and affordable housing. Site area for the complete development is 973m ² . |

Unit Types

UNIT PLACEMENT ELEVATION



UNIT TYPES



NOT TO SCALE





sa.

Safety

CCTV in complex, some women obtained CCTV for houses

Electronic locks to complex

Salto locking – fob access which they control, can change access to any fob/remotely open doors

Standard fence for complex – limits access without being security style

tf.

Trauma Focused Design

Sound proofing between units to achieve as quiet a building as possible

Sound check plasterboard on walls

Maintenance contractors trained to ensure they understand the sensitivity of the building/tenants

Muted/subdued tones and colour palettes

pr.

Privacy, Independence & Dignity

All self-contained units

No real common areas apart from hallways and foyer

Generously sized units with outdoor areas/balconies

fp.

Fit For Purpose

7-star energy rating

Double glazing- sound screening and thermal efficiencies

Solar PV panels to reduce energy costs for clients

fl.

Flexibility & Adaptability

3 x accessible units in complex

op.

Operational Factors

Marmoleum flooring for durability and sustainability



CASE STUDY

Blackwattle Apartments

City West Housing

sa. pr. fl. ch. tf. ca. fp. op.

| Blackwattle Apartments - At a Glance | |
|--------------------------------------|---|
| Location | Metropolitan Sydney |
| Client | City West Housing |
| Completion | 2020 |
| Architect | Turner Architects |
| Type | Independent Living, unfurnished (a few units were styled with donated furniture from Valiant Furniture Hire) |
| Development Cost | \$53.1 million |
| Accommodates | Long term accommodation for very low, low and moderate income tenants, with 20-25% socially eligible |
| Scale | 99-unit medium density apartment building with a mix of 1, 2 and 3 bedroom units. Site area for the complete development is 7,995m ² |

Unit Types



NOT TO SCALE



sa.

Safety

- Double entry
- Peep holes in doors
- Building entry swipe card and intercom
- CCTV provides passive surveillance
- No black spots or areas to hide
- Internal mailbox

pr.

Privacy, Independence & Dignity

- Furnished spaces provided through charities for women escaping DFV including new furnishings for children
- Long term fully self-contained spacious units with good liveability

fl.

Flexibility & Adaptability

Larger complex with mix of 1, 2 and 3 bedrooms allowing for internal transfers

ch.

Children Inclusive

- Close proximity to playgrounds, parks, primary schools and open areas
- Sense of community in caring for children due to shared experiences



tf.

Trauma Focused Design

- Neutral and calming colour palette
- Common areas with real grassed areas and lush landscaping

ca.

Culturally Appropriate Design

- Concrete areas painted with Aboriginal art for wayfinding throughout complex

fp.

Fit For Purpose

- Storage for prams and kids' bikes

op.

Operational Factors

- Dryer vs Clothesline on balcony
- Ceiling fans, fly screens and window blinds for thermal comfort
- Functional built-ins for storage



CASE STUDY

Nightingale

Fresh Hope

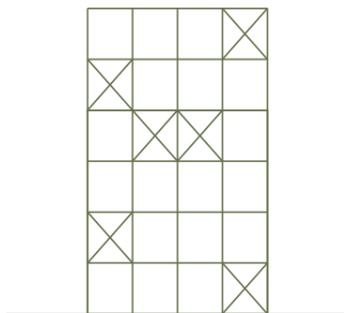
- sa.
- pr.
- fl.
- ch.
- ca.
- fp.
- op.

Nightingale - At a Glance

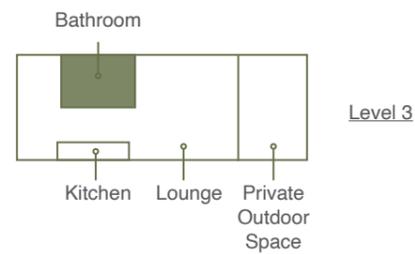
| | |
|------------------|---|
| Location | Metropolitan Sydney |
| Client | Fresh Hope |
| Architect | Dan McKenna |
| Completion | Late 2023 |
| Type | Core & Cluster, furnished |
| Development Cost | \$9.5 million |
| Accommodates | Crisis, Transitional and Long term all accommodated with a focus on older women |
| Scale | Accommodation over 7 levels with 1st level dedicated to DFV. The Site's total area is 765.5m ² |

Unit Types

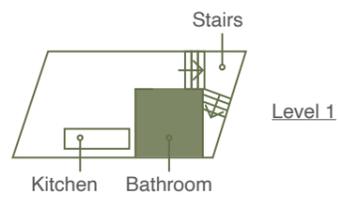
UNIT PLACEMENT ELEVATION



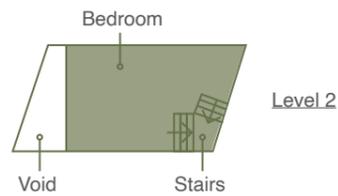
ROOM TYPE



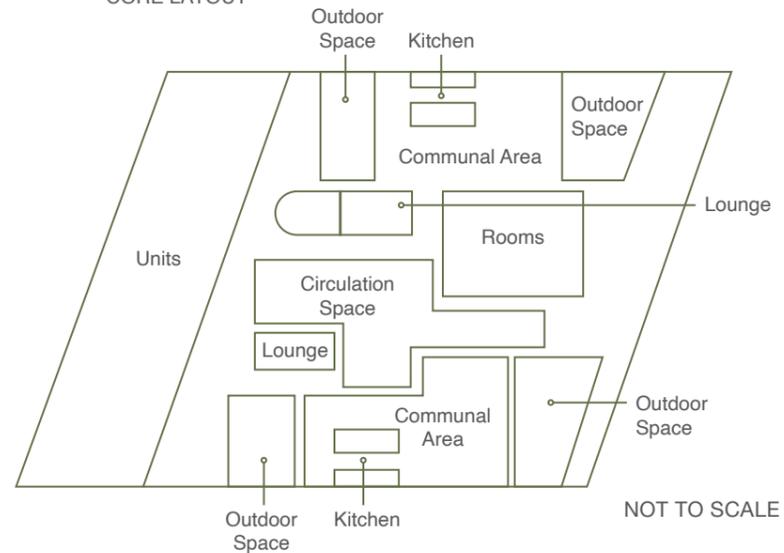
UNIT TYPE



UNIT TYPE



CORE LAYOUT



NOT TO SCALE

sa.

Safety

Secure access to car park, lift core used for crisis accommodation

CCTV

6 out of 54 units are DFV with separate access

Separate communal areas for DFV and remainder of units

Site manager allocated to DFV units

Outdoor courtyards bricked in on Level 1

24/7 staffing on rotation, onsite staff sleepover accommodation

op.

Operational Factors

Fully electric, no gas

pr.

Privacy, Independence & Dignity

Self-contained units, communal kitchens in crisis areas

Communal laundry spaces fully funded by developer including laundry supplies

Wi-Fi included in building

DFV units separated

Fully self-contained DFV units, single bedrooms with interchangeable spaces

fl.

Flexibility & Adaptability

Interchangeable unit layouts, studio like spaces, fold away joinery

Accessible and fully accessible units

ch.

Children Inclusive

Can accommodate children but not targeting families

Sandpits/separate play areas

ca.

Culturally Appropriate Design

Currently in consultation with relevant groups

fp.

Fit For Purpose

High NatHERS rating

Solar PV panels



CASE STUDY

Viv's Place

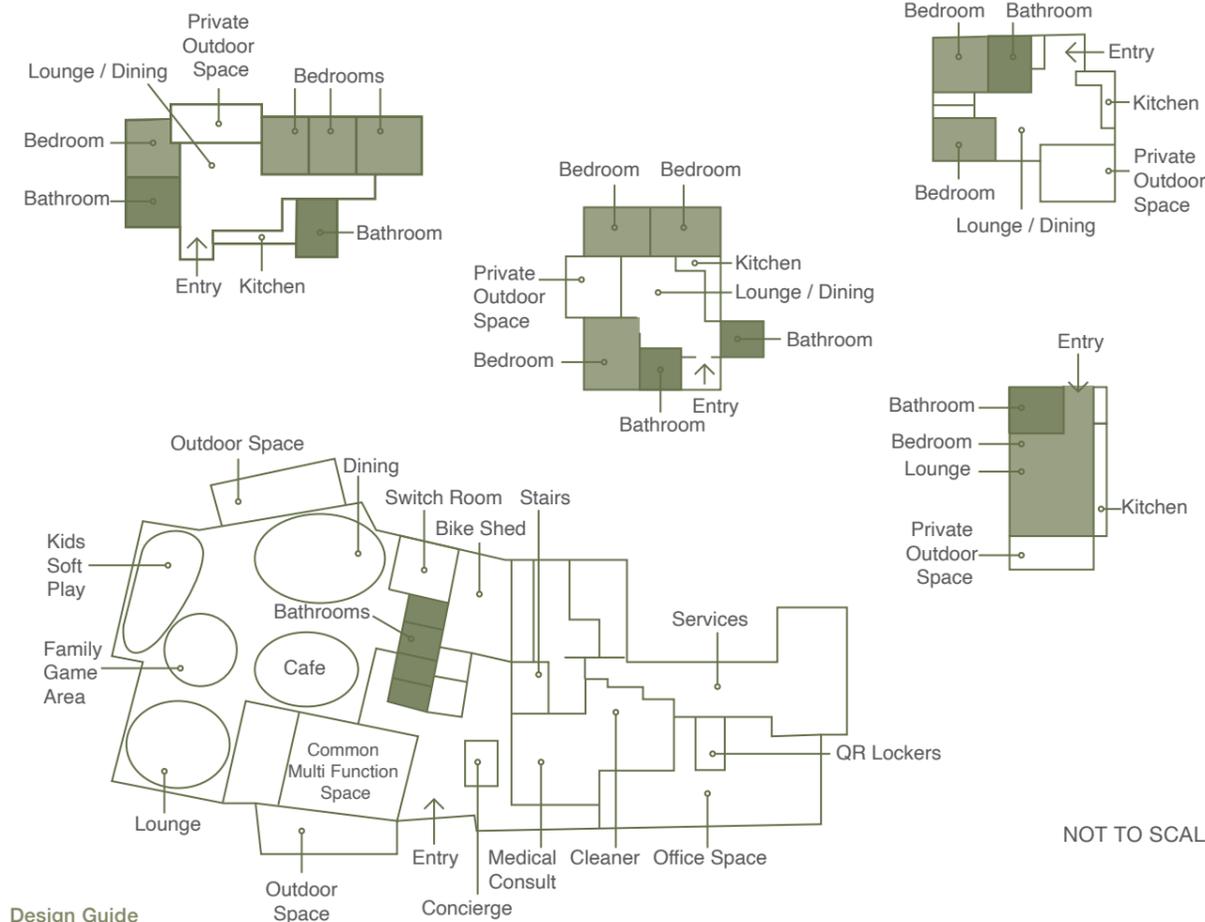
Launch Housing



Families Supportive Housing - At a Glance

| | |
|------------------|--|
| Location | Outer Metropolitan Melbourne - outer metropolitan Melbourne |
| Client | Launch Housing |
| Completion | June 2022 |
| Architect | ARM Architecture |
| Type | Permanent Supported Housing, furnished with philanthropic support. |
| Development Cost | \$31 million |
| Accommodates | Social housing with a focus on women and children – no adult males |
| Scale | 8 storeys, 60 apartments – Studios 1-4 bedrooms All studios can be dual keyed to join 2 or 3 bedrooms Interconnecting units. Site area for the complete development is 2,125m ² . |

Unit Types



NOT TO SCALE



Safety

Secure phone lines throughout building

Fob entry

Fob for lifts to access specific floors

Security settings

CCTV

Street facing windows and facades considered for privacy and visibility



Privacy, Independence & Dignity

Self-contained apartments

Better than market housing

High quality

Community spaces



Operational Factors

Double Glazing- Thermal efficiency

Rainwater Tanks



Flexibility & Adaptability

Interconnecting units

Adaptable to children growing older/ leaving home

Offices on ground floor include medical and consulting rooms and hot desking facilities.



Children Inclusive

Courtyards for outdoor space

Nature play featuring logs and rocks

Child friendly spaces for children and teens – 'bean bags' privacy



Fit For Purpose

Solar PV panels

Water collecting

Built for purpose



Culturally Appropriate Design

Culturally diverse part of Melbourne – over 100 cultures and ethnicities

Slight skew to African/Middle Eastern

The artist creating original artwork for the project is Australian born but of South-Sudanese heritage



Trauma Focused Design

Master students from Monash University included in design meetings

Considered use of colours

No long corridors

Clear wayfinding and sightlines

Shades of privacy within communal areas

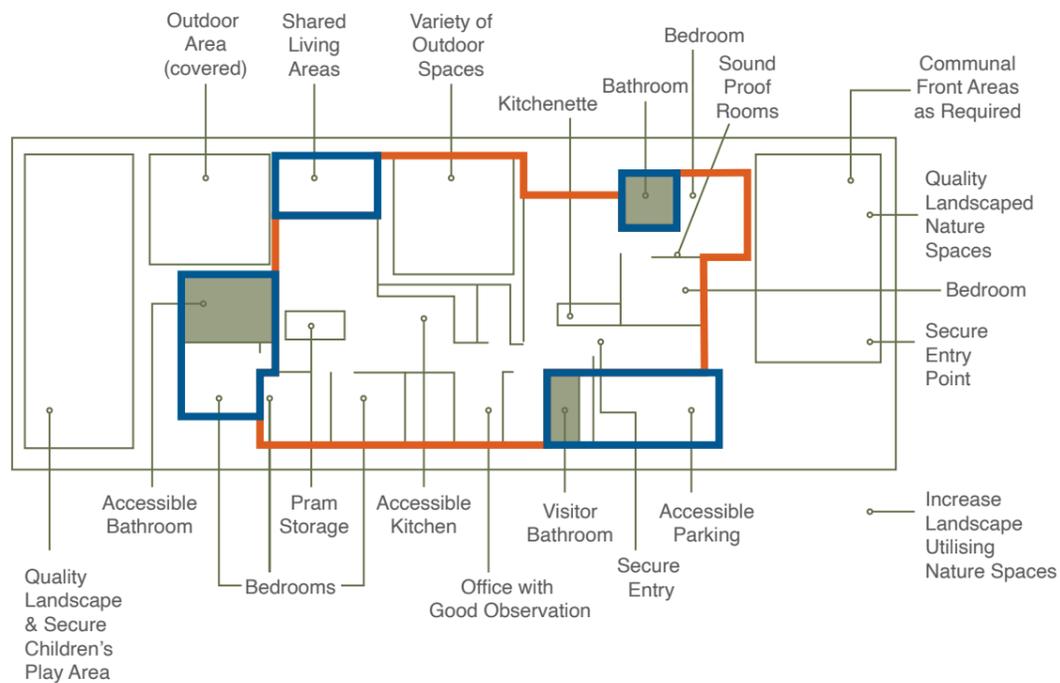
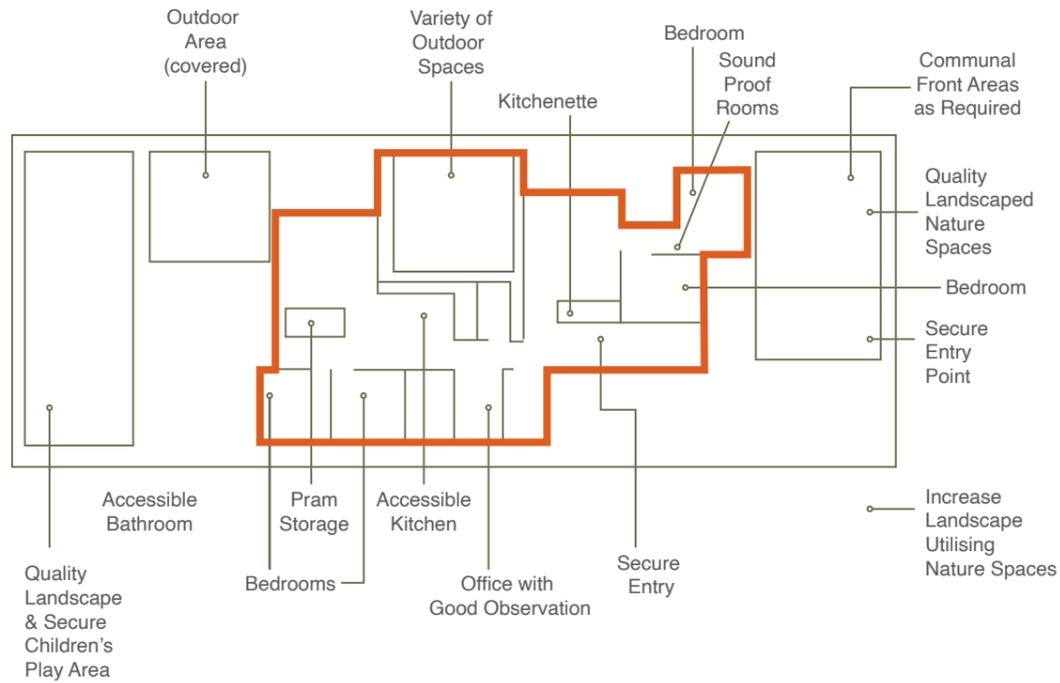


ARM Architecture. Image: Tatjana Plitt

CASE STUDY

Repurposed Group Home

- sa.
- tf.
- fp.
- op.
- ca.



— Existing building — Renovation/Extension NOT TO SCALE

sa.

Safety

Secure entry points

Office with good observation capabilities

Secure children's play area

CCTV

fp.

Fit For Purpose

Good quality fixings and fixtures

Robust external materials

Provides all aspects required for residents that complies with the National Construction Code legislation

op.

Operational Factors

Provide all necessary equipment and spaces for residents and staff

Landscaped and natural spaces

ca.

Culturally Appropriate Design

Building can be utilised for all religious, cultural demographics

Indigenous or similar plants

tf.

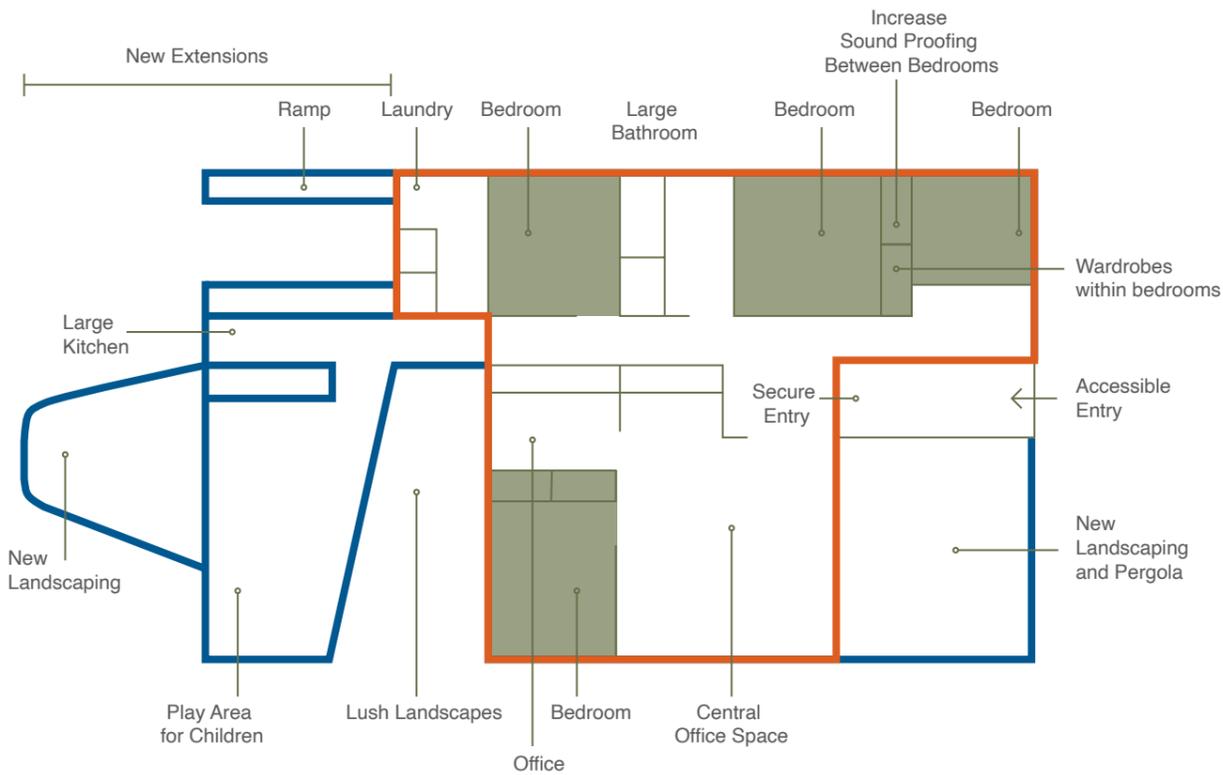
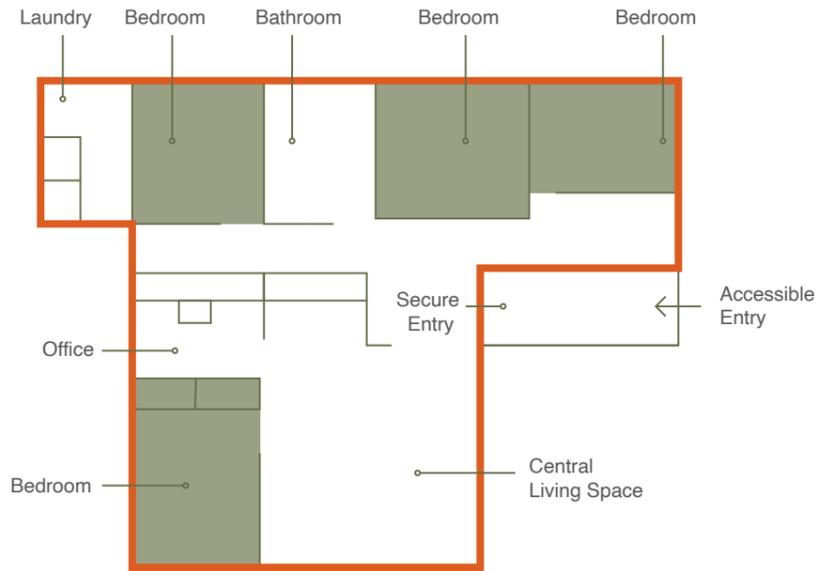
Trauma Focused Design

Calm spaces utilising colours and textures

CASE STUDY

Repurposed Home

- sa.
- ch.
- tf.
- ca.
- op.
- fp.



— Existing building — Renovation/Extension NOT TO SCALE

sa.

Safety

Visual connection from office

Secure entry

Fenced property

Security cameras

op.

Operational Factors

Office and storage provided

fp.

Fit For Purpose

Private bedrooms

Common bathroom

Large common kitchen

Large living spaces

Common outdoor space

Office

Fits into character of street

Upgraded to comply with NCC/DDA compliance

ch.

Children Inclusive

Independent play area for children

tf.

Trauma Focused Design

Upgraded internal finishes and a warm, welcoming design

ca.

Culturally Appropriate Design

Building can be utilised for all religious, cultural demographics

Indigenous or similar plants

Measuring Success

These questions will help you assess the success of your development

- How has this project achieved its objectives?
- Have the Site Principles been adequately met?
- Have the eight standards been achieved? How? If no, have you developed performance solutions to meet the standards best as possible?
- Was the project delivered on time? Explain why it was/wasn't?
- Was the project delivered on budget? Explain why it was/wasn't?
- Were there any safety incidents or issues with the project?
- Was intended Quality achieved for the project? Explain why it was/wasn't?
- Has the project achieved a positive outcome for multiple stakeholders in the short, medium, and long term? How do you measure that?
- What would you do differently in the following stages of the project?
 - Project Brief and Objectives
 - Site Identification
 - Site Due Diligence
 - Development Feasibility
 - Design Construction
 - Defect Liability
 - Service Mobilisation
 - On-going Service Delivery
- Anything you would want to improve next time?
- What actions will you take, based upon the above responses, to improve future projects?

Future Research for this Guide

The intent is for this guide to be reviewed and improved every 1-2 years as new developments are completed and new learnings identified. The following areas of future research are recommended to improve this document:

- Expand upon the Design Features with more detailed description and direction, including examples, that will be gained through further sector consultation
- More direct consultation with Women and Children who have experienced DFV, as well as those who have accessed a Core & Cluster service
- Review the Design Standards and Design Features to determine they are fit for purpose for Women and Children escaping DFV
- Current and future Case Studies to provide responses to the Measuring Success questions, which will provide lessons learnt for the sector
- Update the Design Features to prioritize the hierarchy of importance. For example, include three levels of priority for each Design Feature being Critical, Important or Ideal

References

1. AIHW, Family, domestic and sexual violence in Australia: Continuing the national story. 2019; Available from: <https://www.aihw.gov.au/reports/domestic-violence/family-domestic-sexual-violence-australia-2019/contents/table-of-contents>.
2. ABS, Personal safety survey, 2016. 2017; Available from: <https://www.abs.gov.au/ausstats/abs@.nsf/mf/4906.0>.
3. Spinney, A., Blandy, S., and Hulse, K., Preventing homelessness for women and children who have experienced Domestic and Family Violence. Research and Policy Bulletin, 2013(164).
4. Flanagan, K., Blunden, H., Valentine, K., and Henriette, J., Housing outcomes after Domestic and Family Violence, AHURI Final Report No. 311, 2019; Available from: <https://www.ahuri.edu.au/research/final-reports/311>.
5. Kaspiew, R., Horsfall, B., Qu, L., Nicholson, J., Humphreys, C., Diemer, K., Nguyen, C.D., Buchanan, F., Hooker, L., Taft, A., Westrupp, E., Cookin, A.R., Carson, R., and Dunstan, J., Domestic and Family Violence and parenting: mixed method insights into impact and support needs - final report. 2017; Available from: <https://apo.org.au/node/96511>.
6. Daoud, N., Matheson, F.I., Pedersen, C., Hamilton-Wright, S., Minh, A., Zhang, J., and O'Campo, P., Pathways and trajectories linking housing instability and poor health among low-income women experiencing intimate partner violence (IPV): Toward a conceptual framework. Women & Health, 2016. 56(2): p. 208-225 DOI: 10.1080/03630242.2015.1086465.
7. Dichter, M.E., Wagner, C., Borrero, S., Broyles, L., and Montgomery, A.E., Intimate partner violence, unhealthy alcohol use, and housing instability among women veterans in the Veterans Health Administration. Psychological Services, 2017. 14(2): p. 246-249 DOI: 10.1037/ser0000132.
8. Klein, L.B., Chesworth, B.R., Howland-Myers, J.R., Rizo, C.F., and Macy, R.J., Housing Interventions for Intimate Partner Violence Survivors: A Systematic Review. Trauma, Violence, & Abuse, 2021. 22(2): p. 249-264 DOI: 10.1177/1524838019836284.
9. Patterson, D., Not home yet: How lack of social housing means women are still exiting family violence into homelessness. Vol. 33. 2020: Council to Homeless Persons. 14–15.
10. Martz, J.R., Romero, V., and Anderson, J.R., Facilitators and barriers of empowerment in family and domestic violence housing models: A systematic literature review. Australian Psychologist, 2020. 55(5): p. 440-454 DOI: 10.1111/ap.12454.
11. ARTD, Safer Pathway Evaluation - Final Report. 2019, [unpublished report].
12. Domestic Violence NSW, Domestic Violence NSW Submission to the IPART: Review of rent models for social and affordable housing 2016, [unpublished report].
13. AHURI, Housing, homelessness and Domestic and Family Violence. 2021; Available from: <https://www.ahuri.edu.au/analysis/policy-analysis/housing-homelessness-domestic-family-violence>.
14. AIHW, Specialist Homelessness Services annual report 2020–21. 2021; Available from: <https://www.aihw.gov.au/reports/homelessness-services/specialist-homelessness-services-annual-report/contents/clients-who-have-experienced-family-and-domestic-violence>.
15. Mission Australia, Blueprint for the Domestic and Family Violence response in Australia - response to public consultation paper. 2015, [unpublished report].
16. Tually, S., Faulkner, D., Cutler, C.A., and Slatter, M., Women, Domestic and Family Violence and homelessness: a synthesis report. 2008; Available from: <https://apo.org.au/sites/default/files/resource-files/2008-11/apo-nid3247.pdf>.
17. Breckenridge, J. and Bullen, J., 'Safe at Home'- Understanding and assessing the sustainability of housing options for women and children escaping domestic violence. 2012, [unpublished report].
18. Campo, M. and Tayton, S., Intimate partner violence in lesbian, gay, bisexual, trans, intersex and queer communities: Key issues. 2015, [unpublished report].
19. Maalsen, S., Wolifson, P., Rogers, D., Nelson, J., and Buckle, C., Understanding discrimination effects in private rental housing. 2021, [unpublished report]. ABS, Conceptual Framework for Family and Domestic Violence, 2009. 2009; Available from: <https://www.abs.gov.au/ausstats/abs@.nsf/Products/F346821A88ED5F6ACA2575B700176310>.
20. Ball, M. and Hayes, S., Same-sex intimate partner violence: Exploring the parameters, in Queering Paradigms, B. Scherer, Editor. 2009, Peter Lang: New York. p. 161-177.
21. Calton, J.M., Cattaneo, L.B., and Gebhard, K.T., Barriers to help seeking for lesbian, gay, bisexual, transgender, and queer survivors of intimate partner violence. Trauma, Violence, & Abuse, 2016. 17(5): p. 585-600 DOI: 10.1177/1524838015585318.
22. Frohmader, C., Dowse, L., and Didi, A., Preventing violence against women and girls with disabilities: integrating a human rights perspective. Hum. Rts. Defender, 2015. 24: p. 11.
23. Burnham, L., Technology and safety: The personal safety initiative. Vol. 31. 2018: Council to Homeless Persons. 44–45. Cameron, P., From safe refuge to safe at home: The evolving role of family violence outreach services. Vol. 28. 2015: Council to Homeless Persons. 18–19.
24. Donnelly, S (2020) Design guide for refuge accommodation for women and children, UTS Shopfront. <https://apo.org.au/node/313257>

Contact Us

HOUSING PLUS

address 113 Byng St, Orange NSW 2800

website housingplus.com.au

phone (02) 6360 3300

twitter [@housingplusau](https://twitter.com/housingplusau)

Instagram [housingplusau](https://www.instagram.com/housingplusau)

facebook [housingplusau](https://www.facebook.com/housingplusau)

CUSTANCE

address L3/87-89 Foveaux St, Surry Hills NSW 2010

website custance.com.au

phone (02) 9051 0177

linkedin [custance-associates-limited](https://www.linkedin.com/company/custance-associates-limited)

Instagram [custance_australia](https://www.instagram.com/custance_australia)

CUSTANCE

HousingPlus 