

Lilly Pilly Place for Women & Children

Service information for local providers & referral partners





Lilly Pilly Place is Gunnedah's local specialist refuge for women and children escaping DFSV.

Website: www.lilypillyplace.org

Email: manager@lilypillyplace.com.au

Phone: 02 6741 9100

Business hours: 9:00 am – 9:30 pm

**After-hours referrals: via local
Police/Emergency Services, the local
hospital, or 1800RESPECT**

Overview

Lilly Pilly Place is a core and cluster refuge providing safe, culturally grounded accommodation and wraparound support for women and their children escaping domestic, family, and sexual violence (DFSV).

The service is Aboriginal-led and deeply connected to culture, while welcoming and supporting women and children from all backgrounds.

Lilly Pilly Place is operated by Gunida Gunyah Aboriginal Corporation (GGAC) and funded by the NSW Department of Communities and Justice (DCJ). The refuge operates independently, with onsite leadership and a dedicated team of specialist refuge staff.

Who We Support

- Women and their children who are experiencing, or are at immediate risk of, DFSV
- Families from all cultural backgrounds
- Access and placement prioritised based on safety, risk, and suitability

Onsite Team & Supports

- Refuge Manager and Specialist DFSV Support Workers providing day-to-day support and case management
- Specialist Children & Young People's Worker delivering developmentally appropriate activities, advocacy, and support for children
- Safety planning, case coordination, and advocacy tailored to individual needs
- Case conferencing and warm referrals to services including legal, health, housing, education, financial support, and counselling

We work closely with local services, many of whom provide regular outreach from our Core office. These include Services Australia, Clinic 468 (sexual health), Legal Aid, Alcohol and Other Drugs counsellors, and more.

Lilly Pilly Place welcomes new partnerships. If your service can provide support to women and children, we would love to hear from you to explore how we can work together.

Capacity & Facilities

- Four (4) two-bedroom units and one (1) three-bedroom house
- Flexible sleeping options (including bunks and trundles) to accommodate larger families
- Each unit has its own private yard
- Communal children's play areas, garden spaces, and a covered outdoor BBQ/entertainment area
- A Core office onsite for staff, intake, meetings, and partner outreach sessions

The refuge has been carefully designed to feel like a bush retreat - a place connected to nature, calm, and healing.

Communal areas feature natural elements such as wood, stone, and native plants, creating a safe and nurturing environment. An outdoor yarning circle with sandstone blocks, natural stone pathways, and a large hand-painted billabong mural further enhance the sense of cultural strength and connection.

Each unit is furnished with high-quality materials, including natural woods and leather, complemented by soft pinks and feminine touches that provide a warm, welcoming atmosphere for women and their children.

Referral Pathways

- Online: Referrals can be made at www.lillypillyplace.org
- Business hours (9:00 am – 9:30 pm): Call 02 6741 9100
- Email: manager@gunidagunyah.com.au
- After hours: Referrals are accepted only via local Police/Emergency Services, the local hospital, or 1800 RESPECT.

What to Include in a Referral

- Safe contact details and the best time/way to reach the client
- Brief risk summary, including any current ADVO/AVO information
- Ages of accompanying children or young people
- Any immediate safety, health, or accessibility considerations

Every referral opens the door to safety, healing, and a future free from violence.



Safety, Privacy & Access

- Confidential location: The refuge address is not disclosed for the safety of women and children. All visits are strictly by appointment.
- Safe intake: An initial risk screening and safety planning process is completed prior to intake to ensure the safety of every client.
- Case management: We provide collaborative case management and work closely with partner agencies to connect families with the supports they need.
- Outreach support: Outreach appointments with external services are welcome onsite by prior arrangement.

Security Measures

- Curfews are in place at night; clients are expected to remain onsite.
- The refuge is monitored by security and CCTV 24/7.
- Each unit is fitted with a duress alarm for emergency support.
- Extensive safety planning and risk assessments are conducted for all residents.

Partnerships, Volunteering & Onsite Services

Businesses, service providers, and community members are warmly invited to partner with us, volunteer their time or skills, or donate essential items to support women and children staying at the refuge.

Ways you can help include:

- Donations of essentials – food, home-cooked meals for the freezer, clothing (including bras, underwear, and socks), hygiene and period products.
- Comfort items – books, toys, and art and craft supplies to help children feel safe and at home.
- Gift vouchers – for groceries, fuel, clothing, or household items, giving families choice and dignity.
- Skilled volunteering – services such as hairdressing, beauty therapy, exercise, yoga, meditation, and other wellbeing activities can make a big difference in helping women feel supported and valued.

If you'd like to provide services at the refuge, volunteer your time, donate goods, or explore partnership opportunities, we'd love to hear from you.

Lilly Pilly Place – Facts & Myths

Q: Is Lilly Pilly Place just another homelessness shelter?

A: Myth. Lilly Pilly Place is not a general homelessness service. It is a specialist refuge for women and their children who are fleeing domestic, family, and sexual violence (DFSV). Our services are tailored to support safety, recovery, and stability after leaving violence.

Q: Do you have to be Aboriginal to access the refuge?

A: Myth. While Lilly Pilly Place is proudly Aboriginal-led, we support women and children from all backgrounds and cultures. Everyone is welcome to access safety at the refuge.

Q: If I know people at Gunida Gunyah Hub, will they know I'm staying at Lilly Pilly Place?

A: Myth. The refuge operates independently from the Hub. It has its own dedicated staff, including specialist DFSV support workers and a Refuge Manager. Staff at the Hub do not have access to refuge client information.

Q: How private and safe is the refuge?

A: Fact. Safety, security, and privacy are our highest priorities. The refuge is located at a confidential address in a quiet residential area. Curfews are in place, and residential clients are expected to stay onsite overnight to maintain safety for everyone.

Q: Will staying at the refuge feel restrictive?

A: Fact (sometimes). Because of our focus on safety and confidentiality, there are rules in place that can feel restrictive to some, such as curfews. The refuge environment may not suit everyone, but it provides a secure, supportive, and culturally safe space for women and children in crisis.

Q: I have experienced DFSV but was deemed ineligible – why?

A: Fact (sometimes). Sadly, not every woman who has experienced domestic, family, or sexual violence will be suited to refuge living. Eligibility is based on a careful assessment of safety, risk, and suitability. In some cases, there may be health, support, or safety needs that cannot be managed within the refuge environment, or the refuge may not be the safest option at that time.

Another important factor is the wellbeing of women and children already residing at Lilly Pilly Place. New referrals are assessed with their safety, stability, and recovery in mind, ensuring the refuge remains a safe and supportive environment for all clients.

When someone is not eligible, our staff work closely with partner agencies to connect women and their children to the most appropriate accommodation and support services for their circumstances.

Lilly Pilly Place is a vital community service - with the support of our whole community, it can continue to protect, heal, and empower women and children.

Domestic, family, and sexual violence does not discriminate; it can affect women of every age, background, and circumstance.

That's why promoting services like Lilly Pilly Place is so important - so every woman and child who needs safety knows where to turn

