



Coalition for Women's Refuges

Case Study

The Impact of the 'No Wrong Door' Policy

“I was in a refuge for about 8 weeks after finally getting the courage to leave my violent partner. The refuge was lovely and the staff were helpful, but I can't say the same for the other residents.

Apparently, the refuge I was in used to only take women like me escaping domestic violence but now they have to take homeless women as well. While I was there, we had many women who came in with serious mental health or drug problems who were homeless.

Some were alright for a while but we had three women in a five week period who became so unstable & violent that the staff had to call the police to assist them. I had to lock myself in my bedroom each time to keep safe until help arrived.

I thought I was getting away from the fear of being hurt. It was really terrifying to be in a house where someone you don't know is so unpredictable. I've moved out now & I'm doing alright, but another woman I was in the refuge with at the time left after one of these episodes.

We were frightened of the woman who kept talking to herself & accusing us of stuff we hadn't done. We talked often about how it wasn't right to be terrified living in a refuge. She went back to her abusive partner. She said "At least at home, I know who to be scared of".

