

## DVConnect Client Charter

*People in every community are safe from violence and interpersonal trauma.*

### What you can expect from DVConnect:

- You will be believed
- Safety is most important
- You have a right to receive support
- You have a right to make decisions for yourself
- We will do what we can to help you in a way that is best for you and your family
- We will clearly explain what we can and cannot do to support you
- You can give us feedback at any time
- We do ask for your information but only as much as we need to support you
- We will keep your information safe
- We have Principles and Values that we will always follow. You can read about them on our website at [www.dvconnect.org](http://www.dvconnect.org).

### DVConnect recognises you have rights. Many are protected by law, including:

- To live without violence or fear.
- To have us support you no matter:
  - where you live
  - what culture you connect with
  - if you have a disability
  - what your gender identity or sexual orientation is
  - what language you speak
- To share your needs and choices with us and have us listen
- To have a safe interpreter, support person or advocate (A list of external advocacy services is available from the [Queensland Government](http://www.qld.gov.au))
- To receive supports to promote safety and end the use of violence
- To be able make your own decisions and to be given information to help you make these decisions
- To be able to change your mind
- To stop using our service at anytime
- To have a safe service with qualified and highly trained staff
- To have services work together
- To have your human rights protected
- To have a service that upholds the [Charter of Victims' Rights](#).

## Your information rights:

- To know what happens to your information, how we use it and how we keep it safe.
- To ask to access your information.
- We will not share information without your permission unless we are concerned about safety or needed to do by law.
- How you can help us to assist you:
  - Provide us with the information that we are seeking to support you
  - Tell us what you need to be able to use our service or to be safe
  - Let us know if you need an interpreter
  - Be respectful.

## Giving feedback or making a complaint:

There are lots of ways to do this:

- talk to a DVConnect Practitioner or ask to speak with a Team Leader or Manager
- email [mail@dvconnect.org](mailto:mail@dvconnect.org) or call 07 3156 2323
- write to “In Confidence” to the Chief Executive Officer, PO Box 10575 Adelaide Street, Brisbane Queensland 4000
- visit our website at [www.dvconnect.org](http://www.dvconnect.org) for more information.

You can also complain to the [Office of the Victims' Commissioner](#) if you feel we haven't protected your rights, by:

- using their [contact form](#)
- downloading a copy of the complaint form, completing and sending it to GPO Box 149 Brisbane Q 4001 or emailing it to [contact@victimcommissioner.qld.gov.au](mailto:contact@victimcommissioner.qld.gov.au)
- phoning them on 1800 714 100 between 8.30am and 4pm.

There are also other external avenues for complaints, such as:

- **Office of the Australian Information Commissioner** or the **Office of the Information Commissioner Queensland** (in accordance with our [Privacy Policy](#))
- **Queensland Human Rights Commissioner** by:
  - phone on 1300 130 670
  - [website](#).
- **For complaints related to a service funded by the Queensland Government:**
  - [website](#).

## Document history

Version	Approval date	Effective date	Document owner	Approved by	Summary of change/s	Next review
4.0	September 2025	September 2025	Director, Client Services	Director, Clinical Governance	☑ Minor – include additional external complaint bodies	September 2028
3.0	February 2025	February 2025	Director, Client Services	Director, Clinical Governance	☑ Major changes to reflect transfer of complaints management from VAQ to VC	February 2028
2.0	April 2024	April 2024	Director, Client Services	Policy and Compliance team	☑ Minor changes, general wordsmithing and template change	April 2025
1.0	May 2022	May 2022	Director, Client Services	Director, Clinical Governance	☑ New	May 2023