

## DVConnect Client Charter

### Our vision

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

### What you can expect from DVConnect:

- You will be believed
- You will be treated with respect and dignity
- Your safety, and your family's safety, is our priority
- Your needs will be responded to in a flexible, empowering and non-judgemental manner
- You can access a service that recognises your individual circumstances and respects your choices
- You have the right to provide feedback or ask questions
- We will be clear about what our service is able to do to meet your needs
- We will treat your personal and confidential information sensitively and responsibly
- We will always act as per our Principles and Values. You can read about them on our website [www.dvconnect.org](http://www.dvconnect.org).

### DVConnect recognises your right to:

#### Safety

- To live without violence or fear of violence
- To have access to an environment free from violence
- To be assisted to recognise and respond to your safety needs.

#### Access and Equity

- To receive a service that recognises the impact of colonisation and the unique political and social determinants that continue to impact on First Nations peoples
- To receive an inclusive service that respects your cultural or linguistic background, age, sexuality, gender identity, disability, mental health, economic status, if you have children, and/or other affiliation or individual difference
- To have your specific needs recognised and responded to by us
- To access a suitably qualified interpreter.

#### Empowerment

- To receive information that is accurate, timely, relevant and easy to understand
- To be empowered to make informed decisions and be supported to follow through with decisions made
- To change your mind or withdraw from our service at any time.

#### Confidentiality

- To be informed why and how we collect personal information and your rights
- To have the privacy and confidentiality policy of the service explained to you
- To give informed consent before your information is shared, unless required by law
- To have your records kept secure.

### Coordination

- To easily access accurate information on other services that may be able to assist you
- To have our service to work professionally with other services to assist you.

### Advocacy

- To be assisted to advocate for your rights and/or the rights of your children
- To have an advocate or support person assist you to engage with our service (A list of external advocacy services is available from the [Queensland Government](#)).

### Prevention

- To have information about the prevention of domestic, family or sexual violence
- To be provided with information about supports to improve victim/survivor safety and supports to stop using violence.

### Accountability

- To have access to professional, experienced and skilled practitioners
- To have access to information on any limitations to our service or our obligations to you
- To give constructive feedback on the service received and contribute ideas on the improvement of the service
- To have access to an effectively managed and administered service
- To be able to make a complaint and to have the issues responded to in good faith.

### Legislative Protections

- To have a service provided that protects your human rights as per [Human Rights Act 2019 \(Qld\)](#)
- To have a service that upholds the [Charter of Victims' Rights](#) if you are a victim/survivor of a crime including domestic, family or sexual violence under the [Victims' Commissioner and Sexual Violence Review Board Act 2024 \(Qld\)](#).

### How you can help us to assist you:

- Provide us with all requested information about your circumstances
- Tell us if you have special needs
- Let us know if you need an interpreter
- Treat our practitioners with courtesy and respect.

### Giving feedback or making a complaint:

Feedback is encouraged and valued. It helps us to understand what is working well and where there are opportunities to improve.

If you are not happy with our service, support or staff at any time, or you have ideas on how we can improve, we would like to hear from you.

To do this and if you feel comfortable doing so, you can discuss this with your practitioner or ask to speak with a Team Leader or Manager. If they are not on duty at the time of your call – they will return your call at the next available opportunity.

You can also:

- Email [mail@dvconnect.org](mailto:mail@dvconnect.org)
- Call 07 3156 2323
- put your feedback or complaint in writing noted "In Confidence" to Chief Executive Officer, PO Box 10575 Adelaide Street, Brisbane Qld 4000.

If you feel we have not upheld your rights you can make a complaint (using the processes above) or you can submit a complaint to the any of the following external complaint bodies:

- **Office of the Victims' Commissioner** 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.
- **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](#).

DVConnect takes feedback and complaints very seriously and will investigate appropriately. All complaints will be treated in confidence and you will not be disadvantaged in being provided a service through this process.

## 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 list of external advocacy services and 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	November 2024	November 2024	Director, Client Services	Policy and Compliance team	☑Minor changes, general wordsmithing and template change	November 2027
1.0	May 2022	May 2022	Director, Client Services	Director, Clinical Governance	☑New	May 2023