

DVConnect Client Charter

All lives are free from violence and abuse.

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 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 or support person
- 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 Counsellor, Team Leader or Manager
- Email mail@dvconnect.org or call 07 3156 2323
- Write to “In Confidence” to the Chief Executive Officer, PO Box 10575 Adelaide Street, Brisbane 4000
- Visit dvconnect.org for more information