

Client Service Charter

HEAD OFFICE

292 Hoddle Street,

Abbotsford 3067

03 9244 3333

1800 105 303

(free call)

Opening hours:

Monday to Friday

9am to 5pm

Aboriginal
Family Violence
Legal Service



Sharing stories, finding solutions

This document sets out the standards of service that the Aboriginal Family Violence Legal Service is committed to providing. It also explains what you can do if you think these standards have not been met.

About us

The Aboriginal Family Violence Legal Service is a program of Djirra. Djirra is an Aboriginal Community Controlled and culturally safe organisation and provides:

- prevention of family violence
- legal services and holistic support
- cultural and wellbeing workshops
- policy and advocacy.

Djirra's Aboriginal Family Violence Legal Service is dedicated to supporting Aboriginal and Torres Strait Islander people who are experiencing or have experienced family violence. We also assist non-Aboriginal parents of Aboriginal children who are experiencing family violence.

Djirra provides a culturally safe service and is committed to ongoing review of practice and training of staff to ensure that clients feel culturally safe while engaging with our service.

What we do

We provide free legal advice, information and referral as well as legal representation in family violence, child protection, family law and victims of crime matters to Aboriginal and Torres Strait Islander people who experience family violence and sexual assault.

We also provide non-legal supports to our legal clients who are currently dealing with family violence or have experienced it in the past. We can arrange:

- counselling sessions

- Aboriginal workers to accompany Aboriginal women to appointments
- safety planning discussions and follow up support
- financial assistance to people experiencing family violence through Flexible Support Packages
- personalised referrals to specialist support services with issues such as housing and homelessness, drugs and alcohol, parenting, debt and employment.

Your rights

You have a right to a culturally safe and accessible service and information that is clear and timely.

You have a right to a legal service that is honest, ethical and professional at all times and to be treated with respect and understanding.

You have a right to make a complaint about the service and to have this complaint dealt with appropriately. If you have concerns about our conduct, please refer to the Complaints section below.

You have a right to confidentiality and privacy in accordance with relevant laws. Please contact us for a copy of our Privacy Policy or any other policies relevant to the protection of these rights.

How we can assist you

We can assist you in the areas of Family Law, Intervention Orders, Child Protection and Victims of Crime where family violence has occurred.

When you contact the Aboriginal Family Violence Legal Service we will:

- assess whether we have a conflict of interest and refer you to an alternative service if we have a conflict of interest
- identify what legal services and non-legal support you require, and whether we can provide them
- provide a lawyer to assist you in relation to your legal enquiries and a paralegal support worker as your primary contact
- arrange a time to see a lawyer or refer you to another legal service and assist with that referral if requested

- arrange appropriate and independent counselling or other support services
- assess your eligibility for a family violence flexible support package.

You can help us by

Providing us with all the information we need to assist you, including telling us the best way to contact you safely and if:

- another lawyer has been helping you
- any of your contact details change
- you can't keep an appointment
- you no longer need our assistance
- you are unhappy with our service.

Evaluation of our service

We will:

- ensure that the service has an Aboriginal board and CEO
- actively seek to employ Aboriginal staff and otherwise ensure that staff are continually trained to ensure a culturally safe service
- give you an opportunity to have a say about the service, including through evaluation forms or complaints processes
- comply with standards in this charter and requirements of funders
- regularly review our service delivery against standards
- keep looking at how we can make the service better.

Complaints

If you wish to complain about Djirra's Aboriginal Family Violence Legal Service or its staff members, you can

- contact the staff member directly to raise your concern with them

- contact Djirra on 03 9244 3333 and ask to speak to a Manager in the Legal Service who will listen to the complaint and tell you how the matter will be handled
- write directly to the Chairperson of Djirra at our address.

Once a complaint has been made, you will be provided with details of the expected time frames and responses to your complaint in accordance with Djirra's Managing Complaints Policy.

You can also make a complaint about the Aboriginal Family Violence Legal Service to:

Victorian Legal Services Board and
Commissioner
Level 5, 555 Bourke Street Melbourne
GPO Box 492 Melbourne VIC 3001
Telephone Reception: 03 9679 8001
Local call cost: 1300 796 344

Want more information?

HEAD OFFICE

292 Hoddle Street, Abbotsford 3067
Phone: 03 9244 3333 Fax: 03 9416 0147
1800 105 303 (free call)
information@djirra.org.au
www.djirra.org.au

Djirra's Aboriginal Family Violence Legal Service offices are in metropolitan Melbourne and across regional Victoria. Office locations are listed on our website.

The name Djirra has a strong cultural meaning for our organisation. Djirra is the Woiwurrung word for the reed used by Wurundjeri women for basket weaving. Traditionally, when women gathered to weave, important talks took place and problems were solved. Djirra symbolises Aboriginal women today, still coming together to share stories, support each other and find solutions.

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