

My Rights at Djirra's Aboriginal Family Violence Legal Service

This guide is about the support you can expect from Djirra and what you can do if you don't feel satisfied with the assistance you receive. It also explains what you can do to help us give you the best possible service.

Djirra is a specialist family violence organisation predominantly for Aboriginal and Torres Strait Islander women that delivers culturally informed family violence legal and non-legal support services.

We are committed to delivering a culturally safe service for Aboriginal and Torres Strait Islander people who are experiencing, are at risk of or have experienced family violence.

We are Djirra

Djirra is a specialist family violence organisation that delivers culturally informed family violence legal and non-legal support services, predominantly for Aboriginal and Torres Strait Islander women.

Djirra is a safe place where culture is shared and celebrated, and where all our services are about supporting your journey to safety and wellbeing.

We recognise that you are the expert in your own life. We will listen without judgement, support you to achieve your goals and respect and value your decisions.

What we offer

Djirra's Aboriginal Family Violence Legal Service is available from 9 am – 5 pm Monday to Friday and can provide you with free legal advice and representation, including court representation.

We can represent you in court about legal issues including:



Intervention Orders



Victims of Crime
Assistance



Family Law



Child Protection

Our lawyers can also help with other legal issues connected to a family violence situation such as complaints about Police, assistance with Centrelink or the Child Support Agency, and the Office of Housing about any damage to your home.

We can also connect you with other Djirra services for financial and other assistance.

FRECALL 1800 105 303
info.afvls@djirra.org.au

At Djirra, your wellbeing and safety come first. We can achieve the best outcomes when we work together. You can help us by:

- telling us what you need and think
- telling us if you're worried about your health and wellbeing
- respecting others (and being respected in return)
- telling us the best way to contact you safely
- telling us if your situation changes or may be about to change and making sure we have your updated contact details
- giving us complete and accurate information
- letting us know if you have concerns or are unhappy with our service.

Please contact Djirra if you would like information about Djirra's other support programs:

- Case management
- Counselling
- Koori Women's Place
- Cultural and wellbeing workshops

or check our website for more details.



Djirra Head Office
292 Hoddle St, Abbotsford 3067



PO Box 372, Abbotsford 3067



FRECALL 1800 105 303



info@djirra.org.au

Other office locations are listed on our website www.djirra.org.au

What I can expect from Djirra

Djirra will:

- make it easy for you to contact us
- help you access the right service
- obtain your consent
- help you with a referral elsewhere if needed
- listen without judgement
- explain things clearly
- help you make informed decisions
- respect your choices
- do what we say we will do
- be honest, ethical and professional at all times
- respect your privacy
- protect your personal information
- tell you about your rights and responsibilities
- tell you how to make a complaint

Victims of crime have rights

If you have been a victim of crime, and Djirra has acted for you in any matter, Victoria has a *Victims' Charter* that sets out how victims should be treated by everyone handling a case. This includes police, the courts, the Office of Public Prosecutions and victim support agencies including Djirra.

The charter includes a complaints process which can be found here

www.victimsofcrimecommissioner.vic.gov.au/complaints

You can make a complaint to the Victims of Crime Commissioner via **Freecall 1800 010 017** or email enquiries@vocc.vic.gov.au

I have the right to

- a high standard of legal advice and support
- courtesy, respect and dignity
- be culturally safe
- feel safe
- be listened to
- be different
- make choices
- make mistakes
- make a complaint
- give feedback
- ask questions about anything I don't understand

You also have specific rights when it comes to sharing your information.

You have the right to:

- Give or withhold client consent - this determines which information can be shared, with whom and for what purpose.
- Privacy and confidentiality in accordance with relevant laws.

Please ask us for a copy of our Privacy Policy or any other policies relevant to the protection of these rights. You also have the right to bring an advocate or support person at any appointment at Djirra.

Djirra has an Aboriginal Board and CEO and actively seeks to employ Aboriginal staff. Our staff are continually trained to ensure a culturally safe service.

We regularly review our services and continue to look for ways to improve. We comply with the standards in this guide and the requirements of funders.

Making a complaint

If you are unhappy with any part of our service, please contact Djirra first so that we can do our best to resolve your complaint as quickly as possible. Our contact details are shown on this brochure, or you can email Djirra via complaints@djirra.org.au

We will provide with a copy of our complaints policy on request.

Djirra will always try to resolve your complaint fairly and as quickly as possible. We will acknowledge receipt of your complaint within two days and let you know next steps, including the expected timeframes.

We'll keep you informed about our progress and will advise you of the outcome in writing. If you are not satisfied with our response you can have the complaint reviewed by Djirra's CEO.

You will receive written advice of the outcome of this review. If you are still not satisfied with the outcome, Djirra can refer you to an external complaint handling organisation which can investigate the matter further. These are listed below.

Victorian complaint handling organisations

To make a complaint about	Contact	Details
Djirra's Legal Service	Victorian Legal Service Board & Commissioner Level 5, 555 Bourke St Melbourne VIC 3000	GPO Box 492 Melbourne VIC 3001 Ph 03 9679 8001 or 1300 796 344 (local call cost) www.lsb.vic.gov.au/consumers/complaints
Use of Client Information	Victorian Information Commissioner PO Box 24274 Melbourne VIC 3001	Ph 1300 006 842 (Local call cost) www.ovic.vic.gov.au/freedom-of-information-for-the-public/make-a-complaint/

