



**Aboriginal Family
Violence Prevention
& Legal Service
Victoria**

Client Service Charter

HEAD OFFICE

292 Hoddle Street,
Abbotsford 3067

03 9244 3333

Opening Hours: Monday to Friday
9am to 5pm

1800 105 303 (freecall)

Client Service Charter

This document sets out the standards of service we are committed to providing and what you can do if you think those standards are not met.

FVPLS Victoria provides a culturally safe service and is committed to ongoing review of practice and training of staff to ensure that clients experience cultural safety throughout their journey.

What we do

We provide free legal advice, information and referral as well as ongoing casework to Aboriginal and Torres Strait Islander victims/survivors of family violence and sexual assault in accordance with our funding guidelines. We develop and conduct Community Legal Education and Early Intervention Programs for community workers and Aboriginal community members. We are involved in advocacy, policy and law reform development throughout Victoria.

Your rights

You have a right to access services in a safe environment. You have a right to a culturally safe and accessible service, which includes physical access 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' assistance where family violence has occurred.

When you contact our service we will:

- assess what services you require and whether we can provide them
- assign a lawyer to assist you in relation to your legal inquiries
- arrange a time to see a lawyer or refer you to another suitable source of advice and assistance and assist with that referral if requested
- arrange appropriate counselling support or refer you to another suitable counselling support service
- refer you to an alternative service if we have a conflict of interest.

You can help us by

Providing us with all the information we need to assist you, including telling us:

- if another lawyer has been helping you
- if any of your contact details change
- the best way to contact you safely
- if you can't keep an appointment
- if you no longer need our assistance
- if 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

Options:

- contact the staff member directly to raise your concern with them
- contact FVPLS Victoria on (03) 9244 3333 and ask to speak to a manager who will listen to the complaint and tell you how the matter will be handled
- write directly to the Chairperson of FVPLS Victoria 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 the Managing Complaints Policy
- make a complaint about legal services 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
- make a complaint about counselling services provided by a psychologist to The Notifications Officer Australian Health Practitioner Regulation Agency GPO Box 9958 Melbourne VIC 3001
Telephone (03) 8708 9284.
Local call cost: 1300 419 495.

Want more information?
FVPLS Victoria
Freecall: 1800 105 303

Abbotsford Office

292 Hoddle Street, Abbotsford VIC 3067
Telephone: (03) 9244 3333

Bairnsdale Office

27 Pyke Street, Bairnsdale VIC 3875
Telephone: (03) 5153 2322

Mildura Office

151 Langtree Ave, Mildura VIC 3500
Telephone: (03) 5021 3200

Warrnambool Office

Brophy Centre
177 Koroit Street, Warrnambool VIC 3280
Telephone: (03) 5562 5755



**Aboriginal Family
Violence Prevention
& Legal Service Victoria**
**Standing Firm Against
Family Violence**

HEAD OFFICE

292 Hoddle Street, Abbotsford 3067
Phone: 03 9244 3333 Fax: 03 9416 0147
Freecall: 1800 105 303
information@fvpls.org
www.fvpls.org