

How we can assist you

When you contact our service we will:

- make an assessment and explain the services we can provide
- refer you to an alternative service if we have a conflict of interest
- arrange a time for you to see a lawyer or
- refer you to another suitable source of advice and assistance and assist with that referral if requested or
- arrange appropriate counselling support or
- refer you to another suitable counselling support service.
- be open and realistic with you in assessing your case
- provide you with up to date information and advice
- keep you updated as to progress
- respect your privacy and keep your information confidential

You can help us by

Letting us know:-

- 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 assistance

We will reschedule client advice sessions when personal circumstances or well-being may compromise our ability to assist.

Review of our service

We will:

- ensure that the service is managed by Aboriginal and Torres Strait Islander people
- give clients an opportunity to have a say about the service
- 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 person you dealt with to see if the problem can be sorted out with them direct
- Contact FVPLS Victoria on (03) 9244 3333 and ask to speak to the Complaints Officer 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
- Make a complaint about legal services to:
The Legal Services Commissioner
Level 9, 330 Collins Street Melbourne VIC 3000
Telephone (03) 9679 8001
1300 796 344 (local call Australia-wide)
- Make a complaint about counselling services to:
The Investigations Officer
Psychologists Registration Board of Victoria
P.O. Box 358 Collins Street West Melbourne VIC 8007
Telephone (03) 9629 8722

Want more information?

FVPLS Victoria

L3, 70-80 Wellington Street, Collingwood Vic 3066

Web: www.fvpls.org

Email: information@fvpls.org

#2 June 2009

Aboriginal Family Violence Prevention & Legal Service Victoria

FVPLS Victoria Client Service Charter



1800 105 303

'FVPLS Victoria Standing Firm
Against Family Violence'

L3, 70-80 Wellington Street, Collingwood 3066

Ph: 03 9244 3333 Fax: 03 9416 0147

Web: www.fvpls.org

Email: information@fvpls.org

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.

Who we are

FVPLS Victoria is funded through a number of sources including the Commonwealth Attorney-General's Department, Victoria Legal Aid and Department of Justice Victoria to provide assistance to victims of family violence and sexual assault and to work with families and communities affected by violence.

The service is an independent not-for-profit Aboriginal corporation with elected Directors. We list our current Directors on our website.

Our purpose

- To provide assistance to victims of family violence
- To reduce the incidence of violence and abuse in communities through community education and advocacy
- To increase the recognition of the problem of violence and abuse in communities through community education and advocacy; and
- To facilitate long term solutions to violence and abuse in communities

What is Family Violence?

Family violence occurs when a person physically or psychologically harms, threatens, dominates or controls another person, or attempts to do so. It includes:

- physical violence
- sexual assault
- threats and intimidation
- emotional and social abuse
- financial abuse

Where we assist

The FVPLS Victoria head office is based in Collingwood, an inner-Melbourne suburb, and provides services in metropolitan Melbourne and regional Victoria.

We have an office and staff in Warrnambool covering the Barwon South West region, in Bairnsdale covering the Gippsland region, and Mildura covering the Mildura Local Government Area and Wentworth, with an outreach service to Robinvale.

The FVPLS Victoria will give both telephone and face to face legal advice to victims/survivors of family violence and sexual assault. Counselling is available in these locations.

- 03 9244 3333
- 1800 105 303

Who we assist

The FVPLS Victoria assists Aboriginal victims/survivors of family violence and sexual assault and parents/carers of Aboriginal children. We are not funded to assist perpetrators. Perpetrators will be referred to other services.

What we do

- We provide free legal advice, information and referral as well as ongoing casework to victims of family violence and sexual assault in accordance with our funding guidelines.
- We develop and conduct Community Legal Education and training for community workers and Aboriginal community members
- We are involved in advocacy and policy and law reform development

Your rights

We will:

- ensure absolute confidentiality and privacy
- provide a safe and culturally sensitive environment
- act honestly, ethically and with professionalism at all times
- treat you with courtesy and understanding
- respond to your requests for information in a way which is easy to understand
- ensure that our service is accessible by taking into account the location of the Centre, the physical facilities and opening hours
- respond as promptly as possible to your request for service
- deal appropriately with any complaints about the service (see complaints section)