

Your rights and responsibilities

You have the right to:

- be treated with respect and dignity;
- be supported by workers who are qualified and experienced;
- be informed about your options;
- express your thoughts, ideas, needs;
- make decisions about your life and your situation;
- not feel pressured or coerced to do or say things;
- decide who can see your personal information;
- ask for advocacy or external support;
- make a complaint if you are unhappy about the services you received from DVPC without fear of repercussions or reprisal;
- have your complaint treated seriously and have it investigated and resolved.

It is your responsibility to:

- advise the service if you are unable to make your appointment;
- treat DVPC staff and other clients with respect;
- keep the location of the service confidential and not disclose it to others;
- care for and supervise children who accompany you to the service.



IN AN EMERGENCY DIAL: 000



Domestic Violence Prevention Centre Gold Coast Inc.

Contact us on: 07 5532 9000
or 07 5591 4222

info@domesticviolence.com.au

PO Box 3258 Australia Fair
Southport QLD 4215

www.domesticviolence.com.au

Other useful phone numbers

DVconnect - Womensline

(24 hours, 7 days) 1800 811 811

Women's Legal Service

1800 677 278 or (07) 3392 0670

Legal Aid & Women's Legal Aid Queensland

1300 651 188

Multicultural Families Organisation (MFO)

(07) 5571 0381

Police Prosecutions

(07) 5571 4383

Queensland Law Society

(07) 3842 5842

Southport Magistrates Court

1300 516 700

Coolangatta Magistrates Court

(07) 5569 3040



DVPC is located on Kombumerri Country on the traditional lands of the Kombumerri Saltwater people. We acknowledge and pay respects to the Kombumerri traditional custodians and their Elders, past and present.



This brochure is funded by the Department of Child Safety, Youth and Women.

Service information



Produced by the Domestic Violence Prevention Centre Gold Coast Inc. (GCDVPC Inc.)
Please enquire about our Privacy Policy

About the service

The Domestic Violence Prevention Centre Gold Coast Inc. (DVPC) provides a range of services from Beenleigh to Coolangatta, for women, young people and children who are experiencing or have experienced domestic and family violence. Services are free and confidential and include counselling, support and risk assessment and safety planning, information and referral to other appropriate services.

This brochure provides a brief overview of:

- Client rights and responsibilities
- Making grievances
- Keeping you safe when you are at DVPC
- Consent to collect and share information
- Giving feedback
- Having a support person or using an interpreter

Your information

- Your information will be collected with your consent and stored safely and securely.
- Only relevant and essential information will be collected from you.
- We will check to see if your information is current and accurate.
- You can request a copy of your file anytime.
- Your request must be made in writing to: info@domesticviolence.com.au and photo identification will be required upon collection.

Your safety

When you are on the premises and there is an incident such as a fire or threat requiring you to evacuate the premises, the Advocate you are working with will advise you what to do.

Please stay with them until the situation is resolved.

Your consent

We will:

- ask your consent to collect information and for the services we provide;
- ask your consent if we need to contact a third party with regard to your situation;
- ask your consent about sharing your information with another agency unless we have concerns about your safety and the safety of others; or it has been subpoenaed. If this occurs we will attempt to contact you to let you know this has occurred.

You can withdraw your consent at anytime.

Making decisions

We will:

- support you to make decisions;
- give you information so you can make an informed choice;
- not coerce or pressure you to make a decision or about your decisions;
- document your decisions accurately.

Getting support

You can ask for external support or advocacy if you feel you need assistance.

Support options can include:

- sign or language interpreter;
- support person or external advocate.

If you need or want to use external supports please advise staff so that the necessary arrangements can be made.

Your feedback

DVPC would like to hear about your thoughts about the service you have received. You can provide feedback

verbally or in writing at any time. You may also be asked if you would participate in evaluations or focus groups to help us improve the way we work. Feedback and evaluations are confidential and voluntary.

Making a complaint

DVPC wants to make sure that the services we provide work for the people who use them. If you are unhappy or dissatisfied with what we did or didn't do, you have the right to make a complaint without fear of reprisal. All complaints will be investigated and will be treated confidentially. You can make a complaint in writing to the CEO at info@domesticviolence.com.au or PO Box 409 Southport QLD 4215.

After the complaint has been received you will be contacted to discuss the concern within 7 days. There will be an investigation about the concern and you will receive a written response within 28 days.

If you are unhappy about the way your complaint has been processed or the outcome you can also contact DVPC's funding body at:

**Integration Manager Beenleigh
Attention to Women's Safety and Violence
Prevention (Level 19, State Law Building)
Department of Justice and Attorney-General
GPO Box 149, Brisbane QLD 4001**

Alternatively, this link is also available:
www.justice.qld.gov.au/about-us/contact/compliments-complaints