

We acknowledge the distinct cultural rights of Aboriginal people and do our best to provide a service which upholds the rights of Aboriginal clients to:

- enjoy identity and culture
- maintain and use language
- maintain kinship ties, and
- maintain distinctive spiritual, material and economic relationship with the land and waters upon which we live and work.



What we expect from you includes that you:

- Treat **safe steps** workers with respect
- Stick to the rules of the service, including the rules of your accommodation, and
- Engage with us to manage your safety and plan your next steps.

For more information about rights and responsibilities you can read the Victorian Charter of Human Rights and Responsibilities and the Consumer Charter for Community-Managed Housing and Homelessness Services.



**Family Violence  
Response Centre**



## Your voice

We appreciate feedback and invite your compliments, complaints or suggestions for improvement. To provide feedback or make a complaint you can speak to a safe steps manager or staff member on 1800 015 188 or send us an email at [safesteps@safesteps.org.au](mailto:safesteps@safesteps.org.au).

We will make all reasonable attempts to resolve your complaint and will inform you about the outcome. If you are not happy with the outcome of your complaint you can ask that your complaint be reviewed by a manager or the CEO. You can also contact the following organisations to have your complaint and any action we have taken reviewed:

- The Homelessness Advocacy Service (HAS) on (03) 8415 6200
- The Office of the Information Commissioner on 1300 363 992
- The Victorian Ombudsman on (03) 9613 6222



# Your Rights and Responsibilities



## What you need to know

We'd like to share some important information with you so that you can get the most out of our service and our support. Keep reading for information about:

- How we protect your privacy
- Your rights and what you can expect from us
- What we expect from you
- How you can give feedback or make a complaint

## Your information is private

As a client of **safe steps** your safety is our first priority. This means that any information you tell us is confidential and will only be shared with your consent. We seek your consent to share your information (and you can withdraw your consent at any point without consequence).

- With other service providers that are legally allowed to receive that information because of their role in supporting the safety of you and your children
- In order to advocate for your rights and refer you to other services, and
- In order to provide our funding bodies with de-identified statistics about our service.



There are some circumstances in which we must share your information even if you do not consent to us doing so, including:

- If required by law, when information is subpoenaed by a Court
- Where your information is relevant to the safety of a child, and
- Where we identify a duty of care to ensure your safety and wellbeing, or the safety and wellbeing of another individual.



Where it is appropriate, safe and reasonable to do so, your views will always be sought over how and when your information is shared.

Your information will not be shared with a perpetrator of family violence and it will be held securely.

It is your right not to share information if you don't want to, but the more you share with us the better we can support you.

If you are concerned about how we have collected or managed your personal information you can contact our Privacy Officer by emailing [privacyofficer@safesteps.org.au](mailto:privacyofficer@safesteps.org.au) or calling on (03) 9928 9600.

If you're not satisfied with how we have handled your privacy you can also contact the Office of the Australian Information Commissioner (OAIC) via [oaic.gov.au](http://oaic.gov.au).



## Working together

At **safe steps** we are committed to helping women and children (including trans and gender diverse individuals) live in safety, free from family violence. We value inclusivity and diversity and will do our best to provide you with services which are appropriate and sensitive to your needs.

We want you to know that whilst accessing our service you have a right to:

- Be safe
- Be heard
- Be believed
- Be treated with dignity, respect, sensitivity and understanding
- Personal privacy & confidentiality
- Be given information on different support options
- Make your own choices and decisions
- Access to your personal information
- Involve an advocate of your choice
- Access our services in a culturally, physically and psychologically safe environment, and
- Complain about us without fear of being penalised.