



## Client Service Charter

The Cairns Regional Domestic Violence Service's Client Service Charter provides an outline of the level of service individuals can expect when accessing our services.

### **Our Vision**

Making a difference - bringing domestic and family violence to an end.

### **Guiding Principles**

The guiding principles of Cairns Regional Domestic Violence Service Inc include:

- That safety and security for victims experiencing or escaping domestic violence and/or family violence is paramount, recognising that the majority of victims are vulnerable women and children;
- That perpetrators of domestic violence and/or family violence are responsible for their actions. The notion of blame being attributed to the victim is not acceptable.

### **Our Values**

The organisational values governing Cairns Regional Domestic Violence Service Inc include:

- Access and equity - recognising and acknowledging that services must be appropriate to the social, linguistic and cultural values of all individuals and families;
- Respect - clients and stakeholders will be treated with respect and understanding at all times.
- Integrity – applying the highest standards of ethical behaviour and professional integrity amongst CRDVS staff, management and Board;
- Learning – commitment to being a learning organisation, promoting knowledge management and a continuous learning culture to improve what we do.

## **What you can expect from us**

### **Quality responsive services**

We will attend to you as quickly as we are able. This means that:

- we will answer the phone promptly;
- if the person you talk to cannot answer your enquiry, they will put you in touch with someone who can give you an appropriate response;
- we will respond to all your letters and emails;
- if you lodge a complaint, we will work with you to understand and address your concerns. Please see the contact details below should you wish to lodge a complaint.

### **Courtesy and respect**

We will treat you with courtesy and respect.



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### **Fair and equal services**

Our staff are aware of the cultural diversity of our communities. We will provide services in a fair and equitable way.

Because we want everyone to be treated fairly, we will ensure we have premises and facilities that you can access easily.

### **Accountability**

You will receive up-to-date and accurate information. Whenever possible, our staff will explain the decision-making processes as they impact on you. If we cannot assist you, we will do our best to refer you to someone who can.

### **Confidentiality**

We will treat your personal and confidential information with sensitivity. We will collect, store and use your personal and confidential information responsibly. Please note that in some circumstances, we may be required to release your information without your consent.

## **How you can assist us**

### **Tell us your needs**

Help us to understand your needs so that we can give you the best possible service. You can do this by talking with our staff and participating in the consultation activities we conduct. We will listen to you.

### **Tell us if things change for you**

Please tell us if there are changes we should know about, for example, changes to your contact details.



### **Tell us how we are doing**

If something happens that you like or do not like about our service, please let us know. We want to ensure your issues are heard. You can tell us in a way that suits you:

- Talk to a staff member or manager;
- Contact us online at [dvcairns@dvcairns.org](mailto:dvcairns@dvcairns.org);
- Call us from 9am – 5pm, Monday to Friday
  - Cairns service (07) 4033 6100
  - Tablelands service 1300 909 250
  - Douglas Shire service (07) 4098 1974
- Write to us at  
Cairns Regional Domestic Violence Service Inc  
PO Box 12103, Westcourt, Qld 4870.