

## We are Djirra

Djirra is a specialist family violence organisation that delivers culturally informed family violence legal and support services, predominantly for Aboriginal and Torres Strait Islander women.

Djirra is a safe place where culture is shared and celebrated, and where all our services are about supporting your journey to safety and wellbeing.

We recognise that you are the expert in your life. We will listen without judgement, support you to achieve your goals and respect and value your decisions.

## What I can expect from Djirra

Djirra will:

- make it easy for you to contact us
- help you access the right service
- help you with a referral elsewhere if needed
- listen without judgement
- explain things clearly
- help you make informed decisions
- respect your choices
- do what we say we will do
- be honest, ethical and professional at all times
- respect your privacy
- protect your personal information
- tell you about your rights and responsibilities
- tell you how to make a complaint

At Djirra, your wellbeing and safety come first. We can achieve the best outcomes when we work together. You can help us by:

- telling us what you need and think
- telling us if you're worried about your health and wellbeing
- respecting others (and being respected in return)
- telling us the best way to contact you safely
- telling us if your situation changes or may be about to change and making sure we have your updated contact details
- giving us complete and accurate information
- letting us know if you have feedback or concerns about Djirra's services.

Please contact Djirra if you would like information about Djirra's other support programs:

- Aboriginal Family Violence Legal Service
- Koori Women's Place
- Cultural and wellbeing workshops

or check our website for more details.



**Djirra Head Office**  
292 Hoddle St, Abbotsford 3067



**FREECALL 1800 105 303**



**info@djirra.org.au**

Other office locations are listed on our website [www.djirra.org.au](http://www.djirra.org.au)



Last updated January 2023

## My Rights at Djirra's Individual Support Services

This guide is about the support you can expect from Djirra and what you can do if you don't feel satisfied with the assistance you receive. It also explains what you can do to help us give you the best possible service.

Djirra is a specialist family violence organisation predominantly for Aboriginal and Torres Strait Islander women that delivers culturally informed family violence legal and non-legal support services.

We are committed to delivering a culturally safe service for Aboriginal and Torres Strait Islander people who are experiencing, are at risk of or have experienced family violence.



## What we offer

Djirra's Support Services are available from  
**Monday to Friday:**

### Case management

This is a safe place where your case manager will work alongside you and provide you with short to medium term support for practical issues including housing stress, family violence and safety concerns, health issues, money worries and child or family concerns.

### Alcohol and other drug support (AOD)

Some of our case managers have specialised expertise in alcohol and other drug support. They can support you and your family with a range of services including counselling, brief intervention and referral to appropriate AOD services (withdrawal and rehabilitation treatment, care coordination and ongoing support).

### Counselling

Counselling is a safe, confidential and non-judgemental place to talk about and explore your options. The counsellor will listen, and assist you to think about things in a different way and, if needed, they can connect you with other services or support.

### Phone Support

Phone support is available to Aboriginal women  
9am - 5 pm Monday to Friday.  
As a caller you can expect:

- a safe conversation
- assessment of needs and safety
- connection to a range of services and support.

**FREECALL 1800 105 303**  
**support@djirra.org.au**

## I have the right to

- a high standard of support
- courtesy, respect and dignity
- be culturally safe
- feel safe
- be listened to
- be different
- make choices
- make mistakes
- make a complaint
- give feedback
- ask questions about anything I don't understand

If you would like to bring an advocate or support person with you at any appointment with Djirra, please let us know.

You also have specific rights when it comes to sharing your information.

You have the right to:

- Give or withhold your consent - this determines which information can be shared, with whom and for what purpose. Djirra will seek your consent when it is safe to do so, but this may not always be possible. Please ask if you want more information.
- Privacy and confidentiality in accordance with relevant laws.

Please ask us for a copy of our Privacy Policy or any other policies relevant to the protection of these rights.

**Djirra has an Aboriginal Board and CEO and actively seeks to employ Aboriginal staff. Our staff are continually trained to ensure a culturally safe service.**

**We regularly review our services and continue to look for ways to improve. We comply with the standards in this guide and the requirements of funders.**

## Making a complaint

If you are unhappy with any part of our service, please contact Djirra first so that we can do our best to resolve your complaint as quickly as possible. Our contact details are shown on this brochure, or you can email Djirra via **complaints@djirra.org.au** We will provide a copy of our complaints policy on request.

Djirra will always try to resolve your complaint fairly and as quickly as possible. We will acknowledge receipt of your complaint within two days and let you know next steps, including the expected time frames.

We'll keep you informed about our progress and advise you of the outcome in writing. If you are not satisfied with our response you can have the complaint reviewed by Djirra's CEO.

You will receive written advice of the outcome of this review. If you are still not satisfied with the outcome, Djirra can refer you to an external complaint handling organisation which can investigate the matter further. These are listed below.

### Victorian complaint handling organisations

<i>To make a complaint about</i>	<i>Contact</i>	<i>Details</i>
Alcohol and other drug (AOD) support	Health Complaints Commissioner	Level 26, 570 Bourke St Melbourne VIC 3000 <b>Ph 1300 582 113</b> <b>www.hcc.vic.gov.au</b>
Djirra's case management service	Homelessness Advocacy Service (HAS)	2 Stanley St Collingwood VIC 3066 <b>Ph 1800 066 256</b>
Counselling at Djirra	Australian Health Practitioner Regulation Authority (AHPRA)	Level 8, 111 Bourke St Melbourne VIC 3000 or GPO Box 9958 Melbourne VIC 3001 <b>Ph 1300 419 495</b> <b>www.ahpra.gov.au</b>
Use of client information	Victorian Information Commissioner	PO Box 24274 Melbourne VIC 3001 <b>Ph 1300 006 842</b> <b>www.ovic.vic.gov.au</b>
Djirra Services	Victorian Ombudsman	Level 2, 570 Bourke St Melbourne VIC 3000 <b>Ph 1800 806 314</b> <b>www.ombudsman.vic.gov.au/complaints/</b>