

## Monaro Hume Women's Domestic Violence Court Advocacy Service

### SERVICE USER RIGHTS AND RESPONSIBILITIES

#### YOUR RIGHTS

- You have the right to participate in decisions about your life.

Whilst a client of the Monaro Hume Women's Domestic Violence Court Advocacy Service you will be encouraged to make your own decisions and supported to follow them through. The workers are here to assist you but not to pressure you to go in a particular direction.

- You have a right to information about the WDVCS and other services you may need.

You will also be given information about the WDVCS and what services it offers, as well as information about other services that may be able to help you.

- You have a right to privacy and confidentiality.

The WDVCS will treat your personal information in a confidential manner. The workers will assist you in ways that respect your privacy.

- You have the right to be treated with dignity and respect.

Whilst a client of WDVCS you will be treated as an individual. The workers will take your individual needs into account when they help you, including such things as your cultural background, your sexuality, your religion, or any disability you may have.

- You have the right to be free from physical, sexual, emotional and verbal abuse.

The WDVCS operates within a designated framework. We will do our best to help you, but we may not be able to meet all your needs.

- You have the right to make a complaint if you are not happy with something that has happened here.

The WDVCS will manage all complaints fairly and quickly. Making a complaint will not be held against you now or in the future. The workers will explain how to make a complaint and how you can use an advocate to help you if you wish.

- You have the right to give feedback on how WDVCS is run.

The WDVCS has a way for you to make suggestions and to be involved with the running of this service. The workers will encourage you to get involved and to share your ideas about how to improve the service.

#### YOUR RESPONSIBILITIES

- You are responsible for your own decisions.

- It is your responsibility to let workers know what your needs are about them.

- You have the responsibility to respect the rights of others, including their rights to privacy and confidentiality.

- You have the responsibility to respect staff.

- Everyone has the responsibility to think about their own safety.

- Everyone involved has the responsibility to seek a fair resolution to a complaint.

- Improving WDVCS as a service is everyone's responsibility and your contributions are valued.