

# Cultural Safety

Staff work respectfully in partnership with First Nations peoples and provide culturally safe services. Staff are aware of other local services and offer the choice of referrals.

Staff communicate respectfully in a manner that is easiest for the client to understand. DVNQ offers and supports the use of interpreters when working with culturally and linguistically diverse clients

# Feedback and Complaints

DVNQ welcomes and encourages feedback on the quality of our services. If you wish to provide feedback, please request our brochure, 'Your Feedback is Important to Us,' or use the QR code below:



DVNQ takes complaints seriously. Both the feedback form and complaints procedure can be found in "Your Feedback is Important to us" brochure.

Please ask DVNQ staff for a copy.



## Visit us

### TOWNSVILLE

263 Ingham Road  
Garbutt QLD 4814  
Phone: 07 4721 2888  
Email: admin@dvNQ.org.au

### MOUNT ISA

The Old Courthouse Building  
Isa Street  
Mount Isa QLD 4825  
Phone: 07 4743 0946  
Email: AdminMTI@dvNQ.org.au

[WWW.DVNQ.ORG.AU](http://WWW.DVNQ.ORG.AU)



DVNQ acknowledges the Traditional Custodians of the lands on which we live and work, and recognises the continuing connection to lands, waters, and communities.

We pay our respects to Elders past, present and emerging.



DVNQ is committed to inclusivity and advocacy, ensuring equitable access and respect for all people, regardless of cultural background, age, gender, sexuality, or disability.



# Your Rights, Responsibilities and Privacy

## OPENING HOURS

Monday to Friday  
8:30am - 4:30pm



# Rights of Service Users

The safety of all clients is extremely important to us. We facilitate client-led support, taking into account individual circumstances, including family situations, personal values, preferences, and specific risk and protective factors. As a client of DVNQ you have a right to:

- Privacy and confidentiality
- Access services that are non-judgmental and non-discriminatory, regardless of nationality, age, gender, disability, sexual orientation, language, race, or ethnicity
- Have your human rights, safety, wellbeing, and dignity respected and protected
- Be informed of your rights and given accurate information
- Self-determination, dignity and respect
- Be encouraged and supported to make appropriate choices, as long as the rights of others are not violated
- Be provided with a service that is culturally safe and respectful, including access to an interpreter when requested/required

Our organisation promotes a culture which protects and respects human rights consistent with the Human Rights Act 2019.

# Privacy and Record Keeping

DVNQ is committed to protecting your privacy and any personal information you share with us. We will ask for consent to retain your personal information during your first contact with the service. Your ability to receive full service may be affected if you don't provide consent for us to keep records. You have the right to access your information and amend any details you believe have been recorded incorrectly.

DVNQ will keep personal information for a minimum of seven years. For children accessing the service, your information is kept for seven years after you turn 18, in line with legislation.

All information is stored electronically on a client database. Necessary precautions are taken to safeguard this information through password protection and a firewall system.

These premises are protected by CCTV for the purposes of safety, security, crime prevention, and detection. Your personal information will not be disclosed to any other person or organisation external to DVNQ unless required or authorised by law.

# Confidentiality

DVNQ will offer a safe and private environment. All information is treated confidentially, and we will obtain your consent to share your information with anyone else. You have the right to withdraw this consent at any time.

In exceptional circumstances, where there is a duty of care, a significant safety risk to you or others, or where required by law (e.g., when documents are subpoenaed by the court or under section 5a of the DFV Protection Act 2012), information may need to be disclosed. We will always do our best to contact you to discuss and obtain your consent in these situations.

# Responsibilities of Service Users

**As a client of DVNQ you have a responsibility to:**

- Treat other service users and staff with respect and dignity
- Preserve the confidentiality, safety and security of other service users and staff
- Inform staff of any specific needs

# Safety of Children

Children and young people accessing the service are treated as clients in their own right and DVNQ is committed to their physical and emotional safety & wellbeing.

Parents/caregivers are reminded that where there is significant harm, or their child is at an unacceptable risk of significant harm, DVNQ staff members may be required to make a Child Safety notification.

Staff members encourage parents/caregivers to make notifications themselves and will endeavour to support them to do so. However, if the parent/caregiver is neither willing nor able, then the DVNQ staff member will make the notification. DVNQ will support the parent/caregiver throughout this process.