

Process to Complain

If you wish to complain the following needs to be followed:

- Ask for the appropriate form from the Program Coordinator
- Lodge with evidence to the Program Coordinator
- If not appropriate to lodge with Program Coordinator; complaint can be lodged with CEO of Yoorana Gunya.



Contact people for complaints:

Program Coordinator:
Debbie Gaudie
Ph: 6850 1234

CEO:
Donna Bliss
Ph: 68501222

You also have the right if needed to contact Fair Trading if you feel your complaint has not been handled properly. This would only be done after the above process was followed.

**Binaal Billa Family Violence
Prevention Legal Service**

**18 Spring Street
Forbes NSW 2871**

Telephone: 02 6850 1234

Email Coordinator:
debbie@binaalbilla.com.au

Binaal Billa FVPLS is funded to provide Legal Assistance, Advice & Advocacy to Aboriginal & Torres Strait Islander victims of Family Violence and/or Sexual Assault.

**Binaal Billa is auspiced by Yoorana Gunya
Family Healing Centre.**

Original Artwork by Wiradjuri Artist Tim Acheson

Rights and Responsibilities



Service Provision

The rights and responsibilities of people affected by Domestic/Family violence and Sexual Assault are upheld by our service. They are documented through our policies and the policies of Yoorana Gunya Family Healing Centre, our auspice body and by the Board of Directors of Yoorana Gunya.

The intent of this is to ensure that all clients, receive information and proper representation when attending our service. All clients have the right to a service that meet the guidelines of our funding body.

Appropriate information that is relevant to their needs will be given at no cost to the clients. Ensuring confidentiality and fairness at all times.

Every client has the right to complain about the service they receive should they wish to if they feel that the service did not meet their expectations. Keeping in mind that documentation needs to be supplied with any such complaint.

Dignity and Respect

All clients have the right to be treated with dignity, respect and confidentiality.

Binaal Billa is bound by the Privacy Act 1988. This regulates the way we hold your personal information.

The Privacy Act allows you to:

- Know why we keep your information
- Allows you to access your information
- Ask for amendments should the information be incorrect
- Make a complaint about the service (with evidence)
- Stop receiving a service from our organisation
- Having open access to your file



Your Rights

You have the right to the following:

- Confidentiality
- Fairness
- Respect
- Appropriate legal representation
- Appropriate support
- To complain if necessary

Your Responsibilities

You have the responsibility to:

- Treat Binaal Billa staff with respect
- Supply accurate information
- Behave appropriately within the office environment