



Brisbane Domestic — Violence Service

MICAH PROJECTS

Welcome. Brisbane Domestic Violence Service (BDVS) is a free and confidential service for people in the Brisbane Metropolitan area who are affected by domestic and family violence. The service supports women, children, family members, same sex couples and others affected by domestic violence.

The goal of BDVS is to support any adult or child to reach a stage where they are safe and free from fear of domestic and family violence. We provide a range of services, including information and referral, crisis support, practical assistance, advocacy, and emotional support.

We work to provide a safe environment in which people can access our services, providing support in the way that best meets a person's need — over the phone, online, or at a safe place in the community.

Our service is based on the beliefs that:

Domestic and family violence is a violation of human rights and is unacceptable in any form.

- Violence in any form is a crime and should not be tolerated by society.
- Women and children are predominantly victims of domestic and family violence.
- All family members have a right to safety in the community and where they reside.
- All individuals experiencing domestic and family violence have a right to be treated with respect, dignity and with a non-judgemental attitude.
- All individuals experiencing domestic and family violence have the right to choose what options they pursue to address the violence.

Information and referral

We provide people with information to explore the options, choices, rights and entitlements which they feel best address their individual experience/s of domestic and/or family violence. This may include referrals to other appropriate support services to help

people reach their safety goals, including diverse and specialist services.

Response Service

BDVS specialist domestic violence workers support people to assess the impact of abuse in their lives, work through the options that are available to them and develop a safety plan that will help address their risks and concerns.

Practical assistance

We provide planned support to help people reach their safety goals, including:

- support to help access housing through referral to specialist services or advocating with housing department, legal advice and representation, immigration advice, health services, Centrelink and any other services which will help to address the physical and emotional needs of the individual
- court support for Domestic Violence Protection Order mentions and hearings at Holland Park and Richlands Magistrates Courts.
- financial counselling support.

Advocacy

Advocacy with each individual is an integral part of our work in assisting each person to access the services, resources and entitlements required for their safety and wellbeing. This can include collaboration with and support to access other services — such as Queensland Police Service, court systems, Centrelink, Child Safety, Department of Housing and the Department of Immigration — which impact on the safety of those supported by BDVS.

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Assistance and emotional support

BDVS provides advocacy and emotional support throughout the process of reaching and maintaining safety goals. We provide short-term, crisis-based support to address immediate safety and risk concerns, set goals, and support positive emotional health and wellbeing.

How do you access BDVS services?

To refer yourself or another person to BDVS, phone **3217 2544**, business hours 9am to 5pm Monday to Friday or go to

<https://www.micahprojects.org.au/support-services/domestic-family-violence-services>

To ensure safety, desire to access the service, and that the service is appropriate to the needs of the individual/s, BDVS works directly with those affected by domestic and family violence.

When we will no longer work together

There are a number of reasons we may stop working together:

- you choose to no longer work with us
- you and your family have achieved your goals
- you feel confident you can sustain your safety and have enough support in the community
- you are moving to another community
- you link into other community services
- you would like to be referred to another service.

At the completion of working together we will:

- assist you in building connections with another service if needed
- make sure you know how to contact us or another service if you are seeking assistance in the future.

You may be contacted by us in the future (if safe) to give feedback. The next section details how you can give feedback if you choose to.

Privacy & Confidentiality

Protecting your privacy is important at BDVS & Micah Projects so we want to let you know, what information we need, why we need it, how we'll look after it.

We need to collect personal identifiable information like your: name, address/contact information, telephone number, email, date of birth, health information.

We need this information so that we can:

- set up your record in our system
- record any services provided including support

and advocacy service needs

- document service plans
- work with other services that you're involved with and so we can advocate with you or on your behalf.

We will store your information in our participant information system with permission limited to Micah Projects employees involved in service administration and delivery.

We will share information internally at Micah Projects so we can all work together and with others externally so that we can support you with accessing housing, healthcare and community services. If this purpose changes we'll come back to ask your permission.

You don't have to give your consent but if you don't it will be difficult for us to assist you with your requests.

If in the future you want to withdraw your consent that's ok, we will make sure people can't access your information. If you change your mind, we will ask you for your consent before we use your information.

DFV Information Sharing

In Queensland, the [Domestic and Family Violence Protection Act 2012](#) provides guidance for circumstances where information may be shared without your consent for the purposes of risk assessment and safety management.

We will work with you to understand limitations to the consent you provide and seek your guidance on how sharing or seeking information from other entities may have unintended consequences.

Queensland Charter of Victim's Rights

[Queensland charter of victims' rights - what are your rights if you experience a crime?](#)

In Queensland, the Victims' Commissioner is independent to government, and supported by a statutory office to:

- respond to and action individual victim's complaints about their treatment by government and government-funded agencies
- consult with victims of crime on matters relating to them

How do I give feedback or voice my concerns?

We value your feedback. Making a complaint, giving a compliment or offering a suggestion can help improve

our service. Your complaint will be dealt with in a confidential manner and will only be discussed with the people directly involved.

If you have feedback about BDVS or Micah Projects, you can talk to any of our staff. If you are not happy with their response you can speak to the Feedback Officer. If you are still not satisfied, you can contact the external bodies in option 3 below. The Feedback Officer can advise you if you are unsure which external agency to contact. If you feel uncomfortable about making a complaint on your own, Micah Projects encourage you to use an advocate.

Talk with someone at BDVS or Micah Projects

- in person (at any of our locations), or
- phone 3217 2544

OR

Put your thoughts in writing.

You can ask for a feedback form or simply write a letter. BDVS or Micah Projects staff will assist you if you ask them.

Give your form to any Micah Projects staff, email to feedback@micahprojects.org.au or mail to:

Micah Projects
PO Box 3449, South Brisbane Q 4101

External Agencies:

If you are unhappy with our response to your complaint, you are within your rights to contact any of the following external agencies:

- **Department of Justice and Attorney General**
13 74 68
mailbox@justice.qld.gov.au
- **Victims Commissioner**
1800 714 100
contact@victimscommissioner.qld.gov.au
- **Queensland Ombudsman**
(07) 3005 7000
- **Queensland Human Rights Commission**
1300 130 670
enquiries@qhrc.qld.gov.au

Contact

Brisbane Domestic Violence Service



3217 2544



bdvs@micahprojects.org.au



Monday-
Friday
9am- 5pm



[www.micahprojects.org.au/
support-services/
domestic-family-violence-services](http://www.micahprojects.org.au/support-services/domestic-family-violence-services)

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