

FACT SHEET — *This fact sheet is for people of all ages.*

## How to make a complaint or compliment about a CASACV service

If you feel that the service you've received does not meet your expectations, you have the right to make a complaint. Or you can also give us feedback, both negative and positive. All complaints and feedback are kept confidential.

If you would like to make a complaint or give feedback:

- Talk to your counsellor about your concerns.
- If you're not satisfied with their response, ask for the name of your counsellor's Team Leader or Supervisor and speak to them.
- If this is not satisfactory, contact the CASACV CEO on [CASACV@CASACV.org.au](mailto:CASACV@CASACV.org.au)

If you would prefer to put your complaint in writing, you can send a letter to:

CASACV

Address: 71 Bridge Street

Bendigo VIC 3550

### **If you wish to take this complaint further**

If you're unhappy with the response from CASACV you can also contact the Health Services Commissioner.

Health Services Commissioner

Level 30, 570 Bourke Street

Melbourne 3000

Tel: 8601 5200

Freecall 1800 136 066

### **Information we hold about you**

Every client has a file that is created after your first counselling session. It contains information about your first contact with CASA, case notes, reports, assessments and correspondence. All client files are kept in locked filing cabinets.

We believe in challenging the culture of secrecy about sexual assault and allow clients to access their own file. Under current Freedom of Information legislation, you can see your file at any time. You can also ask for a copy of it. Your next of kin or an authorized representative can ask on your behalf if you allow them.

### **Viewing your file**

Let your counsellor know you would like to see your file. They will sit with you to view your file as soon as possible. Sometimes this can be straight away if you ask to see the file during a counselling session. If the file is large or stored elsewhere, your counsellor will make a time for you to come in when the file is available. Extra time may be needed to bring the file from storage.

### **Getting hard copies of your file**

You will need to apply under the Freedom of Information legislation. There may be an application fee. Visit <https://www.oaic.gov.au/freedom-of-information/> for the necessary forms to complete to request for copies of your file.

### **Files requested by courts under subpoena**

Under Section S32C (2) of the Evidence Act 1958, files do not have to be produced in court in response to a subpoena. If your files are subpoenaed, you can ask CASA to object to this. Your file still may need to be sent to the court to enable them to make the decision. If the subpoena is denied, then your files will not be used in evidence despite the court having seen the documents. Please see our separate fact sheet on '*Can my client records be subpoenaed?*'.

### **Requests for information about you**

Under the Family Violence Information Sharing Scheme, we may receive a request from another sexual assault services agency for information about you. Information can only be shared if this helps to keep you safer. We would always ask your consent before sharing any information, unless there is a serious risk to you, or a child is involved.