



VICTIMS' CHARTER

Rights & Responsibilities

Gateway Health is committed to supporting people who have been affected by crime

If you are a victim of crime, you can expect that we will:

- provide services in a safe and caring environment
- be polite, courteous, treat you with dignity, considering your specific needs
- respect you - regardless of your culture, family situation, age, sex, disability, faith, sexual orientation, gender identity, or intersex status
- provide information in a way that you can understand
- help you make choices and access the services you need, where possible
- include you in all decisions and assist you to have a support person
- tell you if we believe you or your child are at risk and you may be unaware
- help you get support to prepare for a trial, being a witness, attending court, understanding court outcomes and appeals
- protect your personal information and only use it for the right reasons

How can you provide feedback or make a complaint?

- You can speak directly to your worker, or their manager
- You can fill in a feedback form at our office or online at [here](#)
- You can email a complaint directly to feedback@gatewayhealth.org.au
- You can also call the Victims of Crime Commissioner on 1800 010 017