DVCS Limits to Confidentiality Easy Read Resource

dvcs
Domestic Violence Crisis Service



This book was written for DVCS.

We are also called the Domestic Violence Crisis Service.

We have an Easy Read resource telling you what we do.



You can contact us by:

- 24/7 phone line on 02 62 800 900
- Email **crisis@dvcs.org.au** if it is not urgent
- Website www.dvcs.org.au



This document is about how you can keep yourself safe.

This document is written so it is easy to read.



You might not know some words.

The first time we use those words they are **blue**.

You can find all these words in a list at the end.

We tell you what the word means in a blue box like this.



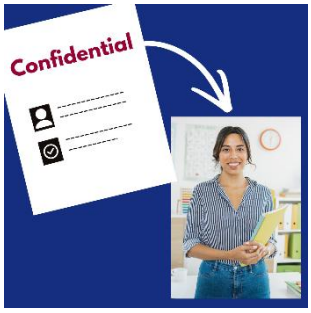
You can ask for help to read this document.

You can ask:

- A family member
- A friend
- A support worker.

Please do not ask the person hurting you.

Limits to Confidentiality



We will do our best to keep your information **confidential**.

Sometimes we need to share your information.



Confidential means a private thing.

It is information that is only for people who need to know.



We take notes to remember what you told us.

This is so you do not have to say it again later.

We do not record your call.



Sometimes the law says we must share your information.

This is to keep you and other people safe.

This is called **limits to confidentiality.**



We have to share information with others if:

- You tell us you want to hurt yourself or someone else
- A child is in danger
- A court or police ask for information by law.



You can choose how much information you share with us.



We will do our best to tell you if we need to share your information.

When we share information



We might need to:

- Talk to another service for you
- Make a **referral** to another service for you



Referral means to send you to a different person or place for help.

You can say yes or no to the referral.



We will ask you before we refer you to another service.

You can ask us to talk to another service for you.



Sometimes we need your **consent** to share information.



Consent means saying yes for something to happen.

You can choose to say yes or no.

You can ask us more questions if you do not understand.

For your safety:



We need to call 000 for emergency if we are worried about your health and safety.



This can be:

- If you are not feeling safe
- If you are worried about your safety
- If you tell us you want to hurt yourself or someone else.

ACT Government

We have to report if we are worried about the safety of a child.

We report to Children, Youth and Families.

They are part of the Health and Community Services Directorate in the ACT Government.



We need to share your information if we are asked to by law.

This can happen if we are **subpoenaed**.



Subpoenaed means we need to share information that is on our system with the courts.

Word List



Confidential

Confidential means a private thing.

It is information that is only for people who need to know.



Consent

Consent means saying yes for something to happen.

You can choose to say yes or no.

You can ask us more questions if you do not understand.



Limits to confidentiality

Sometimes the law says we must share your information.

This is to keep you and other people safe.



Referral

This means to send you to a different person or place for help.



Subpoenaed

Subpoenaed means that we must go to court to share your information that is on our system.

This book was written by Teigan Southwell for The Easy Read Toolbox.

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