

## How you can contact us

**Online:** [www.childrenscourt.vic.gov.au](http://www.childrenscourt.vic.gov.au)

**Email:** [feedback@childrenscourt.vic.gov.au](mailto:feedback@childrenscourt.vic.gov.au)

**Telephone or in person:** Contact details for your local Children's Court can be found on the Children's Court website or in the *Business and Government* edition of the White Pages directory under 'Courts'.

If you need help to contact us, you can telephone the Translating and Interpreting Service on 131 450. If you have a hearing, sight or speech impairment, you can telephone the National Relay Service on 133 677 (for TTY users) or 1300 555 727 (for Speak and Listen users).

## Tell us what you think

Your feedback helps us to know what we are doing well and where we need to improve. You can give us feedback by making a complaint, compliment or suggestion through our website or at any of our courts in Victoria.



# Client Service Charter-

our commitment to you

This Charter explains the standard of service that you can expect from staff of the Children's Court of Victoria, and what to do if you are not satisfied with the service you receive. The Charter aims to make it easy for you to use all of our services in Victoria.

If you would like to receive this publication in an accessible format, please email us at [accessibility@justice.vic.gov.au](mailto:accessibility@justice.vic.gov.au)



Children's Court of Victoria  
[www.childrenscourt.vic.gov.au](http://www.childrenscourt.vic.gov.au)

## Our values – what we stand for

In serving you and the community, staff of the Children's Court of Victoria are expected to follow our values. These are:

### Trust

We will respect your personal situation and respond to your questions in a responsible and confidential way.

### Integrity

We are honest and accountable. We take responsibility for the way we act and the services we provide. We will give you information that is accurate and reliable.

### Professionalism

We will work to the highest ethical and professional standards.

### Fairness

We will treat everyone with courtesy, respect and dignity. We recognise your right to be treated fairly and without discrimination.

Our staff respect and comply with the Victorian Charter of Human Rights and Responsibilities.

## Support services – how we can help you

The Children's Court provides access to a range of support services to help you at our courts. These include Court Network, who offer personal support, information and referral services and the Salvation Army, who provide material aid and referral services. These and other services are available depending on your location.

If you need legal advice or help you can telephone Victoria Legal Aid's Legal and Information Service on 03 9269 0120 (metro Melbourne callers) or 1800 677 402 (country callers). You can also contact your local community legal centre. Our staff can give you these contact details.

For more information about the services that court staff can and cannot provide, please see the brochure 'What registry staff can & cannot do for you', which is available at all courts or on our website.

## Our service delivery principles – what you can expect when you use our services

There are a number of things you can expect when you use our services. You can expect that:

- our services are focused on meeting your individual needs
- we will work together to give you the best possible service
- our services are accessible to all.

## Client focus – our services are focused on meeting your needs

We understand that your court matter is personal, sensitive and confidential. We commit to:

- listening to and understanding your issues and concerns
- responding to your questions in a respectful and helpful way
- providing consistent, accurate and timely information and services
- being clear about what we are able to do and making sure that we do it.

We recognise your right to know:

- how long your court matter will take
- the steps involved in your court matter
- that staff are trained and able to help you
- about your rights in relation to confidentiality, privacy and safety
- about all the court services available to help you.

If you contact us in person, by telephone, email or post we will respond as soon as possible. If your question requires further investigation, we will tell you when you can expect a response. All of our correspondence will be useful and clear.

## Service excellence – giving you the best possible services

Our staff are skilled and experienced in responding to the needs of the different people who use our services. We will work together to give you the best possible service and will try to make it easier for you to use our services.

We will:

- make sure that all of our services in Victoria are focused on meeting your needs
- regularly measure and monitor our services
- use your feedback to improve our services
- compare our court services against internationally recommended standards.

## Accessibility – our services are accessible to all

You can get information about the Children's Court in a number of ways:

- go to our website at [www.childrenscourt.vic.gov.au](http://www.childrenscourt.vic.gov.au)
- telephone
- in person at one of our courts.

If you need an interpreter or assistance due to a disability or impairment, please tell us and we will provide the support you need.

When you visit our courts you can expect to see signs that direct you to the appropriate area of the court, and service counters where our staff will help you.

## How you can help us

You can help us to provide the best possible service to you at all times by:

- giving us accurate and complete information
- telling us about any particular needs you have
- telling us if you cannot keep an appointment
- telling us if your contact details change
- responding to our requests for further information as soon as possible
- treating our staff with respect.