

## Who Can You Talk To?

### You can:

- Talk to a FVLSAC staff member
- Come into one of our offices
- Call 08 8683 1896 or  
Free call 1800 385 722
- Ask to speak with the Chief Executive Officer (CEO) or Principal Legal Officer
- Email the CEO – [ceo@fvlsac.org.au](mailto:ceo@fvlsac.org.au)
- Write a letter and send it to the CEO -  
Family Violence Legal Service  
Aboriginal Corporation SA  
PO BOX 750  
Port Lincoln SA 5606



*Everything is confidential*

The information in this brochure is general information only. It is best to see one of our lawyers for legal advice about your individual circumstances.



## Contact Us



<https://www.fvlsac.org.au/>



<https://www.facebook.com/FVLSAC>

FREECALL : 1800 385 722 / 1800 FVLSAC

### Port Lincoln Office

89 Liverpool Street, Port Lincoln SA 5606

E: [portlincoln@fvlsac.org.au](mailto:portlincoln@fvlsac.org.au)

Phone: 08 8683 1896

### Port Augusta Office

26 Jervis Street, Port Augusta SA 5700

E: [portaugusta@fvlsac.org.au](mailto:portaugusta@fvlsac.org.au)

Phone: 08 8641 2195

### Adelaide Office

119 Wright Street, Adelaide SA 5000

E: [adelaide@fvlsac.org.au](mailto:adelaide@fvlsac.org.au)

Phone: 08 8318 4922

### Ceduna Office

17 McKenzie Street, Ceduna SA 5690

E: [ceduna@fvlsac.org.au](mailto:ceduna@fvlsac.org.au)

Phone: 08 8625 3800

## Acknowledgment to Country

Family Violence Legal Service Aboriginal Corporation (SA) acknowledges the traditional owners of the lands across Australia and particularly the traditional owners in Port Augusta, Port Lincoln, Ceduna and Adelaide, the lands on which the FVLSAC offices are situated. We pay our deep respects to Elders past, present and future.

**Is there something  
we can do better?  
Let's have a yarn**



**Family Violence Legal Service  
Aboriginal Corporation (SA)**



The Family Violence Legal Service Aboriginal Corporation SA wants to make sure that our clients and community have access to a quality service.

We want to provide services that our communities respect. We know that sometimes things can go wrong. If that happens, we want to make it right.

If there are things we can do better or things we are doing well, we want to hear from you!

## What You Can Tell Us

### Compliments

You can let us know what we are doing well. It helps our service to know when we get things right.

### Concerns or Complaints

We want to know if we are not getting things right or if you are unhappy. It might be a problem with a service, a staff member or something else.

If you are not happy with our service, you have the right to tell us.

## To help us help you

- Tell us about your concern as soon as possible
- The sooner we know, the quicker we can help
- Tell us as much information as you can
- Be clear on what your concern is
- Be clear what you want to happen
- Bring a supportive person with you
- Treat us with courtesy and respect



## We Will



- Act quickly
- Listen to your concerns
- Treat you with courtesy and respect
- Keep your complaint private and only discuss it with those involved
- Explain your rights
- Tell you how long the process will take
- Let you know what is happening
- Talk about the issues and options
- Talk about solutions
- Let you know the outcome