



THIRRILI

Your rights

Thirrili is a proud Aboriginal and Torres Strait Islander Community Controlled Organisation and national provider of suicide postvention (after suicide) services.

www.thirrili.com.au



Localised suicide postvention support for First Nations peoples

Since 2017, we've provided First Nations communities with suicide postvention support and assistance.

Our service is Australia-wide, our model is flexible and adapted to place based community needs.

We provide meaningful **postvention support**, **case coordination** and **advocacy**.

Communities that have been impacted by suicide or other traumatic incident, can invite us to bring our trauma informed expertise to share with them as they develop their self-determined futures.

Based on strength and local knowledge

We're guided by:

- knowledge of shared, collective, continuous ancestral connections
- cultural ways of knowing, being, and doing.

Communities, families and individuals have their own ways of bereavement, practising culture and healing. We uphold these protective boundaries.

You can call us, 24 hours a day, 7 days a week, Australia-wide.

Postvention responses

A **postvention response** happens after a suicide or other traumatic incident. Support is provided to communities, families and individuals of the loved one who passed or has been seriously injured.

This postvention support includes **culturally immersed case management** with a focus on social and emotional wellbeing and reducing the traumatic impacts of suicide or traumatic incident, and **Community Innovation Plans** which engage whole communities in planning what is required to prevent future suicides and traumatic incidents.

Even though our suicide postvention support happens after, postvention is a form of suicide prevention. After a suicide, communities, families and individuals may be at higher risk of suicide. When timely, supportive and culturally safe responses are provided, communities have the tools and strategies required for one of the most difficult times in their family.

Our community-led service

You will participate in all decisions concerning the support you receive.

Your rights

We respect your rights as we support culturally led healing and trauma informed care for people, families and communities.

Right to personal and family privacy

Thirrili treats personal and family information with respect, sensitivity and privacy.

You decide what information you share with us. We do not share information with others without your permission.

Right to freedom from discrimination

We work with Aboriginal and Torres Strait Islander peoples across Australia and respect all facets of identity and personal characteristics.

Right to withdraw

You can withdraw from our service at any time. To avoid any misunderstanding we ask that withdrawals be made in writing by mail or email.

Legislation

Thirrili adheres to the *Privacy Act (1988)*, *Freedom of Information Act (1982)* and state and territory privacy laws to always protect personal information.

No client information is released without consent, unless:

- disclosure is required by law
- the safety of the client/family or another person is at immediate risk.

You maintain the right to access your personal information. However, there are some exceptions to this. For example:

- where providing access would have an unreasonable impact on the privacy of others
- we reasonably believe giving access would pose a serious threat to the life, health or safety of any individual or public health or safety.
- denying access is required or authorised by or under an Australian law or a court/tribunal order.

As a client of Thirrili, you have the right to:

- make a complaint
- appeal a decision
- provide feedback
- raise issues directly or have someone else do it on your behalf
- be involved in the resolution of your complaint and be informed throughout the complaint process
- withdraw a complaint at any time.

Data

We keep conversations with clients private and protect their information.

All data is de-identified prior to mandated government reporting.

Feedback

We invite communities, families, individuals and ecosystem partners to provide feedback on our service.

Feedback and complaints helps us work better and improve our service.

How to contact us



Contact us via our website:
www.thirrili.com.au



Email us at:
complaints@thirrili.com.au



Phone us at:
1800 805 801, 24/7 Australia-wide



Send mail to:
PO Box 3031, Bangor NSW 2234



Scan this QR code to
visit our **feedback form**.





THIRRILI

Working with families and
communities after suicide

1800 805 801

24/7 Australia-wide

Funded by the National Indigenous Australians Agency



Australian Government
National Indigenous
Australians Agency



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