



ACT Human Rights Commission Client Services Charter 2019-2022

OUR COMMITMENT

All people deserve to be treated with dignity, and respect for human rights underpins our work.

What you can expect from us

- listen to you, be helpful and treat you fairly without unlawful discrimination
- provide you with an accessible and client-centred service
- tell you if we can't help you, and refer you to other places that might assist
- make any reasonable adjustments to help you access to our services
- respect your rights, including personal and information privacy
- respect cultural and religious diversity, including your cultural and language needs
- honour our commitment to cultural safety and reconciliation for Aboriginal and Torres Strait Islander peoples

OUR VALUES



Respect



Collaboration



Integrity



Accessibility



Independence

OUR SERVICE COMMITMENTS

1 In Complaint Handling we will

- keep you informed
- be independent and impartial
- disclose any conflicts of interest
- provide you with necessary information
- work cooperatively with all parties to explore resolution
- give reasons for our decisions
- review our decisions where appropriate.

2 In Advocacy we will

- make sure we understand the concern you have raised
- find out what you think needs to happen
- clearly explain what we can do to assist
- work together with others to generate effective outcomes
- promote and encourage improvements

3 In Victims Services we will

- be respectful
- provide timely referrals and accurate information
- provide access to a wide range of support
- provide fair treatment and assistance with access to justice
- respect privacy and confidentiality

4 Education and Training

If we are providing training to you, or for you, you can expect that our training will be:

- up to date and relevant
- accessible and interactive
- informative and respectful
- value for money for paying audiences, such as private and government sectors

WHAT YOU CAN EXPECT FROM US

OUR VISION

An inclusive community that respects and realises everyone's rights

HOW YOU CAN HELP US

If you need help communicating with us, or writing your complaint, please let us know so that we can help you. This includes receiving information in different formats or organising a translator. We are committed to innovation and continuous improvement.

ADDRESSING CONCERNS

If you are unhappy with the quality of our services, or about a decision that we have made, please call us or write to us to discuss your concerns. If we have made a mistake, we will acknowledge it and work with you to resolve it.

IF YOU ARE STILL DISSATISFIED

If you remain dissatisfied with our service, you can also make a complaint about the Commission to the ACT Ombudsman by calling 1300 362 072 or visiting <http://www.ombudsman.act.gov.au>