

OUR COMMISSIONERS

President & Human Rights Commissioner
Dr Helen Watchirs OAM

Discrimination, Health Services, Disability &
Community Services Commissioner
Ms Karen Toohey

Public Advocate & Children & Young People
Commissioner
Ms Jodie Griffiths-Cook

Victims of Crime Commissioner
Mr John Hinchey

You can contact the ACT Human Rights Commission via:

Phone: (02) 6205 2222

Fax: (02) 6207 1034

TTY: (02) 6205 1666

Tel Interpreter Service: 131 450

SMS: 0466 169 997

Postal Address: GPO Box 158 Canberra
ACT 2601

Email: human.rights@act.gov.au

Website: www.hrc.act.gov.au

You can contact Victim Support ACT via:

Phone: (02) 6205 2066 or

Free call: 1800 822 272

Fax: 02 6205 0177

Postal Address: GPO Box 158 Canberra
ACT 2601

Email: victimsupport@act.gov.au

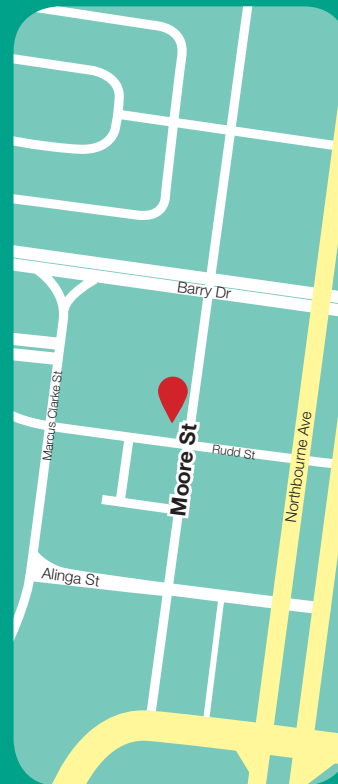
Website: www.victimsupport.act.gov.au

WHERE ARE WE?

The ACT Human Rights
Commission and Victim
Support ACT have merged.

Our street address is:

Level 2, 11 Moore Street,
Canberra City ACT 2600
(Corner of Moore and Rudd
Streets, Canberra City)



ACT HUMAN RIGHTS
COMMISSION

Australian Capital Territory



ACT HUMAN RIGHTS
COMMISSION

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ABOUT US



WHO ARE WE?

The ACT Human Rights Commission promotes the human rights and welfare of all people living in the ACT. Respect and protection of human rights underpins all our work. The Commission is an independent statutory body established by the *Human Rights Commission Act 2005*.

The role of the Commission is to:

- independently handle complaints in relation to a range of services, and under discrimination law
- promote understanding of human rights and the welfare of all people in the ACT
- encourage service improvement and increase awareness of the rights and responsibilities of service users and providers
- provide advice to government and others regarding their human rights obligations
- provide advocacy for children, young people and adults experiencing vulnerability
- advocate for the interests of victims of crime.

The Commission has recently expanded to include a number of additional responsibilities.

It now includes four members:

- President & Human Rights Commissioner
- Discrimination, Health Services, Disability & Community Services Commissioner
- Public Advocate & Children & Young People Commissioner
- Victims of Crime Commissioner.

The President's role as Chief Executive is to be responsible for governance, finance, resources and administration.

WHAT DO WE DO?

Human Rights

The role of the President and Human Rights Commissioner is to:

- promote discussion and educate the community about human rights
- provide systemic oversight and advice on the ACT Government's compliance with human rights
- review the effect of Territory laws (including monitoring places of detention) and intervening in significant human rights court cases.

Complaints

The Discrimination, Health Services, Disability & Community Services Commissioner independently handles complaints about:

- unlawful discrimination, sexual harassment and vilification
- health and disability services
- services for older people
- services for children and young people.

Unlawful discrimination occurs when someone is treated unfairly in public life because of a 'protected attribute'. This may include, but is not limited to: disability, race, sex, age and gender identity.

You can complain about a service if you believe it:

- did not comply with guidelines or did not meet appropriate standards of care
- impacted badly on you or someone you care for
- did not comply with the law.

You can also complain if a particular service isn't available to you or someone you care for.

Advocacy, Oversight and Engagement

The role of the Public Advocate & Children & Young People Commissioner is to:

- provide individual advocacy for children, young people and adults in the ACT community whose condition or situation makes them potentially vulnerable to abuse, exploitation or neglect
- monitor and foster the provision of services for persons experiencing vulnerability
- provide oversight in respect of the systems that support and respond to the needs of persons experiencing vulnerability
- engage with and listen to children and young people to ensure that their voices are heard on issues that affect them
- improve services for all children and young people.

Victim Support

The Victims of Crime Commissioner is an independent advocate and head of Victim Support ACT. The Victims of Crime Commissioner's role is to:

- advocate for the interests of victims of crime
- respond to concerns related to victims' experiences of the criminal justice system
- ensure the provision of efficient and effective services for victims
- provide oversight of services provided by Victim Support ACT and the Victims of Crime Financial Assistance Scheme.

Victim Support ACT is a free and confidential service for people who have experienced crime within the ACT. The multidisciplinary Health Professional team:

- undertakes assessment of eligibility and suitability for a range of support services
- provides therapeutic interventions, with referral to other service providers as appropriate
- works with clients to restore a sense of health and well-being in their recovery from the impact of crime
- assists clients to navigate the criminal justice system.