

Feeling safe after a crime can be hard.

Victim Support ACT is a free service for victims of crime, their families and people who witness crimes. We can

- · get counselling for you
- help make a plan for your safety
- · help you with your rights in the justice system
- tell you about reporting to police
- tell you what to expect at court
- go with you to court
- help you apply for financial assistance
- assist you if you are a victim of domestic or family violence or sexual assault

Our Aboriginal liaison officers help Aboriginal and Torres Strait islander victims and their families. Our multicultural liaison officer helps victims from different cultural backgrounds.

ACT Intermediary Program

Intermediaries work with people who need to speak with police or answer questions at court, including children, and people with communication difficulties such as language delays. Intermediaries can let police and the courts know what is needed, so that these people can be understood in the justice system and can best communicate when they give evidence.

Get in touch

Contact us or visit our office.

You can make a complaint or tell us about a problem. We will listen and help you sort it out.



OR via Tel Interpreter Service: 131 450 Freecall Victim Support ACT: 1800 822 272

human.rights@act.gov.au Public_Advocate@act.gov.au victimsupportintake@act.gov.au actkids@act.gov.au www.hrc.act.gov.au

Find us on Facebook and Twitter



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About us

Every year we help thousands of Canberrans. We are independent. We are free. Find out more.

- Human rights
- Handling complaints about discrimination, health services, disability and community services, elder abuse and racism
- Helping victims of crime
- Intermediary program
- Advocating for the vulnerable and people at risk of abuse
- · Listening to children and young people

www.hrc.act.gov.au

Human rights

We work to protect human rights. We work to make sure the ACT Government and public officials respect your human rights whenever they make decisions that affect you and your family.

We review laws to ensure they respect human rights, including the rights of Aboriginal and Torres Strait Islander peoples.

We monitor the human rights of prisoners in the Alexander Maconochie Centre (AMC). We also monitor Bimberi Youth Justice Centre and other places where people are detained.

We can participate in court cases that raise human rights.



You can complain to us about health services and health practitioners, discrimination, disability services, services for children or older people, elder abuse or abuse of people with a disability, sexual harassment, racism, occupancy disputes and victims of crime charter of rights.

YOU CAN COMPLAIN IF:

- · you are unhappy with a service
- · a service did not meet guidelines or good standards
- · a service is not available to you or someone you care for.

We will work with you to help you resolve the concerns.



ACT Public Advocate

We can help people who are at risk of abuse, exploitation or neglect.

We help people who live in their own homes or in mental health facilities, supported independent living, aged care homes, the AMC or Bimberi, as well as children and young people in foster, kinship and residential care. Our advocates will listen to you and help to ensure you are treated fairly. We can

- tell you about your rights
- tell you how services like the Adult Mental Health Unit at Canberra Hospital should treat you
- help you if you have a concern or a problem with a service.



Children and young people

Children and young people have the right to participate in decisions that affect them. We make sure children and young people's views are heard, and taken seriously. We listen to them and we ask what they want to see happen in Canberra.

Children and young people also have the right to be protected and safe. We work with the government and others so that children and young people's rights are protected, respected and celebrated.