



This is what you can expect from us. We will:

THIS DOCUMENT

is about how we must treat you. It also explains what you can do to help us treat you well.

- Listen to you, be helpful and treat you fairly without unlawful discrimination
- Provide you with an accessible and respectful service
- Do what we say we will do
- Tell you if we can't help you, and refer you to other places that might help
- Make any reasonable adjustments to help you access our services
- Provide support so you can be involved in decisions about your life
- Respect your privacy
- Respect your cultural and language needs
- Pursue cultural safety and reconciliation for Aboriginal and Torres Strait Islander peoples



Respect



Collaboration



Integrity



Accessibility



Independence

OUR SPECIFIC SERVICE COMMITMENTS

1 In complaint handling we will

- Keep you informed
- Be independent, impartial and fair
- Act in a timely and efficient way
- Provide all parties with necessary information
- Work with all parties towards resolution
- Give reasons for our decisions

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 help
- Work together with you and others to get effective outcomes
- Work for improvements by service providers

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 help with access to justice
- Respect privacy and confidentiality

4 In education & training we will:

- Be up to date and relevant
- Be accessible and interactive
- Be informative and respectful
- Provide value for money

WHAT YOU CAN DO TO HELP US & HOW TO COMPLAIN IF YOU ARE UNHAPPY

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.

ADDRESSING CONCERNS

If you are unhappy with the quality of our services, or about a decision we have made, please call 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.

Ph 6205 2222 human.rights@act.gov.au