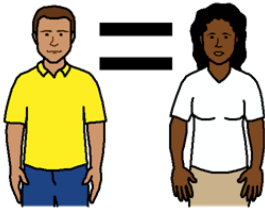




Complaints

If you have a complaint about how a person or an organisation treats you, we will



- be fair and **not** take sides



- work with **all sides** to find the best way to fix the problem



- give you **reasons** for our decisions.



Advocacy

When we help you, we will



- **listen** to you so we understand your problem



- **ask** you what you think needs to happen



- **tell** you how we can help



- **work together** with you and others to fix the problem and make things better for you



help organisations to do a better job.



Victims services

If you are a victim of a crime and ask for our help, we will



- **respect** you

- **help** you get the help you need. For example



- legal help



- a counsellor



- keep what you tell us **private**.



Education and Training

When we give training, we will



- give useful and current information



- be easy to understand



- make sure you can ask questions and talk about the training



- be value for money.



Accessibility

Accessibility means we want everybody to be able to use our service.

Tell us if you need help to



- **talk** to us
- **understand** us
- **use** our service.



Feedback

Feedback is when you tell us what you think about us.



- You can say you are happy with us

or



- You can say you are **not** happy with us



We will **listen** to you. Your feedback helps us make sure we do a good job.

To give us **feedback**

- Call us



02 6205 222

- Email us



human.rights@act.gov.au

Advocacy for Inclusion wrote the Easy English

Contact details

2.02 Griffin Centre, 20 Genge Street Canberra City ACT 2601

Phone: 6257 4005

Email: info@advocacyforinclusion.org

ABN: 90 670 934 099

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1579. Solana Beach, CA 92075. Phone 858-550-0084