

ABOUT US

Human rights

Complaints about discrimination

Complaints about health services, disability & community services

Complaints about the abuse of neglect of old & vulnerable people

Advancing the views of children & young people

Public Advocate

Victim Support ACT

Witness Intermediary Program



**ACT HUMAN RIGHTS
COMMISSION**

Australian Capital Territory

WHAT WE DO

The ACT Human Rights Commission promotes the human rights & welfare of all Canberrans.

The Commission:

- handles complaints about discrimination, sexual harassment and vilification
- handles complaints about a range of services provided in the ACT, including health services, community and disability services
- promotes awareness of human rights and the welfare of all people in the ACT
- reviews law and advises government and others about complying with human rights
- advocates for children, young people and adults experiencing vulnerability
- provides financial assistance and other services for victims of crime
- supports vulnerable witnesses to give evidence to police and the courts.

Our Commissioners

- President & Human Rights Commissioner, Dr Helen Watchirs OAM
- Discrimination, Health Services, Disability and Community Services Commissioner, Ms Karen Toohey
- Public Advocate and Children and Young People Commissioner, Ms Jodie Griffiths-Cook
- Victims of Crime Commissioner, Ms Heidi Yates

Human rights

The Commission:

- provides community education and information about human rights, including Aboriginal and Torres Strait Islander cultural rights, and the laws which protect rights in the ACT
- advises the ACT Government and other bodies about complying with their human rights obligations
- reviews the effect of ACT laws on human rights
- monitors human rights issues in the Alexander Maconochie Centre, Bimberi Youth Justice Centre and other places of detention
- intervenes in significant human rights court cases.

Complaints about discrimination, health services, disability & community services

Contact us to make a complaint about the following:

- discrimination – this is when someone is treated unfairly in public life, including employment, housing, education or access to services; or because of an attribute such as their disability, race, sex, age or gender identity
- sexual harassment
- vilification on the basis of race, religion, ethnicity, disability, gender, sexuality or other traits
- health services, including all public and private health services in the ACT
- disability services
- services for older people

- retirement villages
- the neglect or abuse of an older or vulnerable person
- services for children and young people
- occupancy disputes
- sexuality and gender identity conversion practices
- veterinarian services.

You can complain about a service if:

- if you're not happy with the way the service is provided
- if it didn't comply with guidelines
- if it didn't meet appropriate standards of care
- if it didn't comply with the law
- or if a service isn't available to you or someone you care for.

Victims of crime can also complain to us if they are unhappy with a justice sector agency such as the police, courts or prisons.

Unsure about making a complaint?

You can call us for a confidential chat to discuss your issue. We will explain services we offer and how we conciliate complaints.

Advocacy, oversight & engagement

The Commission:

- advocates for children, young people and adults who are vulnerable to abuse, exploitation or neglect
- engages with children and young people to ensure that their voices are heard
- monitors services for children and young people, and people with mental health conditions
- improves services for children and young people, and people with disability (including those with mental health concerns).
- You can contact the Commission:
 - about someone who is at risk of abuse, exploitation or neglect
 - if a service for a child, young person or adult is not up to standard
 - about the rights, protection and participation of children and young people.

Victim Support ACT

Victim Support ACT is a free, confidential service for victims of crime in the ACT. You can contact us for the following support or assistance:

- counselling
- helping you with your rights in the criminal justice system
- giving you information about reporting a crime to police
- giving you information about what to expect at court
- supporting you at court

- helping you prepare a victim impact statement for court
- referring you to other services
- helping you apply for financial assistance.

Witness intermediary program

Intermediaries help witnesses to communicate their best evidence. They are officers of the court who assist child witnesses and witnesses with

- language delays
- mental health issues
- learning disabilities
- and other communication difficulties to provide clear evidence.

GET IN TOUCH

Call us to make a complaint, learn about the support and services available, or for a chat. We are open Monday-Friday 9-5pm. Our services are free and confidential.

Phone: (02) 6205 2222

Victim Support ACT free call: 1800 822 272

human.rights@act.gov.au

victimsupport@act.gov.au

Twitter: @ACTHumanRights

Facebook: ACTHumanRightsCommission