

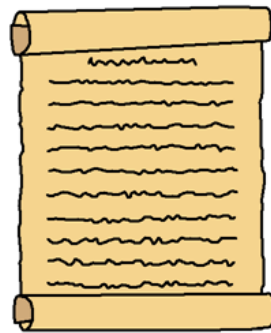


**ACT HUMAN RIGHTS
COMMISSION**

Australian Capital Territory

ACT Human Rights Commission

Client Services Charter 2019 – 2022



Easy English 2020

Easy Read

Hard Words



This book has some hard words.

The first time we write a hard word

- the hard word is in **blue**
- we will write what the hard word means



You **can** get help with this book.

You **can** get someone to help you

- read this book
- know what it says
- find more information

We are the ACT Human Rights Commission

Our job is to help make sure people and organisations **treat you fairly**.

We help with



- **Complaints**

A **complaint** is when you tell us you are not happy about how a person or an organisation treats you.



- **Advocacy**

Advocacy means we listen to you and help you to be treated fairly.



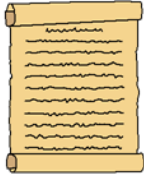
- **Victims Services**

You are a **victim** when a crime happens to you.



- **Education and Training**

We **teach** people and organisations about how to treat people fairly.



Client Services Charter

The **Client Services Charter** is about how we must treat you. It tells you about



- how we promise to help you



- how you can help us to be better



- what you can do if you are **not** happy with us.



Our promise to you

When you come to us for help, we will



- **respect** you

Respect means we care about your feelings, your wishes and your rights



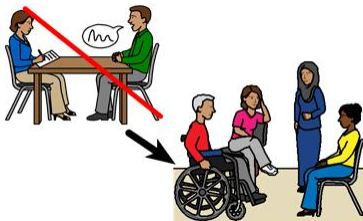
- listen, help and treat you fairly



- make it easy for you to talk to us



- tell you if we can **not** help you and let you know other places that can help



- **change** the way we help you if you need us to



- keep what you tell us **private**

Private means we will **not** tell other people what you tell us

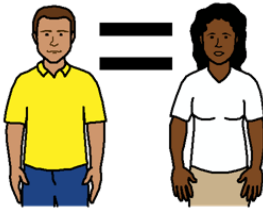


- **respect** your culture and language.



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



If you are **not** happy with us, you can
also call the ACT Ombudsman.



02 6276 3773

Advocacy for Inclusion wrote the Easy English

Contact details

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