



Our Vision

An inclusive community that respects and realises human rights and ensures access to justice for everyone.

What we do Our Purpose

We **listen** to, engage, educate and inform you and your community.

We **deliver** accessible services to empower and support you.

We **advocate** for your rights to justice, dignity and wellbeing.

We **hold** governments, systems and people to account to uphold your human rights.

We **drive** rights-based systemic change.



How we do what we do

Our Values

Independent

We are courageous, providing an **independent** voice that is frank and fearless in challenging inequality and injustice.

Respectful

We **respect** and support people of all identities and experiences.

Culturally safe

We respect **cultural rights** and spiritual values accepted by Aboriginal and Torres Strait Islander peoples. and we provide culturally safe services.

Accessible

We provide services that are flexible and **responsive** to your needs.

Collaborative

We **empower** and actively engage others within and beyond the Commission.

Integrity

We are **professional**. We live our values. We are consistent and strive for high quality.

Innovative

We continuously innovate. We gather evidence, we evaluate, and we are open to change and **improve**.

Where we focus Our Priorities

1. *Listen actively and connect to ensure people know their rights, and that the HRC understands and prioritises the most important issues.*

2. *Ensure all our work is client-centred so we deliver a safe, respectful and timely service to everyone we deal with.*

3. *Drive systemic change in laws, service delivery, and standards to improve human rights outcomes for everyone.*

4. *Support all staff to deepen and strengthen their application of human rights in their everyday work.*

The President and Human Rights Commissioner

President

- **leads the development of** governance documents required by legislation
- **manages** the effective administration and financial management of the HRC
- **ensures** HRC functions are exercised in a prompt and orderly way
- **Coordinates & advises** on systemic reports on the Commission's behalf to Minister
- **deals with feedback** about the HRC's operation
- **Promotes discussion** about the Commission's operation, relevant legislation & complaint procedures
- **collects & publishes information** about the operation of relevant legislation
- **may exercise any function** given to another Commissioner

- **Relevant legislation: *Human Rights Act 2004 (HR Act), Human Rights Commission Act 2005 (HRC Act), Corrections Management Act 2008.***

Human Rights Commissioner

- **provides community education** and information about human rights
- **reviews the effect** of ACT laws on human rights, including audits
- **advises the minister** about any matter in relation to the HR Act or related acts
- **checks conditions of detention** at AMC and Bimberi
- **can intervene**, with the leave of the court or tribunal, in any legal proceedings related to the application of the *Human Rights Act 2004 (HR Act)*

Discrimination, Health Services, Disability and Community Services Commissioner

- **handles all complaints** received by the Commission, including complaints about alleged discrimination, vilification and sexual harassment, health services, disability services, services for older people, services for children and young people, treatment of vulnerable people, sexual and gender identity conversion practices, occupancy disputes and complaints from victims of crime
- **promotes awareness** of rights and obligations
- **improves service provision** and outcomes for people protected by relevant legislation
- uses Commission-initiated considerations to **investigate and address systemic issues**
- **contributes to legislative and policy** development across the jurisdictions listed above
- **provides education** and training

- **Relevant legislation: *HRC Act, Discrimination Act 1991, Health Records (Privacy and Access) Act 1997, Health Practitioner Regulation National Law (ACT).***

Public Advocate and Children and Young People Commissioner

Public Advocate

- **responds** to concerns for children, young people and adults in care and protection, youth justice, education, mental health, forensic mental health, older persons and disability sectors
- **advocates for children, young people and adults** whose condition or situation makes them potentially vulnerable to abuse and exploitation
- **monitors and fosters** the provision of, and improvements to, services for persons experiencing vulnerability
- **provides oversight of systems** that support and respond to the needs of persons experiencing vulnerability

- **Relevant legislation: *HRC Act, Children and Young People Act 2008 (CYP Act), Mental Health Act 2015 (MH Act), Mental Health (Secure Facilities) Act 2016, Family Violence Act 2016, Personal Violence Act 2016, Senior Practitioner Act 2018.***

Children and Young People Commissioner

- **engages with and listens** to children and young people to ensure their views are represented and considered on issues that affect them
- **promotes the participation** of children and young people in decision-making
- **improves services** for all children and young people
- **ensures the HRC is accessible** to children and young people, including consideration for diversity and culture
- **promotes children's rights** in the development and reform of legislation and policy

Victims of Crime Commissioner

- **advocates** for victims of crime
- **responds to concerns** related to victims' experiences in the criminal justice system
- **promotes reforms** to meet the interests of victims
- **develops educational and other programs** to promote awareness of the interests of victims
- **Ensures** victims receive the information and assistance they need
- **provides efficient and effective services** for victims through Victims of Crime ACT (VSACT) and the Financial Assistance Scheme (FAS)
- **ACT Domestic Violence Project Coordinator**
- **administers** the ACT witness intermediary program

- **Relevant legislation: *Victims of Crime Act, the Victims of Crime (Financial Assistance) Act 2016, Victims of Crime Regulation 2000, Evidence (Miscellaneous Provisions) Act 1991.***

