



ACT HUMAN RIGHTS COMMISSION CLIENT SERVICES CHARTER

WHAT WE HEARD

Consulting on our client services charter

The ACT Human Rights Commission (the Commission):

- Handles complaints in relation to health, disability and community services, abuse of vulnerable people, and complaints under discrimination law.
- Increases awareness of the rights and responsibilities of service users and service providers and encourages service improvement.
- Provides advice to government and others regarding their human rights obligations.
- Advocates for children, young people and adults experiencing vulnerability.
- Advocates for and supports victims of crime.

Under the Human Rights Act, the ACT Human Rights Commission must consult with the community, every three years and for at least eight weeks, [about the Commission's Client Services Charter](#).

The Charter explains how the Human Rights Commission provides services to clients and what clients can expect from Commission services.

The consultation was designed to hear from the community about ways of improving the Client Services Charter.

THE CONVERSATION

The consultation took place from 3 November 2022 until 12 January 2023 (12 weeks). Members of the community were able to provide feedback in the following ways:

- By making a submission through the YourSay page
- By filling in a short survey about the charter, available on the YourSay page
- By leaving a voice mail message
- Via email, in response to emails about the consultation and the Charter which the Commission sent to over 120 stakeholders in the Canberra community.



WHO WE ENGAGED

The Commission provides services and supports for a broad range of the Canberra community and is well known across the following sectors in the ACT: the legal sector, community sector, advocacy groups, organisations representing the Aboriginal and Torres Strait Islander people, LGBTIQ+ groups, groups working with the multicultural community, with women, young people, people with a disability, older Canberrans and vulnerable people.

To reach this broad group, the Commission contacted stakeholders directly via email, issued a media release about the consultation to over 60 journalists and media outlets in the ACT, and published information about the consultation across our social media accounts (multiple posts) and on our website.

In all these communications, people were encouraged to have their say on the Client Services Charter.



Key Insights from the Community

Whether the Human Rights Commission Client Service Charter is fulfilling its purpose:

1. There is support for the Client Service Charter fulfilling its purpose.
2. Support also exists for the Easy English versions of the Client Service Charter.

Possible changes to the Human Rights Commission Client Service Charter:

3. There is support for the Client Service Charter to extend beyond clients who access Commission services or those with human rights issues, for example to those lodging Freedom of Information requests.
4. A range of additional comments were made including about referring to respect for religious beliefs, referring to timeframes and advice to complainants if timeframes are not met, and providing reasons in writing.

Positive impact of possible changes to the Human Rights Commission Client Service Charter

5. There is support for changes to the Client Service Charter resulting in better support, advice, and services to the community in general.
6. There is also support for the use of the Easy English versions of the Client Service Charter making it more likely that people with lower levels of English language literacy will engage with it.



WHAT'S NEXT?

Based on the feedback we received, the Commission will now update its Client Services Charter.

Once updated, the Charter will be posted on our website.

If you would like a copy of the updated charter, please email humanrightsmedia@act.gov.au

You can also follow the Commission on Facebook and Twitter or visit our [website at \[hrc.act.gov.au\]\(http://www.yoursay.act.gov.au\)](http://www.yoursay.act.gov.au) to find out more about the services and supports the Commission provides. To find out more other initiatives, policies and projects in Canberra visit www.yoursay.act.gov.au

Key Timings

January 2023: Consultation closed and feedback compiled.

February 2023: Listening report compiled and published.

March 2023: Human Rights Commission updates its Client Services Charter to reflect feedback from the consultation.

April 2023: New Client Services Charter available on the Commission's website, circulated to stakeholders and available for clients.

THANK YOU FOR YOUR FEEDBACK

179

Number of visitors to the YourSay page.

+120

Number of emails sent to organisations and stakeholders about the consultation.

+ 3500

We reached a social media audience of almost 4,000.

6

Six people provided feedback via a short survey on YourSay.

163

Number of downloads of the Client Services Charter from the YourSay page.