

## **ACT Human Rights Commission Service Standards 2011 - 2013**

These Service Standards set the benchmarks against which the ACT Human Rights Commission will monitor and review its service delivery.

They describe how our clients can expect to be treated by our staff, as well as what we expect of our clients.

The standards are aligned with the ACT Public Service (ACTPS) *Client Service Standards 1999*. These can be found at: [www.legislation.act.gov.au](http://www.legislation.act.gov.au)

### **About us**

---

The ACT Human Rights Commission is an independent statutory agency established by the *Human Rights Commission Act 2005* to promote the human rights and welfare of people living in the Australian Capital Territory.

We provide a fair accessible process for dealing with complaints about:

- services for children and young people
- services for people with a disability
- health services, including veterinary services
- services for older people
- services for carers
- discrimination & sexual harassment

We also promote service improvement and develop awareness of human rights in government and the community.

### **Our commitment**

---

We strive to deliver services that are fair, accessible, timely, and courteous. We are committed to continually improving the way in which we interact with our clients and the standard of service that we provide.

### **Our philosophy**

---

We believe that all people deserve to be treated with dignity and respect and are committed to ethical, prompt, respectful and helpful client service.

### **What you can expect from us**

---

You can expect us to:

- assist you in a respectful and helpful manner
- assist you in a timely way when dealing with enquiries, complaints, decisions and providing feedback
- identify ourselves when we answer a phone call or meet with you

- disclose any conflicts of interest
- be independent and impartial in all our dealings with you
- keep your information confidential and private in accordance with statutory obligations
- keep you updated, in writing, of any changes to circumstances in dealing with complaints
- provide you with necessary and relevant information regarding complaints
- work consistently within appropriate legislation and/or policy and procedural guidelines
- work cooperatively with all parties to explore options to resolve complaints
- give reasons for our decisions and recommendations
- review Commission decisions where appropriate
- seek your feedback on our service
- provide or link you with services that may help you
- ensure that people with disabilities can access our services
- respect cultural and religious diversity, including cultural and language needs
- honour our commitment to reconciliation

---

## **Timeliness**

All complaints will be acknowledged within five working days of receipt.

We will endeavour to work with parties to finalise consideration of standard complaints within 10 weeks or 70 days from receipt. For more complex matters, we will seek to finalise complaints within 36 weeks or 250 days from receipt.

Complex matters might include where a number of significant issues are under consideration; where the complaint is being conciliated; or where we are required to work with external bodies, such as health registration boards, and timeframes are dependent on those bodies.

Where consideration of a matter is extended, we will keep you informed of its progress.

---

## **What we ask for**

We ask that you:

- speak with our staff politely and with respect
- let us know if you are unable attend an appointment
- provide us with accurate and up-to-date information when requested
- tell us when your circumstances change in a timely manner
- suggest how we can improve our customer service and/or the services we provide
- let us know if you have special needs or need extra help in understanding or accessing our services
- let us know if you need an interpreter to use our services.
- provide us with feedback, on the evaluation form we will send you, when your complaint is finalised

## What we cannot do

---

We cannot provide legal advice or legal representation in matters arising from complaints, and cannot act as an advocate for parties in seeking resolution of complaints.

## Accessibility

---

If you require assistance with writing your complaint, please contact the Commission.

If you have difficulty in reading a standard printed document and would like to receive this publication in an alternative format, please contact the Commission.

If English is not your first language and you require the translating and interpreting service, please telephone 131450.

If you are Deaf or hearing impaired and you require assistance from the TTY typewriter service, please telephone (02) 6295 1666.

## Complaints

---

If you have a complaint concerning the quality of our customer service, or about a decision that we have made, please telephone the Commission on (02) 62052222 to discuss your concerns. Or, please write to the relevant Commissioner for the area you have been dealing with.

If you do not know which Commissioner to write to, just call the Commission and we will tell you.

## Contact us

---

Email:	<a href="mailto:human.rights@act.gov.au">human.rights@act.gov.au</a>
Telephone:	(02) 6205 2222
TIS:	131 450
TTY:	(02) 6205 1666
In Writing:	PO Box 158 Canberra ACT 2601
Website:	<a href="http://www.hrc.act.gov.au">www.hrc.act.gov.au</a>