

## **GOING TO CONCILIATION AT THE ACT HUMAN RIGHTS COMMISSION**



Reception desk at ACTHRC



Conciliation at ACTHRC

I have made a complaint to the ACT Human Rights Commission (ACTHRC).

Examples of complaints they can help with are

- Discrimination, if I have been treated unfairly because of my disability or another reason
- Sexual harassment, if someone has spoken to me or touched me in a way that has made me not feel safe
- Health, disability and community services, if I have been treated unfairly by a person who helps with me with my health, disability or in another way
- Abuse or neglect, if someone has hurt me or not given me what I need to be healthy and safe



ACT HUMAN RIGHTS  
COMMISSION

ACTHRC can help solve my complaint through conciliation.

Conciliation is a meeting between me and the person or organisation I am complaining about.

I will not be left alone with the person I am making a complaint about.

Conciliation is private and confidential. I can have support from a friend, family member or support worker if I want to.



***[In person conciliation – delete this page if not applicable]***

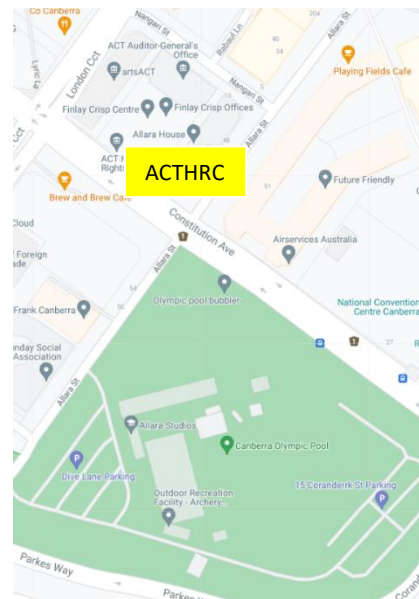
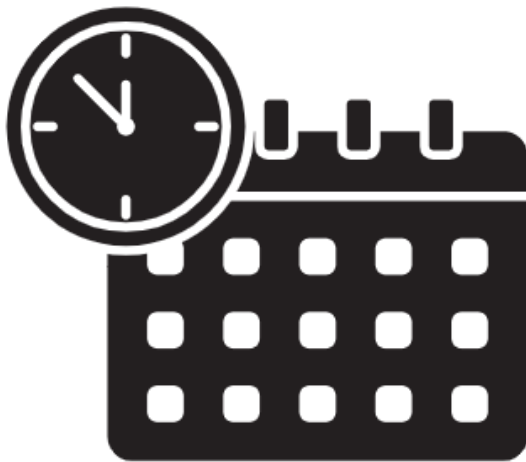
My conciliation is on [date] at [time].

My meeting will be at ACTHRC.

ACTHRC is at Allara House, 56 Allara St, Canberra.

ACTHRC is on the ground floor.

If I have trouble getting to the meeting, I can call my lawyer on [phone number] or ACTHRC on 6205 2222.



Map data © 2021 Google



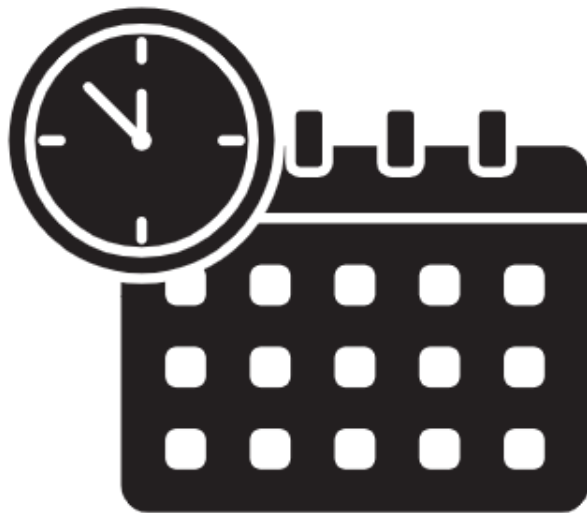
**[Phone conciliation – delete pages 5-6 if not applicable]**

My conciliation is on [date] at [time].

My meeting will be over the phone. I will get a call when it is time to meet.

It is a good idea to do this in a quiet place if I can.

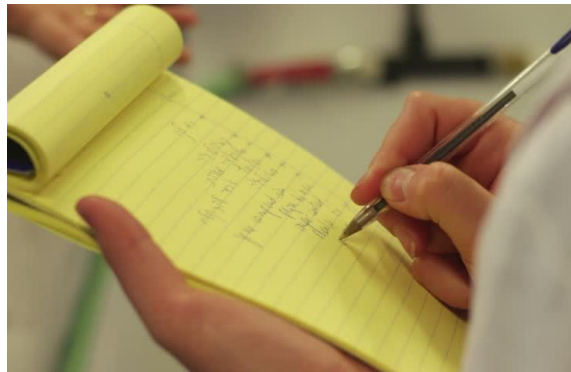
If I have trouble joining the meeting, I can call my lawyer on [phone number] or ACTHRC on 6205 2222.



I can have a support person with me if I want.

I can take notes or ask my support person to take notes if I want to.

I can pause, take a break, or ask for clarification if I need to.



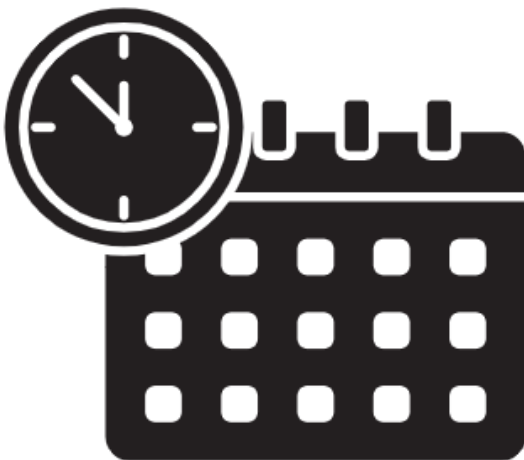
**[Video conference conciliation – delete pages 7-8 if not applicable]**

My conciliation is on [date] at [time] by WebEx video conference.

The instructions for joining the meeting were emailed to me.

It is a good idea to do this in a quiet place if I can.

If I have trouble joining the meeting, I can call my lawyer on [phone number] or ACTHRC on 6205 2222.

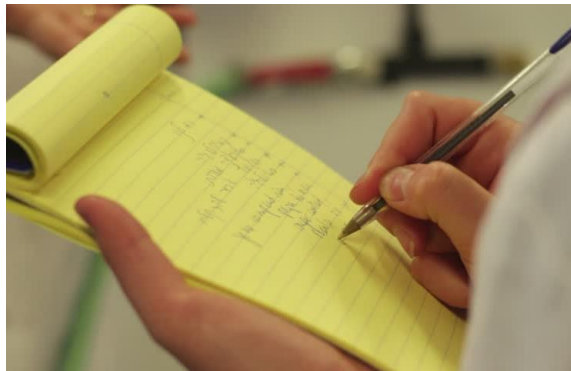




I can have a support person with me if I want.

I can take notes or ask my support person to take notes if I want to.

I can pause, take a break, or ask for clarification if I need to.





It is a good idea to speak to a lawyer before conciliation.

Sometimes people will have a lawyer with them in conciliation.

But I don't have to bring a lawyer.

If I don't have a lawyer, I still have the right to be treated fairly.

I should let ACTHRC know if I am bringing a lawyer. Or my lawyer can do this for me.



**CANBERRA  
COMMUNITY  
LAW**

**Ph:** 02 6218 7900

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I can choose to bring a support person to my hearing. This could be

- A support worker
- A friend or family member
- A disability advocate, for example
  - ACT Disability, Aged and Carer Advocacy Service (ph 6242 5060)
  - Advocacy for Inclusion (ph 6257 4005)

I should let my lawyer or ACTHRC know if I am bringing a support person.



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I can tell my lawyer, support person or ACTHRC about anything they can do to make the meeting more accessible for me, for example if I would like

- an interpreter
- breaks
- a support person to attend

I can ask for other adjustments so that I can participate in the meeting.



I should ask my lawyer or support person if they can help me prepare for conciliation.

Conciliation is a meeting between me the person or organisation I am complaining about and ACTHRC.

ACTHRC and my lawyer (if I have one) will tell me what the meeting will be like before conciliation. This is so that I am prepared.

My lawyer, support person and ACTHRC can also help me to make the meeting more accessible if I need.



*[Delete page 13 if conciliation is **not** in person or by video conference]*

Sometimes people ask what they should wear to conciliation.

Some people will wear business clothes. I do not have to wear a suit.

I can wear what is comfortable for me.

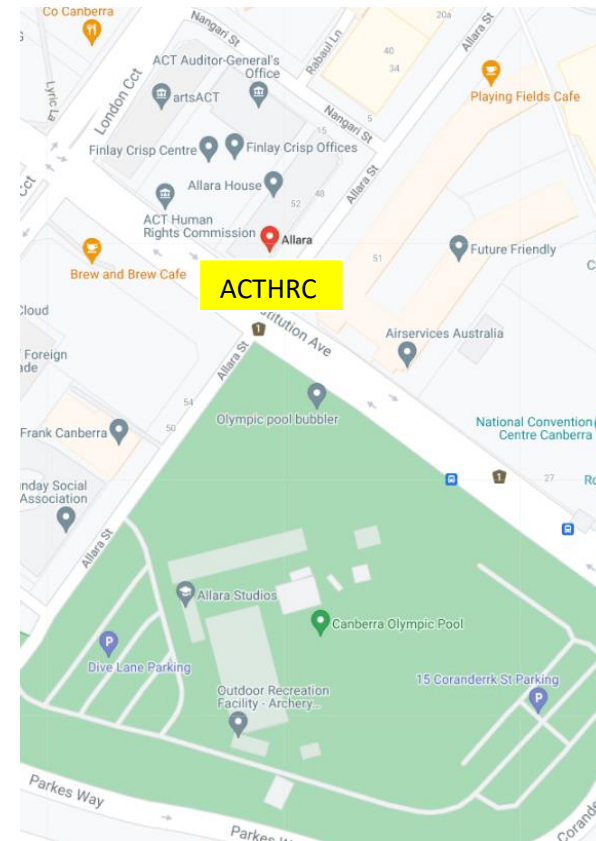




[Delete pages 14-21 if **not** in person]

ACTHRC is at Allara House, 56 Allara St, Canberra.

It is on the corner of Allara Street and Constitution Avenue, in the Allara House building.



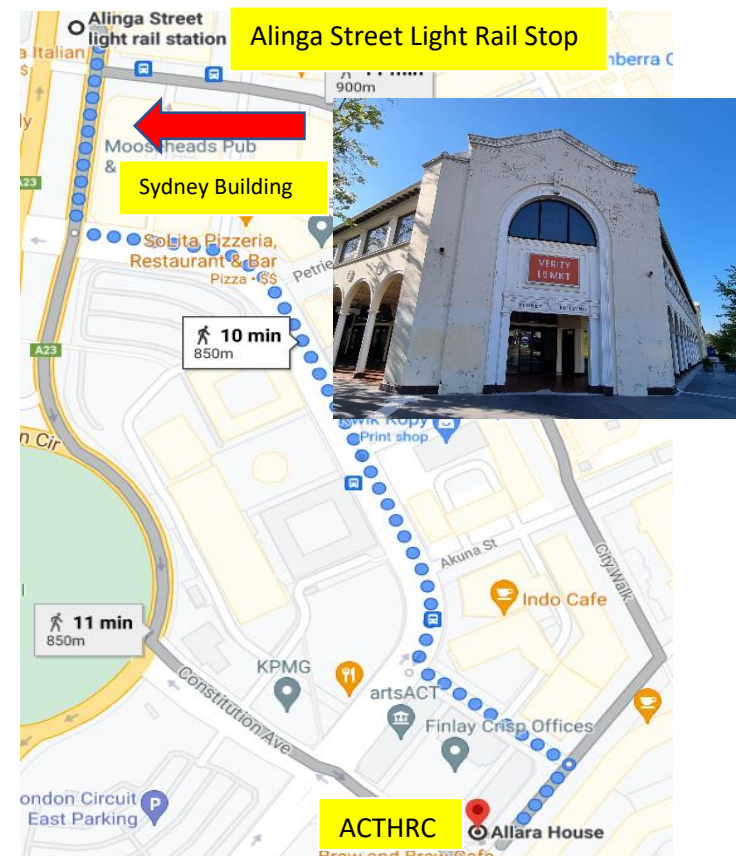
Map data © 2021 Google

Alinga Street is the nearest light rail stop.

I can ask the driver to tell me when I have arrived at the stop if I am unsure.

I should walk towards the Sydney Building once I arrive at the stop.

It takes about 11 minutes to walk from the Alinga Street stop to ACTHRC.



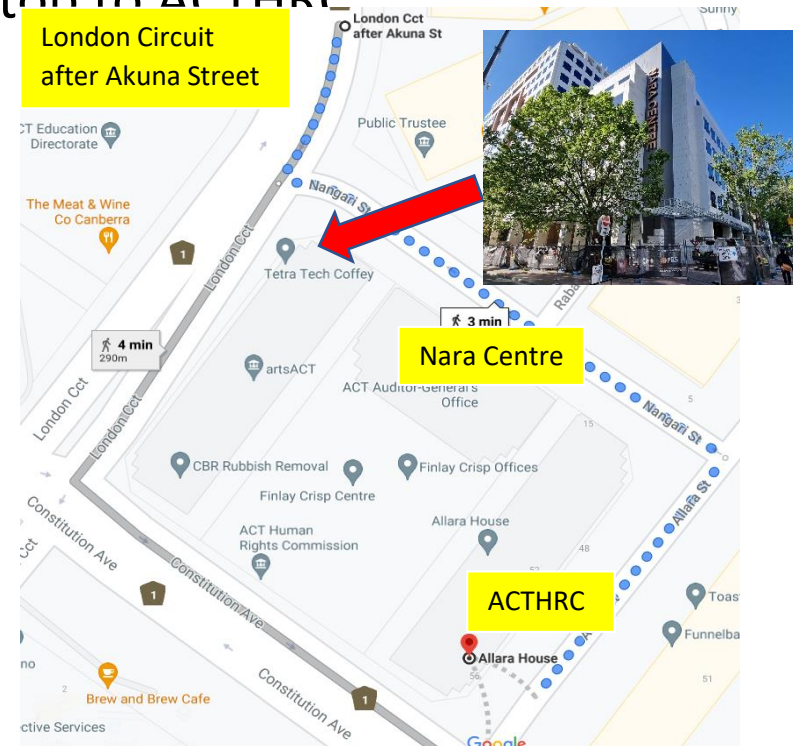


The nearest bus stop is London Circuit after Akuna Street.

I can ask the driver to tell me when I have arrived at the stop if I am unsure.

I should walk towards the Nara Centre building on the corner of London Circuit and Nangari Street once I arrive at the stop.

It takes about 3 minutes to walk from this stop to ACTHRC



There are some accessible parking spots on

- Nangari Street
- In the Canberra Olympic Pool carpark, diagonally across from ACTHRC

The map shows accessible parking spaces (blue) and paid parking spaces (orange).



Map data © 2021 Google

I might need to pay a parking fee to park my car.

If I come by car, I need to add extra time to my trip.

The extra time will help me to find a parking space, pay and put the ticket in my window if I need to.

If I am early, I can wait at ACTHRC if I want to.





When I arrive, I will go to reception.

I will be asked what my name is and who I am meeting with.

If I have a lawyer or support person with me, they can help me answer these questions if I would like.

The receptionist will let the conciliator know I am here.

If the receptionist is not there, I will ring the bell. The bell is round and metal with a black base.



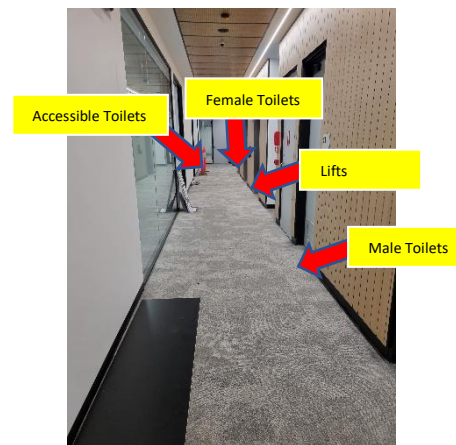
I will then wait in the waiting area.

I can bring something with me to help make waiting easier if I want, for example my iPad, a book or another quiet activity I can do while I am waiting.

There are bathrooms at ACTHRC. Once I go through the white door in the waiting room, they are down the corridor on my right, near the lifts.

I can have my own food and drink while I am waiting.

I will be offered water while I am waiting. There will be water bottles, a jug of water and cups in the meeting room.



My conciliator will come out to meet me.

The conciliator will go with me and show me where the meeting room is.



My conciliator's name is [Conciliator's Name].

*[Replace image with photo of conciliator]*





The conciliator will try to help both sides find a solution to the problem.

They don't take sides or tell anyone what to do.

They can also tell us about the rules.

I can ask for help if I need.

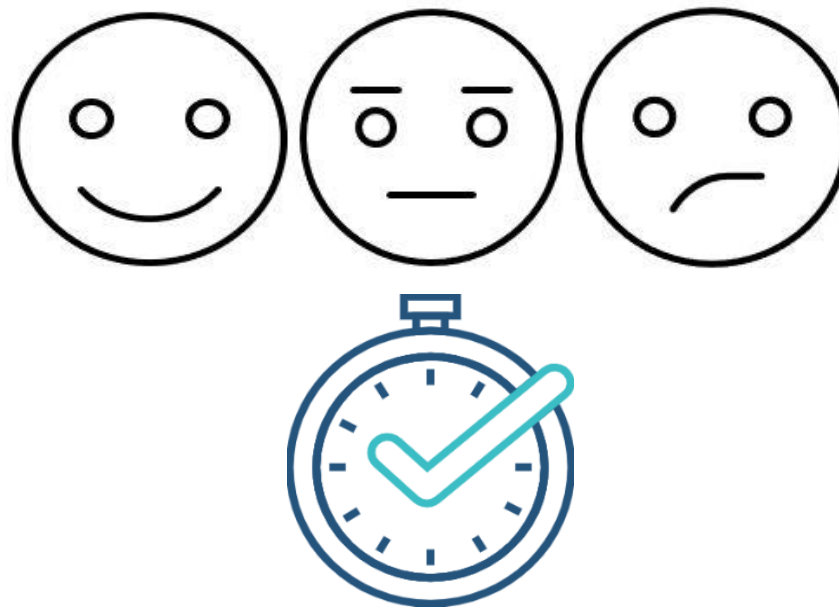


Conciliation might help me understand how the other side sees the problem.

It's okay if I need extra time to understand and process the information.

I can ask for more time if I need to.

I can ask to take a break if I need to.



I will have a meeting with the conciliator first. The other side will not come to this meeting.



Next I will meet with the conciliator and the other side.

I can have my own support person there too if I chose to.

I can tell them about the problem and how it affects me.

The other side will reply to what I said.

The conciliator will help us talk about the problem.



We will talk about what has happened and try to come up with answers.

The conciliator may have ideas. But they cannot tell me or the other side to do anything.

I can ask the other side to agree to

- Say sorry
- Pay me money
- Change their rules, so it doesn't happen again
- Other ideas I might have that can help us solve the problem



**SAMPLE APOLOGY LETTER**

[ date ]  
[ Name and address of recipient ]  
Dear Mr/Ms [name]

[Redacted area]

Yours truly,  
[write the name of sender]



We might reach an agreement. Or we might not reach an agreement.

If we agree on a solution, we can write it down and sign it.

I don't have to make a decision on the day. I can ask for more time if I need it.



Conciliation agreement under section 62 of  
the *Human Rights Commission Act 2005*

ACT HRC reference number: [REDACTED]

Parties to the agreement

This agreement is between:

[REDACTED]

and

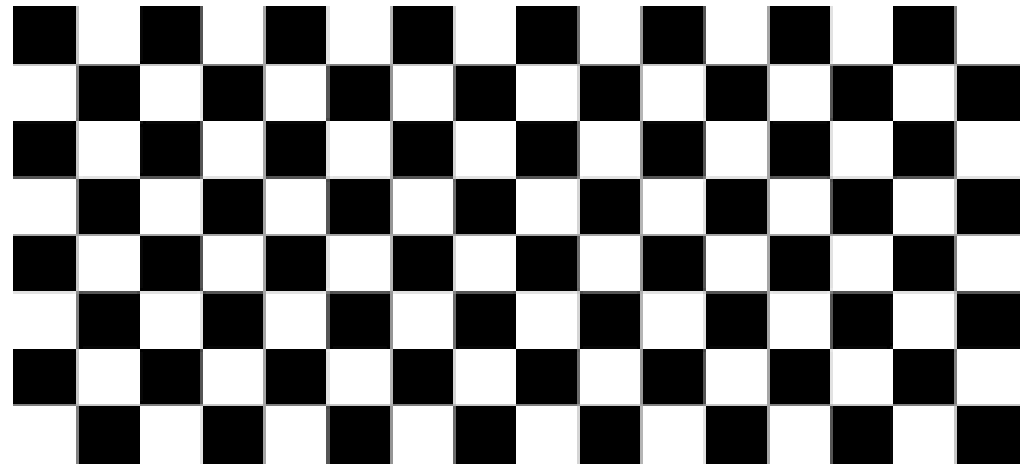
[REDACTED]



I can speak to my lawyer about my options.

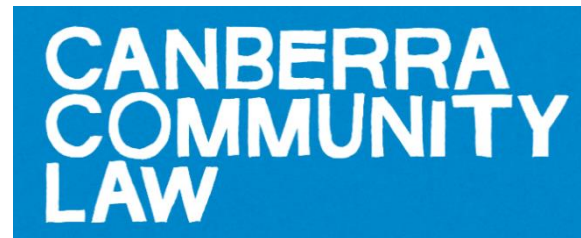
My lawyer or the conciliator will tell me if there is anything else I need to do.

**Finished!**





For more social scripts visit <https://www.canberracommunitylaw.org.au/social-scripts> or scan the QR Code below.



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Canberra Community Law acknowledges the Traditional Custodians of the land on which we work in the ACT and surrounding region and pay our respect to the Ngunnawal elders past, present and future for they hold the stories, traditions, and the cultures of their people. We are grateful that we share this land and express our sorrow for the costs of this sharing to Australia's First Peoples. We will continue to acknowledge the legacy of our history and strive in our goals to empower our community through social justice. We hope that our efforts will contribute to a realisation of equity, justice and partnership with Traditional Custodians of this land.

***We Acknowledge Wiradjuri artist Leanne Pope for use of her artwork 'Fresh life after rain' 2017 for our identifier, marketing and promotional materials.***



Supported by



**ACT**  
Government

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