



Victorian Equal Opportunity and Human Rights Commission

> Service standards

Our service standards are about the way we work with you. They explain:

- > what you can expect from us
- > what you can do to help us.

About the Commission

The Commission is an independent statutory body that promotes equal opportunity, human rights and racial and religious tolerance.

We have functions under three laws:

- > *Equal Opportunity Act 2010*
- > *Racial and Religious Tolerance Act 2001*
- > *Charter of Human Rights and Responsibilities Act 2006*.

These laws require us to:

- > provide information and education about your rights and responsibilities under these laws
- > help people resolve disputes about discrimination, sexual harassment, victimisation and racial and religious vilification
- > conduct research and investigations
- > help organisations comply with their responsibilities under these laws
- > report to the Victorian Government.

What you can expect from us

To help you get the most out of our service, we will do the following:

- > We will respect your rights.
- > We will respect your privacy.
- > We will listen to you and be helpful and courteous.

- > We will work hard to make sure all our services are fair, prompt and accessible to everyone.
- > We will make sure the information we provide is accessible to everyone and clear and easy to understand.
- > We will publish our current policies on our website, so you can read how we protect your privacy and how we make the decisions that affect you.
- > We will also publish our submissions, reports and other publications on our website, so you can read them whenever you want to.
- > If we make a mistake, we will acknowledge it and work with you to resolve it.
- > If we can't help you, we will do our best to tell you about someone who can.
- > We will always welcome your feedback and suggestions because we want to keep getting better at what we do.

How you can help us

You can help us by:

- > respecting our staff and treating us with courtesy
- > clearly telling us what you want from us
- > telling us if you have any special needs
- > letting us know as soon as possible if your circumstances change
- > giving us feedback about our service so we can keep making it better. We like to hear good things too!

Particular services

Using our Enquiry Line

When you call us asking for information, we will answer your call as quickly as possible.

If we cannot answer your enquiry immediately, we will find someone who can and get back to you within one working day.

If we can't help you, we will do our best to refer you to someone who can.

Using our dispute resolution service

We will help you use this service effectively by:

- > assigning an officer to work with you and letting you know who that is
- > clearly explaining the process from the start
- > clearly answering your questions during the process
- > responding to emails, letters and phone calls quickly and clearly
- > keeping you informed about the status and progress of your matter.

When we make a decision on your complaint, we will clearly explain why we have made it and what this decision means for you.

Using our education, training and consultancy service

When you use our education, training and consultancy service, we will process your registration, payments and certificates as quickly as possible.

If you want to participate in our calendar training programs, we will be happy to help you decide which course is best for you.

If you want to use our tailored education and training service, we will work closely with you to make sure the program we design meets your needs.

What we cannot do

The Commission cannot handle complaints under the *Charter of Human Rights and Responsibilities Act 2006*. You can make a complaint about breaches of the Charter to the Victorian Ombudsman. The Commission cannot provide legal advice or representation and cannot advocate for parties in court or tribunal cases.

If you are unhappy about our service

If you are unhappy with our services, please tell us. We want to get better at what we do and we want to resolve your concerns.

If you would like to make a complaint, please tell the officer responsible first. All our staff will do their best to resolve your concern.

If this is not possible or appropriate, you are welcome to talk with the officer's manager.

You can also call or write to the Commissioner. We will manage all complaints fairly and as quickly as we can.

You may also make a complaint about the Commission to the Victorian Ombudsman.

Ombudsman Victoria

Level 9, 459 Collins Street (North Tower)
Melbourne VIC 3000

Telephone (03) 9613 6222

Toll free 1800 806 314 (regional only)

Website ombudsman.vic.gov.au



Victorian Equal Opportunity
& Human Rights Commission

Our contact details

Level 3, 204 Lygon Street, Carlton VIC 3053

Enquiry Line 1300 292 153 or (03) 9032 3583

Fax 1300 891 858

TTY 1300 289 621

Email enquiries@veohrc.vic.gov.au

Website humanrightscommission.vic.gov.au

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Disclaimer: This information is intended as a guide only. It is not a substitute for legal advice.