



Conciliation Conferences



Northern Territory
Anti- Discrimination Commission



Easy English 2014

About this book

Words in this book

There are words in this book that may be hard to read. The words are in **blue**.

You can ask someone to help you.

Discrimination

Discrimination is when another person treats you unfairly.

There are lots of reasons you should **not** be treated unfairly.



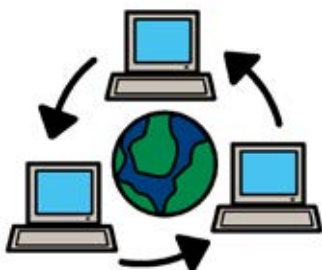
For example,

- race or culture
- being a man or woman
- age
- sexuality. For example, gay.
- disability
- religion.

You can read about the other reasons on our website.

www.adc.nt.gov.au

Click on discrimination.



This book is about how to fix
discrimination complaints.



A discrimination complaint is when you tell us you have been treated unfairly. For example, you did **not** get a job because you have a disability.



The **Anti-Discrimination Commission NT** is in charge of discrimination complaints.

People in this book

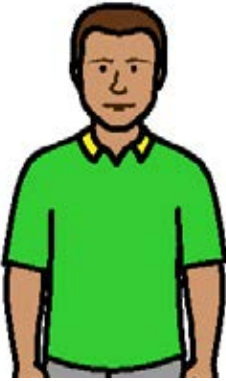


Complainant

The complainant is the person who

- made the discrimination complaint
- thinks they have been discriminated against.

This means treated unfairly.



Respondent

The respondent is the person who

- was complained about.

The respondent may be an

- organisation
- or
- individual.



Conciliator

- works for the
Anti-Discrimination Commission
- helps fix the complaint
- does **not** take sides.

Conciliation conferences



A **conciliation conference** is a meeting.

The meeting is with

- the complainant
- the respondent
- a conciliator.

At the conciliation conference you will

talk about

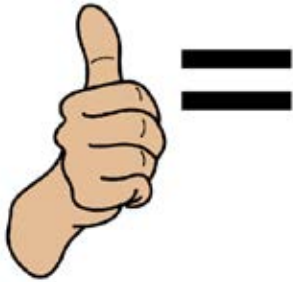
- the complaint
- what you think happened
- how you could solve the complaint.



The conciliator may meet with you before the conciliation conference.

You can ask questions.

What we will do



The conciliator does **not** take sides.

This means the conciliator treats everyone the same.

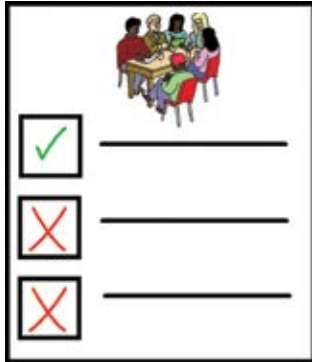


Complaints are private and confidential.

This means we will

- **not** tell the media about a complaint
- make sure our phone calls to you are private
- make sure our letters to you are private.

The complainant and respondent must **not** talk about the complaint to other people.



The rules

At the conciliation conference you must follow the rules.



- 1 person talks at a time.
- Keep information about the conference private. This means do **not** tell anyone
 - what you talk about.
 - what the other people talk about.
- Only talk about the complaint.
Do **not** talk about anything else.
- Do **not** interrupt the other person.
- No personal attacks.



Before the conciliation conference

Think about

- what happened
- what you are worried about
- how you want to fix the complaint.



Think about the other person.

What might the other person think

- happened
- is a problem.



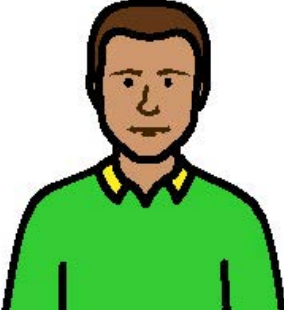
Get some advice. You might talk to

- a lawyer
- someone about money.

Who should go to the conciliation conference?



- **Complainant**



- **Respondent**

Send someone from your organisation who can make decisions.



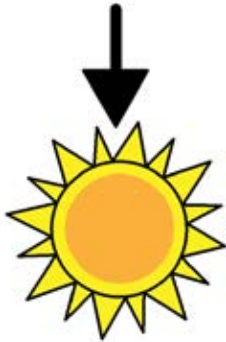
You can bring a support person. The support person does **not** talk at the conciliation conference.



Do I have to go to the conciliation conference?

Yes.

You can get a fine if you do **not** go.



On the day

- Find a good place to park your car.
Look for all day car parks.
- Turn off your mobile phone.
- The conciliation conference might go for
2 or 3 hours.
Make sure you have lots of time.



During the conciliation conference

- Stay calm.
- Listen. Do **not** interrupt other people.
- Ask for a break.



How to fix the complaint

There are lots of ways to fix the complaint.

This means the respondent can do something for the complainant.



For example,

- write a letter to say sorry
- staff training
- pay money
- give the complainant the service they wanted.

There are lots of other ways to fix the complaint.



After we fix the complaint

At the conciliation conference you can fix the complaint. The conciliator will write down what everyone will do.

This is called an agreement.

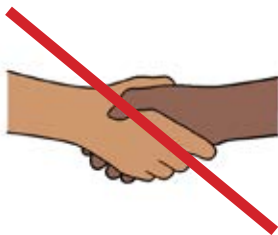


Broken agreement

This means that you or the other person did **not** do what the agreement says.

If the agreement is broken you can

- talk to the Anti-Discrimination Commission
- go to the Local Court.



No agreement

A complaint that does **not** get fixed at conciliation will go to a public hearing.

This means the **Anti-Discrimination Commissioner** will make a decision about what happened.

The **Anti-Discrimination Commissioner** is in charge of the Anti-Discrimination Commission NT.



More information

Call the Anti-Discrimination Commission

08 8999 1444

Get advice from

- a lawyer
- community legal centre
- your union.



Other places who can help you

Darwin Community Legal Service

Freecall 1800 812 953

Phone 08 8982 1111

Fax 08 8982 1112

Email info@dcls.org.au

Website www.dcls.org.au/contact.html

North Australian Aboriginal Justice Agency

Website www.naaja.org.au/

Email mail@naaja.org.au

Darwin 1800 898 251

Katherine 1800 897 728

Nhulunbuy 1800 022 823

Central Australian Aboriginal

Legal Aid Service

Website www.caalas.com.au/HOME.aspx

Freecall 1800 636 079

Tennant Creek

68 Patterson Street

Tennant Creek NT 0860

Phone 08 8962 1332

Fax 08 8962 2507

Email tcreception@caalas.com.au

Alice Spings:

55 Bath Street

Alice Springs NT 0870

Phone 08 8950 9300

Fax 08 8953 0784

Email reception@caalas.com.au

Top End Women's Legal Service:

Phone 08 8982 3000

Freecall 1800 234 441

Fax 08 8941 9935

Email admin@tewls.org.au

Website www.tewls.org.au/index.php

Central Australia Women's Legal Service

Phone 08 8952 4055

Free call 1800 684 055

Email enquiries@cawls.org.au

Website www.cawls.org.au/

**Katherine Women's Information
and Legal Service**

Phone 8972 1712

Toll Free 1800 620 108

Fax 08 8972 1572

Email info@kwils.com.au

Website www.kwils.com.au

Northern Territory Legal Aid Commission

Website www.ntlac.nt.gov.au

Legal Aid Helpline

1800 019 343

Monday to Friday from 8am to 4:30pm

Email info@ntlac.nt.gov.au

Darwin

6th Floor 9-11 Cavenagh St. Darwin NT 0800

Locked Bag 11, Darwin NT 0801

Fax 08 8999 3099

Palmerston

Shop 6 Goyder Centre

25 Chungwah Terrace Palmerston NT 0830

Fax 08 8999 4747

Katherine

20 Second St. Katherine NT 0850

PO Box 145 Katherine NT 0851

Fax 08 8973 8551

Tennant Creek

Shop 3 163 Paterson St.

Tennant Creek NT 0860

PO Box 749 Tennant Creek NT 0861

Fax 08 8962 2439

Alice Springs

77 Hartley St. Alice Springs NT 0870

PO Box 969 Alice Springs NT 0871

Fax 08 8951 5378

Aboriginal Interpreter Service

24 hour service 08 8999 8353

Darwin Office

GPO Box 4450 Darwin NT 0801

Ground floor Pella House

40 Cavenagh Street

Darwin NT 0800

Phone 08 8999 8353

Fax 08 8923 7621

Alice Springs Office

PO Box 1596 Alice Springs NT 0871

Leichhardt Building

19-21 Gregory Terrace

Alice Springs NT 0870

Phone 08 8951 5330

Fax 08 8951 5244

Interpreting and Translating Service NT

GPO Box 2850 Darwin NT 0801

Ground floor, RCG House,

83-85 Smith Street

Darwin NT 0800

Phone 08 8999 8506

Email itsnt@nt.gov.au

Scope's Communication and Inclusion Resource Centre
wrote the Easy English.

August 2014 www.scopevic.org.au

To see the original contact Northern Territory Anti-Discrimination
Commission

Mayer-Johnson LLC says we can use the Picture
Communication Symbols

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www.inspireservices.org.uk

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