



## 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](http://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.

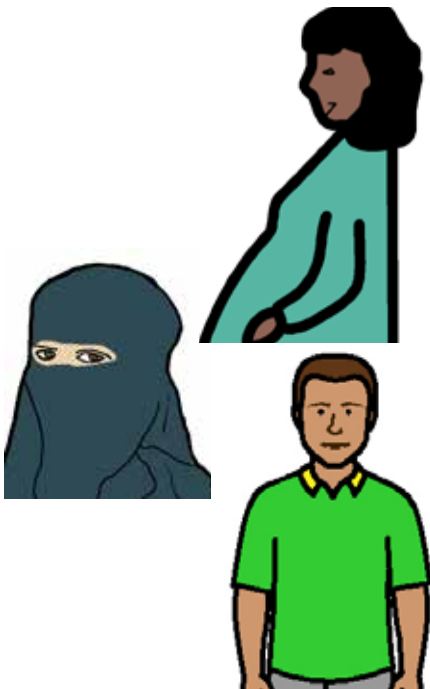
The meeting is with

- the complainant
- the respondent
- a conciliator.

At the conciliation conference you will

talk about

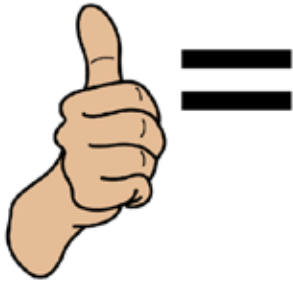
- the complaint
- what you think happened
- how you could solve the complaint.



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.

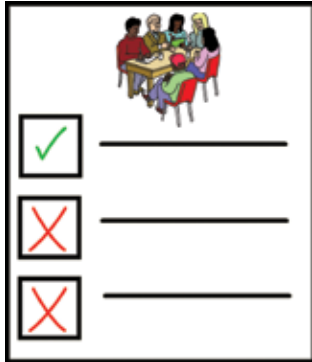


Complaints are private and confidential.

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

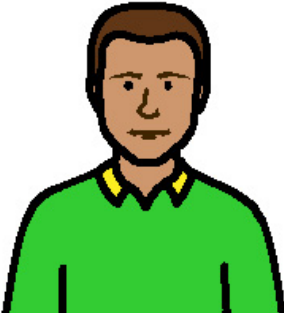
- a lawyer
- someone about money.



## Who should go to the conciliation conference?



- **Complainant**



- **Respondent**

Send someone from your organisation who can make decisions.



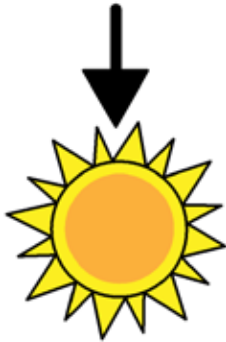
You can bring a support person. The support person does **not** talk at the conciliation conference.



## 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.

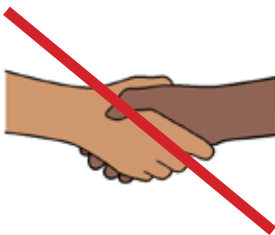


## Broken agreement

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](mailto:info@dcls.org.au)

Website [www.dcls.org.au/contact.html](http://www.dcls.org.au/contact.html)

### **North Australian Aboriginal Justice Agency**

Website [www.naaja.org.au/](http://www.naaja.org.au/)

Email [mail@naaja.org.au](mailto: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](http://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](mailto: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](mailto: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](mailto:admin@tewls.org.au)

Website [www.tewls.org.au/index.php](http://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](mailto:enquiries@cawls.org.au)

Website [www.cawls.org.au/](http://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](mailto:info@kwils.com.au)

Website [www.kwils.com.au](http://www.kwils.com.au)

**Northern Territory Legal Aid Commission**

Website [www.ntlac.nt.gov.au](http://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](mailto: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](mailto:itsnt@nt.gov.au)

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

August 2014 [www.scopevic.org.au](http://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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