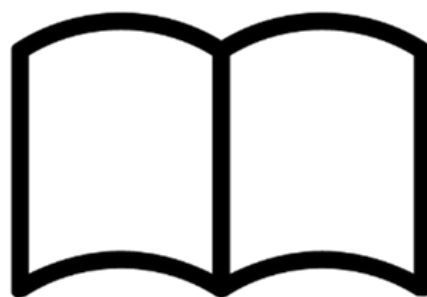




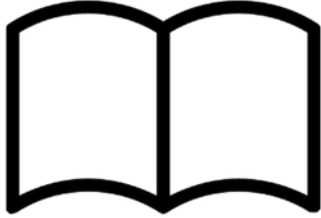
How to contact us

Easy Read version



Easy Read

About Easy Read



Easy Read

This is an Easy Read document.

Easy Read uses pictures to explain ideas.

Bold

Bold

Hard words are in **bold**.

We tell you what they mean.



There is also a word list on page 24.



You can ask for help to read this document.

A friend, family member or support person may be able to help you.

About this document



We are Disability Commissioner Tasmania.
We wrote this document.



This is an Easy Read summary of the 'Contact us' and 'Visit our office' web pages.
It includes the most important ideas.



You can find the web pages on our website.
[https://www.disabilitycommissioner.tas.gov.au/
contact_us](https://www.disabilitycommissioner.tas.gov.au/contact_us)

[https://www.disabilitycommissioner.tas.gov.au/
contact_us/visit-our-office](https://www.disabilitycommissioner.tas.gov.au/contact_us/visit-our-office)



This is a long document.
You don't need to read it all at once.
You can take your time.

What is in this document

About Disability Commissioner Tasmania	5
What you can contact us about	6
How you can contact us	8
Getting help to contact us	10
Contact us by phone	12
Contact us by email	13
Contact us on our website	14
Contact us by mail	15
Visit us at our office	16
How to get to our office	17
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Meet us somewhere else	24
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About Disability Commissioner Tasmania



We are Disability Commissioner Tasmania.



We are **independent**.

This means we:

- make our own decisions
- do not take sides.



Our job is to protect and promote the **rights** of people with disability in Tasmania.



Rights are rules about how everyone should be treated.

What you can contact us about



You can contact us if you need to make a report about a person with disability at risk of **harm**.

This means when someone gets hurt or treated badly.



Information on how to make a report is on our website.

<https://www.disabilitycommissioner.tas.gov.au/report>



We have an Easy Read document that can help you make a report.

It is on our website.

<https://www.disabilitycommissioner.tas.gov.au/resources-and-publications/publications>

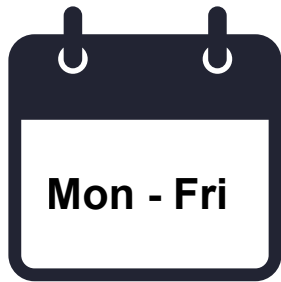


You can also contact us if you have an idea, concern, or if something is not working well.



We can use this information to help improve government systems in Tasmania.

How you can contact us



9:00am - 5:00pm

Our office is open:

- Monday to Friday
- 9:00 am to 5:00 pm



You can contact us by:

- phone
- email
- online form
- in person.



You can contact us in a way that is best for you.



We will we explain how you can contact us in this document.



If you contact us by:

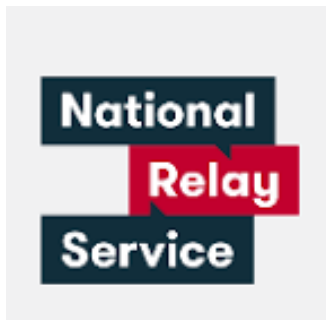
- email
- online form
- mail

we will let you know we received your message within 2 days.

Getting help to contact us



A family member or trusted person, such as a friend or support person, can help you make a report.



The National Relay Service can help if you:

- are d/Deaf or hard of hearing
- find it hard to speak using the phone.



You can also ask for an **interpreter** if you need help in your language.

An interpreter is someone who:



- speaks your language
- helps you understand what someone is saying
- helps you tell us what you want to say.



If you need an interpreter, call the Translating and Interpreting Service on 131 450.



An Auslan interpreter can also help you contact us.

You can book a time with them.



We can also help organise an Auslan interpreter for you.

Contact us before you meet with us.

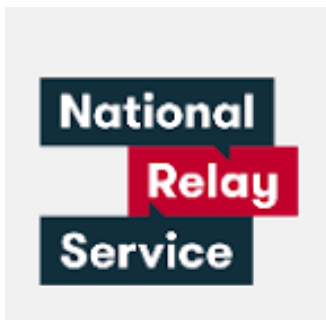
Contact us by phone



You can talk to us on the phone.

1800 179 249 (free call)

03 6270 5500



The National Relay Service can help.

- Speak and Listen (Voice-to-Voice):
1300 555 727
- TTY/Voice Calls: 13 36 77
- TTY (Type and Read): 1800 555 677
- SMS relay: 0423 677 767
- Internet Relay Calls:

Nrschat.nrscall.gov.au/nrs/internetrelay



If you need an interpreter, call the Translating and Interpreting Service on 131 450.

Contact us by email



You can send us an email.

contact@disabilitycommissioner.tas.gov.au

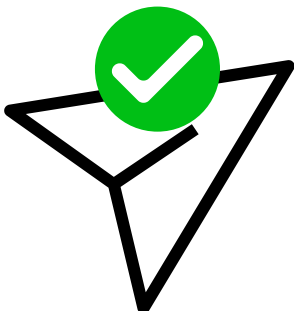
Contact us on our website



You can make an **enquiry** on our website.
An enquiry is when you ask a question or need information.

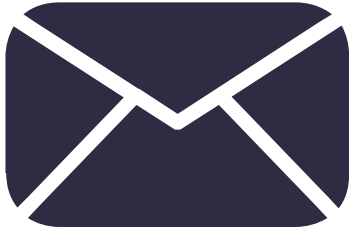


The web address is:
[https://www.disabilitycommissioner.tas.gov.au/
contact_us#Submit-a-general-enquiry](https://www.disabilitycommissioner.tas.gov.au/contact_us#Submit-a-general-enquiry)



The enquiry will be sent to us.

Contact us by mail



You can write us a letter.



Our mailing address is:
Disability Commissioner Tasmania
GPO Box 123
Hobart, Tasmania
7001

Visit us at our office



You can visit us at our office.

Our address is:

Level 5

188 Collins Street

Hobart, Tasmania



You can bring a family member or trusted person, such as a friend or support person with you.



Contact us first to book a meeting at our office.

How to get to our office

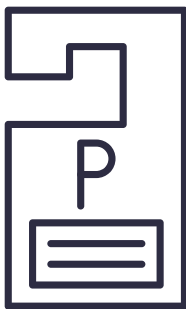


There are **accessible** car spaces on Collins Street.



Accessible means something that is easy to:

- use
- enter
- get
- understand.



You can park in an accessible car space if you have a permit.



There are also car spaces on all streets near us.



There are large car parks at Village Cinema and Centrepont.



You can also get to our office by bus.



There are bus stops on:

- Macquarie Street
- Collins Street
- Davey Street.

The bus you need depends on where you are coming from.



You can view Metro Tasmania bus information and timetables on their website:

<https://www.metrotas.com.au/>



You can view Tassielink bus information and timetables on their website:

<https://www.tassielink.com.au/>

Arriving at our office



This is what our building looks like.



The accessible entrance is on Harrington Street.



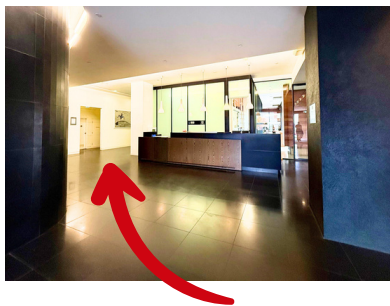
If you need help, go to the front desk.
Staff can help you get to our office.



They can let us know you have arrived.



We will come and meet you.
We will take you to our office.



You do not need to stop at the front desk.
Turn left when you enter the building.
Go past the front desk.



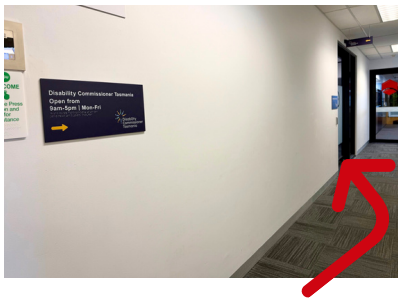
Go down the corridor.
Turn left before the cafe.



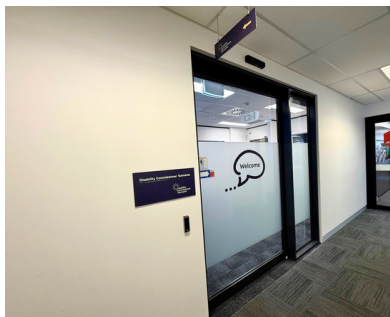
Take the lift to level 5.



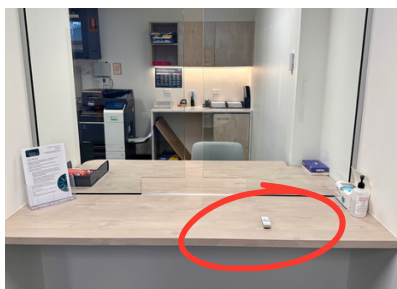
When you get out of the lift, go to the hallway.



Walk down the hallway.
Our office is on the left.



This is what our office looks like.



There is a button on the counter in our office.
Press the button to let us know your are here.



A team member will come to the counter to help you.

Meet us somewhere else



You can also meet us at a place that is safe for you.

This could be:



- a quiet space, such as a library, cafe or park



- a video chat.



Contact us to organise a time to meet.
You can do this any way you like.

Word list



Accessible

Accessible means something that is easy to:

- use
- enter
- get
- understand.



Enquiry

An enquiry is when you ask a question or need information.



Harm

When someone gets hurt or treated badly.



Independent

When an organisation is independent, they:

- make their own decisions
- do not take sides.



Interpreter

An interpreter is someone who:

- speaks your language
- helps you understand what someone is saying
- helps you tell us what you want to say.



Rights

Rights are rules about how everyone should be treated.