



Discrimination Complaints Form

Can the Anti-Discrimination Board help me?

The NSW Anti-Discrimination Board can only help you if you've been treated unfairly because of your:

- race
- ethno-religious background
- sex
- marital status
- actual or presumed carers' responsibilities (in employment only).
- actual or presumed homosexuality
- actual or presumed transgender status
- age
- actual or presumed disability

The Board can also help you if you have been harassed because of your relative, friend or colleague's race, ethno-religious background, sex, marital status, homosexuality, transgender status, age or disability.

The Board can only help you if the treatment you're complaining about happened in certain areas of public life. These areas are:

- employment
- goods and services
- education
- accommodation
- registered clubs.

The Board can also help if you, or people like you, have been vilified in public because of your:

- race
- ethno-religious background
- homosexuality
- transgender status
- HIV status.

Vilification means something which happened publicly and is serious enough to incite hatred, severe contempt or ridicule of you, or people like you, because of one or more of the things listed above.

What can the Anti-Discrimination Board do?

The Board **can**:

- investigate complaints about these things
- help you and the other side find a way of solving the problem.

The Board **can't**:

- take sides
- decide whether discrimination happened or not
- give you legal advice.

If the Board can't help you solve the problem, you might be able to take your complaint to the Equal Opportunity Division of the Administrative Decisions Tribunal, which can make a decision like a court.

Is there a time limit?

Yes. The Board can only help you if the discrimination happened in the past 12 months.

If you make a complaint about something that happened more than 12 months ago, the Board may refuse to investigate your complaint. If you want the Board to investigate something that happened more than 12 months ago, please tell us why you were late in lodging this complaint.

How do I complain?

You have to make a complaint in writing. If you can't sort out the problem yourself then you can fill out this form **or** you can write us a letter with the information that we ask for in this form. Send this form, or your letter, to the address on the back of this form.

Not sure if the Anti-Discrimination Board can help? Need help with this form?

Please phone our Enquiries Service or call in to one of our offices and ask to speak to an Enquiry Officer. Our Enquiry Officers can tell you if we can help you. They may also be able to give you information and advice to help you solve the problem yourself. Our phone and TTY numbers are on page 8. If you find it hard to speak in English, you can also call us through the Telephone Interpreter Service, also on listed on page 8.

What will the Anti-Discrimination Board do with my complaint?

We will contact you by phone or letter within two weeks of getting your complaint. We will not talk to whoever you're complaining about until we've contacted you. We will also contact you to get any other information we need, explain what we can and can't do, and discuss the best way of handling your complaint.

About you

Title eg. Ms/Mr _____

First name _____

Last name _____

Your address _____

Suburb and Postcode _____

Telephon Home _____

Work _____

Other _____

Fax _____

Email _____

Are these numbers for a TTY? _____

Are you complaining for someone else? _____

For example, your child, or someone with a disability who can't complain for themselves.

If yes, what is their name? _____

What is your relationship to that person? _____

What happened?

We need to know what happened to make you believe that you have been discriminated against. Please answer all the questions on the next 4 pages.

When did it happen? Give the exact date and time if you can.

It began on: _____

It finished on: _____

Is it still going on? (please circle) YES/NO

Please note that if it happened more than 12 months ago, the Board may refuse to investigate this complaint.

Who do you think has discriminated against you?

Individual's name _____

Address _____

Postcode _____

Phone _____

Organisation they work for _____

Address _____

Postcode _____

Phone _____

Head of organisation (if you know) _____

What is the person's relationship to you? _____

For example, your boss, real estate agent, shopkeeper

What happened?

We need to know what happened to make you think that you have been discriminated against. Please tell us:

- what happened
- what kind of discrimination you think it is
- why you think it is discrimination and
- whether you have done anything else to sort this out.
(For example, have you made a complaint to another government department, your union, the Office of Industrial Relations, a lawyer or the police? If so, please tell us who you have complained to and what happened as a result.)

If more than one thing happened please list the order the things happened in and tell us:

- what happened each time
- when it happened
- who was responsible for each thing that happened and what their relationship is to you

Please return this form to:

The President, Anti-Discrimination Board of NSW

Sydney

Level 4
175-183 Castlereagh
Street
Sydney NSW 2000
phone (02) 9268 5555
fax (02) 9268 5500
TTY (02) 9268 5522*
PO Box A2122
Sydney South NSW 1235

Wollongong

84 Crown Street
Wollongong NSW 2500
phone (02) 4224 9960
fax (02) 4224 9961
TTY (02) 4224 9967*
PO Box 67
Wollongong East NSW
2520

Newcastle

Level 1
414 Hunter Street
Newcastle West NSW
2302
phone (02) 4926 4300
fax (02) 4926 1376
TTY (02) 4929 1489*

Enquiries: (02) 9268 5544

Toll free Enquiries: 1800 670 812 (if you are calling from rural or regional NSW)

Telephone Interpreter Service: 13 14 50

*TTY: telephone typewriter for deaf or hearing impaired people

Website: www.lawlink.nsw.gov.au/adb

Privacy statement

Personal information provided to the Anti-Discrimination Board is protected under privacy legislation, including the *Privacy and Personal Information Protection Act 1998* (NSW) and the *Health Record and Information Privacy Act 2002* (NSW).

The Board uses the personal information you provide in this form and in other communications with the Board to assist it to perform its statutory function of investigating complaints of unlawful discrimination.

For details of the Board's collection and use of your personal information and your rights in regard to information held about you by the Board please either log onto our website or request a hard copy of the Board's Privacy Management Documents.