

appendices



A Guide for
Students

A Guide for
Students

The Board's staff

Executive Branch

President Chris Puplick

Education Services Branch

Manager Anthea Lowe
 Senior Education Officers Lesley Ashwood
 Lynne Sinclair
 Publication Officers Ruth Sheard
 Susan Hawkeswood
 Education Officer Margaret Kaye
 Enquiry Officers Cathy Hahn
 Marie Dustmann

Administrative Assistants Milly Stylli
 Lynne Whittall

Complaints Resolution Branch

Acting Manager Maggie Smyth
 Senior Conciliation Officers Diana Bell
 Jill Moir
 Conciliation Officers Rachel Bickovsky
 Lynette Byrnes (from Feb 00)
 Daniel Dharmendra
 Gabrielle Flax (until Sept 99)
 Tory McGuire (from Nov 99)
 Mila Males
 Pam Richards (from Jan 00)
 Lorraine Rivlin (from June 00)
 Connie Santiago
 Assistant Conciliation Officers Michelle Anastassiou
 (from Jan 00)
 Murray Burke (from Jan 00)
 Janet Keller
 Tory McGuire (until Nov 99)
 Er Kai Wang
 Administrative Assistants Murray Burke (until Jan 00)
 Trinny Cheung
 Donna Fulmer
 Rowena Colaco
 (from May 00)

Legal and Policy Branch

Acting Manager Catherine Duff
 Legal Officer Angelene Falk
 Senior Policy Officers Eric Poulos
 Helen Taranto
 Media Officer Kevin Hume (until Feb 00)
 Administrative Assistant Doris Martin
 Legal Research Officer Domenica Barila

Corporate Services Branch

Manager Victor del Rio
 Librarian Anna Forsyth
 Executive Assistant to President Lorraine Orfanidis
 Administrative Assistants Ehab Bestawros
 Ili Vakatalai
 Lian Boyce (from Feb 00)
 IT Officer Mohinder Singh
 (from April 00)
 Receptionist Graham Bulmer

Indigenous Outreach Team

Conciliation/Senior Education Officer Michelle Gardner
 Education/Assistant Conciliation Officer Rhonda McCormack
 Enquiry/Liaison Officer Felicity Huntington
 Administrative Assistant Evelyn Walley
 (from April 2000)

Wollongong Regional Office

Regional Manager Gerardo de Liseo
 Senior Education Officer Dannielle Spokes
 Education/Assistant Conciliation Officer Nick Juarez
 Enquiry/Administration Officer Ruth Ellem

Newcastle Regional Office

Regional Manager Kay Jackson
 Senior Education Officer Catherine Hughes
 Assistant Conciliation Officer Henriette Norath
 (from Nov 99)
 Education Officer Jeannette Mangan
 Enquiry/Administrative Officer Noelene Ingles

Our guarantee of service

Why is there an Anti-Discrimination Board?

The Anti-Discrimination Board of NSW was set up in 1977 under a NSW law, the Anti-Discrimination Act. It is part of the NSW Attorney General's Department. The Board's purpose is to make sure that everyone in NSW gets a 'fair go'.

What do we do?

We administer the NSW Anti-Discrimination Act. Approximately 52 staff work for the Board. It is their job to:

- inform and educate the people of NSW, employers, and service providers about their rights and responsibilities under anti-discrimination law
- help resolve individual complaints of discrimination, harassment or vilification
- let the NSW government know when the anti-discrimination law needs changing to make sure that more people get a fair go.

How can the Board help me?

The Board provides the following main services:

- general enquiry service
- Employers Advisory Service
- discrimination complaints service
- publications
- talks and training sessions.

How will the Board's staff treat me?

We aim to treat all our clients fairly in a friendly, helpful and efficient way — at all times. We aim to meet your needs whenever it is within our power to do so.

What can I expect from each of your services?

General Enquiry Service & Employers Advisory Service

The staff on our general enquiry service can help answer any general or legal enquiry about your (or other people's) rights or responsibilities under anti-discrimination law. They can also give you more information about how the Board works.

If you are an employer, manager, supervisor or other employer representative, you can use our specialist Employers Advisory Service for help with any employment-related enquiry to do with discrimination or harassment. For example, we can provide advice on a particular discrimination problem, or on more general personnel policies and procedures.

You can use either of these services by phoning or visiting any of our three offices (in Sydney, Wollongong or Newcastle) between 9 am and 5 pm, Monday to Friday. You can also write to us. You can expect accurate, prompt, sympathetic, confidential and free advice. You do not have to give us your name if you do not want to. If you visit us, a duty officer will see you as soon as possible. You do not need an appointment in the Sydney office. However, as our Newcastle and Wollongong offices are very small, it is probably best to phone before you visit.

Discrimination Complaints Service

If you think you've been discriminated against, it is a good idea to phone our general enquiry service first for advice before you 'lodge' a written complaint with us. This is because first, we may not have the power to handle your complaint — it may be outside the current NSW anti-discrimination law. If

this is the case we may be able to refer you to somewhere else that can help. Secondly, we may be able to advise you how to sort out the problem yourself, so that you do not need to write a complaint to us.

If you want us to help resolve your discrimination complaint, you must generally write us a letter about it, and mail, fax or bring it in to us. In your letter you should explain what type of discrimination has happened to you, and when and where it happened, and give us your contact address and phone number.

You can expect us to handle your discrimination complaint confidentially, efficiently, fairly, free of charge and as quickly as possible. If your complaint is urgent (for example, you are about to lose your job or your accommodation) — either phone us, or make sure your letter says ‘urgent’ at the top. We give priority to these types of urgent complaints.

If your complaint appears to be covered by the anti-discrimination law, we will generally try to ‘conciliate’ it. This means we will help you and the person or organisation you’re complaining about try to reach a private settlement. Most complaints can be settled in this way.

It is impossible to say exactly how long any complaint will take to settle as this depends on the nature of your complaint and the other people involved. We must give the organisation or person you’re complaining about a ‘fair go’ too. They must get the chance to explain things from their point of view. This often takes time. The officer handling your complaint may be able to give you an estimate of how long your particular complaint could take to settle.

Publications

We have a wide range of publications to suit different people’s needs. For example, we have factsheets which explain your rights, and guidelines which explain different groups’ responsibilities under the anti-discrimination law. We also publish a quarterly newsletter *Equal Time*. We try to make our publications as easy to read and useful as possible.

Many of our publications are free — at least for the first copy. If there is a charge for the publication(s) you want, we will tell you before we send them to you so that you can decide if you still want them. To help students and others who need information about anti-discrimination law, we have a website. Our website address is:

<http://www.lawlink.nsw.gov.au/adb>

Anyone else who wants any of our printed publications can write, phone or call in at any of our offices.

Talks and training sessions

The Board has an ongoing program of providing training/information sessions to various groups in the community who need to know about their responsibilities and/or rights under anti-discrimination law. As part of this program, the Board can usually provide speakers and trainers on request. Phone our Education Services Branch at our Sydney Office, or one of our Regional Offices.

Publications list

The Anti-Discrimination Board of NSW produces a wide range of publications. The publications available from the Board are listed here. Please call in, write or telephone us if you want any of our publications. Office hours are Monday to Friday, 9 am – 5 pm. Information is also available through our website. Our addresses are on the back cover.

Factsheets

- Age discrimination
- Anti-discrimination law and the small business owner
- Compulsory retirement
- Disability discrimination — your rights
- Discrimination, EEO & affirmative action
- General factsheet — Discrimination & the Anti-Discrimination Board of NSW
- Harassment & sexual harassment — your rights
- Homosexual discrimination
- How does the ADB deal with complaints?
- How to make a complaint about discrimination to the ADB
- Infectious diseases
- Lesbian discrimination & harassment & anti-lesbian behaviour
- Marital status discrimination
- Multilingual factsheet in 25 community languages
- People living with HIV/AIDS discrimination
- Pregnant women and discrimination
- Race discrimination — your rights
- Sex discrimination
- Strategies factsheet — How to deal with discrimination or unfair treatment?
- Transgender discrimination — your rights
- Treated unfairly because you are Aboriginal?
- Vilification — your rights
- What you can do if you are treated unfairly (low literacy)
- What you need to know about anti-discrimination law (for people from non-English speaking backgrounds)

Posters

- Harassment is not welcome here
- Speak out against harassment
- Together we can beat harassment
- You have rights
- Know your rights
- Multilingual

Guidelines

- A guide for respondents
- Anti-discrimination guidelines for hoteliers
- Anti-discrimination guidelines for local government councillors
- Anti-discrimination guidelines for managers of local councils
- Anti-discrimination guidelines for people providing goods & services (revised edition)
- Anti-discrimination guidelines for people who advise clients, consumers and members of the community about their rights (revised edition)
- Conciliation — a guide for complainants and respondents
- Exemption guidelines
- Guidelines for advertisers
- Guidelines for financial advisers
- Guidelines for media (vilification)
- Guidelines for providers of goods & services
- Guidelines for real estate agents
- Guidelines for registered clubs
- Transgender discrimination guidelines

Workplace guidelines

- Anti-discrimination and EEO guidelines for managers, supervisors & team leaders
- Discrimination, harassment & EEO — a guide for non-supervisory staff
- Grievance procedures
- Harassment in the workplace
- How to implement EEO in any organisation
- Identifying and eliminating discrimination from industrial awards and agreements
- Sample policies & procedures disk

Other publications

- Aboriginal & Torres Strait Islander kit
- Anti-Discrimination Board Annual Report 1998–1999
- Anti-discrimination law and charities
- Discrimination and harassment: The rights and responsibilities of employees (training kit for vocational teachers)
- Equal Time quarterly newsletter
- Guarantee of service
- Pre-employment medicals
- Services for employers brochure
- Services for you, your clients and communities brochure
- Training sessions for employers and service providers