



KNOW YOUR RIGHTS

Guide for
Aboriginal and
Torres Strait
Islander people

Discrimination
and harassment

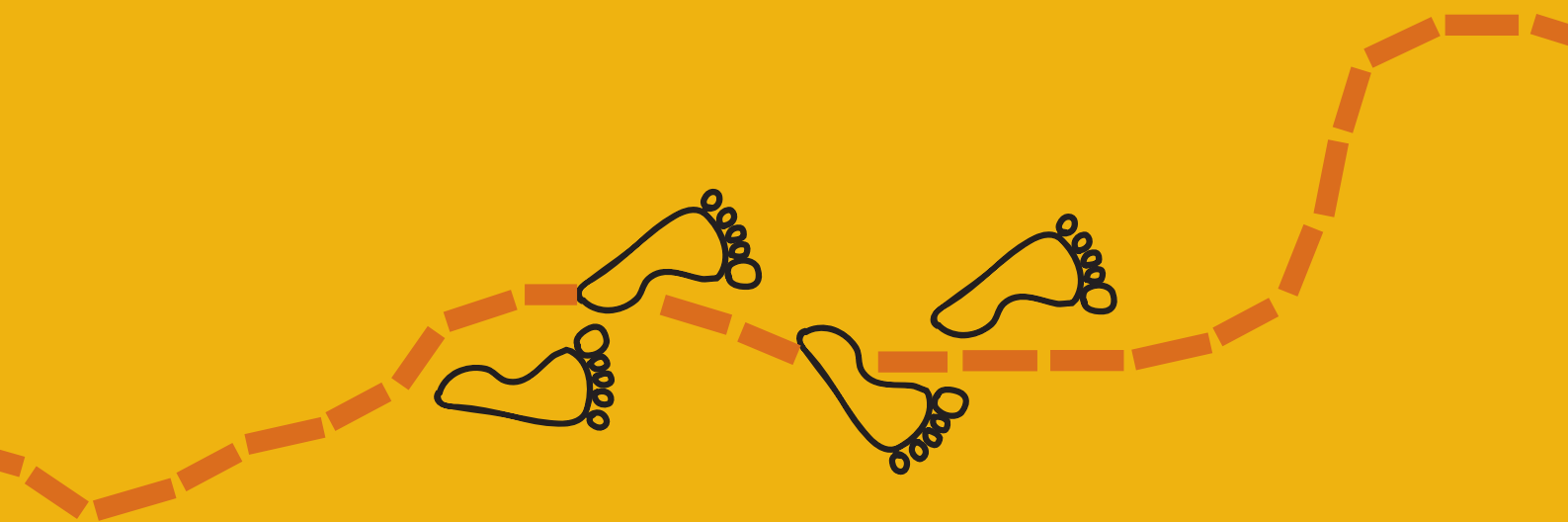
Anti-Discrimination Board of NSW
Aboriginal and Torres Strait Islander
Outreach Program

Discrimination & Harassment - Know your rights
has been developed by
the **Aboriginal and Torres Strait Islander Outreach Program**
of the **Anti-Discrimination Board**
with the help of **Arrilla Training & Development**

Thank you to:

**Michelle Gardner
Rhonda McCormack
Felicity Huntington
Anthea Lowe
Corinne Canter
Shelley Reys from Arrilla
for helping with the writing**

**Felicity Huntington
Mandy Newman
Ximena Tapia
Susan Hawkeswood
for the production**



The Aboriginal and Torres Strait Islander Outreach Program

The Anti-Discrimination Board of NSW has an Aboriginal and Torres Strait Islander Outreach Program. We believe our outreach program is the best way for Aboriginal and Torres Strait Islander people to get advice when confronting discrimination against them, and to deal with situations where discrimination has happened.

The outreach program has three Aboriginal and Torres Strait Islander officers who link the Anti-Discrimination Board with Aboriginal and Torres Strait Islander individuals and communities throughout NSW. It is our job to investigate and conciliate complaints of discrimination from Aboriginal and Torres Strait Islander people all over NSW, as well as develop and implement a planned and structured outreach program. The outreach program aims to:

- provide a culturally appropriate service by the Anti-Discrimination Board for Aboriginal and Torres Strait Islander people
- tell Aboriginal and Torres Strait Islander organisations and individuals about the Board, the anti-discrimination laws and how and when to use us
- consult with Aboriginal and Torres Strait Islander organisations and individuals about the effectiveness, or otherwise, of the current processes at the Board and the current anti-discrimination laws
- where appropriate, investigate and conciliate complaints of discrimination while visiting regional areas
- educate the major groups who may discriminate against Aboriginal and Torres Strait Islander people – for example, public and private sector employers, local government, hoteliers and club managers, real estate agents, retailers and other goods and services providers – about discrimination and how to avoid it. This education includes tackling the stereotypes that still exist about Aboriginal and Torres Strait Islander people

If you would like to contact the Aboriginal and Torres Strait Islander Outreach Program, please phone one of the numbers below and ask to speak to a member of the Aboriginal and Torres Strait Islander team. They can be contacted at the Sydney office on:

telephone: (02) 9268 5555
toll free: 1800 670 812
TTY: (02) 9268 5522
fax: (02) 9268 5500

ISBN 0 7313 0478 0
Revised November 2005

Contents

The Aboriginal and Torres Strait Islander Outreach Program	1
Have you ever been treated unfairly because you are an Aboriginal or Torres Strait Islander person?	3
Why you should complain about discrimination that is against the law (“unlawful”) ..	4
Working out if the discrimination law can help you	5
Was it against the law? – STEP 1	6
* Is what’s happening to you one of the following types of discrimination?	6
* Is what’s happening to you indirect discrimination?	8
* Did it happen to you in one of the following places or situations?	9
* Is what’s happening to you vilification?	11
If it’s not covered by the law, what can I do about it? – STEP 2	13
* What can I do if it’s not against the law?	14
* A few tips about talking to the person or organisation that you are unhappy with	15
It is covered by the law, what can I do about it? – STEP 3	16
How do I make a complaint to the ADB? – STEP 4	17
* What happens when the ADB receives my complaint	18
* How does the conciliation process help me?	19
* Complaints that the ADB has helped to fix	19
Dictionary of discrimination words	20
People and organisations that may be able to help	21

Have you ever been treated unfairly because you are an Aboriginal or Torres Strait Islander person?

Many types of discrimination (unfair treatment) and harassment are against the law in New South Wales.

Aboriginal and Torres Strait Islander people often face discrimination in everyday life. Using the anti-discrimination law may be the best way to confront this discrimination. The law can give everyone an equal opportunity or a 'fair go'.

If you feel you have been treated unfairly or harassed, this kit tells you:

■ who you can talk to about it



■ what you can do about it



■ the names of Aboriginal and Torres Strait Islander people who can support you in your region



Why you should complain about discrimination that is against the law (“unlawful”)

Discrimination, and racism in particular, is **NOT** your fault.

It is the fault of the people who are being racist or discriminating against you.

It is really important that you challenge discrimination that is against the law.

Discrimination will keep happening if you don't do something about it.

By making a complaint you can:

- 1** Make sure that people are made responsible for their behaviour and attitudes.
- 2** Use your legal rights under anti-discrimination laws.
- 3** Have the chance to confront discrimination in the privacy of a conciliation conference. You can share your thoughts, experiences and opinions about how the discrimination affected you.
- 4** Keep your dignity.
- 5** Provide a good role model. You send a clear message that you don't have to cope with discrimination. There are ways of dealing with it.
- 6** Prevent unlawful discrimination from happening to other Indigenous people.

Working out if the discrimination law can help you

To find out if the law can help you, you have to go through four steps.

STEP 1

Was it against the law?

Step 1 contains four questions that you must answer. These are:

1. Is what's happening to you one of the following types of discrimination?
2. Is what's happening to you indirect discrimination?
3. Did it happen to you in one of the following places or situations?
4. Is what's happening to you vilification?

STEP 2

If it's not covered by the law, what can you do about it?

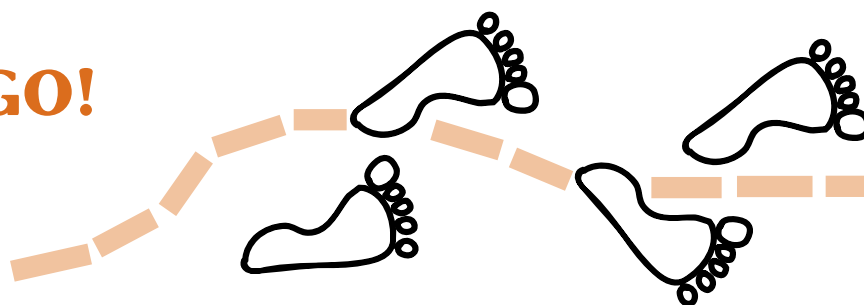
STEP 3

It is covered by the law, what can you do about it?

STEP 4

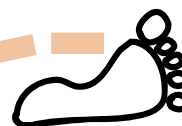
How do you make a complaint to the Anti-Discrimination Board?

LET'S GO!



STEP 1

Was it against the law?



The law doesn't cover everything. It only covers some types of discrimination or unfair treatment that have happened in certain places or situations in the last 12 months.

Question 1

Is what's happening to you one of the following types of discrimination?

■ Race Discrimination

When you are treated unfairly or harassed because of your race, colour, ethnic background, descent or national identity.

■ Sex discrimination

When you are treated unfairly or harassed because you are a woman or because you are a man. Sexual harassment is a type of sex discrimination. Discrimination against a woman because she is pregnant is also a type of sex discrimination.

■ Marital status discrimination

When you are treated unfairly or harassed because of your marital status. For example, you are treated unfairly because you are married, single or living in a defacto relationship.

Example

An Indigenous man went for a job in a community organisation. His wife was on the management committee of the organisation. He didn't get the job and he believed it was because of his marital status.

■ Gay or lesbian (homosexual) discrimination

When you are treated unfairly or harassed because you are gay or lesbian or someone thinks you are gay or lesbian.

■ Age discrimination

When you are treated unfairly or harassed because of your age.

■ Discrimination because of your carers' responsibilities

When you are treated unfairly or harassed because of you need to look after certain people, including your children, parents, grandparents, sisters or brothers.

Disability discrimination

When you are treated unfairly or harassed because you have a disability. This includes any disability that you have now, may have had in the past or may get in the future. The term disability includes physical disability, intellectual disability, learning disability, mental illness, physical illness or disease (including HIV) that could make any part of the body work differently.

Example

A person was offered a job as long as they passed a medical test. During the medical test the person was asked to fill in a medical history form. When the employer found out that the person had previously suffered from bipolar disorder the job offer was withdrawn. The Board advised the person that they could lodge a complaint of discrimination on the basis of a past/presumed disability.

Discrimination because you are or others think you are transgender (transsexual)

You are counted as transgender if you live or seek to live as a member of the opposite gender (sex) to your birth gender.

Discrimination because of who you are related to, or who you mix with

When you are treated unfairly or harassed because of the sex, age, race, marital status, homosexuality, transgender or disability of one of your relatives, friends or workmates.

The discrimination you're facing may involve one or more of these types of discrimination.

Example

A woman rang us for some advice because she was being sexually harassed. Her boss was always asking her out and trying to touch her. When she told him to stop he started to make rude comments about her Aboriginality. We advised her that what was happening to her involved both sex and race discrimination.

Is the discrimination you are experiencing one of those described above?



If the answer is YES, go to question 3 on page 9



If the answer is NO, go to the next page

Question 2

Is what's happening to you indirect discrimination?

There are two types of discrimination – direct and indirect. It can be hard to work out if you've experienced indirect discrimination.

Direct discrimination

is when the treatment you experience is obviously unfair.

An example of direct discrimination is if an employer tells you he won't give you a job because you are an Aboriginal person.

Indirect discrimination

is when a rule that is the same for everyone has an unequal and an unreasonable effect on Aboriginal and Torres Strait Islander people versus other people; men versus women, gays versus heterosexuals; and so on.

The NSW public service used to have a rule that people could only get leave to go to a funeral if the person who died was a member of their immediate family such as their parent, child, brother, or sister. This rule had an unequal effect on Aboriginal and Torres Strait Islander people because it did not take into account that in these communities it is important to attend the funerals of many relatives.

When this rule was in place, Aboriginal and Torres Strait Islander people could have made a complaint of indirect race discrimination.

Another example of indirect discrimination might be when a company advertises that only people with a degree can apply for a job. If you don't need a degree to do the job, you might be able to make a complaint of indirect race discrimination because Aboriginal and Torres Strait Islander people are less likely to have had the opportunity to do a degree.

Is the discrimination you are experiencing direct or indirect discrimination?



If the answer is YES, go to the next page.



If the answer is NO, go to question 4 on page 11

Question 3

Did it happen to you in one of the following places or situations?

■ Employment

Did you experience unfair treatment or harassment when you applied for a job, or while you were at work or when you left a job?

Example

A man working as a builder's assistant had applied many times over the previous six years for training to become a builder. Each time, his employers refused him. He suspected that it was because of he was a Torres Strait Islander.

■ Goods or services

Were you treated unfairly or harassed when you tried to get any goods or services? These include banks, local councils, shops, doctors, hospitals, ambulances, police, lawyers, discos, pubs and public transport.

Example

A hotel refused to serve an Aboriginal woman on her first visit. The hotel licensee said that the woman was part of a group that had caused a disturbance at the hotel several months ago.

Another example is a nightclub in a country town that refused entry to all Aboriginal people who tried to enter saying that they did not meet the dress regulations. Non-Aboriginal people in similar dress were allowed in.

■ Access to places or vehicles

Were you treated unfairly or harassed when you went to a particular place or used a facility, such as a local swimming pool or a taxi?

■ Education

Were you treated unfairly or harassed when you applied to study, or while you were studying in any government educational institution? These include government schools, TAFE colleges and universities.

Accommodation

Were you treated unfairly or harassed when you wanted to rent or buy a flat, house, or caravan, when you tried to get a motel or hotel room, or when you wanted to rent or buy a commercial premises? The law covers real estate agents and property owners.

Example

An Aboriginal woman looked at a house for rent and told the real estate agent that she wanted to rent it. The agent talked to the owner and then told her that the owners did not want to rent it to Aboriginal people.

Registered Clubs

Were you treated unfairly or harassed when you tried to join or enter a registered club? Were you treated unfairly while you used the club? Registered clubs include RSL clubs and some sporting clubs, like football clubs and golfing clubs.

Is the discrimination you are experiencing happening in one of the places described above?



If you answered yes to this question and yes to question 1 or question 2, go to step 3 on page 16



If your problem doesn't seem to fit any of these descriptions, go to the next page

Question 4

Is what's happening to you vilification?

The term 'vilification' means to speak badly of a person or people.

■ Racial vilification

It is against the law to do anything in public that could encourage:

- hatred
- serious contempt or
- severe ridicule

towards Aboriginal and Torres Strait Islander people.

Here are some examples of racist acts that could be against the law when aimed at Indigenous people:

- graffiti that is racist or vilifies
- public speeches or abuse that are racist or vilifying
- statements in a newspaper or other publications, or on the radio or television that are racist or vilifying
- people wearing racist badges or clothing with racist slogans in public places
- racist gestures made in public places.

Example

An Aboriginal person complained that an article in a country newspaper vilified (spoke badly of) Aboriginal people because it implied that only Aboriginal kids were to blame for local crimes.

■ Homosexual vilification

There are also laws against vilification of gay and lesbian people. So, it is also against the law to do anything in public that could encourage hatred, serious contempt or severe ridicule towards gay or lesbian people.

Example

A gay man's neighbour painted slogans on the front door of his flat that were very abusive about homosexuals. This was visible to all the other residents in the housing block.



HIV/AIDS vilification

There are also vilification laws for people living with HIV or AIDS. So, it is also against the law to do anything in public that could encourage hatred, serious contempt or severe ridicule towards people living with HIV or AIDS.

Transgender vilification

There are also vilification laws for people who are, or are thought to be, transgender. So, it is also against the law to do anything in public that could encourage hatred, serious contempt or severe ridicule towards people who are, or are thought to be transgender.

Is the discrimination you are experiencing vilification?



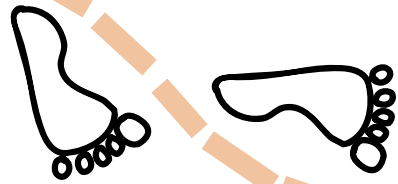
If you answered yes, please go to step 3 on page 16.



If your problem doesn't seem to fit any of these descriptions, go to page 13.

STEP 2

If it's not covered by the law, what can I do about it?



There are some forms of unfair treatment or discrimination that the law does not cover.

■ Personal disagreements

The law can't be used in personal disagreements whether they are between Aboriginal and Torres Strait Islander or non-Aboriginal and Torres Strait Islander people.

■ Sport

The law does not cover all sporting activities.

Example

If you play football and you think that the referee treated your team unfairly during a match because your team members are of Aboriginal or Torres Strait Islander descent, you cannot make a complaint under the anti-discrimination laws. You should think about taking the problem to the particular sporting association that is responsible for holding the competition.

■ Religion

Anti-discrimination laws don't cover religious discrimination. A school that is set up by a particular religion can make a rule only to enrol students who are members of their religion.

Example

A Catholic school can choose to enrol only Catholic students.

For more information...

If you would like more information about what else you can do, please turn the page.

What can I do if it's not against the law?

If what's happening to you isn't covered by anti-discrimination laws there are still things that you can do that might fix the situation.

- **If you can, try talking to the person or organisation you are unhappy with.**

Use whatever help you can. The Aboriginal Legal Service, the local Aboriginal Land Council or the Aboriginal student centre may be able to give you some advice. A list of organisations and their phone numbers can be found on page 22.

- **There may be another organisation you can take this problem to.**

Examples

If it is to do with sport, you could approach the local, regional or state body responsible for the competition.

If it is to do with Aboriginal and Torres Strait Islander community organisations not following formal rules and procedures, you could contact the Registrar of Aboriginal Corporations or the NSW Department of Co-operatives.

- **There may be someone in the community who you like and trust that can help you.**

For more information...

If you would like more information about confronting someone you feel is treating you badly, please go to the next page.



A few tips about talking to the person or organisation that you are unhappy with

■ Don't say or do anything when you're angry.

When you talk to the person or organisation that you are unhappy with, choose a time when you are calm and when you've thought about what you want to say. Sometimes things said in the heat of the moment can make the situation worse.

■ Go over what happened in your mind.

Think back to what happened.

- When did it start?
- What did they do? What did you do?
- What needs to happen to make things better?

Going back over the situation will help you to be clearer when you talk with the person or organisation that is making you unhappy.

■ Take a friend.

Is there a friend or support person that can come with you? Sometimes having someone there for support can be very helpful.

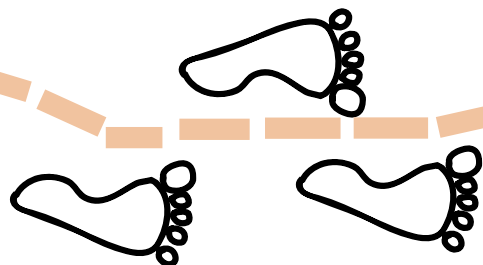
■ What do you want to happen now?

For more information...

If you would like more information about other organisations that could help you, please go to page 22.

STEP 3

It is covered by the law – what can I do about it?



- **Try talking to the person or organisation that you feel is discriminating against you.**

Use whatever help you can. The Aboriginal Legal Service, the local Aboriginal Land Council or the Aboriginal Medical Service may be able to give you some advice.

- **Call the Anti-Discrimination Board.**

You can speak to an officer from the Board, or a friend, workmate or relative can do it for you.

Our enquiries service is open from nine in the morning to five in the afternoon. You can speak to an Aboriginal or Torres Strait Islander officer if you want to. We can answer any questions you have about the law and talk about ways that you might be able to deal with the situation.

Our telephone numbers are (02) 9268 5555 or 1800 670 812 (tollfree).

- **Make a complaint to the Anti-Discrimination Board.**

If you cannot fix the discrimination, you can make a complaint to us at the Anti-Discrimination Board.

The *Anti-Discrimination Act 1977 (NSW)* says that people should make their complaint within 12 months of the unfair treatment. If you are complaining about something that happened more than 12 months ago, we may not be able to help you.

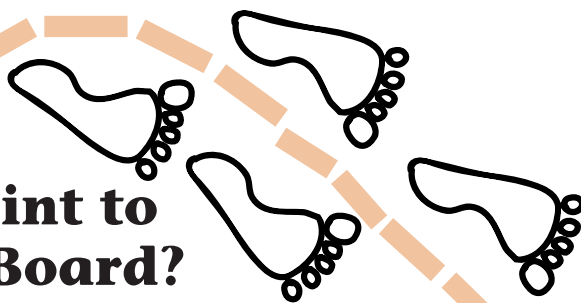
If you want to complain about something that happened more than 12 months ago, tell us why you didn't complain earlier. Give as much information as you can, as this will help us decide whether we can help you. We will contact you and tell you if we will accept your complaint.

For more information...

If you would like more information about making a complaint, go to the next page.

STEP 4

How do I make a complaint to the Anti-Discrimination Board?



You have experienced discrimination during the last 12 months. You have checked that the discrimination is covered by anti-discrimination law (pages 6-12). You have tried to fix this discrimination but this has not worked (pages 15-16). You now want the Anti-Discrimination board to fix the discrimination.

Now you need to make a formal complaint. It is important that your complaint is in writing.

There are two ways to make a formal complaint of discrimination:

- **You can write us a letter, or a friend, relative or someone else can do it on your behalf.**

In the letter, tell us about the discrimination you are experiencing. If someone else writes to us for you, you must sign the bottom of the letter.

- **You can fill out a complaint form.**

You can get copies of this form from any of the Board's offices.

- **You can deliver, fax or send your letter or form to:**

Sydney

Level 4
175-183 Castlereagh Street
Sydney NSW 2000
Ph: (02) 9268 5555
Fax: (02) 9268 5500
TTY: (02) 9268 5522

Wollongong

Wollongong Govt Office
84 Crown Street
Wollongong NSW 2500
Ph: (02) 4224 9960
Fax: (02) 4224 9961
TTY: (02) 4224 9967

Newcastle

Level 1
414 Hunter Street
Newcastle NSW 2300
Ph: (02) 4926 4300
Fax: (02) 4926 1376
TTY: (02) 4929 1489

For more information...

If you would like more information about what the Anti-Discrimination Board does with your complaint, please go to the next page.

What happens when the Anti-Discrimination Board receives my complaint?

■ You will receive a letter from the Anti-Discrimination Board.

The Anti-Discrimination Board writes a letter to everybody who complains. If your complaint is something that the Anti-Discrimination Board can do something about, it will go to a conciliation officer or an investigation officer. They are the people at the Board who help fix complaints.

■ The Anti-Discrimination Board will talk to you.

The conciliation officer or investigation officer will ask you to come into the Anti-Discrimination Board for an interview to provide more information. If you can't come in, they will talk to you by phone.

■ The Anti-Discrimination Board will contact the other side.

After your conciliation officer or investigation officer has talked with you, they will talk to the person or organisation that you have complained about.

■ The Anti-Discrimination Board gets the full story.

■ The Anti-Discrimination Board tries to fix the complaint (conciliate it).

Most often, after the complaint handler has investigated a complaint, he or she will arrange a meeting of the people directly involved in the complaint – you and the other side. This meeting is to allow you and the other side to talk about the complaint and look for ways of fixing it that are fair to everyone. This meeting is called a conciliation conference.

If both sides agree, then the complaint is settled.

■ If you can't agree, you go to court.

This is very rare. If you and the person or organisation that you have complained about can't agree on the way to fix the complaint, you can ask for the complaint to be sent to the Equal Opportunity Division of the Administrative Decisions Tribunal.

The Equal Opportunity Division is like a court of three people with a special interest and experience in discrimination. This court listens to both sides and decides if the anti-discrimination law has been broken. If it has been broken it tells the other side what they must do to fix the problem.

How does the conciliation process help me?

The conciliation process gives you the chance to suggest ways of doing something about the discrimination you experienced.

For example you could ask for and get things like:

- Aboriginal and Torres Strait Islander cultural awareness training in your workplace.
- An organisation may choose to look at who it employs. For example, a hotel may decide to employ an Aboriginal person.
- An apology to either yourself or your community.
- The person or organisation you complained about could invest time and money to promote awareness of issues and events within the Aboriginal and Torres Strait Islander communities.
- You get back what was taken from you. For example, the job, entry to hotel, house to rent and so on.
- In some cases, some people or groups get money as compensation. However, you are more likely to get one or more of the things listed above.

Complaints that the ADB has helped to fix

Accommodation

An Aboriginal woman contacted us after her real estate agent gave her an eviction notice. She believed that the eviction notice was the result of a campaign by a neighbour to get rid of her family. The Anti-Discrimination Board contacted the real estate agent. After they heard her story they decided to withdraw the eviction notice.

Goods and services

Two young Torres Strait Islander boys were accused of shoplifting from a large variety store in a country area. Even though nothing was found on them, they were questioned intensively by the store detectives. The boys contacted the Anti-Discrimination Board because they thought they were treated unfairly because of their race. We organised a conciliation conference. The store realised that members of the Aboriginal and Torres Strait Islander community felt that they had been treated unfairly. The managers apologised to the boys and promised to work with members of the community in the area to improve the relationship between the store and the community.

Employment

An Aboriginal woman alleged that she was being sexually harassed by someone at work. Although she complained to management, no action was taken. She believed that her complaints were ignored because of her race. After she involved the Anti-Discrimination Board, the employer decided to organise an education program on preventing sexual harassment.

Dictionary of discrimination words

Conciliation Conference

When an officer of the Anti-Discrimination Board holds a meeting to bring the two sides of a complaint together to talk about the issues and concerns. The aim of the conciliation conference is to try to agree on a way of fixing the problem.

Discrimination

Unfair treatment of a person, racial group, minority and so on. Action based on prejudice.

Harassment

Any act which is not welcome and offends or humiliates a person because of their race, sex and so on. To trouble, torment or confuse by continual persistent attacks, unwelcome attention or questions.

Lawful

Allowed or recognised by the law. Legal.

Prejudice

A bad opinion of someone or a group of people that is based on no facts or the wrong facts. Prejudging or judging before you know someone.

Unlawful

Not allowed or not recognised by the law. Illegal.

People and organisations that may be able to help

NSW Police Service Aboriginal Community Liaison Officers

North Region

Coffs Harbour	02 6652 0299	fax 02 6652 0228
Gosford Regional Coordinator	02 4323 5624	fax 02 4323 5677
Kempsey	02 6562 6444	fax 02 6562 4562
Lismore	02 6623 1599	fax 02 6623 1511
Macksville	02 6568 1044	fax 02 6568 2774
Taree	02 6552 0399	fax 02 6552 0311

North West Region

Boggabilla	07 4671 9299	fax 07 4671 9211
Bourke	02 6870 0899	fax 02 6870 0812
Brewarrina	02 6830 5599	fax 02 6830 5511
Dubbo	02 6881 3237	fax 02 68813271
Moree	02 6752 9416	fax 02 6752 9433
Mt. Druitt	02 9625 0000	fax 02 9675 8663
Orange	02 6361 5499	fax 02 6361 5437
Tamworth	02 6768 2999	fax 02 6768 2805
Walgett	02 6828 6899	fax 02 6828 2351

Southern Region

Bateman's Bay	02 4472 0099	fax 02 4472 0011
Malabar	02 9694 3799	fax 02 9694 3711
Nowra	02 4421 9699	fax 02 4421 9605
Redfern	02 9690 4600	fax 02 9690 4650
Sutherland (none)	02 9542 0899	fax 02 9542 0708

South West Region

Dareton	03 5027 4444	
Griffith	02 6962 0799	fax 02 6962 6588
Liverpool	02 9821 8444	fax 02 9821 8452
Menindee	08 8091 4466	fax 08 8091 4289
Narrandera	02 6959 5903	fax 02 6959 5911
Wilcannia	08 8091 5000	fax 08 8091 5893

Aboriginal and Torres Strait Islander Commission – Regional Councils

Bourke Regional Office	02 6872 1904	fax 02 6872 1906
Dubbo Regional Office	02 6937 3040	fax 02 6937 3055
Lismore Regional Office	02 6626 0500	fax 02 6622 1195
Queanbeyan Regional Office	02 6297 7144	fax 02 6297 5054
Sydney Regional Office	02 9256 6100	fax 02 9252 0374
Tamworth Regional Office	02 6766 7966	fax 02 6766 8186
Wagga Wagga Regional Office	02 6937 3040	fax 02 6937 3055

Aboriginal Land Councils

NSW Aboriginal Land Council	02 9689 4444	fax 02 9687 1234
Central Coast Regional Branch	02 6562 5496	fax 02 9687 1234
Central Regional – Dubbo	02 6882 9350	fax 02 6882 9371
Far North Coast Regional Branch – Lismore	02 6622 1010	fax 02 6622 1931
Far South Coast – Narooma	02 4476 1144	fax 02 4476 1483
Northern Regional – Quirindi	02 6746 1668	fax 02 6746 2525
Northern Tablelands – Armidale	02 6772 7666	fax 02 6772 7342
North West – Coonamble	02 6822 2119	fax 02 6822 2322
Sydney/Newcastle – Gosford	02 4325 0205	fax 02 4323 3082
Western – Menindee	08 8091 4224	

Legal Services for Aboriginal and Torres Strait Islander people

Women's Legal Services

Wirringa Baiya Aboriginal Women's Legal Centre PO Box 785 Marrickville NSW1475	02 9569 3847 1800 686 587	fax 02 9569 4210
--	------------------------------	------------------

Aboriginal Legal Service

Head Office – Redfern	02 9318 2122	fax 02 9319 2630
Armidale	02 6772 5770	fax 02 6772 5771
Blacktown	02 9621 1653	fax 02 9621 4830
Campbelltown	02 4628 6255	fax 02 4628 9711
Cowra	02 6341 4130	fax 02 6341 4129
Kempsey	02 6562 5990	fax 02 6562 5991
Lismore	02 6622 7088	fax 02 6622 7087
Moree	02 6752 5700	fax 02 6752 5701
Newcastle	02 4921 8815	fax 02 4921 8830

Wagga Wagga 02 6921 9230 fax 02 6921 9430

Western Aboriginal Legal Service

Bourke 02 6872 2200 fax 02 6872 2472

Broken Hill 08 8087 3233 fax 08 8087 6627

Dubbo 02 6882 6880 fax 02 6882 0726

Walgett 02 6828 2039 fax 02 6828 1900

South Coast Aboriginal Legal Service

Moruya 02 4474 2400 fax 02 4474 2091

Nowra 02 4422 3255 fax 02 4422 3256

Wollongong 02 4225 7977 fax 02 4225 7979

Aboriginal and Torres Strait Islander contacts in NSW government departments

Department of Corrective Services

Indigenous Services Unit 02 9289 2658 fax 02 9289 2117

Office of Fair Trading, Department of Commerce

Aboriginal Customer Service Officers

Dubbo 02 6884 2611 fax 02 6884 2486

Grafton 02 6643 1705 fax 02 6643 1405

Hurstville 02 8567 0015 fax 02 8567 0055

Lismore 02 6627 6508 fax 02 6627 6555

Newcastle 02 4925 7000 fax 02 4925 7028

Orange 02 6361 9866 fax 02 6361 8350

Parramatta 02 9895 0639 fax 02 9895 0789

Port Macquarie 02 6584 1330 fax 02 6584 1225

Wagga Wagga 02 6921 5166 fax 02 6921 7439

Wollongong 02 4254 3433 fax 02 4254 3929

Office of Fair Trading – Renting Services

Parramatta 02 9377 9200 fax 02 9895 0888

Office of Fair Trading – Community Liaison Unit

Parramatta 02 9895 0635 fax 02 9895 0789

Consumer, Trader and Tenancy Tribunal (CTTT)

All CTTT registries 1300 135 399 fax 1300 135 247

TAFE NSW

Employment Strategies 02 9901 5000
Services Manager

Other organisations that could help you

NSW Ombudsman

Level 24, 580 George St 02 9286 1000 fax 02 9283 2911
Sydney NSW 2000 1800 451 524

Registrar of Aboriginal Corporations

Level 5, Cosmopolitan Building 02 6121 4592 fax 02 6281 2739
Woden ACT 2606

Aboriginal Education Consultative Group

37 Cavendish St 02 9550 5666 fax 02 9550 3361
Stanmore NSW 2048

Aboriginal Tenancy Advice Services

Aboriginal Resource Unit 02 9589 1839
Greater Sydney Region: 02 9564 5367 1800 772 721
Marrickville
Northern and North West: 02 6643 4426 1800 248 913
Grafton
Murra Mia Southern NSW: 02 4472 9363 1800 672 185
Bateman's Bay
Gunya: Dubbo 02 6882 3611 1800 810 233

Public Interest Advocacy Centre

Level 9, 299 Elizabeth Street 02 8898 6500 fax 02 8898 6555
Sydney NSW 2000

Office of Industrial Relations, NSW Department of Commerce

Level 23, McKell Building 1300 361 968 fax 9020 4735
2-24 Rawson Place
Sydney NSW 2000

Don't forget....

You **can** do something about unfair treatment!



