

Your Local Police:

Hume

Police Stations



Broadmeadows Police Station (*open 24 hours*)

Address: 15DimboolaRd,BroadmeadowsVIC 3047

Ph: (03) 9302 8222

Craigieburn Police Station (*open 24 hours*)

Address: 155CraigieburnRd,Craigieburn VIC 3064

Ph: (03) 9303 4433

Sunbury Police Station (*reception open daily, 7:00am to 11:00pm*)

Address: 39-41 Macedon St, Sunbury VIC 3429

Ph: (03) 9744 8111

Statewide Contacts

Police AssistanceLine(Non-Urgent Reporting):

Ph: 131 444

Website: www.police.vic.gov.au/police-assistance-line-and-online-reporting

STOPIT (Public Transport Anti-Social Behaviour):

Ph: 0499 455 455

Crime Stoppers Victoria (Anonymous Reporting):

Ph: 1800 333 000

Website: <https://www.crimestoppersvic.com.au/>

**IN AN EMERGENCY PLEASE DIAL
TRIPLE ZERO (000)
Police, Fire, Ambulance**

FACTSHEET: ANTI-RACISM

Racism happens when people think that some races are better than others.

Racism involves actions or words that offend, insult, humiliate or treat someone unfairly because of their race, skin colour, background, nationality, ethnicity, or migrant status.

Racism can lead to unfair treatment and discrimination against people who are seen as different. This can happen in everyday interactions or be built into rules and systems. People may experience discrimination in employment, education, housing, with police, banking, transport, hospitals, restaurants or shops.

Discrimination on public transport: Lani's story

Lani, who is of Pacific Islander background, uses public transport to travel to school each day. One afternoon while waiting at the train station, she was approached by two Protective Services Officers (PSOs). They questioned Lani aggressively, asking for her ID and insisting on searching her bag. Despite Lani's cooperation, one officer made a comment about "people like her" causing trouble, which Lani felt was racist. The interaction caused Lani to miss her train and be late for school.



After the incident, Lani spoke with her parents and a trusted teacher who encouraged her to report the incident. Lani made an appointment with a Northern Community Legal Centre lawyer, who advised her to file a complaint with the Public Transport Ombudsman. The complaint detailed the officers' behaviour and the racist comment. The Public Transport Ombudsman informed Lani that they would investigate the complaint and work to find a fair outcome.

Discrimination at work: Imad's story

Imad, who was born in Pakistan, started a new job at a company. Despite having the same qualifications and experience as his colleagues, Imad was frequently left out of important team meetings and social events. He was consistently passed over for promotions and opportunities for advancement.

He overheard a colleague saying, "I'm not sure Imad is the right fit for a leadership role; his appearance might not align with what we want for the team." Feeling frustrated and isolated, Imad decided to take action. He reached out to Northern Community Legal Centre for help. A lawyer at NCLC explained Imad's rights and the legal options available for addressing workplace discrimination, and how the law protects against unfair treatment based on race and appearance. The lawyer guided Imad through the process of filing a formal complaint with the company's HR department.

Your rights

In Australia, it is against the law to offend, insult, humiliate, intimidate or discriminate against someone because of their race, skin colour, background, nationality, ethnicity, or migrant status.

What can I do?

If you experience racism or discrimination, taking action can be a powerful step. Depending on what has happened, you could report discrimination to senior management

at a business (such as a bank), an employer, or a school. If you are not able to get a good result, you can complain to the Ombudsman, the Victorian Equal Opportunity & Human Rights Commission, or the Australian Human Rights Commission.

Taking action by reporting racism and discrimination can be empowering. Reporting also contributes to a safer and more inclusive community. It allows you to stand up against discrimination and to advocate for your rights and the rights of others.

Where can I get help?

Northern Community Legal Centre provides free legal services to people in Merri-bek, Hume and Mitchell Shire. We can provide advice to people seeking to make a complaint about racism or discrimination. We can help you to work out where to direct your complaint and give you advice about what may happen once you make a complaint.



Get help today

To make an appointment to see a lawyer,
contact: (03) 9310 4376 or admin@northernclc.org.au

مكافحة التمييز العنصري

تَحَدُّثُ العنصرية عندما يعتقد الناس
أن بعض الأجناس أفضل من الأخرى



بعد الحادث، تحدثت لاني مع والديها وواحد
المعلمين التي تفق بهم وشجعوها على الإبلاغ
عن الحادث .
قامت لاني بتحديد موعد مع محامي من المركز
الاجتماعي القانوني الشمالي (Northern
Community Legal Centre)
والذي نصحها بتقديم شكوى إلى مكتب شكاوى
النقل العام (Public Transport
Ombudsman). تضمنت الشكوى تفاصيل
تصرفات الضباط والتعليق العنصري الذي قاله
واحد منهم .
مكتب شكاوى النقل العام أخبر لاني أنهم
سيتحققون من الشكوى ويعملون على العمل
لتحقيق نتيجة عادلة.

التمييز في العمل: قصة عماد

بدأ عماد، الذي ولد في باكستان، وظيفة جديدة
في إحدى الشركات. وعلى الرغم من حصوله على
نفس المؤهلات والخبرة التي يتمتع بها زملاؤه،
إلا أن عماد كان يُستبعد بشكل متكرر من
اجتماعات فريق العمل المهمة والمناسبات
الاجتماعية. وكان يُستبعد باستمرار من الترقية
وفرص التقدم.

العنصرية تشمل الأفعال أو الكلمات التي
تسيء، أو تجرح، أو تُهين، أو تعامل شخصاً
بشكل غير عادل بسبب أصله، أو لون
بشرته، أو خلفيته الاجتماعية، أو جنسيته،
أو عرقه، أو وضعه كمهاجر.

يمكن أن تؤدي العنصرية إلى معاملة غير
عادلة وتمييز ضد الأشخاص الذين يُنظر
إليهم على أنهم مختلفون. يمكن أن يحدث
هذا في التعاملات اليومية أو يكون جزءاً
من القواعد والأنظمة. قد يتعرض الناس
للتمييز في العمل أو التعليم أو الإسكان أو
مع الشرطة أو الخدمات المصرفية أو النقل
أو المستشفيات أو المطاعم أو المتاجر.

التمييز في وسائل النقل العام: قصة لاني

لاني، التي تنحدر من اصول
Pacific Islander، تستخدم وسائل النقل العام
للذهاب إلى المدرسة كل يوم في أحد الأيام
بينما كانت تنتظر عند محطة القطار،
اقترب منها ضابطان من خدمات الحماية
(PSOs). سألا لاني بطريقة عدوانية،
مطالبين تفقد هويتها والإصرار على تفتيش
حقيبتها. على الرغم من تعاون لاني، فقد
علق أحد الضباط على إن "أناس مثلها"
يسببون للمشاكل، وهو ما جعل لاني تشعر
أن كلامه كان عنصرياً. ما حصل كان
السبب في تأخر لاني عن قطارها وتأخرها
على المدرسة.

عمل أو مدرسة إذا لم تتمكن من الحصول على نتيجة جيدة، يمكنك تقديم شكوى إلى مكتب الشكاوى (Ombudsman)، أو لجنة تكافؤ الفرص وحقوق الإنسان في فيكتوريا Victorian Equal Opportunity & Human Rights Commission، أو لجنة حقوق الإنسان الأسترالية Australian Human Rights Commission.

إن اتخاذ إجراء من خلال الإبلاغ عن العنصرية والتمييز يمكن أن يكون مُعزِّزاً للشعور بالقوة. كما يساهم الإبلاغ في بناء مجتمع أكثر أماناً وشمولاً. فهو يسمح لك بالوقوف ضد التمييز والدفاع عن حقوقك وحقوق الآخرين.

أين يمكنني الحصول على المساعدة؟

يقدم المركز القانوني الاجتماعي الشمالي خدمات قانونية مجانية للأشخاص في

Mitchell Shire Hume Merri-bek.
يمكننا تقديم المشورة للأشخاص الذين يسعون إلى تقديم شكوى بشأن العنصرية أو التمييز. يمكننا مساعدتك في تحديد المكان الذي يجب توجيه شكواك إليه وتقديم المشورة لك حول ما قد يحدث بمجرد تقديم شكوى.

سمّعَ زميلاً يقول، "لست متأكدًا من أن عماد مناسب لدور قيادي؛ قد لا يتماشى مظهره مع ما نريده لفريق العمل".

شعر عماد بالإحباط والعزلة، وقررت اتخاذ إجراء تجاه ذلك. تواصل مع المركز الاجتماعي القانوني الشمالي للحصول على المساعدة. أوضح المحامي في المركز حقوق عماد والخيارات القانونية المتاحة لمعالجة التمييز في مكان العمل، وكيف يحمي القانون من المعاملة غير العادلة على أساس العرق والمظهر. قام المحامي بإرشاد عماد بتقديم شكوى رسمية إلى قسم الموارد البشرية في الشركة.

حقوقك

في أستراليا، تعد الإساءة إلى أي شخص أو إهانته أو إذلاله أو ترهيبه أو التمييز ضده بسبب عرقه أو لون بشرته أو خلفيته الاجتماعية أو جنسيته أو أصله أو وضعه ك مهاجر أمراً محظوراً بموجب القانون.

ماذا يمكنني أن أفعل؟

إذا تعرضت للعنصرية أو التمييز، فإن اتخاذ الإجراء قد يكون خطوة قوية اعتماداً على ما

حدث، يمكنك الإبلاغ عن التمييز إلى الإدارة العليا في شركة (مثل البنك، أو صاحب



إحصل على المساعدة اليوم

لتحديد موعد لمقابلة المحامي، اتصل بنا على:

(03) 93104376

أو admin@northernclc.org.au



Racism in Victorian schools – how to speak out and get support

Many people in Victoria experience racism in their everyday lives, and this includes students in schools. Various studies have confirmed that, and the Victorian Department of Education itself found that around 20% of all high school student have experienced racism at school.

Parents have shared with us numerous incidents where their children experienced racism from other students, and sometimes from school staff. Others told us how their children faced discrimination from teachers who view and treat them as less capable simply because of their skin colour or cultural background, which can limit their opportunities to take on leadership roles or realise their full academic potential.

There are many reasons why people find it hard to speak out against racism when it happens in schools. Many incidents of racism go unreported. Often children and their families receive no support; racism is not recognised as a persistent problem at school, and there is no accountability.

Speaking up against racism in schools can help change this. But what are your rights? What are the school's obligations and how can you report and seek support when your child experiences racism at school?

Legal rights and obligations for schools

The *Victorian Equal Opportunity Act 2010* prohibits **direct and indirect discrimination** because of someone's cultural background, skin colour or religion in various areas of public life, including schools. It also outlaws negative treatment of someone after they made a racism-related complaint.

All Victorian school principals have a '**positive duty**' by law to prevent racial discrimination and to respond appropriately when it occurs. If they don't, they can be held legally accountable (vicarious liability). The Victoria Equal Opportunity and Human Rights Commission can help address such concerns.

In 2025, the Department of Education, released an **anti-racism policy**, which applies to all public schools in the state. The policy requires public schools to take active and suitable measures to prevent racism and to 'manage and respond to all reported incidents of racism that occur in school' in a 'timely, proportionate, safe, and inclusive' way. This includes the requirement to 'reassure the student (or parent) that the school believes their report and that it will be taken seriously'. For more information go to <https://www2.education.vic.gov.au/pal/preventing-addressing-racism-schools/policy>

Reporting and support pathways

There are different ways to speak out, report and seek support after an incident of racism at school depending on the specific circumstances.

Ideally, the problem can be resolved within the school. If there is a school staff member you trust, speak to them first. This might be a teacher, wellbeing officer or any other staff. In *public* schools, you may also want to refer to the anti-racism policy, which obliges schools to respond appropriately to racism related complaints.



If you prefer **not to speak to school staff directly** (or if you are not happy with the school's response), there are a few other things you can do.

You can make a complaint to the **Department of Education** via its Report Racism hotline (on school days, 9am to 5pm; 1800 722 476) or via email: report.racism@education.vic.gov.au.

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

You can contact the **Victoria Equal Opportunity and Human Rights Commission (VEOHRC)** to get more information and/or lodge a formal complaint, where you think the school may have engaged in discrimination itself or breached its legal obligations ('positive duty') to take measures to prevent and respond appropriately to racism.

You can contact VEOHRC via phone (1300 292 153; weekdays 10am to 2pm) or make a formal complaint via complaints@veohrc.vic.gov.au.

You can also report online using the Community Reporting Tool (anonymous reporting option): <https://www.humanrights.vic.gov.au/get-help/community-reporting-tool/#frame1>

If you live in or near the local government areas of Wyndham, Whittlesea, Casey, Greater Dandenong or Cardinia, you can contact your **local community-led anti-racism support network** (for contact details, go to:

<https://antiracismvictoria.com.au/support-services/>). They provide a safe space to speak about your experiences and to jointly explore support and referral options. They may also assist you in contacting the school, the Department of Education or VEOHRC.

Note: School leadership is often more responsive when an external organisation raises an incident of racism.

Regardless of where you report, remember the following:

- If it is an emergency, call the police on 000.
- Document the incident, for example, when and where it happened and what happened. Did anyone witness the incident? Do you have their names and contact details?
- Speak to someone you trust! Make sure you're safe, get support and don't stay silent.

Anti-Racism Support Services Training

In partnership with Hume City Council

Facilitator: A/Prof Mario Peucker, Victoria University

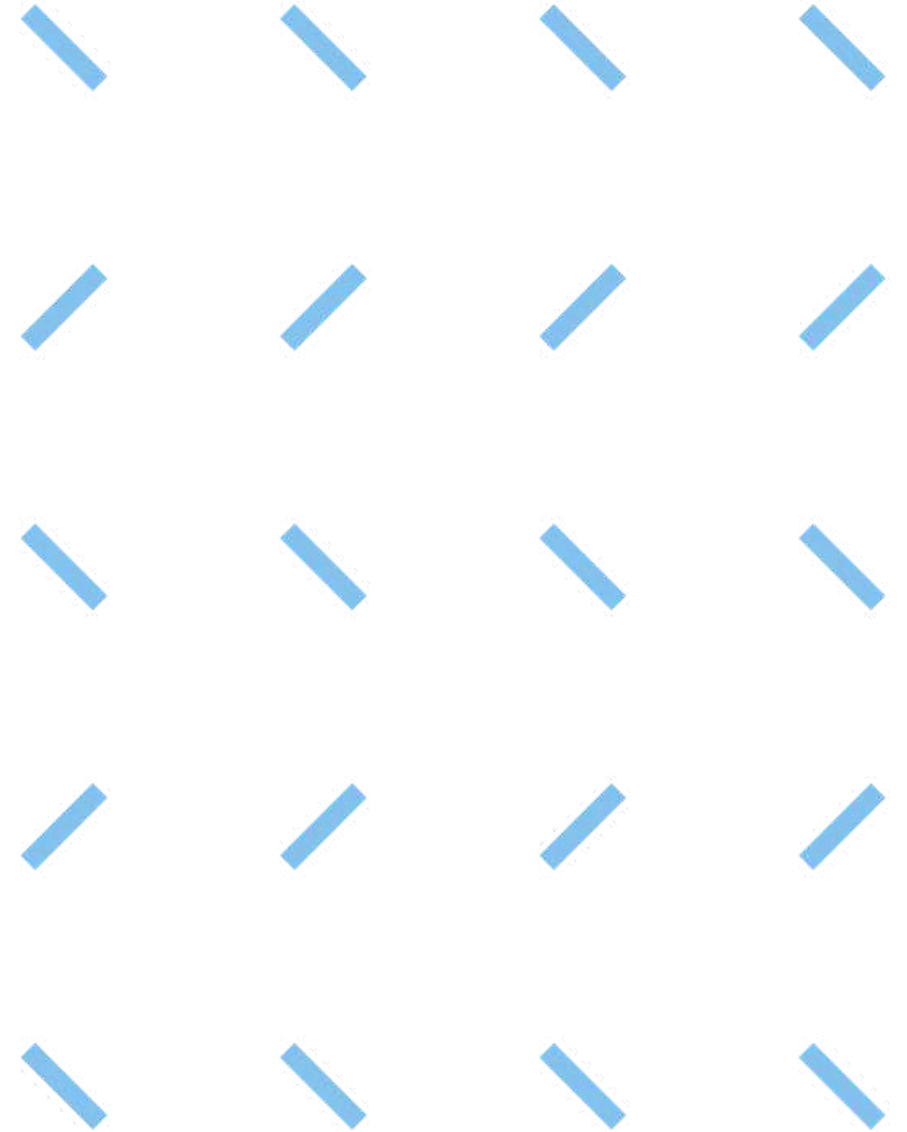
© Victoria University

Copyright © 2021.
Victoria University, CRICOS No. 00124K (Melbourne), 02475D (Sydney), RTO 3113,
TEQSA No. PRV12152, Provider Category: Australian University

THE NEW WAY TO DO UNI



Housekeeping



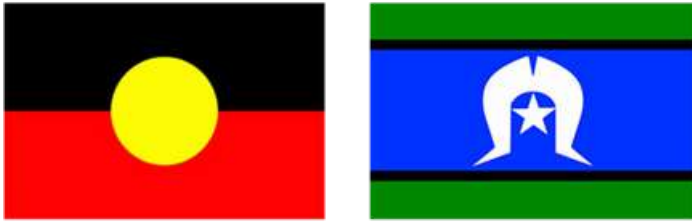
Sign-In Sheet

Toilets

Tea & Coffee

Photos

Acknowledgement of Country – Melbourne



We acknowledge the Ancestors, Elders and families of the Kulin Nation who are the Traditional Owners of University land. We also acknowledge all Traditional Owners of Country throughout Victoria and pay our respect to their culture, and their Elders past, present and future.

As we share our own knowledge practices within the University may we pay respect to the deep knowledge embedded within the Aboriginal community and their ownership of Country.

We acknowledge that the land on which we meet is a place of age old ceremonies of celebration, initiation and renewal and that the Kulin people's living culture has a unique role in the life of this region.

Hume City Council's Commitments



Council fosters a community that respects and celebrates diversity

Facilitate community – based activities, programs and events across the municipality to celebrate Australian history and new and emerging cultures with the aim of promoting harmony and building community connections.

Encourage and support initiatives that address prejudice and race-based discrimination both internally and externally through support for community-based and statewide anti-discrimination initiatives.

Support local employers and other stakeholders to recognise the benefits of diversity and promote employment and business pathways for people from culturally and linguistically diverse backgrounds.

Collaboration with Victoria University

- “Understanding Reporting Barriers and Support Needs of People Experiencing Racism” project
 - Examining community needs and experiences through focus groups and survey)
- “Anti-racism Support” training commenced September 2024



Focus group with Vietnamese community

Story of Your Name

Share:

How was your name chosen? Were you named after someone? How common is your name? Does it have any cultural meaning? Is there a story or experience behind your name?

Notes:

Can be first, middle or last name Share as much or little as you are comfortable

Overview

A. What is racism and what does it look like in Hume?

B. What are the legal anti-racism protection against racism in Victoria?

C. What are the main reporting options and support agencies?

D. How to safely be an “upstander” to racism

What is



?

What is racism?

ABC News: Do you believe racism is widespread in Australia?

<https://www.youtube.com/watch?v=sRg2rpKPrwM>



What is racism?

- ◆ *Race is not real, but racism is*: The invention of 'race'
- ◆ **Racism** negatively targets individuals or groups of people on the basis of assumed, ascribed or real identity markers/characteristics, like ethnicity or 'race' (skin colour), country of origin, language, culture or any related characteristics, including religion (e.g. antisemitism, Islamophobia).
- ◆ This can occur in personal or online interactions but also through certain rules and systems; with or without racist intentions and/or individual perpetrators.
- ◆ **Intersectionality** (Crenshaw 1989): complex forms of exclusion based on different aspects of a person's identity (e.g. sex/gender, race, religion)

Resources:

- ◆ History of race and racism: <https://nmaahc.si.edu/learn/talking-about-race/topics/historical-foundations-race>
- ◆ Racism. It stops with me: <https://itstopswithme.humanrights.gov.au/commit-to-learning/key-terms>

What is racism?

‘Prejudice plus institutional power’ or ‘power plus prejudice’

Three interconnected factors:

1. prejudiced and biased **attitudes**

2. **behaviour**, including

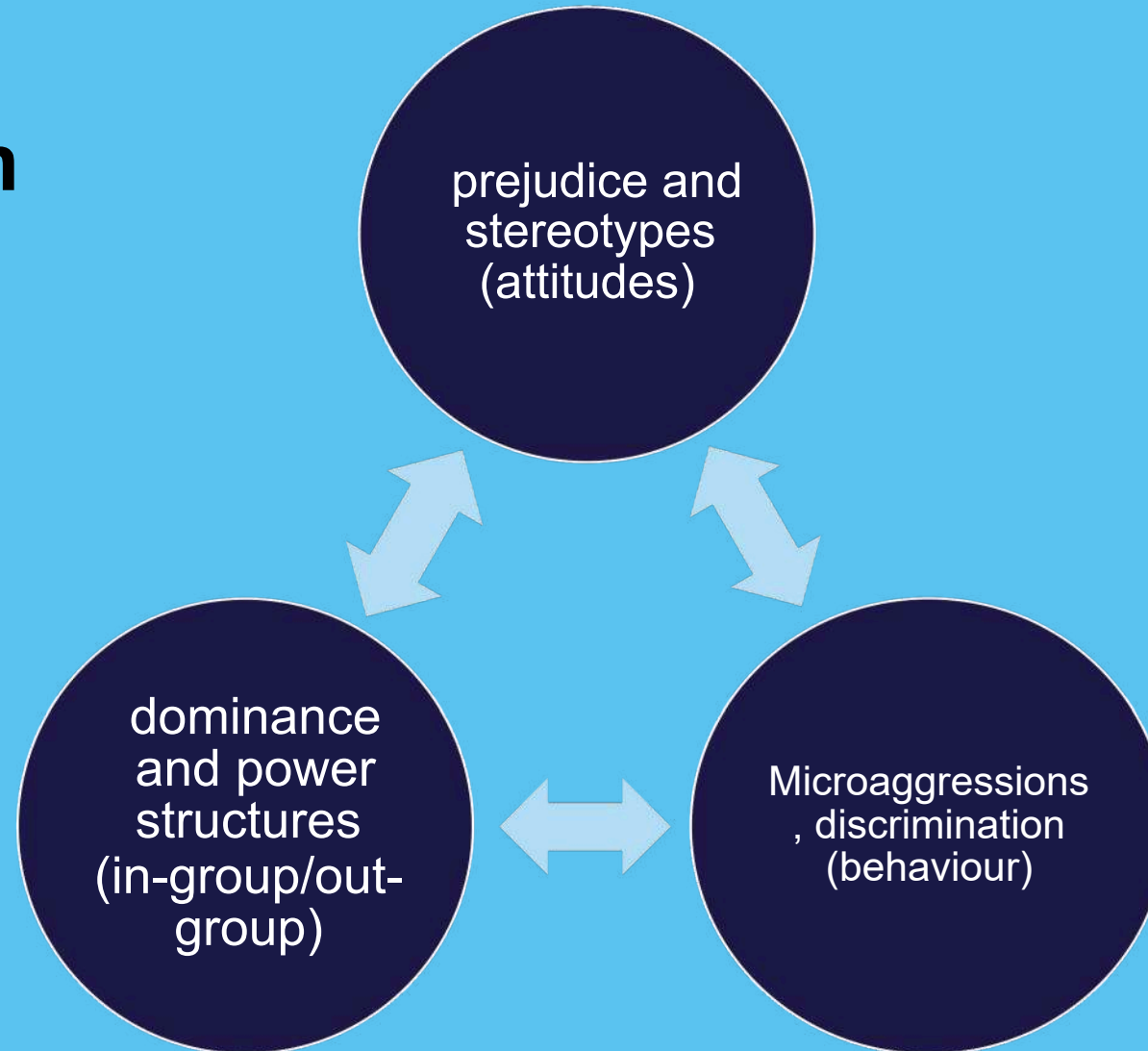
- casual racism (‘microaggressions’)
- direct and indirect discrimination,
- Verbal insults, threats and vilification
- Physical attacks

3. **institutional and structural forms**, including legislation, administrative procedures and practices (possibly no intention or no individual perpetrator) that establish and maintain racialised hierarchies power imbalances and inequalities (‘status quo’) → **systemic racism**

Direct discrimination happens when a person is treated less favourably than another person in a similar situation because of their race, colour, descent, national or ethnic origin or immigrant status.

Indirect discrimination: certain conditions or practices which appear to treat everyone the same but in effect (disproportionately and without legitimate reason) disadvantage some people because of certain characteristics (e.g. no headcover at the workplace; general drivers licence requirement).

Interconnected: system of racism



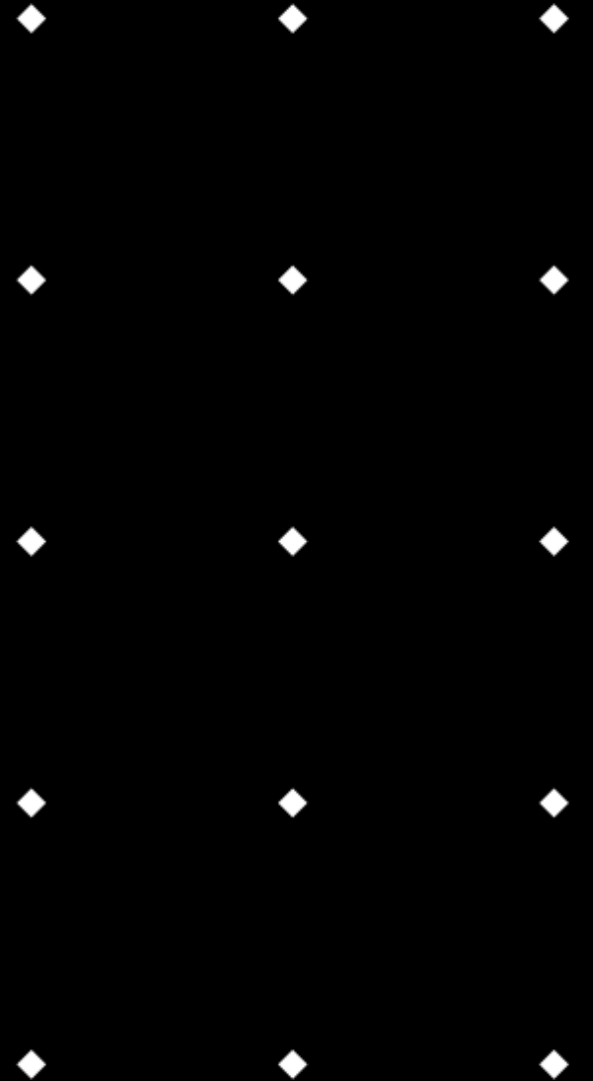
Reflections on racism

- **‘I don’t see colour’** – Colour-blindness as a form of racism? Denial of structural and systemic racial inequality and indirect discrimination
- **‘White people are (also) the victims these days’** –
The myth of reverse racism
- **Intra-community ‘racisms’** – prejudice and discrimination, but established power imbalances?



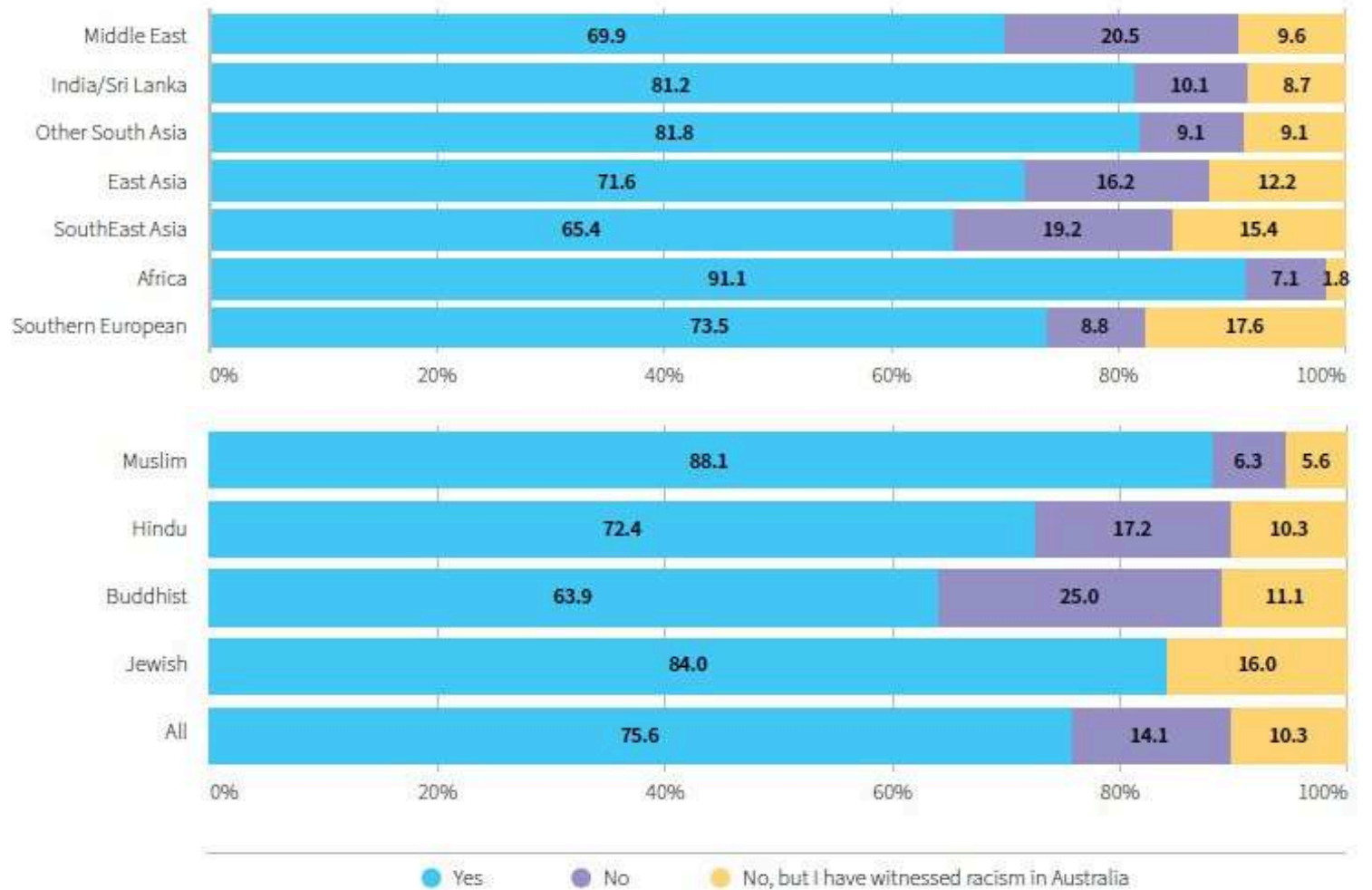
https://www.youtube.com/watch?v=dw_mRaIHb-M

Racism in Victoria and in Hume



Racism in Victoria(2024)

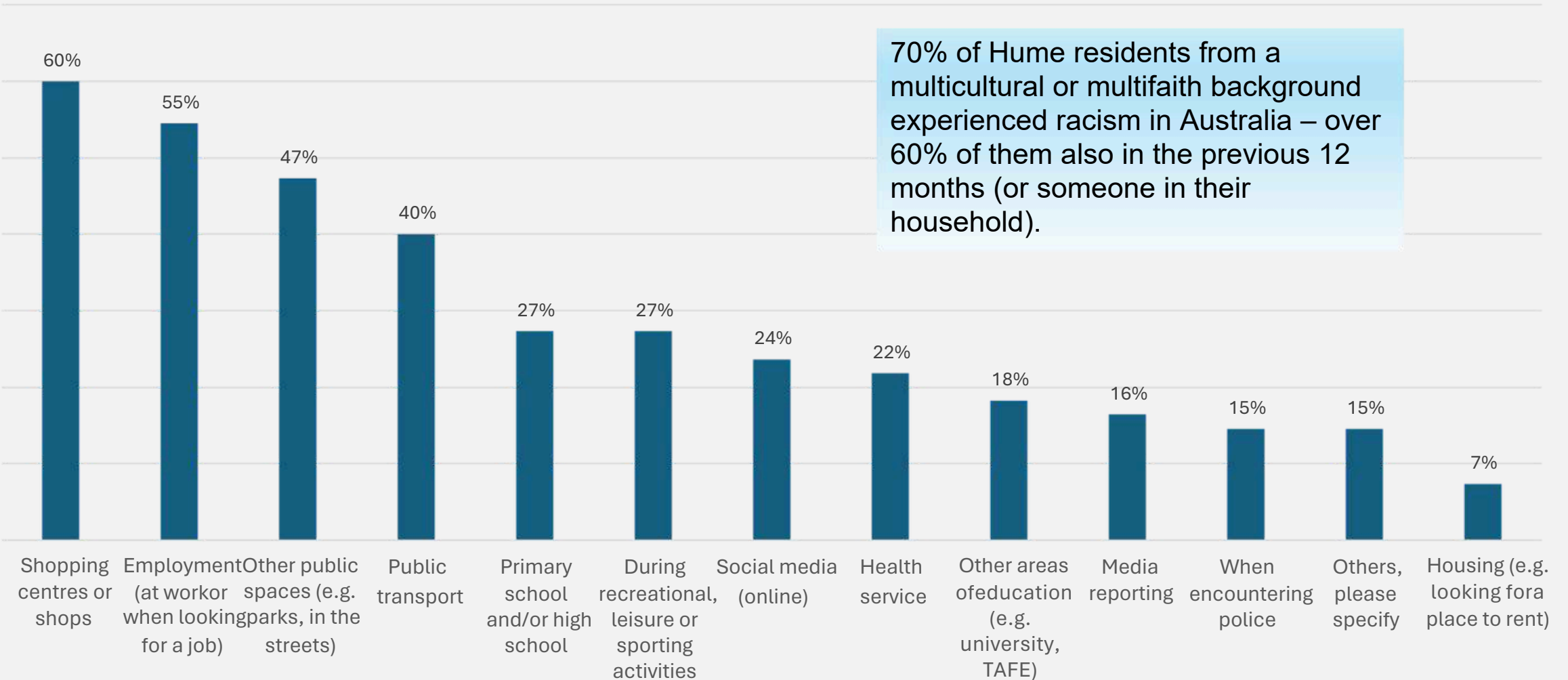
76% have experienced racism in Australia, two-thirds of them also in the past 12 months



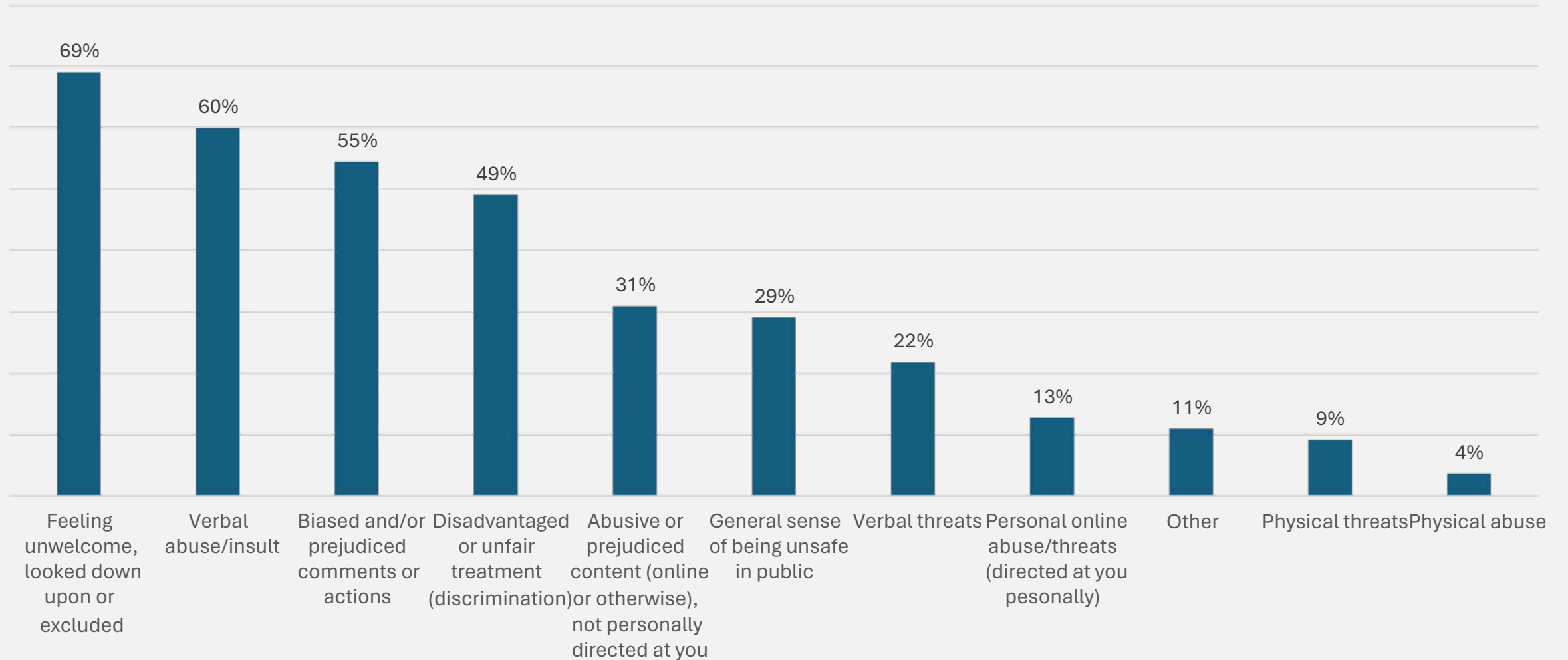
Peucker, M., Vaughan, F., Doley, J., and Clark, T. (2024) Understanding reporting barriers and support needs for those experiencing racism in Victoria. <https://content.vu.edu.au/sites/default/files/documents/2024-07/barriers-to-reporting-racism.pdf>

Copyright © 2021. Victoria University, CRICOS No. 00124K (Melbourne), 02475D (Sydney), RTO 3113, TEQSA No. PRV12152, Provider Category: Australian University

The scope and nature of racism in Hume (2024)



Experiences of (interpersonal) racism among Hume residents



Copyright © 2021. Victoria University, CRICOS No. 00124K (Melbourne), 02475D (Sydney), RTO 3113, TEQSA No. PRV12152, Provider Category: Australian University

Group Discussion

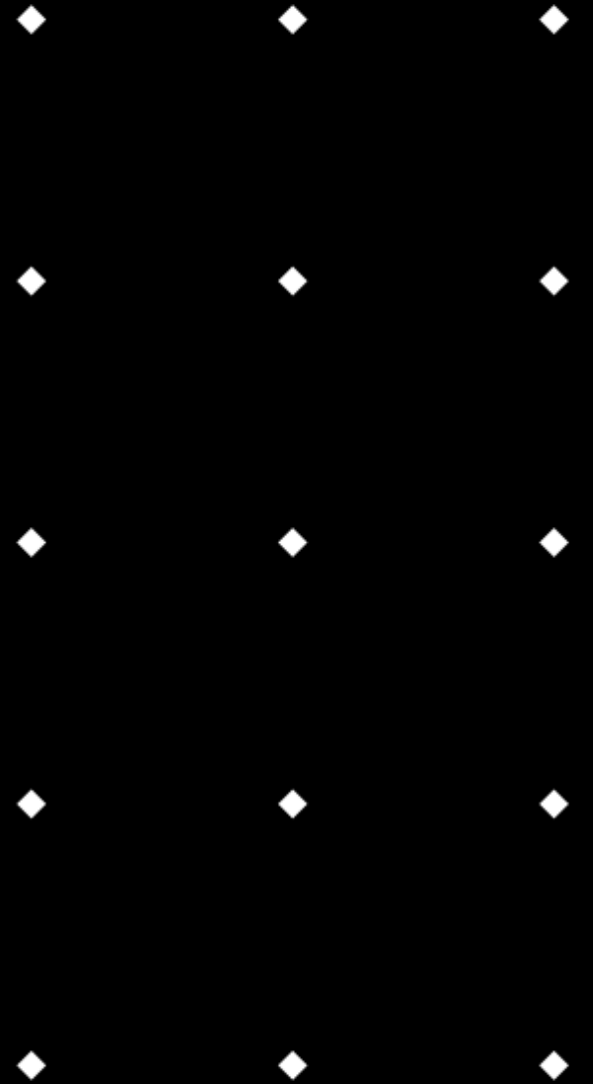
Please share any examples of racism and discrimination you have observed?

What were their (the community) experiences?

What was your response? Why?

Legal anti-racism protection and support & reporting pathways

Discrimination, hate speech
and hate crimes



Racial Discrimination Act 1975 (Commonwealth)

Racial discrimination in employment, education and access to goods/ services or public space

Racial hatred (18c):

behaviour in a public place that is reasonably likely to “offend, insult, humiliate or intimidate” ‘profound and serious effects’.

The fact that someone feels they have been racially offended, insulted, intimidated or humiliated is not enough”



Australian Human Rights Commission (AHRC)

Racial and Religious Tolerance Act 2001 (Vic)

protects from **vilification**:

- something done in public,
- based on the race or religion of a person/ group of people, and
- encouraging other people to hate or ridicule them.

Very high threshold and very few successful cases (was someone else incited?)

Outlaws also victimisation



Victorian Equal Opportunity and Human Rights Commission (VEOHRC)

Equal Opportunity Act 2010 (Vic)

Protection if:

- Act was a form of **direct or indirect discrimination**
- Because of a listed attribute (including race or religion)
- Happened in certain areas of public life (contract-like relationship)
 - work
 - school, TAFE or university
 - a club or sporting org.
 - shops and restaurants
 - aged care, hotels or rental properties.

Outlaws also victimisation

Positive duty provision



Victorian Equal Opportunity and Human Rights Commission (VEOHRC)

Online Safety Act 2021 (Commonwealth)

Cyber-bullying: targets an Australian child online, and has the effect of seriously humiliating, harassing, intimidating, or threatening the child

Adult Cyber Abuse Scheme:

- personally targeted
- abuse must be intended to cause serious physical or psychological harm (beyond ordinary fear).
- must be menacing, harassing or offensive in all circumstances.



eSafety Commission

Criminal conduct

Crimes Act 1958

Summary Offences Act 1966

Sentencing Act 1991: prejudiced motivation as aggravating factor when court decides on sentencing



Victoria Police

Awareness of existing reporting pathways among Hume residence

Organisation	“Don't know”	“Heard about it but not sure how to access”	“Know them and know how to access”
Victoria Police	8	26	33
VEOHRC	28	26	15
E-Safety Commissioner	47	9	9
Community Reporting Tool	54	9	2

Discrimination: Victorian Equal Opportunity Act 2010

Outlaws direct and indirect discrimination based on various attributes, incl. race and religious belief/practices; person's motive is irrelevant; it also outlaws victimisation (bad treatment because someone made a complaint).

Race discrimination is when someone is treated unfairly because of their race, skin colour, ancestry, nationality or ethnic background, or religious beliefs/activities.

Discrimination is against the law only if it happens in an **area of public life** ('relationship') such as:

- Work;
- school, TAFE or university;
- a club or sporting organisation;

Under the Equal Opportunity Act, duty holders (such as employers, shops and restaurants, and aged care, hotels or rental properties, schools, and goods and service providers) have a **positive duty** to eliminate discrimination, sexual harassment and victimisation in these areas, as far as possible.

They may be liable if they have not fulfilled their positive duty (**vicarious liability**).

Three factors to check whether an incident falls under this act: 1. 2. 3.
action was a form of direct or indirect discrimination because of a listed attribute happened in (certain) areas of public life

Hate speech: Racial and Religious Tolerance Act 2001

Under the Racial and Religious Tolerance Act 2001 (will be replaced in 2026, incorporated in the Equal

Opportunity Act 2010), it is unlawful to vilify a person on the basis of their religion or race

- ◆ Vilification: **inciting hatred against, or serious contempt for, or revulsion or severe ridicule of, an individual or class of people because of their religion or race.**
- ◆ **Any public area**, including social media. **Employers and principals may be liable** for conduct of others unless they can show they took reasonable precautions to prevent it (vicarious liability)

Problem: Very high threshold to demonstrate ‘vilification’; rarely used (incitement model: only unlawful if behaviour has encouraged other people to hate or ridicule).

To be expanded in 2026 by including a **harms-based** model and broadening the scope of protected attributes:

Protection against any public conduct that ‘would, in all the circumstances, be reasonably likely to be considered by a reasonable person with the protected attribute to be hateful or seriously contemptuous of, or ... severely ridiculing, the other person or group of persons.’

Victorian Equal Opportunity and Human Rights Commission (VEOHRC)

- ◆ Main legal mandate: Equal Opportunity Act 2010 & Racial and Religious Tolerance Act 2001
- ◆ Enquires and complaints in any language; via phone, email and online form (Community Reporting Tool); someone else can make complaint of victim's behalf (consent required)
- ◆ Based on information provided, complaint accepted if all three requirements are met (discrimination/vilification; personal characteristics, public life; vilification: incitement of audience?)
- ◆ Conciliation process: free, confidential, voluntary for all parties, independent/impartial: 'This means we do not advocate for or represent anyone in the process.'
- ◆ Finalised most complaints (62% 2022-23) within six months; 64% are considered 'resolved'
- ◆ Publishes annual report: enquiry and complaint statistics

VEOHRC: contact

- You can contact VEOHRC to ask for help and/or make a formal complaint (multilingual support available) if you have been **racially abused** or **unfairly treated because of your race or religion** in one of the following areas:
 - work
 - school, TAFE or university
 - a club or sporting organisation
 - shops and restaurants
 - aged care, hotels or rental properties.
- VEOHRC can provide information and try to arrange conflict resolution
- Contact via phone: **1300 292 153** (weekdays 10am–2pm), email: **complaints@veohrc.vic.gov.au**
- Or you can use the Community Reporting Tool (see QR code below)



Online reporting via Community Reporting Tool

→ anonymous reporting-only pathway or connecting for support/follow-up

<https://www.humanrights.vic.gov.au/get-help/community-reporting-tool/>

Any organisation can host the CRT on their website

Report your experience of unfair treatment to the Victorian Equal Opportunity and Human Rights Commission

Are you an Aboriginal or Torres Strait Islander person?

Yes

No

Prefer not to say

[Learn more about our services for First Peoples.](#)

What happened? (required)

Describe what happened, and where it happened. Just a sentence or two is fine.

Where did it happen? (required)

Please enter the postcode or suburb. Postcode is preferred.

Would you like to be contacted? (required)

Yes

No

Your name

Your email address

Report it

VEOHRC Annual report 2023 – 2024

[Our Annual Report 2022–23 | Victorian Equal Opportunity and Human Rights Commission](#)

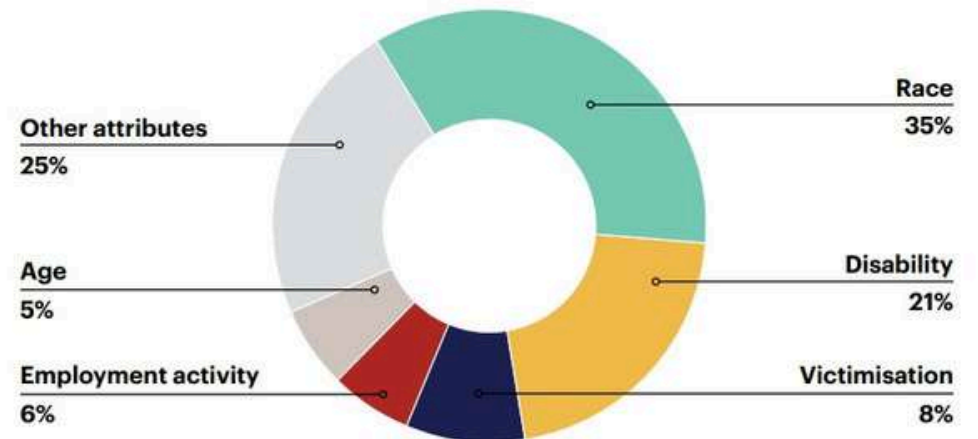
In 2023–24, we received 5,286 enquiries, raising 8,093 issues related to discrimination, harassment, human rights, racial and religious vilification, and change or suppression practices. The five most common issues people raised in enquiries were:



What types of discrimination did First Peoples experience?

In 2023–24, race discrimination (32% of issues raised in complaints) and disability discrimination (19%) were the most common issues First Peoples reported in complaints. The results for this year were broadly consistent with issues raised in complaints since 2017–18 (below).

Figure 2. Most common issues raised in complaints from First Peoples, 2017–18 to 2023–24



While we receive anecdotal reports that racial vilification and discrimination on the basis of spent convictions are common experiences, we only receive a small number of complaints raising these issues – typically 1 or 2 complaints each year.

Hate crimes: Victoria Police

- ◆ **Prejudice motivated incidents** (below criminal threshold) and **crimes**: reporting mainly via local police station or Crimestoppers (anonymous)
- ◆ Racism as such is usually not a crime, but it can be an aggravating factors (Sentencing Act 1991, Sec 5): ‘...offence was motivated (wholly or partly) by hatred for or prejudice against a group of people with common characteristics with which the victim was associated or with which the offender believed the victim was associated’
- ◆ ‘A prejudice motivated **crime** is any crime motivated by bias or hatred towards a person or a group (because of certain actual or perceived characteristic/s of the victim, including religion and race). This includes, among others, ‘obscene, threatening, insulting, abusive words and behaviours’; damage to property, physical assault and violent behaviours, hate mail/leafletting.
- ◆ See: <https://www.police.vic.gov.au/prejudice-motivated-crime>
- ◆ Experiences with police response



Victoria Police

- ◆ Local police stations – refer to handout
- ◆ Victoria Police - Community Liaison Officer Program
- ◆ Multicultural Community Liaison Officers can **provide information sessions for community groups on prejudice-motivated crime**
- ◆ Email: ND4-PROACTIVE-UNIT-OIC@police.vic.gov.au



Community Liaison Officers

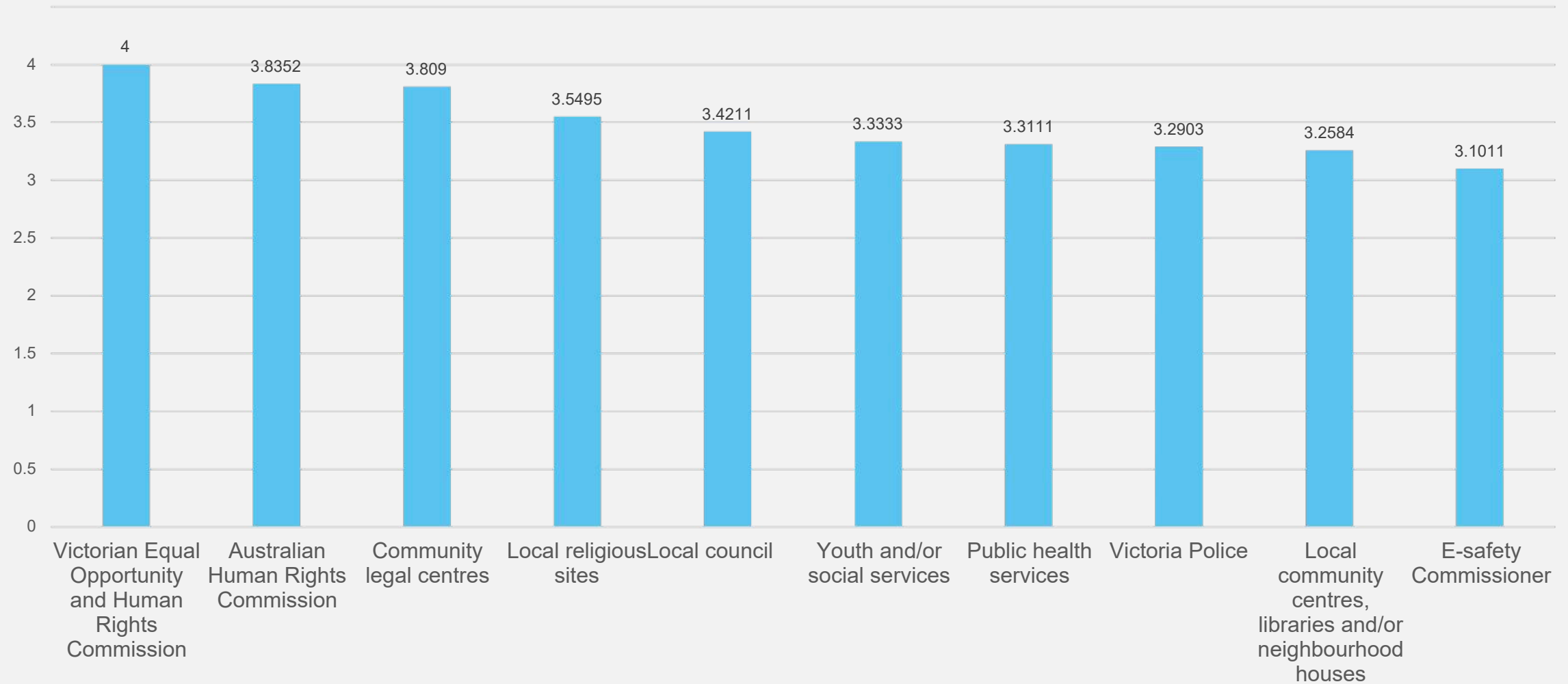
Learn about our Aboriginal Community Liaison Officers, Disability Liaison Officers, Farm Crime Liaison Officers, or LGBTIQ+ Liaison Officers.

Community-specific support services



Local community trusts to report to ...

4.5



Copyright © 2021. Victoria University, CRICOS No. 00124K (Melbourne), 02475D (Sydney), RTO 3113, TEQSA No. PRV12152, Provider Category: Australian University

Services for First Nations people

Victorian Equal Opportunity And Human Rights Commission (VEOHRC)

- ◆ You can ask to speak with a First Nations staff member. VEOHRC staff are specifically trained to support First Nations people when making an enquiry or complaint.
- ◆ Phone: 1300 292 153 (10am–2pm weekdays) or Email: complaints@veohrc.vic.gov.au
- ◆ *For a list of emergency, immediate counselling, healthcare and legal services and support for First Nations people: <https://www.humanrights.vic.gov.au/for-individuals/tailored-services/>*

13YARN Crisis Support Hotline: 13 92 76

- ◆ An Aboriginal & Torres Strait Islander crisis support line run by Aboriginal and Torres Strait Islander people.

Services for First Nations people

Call it Out Register

- ◆ Call it Out is a simple and secure way for people to report incidents of racism and discrimination against First Nations Peoples: <https://register.callitout.com.au/>

Victorian Aboriginal Legal Service (VALS)

- ◆ Provides free legal information, referrals, advice and casework assistance to First Nations people on a range of legal issues, including discrimination.
- ◆ Phone: 9418 5999 or 1800 064 865 (toll-free)

Islamic Council of Victoria: Islamophobia Support Service

- ◆ Islamophobia Support offers information, advice, referrals and case management:
<https://icv.org.au/islamophobia-support-education/>
- ◆ Specialised reporting and case management service for **Muslims in Victoria**
- ◆ Contact ICV via phone, online or email
- ◆ Personalised face-to-face support, culturally sensitive and empathetic (lived experience)
- ◆ *‘Please let us know if you would like language assistance (including the help of a translator) or if you would prefer to speak with a male or female’.*
- ◆ Two-way collaboration with Islamophobia Register Australia



Have you experienced Islamophobia?
Submit An Incident Report Today.

Contact us today and one of our friendly staff will be in contact with you shortly.

Submit An Incident Report

The advertisement features a yellow background with black and green text. It includes icons of six diverse people (three men and three women) representing the staff mentioned in the text.

The Victorian Community Security Group (CSG)

To report an incident or an act of antisemitism contact CSG's emergency response team on

◆ Call: 1300 000 274 (24/7 service)

- JEAP (Jewish Emergency App) - a mobile phone app that quickly provides security or medical response in times of an emergency.

Since August 2025: linked to JCCV Antisemitism Support Service

<p>STEP 1 Report antisemitic incidents to CSG by calling: 1 300 000 274</p> <p>Or by using JEAP - the Jewish Emergency App.</p>	<p>STEP 2 If additional support is required, the case will be referred to JCCV.</p> <p>You can always contact us on: ✉ community@jccv.org.au ☎ (03) 9272 5566</p> <p>JEWISH COMMUNITY COUNCIL OF VICTORIA</p>	<p>STEP 3 We listen and assess your needs.</p>	<p>STEP 4 We provide you with practical support and referrals. You stay in control: we support, you decide.</p>
---	---	---	--



Local support: Northern Community Legal Centre

If you experience racism or discrimination, taking action can be a powerful step.

- There are different ways of reporting racism depending on the situation. For example, racism might occur in the workplace, when accessing housing, at a place of study, or when seeking assistance from a service provider or when in the community.
- Depending on what has happened, discrimination could be reported to a senior manager at a business, an employer, or a school.
- If the person is not able to get a good result, they can complain to the Ombudsman, the Victorian Equal Opportunity & Human Rights Commission, or the Australian Human Rights Commission.
- An NCLC lawyer can help someone to work out where to direct their complaint and give advice about what may happen once they make a complaint.
- NCLC services are free and confidential.

Phone:

93 104376

Email:

admin@northernclc.org.au

Website:

www.northernclc.org.au



Local services: mental health support

Partners in Wellbeing (currently funded until June 2026)

- Neami National is the lead agency in Hume
- Wellbeing coaching service For Victorians aged 16 and over Does not offer crisis or emergency support

Phone: 1300 375 330

- ◆ Online: <https://partnersinwellbeing.org.au/contact/>
- ◆ Email: partnersinwellbeing@neaminational.org.au



Local services: Centre for Muslim Wellbeing

CMW Navigator Service

- The CMW Navigator is someone who community members can call with questions and/or seek support in navigating the health and social service system, including identifying and addressing barriers that may prevent timely access to care, answering key questions and referring community members on to appropriate and accredited service providers.

Call 0472 668 010 or contact admin@cmw.org.au



Local services: community specific support

Victorian Arabic Social Services (VASS) (Broadmeadows)

- VEOHRC Community Reporting Tool is hosted on its “contact us” page: <https://www.vass.org.au/contact-us/>
- Through its generalised drop-in service, can assist a client to report via the Community Reporting Tool or provide them with information on racism.
- This is an informal service - please note that VASS is unable to provide support centred around the reporting option alone.

Have you been treated unfairly in Victoria?

Report it securely and confidentially to the Victorian Equal Opportunity & Human Rights Commission.

Your name

Your email address

Are you a First Nations person?

Yes

No

Prefer not to say

View our [services for First Nations peoples](#).

What happened? (required)

Describe what happened, and where it happened. Just a sentence or two is fine.

Where was it? - Postcode (required)

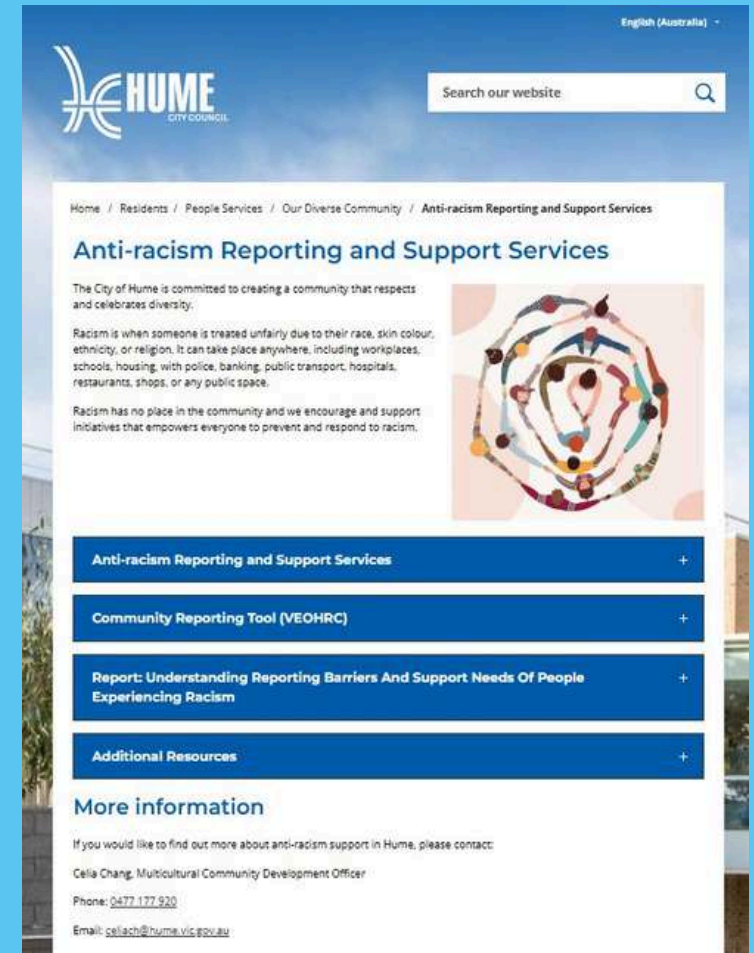
I do not wish to be contacted

Report it

Council: Anti-racism Reporting and Support Services

Webpage:

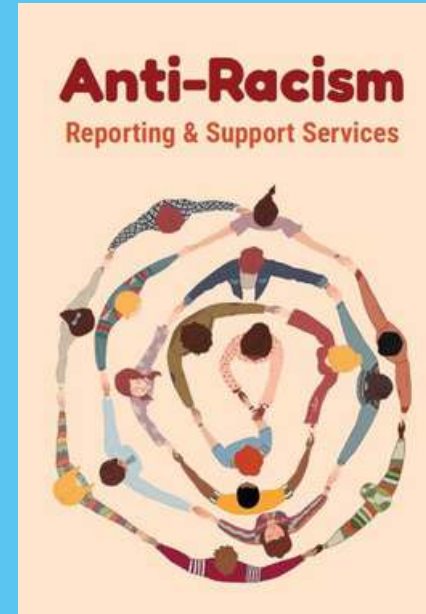
- [Anti-racism Reporting and Support Services - Hume City Council](#)
Community Reporting Tool is hosted on our site



Council: Anti-racism Reporting and Support Services

Anti-racism support services resources:

- Booklet
- Poster and Postcard
- Translated - Arabic, Chinese (simplified), Farsi, Greek, Macedonian, Nepali, Punjabi, Turkish, Urdu and Vietnamese.
- Partnership with Whittlesea, Merri-bek and Darebin City Councils



Local community-led anti-racism support services

Specialised and advocacy-oriented anti-racism support is available in and around:

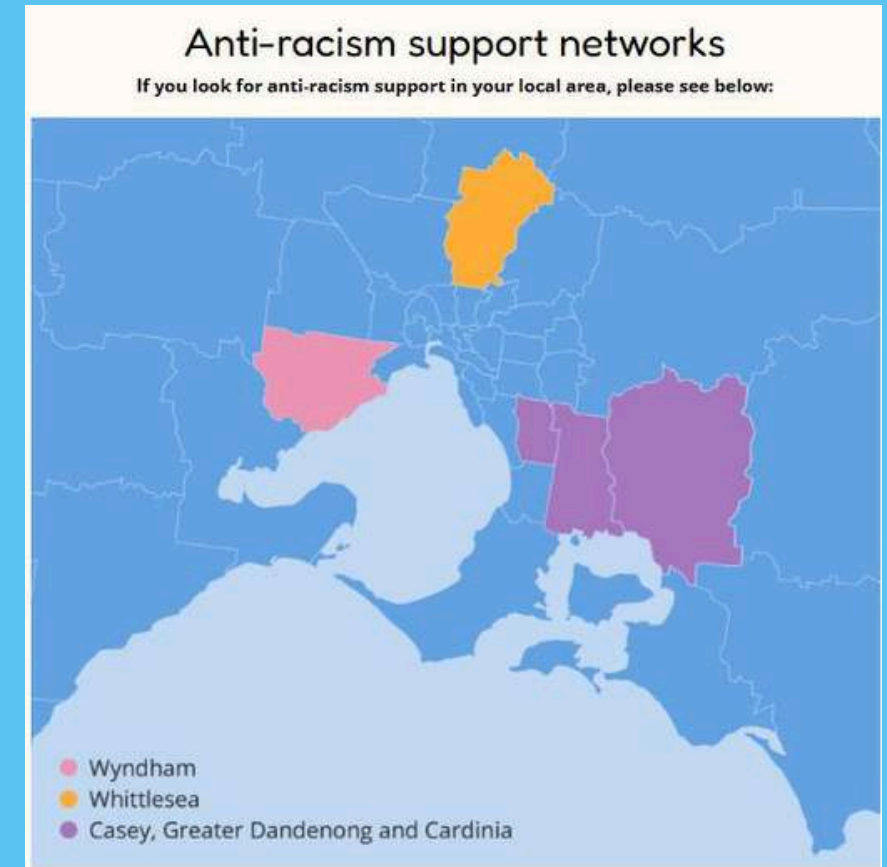
- Wyndham
- **Whittlesea**
- Greater Dandenong, Casey and Cardinia:

Offering qualified support and safe spaces to speak up

againstracism and report it, discuss referral options and next steps; document cases for advocacy .

Contact details and further information:

<https://antiracismvictoria.com.au/support-services/>





ANTI-RACISM SUPPORT

If you have experienced racism or discrimination and would like help with:

- Telling your story and getting the right supports
- Reporting the incident to the Victorian Equal Opportunity and Human Rights Commission, Islamic Council of Victoria or other service
- Legal information

Please contact Whittlesea Community Connections:
Ph: 9401 6666

Address: Shop 111 Pacific Epping, Epping, Victoria, 3076

whittleseacommunityconnections.org.au/community-services/make-a-referral

Copyright © 2021. Victoria University, CRICOS No. 00124K (Melbourne), 02475D (Sydney), RTO 3113, TEQSA No. PRV12152, Provider Category: Australian University



WHITTLESEA ANTI-RACISM SUPPORT NETWORK

If you are an individual, community or organisation impacted by and/ or committed to preventing racism, we invite you to join the network.

The Purpose of the Whittlesea Anti-Racism Support Network is to:



Progress actions of the Anti-Racism Roadmap for Whittlesea



Build community capacity to identify and respond to incidents and disclosures of racism and discrimination including where and how to report



Participate in activities that promote anti-racism and non-discriminatory practices including community events, education and information

Whittlesea Anti-Racism Support Network meeting dates for 2025:
Tuesdays 10:00am | 25 March | 24 June | 23 September | 16 December

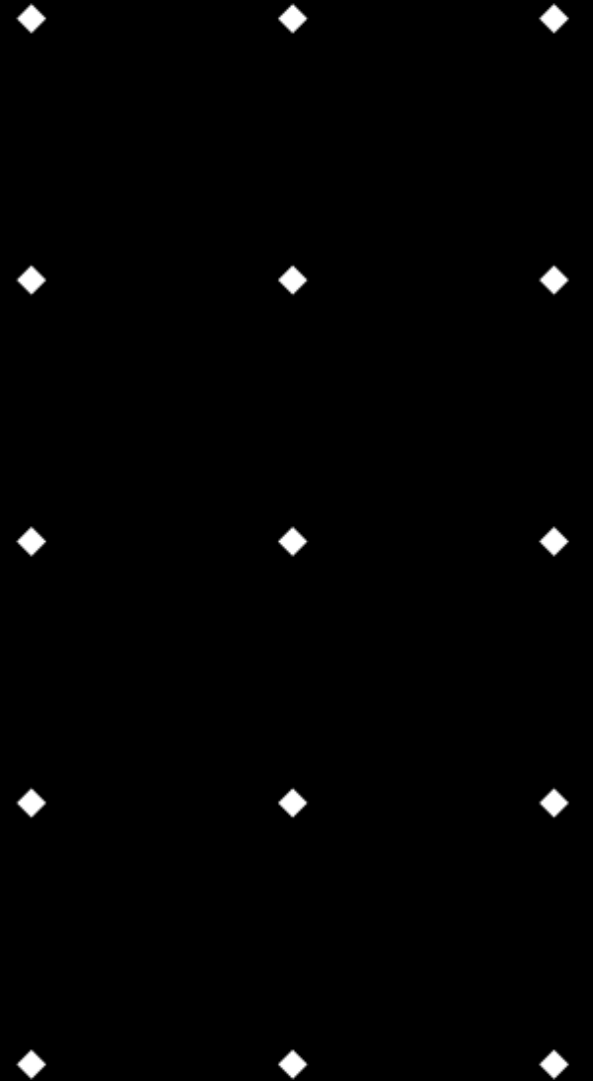
To join or for more information please contact Emma Antonetti at eantonetti@whittleseacc.org.au



Whittlesea Community Connections acknowledges the support of the Victorian Government



How to safely be an “upstander” to racism



Why people stay out and do not stand up when they witness racism?

Some believe racist behavior is ok.

**Others are worried about their own safety,
or they think someone else will intervene.**

They may not feel confident to intervene



Why it matters

- Addressing racism is everybody's responsibility
- Speaking up or standing beside someone shows them they are not alone
- Even small interventions can interrupt the moment and shift the social norms around us
- When one person steps up, it gives others the courage to step up too, in that situation and/or next time.

RACISM.
NOBODY WINS.

GUIDE TO BYSTANDER INTERVENTION

BYSTANDER INTERVENTION



SUPPORT

- If you witness someone being racially targeted in public, an important way to support the target is to stand with them and check if they're feeling safe.
- If the situation is unsafe, try to remove yourself and the target to a safer location.
- If it is safe to do so, try to diffuse the situation by remaining calm and asking the perpetrator to stop saying or doing harmful things.
- Another approach to diffuse the situation is to ask open-ended questions of the perpetrator. This might include questions such as, "Why did you say that?". It is important to identify the behaviour or comment as racist or discriminatory.



RECORD

- Recording the incident by video or audio can help provide evidence to authorities for further investigation.
- If recording the incident is not an option, you could make a few notes such as time, date and location. It may also be useful to make a written or audio record of the physical appearance of the perpetrator and details of the incident (what happened, what was said or done etc.) afterwards to help remember the details.
- If there are other witnesses who may give further evidence, it would be helpful to get their contact details if they consent.



REPORT

- Calling the police on 000 may be the best response if you think you or somebody else may be in danger. You can also report behaviour that you think might be a criminal offense by phoning the police assistance line on 131 444. In some cases, it may not be practical to call the police.
- Where possible, report the incident to any relevant authorities such as a member of staff or security guard as soon as practicable. If you are at a sporting match, there may be hotlines or SMS lines you can contact to report a racist incident – check for this information on stadium screens, posters or on stadium or sporting social channels.
- Sporting clubs often have a designated complaint handling officer. This process may be used to facilitate an ongoing investigation into the incident.

The 5 Ds of Bystander Intervention

<https://righttobe.org/guides/bystander-intervention-training/>



DISTRACT



DELEGATE



DOCUMENT



DELAY



DIRECT



DIRECT

If it feels safe to do so, directly intervene in the situation and speak up or express disapproval about the act.

If the situation is unsafe, try to remove yourself and the target to a safer location.

Check-in with the person being harassed or discriminated.

- *Are you okay?*
- *Should I get help?*



DISTRACT

An indirect approach, which involves directing attention away from the perpetrator, the person experiencing racism, and the situation. For instance, change the subject of conversation.



DELEGATE

- Ask help from others: *"Hey, did you hear that? Let's check if that person's okay."*
- Find someone in authority: *"Excuse me, there's a situation over there. Could you please check it out?"*
- *"There's a racist* Call for emergency help if needed: *verbal/physical assault happening at [location]. Please send help."*

Afterwards: Follow up with those impacted and provide reassurance that they feel support. Validate their experience

*"That was wrong."
"I stand with you."*



DELAY

Offer practical support

Finding a safe place

Share reporting and support options

Offer to be a witness or to report the incident

Give them space if needed.

Some people might not want to talk immediately.



DOCUMENT

Record the incident if it's safe to do so to have evidence if necessary. Only if other people are already assisting the impacted party. Otherwise prioritise the other '4 D's'. For instance, use your phone to take picture, a video or audio recording. Or if not possible, take notes about incident, perpetrator time etc. Possibly check with other witnesses and the person affected (e.g. exchange contact details) Before sharing or reporting anything, check in with the person "I recorded what happened. Would you like me to share it with you, or help you report it?"

The 5 D's of upstander/bystander intervention



Copyright © 2021. Victoria University, CRICOS No. 00124K (Melbourne), 02475D (Sydney), RTO 3113, TEQSA No. PRV12152, Provider Category: Australian University

By-/upstander at the workplace

Guide by VEOHRC

What is a bystander?

A bystander is anyone who witnesses racism at work but is not directly involved in it. An 'active bystander' is someone who witnesses a situation and takes action. Active bystanders play an important role in preventing racism in the workplace.



Why speak up?

Any time a bystander actively calls out racism, they help create a workplace free from race discrimination and demonstrate that racist behaviour is not acceptable. When a bystander does nothing, they are indirectly supporting discrimination. However, intervening to stop racism in the workplace isn't always straightforward, safe or easy. All staff should familiarise themselves with organisational policies on staff conduct and the law on race discrimination to understand their role and responsibilities when they witness racism at work.

Below is a guide for active bystanders about what they can do if they witness race discrimination in the workplace.

What can you do?

First, carefully assess the situation and consider:

- 1 Is everyone safe?
- 2 What action can be taken?
- 3 Is outside support needed?

Check in and support

Supporting the person targeted by racist behaviour is the most important thing you can do as a bystander during or after an incident of race discrimination in the workplace.

Ways to support a person targeted by racism in the workplace:

- Check if they are okay and/or safe.
- Ask what they need from you, calmly showing your support verbally.
- Help them move away from the perpetrator (when safe to do so).
- If they appear confused or overwhelmed, offer to talk them through your understanding of what occurred.
- Offer to help them report the incident if they wish to do this.
- Help them access employment support services who can provide extra mental health or stress support.

For example: in an online team chat, a colleague from Afghanistan shares a photo of her newborn niece, to which your manager replies 'Another one? You lot have too many children'. You message your colleague to see if she's okay and if she would like support talking to someone about the matter.



Page 2

Intervene

Intervene when it's safe to do so. Intervening can help de-escalate the incident, prevent future incidents, and improve the wellbeing of the person targeted by racist behaviour. Interventions vary and will depend on the situation and whether you feel safe.

Ways to intervene:

- Calmly challenge or question the intentions and/or behaviour of the perpetrator.
- Challenge the perpetrator's view with an alternative one.
- Show your disapproval or disagreement with the perpetrator.
- Explain to the perpetrator why the behaviour is not okay and why it's important to stop.
- Look for support from contact officers, employee reference groups or other supportive colleagues.

For example: you overhear a colleague in the kitchen berating an Indian colleague for 'making the whole place oily and smell bad with that awful food'. You intervene by entering the kitchen and calmly telling the perpetrator that what they're saying is offensive and that everyone is entitled to eat their lunch in the kitchen without judgement.



Report

Reporting or simply documenting the incident is an important step in addressing racism, especially if the behaviour has happened more than once.

Ways to report:

- Support the person targeted by the racist behaviour to document the incident with specific details and dates so that there is a record. If the incident is more serious, discuss with the person whether they might like to report the matter to the police.
- Suggest reporting options to the person targeted (especially any anonymous or external pathways if the person targeted does not want to report to management).
- Raise the incident with a manager or supportive colleague (only if the person targeted is comfortable with you doing so; if they would prefer to raise the incident themselves, you can support them to do it).
- Provide evidence or testimony to an incident investigation/review.

For example: a First Peoples staff member confides in you that they have been experiencing verbal abuse from another colleague over a few months and asks for your support to report the racist behaviour. You explain how they can report the behaviour, help them to record as many separate incidents as possible, and act as their support person when they report the incidents.

What comes next?

Being an active bystander isn't just about standing up to racism in the workplace when witnessed, but all types of racism. Racism can exist in our institutions and systems and often isn't as simple as responding to isolated incidents. Active bystanders should raise systemic or organisational issues when they notice them, such as policies or conditions that aren't fair for all. Active bystanders should also encourage and empower others to speak up and advocate for their organisation to become anti-racist.



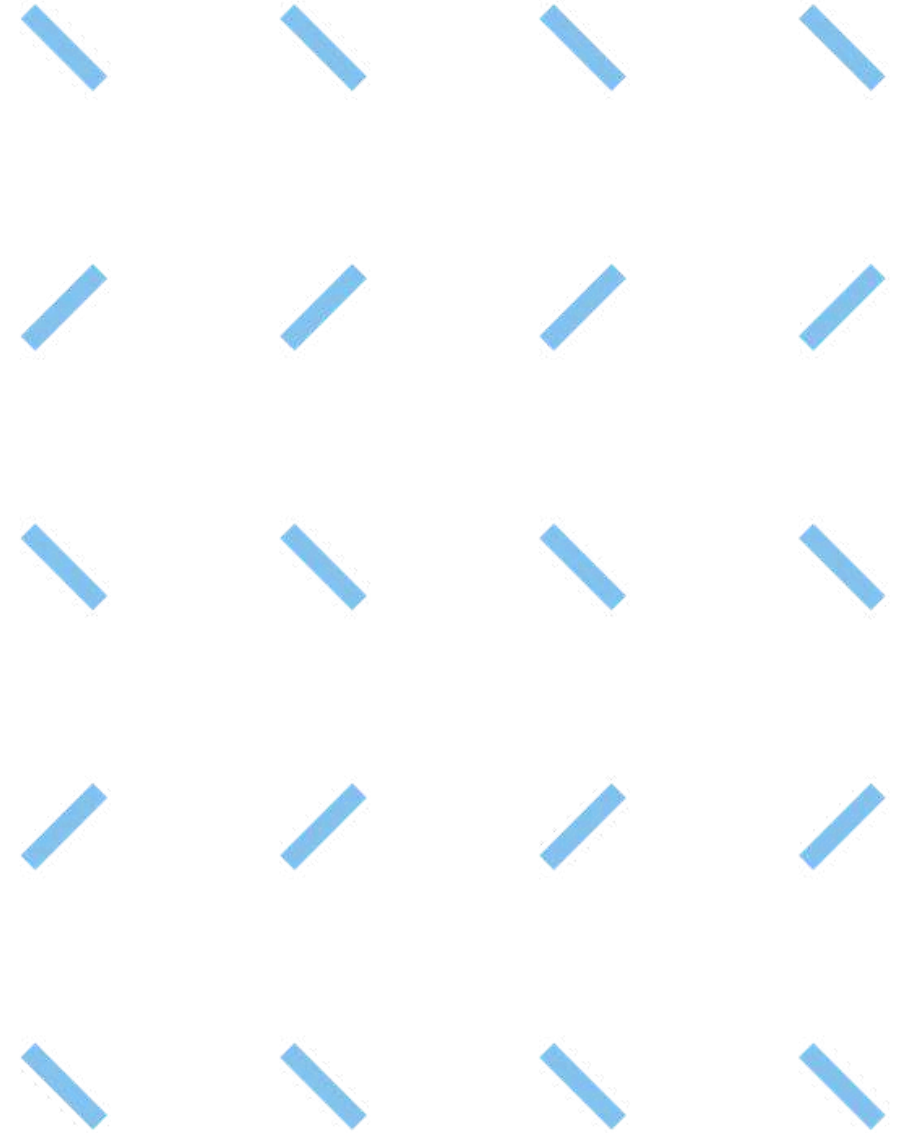
Page 3

Group Discussion: Case Studies

Identify racism and discrimination in these examples?

How might you respond? (*Upstander*)

What reporting or support services can you refer to? (*Booklet Resource*)



Real-life cases in Hume and northern suburbs

1. While attending openday for arental property: Real estate agent openly said that they would not rent to “Chinese” and sent her out because she was speaking ‘Chinese’ (although she was Vietnamese) .

2. Bullying at school because of skin colour: son comes home from school saying he wants to be white; school kids have called him a ‘monkey’.

3. Problems attending Friday midday prayers because of employment (working in security business), but ‘I accepted that, but then when Eid came up, they refused to give me my **annual leave** so I could attend Eid. That was very painful... Everyone else can holiday whenever they want.’

Real-life cases in Hume and northern suburbs

4. (*Example provided by NCLC based on common scenario*)

Lani, who is of Pacific Islander background, uses public transport to travel to school each day. One afternoon at the train station, she was approached by two Protective Services Officers (PSOs). They questioned Lani aggressively, asking for her ID and insisting on searching her bag. Despite Lani's cooperation, one officer made a comment about "people like her" causing trouble. The interaction caused Lani to miss her train and be late for school.

5. Participant was unloading her groceries into the car when an older lady kept circling the car, then started to abuse her because of where she's parked. She said stuff like "you come into the country and think you can do what you like".

Please Give Us Your Feedback



<https://au.openforms.com/Form/3a94c138-d27d-42df-8b3f-59c13ccb3d7d>