

## Fact sheet

# Complaints under the Racial Discrimination Act

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## What is the Racial Discrimination Act?

The *Racial Discrimination Act 1975* (Cth) (the RDA) makes it against the law to treat you unfairly because of your race, colour, descent, national or ethnic origin or immigrant status.

It also makes racial hatred against the law.

## When can this law be used?

You can use the RDA to get fair treatment in many areas of public life:

- **Employment** – getting a job, terms and conditions of a job, training, promotion, being dismissed.
- **Education** – enrolling or studying at a private or public school, college or university.
- **Accommodation** – renting or buying a house or unit.
- **Getting or using services** – like banking or insurance, services provided by government departments, transport or telecommunication services, professional services like those provided by lawyers, doctors or tradespeople, services provided by restaurants, shops or entertainment venues.
- **Accessing public places** – like parks, government offices, restaurants, hotels or shopping centres.

## What is racial discrimination?

Racial 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. For example, it would be 'direct discrimination' if a real estate agent refuses to rent a house to a person because they are of a particular racial background or skin colour.

Racial discrimination also happens when there is a rule or policy that is the same for everyone but has an unfair effect on people of a particular race, colour, descent, national or ethnic origin or immigrant status. This is called 'indirect discrimination'. For example, it may be indirect discrimination if a company says employees must not wear hats or other headwear at work, as this is likely to have an unfair effect on people from some racial/ethnic backgrounds.

## What is racial hatred?

It is against the law to do something in public based on the race, colour, national or ethnic origin of a person or group of people which is likely to **offend, insult, humiliate or intimidate**.

Examples of racial hatred may include racially:

- offensive material on the internet, including e-forums, blogs, social networking sites and video sharing sites
- offensive comments or images in publications like newspapers, magazines leaflets or flyers
- offensive speeches at a public rally
- abusive comments in a public place, like a shop, workplace, park, on public transport or at school
- abusive comments at sporting events by players, spectators, coaches or officials.

## When is offensive behaviour based on race not against the law?

The RDA aims to balance the right to communicate freely ('freedom of speech') and the right to live free from racial hatred. The RDA says the following things are not against the law if they are "**done reasonably and in good faith**" in:

- **an artistic work or performance** – for example, a play in which racially offensive attitudes are expressed by a character.
- **a statement, publication, discussion or debate made for genuine academic or scientific purposes** – for example, discussing and debating public policy like immigration, multiculturalism or special measures for particular groups.
- **making a fair and accurate report on a matter of public interest** – for example, a fair report in a newspaper about racially offensive conduct.
- **making a fair comment**, if the comment is an expression of a person's genuine belief.

## What can I do if I experience discrimination or racial hatred?

You may want to raise it directly with the person or people involved.

If this does not resolve it, or you do not feel comfortable doing this, you can complain to the Australian Human Rights Commission. You can also have someone like a solicitor, advocate or trade union complain on your behalf.

It does not cost anything to complain to the Commission.

Your complaint needs to be in writing. The Commission has a complaint form you can fill in and post or fax to us or you can lodge a complaint online at our website. If you are not able to put your complaint in writing, we can help you.

For your complaint to be valid it must be reasonably arguable the events you want to complain about are unlawful discrimination and you must give enough details about your allegations including what happened, when and where it happened and who was involved.

A complaint can be made in any language. If you need a translator or interpreter, we can arrange this.

## **Where can I get more information?**

The Australian Human Rights Commission's contact details are:

### **Telephone**

National Information Service: 1300 656 419 or (02) 9284 9888

TTY: 1800 620 241 (toll free)

Fax: (02) 9284 9611

### **Post**

GPO Box 5218  
Sydney NSW 2001

### **Online**

Email: [infoservice@humanrights.gov.au](mailto:infoservice@humanrights.gov.au)

Website: [www.humanrights.gov.au](http://www.humanrights.gov.au)

You can make a complaint online

[www.humanrights.gov.au/complaints\\_information/online\\_form/index.html](http://www.humanrights.gov.au/complaints_information/online_form/index.html).

If you are deaf or hearing impaired you can contact us by TTY on 1800 620 241. If you need an Auslan interpreter, we can arrange this.

If you are blind or have a vision impairment, we can provide information in alternative formats on request.

## **Other contact points for racial hatred complaints**

If you are concerned about offensive media stories, broadcasts or online content, you can complain to the Australian Communications and Media Authority (ACMA); the Advertising Standards Board for advertisements; or the Australian Press Council for newspaper stories. You can also complain to the Editor or Manager of the media organisation.

If you are concerned about offensive behaviour by neighbours, you can approach a Community Justice Centre to help resolve the problem, or the Department of Housing if you live in public housing.

**If you are threatened with violence or violently attacked go to the police.**

## **General legal advice**

If you are thinking about making a complaint, you may want to get legal advice or contact your trade union. Community legal services can provide free advice about discrimination and harassment. Contact details for your closest community legal centre can be found at [www.nacrc.org.au/directory](http://www.nacrc.org.au/directory).

**Disclaimer: The information on this fact sheet is only intended as a guide. It is not a substitute for legal advice.**