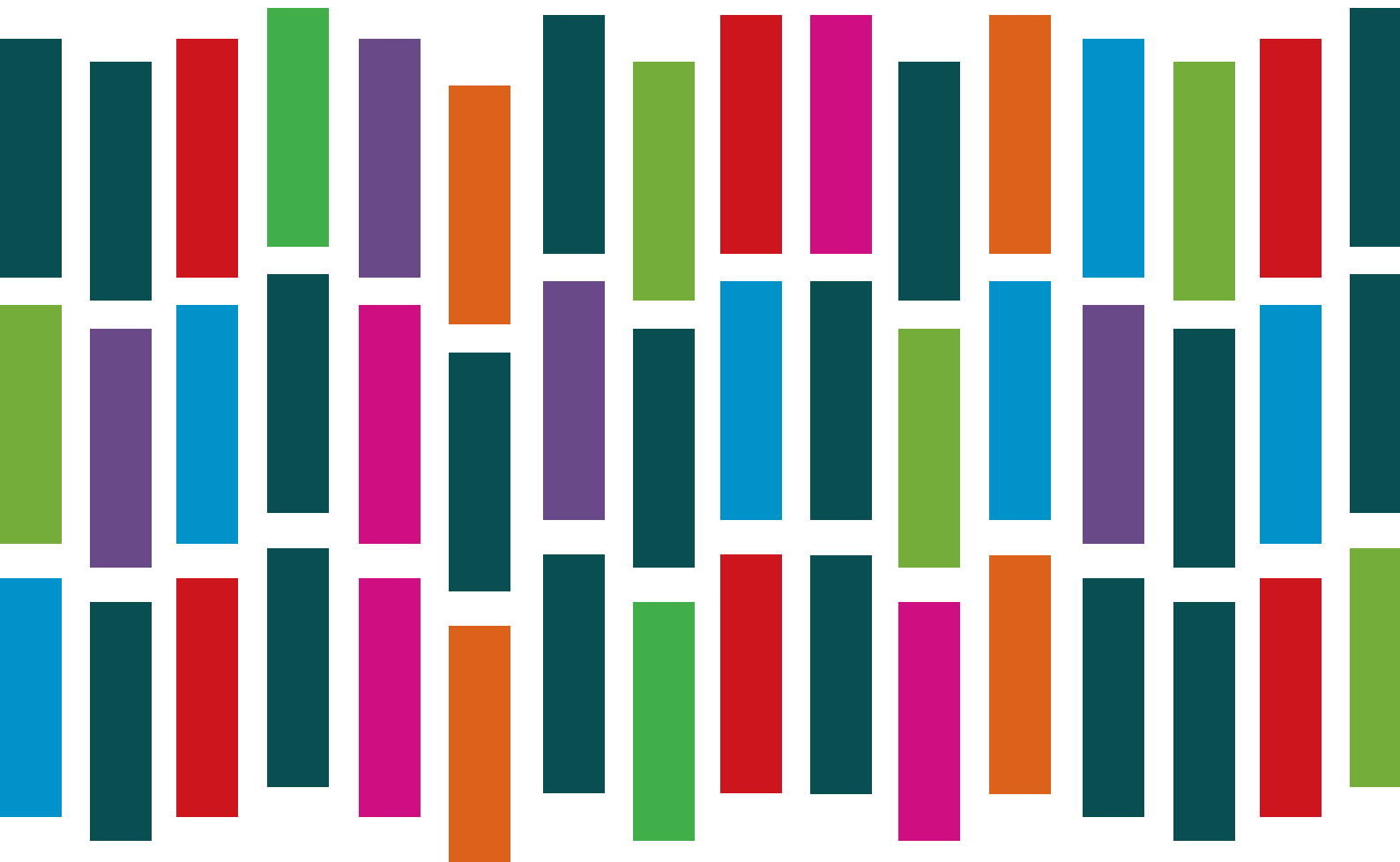




Equal Opportunity Tasmania

Annual Report 2019–20



**The real question is:
who has the responsibility
to uphold human rights?
The answer to that is:
everyone.**

Madeleine Albright

The Honourable Elise Archer, MP
Attorney-General
Minister for Justice
Parliament House, Hobart

Dear Attorney-General

As required by section 10 of the *Anti-Discrimination Act 1998* (Tas), it is my pleasure to present the 21st Annual Report on the operation of the *Anti-Discrimination Act 1998*.

This report covers my activities and those of my office from 1 July 2019 to 30 June 2020.

I commend the report to you.



Sarah Bolt
Anti-Discrimination Commissioner

30 September 2020

This Annual Report outlines the activities of the Anti-Discrimination Commissioner and Equal Opportunity Tasmania in 2019–20.

It is also available on the Equal Opportunity Tasmania website:

www.equalopportunity.tas.gov.au

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Please note, all case studies refer to what was alleged by the person making the report or complaint.

Contents

4 From the Commissioner

7 Chapter 1 - Aims and principles

8 Chapter 2 - Complaint handling

35 Chapter 3 - Enquiries

37 Chapter 4 - *Report it!*

43 Chapter 5 - Training, education and development

48 Chapter 6 - Community engagement

52 Chapter 7 - Exemptions

54 Chapter 8 - Policy and working groups

56 Chapter 9 - Our people

58 Chapter 10 - Anti-Discrimination Tribunal

59 Chapter 11 - Financials

60 Chapter 12 - Contact

From the Commissioner



A year ago life was quite different to what it is today. So many things that we took for granted have been interrupted. Boarding a plane – destination anywhere you like, attending weddings and funerals, visiting family and friends, and greeting each other with a handshake, hug or kiss are just some of the activities that came to an abrupt halt. The whims and impact of a global pandemic will undoubtedly find a place in the history books.

In a matter of months the COVID-19 pandemic turned the lives of millions of people upside down.

The power COVID-19 has wielded has been extraordinary. It has been the silent influencer as to who loses their job, who receives social welfare assistance, who is placed into mandatory lockdown, who can travel, what activities we can pursue and who we can visit. It has been the cause of people dying alone and being buried without ceremony and honour from family and friends.

As the pandemic unfolded we witnessed a surge of reports of direct and indirect discrimination in the areas of employment, provision of goods and services, education and accommodation. The most common impacted attributes were race, age, disability and gender. We also received reports of people of Asian appearance being racially abused online and in the street.

Loneliness and isolation crept into people's lives, some more than others, insidiously corroding the physical and emotional wellbeing of even the most resilient.

The long term consequences of the pandemic will be many. Gains painstakingly made in gender equality may slip into reverse. The gap between the haves and the have-nots in our community may widen further.

Marginalised and vulnerable members of our community risk becoming even more marginalised and vulnerable.

Regardless of how long we are to live in uncertain times we all have the power of choice. We can choose to trade antisocial behaviours for the practice of kindness, respect and compassion towards each other.

On a positive note, as the impact of the pandemic unfolded it was heartening to witness and read about some wonderful examples of empathy and good deeds directed toward the lonely, anxious and those in need. Such actions showcase good in operation and one can't help but to feel a sense of hope that such actions will become the ordinary not the extraordinary.

It is impossible to predict how things will be, locally or globally, in another twelve months but one can hope that kindness pervades our community spirit.

Throughout the pandemic our work at Equal Opportunity Tasmanian has continued and I thank my staff for their patience, flexibility, good humour and unrelenting professionalism during these extraordinary times. Pandemic or not, Equal Opportunity Tasmania's reputation remains reliant on our constant commitment to advocate for the legislation impartially, fairly and independently.

Due to COVID-19 restrictions some aspects of our work were, for a short time, required to be suspended. To ensure that our core role and functions continued to be delivered to a high standard, certain practices were successfully adapted to the circumstances. Never has the word *online* had such breadth of meaning as it does now and who would have thought that the words *you're on mute* would be uttered in frustration during nearly every virtual meeting.

Once again my thanks go to all government and non-government stakeholders with whom we have worked and collaborated with over the reporting period.

It is pleasing to note that despite the interruptions to what was once considered normal business our collaborations have continued, often by way of virtual meetings, to bear positive actions.

Our thanks and appreciation to the Department of Justice for providing efficient administrative and technical support as required.



Sarah Bolt
Anti-Discrimination Commissioner

Our work at a glance

166 complaints received

32 days average assessment timeframe of a complaint

85 complaints proceeded to conciliation

603 enquiries answered from members of the public

74 *Report it!* reports received

188 training, education and development sessions delivered

3 exemption applications granted

1 Aims and principles

Equal Opportunity Tasmania aims to foster a society free of discrimination, prejudice, bias and prohibited conduct by administering the *Anti-Discrimination Act 1998 (Tas)* (the Act):

- with integrity and impartially;
- effectively and efficiently;
- professionally; and
- in accordance with our legal obligations.

To achieve public confidence in our role and functions, we strive to:

- deliver high standards of professional service;
- operate in a collaborative manner;
- build and foster relationships with key stakeholders;
- ensure transparency, fairness, and confidentiality in complaint-handling processes; and
- engage community and key stakeholder participation through our training, education and development programs.

2 Complaint handling

A significant function of Equal Opportunity Tasmania is to investigate and attempt to resolve complaints of discrimination and prohibited conduct.

During 2019–20 Equal Opportunity Tasmania developed a complaint form that can be completed and submitted online via our website. The online form is a quick and easy way for people to submit a complaint immediately after the incident occurred while it is fresh in their mind to record what happened to them.

In addition to the online form the PDF version of the complaint form is in an accessible format.

The Act provides that a person can complain about one or more of the following:

- discrimination on the basis of one or more of 22 protected attributes;
- conduct that offends, humiliates, intimidates, insults or ridicules on the basis of one or more of 14 protected attributes;
- sexual harassment;
- incitement, by a public act, to hatred, serious contempt or severe ridicule on the basis of one or more of eight protected attributes;
- promoting discrimination or prohibited conduct;
- knowingly causing, aiding or inducing another person to breach the Act; and/or
- victimisation: which is protection against retaliation for making a complaint or participating in the complaint process.

Other than incitement, the conduct listed above is only unlawful if it happens in connection with one or more of the following areas of activity:

- employment;
- education and training;
- provision of facilities, goods and services;
- accommodation;
- membership and activities of clubs;
- administration of any law of the State or any State program; and/or
- awards, enterprise agreements or industrial agreements.

Complaint case studies

Alleged racism at café

The complainant, a New Zealand born Chinese woman, alleged she was discriminated against and subjected to offensive conduct because of her race when she went to a café to buy a coffee. The complainant alleged the person taking orders initially ignored her and was then rude, saying 'we don't do coffee'. When the complainant questioned this, another worker rudely yelled out 'we are busy'. The complainant later saw a review of the café on the internet which referred to her being refused service and a group of Caucasian people coming in shortly after and being served coffee.

The café denied discrimination stating it was very busy on the day and there was a sign on the coffee machine saying there was a long wait for coffee.

The complaint was resolved at conciliation conducted by Equal Opportunity Tasmania. The café and the workers involved provided a written apology to the complainant for feeling excluded and customer service falling short. The café also agreed to review its Anti-Discrimination policy and, once it commences operating again after the COVID-19 pandemic restrictions are lifted, provide the policy to all staff and have a refresher session on the policy.

Racial abuse against Uber driver

Equal Opportunity Tasmania received a complaint from an Uber driver. The driver was from Asia. The driver picked up two passengers, one of whom had been drinking. This passenger began swearing at the driver, and yelling at him to go back to his home country.

Equal Opportunity Tasmania held a conciliation conference between the driver and the passenger. After hearing from the driver, and about the effects of his conduct, the passenger was very remorseful. The passenger agreed to make a public apology, acknowledging his conduct, and have this apology published in the *Mercury*. The passenger also agreed to pay the driver \$2,000.

In 2019–20, 166 complaints were received under the Act (Table 7.1). This is a decrease from 179 complaints received in 2018–19. Of these 166 complaints, 24 were received from one complainant.

Six of the 166 complaints received related to the COVID-19 pandemic and were lodged between March and June 2020.

Table 7.1 Type of breach alleged

	Current year 2019-20	Previous year 2018-19
Total complaints	166	179
Allegations raised in complaints		
Discrimination	409 ¹	347 ²
Conduct that offends, humiliates, intimidates, insults or ridicules	262 ³	193 ⁴
Incitement	102 ⁵	91 ⁶
Victimisation	74 ⁷	82 ⁸
Sexual harassment	14	20
Promoting a breach	4	3
Causing, inducing or aiding a breach	1	3
None alleged	0	2

Notes:

1. 184 of the 409 allegations of discrimination related to complaints made by one complainant.
2. 100 of the 347 allegations of discrimination related to complaints made by one complainant.
3. 116 of the 262 allegations of offensive conduct related to complaints made by one complainant.
4. 48 of the 193 allegations of offensive conduct related to complaints made by one complainant.
5. 48 of the 102 allegations of incitement related to complaints made by one complainant.
6. 48 of the 91 allegations of incitement related to complaints made by one complainant.
7. 23 of the 74 allegations of victimisation related to complaints made by one complainant.
8. 38 of the 82 allegations of victimisation related to complaints made by one complainant.

When comparing 2019–20 to 2018–19, the fact that many allegations were made by one complainant in 24 complaints in this reporting period and in 52 complaints in the previous reporting period makes it difficult to make meaningful comparisons. If the complaints made by this one complainant in both reporting periods are excluded, allegations of discrimination and sexual harassment decreased this year, allegations of offensive conduct remained the same, and allegations of incitement and victimisation increased.

Complaint case study

Disability discrimination complaint dismissed because federal defence raised

The complainant, who has a mobility disability, experienced difficulties when trying to book flights to accommodate her wheelchair. When at the airport, she was not provided with a wheelchair to assist in boarding the plane, resulting in a fall on the ramp up to the plane.

Equal Opportunity Tasmania unsuccessfully tried to resolve the complaint by conciliation.

In its response to the complaint, the airline said it had a defence under federal aviation legislation. The Anti-Discrimination Commissioner dismissed the complaint because the Tasmanian Anti-Discrimination Tribunal is not a 'court of a State' and does not have jurisdiction to deal with federal matters, including if a defence is raised under federal law. Other States have taken steps to address this issue by allowing complaints that involve federal matters to be referred to a Court. Tasmania has yet to do so.

This is concerning because the Commissioner does not know when a federal defence may be raised. Once a complaint has been accepted by the Commissioner, a complainant cannot also make a complaint to the Australian Human Rights Commission, the federal body that deals with complaints under federal discrimination law. If a federal defence is raised, as in this case, the complainant cannot have their complaint heard and determined.

Discrimination

During 2019–20, as in most previous reporting periods, disability was the most complained about attribute, with it being identified in 91 of the 409 allegations of discrimination (22%) (Table 7.2). Of the 409 allegations of discrimination, 184 allegations were made by one complainant. This complainant made allegations of discrimination on the basis of multiple attributes, making it difficult to make meaningful comparisons. However, even if allegations made by this complainant are excluded, disability remained the most complained about attribute.

The next highest levels of discrimination allegations related to the attributes of race (9%), association (8%), gender (8%) and age (5%). The majority of allegations of discrimination on the basis of association were made by one complainant in 24 and 52 complaints respectively for the current and previous reporting periods.

Compared with the previous reporting period, race has increased from the fifth most complained about attribute to the second highest. If the allegations made by one complainant are excluded, there is still a significant increase in the number of race discrimination complaints compared to the previous year.

Table 7.2 Allegations of discrimination by attribute

	Current year 2019-20	Previous year 2018-19
Total complaints in which discrimination alleged or identified	409	347
Disability	91	114
Race	36	16
Association with a person who has, or is believed to have, any attribute	33	47
Gender	33	26
Age	22	25
Industrial activity	20	10
Family responsibilities	18	10
Political belief or affiliation	17	7
Irrelevant medical record	16	15
Parental status	15	6
Political activity	14	12
Gender identity	12	6
Marital status	11	6
Relationship status	10	10
Sexual orientation	10	6
Religious activity	9	2
Religious belief or affiliation	9	6
Intersex variations of sex characteristics	8	0
Irrelevant criminal record	8	15
Pregnancy	6	1
Breastfeeding	5	0
Lawful sexual activity	5	6
Unknown	1	1

As noted earlier, for discrimination to be unlawful it must be connected with an area of activity. In 2019–20, for complaints alleging discrimination the main areas of activity were employment and the provision of facilities, goods and services.

Complaint case studies

Anti-Discrimination Tribunal decision: complaint dismissed in circumstances where respondent moved interstate before referral to the Tribunal

A complaint was made by a parent on behalf of a child with disability against the child's school and teacher, alleging the teacher had discriminated against the child on the basis of disability. The Anti-Discrimination Commissioner accepted the complaint for investigation and unsuccessfully tried to resolve it by conciliation. After investigation, the Commissioner decided to refer the complaint to the Tasmanian Anti-Discrimination Tribunal for hearing. At the Tribunal, the complaint against the school, but not the teacher, was resolved by conciliation before the hearing.

The teacher argued before the Tribunal that the complaint should be dismissed because the Tribunal did not have jurisdiction to hear it. This was because the teacher had moved to another State before the complaint was referred to the Tribunal for hearing.

The High Court of Australia, in *Burns v Corbett* [2018] HCA 15, confirmed that a State Tribunal is not a 'court of a State' and does not have jurisdiction to deal with complaints that involve federal matters, including where parties live in different States. At the time the alleged discrimination occurred and at the time the complaint was made, the teacher lived in Tasmania. The Tribunal had to determine whether the relevant time to consider is when the complaint is made to the Commissioner or when the complaint is referred to the Tribunal.

The Tribunal held that the complaint only becomes a justiciable matter when it is referred to the Tribunal for hearing. This is because it is for the Tribunal to determine the scope of the matter and to exercise its judicial power to conduct the hearing and determine the complaint. This is not the role of the Commissioner. The Commissioner's powers are limited to investigation and conciliation and do not extend to making determinations in relation to questions of fact or law.

The Tribunal found that the teacher was a resident of another State at the time the complaint was referred to the Tribunal. Accordingly, the Tribunal determined that it did not have jurisdiction to hear the complaint. The Tribunal concluded: 'The preclusion of jurisdiction on this Tribunal to deal with this matter as a result of the High Court decision of *Burns v Corbett* (supra) is an unfortunate result for the complainant. However, it is an issue that can only be rectified by the Parliament of Tasmania'.

Elizabeth Bertenshaw v Bruce Warner [2020] TASADT 4 (25 May 2020).

Sexual harassment and victimisation complaint resolved before conciliation

Equal Opportunity Tasmania received a complaint from a woman alleging she was sexually harassed by her manager at work. She alleged she was initially friends with her manager, but he then started to ask her to be his girlfriend, saying he was in love with her, and asking for hugs and kisses. On one occasion when they were alone, she alleged he tried to kiss her and made other sexual advances. The complainant alleged she was victimised because she told the owner of the business about this and her work hours were then reduced, she received a warning letter, and her employment was terminated.

The owner of the business and the manager denied the allegations. They alleged the complainant and her manager had a brief consensual relationship. The respondents also alleged that the complainant had not been victimised for complaining about her manager's conduct, but rather her employment was terminated because of work performance issues.

Both parties were legally represented and entered negotiations before the scheduled conciliation took place. The parties reached an agreement before conciliation to settle the matter involving compensation, a deed of release, and the parties agreeing not to denigrate each other. The complainant then withdrew her complaint because it had been resolved.

Resolving matters early

When a complaint is received by Equal Opportunity Tasmania, the Anti-Discrimination Commissioner has 42 days to decide whether to accept or reject the complaint. If the complaint is accepted, the respondent is usually given 21 days to provide a response, and a conciliation conference is then held after the response has been provided to the complainant. This year, Equal Opportunity Tasmania has been attempting to resolve simple and straightforward matters earlier.

Equal Opportunity Tasmania received a complaint from a person who uses a wheelchair, alleging an organisation did not have ramp access. When the complaint came in, the Investigation and Conciliation Officer assigned to the complaint contacted all parties by telephone to discuss the complaint and how it could be resolved.

As a result of this, the complaint resolved prior to the Anti-Discrimination Commissioner having to decide whether to accept or reject the complaint.

The complaint resolved with the respondent agreeing to install a ramp.

Prohibited conduct

Prohibited conduct refers to any of the types of unlawful conduct other than discrimination. It includes offensive conduct, sexual harassment, incitement, victimisation, promoting discrimination and prohibited conduct, and causing, inducing or aiding a breach of the Act.

Allegations of offensive, humiliating, intimidating, insulting or ridiculing conduct that identified disability as the relevant attribute decreased in 2019–20 (Table 7.3). However, disability was still the most complained about attribute for allegations of offensive conduct.

Allegations of offensive conduct on the basis of race increased from 7% (2018–19) to 13% (2019–20).

Table 7.3 Allegations of offensive, insulting, intimidating, humiliating or ridiculing conduct by attribute

	Current year 2019-20	Previous year 2018-19
Total complaints in which offensive conduct alleged or identified	262	193
Disability	74 ⁹	96 ¹⁰
Race	35 ¹¹	14
Gender	27 ¹²	22
Family responsibilities	21 ¹³	7
Age	20 ¹⁴	22
Relationship status	13 ¹⁵	8
Gender identity	12 ¹⁶	5
Sexual orientation	12 ¹⁷	5
Marital status	11 ¹⁸	4
Parental status	11 ¹⁹	6
Pregnancy	7 ²⁰	1
Intersex variations of sex characteristics	7 ²¹	0
Breastfeeding	6 ²²	0
Lawful sexual activity	6 ²³	3

Notes:

9. 22 of the 74 allegations of offensive etc. conduct on the basis of disability related to complaints made by one complainant.
10. 48 of the 96 allegations of offensive etc. conduct on the basis of disability related to complaints made by one complainant.
11. 8 of the 35 allegations of offensive etc. conduct on the basis of race related to complaints made by one complainant.
12. 7 of the 27 allegations of offensive etc. conduct on the basis of gender related to complaints made by one complainant.
13. 10 of the 21 allegations of offensive etc. conduct on the basis of family responsibilities related to complaints made by one complainant.
14. 10 of the 20 allegations of offensive etc. conduct on the basis of age related to complaints made by one complainant.
15. 6 of the 13 allegations of offensive etc. conduct on the basis of relationship status related to complaints made by one complainant.
16. 7 of the 12 allegations of offensive etc. conduct on the basis of gender identify related to complaints made by one complainant.
17. 5 of the 12 allegations of offensive etc. conduct on the basis of sexual orientation related to complaints made by one complainant.
18. 9 of the 11 allegations of offensive etc. conduct on the basis of marital status related to complaints made by one complainant.
19. 8 of the 11 allegations of offensive etc. conduct on the basis of parental status related to complaints made by one complainant.
20. All of the allegations of offensive etc. conduct on the basis of pregnancy related to complaints made by one complainant.
21. 6 of the 7 allegations of offensive etc. conduct on the basis of intersex variations of sex characteristics related to complaints made by one complainant.
22. All of the allegations of offensive etc. conduct on the basis of breastfeeding related to complaints made by one complainant.
23. 5 of the 6 allegations of offensive etc. conduct on the basis of lawful sexual activity related to complaints made by one complainant.

Of the other types of prohibited conduct:

- Allegations of sexual harassment decreased from 20 in 2018–19 to 14 in 2019–20.
- Less allegations of victimisation were made in 2019–20 (74) compared to 2018–19 (82). Excluding the 24 and 52 complaints made by one complainant respectively in the reporting periods, there was still a decrease in allegations of victimisation.
- The number of allegations of promoting a breach of the Act were similar in 2019–20 (4) compared to 2018–19 (3).
- One allegation of causing, inducing or aiding a breach of the Act was made in 2019–20 compared to 3 in 2018–19.

With regard to allegations of prohibited conduct, employment and the provision of facilities, goods and services were the most identified areas of activity.

Incitement does not need to happen in connection with an area of activity to be unlawful. Instead, it requires a public act from which an ordinary member of the audience could understand that they were being incited to hatred, serious contempt or severe ridicule.

Allegations of incitement to hatred, serious contempt or severe ridicule increased in 2019–20 compared with the previous year (Table 7.4). There has been an increase in allegations of incitement on the basis of race and gender identity.

Table 7.4 Allegations of incitement to hatred, serious contempt or severe ridicule by attribute

	Current year 2019-20	Previous year 2018-19
Complaints in which incitement alleged or identified	102²⁴	91²⁵
Disability	41 ²⁶	72 ²⁷
Race	27 ²⁸	9
Religious belief or affiliation or activity	12 ²⁹	4 ³⁰
Sexual orientation	10 ³¹	3
Lawful sexual activity	6	3
Gender identity	5	0
Intersex variations of sex characteristics	1	0

Notes:

24. 48 of the 102 allegations of incitement related to complaints made by one complainant.

25. 50 of the 91 allegations of incitement related to complaints made by one complainant.

26. 13 of the 41 allegations of incitement on the basis of disability related to complaints made by one complainant.

27. 48 of the 72 allegations of incitement on the basis of disability related to complaints made by one complainant.

28. 9 of the 27 allegations of incitement on the basis of race related to complaints made by one complainant.

29. 6 of the 12 allegations of incitement on the basis of religious belief or affiliation or activity related to complaints made by one complainant.

30. 2 of the 4 allegations of incitement on the basis of religious belief or affiliation or activity related to complaints made by one complainant.

31. 5 of the 10 allegations of incitement on the basis of sexual orientation related to complaints made by one complainant.

Complaint case studies

Racism linked to COVID-19

A Tasmanian resident from China noticed that a person had posted on Facebook discriminatory and inciting messages in relation to China and Chinese people, linked to the COVID-19 pandemic. The person made a complaint about this to Equal Opportunity Tasmania.

The complaint resolved through conciliation conducted by Equal Opportunity Tasmania. After hearing from the complainant, the respondent made an apology to the complainant and put the apology in writing. The Facebook post was removed.

Complaint involving New South Wales resident rejected

Equal Opportunity Tasmania received a complaint from a student enrolled in a course run by a Tasmanian education provider. The student lived in New South Wales and was doing the course online. The student complained that one of the people providing the course, who lived in Tasmania, had engaged in discrimination against her.

In 2018, the High Court of Australia in *Burns v Corbett* [2018] HCA 15 confirmed that a State Tribunal that is not a 'court of a State' does not have jurisdiction to deal with complaints that involve federal matters, such as complaints where parties live in different States.

Other Australian jurisdictions have taken steps to address the matters raised in *Burns v Corbett* [2018] HCA 15, by allowing complaints that involve federal matters to be referred to a Court. Tasmania has yet to do so.

As a result of this, the Anti-Discrimination Commissioner rejected the complaint on the basis that the Australian Human Rights Commission, being a federal body, could more effectively deal with the complaint.

Who makes complaints and who they are against

The complainant is the person or persons that lodges a complaint. The respondent is the individual and/or organisation against whom the complaint has been made. A complaint can be made against more than one person or organisation.

Most complaints are received from individuals who either complain on their own behalf or on behalf of another person or group (Table 7.5). Most of the complaints made by a person on behalf of another are made by a parent on behalf of their child or a family member on behalf of a person with disability. No complaints were made by organisations in this reporting period.

In 2019–20, 166 complaints were made by 176 complainants against 276 respondents.

Of the 166 complaints, 24 were made by one complainant. This complainant is female, accounting for 23.5% of the 102 complaints made by females.

Table 7.5 Complaints: complainants and respondents

	Current year 2019-20	Previous year 2018-19
Number of complainants	176	181
Individual complainants	176 ³²	178 ³³
Male	71	59
Female	102 ³⁴	118 ³⁵
Other ³⁶	3	1
Organisation or group complainants	0	3
Number of respondents	276	307
Individual respondents	106	107
Male	54	59
Female	52	48
Organisation or group respondents	170	192

Notes:

32. 24 complaints were made by one complainant.

33. 52 complaints were made by one complainant.

34. 24 complaints were made by one complainant.

35. 52 complaints were made by one complainant.

36. Other includes complainants who are non-binary and transgender.

There were four complaints in 2019–20 (compared to eight in 2018–19) where the named respondents were not persons, groups or organisations capable of being properly identified.

Respondent organisation type identified in complaints

Organisational respondents are categorised according to their type. In 2019–20, the State government was the most complained about respondent type, as in the previous year. Private enterprise respondents were second highest, compared with the previous year where this category ranked third highest (Table 7.6).

Table 7.6 Complaints by respondent organisation type

	Current year 2019-20	Previous year 2018-19
State government entities	54	71
Private enterprise	45	39
Non-profit entities	29	69
Local government	8	11
Federal government	5	2

Please note that the Act doesn't apply to complaints made against the Federal government and its agencies and they are rejected.

Access to legal representation, advocacy and support

Some complainants and respondents choose to seek legal or advocacy representation. This may include lawyers from community legal centres, private firms and the Office of the Solicitor-General (for complaints involving the State government), in-house counsel, and advocates from advocacy organisations. Others may enter the complaint process unrepresented and remain so throughout the process.

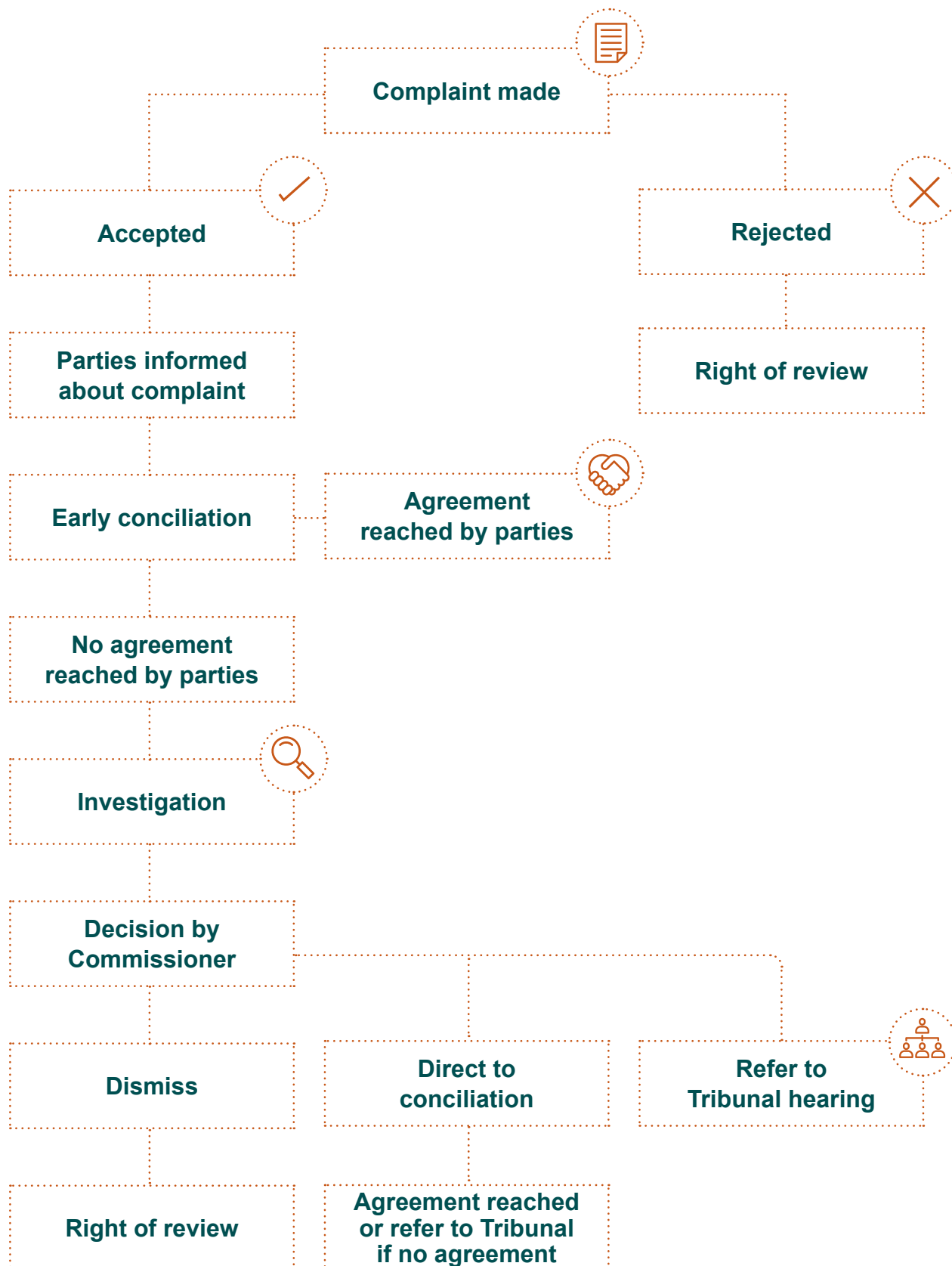
The relatively informal complaint handling process within the Equal Opportunity Tasmania setting enables, in many instances, a timely, creative and flexible approach to resolving matters without the need for legal or other representation.

In 2019–20, of the 166 complaints under the Act:

1. 20 complainants (12%) had a lawyer at some stage during the complaint process.
2. 12 complainants (7%) had an advocate or other representative involved at some time during the complaint process.
3. Of the primary respondents, 28 (17%) had a legal representative (private lawyer or in-house counsel) and 3 (2%) involved another representative.

These figures are consistent with the previous reporting year.

Complaint flowchart



Assessment

Equal Opportunity Tasmania handles complaints independently, impartially and within the timeframes set by the Act.

The Commissioner assesses every complaint and decides whether to accept or reject it.

Acceptance of a complaint **does not** mean the complainant has proved they have been discriminated against or subjected to prohibited conduct. Rather, it means the complaint satisfies the requirements of the Act and discloses possible breach/es of the Act based on what the complainant alleged has happened.

The Act requires the Commissioner to accept or reject a complaint within 42 days after it is received.

The Commissioner also has the power to reject part of a complaint, while accepting other parts of it. For example, a complainant may name a number of respondents. The Commissioner may decide that only some of those respondents could have any possible liability under the Act. Part-rejecting a complaint avoids the need for all the respondents having to remain involved in the complaint process.

Table 7.7 provides an overview of complaint assessment decisions made in 2019–20.

Table 7.7 Complaint assessment decisions

	Current year 2019-20	Previous year 2018-19
Assessment decisions	163	141
Accepted	81	83
Rejected	76 ³⁷	55 ³⁸
Partially accepted/rejected	6	3

Notes:

37. 38 of the decisions to reject were in relation to complaints made by one complainant. Several of these complaints were combined, and then rejected.

38. 21 of the decisions to reject were in relation to complaints made by one complainant.

Of the 163 assessment decisions made by the Commissioner in 2019–20 on whether to accept or reject a complaint:

- 35 complaints were received in 2018–19 and the remaining 128 were received in 2019–20.
- 81 complaints (50%) were accepted (down from 58% in 2018–19).
- 76 complaints (47%) were rejected (up from 39% in 2018–19).
- 6 complaints (4%) were partially accepted and partially rejected (up from 2% in 2018–19).

Of the 76 complaints rejected:

- 47 complaints were lacking in substance or misconceived.
- 19 complaints did not relate to discrimination or prohibited conduct.
- 3 complaints could be more effectively dealt with by another statutory authority.
- 2 complaints were rejected because the complainant didn't have standing. This means the complainant wasn't entitled to make a complaint.
- 2 complaints were made outside the time limit of 12 months and the Commissioner did not exercise her discretion to accept the complaint out of time.
- 1 complaint had already been adequately dealt with by the Commissioner, a State authority or a Commonwealth statutory authority.
- 1 complaint did not meet the requirements to be a valid complaint under the Act.
- 1 complaint was combined with another complaint, which was rejected.

Of the 24 complaints made by one complainant in the reporting period, all but two were rejected. The two that were not rejected were dismissed following investigation of the complaint.

The average timeframe for a complaint to be assessed during the reporting period was 32 days (down from 33 days in 2018–19).

Early conciliation

When the Commissioner believes that an accepted complaint may be resolved, a conciliation conference will be held at an early stage of the investigation into a complaint. If a complaint cannot be resolved at early conciliation it is returned to investigation.

During 2019–20, 62 early conciliations were held (down from 72 in 2018–19). Of these:

- 45 complaints (72%) were resolved.
- 16 complaints (26%) were not resolved and returned to investigation.
- 1 complaint (2%) was withdrawn with no resolution.

Complaint case studies

Providing benefits to people over 60 is not discrimination

Equal Opportunity Tasmania received a complaint from a man in his 30s, complaining of age discrimination. The man stated he was required to pay an entry fee to go to a local attraction. The man said people who were over 60 and had Seniors Cards did not have to pay the entry fee. The man considered this to be age discrimination.

The *Anti-Discrimination Act 1998* (Tas) states it is not unlawful to provide benefits to persons of a particular age group.

The Anti-Discrimination Commissioner rejected the complaint, on the basis it did not relate to discrimination.

Complaint of gender and disability discrimination in the workplace resolves at conciliation

The complainant alleged that she was treated less favourably at work because she is female and because her employer was aware of her disability (a pre-existing medical condition). The complainant alleged that she was given unnecessary tasks and that her manager said to her, 'you butter women up, tell them what they want to hear, and you'll get what you want'. The complainant's employment was terminated.

A short time later the complainant lodged a complaint of gender and disability discrimination with Equal Opportunity Tasmania.

The employer denied the allegations and stated that the complainant was simply unable to do the job, and so her employment was terminated.

The complaint resolved at conciliation by the respondent agreeing to pay the complainant 8 weeks' pay, provide a statement of service and undertake an internal review of the complainant's allegations.

Investigation

Once parties have been notified of the decision to accept a complaint, Equal Opportunity Tasmania has 6-months to complete the complaint investigation. This is a statutory time limit and requires that a complaint be referred to the Anti-Discrimination Tribunal if the investigation has not been completed within the 6-months allowed. However, there are provisions in the Act that permit the investigation time to be extended with the complainant's consent.

Outcome of investigations

At the completion of an investigation the Commissioner must make one of the following decisions:

- dismiss the complaint;
- refer the complaint to (another) conciliation; or
- refer the complaint to the Tribunal for inquiry (hearing).

During the reporting period, investigations were finalised in relation to 43 complaints (Table 7.8).

Table 7.8 Complaint investigation decisions

	Current year 2019-20	Previous year 2018-19
Investigation decisions	43	40
Dismissed	12	14
Referred to inquiry by Tribunal	20	13
Proceed to conciliation	7	11
Part resolved, part referred post-investigation	1	0
Part resolved, part referred 6-month expiry	1	0
Part dismiss, part conciliation	1	1
Part dismiss, part refer	1	0
Report to the Minister	0	1

Of the 43 investigations finalised:

- 12 complaints (28%) were dismissed.
- 20 complaints (47%) were referred to the Tribunal for inquiry.
- 7 complaints (17%) proceeded to post-investigation conciliation.
- 1 complaint (2%) was part-resolved, part-referred post-investigation – this can happen when there is more than one respondent to a complaint and the complaint resolves in relation to one respondent but not another.

- 1 complaint (2%) was part-resolved, part-referred after the 6-month investigation date expired – this can happen when there is more than one respondent to a complaint and the complaint resolves in relation to one respondent but not another.
- 1 complaint (2%) was part-dismissed and part-proceeded to post-investigation conciliation.
- 1 complaint (2%) was part-dismissed and part-referred to the Tribunal for inquiry.

Outcome of conciliations

Table 7.9 represents the total outcomes of all conciliations held during the reporting period, including early and post-investigation conciliation conferences.

Table 7.9 Conciliation outcomes

	Current year 2019-20	Previous year 2018-19
Conciliations held	85	83
Resolved	54	48
Not resolved and returned to investigation	24	26
Not resolved and referred to the Tribunal	4	4
Withdrawn resolved	1	4
Withdrawn with no resolution	1	0
Adjourned	1	2

Please note that if a complaint cannot be resolved through post-investigation conciliation, the Act requires the Commissioner to automatically refer the complaint to the Anti-Discrimination Tribunal for inquiry.

Conciliation can result in the parties agreeing to resolve a complaint in many different ways. The four most common outcomes to resolve a complaint reached at conciliation during the reporting period were:

- The respondent/s providing an apology/acknowledgement to the complainant.
- The respondent/s paying compensation and/or economic loss recovery to the complainant. Compensation amounts ranged from \$100 to \$35,500.
- The respondent/s reviewing its anti-discrimination and complaint policies and procedures.
- The respondent/s agreeing to make modifications.

Conciliations may be held in various locations around Tasmania. Conciliations can occur face-to-face, via tele or video conference, or negotiations without a meeting of the parties. In 2019–20:

- 36 conciliations were held in Hobart.
- 28 conciliations were held by tele or video conference or negotiations without a meeting.
- 9 conciliations were held in Launceston.
- 9 conciliations were held in Devonport.
- 3 conciliations were held in Burnie.

Nineteen conciliations were held by tele or video conference and nine by negotiations without a meeting, compared to two conciliations held by teleconference or by negotiations without a meeting in the previous reporting year. The increase was due to restrictions arising from the COVID-19 pandemic.

Equal Opportunity Tasmania would like to thank the following organisations for allowing us to use their facilities to conduct conciliation conferences:

- Launceston Community Legal Centre.
- Legal Aid Commission of Tasmania.
- Devonport Community and Health Services Centre.
- Burnie LINC.

Withdrawals

Complainants may apply to withdraw their complaints. This may be because they have resolved their complaint, or because for various other reasons they no longer want to pursue it.

In 2019–20, eight complaints were withdrawn as resolved outside of Equal Opportunity Tasmania's complaint handling process. Eight withdrawal applications were granted by the Commissioner where there was no resolution. One complaint was part-rejected and part-withdrawn.

Complaint case studies

Complaint provides path to restoring workplace relationships

The complainant alleged disability discrimination after being stood down from her employment on full pay because it was presumed she had a mental health condition. After the employer obtained a medical report regarding the complainant's ability to perform the inherent requirements of her job, she returned to work. The respondent denied that the decision to place the complainant on special leave breached the *Anti-Discrimination Act 1998* (Tas), and said that they were complying with Occupational Health and Safety laws.

The complaint resolved following conciliation held by Equal Opportunity Tasmania. The parties agreed to attend workplace mediation to restore the working relationship, and the respondent provided an acknowledgement to the complainant.

Age discrimination complaint leads to improved recruitment practices

The complainant alleged discrimination and conduct that is offensive, humiliating, intimidating, insulting and ridiculing on the basis of age in the area of employment. The complainant was over 60.

The complainant applied for a professional role, and was unsuccessful. The complainant alleged that he received feedback to the effect that the employer was seeking a more junior officer. The employer did not admit to the allegation.

The employer submitted that the reason the complainant was not successful was based on performance at interview and the successful candidate had provided more detailed responses during the interview.

An agreement was reached at conciliation conducted by Equal Opportunity Tasmania. The respondent agreed to a process of surveying applicants about their recruitment experiences at the completion of recruitment processes and to engage Equal Opportunity Tasmania to deliver anti-discrimination training to relevant staff.

Complaint case studies

Complaint of disability discrimination in relation to an assistance dog

The complainant has disabilities and is accompanied by her accredited assistance dog when she leaves home.

The complainant, upon entering a store, was asked by a staff member about her assistance dog. The complainant showed an identification card and medical band for herself and her dog.

A short time later another staff member asked the complainant if the dog was a 'seeing eye dog'. The complainant again explained about her assistance dog. The staff member told the complainant she would have to leave as only 'seeing eye dogs' were permitted in the store.

Equal Opportunity Tasmania held a conciliation conference and the complaint was resolved. The respondent provided a written apology to the complainant, agreed to review its policy regarding assistance animals, and provided the complainant with a gift card for the store.

Complaint of age and gender discrimination in employment

The complainant alleged she was treated differently than her younger male colleagues and was overlooked, on the basis of her age, for a role for which she was highly qualified. The complainant also alleged that negative comments were made to her about her gender and age.

The complaint was resolved in conciliation conducted by Equal Opportunity Tasmania with the respondents agreeing to pay \$10,000 in compensation to the complainant.

Complaint of race discrimination

The complainant alleged his employment as a chef was terminated after his supervisor told him his English wasn't good enough and he could no longer work with him. A person's accent or level of spoken English is linked to nationality, as well as being a characteristic of race. The complaint was resolved in conciliation held by Equal Opportunity Tasmania with the respondent agreeing to implement a written policy in relation to recruitment and termination of employees.

Finalising complaints

Complaints received by the Commissioner are finalised and closed in a range of ways:

- rejection;
- resolved through early conciliation;
- withdrawal;
- resolved through conciliation following investigation;
- referred to Tribunal; or
- dismissal.

During the reporting period, 188 complaints were finalised. This is an increase compared to 160 complaints finalised in 2018–19.

Timeliness of the complaint process

The average time from receipt to finalisation for complaints finalised in 2019–20 has improved compared with the previous year. In 2019–20:

- 78% of complaints were finalised within 6 months, compared to 66% in 2018–19.
- 93% within 9 months, compared to 85% in 2018–19.
- 97% within 12 months, compared to 93% in 2018–19.

Anti-Discrimination Tribunal

Under section 13 of the Act, the Anti-Discrimination Tribunal's functions in relation to complaints made under the Act are to:

- conduct an inquiry into a complaint; or
- review a decision of the Commissioner relating to exemptions, withdrawals, rejections and dismissals of complaints.

Review of decisions to reject or part reject complaints

A decision by the Commissioner to reject (or part-reject) a complaint must be reviewed by the Tribunal if the complainant applies for a review within 28 days of being notified that their complaint has been rejected (or part-rejected).

In 2019–20, 10 reviews were sought of the Commissioner's decision to reject a complaint.

During the reporting period, 12 review applications were finalised by the Tribunal, including some reviews that were sought in the previous year. Six review decisions were upheld, one was overturned, one was withdrawn and three reviews were pending a Tribunal decision at the end of the reporting period (Table 7.10).

In relation to the Anti-Discrimination Tribunal decision overturning the rejection, the respondent appealed the Tribunal's decision to the Supreme Court. The complaint had been rejected because it was out of time. The Supreme Court held that when a complaint is out of time, it isn't 'rejected'; rather, it is 'not accepted'. The Supreme Court held the Tribunal has no power to review these decisions and they are only subject to judicial review by the Supreme Court. See *Bullard v Anti-Discrimination Tribunal* [2020] TASSC 15.

It is concerning to Equal Opportunity Tasmania that complainants can only review these decisions by way of judicial review. It is very costly to make applications to the Supreme Court. It is free for complainants to seek a review by the Tribunal. Equal Opportunity Tasmania supports an amendment to the Act to allow these decisions to be reviewed by the Tribunal.

Table 7.10 Outcomes of rejection reviews conducted and finalised by the Tribunal in 2019-20

Commissioner's rejection decision upheld by the Tribunal	6
Rejection decision overturned	1
Reviews withdrawn	1
Pending decision	3

Review of decision to dismiss

In 2019–20, three reviews were sought of the Commissioner's decision to dismiss or part-dismiss a complaint. During the reporting period, two dismissal decisions were withdrawn and one review was pending a Tribunal decision at the end of the reporting period (Table 7.11).

Table 7.11 Outcomes of dismissal reviews conducted and finalised by the Tribunal in 2019-20

Reviews withdrawn	2
Pending decision	1

Referral to the Tribunal for Inquiry

During 2019–20, 23 complaints were referred either in their entirety or in part to the Anti-Discrimination Tribunal for inquiry (hearing).

During the reporting period 12 complaints were finalised by the Tribunal. Some of these complaints were referred during previous financial years. Of these, four complaints were withdrawn, three were resolved before hearing, two were dismissed before hearing, two were dismissed at hearing and one complaint was upheld. There were 17 complaints pending a Tribunal decision at the end of the reporting period (Table 7.12).

Table 7.12 Referred complaints finalised by the Tribunal in 2019-20

Complaints withdrawn	4
Resolved before hearing	3
Complaints dismissed before hearing	2
Complaints dismissed at hearing	2
Complaints upheld	1
Pending decision	17

Further information about complaints finalised by the Tribunal during the reporting period can be found in the Tribunal Annual Report:

www.justice.tas.gov.au/tribunals/tribunal_sites/Anti-Discrimination_Tribunal.

Published decisions of the Tribunal can be found on the Australasian Legal Information Institute (AustLII) website at: www.austlii.edu.au/au/cases/tas/TASADT.

Enforcement action

Parties can seek to enforce agreements reached at conciliation and orders made by the Anti-Discrimination Tribunal after inquiry (hearing).

In 2019–20, one respondent was fined \$2,000 for failing to provide an apology that had been ordered by the Tribunal. Another matter remains ongoing.

The Anti-Discrimination Tribunal has also undertaken enforcement action in the last reporting period. Prosecutions were brought against two individuals for not complying with Anti-Discrimination Tribunal processes. One resulted in a fine being imposed, and the other matter is still before the Court.

Federal diversity jurisdiction

Equal Opportunity Tasmania is concerned that the Tasmanian Anti-Discrimination Tribunal is not able to hear matters when an issue of federal diversity jurisdiction has been raised. This is because the Tribunal is not a ‘court of the State’ and cannot hear federal matters.

The issue of federal diversity jurisdiction arises in two ways.

The first, pursuant to the decision of *Burns v Corbett* [2018] HCA 15, is when a person from another state makes a complaint against a natural person in Tasmania or the State of Tasmania, and vice versa.

The second, from the decision of *David Cawthorn and Paraquad Association of Tasmania Incorporated v Citta Hobart Pty Ltd and Parliament Square Hobart Landowner Pty Ltd* [2019] TASADT 10, is when a party raises a possible defence under federal legislation.

When this office receives a complaint in a *Burns v Corbett* situation, or where it is apparent a defence under federal law may be raised, complainants are advised that if they choose to proceed with their complaint it may be able to be resolved by conciliation conducted by Equal Opportunity Tasmania.

However, if the complaint cannot be resolved by conciliation, then the complaint cannot be referred to the Anti-Discrimination Tribunal and the Commissioner will dismiss it. This office also advises that if a complainant chooses to proceed with a complaint, they will not be able to make the same complaint to the Australian Human Rights Commission (the organisation that deals with complaints under federal discrimination law).

Federal discrimination law does not protect as many attributes as the Act in Tasmania, which leads to the possibility that people will have no avenue to have their complaints heard. Further, if a complaint is made to the Australian Human Rights Commission and it is not resolved, it can be heard by the Federal Court, which is a very expensive process compared to a Tribunal process.

It is possible that respondents could raise a defence under federal law for strategic purposes and not because they believe it is a bona fide defence. Nor is there an incentive for respondents to try and resolve complaints by conciliation when there is no avenue to refer complaints that do not resolve to the Anti-Discrimination Tribunal to be heard.

Equal Opportunity Tasmania continues to receive complaints that raise issues of federal jurisdiction. The current situation creates a real barrier to access to justice. This office continues to recommend that the Act be amended as a matter of urgency to overcome this problem.

3 Enquiries

Equal Opportunity Tasmania seeks to maximise the range of ways general and complaint-related enquiries can be made. We do this to ensure, as far as possible, our services are accessible to everyone.

Enquiries can be made by telephone, e-mail, text, post, Facebook, online enquiry form or people attending our office in person (Table 3.1).

Table 3.1 How enquiries were received

	Current year 2019-20	Previous year 2018-19
Telephone	390	321
E-mail	139	85
Person	42	47
Online enquiry form	22	10
Post	6	4
Facebook	3	5
Text	1	1
Other	0	2
Total	603	475

In 2019–20, the office received and dealt with 603 enquiries (an increase from 475 in 2018–19). Enquiry staff dealt with many complex and detailed enquiries relating to the provisions of the Act and the complaint processes.

Of these 603 enquiries, 62 were specifically related to the COVID-19 pandemic, and were received between March and June 2020. Within these COVID-19 related enquiries, there were 146 attributes identified. The majority of these attributes were related to race and disability discrimination; offensive conduct on the basis of race; and inciting hatred on the basis of race.

The highest ground of alleged discrimination raised by the enquirers was disability (Table 3.2), predominantly in the areas of employment and provision of facilities, goods and services (Table 3.3). Table 3.2 shows race as the second highest ground of alleged discrimination with 148 enquiries. This is a significant increase from 2018–19 (62 enquiries).

Enquiries made in relation to other prohibited conduct shows offensive conduct being the highest, followed by inciting hatred (Table 3.4). This is as a result of the increased enquiries related to the COVID-19 pandemic.

Table 3.2 Highest discrimination attributes raised in enquiries in 2019–20

Disability	212
Race	104
Gender	56
Age	41
Religious belief or affiliation	23
Gender identity	16

Table 3.3 Highest discrimination areas raised in enquiries in 2019–20

Employment	263
Provision of facilities, goods and services	190
Education and training	67
Accommodation	61
Membership and activities of clubs	37

Table 3.4 Other prohibited conduct enquiries in 2019–20

Offensive conduct	122
Inciting hatred	57
Sexual harassment	35
Victimisation	28

A number of informal enquiries were also dealt with at community events and training, education and development sessions. These informal enquiries are not recorded.

4 Report it!

People who experience or witness discrimination, harassment or abuse are able to provide Equal Opportunity Tasmania with information about the incident using a *Report it!* form. *Report it!* provides a way for people subjected to discrimination, harassment and abuse, or people who witness such conduct (bystanders), to report the incident without making a formal complaint. Reports can be made anonymously.

The reports provide a valuable tool in identifying trends of discrimination or harassment and where anti-social behaviours are occurring. This information may be provided to Tasmania Police, state government authorities and/or other relevant stakeholders. Educational and awareness campaigns may then follow. A positive aspect of the *Report it!* form is that they enable the Commissioner to take proactive steps to prevent certain behaviours from continuing.

During 2019–20, Equal Opportunity Tasmania received 74 reports (an increase from 31 in the previous year) under the *Report it!* process.

Of the 74 reports received, 33 directly related to the COVID-19 pandemic, with the majority of these reports relating to discrimination, offensive conduct and inciting hatred on the basis of race. The reports included details about harassment and verbal abuse towards international students, people with a disability, and people who identified as a migrant or humanitarian entrant.

A person who makes a report and wants to be contacted by Equal Opportunity Tasmania can be provided with further information and advice about their rights and responsibilities under the *Anti-Discrimination Act 1998* (Tas). Empowered with this knowledge and information some people then proceed to lodge a formal complaint.

The data from the reports shows that more reports were made by females than males (Table 4.1).

Report it! case studies

A number of people reported seeing offensive content on a Facebook post by a business owner in southern Tasmania. The hateful and racist speech on the Facebook post included the use of offensive language towards people from China during the COVID-19 pandemic. One person also made a formal complaint about this after Equal Opportunity Tasmania contacted them about their report.

A report was made anonymously by a man with a Guide Dog who booked a taxi. Upon seeing the dog, the taxi sped off as the man approached the taxi. The man called the taxi company and reported the incident, but had to wait an additional 20 minutes for another taxi.

A person reported that they had seen an image of a racist and offensive sticker on a vehicle parked in a Hobart street. Equal Opportunity Tasmania contacted Tasmania Police to inform them of the report. Tasmania Police made contact with the driver of the vehicle in relation to the concerns raised.

A bystander reported a racist incident they witnessed in a Hobart suburb. The bystander was walking 30 metres behind a young African couple when a white ute drove aggressively through the roundabout in front of them. The driver leaned out of the window, looked back at the couple who had their backs to him and yelled offensive remarks including “F#@k off home!” The driver then sped off. The bystander was so shocked by the incident that they made a report to Equal Opportunity Tasmania.

An international student, their sister and a friend were approaching the public toilets near a bus stop in northern Tasmania, when a group of young people began calling them 'Corona' and started throwing things at them. The young people ran off leaving them feeling angry, confused and upset. Equal Opportunity Tasmania spoke to the media about the incident. Following this and other reported instances of racism related to the COVID-19 pandemic, the Premier and the Attorney-General both denounced racism in the media and encouraged people to report matters to Equal Opportunity Tasmania.

An advocacy service reported that a couple, who both have an intellectual disability, had been told by a service provider that they must stay at home due to COVID-19 and they couldn't go out for shopping, see family or have family visit. The couple were upset by this. The female reported an increase in headaches and 'feeling upset'. The couple were shocked when informed about the real rules and that they were allowed to go out for essential reasons. Even so, they were still worried they would 'get into trouble'. Equal Opportunity Tasmania received a number of similar reports from the same advocacy service, about people with disability being treated differently than people who don't have a disability during Tasmania's COVID-19 restrictions.

Table 4.1 Gender of person

Female	39
Male	28
Intersex variations of sex characteristics	1
Transgender	1
Unknown	5

The age ranged from the very young (under 10 years of age) through to the 60-69 year age bracket, with the majority of reporters being in the 20-29 year age bracket (Table 4.2).

Table 4.2 Age of person

<10	1
10-14	1
15-19	4
20-29	31
30-39	12
40-49	10
50-59	7
60-69	7
70-75	0
>75	0
Unknown	1

Of the incidents reported, 54 happened in the southern region; 11 in the north west; seven in the north and two were in a location not identified (Table 4.3).

Table 4.3 Region in which reported incident happened

South (7000-7199)	54
North west (7300-7399)	11
North (7200-7299)	7
Unknown	2

The majority of reports made to Equal Opportunity Tasmania in 2019–20 related to discrimination (68). This was followed by incidents of offensive, humiliating, intimidating, insulting or ridiculing conduct (35) and inciting hatred (23). Note, more than one type of conduct and attribute can be reported (Table 4.4).

Table 4.4 Basis of incident by attribute

Discrimination	68
Race	29
Disability	23
Gender	8
Age	3
Political belief or affiliation and/or political activity	2
Sexual orientation	1
None alleged	2
Conduct that is offensive, humiliating, intimidating, insulting or ridiculing	35
Race	28
Disability	4
Gender	2
Age	1
Inciting hatred	23
Race	23
Promoting discrimination	8
Race	8
Sexual harassment	2
Unknown	4

The most recorded location of incidents was in relation to public spaces (Table 4.5). Of the 34 incidents that happened in public spaces, 17 were reported to have happened online (Facebook (15), job advertisements (2)) and 17 in other areas such as in the street or mall.

Table 4.5 Location of incident

Public space	34
Online	17
Street, mall etc	17
Service provider	22
Employment	11
Education	4
Unknown	3

Equal Opportunity Tasmania also collected data on who reports incidents. The highest number of reports were from people with a disability, followed by international students, and migrant or humanitarian entrants (Table 4.6). Note, more than one status can be selected.

Table 4.6 Status of the person

A person with a disability	22
International student	18
A migrant or humanitarian entrant	9
LGBTI	7
Member of a visible minority	8
Aboriginal and/or Torres Strait Islander	6
Unknown	18

In many of the reports the perpetrator was unknown to the person who made the report. Further, many of the reports stated that the incident made them feel unsafe, afraid, hurt and/or angry, impacting upon the person's general health and wellbeing.

Five of the reports received by Equal Opportunity Tasmania progressed to a formal complaint and were dealt with through Equal Opportunity Tasmania's complaint handling process.

5 Training, education and development

We all have a role to play in preventing discrimination, promoting equal opportunity, and to treat others with dignity and respect. Organisations have a responsibility to ensure that their practices and procedures are inclusive and give everyone the equal opportunity to participate and engage. Section 104 of the *Anti-Discrimination Act 1998* (Tas) requires organisations to create an environment that is free from discrimination and harassment. All organisations in Tasmania, regardless of their size, must adhere to the Act. This includes for example large and small businesses, government departments, schools, councils and service providers. Training is an important way to ensure people are aware of discrimination, prohibited conduct, rights and responsibilities.

The COVID-19 pandemic has had a significant impact on Equal Opportunity Tasmania's capacity to deliver training. With schools, community organisations and businesses across the state experiencing restrictions, face-to-face training ceased in March 2020. Online platforms such as Zoom were used to facilitate training discussions and courses.

Equal Opportunity Tasmania developed a series of podcasts in May 2020 as an alternate way to communicate with the public during the COVID-19 pandemic. Topics covered included:

- Employees (rights and responsibilities in relation to coronavirus);
- Employers (rights and responsibilities in relation to coronavirus);
- Reporting abuse and/or harassment in Tasmania;
- COVID-19 and discrimination – Your rights and responsibilities; and
- Racism and COVID-19.

Equal Opportunity Tasmania prepared a fact sheet on COVID-19 and discrimination law, providing information about people's rights during the pandemic. The fact sheet was used as a resource on the Tasmanian Government COVID-19 website.

Training, education and development sessions delivered in 2019–20 include:

- Managers and Supervisors training for the Department of Education in Hobart, Launceston and Burnie.
- Discrimination Law: Rights and Responsibilities training for the Tasmanian Fire Service, North West Coast.
- Discrimination Law: Rights and Responsibilities training for Environmental Services, Tasmanian Health Service.
- Discrimination Law: Rights and Responsibilities training and Managers and Supervisors training for Waratah Wynyard Council.
- Discrimination Law: Rights and Responsibilities training, and Managers and Supervisors training for Circular Head Council.
- Managers and Supervisors training for the Child Safety Service, Department of Communities Tasmania.
- Workplace Behaviour – Where is the Line? training for Housing Tasmania, Department of Communities Tasmania.
- Discrimination Law: Rights and Responsibilities training for the Tasmanian Walking Company.
- Workplace Behaviour: Where is the Line training for Mosaic Services.
- Discrimination Law: Rights and Responsibilities training for Migrant Resource Centre, North.
- Discrimination Law: Rights and Responsibilities training and Managers and Supervisors training for the Ian Harrington Group.
- Working with several Glenorchy Primary School teachers to create and design a 'student friendly' education session appropriate for Grades 4, 5 and 6 using the Kahoot educational platform.

The Training, Education and Development team continue to be active members of the Australian Council of Human Rights Authorities (ACHRA) Education and Network meetings. These quarterly meetings include representatives from Commissions throughout Australia, and provide an opportunity for trainers and educators to share information, and discuss training and education courses.

The total training and education sessions delivered in 2019–20 compared to the previous year are detailed in Tables 5.1 and 5.2. Due to COVID-19 restrictions from March 2020, face-to-face training was either cancelled or postponed. This is reflected in the reduced training delivered in this reporting period compared with the previous year.

Table 5.1 Training and education delivery

	Current year 2019-20	Previous year 2018-19
Total training and community education sessions delivered	188	208
Total training and community education hours	399	453
Total training and community education participants	3,220	6,426

Table 5.2 Training and education sessions by location

	Current year 2019-20	Previous year 2018-19
South	104	150
North	48	14
North west	29	35
West	5	1
South east	2	5
Other	0	3
Total	188	208

In 2019–20 the training team delivered comprehensive training to a number of industries and specialist organisations across Tasmania. As shown in Table 5.3, the greatest number of sessions have been delivered to State Government and statutory authorities and government business enterprises.

Table 5.3 Training and education by sector

	Current year 2019-20	Previous year 2018-19
State Government and statutory authorities and government business enterprises	50	23
Schools and tertiary education sessions	45	81
Local Government	32	19
Private organisations	29	58
Not-for-profit and community organisations, forums and events	16	16
Calendar training	9	7
Unions and industry bodies	3	4
Other	4	0
Total	188	208

The most popular training programs during the reporting year were Discrimination Law: Rights and Responsibilities; Managers' Awareness; and Workplace behaviour: Where is the line (Table 5.4).

Table 5.4 Training and education by session topic

	Current year 2019-20	Previous year 2018-19
Discrimination Law: Rights and Responsibilities	67	42
Managers and Supervisors	18	27
Workplace behaviour: Where is the line?	16	7
Workplace Support Contact Officer Refresher	6	6
Workplace Support Contact Officer	5	10
Workplace Support Contact Officers Networking Meeting	2	3
Recruitment and Selection	2	0
Other	2	6
Total	118	101

Community education

The delivery of community education sessions with schools, colleges, TasTAFE and a diverse range of community organisations continued to be very popular (Table 5.5).

Table 5.5 Community education by session type

	Current year 2019-20	Previous year 2018-19
Student sessions	35	74
Community awareness	10	19
Community forum	10	3
Other	15	11
Total	70	107

Equal Opportunity Tasmania continued to produce a quarterly newsletter, *In respect of rights*, which outlines upcoming training and events, case studies and responses to frequently asked questions.

A number of information sessions were delivered during the reporting period as part of the Diversity Education Program *Let's Get Together*. No workshops were delivered to schools from March 2020 due to the COVID-19 pandemic. For further information, refer to:

www.afaierworld.org/lgt.

Evaluation and feedback

Regular evaluation of training and education content, relevance and delivery is essential to maintaining Equal Opportunity Tasmania's professional training approach. Evaluations are compiled, results recorded and all feedback is reviewed to ensure consistency, currency and professionalism in the product and staff performance.

6 Community engagement

Due to the COVID-19 pandemic, a number of events, presentations and speaking engagements were either postponed or cancelled from March 2020.

Functions and events

During the year there were a number of events held relevant to the work of Equal Opportunity Tasmania. Attending such events keeps us connected to the community and aware of emerging trends or issues.

NAIDOC Week – *Voice. Treaty. Truth. Let's work together for a shared future: 7 to 14 July 2019*

Equal Opportunity Tasmania continues to acknowledge the importance of both participating in and celebrating NAIDOC (National Aboriginal and Torres Strait Islander Day Observance Committee) Week with the Aboriginal Community in Tasmania. The theme for 2019 was 'Voice. Treaty. Truth. Let's work together for a shared future'.

Equal Opportunity Tasmania staff attended the flag-raising ceremony at piyura kitina (Risdon Cove) on 8 July 2019. Attending the event provides an opportunity to share and celebrate with Aboriginal Community members, and enables us to continue to learn about Aboriginal culture and community.

Other events attended during NAIDOC Week included a flag-raising ceremony with cultural food, music and dance at the Riawunna Centre in Sandy Bay; and the Premier's Reception held in Hobart.

ACHRA Officers' Conference: 16 to 18 October 2019

In October 2019, Equal Opportunity Tasmania hosted a conference attended by approximately 70 delegates from the Australian Council of Human Rights Authorities (ACHRA), together with members of local community organisations. The theme of the conference was 'Empowering vulnerable groups to assert their rights in a world increasingly impacted by inequity'.

Day 1 of the conference was the ACHRA Aboriginal and Torres Strait Islander Officers' Meeting. This meeting was an opportunity to come together to network, explore and discuss challenges and issues Aboriginal and Torres Strait Islander communities are experiencing. From this discussion, key areas were identified and recommendations were developed to address

these challenges and issues. The recommendations were presented to all delegates at the conference. The ACHRA Aboriginal and Torres Strait Islander Officers' formed a working group. The group comes together via telephone linkup on a regular basis to discuss and progress the recommendations as well as providing each other with professional and cultural support.

On days 2 and 3 of the conference, Equal Opportunity Tasmania facilitated panel discussions and presentations. Session topics included 'Anti-Discrimination protections your jurisdiction doesn't have, but should', 'Conciliating with vulnerable groups', and 'Human rights into the future'. The next ACHRA Officers' Conference is scheduled for 2021.

Human Rights Week (Tasmania): 3 to 10 December 2019

After many years of celebrating Human Rights Week and presenting awards, the Human Rights Week Organising Committee disbanded in 2019. In the absence of the committee, Equal Opportunity Tasmania invited the Commissioner for Children and Young People's (CCYP) Student Ambassadors to submit entries about 'Why human rights matter to you'. This provided an opportunity for the Student Ambassadors to tell the leaders of today, what the leaders of tomorrow think about this important topic. The entries received included both written word and video, showing the students' knowledge of human rights in a creative way.

On the 10th December 2019, Her Excellency Professor the Honourable Kate Warner AC Governor of Tasmania hosted a morning tea event with government and community leaders to celebrate the work of the Ambassadors. The Ambassadors were each presented with a certificate of participation. Equal Opportunity Tasmania also presented the CCYP with an award of appreciation and recognition for the establishment of the CCYP Student Ambassador Program.

Other events

In addition to these events, Equal Opportunity Tasmania has participated in:

- 2019 What Matters? Tasmania writing competition awards ceremony.
- 'Free and Equal': An Australian conversation on human rights discussion.
- 40th Anniversary of the Migrant Resource Centre Tasmania celebration.
- Connecting: The Heart of Literacy symposium.
- 40th Anniversary of the Tasmanian Parliamentary Ombudsman celebration.
- Carers Week 2019 celebration.
- Launch of a national first partnership model between Our Watch and the Tasmanian Government.
- 2019 Emerging Community Leaders graduation.
- Woodbridge School Grade 8 Action Day.
- Migration and cultural diversity in Tasmania celebration.
- Launch of the City of Hobart's Aboriginal Commitment and Action Plan.
- Unions Tasmania International Women's Day march.
- Amnesty International Australia-Tas and International Women's Development Agency International Women's Day celebration.
- Thriving Tasmania: emerging stronger! conversation.

Presentations and speaking engagements

During the year, Equal Opportunity Tasmania participated in a number of events across the State to increase awareness of discrimination law and promote diversity. Highlights include:

- Speaker at a gathering of Bhutanese Elders.
- Presentations to the Tasmania Police Academy recruits.
- Reviewing Officer at the graduation of the Tasmanian Police Academy trainees.
- Information session to the Mayoral meeting of the Waratah-Wynyard Council, Circular Head Council and Burnie City Council.
- Presenter at the Commissioner for Children and Young People Ambassador statewide event.
- Presentations at Advocacy Tasmania Seniors Week forums.
- Speaker at Anglicare Tasmania's Leadership Day.
- Panel speaker at the Governance Institute of Australia's Annual Governance Forum.
- Speaker at the 4th Women in Leadership Tasmania Summit.
- Presentation to the Local Government Association of Tasmania's Mayoral Meeting.
- Speaker at the Women's International League for Peace and Freedom (WILPF) Tasmania Human Rights event.
- Presentation to the Office of Aboriginal Affairs Reset Interdepartmental Committee.
- Panel speaker at the Council on the Ageing (COTA) Tasmania World Elder Abuse Awareness Day.
- Presentation on 'Discrimination Law: Rights and Responsibilities' at the Neighbourhood Houses Tasmania Conference.
- Presentation on 'Discrimination Law: Rights and Responsibilities' at the WorkSafer – Work Health Safety and Wellbeing Expo.

Partnerships and promotions

Community outreach

In 2019–20, Equal Opportunity Tasmania continued its partnerships with both the Migrant Resource Centre Tasmania and The Link Youth Health Service to provide outreach clinics in the south of the State. An outreach also commenced with the Cygnet Community Hub.

The clinics are designed to provide people with an opportunity to meet staff, make enquiries and ask questions about discrimination, prohibited conduct, and rights and responsibilities.

Community consultation

In November and December 2019, Equal Opportunity Tasmania held an advocate's roundtable discussions to explore mechanisms to improve our complaint handling processes, and to promote better public awareness of the office. Following these meetings,

a Community Consultation group was established to ascertain trends and emerging issues of community concern relevant to the functions of Equal Opportunity Tasmania. The first meeting was held in June 2020 online.

Collaboration with Migrant Resource Centre Tasmania

Equal Opportunity Tasmania, in consultation with the Migrant Resource Centre Tasmania, developed a multilingual poster titled 'Discrimination is against the law: Know your rights'. The poster has been translated into 20 languages, including Sinhalese, Arabic and Nepali.

Equal Opportunity Tasmania also collaborated with the Migrant Resource Centre Tasmania to prepare audio recordings about discrimination and what Equal Opportunity Tasmania does. The audio recordings are available in five languages: Arabic, Tigrinyan, Nepali, Oromo and Farsi.

Collaboration with Leprena – Uniting Aboriginal and Islander Christian Congress in Tasmania

Over the reporting period, Equal Opportunity Tasmania continued working collaboratively with Leprena – Uniting Aboriginal and Islander Christian Congress in Tasmania. This included Equal Opportunity Tasmania delivering information sessions on racism and discrimination, as well as a visit, site tour and official Welcome for interstate ACHRA Aboriginal Officers' as part of the ACHRA Aboriginal and Torres Strait Islander Officers' Meeting.

Jordan River Learning Federation

In 2019–20, Equal Opportunity Tasmania continued its partnership with the Jordan River Learning Federation. As a result of a youth forum held in 2018–19 at the Jordan River Learning Federation Senior School, a student youth group was formed for Year 11 and 12 students at the Senior School. The newly formed group, named 'Young Agents for Change', identified and discussed many issues for young people living in the Bridgewater and Gagebrook areas. Connections were also made with the Commissioner for Children and Young People. The group met on a number of occasions, and commenced reaching out to service providers to work together on addressing the issues identified specific to their service. Unfortunately due to the COVID-19 pandemic, the work in this area was greatly impacted and progress was forced to stop. However, it is planned that meetings will recommence in 2020–21.

7 Exemptions

The Commissioner may grant, refuse to grant or revoke an exemption under the Act. An exemption can be granted with conditions or unconditionally. To ensure that managers, board members and relevant staff in an organisation understand why the exemption has been granted, the Commissioner makes it a condition that applicants undertake a discrimination information session.

Exemptions are designed to be a temporary measure to enable organisations to comply with the Act within a certain timeframe, or where special circumstances require it.

In some instances, exemptions may not be granted where the purpose is of an ongoing nature and an exception clearly applies. An exception is a 'defence' to a complaint of discrimination. An exception makes discrimination lawful in some situations. Exceptions that organisations may be able to rely upon include:

Section 25 – Disadvantaged groups and special needs

A person may discriminate against another person in any area if it is for the purpose of carrying out a scheme for the benefit of a group which is disadvantaged or has a special need because of a prescribed attribute.

Section 26 – Equal opportunities

A person may discriminate against another person in any program, plan or arrangement designed to promote equal opportunity for a group of people who are disadvantaged or have a special need because of a prescribed attribute.

During the reporting period, the exemption application assessment process was reviewed. The assessment of applications now more thoroughly considers whether the exception provisions under the Act may be more appropriate in the circumstances. Applicants are advised of the relevant exceptions that allow for lawful discrimination.

The Commissioner received 10 applications for exemption (down from 15 in 2018–19). Of these applications, three were granted within the reporting period, four were withdrawn, and three remain to be determined. Of the four exemptions withdrawn, three applicants proceeded to rely on the exceptions under the Act and one applicant no longer required the exemption.

One application for exemption received in 2018–19 was withdrawn in 2019–20.

There were no reviews sought in the Anti-Discrimination Tribunal of exemptions granted by the Commissioner.

Exemptions granted are reported in our electronic newsletter, *In respect of rights*, on our website and are also published in the *Tasmanian Government Gazette*.

For further information in relation to the exemption provisions under the Act, refer to our website at: www.equalopportunity.tas.gov.au/exemptions.

Exemptions granted

Anglicare Tasmania Inc

Exemption no: 19/07/012

Date granted: 24 July 2019 for 3 years

Relevant exceptions under the Act: Sections 25, 41

This exemption was granted to permit Anglicare Tasmania Inc to recruit and employ Aboriginal and/or Torres Strait Islander people in specifically Aboriginal-designated Community Service Worker positions (approximately six (6) positions state-wide).

Launceston City Council

Exemption no: 19/08/063

Date granted: 20 September 2019 for 3 years

Relevant exceptions under the Act: Sections 25, 26, 41

This exemption was granted to permit the Queen Victoria Museum and Art Gallery to advertise for, recruit and employ an Aboriginal and/or Torres Strait Islander person in the position of Aboriginal Learning Facilitator based at the Queen Victoria Museum and Art Gallery in the Creative Arts and Cultural Services Directorate.

TasTAFE

Exemption no: 20/01/007

Date granted: 13 March 2020 for 3 years

Relevant exceptions under the Act: Sections 25, 26

This exemption was granted to permit TasTAFE to advertise for and enrol female students in the *Women in Information and Communication Technology (ICT) Pathways Program for 2020-2021*.

8 Policy and working groups

Throughout the reporting period Equal Opportunity Tasmania continued to contribute in the development of policies, procedures and legislative reforms that address discrimination and related conduct.

Commonwealth policy work

Each year Equal Opportunity Tasmania is invited to comment on proposed amendments to Commonwealth legislation and development of law and policy, where relevant to the Act. In 2019–20 we provided comment or made submissions on the following inquiries, reviews and committees:

- Australian Government’s package of legislative reforms on religious freedom released on 29 August 2019, including the exposure drafts of the Religious Discrimination Bill 2019 (Cth), Religious Discrimination (Consequential Amendments) Bill 2019 (Cth), and the Human Rights Legislative Amendment (Freedom of Religion) Bill 2019 (Cth). The submission was made by the Australian Council of Human Rights Authorities (ACHRA), of which Equal Opportunity Tasmania is a member.
- First exposure draft of the Religious Discrimination Bill 2019 (Cth). This submission was made in conjunction with ACHRA’s submission.
- Second exposure draft of the Religious Discrimination Bill 2019 (Cth).

Copies of submissions can be found on Equal Opportunity Tasmania’s website www.equalopportunity.tas.gov.au, under *News, reports and submissions*.

Other policy work

During the reporting year, Equal Opportunity Tasmania provided input for the Department of Justice’s response to various State Government policy development and review processes.

- Department of Premier and Cabinet – Briefing to support Australia’s appearance before the UN Committee on the Rights of the Child.
- Department of Premier and Cabinet – Briefing to support Australia’s appearance before the UN Committee on the Rights of Persons with Disabilities.

-
- Department of Justice – Disability Action Plan.
 - Communities Tasmania – Multicultural Island: Tasmanian’s Multicultural Policy and Action Plan 2019-2022.

Completion of ‘Equal opportunity: a workplace guide for employers in Tasmania’ was undertaken during the reporting period and has been available on the Equal Opportunity Tasmania website since July 2020.

Participation in working groups

In 2019–20 Equal Opportunity Tasmania participated in the following working groups and consultative forums:

- Department of Communities Tasmania Family Violence Consultative Group.
- Department of Communities Tasmania Family and Sexual Violence Services Group, formed in response to needs identified during the COVID-19 pandemic.
- Department of Communities Tasmania Statewide Elder Abuse Prevention Advisory Committee.
- Department of Communities Tasmania LGBTIQ+ Whole of Government Reference Group.
- Department of Education Inclusion Advisory Panel.
- Department of Health LGBTI Reference Group.
- Department of Justice Disability Action Plan Working Group.
- Department of Justice Right People, Right Role Implementation Committee.
- Department of Justice Diversity and Inclusion / People Strategy Steering Committee.
- Department of Police, Fire and Emergency Management and Department of Health and Human Services Multicultural Issues in Emergency Management Strategic Working Group.
- Department of Police, Fire and Emergency Management LGBTI Strategic Working Group.
- Department of Premier and Cabinet’s Whole of Government State Service Aboriginal Network Group, which aims to progress the Aboriginal Employment Strategy. Equal Opportunity Tasmania’s Training, Education and Development team assisted in the development and delivery of the State Service Management Office’s pilot Aboriginal Cultural Respect training program held in November 2019 at piyura kitina (Risdon Cove).
- Australian Council of Human Rights Authorities (ACHRA).

Equal Opportunity Tasmania, in partnership with the Association for Children with Disability, Brain Injury Association of Tasmania, Magistrates Court of Tasmania, Legal Aid Commission of Tasmania and Speak Out Advocacy, commenced a video project to demystify and explain the processes involved in going to court for people with disabilities. This project remains ongoing.

9 Our people

Equal Opportunity Tasmania has a permanent staff complement of nine (five of whom are part-time) and two fixed-term contract positions (one of whom is part-time). During the reporting period the staffing establishment was reduced from 11.75 FTE to 8.40 FTE. Three contract positions expired during this time. One position is currently vacant.

Staff work together in teams to support the Commissioner to perform the functions set out in section 6 of the Act and the strategic activities planned each year.

The figure opposite shows the organisational chart for Equal Opportunity Tasmania.

Work experience

During the reporting period Equal Opportunity Tasmania hosted one student from Claremont College as part of the school's work experience program. The student attended the office one day a week for a 6-week period. The focus of the student's work experience was spent learning about the work undertaken by the Training, Education and Development team.

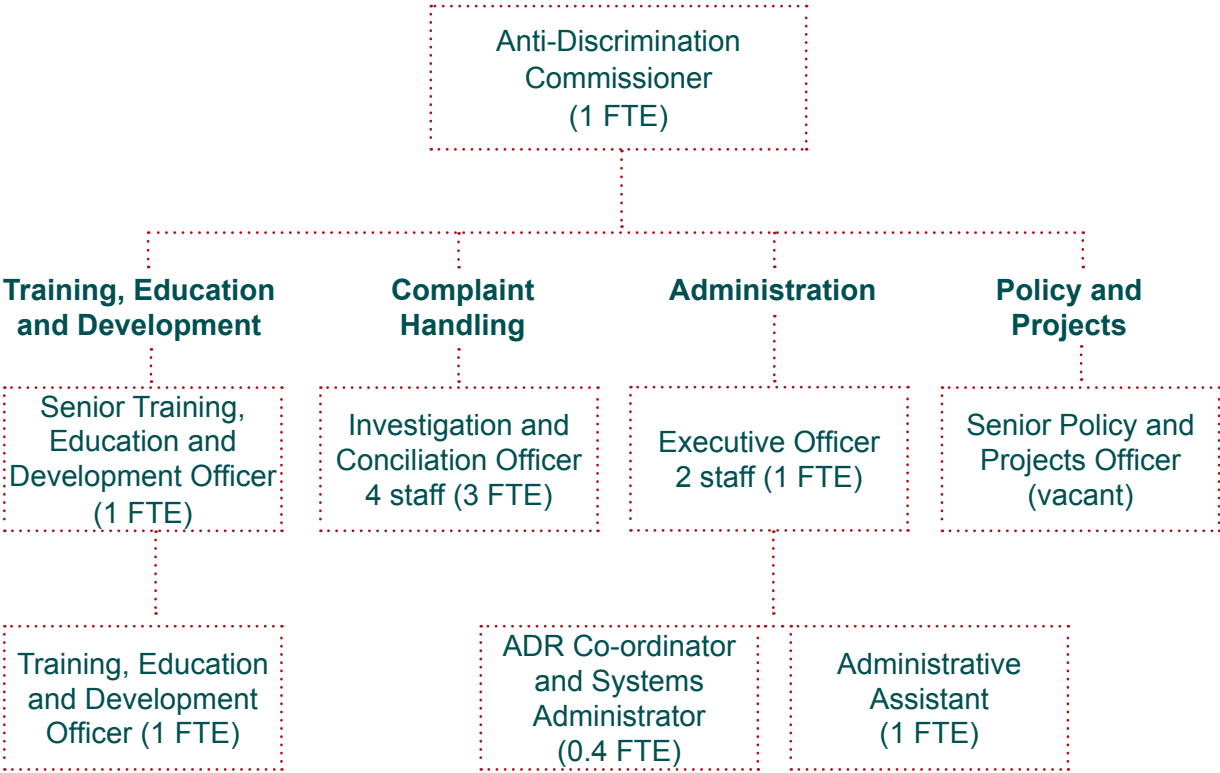
Staff training

During 2019–20 staff participated in training as part of their continuing professional development, which included:

- Defibrillation Awareness; Provide Cardiopulmonary Resuscitation; and Provide First Aid delivered by St John Ambulance Australia.
- De-escalation: How to Identify and De-escalate an Agitated Person – While Keeping Yourself Safe delivered by the State Service Management Office.
- Facebook Community Boost sessions delivered by Facebook representatives and partners.
- Cross-Cultural Awareness workshop delivered by Students Against Racism.
- eSafety for Women workshop delivered by the Office of the eSafety Commissioner.
- Mediation 5-day workshop; and Mediation Refresher one-day workshop and a number of webinars delivered by the Resolution Institute.

Staff continue to be committed to completing online training provided through the Department of Justice e-learning programs, including Workplace Health and Safety; and Disability Confident Workplaces training.

Organisational chart



FTE – Full Time
 Equivalent is the hours worked by one employee on a full-time basis.

10 Anti-Discrimination Tribunal

For more information about the Anti-Discrimination Tribunal functions and activities during 2019–20, you can access the Tribunal’s latest Annual Report on their website at: www.justice.tas.gov.au/tribunals/tribunal_sites/Anti-Discrimination_Tribunal.

Tribunal membership

Tribunal members during 2019–20 consisted of:

- Alison Clues (Chair – South, from 10 February 2020)
- Robert Webster (Chair – South, until 4 October 2019)
- Lucinda Wilkins (Deputy Chair – South)
- Kate Cuthbertson (Member – South)
- Audrey Mills (Member – South)
- Robert Winter (Member – South)
- Leigh Mackey (Member – South)

All Tribunal members carry out their responsibilities on a part-time basis.

Contact

Registrar
Anti-Discrimination Tribunal
38 Barrack Street
Hobart 7000 Tasmania

Phone: (03) 6166 4750
Fax: (03) 6173 0203
E-mail: ADT@justice.tas.gov.au

11 Financials

A Financial Statement for the office is provided in the Department of Justice's Annual Report 2019–20. The Department of Justice Annual Report for 2019–20 can be found at: www.justice.tas.gov.au/annual-report.

12 Contact

If you have any questions about the work of Equal Opportunity Tasmania or this report, or would like to be sent this report in a different format, please contact Equal Opportunity Tasmania.

The report is available on our website at:
www.equalopportunity.tas.gov.au/about_us/annual_report.

Equal Opportunity Tasmania

Phone: 1300 305 062 (in Tasmania) or (03) 6165 7515

E-mail: office@equalopportunity.tas.gov.au

Text: 0409 401 083

Translating and Interpreting Service: 131 450

National Relay Service:

Internet users: Connect at <https://internet-relay.nrscall.gov.au> then enter 1300 305 062

Speak and Listen users: Phone 1300 555 727 then ask for 1300 305 062

Office: Level 1, 54 Victoria St, Hobart TAS 7000

Post: GPO Box 197, Hobart TAS 7001

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Website: www.equalopportunity.tas.gov.au

**Obeying
Anti-Discrimination law
is not a choice.**

Breaking the law is costly to your

- Emotions**
- Finances**
- Reputation**
- Time and Resources**

Think before you act.

