

Guarantee of Service



What is the Anti-Discrimination Board?

The Anti-Discrimination Board of NSW (the Board) was set up in 1977 under a NSW law, the *Anti-Discrimination Act (1977)*. The Board is an independent statutory body.

What does the Board do?

We administer the Anti-Discrimination Act. Around 38 staff work for the Board. It is our job to:

- inform and educate the people of NSW, employers and service providers about their rights and responsibilities under NSW anti-discrimination law;
- help resolve individual complaints of discrimination, harassment and vilification;
- let the NSW government know when the anti-discrimination law needs changing.

How can the Board help you?

We provide the following services:

- general enquiry service
- employers' advisory service
- discrimination complaints service
- education service
- publications and website

How will the Board's staff treat you?

We treat all our clients fairly in a courteous, helpful and efficient way. We will help you when it is within our power to do so.

What can you expect from each of our services?

General enquiry service and employers' advisory service

The staff on our general enquiry service can answer most enquiries about rights and responsibilities under NSW anti-discrimination law. We can also give more information about the Board's processes such as handling complaints.

Employers, managers, supervisors and other employer representatives can call our employers' advisory service with questions about discrimination and harassment relating to work. We can give advice on particular discrimination problems and on more general policies and procedures.

To use these services, phone or visit one of our three offices (in Sydney, Wollongong or Newcastle) between 9am and 5pm Monday to Friday. You can also write to us by post or email. You can expect accurate, prompt, objective, confidential and free advice. You don't have to give us your name if you don't want to.

If you visit us, an officer will see you as soon as possible. You don't need an appointment in the Sydney office. It is best to phone and make an appointment before you visit the Newcastle and Wollongong offices.

Discrimination complaints service

If you think you have been discriminated against, it is best to phone our general enquiry service before you lodge a complaint. You need to check if we have the power to deal with your situation – if we don't, we may be able to tell you who else can help. Also, we may be able to advise you how to sort out the problem yourself, so you don't need to make a formal complaint.

If you want us to help resolve your situation, you must lodge a complaint. You can do this by filling in a complaint form, or by writing to the President of the Board. You can post, fax or email your complaint, or bring it in to us in person.

You can write your complaint in your own language, or in Braille, and we will have it translated at no cost to you. We will also provide interpreters where needed. If you have a disability, we will do our best to accommodate your needs in using our services.

You can expect us to handle your discrimination complaint confidentially, efficiently, fairly and free of charge. If your complaint is urgent (for example, you are about to lose your job), you should phone us, or put "urgent" at the top of your written complaint. We will try to resolve your complaint quickly.

If your complaint appears to be covered by the Anti-Discrimination Act, we will generally try to conciliate it. This means we will help you and the person or organisation you are complaining about (known as the respondent) try to reach a private settlement. Most complaints can be settled in this way.

The process of resolving a complaint generally takes between 6-12 months, but we can't say exactly how long a specific complaint will take. This depends on the circumstances of the complaint and the other people involved. The officer handling your complaint may be able to give you an estimate of how long your complaint is likely to take.

For more information, refer to our website and select 'Making a complaint', or ask for our factsheet 'Complaining to the Anti-Discrimination Board'.

Education service

The Education service provides training and information sessions on anti-discrimination law to employers, service providers, employees and community groups. There is generally a fee for this training.

From our trainers you can expect the most comprehensive, up-to-date information on law, cases and trends in NSW and across Australia, as well as extensive experience providing dynamic and sensitive training in the private, public and community sectors.

For more information, refer to our website and select 'Training', ask for our training brochures, or phone the Manager, Business Services on (02) 9268 5555.

Publications and website

We have a comprehensive website which contains information about anti-discrimination law, how to make a complaint and how to apply for an exemption from the Anti-Discrimination Act.

We also have a wide range of publications. We have factsheets which explain your rights, guidelines which explain the responsibilities of different groups and organisations under anti-discrimination law, and an email newsletter *Equal Time*. Although the law can be complex, we try to make our publications easy to read and useful for the intended audience.

Some of our publications are free, and you can download these from our website. You can also get copies by emailing, writing, phoning or visiting any of our offices. We will tell you if there is a charge for the publication you want.

For more information, refer to our website and select 'Publications', or phone one of our offices.

If you want to complain or make a suggestion about our service

We aim to provide the best possible service we can for everyone in NSW, and your feedback is important to us. If you have a complaint about any of our services, or any suggestion about how we could improve, please let us know. Also, please let us know when we have provided you with excellent service! Please make your complaint, suggestion or compliment by phone, letter or email to the President of the Anti-Discrimination Board at our Sydney office.

For more information, refer to our website and select 'Policy documents' then 'Handling complaints and feedback in the Anti-Discrimination Board of NSW', or ask for a copy of this policy.

Privacy statement

Personal information and any other information provided to the Board is protected under privacy legislation, including the *Privacy and Personal Information Protection Act 1998 (NSW)* and the *Health Records and Information Privacy Act 2002 (NSW)*.

The Board uses the personal information you provide to assist it to perform its statutory functions. If you lodge a complaint, a copy of the complaint and other relevant information will be provided to the respondent. By lodging a complaint with the Board, you are consenting to the Board using all of the relevant information you have provided to fulfil its statutory functions of investigation and conciliation.

For more information, refer to our website and select 'Policy documents' then 'Privacy Management Plan', or ask for a copy of this plan.

How to contact the Board

Phone enquiries (02) 9268 5544
or 1800 670 812 for people outside the Sydney area

Email
Enquiries: adbcontact@agd.nsw.gov.au
Lodging complaints: complaintsadb@agd.nsw.gov.au

Sydney
Level 4, 175 Castlereagh Street, Sydney NSW 2000
PO Box A2122, Sydney South NSW 1235
Ph (02) 9268 5555 • fax (02) 9268 5500 • TTY (02) 9268 5522

Wollongong
84 Crown St, Wollongong NSW 2500
PO Box 67, Wollongong NSW 2520
Ph (02) 4267 6200 • fax (02) 4267 6261 • TTY (02) 4267 6267

Newcastle
Level 3, 97 Scott Street, Newcastle NSW 2300
PO Box 1077, Newcastle NSW 2300
Ph (02) 4903 5300 • fax (02) 4903 5376 • TTY (02) 4903 5389

Access details
All our offices are open 9am to 5pm and all are wheelchair accessible. We can arrange parking for people with a disability if you phone in advance.

Aboriginal and Torres Strait Islander Service
Please phone (02) 9268 5555 to speak to a member of the Aboriginal and Torres Strait Islander team.

Telephone Interpreter Service please phone 131 450

Website www.antidiscrimination.lawlink.nsw.gov.au