

Anti-Racism

Reporting & Support Services



What is racism?



Racism is when someone is treated unfairly due to their **race**, **skin colour**, **ethnicity** or **religion**.

Examples include:



In shops or using services: Feeling unwelcome, not being served or being followed around by security.



At work: Not getting a job interview or a promotion because of your race, skin colour, ethnicity or religion.



In public: Being called names, aggressive behaviour, asked to show a train or tram ticket when others are not.



In school: Being bullied for how you look, what you eat or what you wear, being made to feel different from other students or when teachers do not stand up to racism when it happens.



Housing: Being denied the rental or sale of a property because of your race, skin colour, ethnicity or religion.



Online: Hate messages or posts on social media or receiving emails with racist content.

Information sourced from Australian Human Rights Commission

Report racism. Get support.

Depending on your situation, there are different ways to report racism or seek support for yourself or someone else facing racism.

You are encouraged to collect as much information as possible about the incident. However, you do not need to have all the information to seek support or make a complaint.

Your safety and wellbeing should always come first during an incident.

Example

What's Next?

Seek Support or Complain

If you experience unfair treatment in shops such as restaurants, banks and retail

Write down:

- Where and when it happened
- Who was involved (name, role, description of person)
- Witnesses and their contact information

- The shop or centre management (where possible)
- Local community legal centre
- VEOHRC or anti-racism support service

If you experience unfair treatment at work or when looking for a job

Collect information about:

- Where and when it happened
- How often it happened
- Who was involved (name, role of staff)
- Witnesses and their contact information

- Your manager or HR department (if you are an employee)
- VEOHRC or anti-racism support service
- Fair Work Commission or your union (if you are an employee)
- Local community legal centre



Example

What's Next?

Seek Support or Complain

If you experience harassment or discrimination on public transport (train, tram, bus, taxi, airlines)

Write down:

- Where and when it happened
- Who was involved (name, role, description of person)
- Train line or tram route, bus or taxi number
- Witnesses and their contact information

- Text STOPIT to 0499 455 455 (bus, train and tram only)
- The public transport operator (where possible)
- Public Transport Ombudsman (bus, train and tram only)
- Local community legal centre
- VEOHRC or anti-racism support service

If you experience physical assault or violence, damage to property, harassment or hate mail

Collect information about:

- Where and when it happened
- Who was involved (name, description of person)
- Additional information such as vehicle registration, make and model
- Witnesses and their contact information

- Report a Prejudice-Motivated Crime
- Triple Zero (000) if it is an emergency
- Police Assistance Line (131 444)
- Local police stations
- Crime Stoppers (1800 333 000) for anonymous reporting

Anti-Racism Reporting and Support Services

Victorian Equal Opportunity & Human Rights Commission (VEOHRC)

For general information or to make a formal complaint that will be investigated; VEOHRC can offer a free conciliation service to resolve the issue.

 1300 292 153

 [www.humanrights.vic.gov.au/
complaints/make-a-complaint](http://www.humanrights.vic.gov.au/complaints/make-a-complaint)

Use the Community Reporting Tool to share your experience with VEOHRC; you can remain anonymous or request support.

 [www.humanrights.vic.gov.au/
get-help/community-reporting-tool](http://www.humanrights.vic.gov.au/get-help/community-reporting-tool)

ICV Islamophobia Support Service

Report and get individualised support after experiencing Islamophobia.

 (03) 9328 2067

 [www.icv.org.au/islamophobia-
support](http://www.icv.org.au/islamophobia-support)

 islamophobiasupport@icv.org.au

The Victorian Community Security Group (CSG)

Report an incident or an act of antisemitism.

 1300 000 274 or via app Jewish Emergency App (JEAP - provides security or medical response in times of an emergency).

Northern Community Legal Centre

The Northern Community Legal Centre offers free legal services to people in Hume, Merri-bek and Mitchell Shire. It can provide advice on how to make a complaint about racism and discrimination, and what may happen once you make a complaint.

 (03) 9310 4376

 www.northernclc.org.au

 admin@northernclc.org.au

Centre for Muslim Wellbeing (CMW)

The CMW Navigator supports community members to navigate the health and service system and refer community members on to appropriate and accredited service providers.

 0472 668 010

 www.cmw.org.au

 admin@cmw.org.au

Whittlesea Community Connections (WCC)

WCC can provide information, support and referral in response to disclosures of racism and discrimination.

 (03) 9401 6666

 www.whittleseacommunityconnections.org.au

 admin@whittleseacc.org.au

The legal service can provide advice on how to make a complaint about racism and discrimination and how to navigate reporting pathways.

Partners in Wellbeing

(currently funded until June 2026)

Wellbeing coaching service over the phone to improve your wellbeing, develop strategies to cope and provide emotional support.

 1300 375 330

 [www.partnersinwellbeing.org.au/
contact](http://www.partnersinwellbeing.org.au/contact)

Fair Work Commission (FWC)

FWC is an independent tribunal that addresses workplace relations issues. It helps resolve common disputes, including discrimination and bullying, through mediation, conciliation, and arbitration. A fee may apply in some cases.

 1300 799 675

 www.fwc.gov.au

 melbourne@fwc.gov.au

Public Transport Ombudsman

The Public Transport Ombudsman is a free and independent service to sort out public transport complaints and help make the system better for everyone. You need to complain to the transport operator first before you go to the ombudsman for unresolved or unsatisfactory disputes.

 1800 466 865

 [www.ptovic.com.au/complaints/
make-a-complaint](http://www.ptovic.com.au/complaints/make-a-complaint)

Victorian Ombudsman

Complain about an action or decision by a Victorian public organisation that has breached your human rights or not considered them properly. This includes local Councils, government organisations, Universities and TAFEs (except Victoria Police).

 [www.ombudsman.vic.gov.au/
complaints](http://www.ombudsman.vic.gov.au/complaints)

Victoria Police

Report to the police if a crime has occurred due to prejudice or hatred toward your race, ethnicity or religion (known as a prejudice-motivated crime). This includes threatening behaviour, physical assault, violence, and property damage.

 You can find out more at www.police.vic.gov.au/prejudice-motivated-crime.

For **emergencies**, to report a crime in progress, or for immediate police attendance

 Triple Zero (000)

For **non-urgent crimes**, you can go to

a. Your local police stations

 www.police.vic.gov.au/police-station-location

b. Police Assistance Line

 131 444

c. Crime Stoppers

 1800 333 000  www.crimestoppersvic.com.au/report-a-crime

STOPIT

A service to report sexual harassment and anti-social behaviours on public transport via text. You will receive a link to provide further details to a dedicated Victoria Police team who can investigate the issue.

 Text: STOPIT to 0499 455 455

E-Safety Commissioner (for cyberbullying)

eSafety helps remove serious online abuse, and illegal and restricted online content.

 www.esafety.gov.au/report/forms

Services for First Nations People



Victorian Equal Opportunity & Human Rights Commission (VEOHRC)

Staff are trained to support First Nations people when making an enquiry or complaint. You can ask to speak with a First Nations staff member.

For general information or to make a **formal complaint** that will be investigated; VEOHRC can offer a free conciliation service to resolve the issue.

📞 1300 292 153

✉️ www.humanrights.vic.gov.au/complaints/make-a-complaint

Use the Community Reporting Tool to share your experience with VEOHRC; you can remain anonymous or request support.

✉️ www.humanrights.vic.gov.au/get-help/community-reporting-tool

Call it Out

A simple and secure way for people to report incidents of racism and discrimination towards First Nations Peoples.

 register.callitout.com.au

13YARN

An Aboriginal & Torres Strait Islanders crisis support line, available 24/7.

 13 92 76

Dardi Munwurro

The Brother to Brother crisis line provides phone support for Aboriginal men who need someone to talk to about relationship issues, family violence, parenting, drug and alcohol issues or who are struggling to cope for other reasons.

 1800 435 799

Victorian Aboriginal Health Services

Yarning SafeNStrong is a free and confidential counselling service for Aboriginal and Torres Strait Islander Peoples. It is available to people and families who need to have a yarn with someone about their wellbeing.

 1800 959 563

 ysns@vahs.org.au

You can go to your local Council for more information on how to report racism or get support if you or someone else experiences racism.



City of Whittlesea



(03) 9217 2170



HUME
CITY COUNCIL



0477 177 920



Merri-bek
City Council



(03) 9240 1111



**the place
to live**



(03) 8470 8365



All information in this booklet is current as of June 2025.