



STAKEHOLDER KIT

Human rights services

For Aboriginal and Torres Strait Islander Victorians

We provide information, resources and a conciliation service for Victorians who may have been discriminated against at work, school, or another part of public life.

If you support and communicate with Aboriginal and Torres Strait Islander Victorians, we need your help to spread the word about our services.

Who is this kit for?

Organisations and individuals who support and communicate with Aboriginal and Torres Strait Islander Victorians.

How do I use this kit?

Share and spread the word about our services with your networks using the information and sample social media and news items found in this kit.

How we have improved our services

Our Aboriginal Community Engagement Strategy is reshaping our work, services, and connections with Victoria's Aboriginal community. We recognise the unique status of Aboriginal and Torres Strait Islander Victorians as First Nations peoples and the critical role they have played in advocating for and advancing human rights.



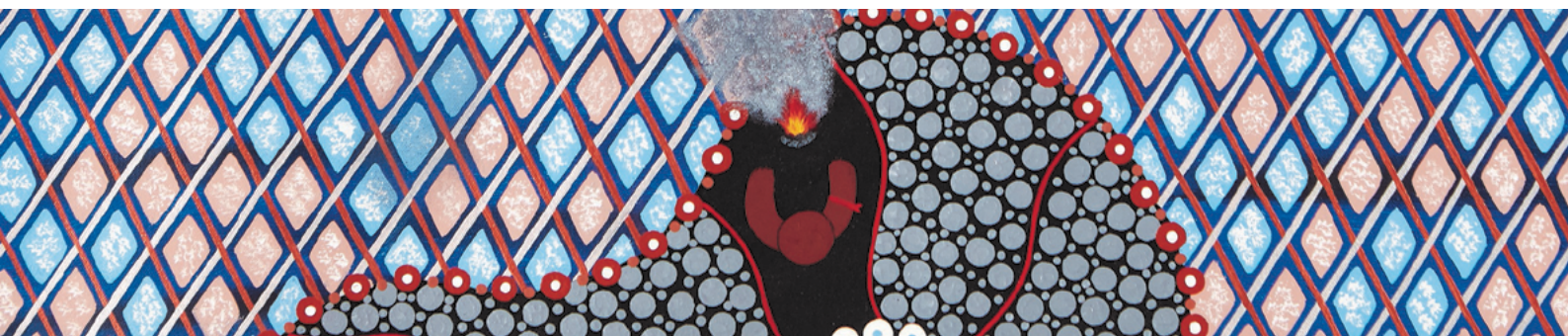
We consulted with Aboriginal Victorians and service providers for their guidance on how we can improve our existing services. Our aim was to understand what best practice looks like and how we can enhance our service delivery, processes, and governance. This led to the creation of specialised pathways for Aboriginal and Torres Strait Islander people who use our services.

Our frontline staff have all received cultural competency training from Indigenous Cultural Connections. We have designed our services for Aboriginal people to engage with us with an equitable voice and feel empowered through the process.

We acknowledge the diversity of Aboriginal and Torres Strait Islander Victorians, their communities, and cultures. We refer to the Aboriginal Victorian Community as inclusive of the many different First Nations Peoples in Victoria, including Aboriginal and Torres Strait Islander communities.

Artwork: Last Connection by Alfred Carter (Gunaikurnai)

This is about three countries keeping a connection with each other using smoke over the water. At the centre of the painting are our Ancestors keeping the culture going.



Our services

We provide information, resources and a conciliation service for people who may have been discriminated against.

We can support people if they have been treated badly or unfairly in their employment, goods and service, education, accommodation, or sport because of their race, disability, age, religious belief, sex, pregnancy, parental/carer status, sexual orientation or physical features - or for another characteristic of unlawful discrimination.

We can also provide support for:

- sexual harassment
- vilification because of someone's race or religious belief
- victimisation - being treated badly because someone has made a complaint.

We will listen to individual's stories and provide them with information about their rights under our laws. When someone contacts the Commission, we will:

- ask if they identify as Aboriginal and/or Torres Strait Islander
- ask if they want to speak to somebody about their rights
- ask if they want to talk directly to a dedicated staff member or an Aboriginal staff member
- provide information about our services
- ask if they need support to draft a complaint or show them how to make a complaint.

We may also provide a referral to a range of Aboriginal or non-Aboriginal organisations and services.

Accessing our services

- **Phone:** 1300 292 153 – weekdays from 9 am – 4 pm
- **Email:** Detailing your issue and whether you would like to speak with an Aboriginal staff member
- **Online chat:** Available weekdays from 10 am – 4 pm
- **Online complaint form**
- **Letter:** VEOHRC, Level 3, 204 Lygon Street Carlton Victoria 3053

Full details can
be viewed on
our website:



<https://www.humanrights.vic.gov.au/for-individuals/tailored-services/>

Conciliation

When a complaint is made, we will take it through our conciliation process with both sides of the complaint involved. Conciliation involves a Commission staff member who supports people to explore ways and options to resolve a dispute or issue. This service is voluntary, and aims to achieve a mutually beneficial outcome.

It is a simple and free alternative to taking a complaint to the Victorian Civil and Administrative Tribunal (VCAT). We can resolve complaints relating to discrimination, sexual harassment, vilification, and victimisation.

Share our services

You can help us promote our services by sharing their details on your social media channels and in your e-news or newsletters. We welcome sharing this kit with your frontline staff and including details of our services in your brochures and flyers.

Sample newsletter item

In Victoria, it is against the law to discriminate against someone because of their race, disability, age, religious belief, sex, pregnancy, parental/carer status, sexual orientation or physical features.

If you have been treated badly or unfairly at work, school, or another part of public life, the Victorian Equal Opportunity and Human Rights Commission can provide support.

If you're Aboriginal and/or Torres Strait Islander, the Commission has culturally safe and inclusive services so they can listen to your story and provide you with information about your rights under Victoria's laws.

Read more about why and how to make an enquiry or complaint: <https://www.humanrights.vic.gov.au/for-individuals/tailored-services/>

Case studies

Brenda's experience trying to rent a house

'It's been so difficult for me to find the right home for me and my kids. To be told I was not able to rent this home because I am a single mum was a huge blow.'

Richard lost his job after complaining about his supervisor

'My supervisor said a lot of things about my work not being good enough. I heard him talk to the other brickies about me being lazy, like he thinks all black people are.'

Leah is booted and hears racist comments while playing netball

'I love playing netball but as soon as I realised the boos and comments only happened when I had the ball, I just didn't want to play anymore.'

**Full and more case studies
can be read online.**

Sample social media post 1

@VEOHRC offer free and confidential services for Aboriginal and Torres Strait Islander Victorians looking to understand their human rights or make a complaint. Find out more: <https://www.humanrights.vic.gov.au/hub/aboriginal-rights/tailored-services>

Sample social media post 2

Have you been discriminated against as an Aboriginal or Torres Strait Islander person living in Victoria? @VEOHRC can support: <https://www.humanrights.vic.gov.au/hub/aboriginal-rights/tailored-services>

Sample social media post 3

Have you experienced bullying, sexual harassment, or victimisation in the workplace? @VEOHRC can help: <https://www.humanrights.vic.gov.au/hub/aboriginal-rights/tailored-services>

Sample social media post 4

It is against the law for a business or organisation to discriminate against you or deny a service because you are Aboriginal or Torres Strait Islander. You can find more information or make a complaint with @VEOHRC: <https://www.humanrights.vic.gov.au/hub/aboriginal-rights/tailored-services>

Sample artwork

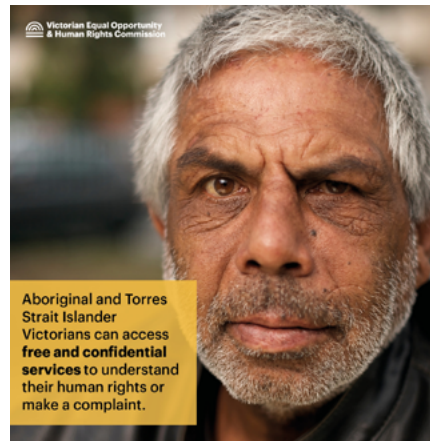
Twitter, Facebook, LinkedIn



Victorian Equal Opportunity & Human Rights Commission

Aboriginal and Torres Strait Islander Victorians can access **free and confidential services** to understand their human rights or make a complaint.

Instagram



Victorian Equal Opportunity & Human Rights Commission

Aboriginal and Torres Strait Islander Victorians can access **free and confidential services** to understand their human rights or make a complaint.



Victorian Equal Opportunity & Human Rights Commission

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Victorian Equal Opportunity & Human Rights Commission

Have you been **discriminated against** as an Aboriginal and/or Torres Strait Islander living in Victoria?



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