

Complaint Form

This form can be submitted online at www.eoc.wa.gov.au or by email to eoc@eoc.wa.gov.au

Or post to:

Equal Opportunity Commission
Albert Facey House
469 Wellington Street
PERTH WA 6000

If you need more information or you would like to talk about filling out this form, please visit our website, or contact the Commission on 9216 3900, 1800 198 149 (country landline callers only).



An Interpreter can be arranged on request.

About You

Title: Name:

Address:

..... Postcode:

Telephone: Mobile:

Email:

Who do you think has discriminated against you?

(For example, your employer, a business or office providing goods or services, the person or organisation providing your accommodation, a school, TAFE or club)

1. Name of person/s involved:

Business/Organisation name:

Their address:

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Postcode: Telephone:

What is their relationship to you?

2. Name of person/s involved:

Business/Organisation name:

Their address:

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Postcode: Telephone:

What is their relationship to you?

What type of discrimination do you think you have experienced?

Please tick the box/boxes that apply

- ☐ Age
- ☐ Breastfeeding
- ☐ Family responsibility
- ☐ Family status
- ☐ Gender history
- ☐ Impairment or disability
- ☐ Marital status
- ☐ Political conviction
- ☐ Pregnancy
- ☐ Publication of personal details on Fines Enforcement register website
- ☐ Race
- ☐ Racial harassment
- ☐ Religious conviction
- ☐ Sex
- ☐ Sexual harassment
- ☐ Sexual orientation
- ☐ Spent conviction (*Spent Conviction Act 1988*) and
(*Historical Homosexual Convictions Expungement Act 2018*)
- ☐ Victimisation (for complaining about discrimination under the *Equal Opportunity Act 1984*)
- ☐ Victimisation (for making a public interest disclosure under the *Public Interest Disclosure Act 2003*)
- ☐ Other – Please explain

Where did it happen?

Please tick the box/boxes that apply

- ☐ Employment/work
- ☐ Obtaining goods or services (e.g. state government department, shop)
- ☐ Education – School, TAFE, University, College
- ☐ Accommodation
- ☐ Access to places and vehicles
- ☐ Membership of club
- ☐ Sport
- ☐ Application forms
- ☐ Other – Please explain

When did it happen?

What happened to you?

We need to know:

- What happened?
- Where it happened?
- Who did it and who was involved?
- Why you think it was discrimination?

Please give us all the dates and other details you can remember. If you need more space please attach your own extra pages.

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Witnesses

Are there other people who can help with the investigation?

Yes ☐ No ☐

Documents

Please attach copies of any documents that may help us with our investigation, such as doctor's certificates, records of conversations, letters or advertisements.

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How has this affected you?

What loss or harm have you experienced because of what has happened?

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Resolving the Matter

What would you like to happen as a result of lodging this form?

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Is there anyone who is helping you with this matter?

(such as an advocate, a union representative or legal representative)

What is their name?

What is their role/job?

Their contact details:

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Collection Notice

The Equal Opportunity Commission (EOC) collects personal information, including sensitive personal information, to perform the functions of the Commissioner for Equal Opportunity under the *Equal Opportunity Act 1984 (WA)* and other applicable laws. The EOC handles personal information in accordance with the *Privacy and Responsible Information Sharing Act 2024 (WA)*, the *Freedom of Information Act 1992 (WA)* and other applicable legal obligations.

What information do we collect?

We may collect information such as:

- your name and contact details;
- information relating to your complaint or enquiry;
- information about other persons involved in the matter;
- information provided by witnesses, representatives, employers, service providers or government agencies; and
- sensitive personal information relevant to the matter, including information about protected attributes, health, disability, or other personal circumstances where necessary.

Why do we collect this information?

We collect personal information to:

- receive, assess, investigate and conciliate complaints;
- communicate with complainants, respondents and other persons involved in a matter;
- exercise statutory powers and perform statutory functions;
- provide information and assistance about rights and obligations under the *Equal Opportunity Act 1984 (WA)*;
- conduct education, research, policy and law reform activities; and
- meet legal, reporting and administrative requirements.

From whom do we collect information?

We will generally collect personal information directly from you. Depending on the circumstances, we may also collect information from respondents, witnesses, legal representatives, employers, service providers, government agencies, and other persons or organisations who hold information relevant to a matter before us.

What happens if you do not provide the information?

You may choose not to provide requested information. However, if sufficient information is not provided, we may be unable to assess, investigate, conciliate or otherwise deal with your complaint or enquiry.

Who may receive your information?

To perform our statutory functions, we may disclose relevant personal information to:

- respondents to complaints;
- witnesses;
- legal representatives;
- government agencies;

- the State Administrative Tribunal; and
- other persons or organisations involved in, or relevant to, the handling of a complaint.

We collect and store information relevant to complaints and enquiries we receive. We may share information relevant to a complaint, including with respondents where necessary, to enable the complaint to be investigated and addressed in accordance with the *Equal Opportunity Act 1984* (WA).

We may also collect, use or disclose personal information where authorised or required by law, where you consent, or otherwise as permitted by law.

Research, Reporting and Education

The EOC may use de-identified information for research, education, reporting, policy development, service improvement and law reform purposes. Information used for these purposes will not identify individuals.

Access, Correction and Complaints

You may request access to, or correction of, your personal information in accordance with applicable privacy laws and administrative processes.

You may also have rights of access to documents held by the EOC under the *Freedom of Information Act 1992* (WA), subject to any exemptions or limitations under that Act.

If you believe the EOC has mishandled your personal information, you may make a privacy complaint by contacting us.

Further information about how the EOC collects, uses, discloses and protects personal information is available in our Privacy Statement.

Survey

Purpose of the Survey

By answering the following short questions, you will help the Commission evaluate its services and make changes or modifications to make them better.

Confidentiality

You will not be identified in any data collected or published by the Commission.

1. What is your gender?

(Tick one only)

Female ☐

Male ☐

Non-binary ☐

5. Do you consider yourself to have an ethnic background?

(Tick one only)

No ☐

Yes *(Please specify)* ☐

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2. In which country were you born? *(Tick one only)*

Australia ☐

Overseas *(Please specify)* ☐

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4. What is the main language spoken at home? *(Tick one only)*

English ☐

Other *(Please specify)* ☐

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3. Are you of Aboriginal or Torres Strait Islander origin?

(Tick one only)

No ☐

Yes – Aboriginal ☐

Yes – Torres Strait Islander ☐

6. Do you have an impairment that results in a permanent disability? *(Tick one only)*

Yes ☐

No ☐

7. To which of the following age group do you belong?

- | | |
|---------|--------------------------|
| 0 - 12 | ☐ |
| 13 - 17 | ☐ |
| 18 - 24 | ☐ |
| 25 - 34 | ☐ |
| 35 - 44 | ☐ |
| 45 - 54 | ☐ |
| 55 - 64 | ☐ |
| 65 - 74 | ☐ |
| 75+ | ☐ |

Any comments you would like to make.

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8. Which of the following best describes you currently?

- | | |
|--------------------|--------------------------|
| Looking for work | ☐ |
| Student | ☐ |
| Retired | ☐ |
| Pensioner | ☐ |
| Homemaker | ☐ |
| In paid employment | ☐ |
- (Please describe occupation)*

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Signed

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Date