

Northern Territory Anti-Discrimination Commission



**ANNUAL REPORT
2006-2007**

The Hon Syd Stirling MLA
Minister for Justice and Attorney-General
Parliament House
State Square
DARWIN NT 0800

Dear Minister

Pursuant to section 16 of the *Anti-Discrimination Act 1992*, please find attached the Annual Report on the operations of the Anti-Discrimination Commission for the period 1 July 2006 to 30 June 2007.

Yours sincerely



Tony Fitzgerald

28 September 2007

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From the Commissioner



Tony Fitzgerald
Commissioner

In accordance with my obligation under section 16 of the *Anti-Discrimination Act* (“the Act”) I have great pleasure in presenting my fifth Annual Report to the Attorney-General and Minister for Justice.

IMPORTANT EVENTS

Two important events for the Anti-Discrimination Commission (ADC) took place during this year’s ‘reporting period’ (July 2006 to June 2007) and hopefully struck a chord with the Northern Territory (NT) community. Both events resulted from the ADC’s statutory duty under section 13 of the Act to promote recognition, understanding and acceptance of equal opportunity principles and also to publish codes of practice to assist in compliance with the Act.

The first saw the launch in October 2006 of our publication “Preventing Discrimination – It’s Good For Business” at Parliament House. The launch was hosted by Minister Marion Scrymgour deputising for the Minister for Business and Economic Development (the Hon Kon Vatskalis). The launch coincided with October Business Month and was co-sponsored by the NT Chamber of Commerce. The publication is designed to assist small NT businesses in preventing unlawful discrimination and harassment in the workplace, and to inform businesses of their rights and obligations under the Act.

The second event was the launch in June this year of the ADC’s first ever television advertising campaign. The TV advertisements were also launched at a function held in Parliament House, this time hosted by the Hon Syd Stirling, Minister for Justice and Attorney-General. The TV ads, on the themes of disability, sex and race discrimination may be viewed by accessing our website.

One other noteworthy current event took place immediately after the reporting period and deserves mention here because it has significant implications for the work of the Commission in 2007-2008. July 2007 marked the extraordinary ‘invasion’ of remote NT by the Federal government on the pretext of addressing child abuse. Much has now been written elsewhere by myself and others about the discriminatory aspects of the invasion, (would the government contemplate similar measures for non-indigenous communities in other parts of Australia where child abuse is a problem?) and the failure of the ‘invaders’ to address the recommendations of the “Little Children Are Sacred” Report. Indeed the Federal government appears to be conceding that its intervention is discriminatory by legislatively exempting any of the intervention measures from the jurisdiction of the *Racial Discrimination Act* (Cwth) and the *Anti-Discrimination Act*. In particular the failure by the Federal government to consult local Indigenous people and/or the NT government about the strategy is breathtaking in the depth of its arrogance and lack of sincerity.

As I write this report the Intervention continues to unfold. The NT as a community can only hope that 'intelligence' received by the Federal government from personnel posted to various locations will convince it that the only way forward is collaboration with locals, funding for long-term placements of personnel and funding for significant infrastructure (schools, houses) and development.

OPERATION OF THE ADC

As some readers will be aware the principal areas of ADC activity, as prescribed under the Act, are the promotion in the Territory of an understanding and acceptance of the purposes and principles of equal opportunity; investigation, conciliation and hearing of complaints; the provision of public education and training; examination of existing and proposed legislation; provision of advice to government, the private sector and the general public; and production of educational materials.

We take our policy advice and public education and training roles very seriously because of their proactive effect in preventing disputes and promoting the principles of tolerance, respect and equal opportunity. We view this aspect of our work as being equally as important and necessary as our complaint handling function.

STAFFING

The approved staffing level for the Commission is eight including the Commissioner, the Director of Conciliation, Policy and Law, two conciliator/complaints officers, an educator/trainer, two administrative assistants and an office/finance manager. In addition to these eight staff members, the Community Visitor Program Manager also works out of the ADC office and assists with ADC matters.

As in previous years my tireless and talented staff deserve high praise for their continued ability to achieve outstanding results within a modest budget, and to maintain a high profile in the community through innovation and competence. I thank them again for their energy and skill. (See next pages for staff organisation chart and photographs.)

Our co-location with the Information Commissioner and the Community Justice Centre continues to result in some cost efficiencies and facilitates the referral of disputes which fall outside the ambit of the Act to the Community Justice Centre.

The Commission has still not succeeded in obtaining funding to staff an office in Alice Springs, or to set up an outreach office at Casuarina. We remain convinced that the establishment of these two offices would better enable us to perform our functions of promoting recognition and acceptance of equal opportunity within the community and effectively handling complaints of discrimination.

Funding for the Community Visitor Program (CVP), which is administered through this office and established pursuant to the *Mental Health and Related Services Act (NT) 1998*, was increased to \$120,000 recurrent from this financial year 2006/07. This level of funding accommodates a higher demand from consumers and enables Community Visitors and Community Visitors Panels to more adequately discharge their statutory

functions. The CVP has a fundamental role in ensuring that the human rights of people receiving treatment under the *Mental Health and Related Services Act* are observed. It also acts as one of several mechanisms to ensure the provision of a quality mental health service. In broad terms, the CVP has monitoring, inspection/inquiry, advocacy and complaint handling functions.

SUMMARY OF COMMISSIONER'S ACTIVITIES

The following is a summary of my activities in pursuance of my duties under the Act: during 2006/07:

Hearings

One hearing, *Berice Anning v Batchelor Institute of Indigenous Tertiary Education* was held this year and, due to my absence, was conducted by the Acting Commissioner. Two decisions were delivered in the matter, one dismissing the complaint of race discrimination, and another dismissing the Respondent's subsequent application for costs. Both decisions are available on the Commission's website.

Submissions/Comments

- Federal government's discussion paper on Access to Aboriginal Land under the *NT Aboriginal Land Rights Act*.
- Commonwealth discussion paper on Australian Citizenship.
- Contribution to forum convened by Mr Miloon Kothari, United Nations Special Rapporteur on Adequate Housing.
- Contribution to Human Rights and Equal Opportunity Commission enquiry into Same Sex Relationship Entitlements.
- Briefing to NT Ministers separately about Special Measures.

Field Trips

- 40th Anniversary of Gurindji Wave Hill Walk Off - Kalkaringi & Daguragu Freedom Day Festival.
- Australian Council of Human Rights Agencies Conferences (ACHRA) Adelaide and Melbourne.
- Department of Justice (DoJ) Executive Directors' Group meeting, Alice Springs.
- Freedom, Respect, Equality and Dignity Human Rights Conference, Melbourne.

Speaking Engagements

- New Matilda Human Rights Act Campaign.
- Presentations about the Commission and Workplace Behaviours for the DoJ Orientation Program.
- Presentation of Mental Health Week Art Competition "People's Choice Award".
- Judging of the Building Disability Access Awards.
- National Foundation of Australian Women What Women Want Project YWCA and NT Working Women's Centre Roundtable.

- Anglicare.
- NT Islamic Society Open Day and Discussion Session.
- Launch of Mental Health Week Raintree Park.

Human Rights Awareness and Training

- NT Police recruits training.
- Fortnightly Top End Aboriginal Bush Broadcasting Association radio broadcasts commencing 13 September 2006.
- NT Apprentices training.
- Energy Resources Australia harassment and discrimination training for employees and managers.
- North Australian Aboriginal Justice Agency lawyers.

Launches

- Launch of ADC Publication "Guidelines for Small Business" - Parliament House.
- Launch of the ADC television advertisements - Parliament House.

Invitations

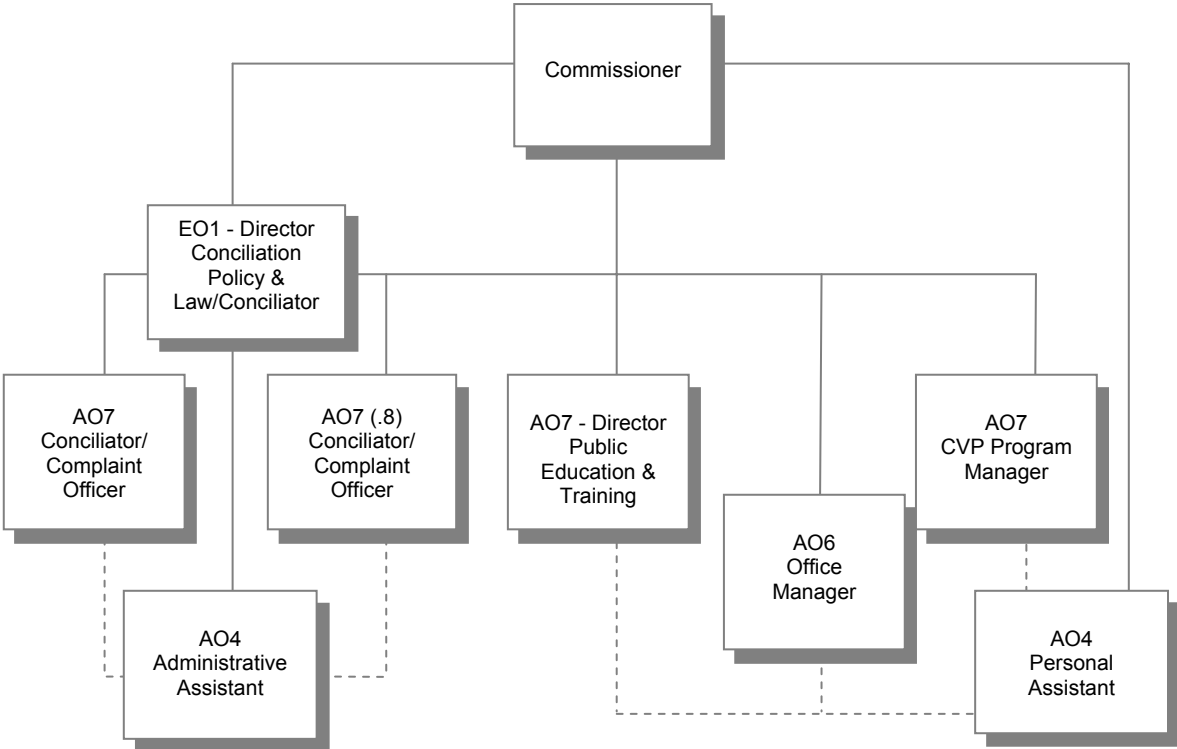
- Testra Art Awards.
- Official opening of the new Low Security Area, Darwin Correctional Centre.
- Annual Prisoners Art Exhibition, Fannie Bay Gaol.
- NT Bar Dinner, Myilly Point Chambers.
- Presentation of the Mental Health Week People's Choice Art Award.
- HREOC Darwin Same-Sex Enquiry public consultations and briefing with HREOC President John von Doussa QC.
- Launch of Steve Abala Sporting Role Models Book - Parliament House.
- White Ribbon Day breakfast.
- Justice Michael Kirby's "Struggle against HIV/AIDS".
- NT AIDS & Hepatitis Council official launch of AIDS Awareness Week.
- Human Rights Awards – Sydney.
- Launch of Mawul Rom.
- Harmony Day Celebration.
- "Aboriginal Darwin" book launch.
- Opening of NT Correctional Services Job Centre - Darwin Correction Centre.
- Charles Darwin University (CDU) Seminar "Securing Territorians' Rights - Statehood and a Bill of Rights".
- Larrakia Art Awards.
- CDU Seminar on Proposed Changes to the Aboriginal Land Permit System.
- Host of Human Rights and Equal Opportunity Commission's Community Forum.

Functions of the Commissioner

- (1) The Commissioner has the following functions:
- (a) to carry out investigations and hearings into complaints and endeavour to effect conciliation;
 - (b) to examine Acts and regulations and proposed Acts and regulations of the Territory to determine whether they are, or would be, inconsistent with the purposes of this Act, and to report the results of such examinations to the Minister;
 - (c) to institute, promote or assist in research, the collection of data and the dissemination of information relating to discrimination and the effects of discrimination;
 - (d) to consult with organisations, departments and local government and community government bodies and associations to ascertain means of improving services and conditions affecting groups that are subjected to prohibited conduct;
 - (e) to research and develop additional grounds of discrimination and to make recommendations for the inclusion of such grounds in this Act;
 - (f) to examine practices, alleged practices or proposed practices of a person, at the Commissioner's own initiative or when required by the Minister, to determine whether they are, or would be, inconsistent with the purposes of this Act, and, when required by the Minister, to report the results of the examination to the Minister;
 - (g) to promote in the Territory an understanding and acceptance, and public discussion, of the purposes and principles of equal opportunity;
 - (h) to promote an understanding and acceptance of, and compliance with, this Act;
 - (j) to promote the recognition and acceptance of non-discriminatory attitudes, acts and practices;
 - (k) to promote within the public sector the development of equal opportunity management programs;
 - (m) to prepare and publish guidelines and codes of practice to assist persons to comply with this Act;
 - (n) to provide advice and assistance to persons relating to this Act as the Commissioner thinks fit;
 - (p) to advise the Minister generally on the operation of this Act;
 - (q) if the Commissioner considers it appropriate to do so, to intervene in a proceeding that involves issues of equality of opportunity or discrimination with the leave of the court hearing the proceeding and subject to any conditions imposed by the court;
 - (r) such functions as are conferred on the Commissioner by or under this or any other Act; and
 - (s) such other functions as the Minister determines.

Section 13 Anti-Discrimination Act 1992

STAFF ORGANISATION CHART
(as at 30 June 2007)



Our Talented and Committed Staff



Tony Fitzgerald
Commissioner



Terry Lisson
Director Conciliation,
Policy & Law/ Conciliator



Surya Silva
Director Public Education
& Training



Simon Wiese
Conciliator



Jill McAloon
Conciliator



Fiona Roche
Conciliator



Somsong Albert
Office Manager



Judy Clisby
Community Visitor
Program Manager



Karyn Jessop
Personal Assistant



Melanie Campbell
Conciliation Support Officer

Anti-Discrimination Commission Actual Expenditure
(excluding Community Visitor Program which is reported separately).

	Budget	
Personnel Expenditure	728	
Operational Expenditure	113	
Total	841	
Actual Expenditure for 2006/2007		
Total Personnel Expenditure		704
Operational Expenditure		<hr/>
Property Management	7	
Accommodation	4	
Communications	14	
Consumables/General Expenses	2	
Document Production	7	
IT Hardware & Software Expenses	3	
Library Services	2	
Marketing and Promotion	15	
Membership and Subscriptions	1	
Motor Vehicle Expenses	16	
Office Requisite and Stationery	4	
Official Duty Fares	7	
Other Equipment Expenses	11	
Recruitment Expenses	1	
Training and Study Expenses	2	
Travel Allowance	2	
Information and Technology Charges	35	
CVP Expenses	2	
Total Operational Expenditure		<hr/> 135
TOTAL EXPENDITURE		<hr/> 839 <hr/> <hr/>

Conciliation, Policy and Law



Terry Lisson
Director

The Conciliation, Policy and Law Unit of the Anti-Discrimination Commission is made up of the Director, one full-time and one part-time Conciliator/Complaints Officer and one Administrative Assistant. This team handles enquiries, complaints, investigations, conciliations, policy advices, and the Commission's legal work, which includes writing decisions, handling appeals, arranging hearings, examining legislation, and providing professional advice regarding the operation of the Act.

On average each year the Commission receives approximately 140 new complaints, of which a very small proportion (19 this year) are dismissed at the outset on the basis that they are outside our jurisdiction. Our mandate is to resolve as many complaints as possible through the conciliation process and this year 58 complaints, or 94% of the matters that proceeded to conciliation, were resolved in this way.

The average time taken this year to finalise complaints was 6.4 months, which, although a very good standard when compared with similar complaint agencies Australia wide, is longer than the 4 month average achieved in previous years, and slightly above our target of 6 months. We believe that this is largely due to the reduced staff numbers, which are necessary because of budget constraints.

It is a tribute to the hard work, efficiency and commitment of the ADC staff that we are able to maintain a quick and efficient complaint resolution service, while at the same time continuing our work in the policy and legal area.

Enquiries

For most people their first contact with the Anti-Discrimination Commission is when they make an enquiry. The Commission provides free and confidential advice in response to these enquiries. The Commission's website is also used by many to obtain information that might otherwise be obtained by using the telephone or by coming in person to the Commission's office.

This year the Commission handled 563 telephone, email and walk-in enquiries (compared to 571 last year), and continued its excellent response time in relation to enquiries with 99% responded to in less than 24 hours. We attribute the smaller number of enquiries received over the last few years (from highs of approximately 900 per year in 2004/2005) to a much higher use of the internet by persons seeking general information. This reflects a national trend also occurring at other Commissions.

We continue to receive a substantial number of requests from government agencies, businesses and non-government organisations for professional advice on issues relating to the operation of the Act. This year out of 563 enquiries, 128 were professional advices.

The Commission's General Enquiry line and "Helpline for Managers and Supervisors" is accessed on Freecall 1800 813 846, and our website at www.adc.nt.gov.au

Complaints

One of the Anti-Discrimination Commissioner's functions is to "carry out investigations and hearings into complaints and endeavour to effect conciliation." [Section 13(1) *NT Anti-Discrimination Act* (the Act)]. In performing this function the Anti-Discrimination Commission is a neutral body which does not represent either side in a complaint. The function of the Commission in relation to complaints is to impartially assess, investigate, provide advice, conciliate, and, if necessary, conduct hearings to determine complaints.

The Act provides that, if the Commissioner has personally conducted the investigation or taken part in the conciliation of a complaint, he cannot conduct a hearing into that matter. For this reason the Commissioner delegates the powers to investigate and conciliate complaints to senior Commission officers called "Delegates". These Delegates' functions include: receiving complaints; deciding whether to accept or reject complaints; conducting investigations; providing advice to both parties; writing complex decisions as to whether or not a complainant has established a *prima facie* complaint; and endeavouring to conciliate complaints including conducting conciliation conferences. If a complaint proceeding to conciliation is not resolved it may be referred to a public hearing which is conducted by the Commissioner.

Summary of Complaint-Handling in 2006/2007

Complaint Process (Overview)

a. Discrimination, Prohibited Conduct and Areas of Activity

The Act defines discrimination as including any distinction, restriction, exclusion or preference made on the basis of an attribute that has the effect of nullifying or impairing equality of opportunity. Prohibited discrimination also includes harassment on the basis of an attribute.

The Act prohibits discrimination in any of the areas covered by the Act on the ground of any of the following attributes which appear in Section 19:

- (a) race;
- (b) sex;
- (c) sexuality;
- (d) age;
- (e) marital status;
- (f) pregnancy;
- (g) parenthood;
- (h) breastfeeding;
- (j) impairment;
- (k) trade union or employer association activity;

- (m) religious belief and activity;
- (n) political opinion, affiliation and activity;
- (p) irrelevant medical records;
- (q) irrelevant criminal record;
- (r) association with a person who has, or is believed to have, an attribute referred to in this section.

The Act also sets out other forms of prohibited conduct including:

- refusing to allow guide dogs;
- sexual harassment;
- failure to accommodate a special need;
- victimisation;
- seeking unnecessary information;
- discriminatory advertising;
- aiding contravention of the Act

Discrimination on the basis of any of these grounds is only unlawful if it occurs in one of the following areas of activity set out in Section 28 the Act:

- (a) education;
- (b) work;
- (c) accommodation;
- (d) goods, services and facilities;
- (e) clubs; and
- (f) insurance and superannuation.

Misunderstandings concerning discrimination often arise from a misconception that the Act covers any conduct that may be described as discrimination or harassment. It is important to note that unlawful discrimination is limited to the attributes and areas set out in the Act. People often complain about forms of unfair treatment or harassment that are not based on an attribute under the Act, or do not occur in an area of activity covered by the Act. They are advised that not all conduct that appears to be discriminatory is unlawful and matters not covered under the Act are often referred to the NT Community Justice Centre (with which we are now co-located) or other appropriate agencies, such as NT Consumer and Business Affairs or the Ombudsman.

b. Acceptance of Complaints (Sections 65, 66, 67 and 68)

Complaints alleging discrimination or other prohibited conduct must be made in writing by the person aggrieved, must set out in detail the alleged prohibited conduct and identify the respondent, and must be made not later than six months after the alleged prohibited conduct took place.

However the Act does give discretion to accept complaints outside the time limit when it is “*appropriate*” to do so. This discretion will generally be exercised if a complainant is able to demonstrate that the justice of the case requires an extension. Conduct that occurred out-of-time will also usually be allowed to form part of a complaint if it is shown that it is part of a continuing pattern of prohibited actions that extended into the six-month timeframe.

Once the Commission receives a written complaint, an initial decision is made as to whether the complaint should be accepted or rejected. The Act requires this decision to be made within sixty days of receipt of the complaint.

A complaint must be rejected if the Commission reasonably believes that it is frivolous, vexatious, trivial, misconceived, lacking in substance or if it fails to disclose any prohibited conduct. If this appears to be the case, the Commission will often utilise the sixty day period to make preliminary inquiries regarding the complaint. Complainants may be asked to provide further information in support of their complaint.

A decision of the Local Court in 2004 in the matter of *Gedling v Anti-Discrimination Commissioner* suggests that, except in very limited circumstances, the Commission is only able to contact respondents after a complaint has been accepted.

Prior to the decision in *Gedling* information obtained at this early stage gave parties the opportunity to comment before a decision was made regarding acceptance. In some cases making early contact with potential respondents to discuss a complaint resulted in disputes being defused and a satisfactory resolution being achieved without the need for the complaint to proceed through the formal complaint-handling process.

The Commission intends to make submissions in the forthcoming review of the Act suggesting removal of the initial accept/reject stage and seeking more flexible provisions which will allow for conciliation at an earlier stage of the process.

Once a complaint is accepted, it is often the Commission’s practice to contact the respondent by telephone before sending out the formal complaint notification letter. This initial contact is used to explain the nature of the complaint, why it was accepted, and the Commission’s complaint-handling processes. Speaking to a respondent at this early stage often helps to allay any concerns or misconceptions held by respondents, in particular the most common misconception, which is that the Commission represents a complainant or is promoting a claim.

The Act requires that complaints be accepted or rejected within sixty days of being received however, in practice, this decision is generally made within two weeks of receipt. If a complaint is rejected the Commission must notify the complainant in writing of the reasons and this decision is appealable to the Local Court.

Of the 128 complaints finalised this year, 19 were rejected at the outset.

c. Investigation

After acceptance a complaint is investigated to determine if the complainant has established a *prima facie* case of discrimination. The investigation phase of complaint-handling gives the parties the opportunity to comment on any of the issues which may

affect their interests. This is consistent with the principles of natural justice. It involves giving parties time to gather relevant information, allowing them to answer allegations, and to clarify the issues.

The Commissioner's Delegate has wide discretion in the form of investigation to be conducted under the Act, subject to the requirements of procedural fairness. The Delegate may interview witnesses, seek medical or business records, and obtain other relevant records. If necessary, production of records may be compelled or a person may be compelled to attend proceedings under the Act.

In recent years the Commission has encouraged early conciliation of complaints. It is important to note that the investigation and conciliation phases of complaint-handling run concurrently, not consecutively. That is, conciliation does not have to take place at the conclusion of an investigation, it can occur at any stage by agreement between parties.

d. Section 76 *Prima Facie* Decisions and Section 102 Decisions

At the end of the investigation stage, if the matter has not been conciliated, the Delegate makes a *prima facie* decision from information gathered in the investigation. This decision is not a finding of fact or liability, but rather a finding made after testing whether there is sufficient *prima facie* evidence to substantiate the alleged prohibited conduct. In deciding whether or not there is *prima facie* evidence the test to be met is that there is sufficient evidence which, unless displaced, would support a finding of prohibited conduct on the balance of probabilities.

Of the 128 files completed this year 7 were dismissed at the *prima facie* stage on the basis that there was insufficient *prima facie* evidence.

Complaints may also be discontinued pursuant to section 102 of the Act at any time in the proceedings if the Delegate or Commissioner finds that the complaint is frivolous, vexatious, trivial, misconceived, lacking in substance or fails to disclose any prohibited conduct. Section 102 tends to be used to deal with complaints that were initially accepted but were subsequently found not to disclose prohibited conduct, or to be lacking in substance.

Of the 128 files closed this year, 15 were discontinued under section 102.

e. Conciliation

The conciliator's functions are to assist, as a neutral party, in the conciliation process by providing impartial advice, explaining options, helping to identify problems and legal issues and giving general advice regarding possible, probable and desirable outcomes for resolving complaints under the Act.

Conciliation processes take many forms, including formal confidential conciliation conferences that allow the parties to meet together with a conciliator to discuss the issues in the complaint and explore possible resolutions. Conciliation conferences may be held at various stages of the complaint-handling process. The most common conferences are voluntary ones which can be held at any appropriate time in the process.

The Act provides that, after a *prima facie* decision, the Delegate may refer a complaint to a compulsory conciliation conference. However, no compulsory conciliation conferences have been held at the Commission in the past year. Instead parties to complaints have been willing to attend voluntary conferences, which suggests they have confidence in the fair and impartial processes of the Commission.

If parties are able to resolve a complaint through conciliation it is usual for a written settlement agreement to be prepared by the Commission for execution by the parties. Typical conciliated settlements might include such things as an apology, an agreement by a respondent to participate in anti-discrimination training, a commitment to change policies and practices, re-instatement in employment, and payment for damages in any amount agreed upon by the parties.

Of the 128 complaints finalised during the year 58 complaints were resolved by conciliation.

It is worth noting that of the 62 accepted complaints proceeding to conciliation, (i.e. complaints that were not earlier dismissed, discontinued or withdrawn) 58, or 94%, were successfully resolved by conciliation.

f. Hearings

If an accepted complaint is not resolved by conciliation then the Delegate refers it to hearing for determination by the Commissioner. This was the case in only 4 of the 62 matters proceeding to conciliation this year.

The hearing process begins with a Directions Conference during which the parties meet before an Anti-Discrimination Commission Registrar to establish dates for the complainant to file Points of Claim which set out the substance of the complaint, and for the respondent to file Points of Defence, which set out the nature of the defence. The parties also discuss with the Registrar whether or not they wish to be legally represented, the number of witnesses they intend to call, how much hearing time they estimate will be needed, a suitable hearing date and any other matters that need clarification.

The hearing process is in many ways, similar to proceedings in courts or before tribunals. However, in practice, Anti-Discrimination Commission hearings are less formal and the Commissioner is not bound by the rules of evidence. The Act requires the Commissioner to “*act according to equity, good conscience and the substantial merits of the case without regard to technicalities and legal forms*”.

At hearing, the complainant must prove the case on the balance of probabilities. If there is a finding of prohibited conduct, the Commissioner may order apologies, anti-discrimination training, that a respondent not repeat or continue a prohibited conduct, or that a person be employed, promoted or reinstated, etc. The Commissioner also has the power to award damages of not more than the maximum amount prescribed in the Regulations to the Act (currently \$60,000).

The Act provides that, at any time during the hearing process, if the Commissioner considers that a complaint may be resolved by conciliation he or she, “*may endeavour to resolve the complaint by conciliation.*”

In the past there were often substantial delays in bringing complaints to hearing, but it is now common practice for the Registrar's conference to take place within two weeks, and the hearing within three months, of the date of referral to hearing.

Of the 128 complaints finalised during the year 1 complaint was determined at hearing. This is an identical result to the last two years, each of which also had 1 matter determined at hearing.



Hearings Finalised during 2006/2007

Matter	Outcome
<p><i>Berice Anning v Batchelor Institute of Indigenous Tertiary Education</i></p> <p>The complainant alleged discrimination on the basis of race in the area of work.</p> <p>A hearing was held on 13 and 14 December 2006 and the written decision was delivered one month later on 16 January 2007.</p>	<p>Complaint dismissed with no order for costs.</p>
<p><i>Berice Anning v Batchelor Institute of Indigenous Tertiary Education – Costs Application by the Respondent</i></p> <p>Note: The Costs Decision was delivered on 21 February 2007 and contains a comprehensive discussion of factors considered in determining costs in Anti-Discrimination matters.</p>	<p>Respondent's application for costs dismissed.</p>

* Hearing decisions are reported on the Commission website www.adc.nt.gov.au

Appeals

Pursuant to section 106 of the Act a complainant or respondent may appeal a decision of the Commissioner or his Delegate to the Local Court. This includes decisions to reject complaints, decisions to dismiss complaints at the *prima facie* decision-making stage, section 102 decisions to discontinue, or Commissioner's Hearing decisions.

A number of recent decisions of the Magistrates and Supreme Court make it apparent that appeals to the Court from decisions of the Anti-Discrimination Commissioner or a Delegate will generally be decided by way of a re-hearing on the written material that was before the Commission and not as a *de novo* (new) hearing.

Appeals finalised during 2006/2007

Kennedy and Ors v. Anti-Discrimination Commission, Top End Women's Legal Service and Office of Ethnic Affairs [2006] NTCA 9

Appeal dismissed by the Court of Appeal

This complaint of sex discrimination, relating to a "women-only" legal advice seminar, was dismissed by the Commissioner on the basis that it did not disclose any prohibited conduct because an exemption from the Act applied to non-profit groups carrying out a community service purpose. The Commissioner also found that such programs were also exempted from the Act because they were 'special measures', (a form of positive discrimination) designed to promote equality of opportunity for disadvantaged women.

An appeal by the Complainant, Mr Kennedy, to the Local Court was dismissed by the Magistrate, as was the subsequent appeal to the Supreme Court.

The further appeal to the Court of Appeal was heard in May 2006 and the decision handed down in October 2006.

In the Court of Appeal Mr Kennedy successfully argued that, due to the specific wording in the Act, the exemption applying to persons performing services on behalf of a non-profit association established for a community service purpose did not apply to the association itself. This meant that, despite being a non-profit association, TEWLS could be found liable for discriminatory conduct. [Note: The *Anti-Discrimination Act* has since been amended to clear up the inconsistency which exempted persons carrying out the work of non-profit associations, but not the associations themselves.]

However, despite the success of this argument, Mr Kennedy was unsuccessful in his overall appeal. In dismissing the appeal the Full Court unanimously agreed that the Commissioner was correct in finding that the special measures exemption applied, because the workshop delivered by TEWLS was "a program designed to promote equality of opportunity for a disadvantaged group, namely women".

The Court of Appeal ruling makes it clear that the Commissioner was correct in finding women to be a special measures group, and also includes useful discussion regarding the correct test to apply. As such it will be useful to the Anti-Discrimination Commission when decisions regarding the general application of the special measures exemption need to be made.

Appeals finalised during 2006/2007 (cont)***Toni Davison v Anti-Discrimination Commission (1st Respondent) and Fannie Bay Cool Spot (2nd Respondent)***

Appeal dismissed by the Local Court.

Ms Davison made a complaint about discrimination due to her association with a person (her son) who, while she was with him, was alleged to have been refused service at the Fannie Bay Cool Spot due to having a hearing guide dog.

Ms Davison's son was able at conciliation to reach an amicable resolution with the Respondent, who denied discriminating as alleged, but was willing to make a charitable donation to the Lions Club, because she strongly supported the work of the Guide Dogs Association.

Ms Davison's complaint was not resolved and proceeded to investigation. The outcome of the investigation led the Commissioner's delegate to decide that the complaint was lacking in substance and therefore it was discontinued pursuant to section 102 of the Act.

Ms Davison appealed to the Local Court against the Delegate's decision, however her appeal was eventually dismissed after she failed to attend at several pre-hearing conferences.

Example Complaints Resolved in 2006-2007**Sexual Harassment**

An employee alleged he was being sexually harassed and bullied by his boss with whom he had previously had a sexual relationship. A few days after making his complaint to the ADC, the employee's casual contract was terminated and he alleged this was victimisation.

The employer was contacted to advise them of the complaint and agreed to participate in an immediate conciliation conference. After both parties had an opportunity to listen to the other person's perspective the matter was resolved to everyone's satisfaction, on the basis that the employee would be provided with a recommendation for work at another place where the duties would suit him better. This is an example of the ADC's ability to handle complaints in a flexible manner to meet the needs of our clients and resolve complaints very quickly.

Race**Barefoot in the Bank**

An aboriginal woman attended her NT bank branch to withdraw money from her account. While she was waiting in line a staff member called out from behind the counter and told her she was not allowed in the bank without shoes on. The woman was asked by security to leave the bank without completing her business.

The woman complained to the Anti-Discrimination Commission (ADC) because she believed she was treated this way because of her race.

ADC accepted the complaint and sought an explanation from the bank. The bank explained that the requirement to wear shoes in the bank was part of its Occupational Health and Safety Policy and was applied to all persons entering the bank. The bank also pointed out that the sign requiring people to wear footwear in the branch had been posted on the front door of the branch for several years.

Further investigation by the ADC established that several non-aboriginal people who entered the bank without shoes on were not asked to leave and were in fact served despite the existence of the policy and the sign.

ADC advised the bank that the policy could indirectly discriminate against aboriginal people and other groups in the NT who might be less likely to wear shoes. ADC also advised the bank that the inconsistent way the policy was being enforced could clearly be seen as discriminating against aboriginal people.

After considering the ADC's advice the bank agreed to remove its policy requiring all customers to wear shoes in the bank, while retaining the right to refuse admission where there were health and safety concerns (for example people with bleeding feet).

The complaint was resolved when the Complainant accepted the bank's apology and the change of policy.

Impairment (Disability)

A student with a physical disability lodged a complaint against an institution that ran computer courses alleging that they had not adequately accommodated his special needs. As his physical disabilities were severe, he also believed that teaching staff were confusing these with an intellectual disability, which he did not have. The Commission investigated the complaint and it was found that, in the past, the institution had granted the complainant personal academic assistance for several hours per week. However without consulting the institution, the assistant began giving the complainant more help than he was actually entitled to. Some months later this arrangement ended when the assistant left the Territory. A new assistant took over but only provided the original duties and hours of service. However, the Complainant now had an unrealistic expectation as to the amount of help that he could access.

After discussions with the institution the Commission was able to explain to the Complainant that the institution appeared to be fulfilling its obligations under disability standards and it did not appear to be reasonable to offer him more assistance.

Impairment (Disability) (con't)

However the institution agreed to help the Complainant access some extra hours of assistance from another community service. They also agreed to purchase extra computer software to make it easier for the student to utilise the internet.

As the student's disabilities included difficulties with his speech, staff at the institution found communicating with him very difficult. However this was embarrassing for staff and they found it much easier to tell this to the Conciliation Officer at the Commission, rather than to the student personally. This was explained to the student and the staff apologised to him in writing saying it was not their intention to imply that he had an intellectual disability. The Commission was able to negotiate with the student and suggest to him some strategies to make his communication with the institution easier in the future.

The student successfully completed the course and has moved on to study for a higher qualification. The computer institution decided to purchase more computer software and is now able to offer this facility to other students with disabilities.

Race

An Aboriginal man had received a cheque for \$20,000 and went to a car yard with his family to buy a used car. After he agreed to purchase a vehicle for \$8,000 the salesman took him to the bank to cash his cheque to make the payment. The salesman would not let the man's family members come with them to the bank.

The Complainant said that when they were at the bank the salesman deposited \$5000 of the cheque proceeds to the salesman's own bank account, saying that was "the cost of cashing the cheque". When they returned to the car yard one of the buyers' relatives asked where the additional \$5000 from the cashed cheque was. The salesman said the cheque could not be cleared without the \$5000 charge.

When friends of the buyer later challenged the salesman and tried to obtain the Complainant's \$5000, the salesman said that he knew nothing about the money and that the buyer and his friends had all been drinking and didn't know what they were talking about.

The Commission accepted the complaint and contacted the owner of the car yard who investigated the complaint and found that the allegations against his salesman were true. When the salesman refused to repay the \$5000 to the Complainant he was fired by the owner.

Although the \$5000 had never been received by the business, the owner apologised for the behaviour of his former employee and offered to compensate the buyer in cash and repairs to his vehicle to the value of \$5000.

The Complainant was satisfied with the compensation paid by the owner and with the way the owner had dealt with the salesman by terminating his employment. On this basis he agreed that his complaint was resolved.

Performance Reporting

Complaint Handling

This function involves the complaint acceptance, investigation, conciliation and hearing function of the Commission which operates to achieve the resolution of complaints in accordance with the provisions and requirements of the Act.

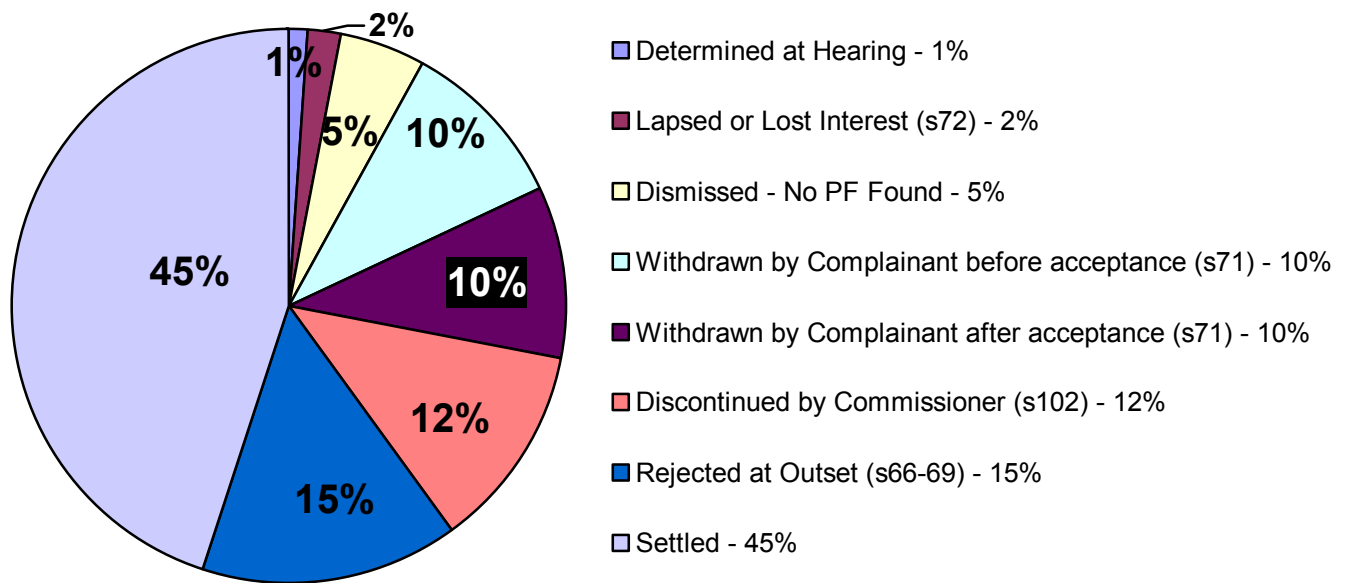
COMPLAINTS STATISTICS FINANCIAL YEAR JULY 1 2006 - JUNE 30 2007

Outputs		2004-05	2005-06	2006-07	2007-08
		Actual	Actual	Actual	Estimate
Quantity	Complaints Received	146	148	132	150
	Complaints Closed	118	180	128	140
	Complaints Open at 30 June	72	50	46	
Quality	Percentage of accepted complaints conciliated	48%	50%	53.5%	50%
Timeliness	Average time from receipt of complaint to final resolution	4 mths	4.5 mths	6.4mths	6 mths

Outcomes of All Complaints Closed This Year

Rejected at Outset (s66-69)	19
Withdrawn by Complainant after acceptance (s71)	13
Withdrawn by Complainant before acceptance (s71)	13
Lapsed or Lost Interest (s72)	2
Dismissed - No PF found (s76)	7
Discontinued by Commissioner (s102)	15
Settled	58
Determined at Hearing	1
Total	128

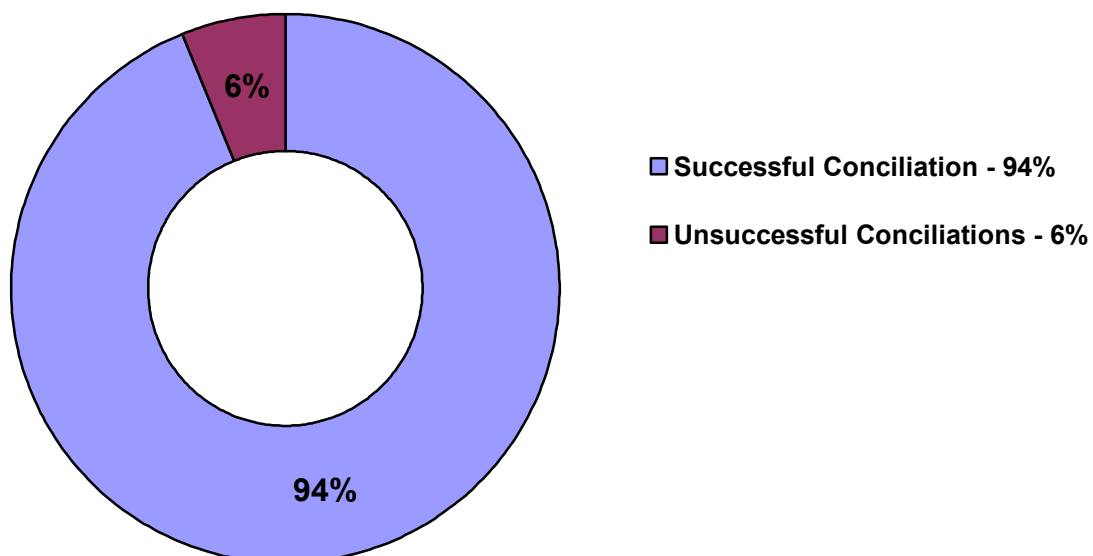
Outcomes of All Complaints Closed This Year (by Percentage)



Outcomes of All Complaints Proceeding to Conciliation This Year

Successful Conciliation	58
Unsuccessful Conciliation	4
Total Complaints Proceeding to Conciliation	62

Outcomes of All Complaints Proceeding to Conciliation This Year (by percentage)

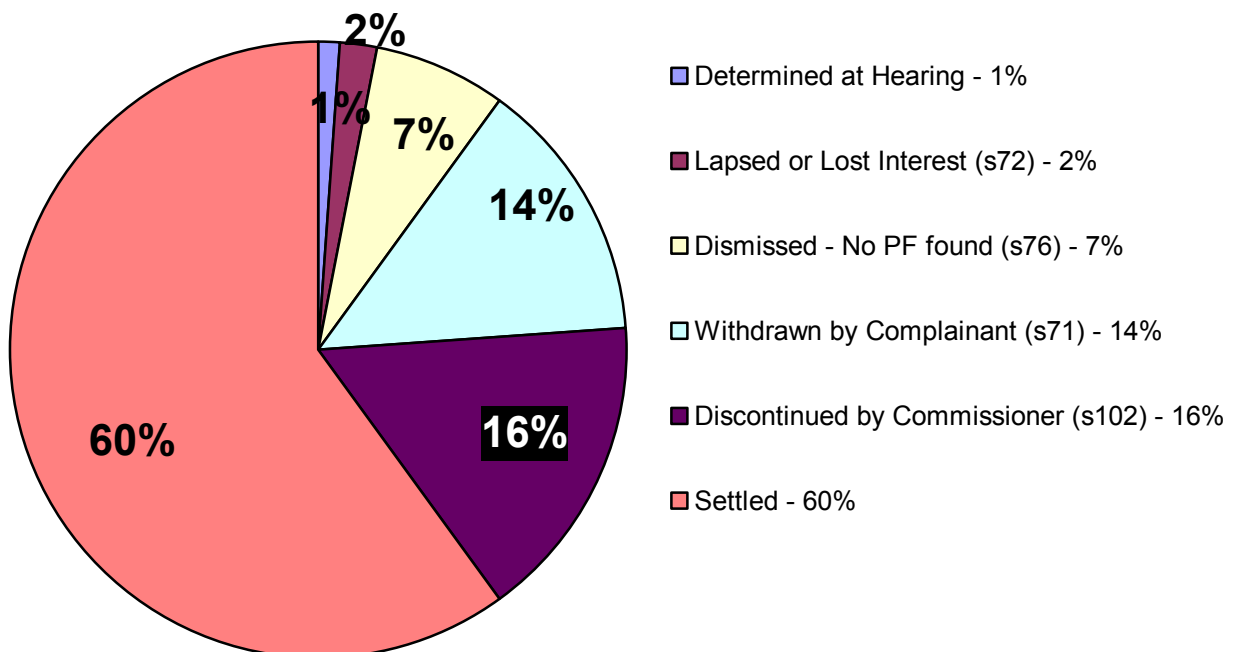


Outcomes of Accepted Complaints Closed this Year

96 of 128 closed complaints were accepted.

Settled	58
Determined at Hearing	1
Withdrawn by Complainant (s71)	13
Lapsed or Lost Interest (s72)	2
Dismissed - No PF found (s76)	7
Discontinued by Commissioner (s102)	15
Total	96

Outcomes of Accepted Complaints Closed this Year (by Percentage)



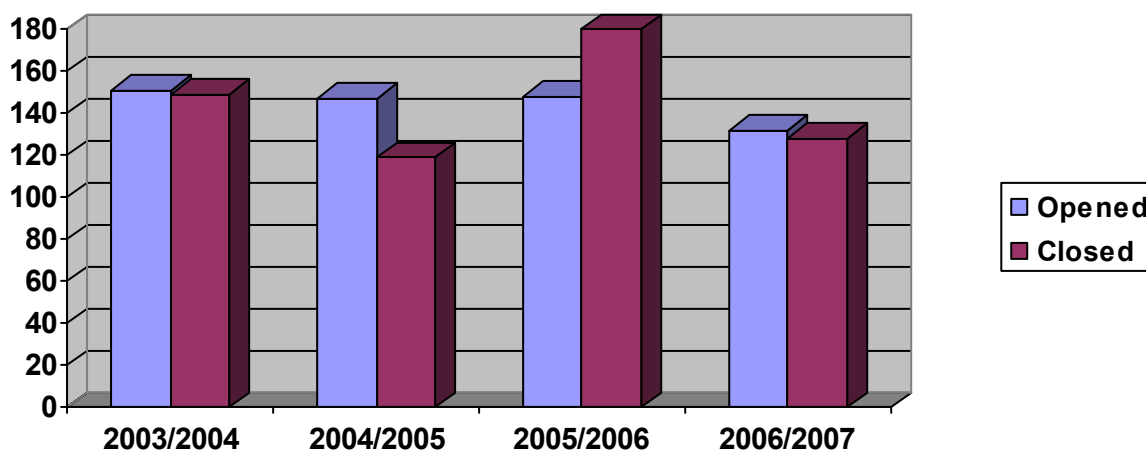
COMPLAINTS BY GROUNDS AND AREAS 1 July 2006 - 30 June 2007

PROHIBITED CONDUCT – DISCRIMINATION Grounds/Attributes	Education	Work	Accommodation	Goods/ Service/ Facilities	Clubs	Insurance/ Superannuation	Not Under Act	Total
Age		2				1		3
Association with a person		3		17				20
Breastfeeding		1						1
Impairment		15		16	1			32
Irrelevant Criminal Record		4		1				5
Irrelevant Medical Record					1			1
Marital Status		2		1				3
Parenthood		4						4
Political Opinion/ Affiliation/Activity		1						1
Pregnancy		5						5
Race	1	10	2	18	4			35
Religious Belief/ Affiliation/Activity								
Sex	1	14		1				16
Sexuality		3						3
Trade Union Affiliation/Activity		2						2
Not Under Act		5					5	10

OTHER PROHIBITED CONDUCT Grounds	Education	Work	Accommodation	Goods/Service/ Facilities	Clubs	Insurance/ Superannuation	Not Under Act	Total
Aiding Contravention of Act		1						1
Discriminatory Advertising		1						1
Failure to Accommodate a Special Need		6		11				17
Sexual Harassment	1	14		2				17
Seeking Unnecessary Info		2						2
Victimisation		1						1

COMPLAINTS OPENED AND CLOSED 2006-2007

	OPENED				CLOSED			
	03/04	04/05	05/06	06/07	03/04	04/05	05/06	06/07
Total	151	147	148	132	149	119	180	128

**Complainant Region**

Darwin	80
Alice Springs	22
Palmerston & Rural	12
Interstate	1
Other	18

Complainant Target Groups

Non-English Speaking Background	20
Women	63
Disability	29
Aboriginal	31

Complainant Entity

Individual Female	69
Individual Male	63

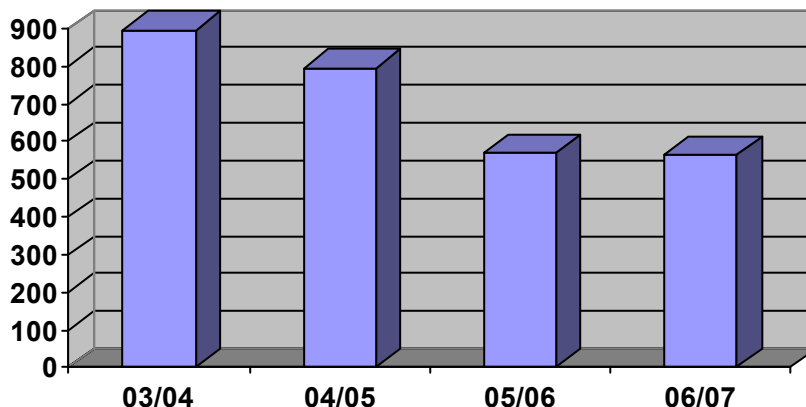
Respondent Profile

Individual	28
Company	59
Community	8
Club	7
Government	21
Association	3
Local Government	4
NGO	2

ENQUIRY STATISTICS FINANCIAL YEAR JULY 1 2006 - JUNE 30 2007

Comparison Number of Enquiries Received by Year

	03/04	04/05	05/06	06/07
Total	896	794	571	563



AVERAGE TIME SPENT ON AN ENQUIRY

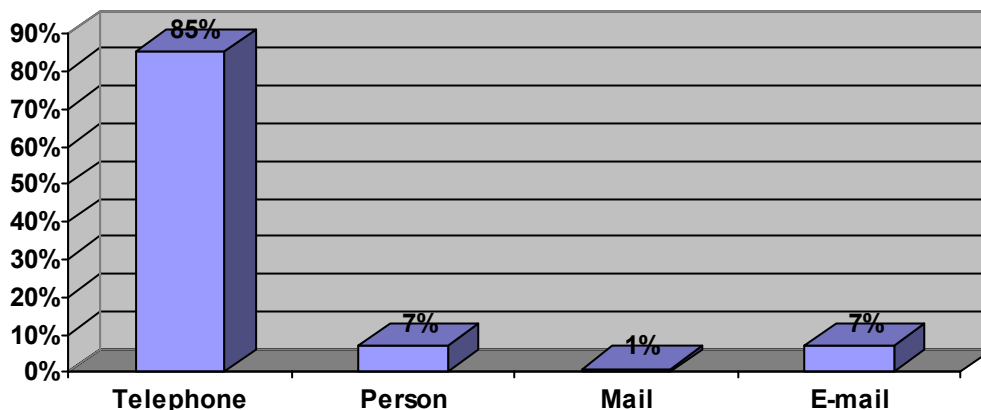
	Average Time in Minutes
Average Time 2006/2007	27

TYPE OF ENQUIRY

	Professional	General Information
	128	435

MODE OF ENQUIRY

	Telephone	In Person	Mail	E-Mail
Total 2006-2007	480	41	4	38



Public Education



Surya Silva
A/Director
Public Education &
Training

This section of the ADC Annual Report comprises a report of the activities and performance of the Public Education and Training Unit. Details of significant milestones of the 2006-2007 financial year are detailed below along with information about the Unit's operation and performance.

The year has been challenging because, after many years of service with the Commission, the former Director of Education and Training, Sue Rhodes, took a leave of absence to accept a position in Canberra. Judy Clisby temporarily moved across from managing the Community Visitor Program to the position and did an excellent job for three months until the position was filled. During this time the Commissioner and the Director of Conciliation Policy and Law also took on additional commitments to deliver training programs.

Surya Silva has now been employed for six months as Acting Director of Education and Training commencing the end of May 2007.

Achievements 2006-2007

There were considerable achievements throughout 2006-2007 and these included:

- The launch of three TV advertisements on the themes of sex, disability and race discrimination (details in the section "Public Education Initiatives");
- The presentation of training programs within specific workplaces as well as formal training programs offered in the half yearly calendar;
- Liaising and consulting with all levels of government, peak community groups, Aboriginal organisations, employer/employee groups, advocates, private sector businesses and organisations to promote non-discriminatory attitudes and practices;
- Distributing publications through peak bodies including: Aboriginal groups; Chamber of Commerce; specific industries; libraries; local government bodies; schools; Office of Multicultural Affairs; Multicultural Community Services of Central Australia; Multicultural Council of the Northern Territory and voluntary organisations;
- The launch of a booklet, "Preventing Discrimination - It's Good For Business! Your Rights and Responsibilities in Small Business" (details in the section "Public Education Initiatives");
- Updating information on the Commission's web site www.adc.nt.gov.au;

- Maintaining the Commission's toll free telephone (1800 813 846) number ;
- Maintaining the Helpline for Managers and Supervisors;
- Disseminating the training videos produced in 14 Aboriginal languages to people in communities;
- Quarterly publication and distribution of the "Fair Go" newsletter;
- Producing training materials in both written and electronic form;
- Regularly visiting regional areas in order to provide training and community consultation;
- Maintaining an involvement with a diverse range of community groups and public events; and
- Maintaining a Telephone Typewriter (TTY) for clients with a hearing impairment.

Objectives of the Public Education and Training Unit

The objectives of the Public Education and Training Unit reflect the functions of the ADC as outlined in section 13 of the Act. In addition our work reflects the vision and mission of the ADC developed at a planning day in November 2006.

The Vision: A fair, equal and inclusive Northern Territory.

The Mission: The ADC will lead the community in promoting human rights and achieving equality of opportunity and community harmony in the NT.

Objectives

- Institute, promote or assist in research, the collection of data and the dissemination of information relating to discrimination and the effects of discrimination;
- Consult with organisations, departments and local government and community government bodies and associations to ascertain means of improving services and conditions affecting groups that are subjected to prohibited conduct;
- Promote in the Territory an understanding and acceptance, and public discussion, of the purposes and principles of equal opportunity;
- Promote an understanding and acceptance of, and compliance with, this Act;
- Promote the recognition and acceptance of non-discriminatory attitudes, acts and practices;
- Promote within the public sector the development of equal opportunity management programs;

- Prepare and publish guidelines and codes of practice to assist persons to comply with this Act;
- Promote human rights and equality of opportunity in the Northern Territory;
- Support the Northern Territory Government's commitment to equality of opportunity for all people across the Territory; and
- Promote community harmony in the Northern Territory by encouraging people, groups, management and organisations to build cultures of respect.

Public Education Initiatives

The Commission was involved in a number of very successful initiatives in the 2006-2007 financial year that included the following:

- Participating in the NT Government's October Business Month offering training designed specifically for business and industry;
- Participating in the Disability Awareness Week of August 14 -18, through providing training programs, participating in the community markets and representing the Anti-Discrimination Commission at forums;
- Maintaining involvement in the Play by the Rules, Harassment Free Sports Strategy, presenting Member Protection Information Officers training;
- Participating in the International Day for people with a disability, representing the Commission at events, forums and programs;
- Presenting information at the Arafura Games; and
- The launch of the Small Business publication "Preventing Discrimination - It's good for Business". The booklet was developed in 2005-2006 and launched October 2006. The aim of the publication is to provide small business with crucial guidelines about anti-discrimination rights and responsibilities. Many small businesses have limited time and resources. Information and training activities are often last on their list of priorities. However knowledge of the guidelines is essential to ensure compliance with the law, increase productivity and promote good business practices.

The booklet provides information in an easy to understand format including:

- Anti-discrimination law in relation to employment;
- Strategies for preventing discrimination and harassment in the workplace;
- The benefits to be gained by complying with the law;
- What managers and supervisors need to know; and
- Where to get more information, advice and assistance.

Launch of ADC Television Advertisements

- Three advertisements on the themes of sex, disability and race discrimination were aired on Channel 9, Channel 7 and Imparja television;



Training Programs Offered in 2006-2007

Formal Training:

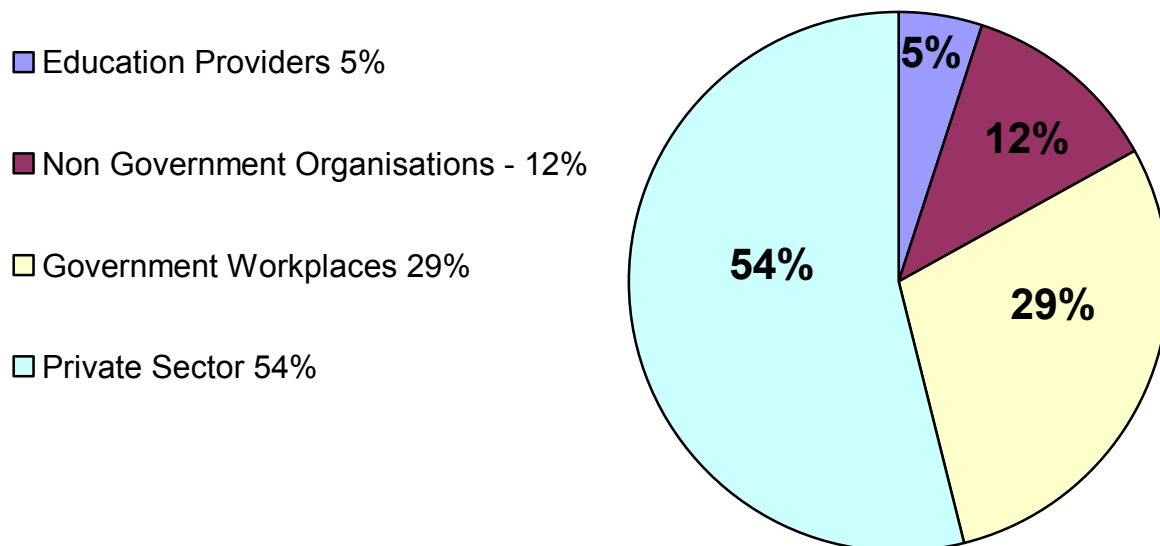
The Commission continued to offer a range of formal learning programs that included:

- Introduction to Anti-Discrimination Law;
- Harassment and Bullying in the workplace;
- Contact Officer Training;
- Recruitment – Employer Responsibilities;
- How to handle a grievance for managers and supervisors;
- Disability Awareness Seminars – General; and
- Disability Awareness Seminars – Education.

Thirteen of these formal training sessions were conducted in this financial year compared with 21 sessions in the preceding year.

Workplace Training

Eighty-five training sessions were conducted in outside workplaces during this financial year, compared with 66 in the 2005-2006 financial year. The breakdown of groups receiving training is shown in the chart below and demonstrates the significant amount of training and education provided to private sector and non-government organisations.



Anti-discrimination Harassment and Bullying Training is the most highly requested workplace program. It combines information about the anti-discrimination legislation and harassment and bullying in the workplace. The program has been developed to provide employees with the information and skills to identify and manage incidents of discrimination, harassment and bullying. Legislative obligations are incorporated in the program and participants leave the session better equipped to handle situations as they arise and/or support others to do the same.

The Anti-Discrimination Commission offers a similar, more advanced program for supervisors and managers. This program provides the skills for managers and supervisors to examine their responsibilities in regard to discrimination, harassment and bullying in the workplace and to prevent future incidents.

Anecdotal evidence from many of the workplaces visited is that bullying and harassment is increasing. Employees, managers and supervisors often appear relieved to have the opportunity to discuss their situations and gain information and skills to handle these situations in the best possible way.

Regional Centres

Training was regularly conducted in regional centres in order to raise public awareness or to offer specific workplace programs. For example, the public education and training unit completed a large contract for Energy Resources Australia at Jabiru, where a significant proportion of the staff attended training in anti-discrimination, harassment and bullying. These visits provide crucial information about topics that are impacting upon people in regional and remote areas, and will remain a priority for the Commission.

Regional centres visited in 2006-2007 for community consultation, public education and training included:

- Alice Springs;
- Tennant Creek;
- Katherine;
- Jabiru;
- Batchelor;
- Yulara;
- Kings Canyon; and
- Gove.

The Commission also visits remote communities and regional centres as the need is identified and/or requests are made.

Maintaining Quality of Programs

The unit is committed to best practice in education and training and has begun to regularly review the program content and methodologies with a view to making improvements as required. A direct result of this approach is the consistent positive feedback from both trainees and management of the organisations requesting training.

The process begins when the Commission is approached to provide workplace training and discussions with an organisation may include:

- Gaining agreement about what outcomes are being sought from the training;
- Finding out what relevant training has occurred in the past;
- Asking about the organisation's discrimination and harassment policies and any grievance procedures;
- Checking about additional training requirements for management; and
- Noting what ongoing support can best be offered by the Commission.

Performance Measures and Evaluation

Performance measures, including numbers of participants and training hours are recorded following each program.

All training participants are asked to complete an evaluation form and approximately 95% of people comply with this request.

Details follow here:

Performance measures	Unit of Measure	2005-06 Actual	2006-07 Actual	2007-08 Estimate
Quantity	Public awareness and training hours	280	276	300
	Number of participants	2008	1898	2200
Quality	Participant's rating of training	na*	84%	80%

*New measures from 2006-07 amended to provide a more meaningful measure of quality

Developing the Training Programs

Developing specific strategies to meet organisational requirements is a further way that the unit maintains its commitment to best practice. This process may include:

- Consulting with communities, groups or management from organisations on issues to do with discrimination, harassment or bullying;
- Designing programs for a specific industries that incorporate Equal Employment Opportunity policies and procedure;
- Provision of on-the-job training for organisations across the Territory;
- Working with organisations to develop discrimination and harassment policies and procedures;
- Providing follow up support for employees or management in the workplace; and
- Evaluating all programs.

Training Calendar

The Commission's training calendar is produced biannually and circulated throughout the Territory with the "Fair Go" newsletter. This provides wide exposure to the training programs and results in many enquiries and bookings. The main focus of training is to provide an introduction to equal opportunity and anti-discrimination legislation. Courses are open to everyone and participants represent a diverse range of occupations and backgrounds.

Over the last financial year, there has been an increasing focus on workplace training and the Commission has begun to change the format and planning of the calendar. From 2008, each subject area will be scheduled once in Darwin and regional areas per calendar with further dates being made available as the need arises. This will allow for more flexibility in meeting requests for programs and consultations across workplaces.

Remote Indigenous Strategy

The remote Indigenous strategy remains a priority within the Public Education and Training Unit within its on-going objective of providing as many Indigenous persons and communities as possible with information about discrimination, harassment and bullying.

Producing the video "Know Your Rights, Know Your Responsibilities" was a strategy to partly address this priority, and favourable feedback has been provided by viewers. However the numbers of people with video access in communities is limited as most people now use DVD.

The conversion of the materials to DVD will be a priority for next financial year. The DVDs will be distributed in the 14 Aboriginal languages detailed below:

- Burrarra
- Murrinh-Patha
- Djambarrpuyngu/Gupapuyngu
- Kriol
- Kunwinjku
- Modern Tiwi
- Anindilyakwa
- Warlpiri
- Western Arrernte
- Southern Arrernte
- Pitjantjatjara
- Alyawarra
- Warumungu
- Eastern Arrernte

The Commission accepts every opportunity to promote anti-discrimination in communities by offering education programs, providing information and attending public events and/or celebrations where information can be disseminated in the most appropriate manner. For example, the Commissioner participated in the Wave Hill 40th year celebration and training programs are regularly provided to students at Batchelor College.

The ADC remains vigilant to the needs of Indigenous persons for information, education and training and this strategy will be further developed in 2007-2008.

Vision for 2007-2008

The Public Education Unit works towards achieving the following objectives:

- Working with the private sector to spread the message about discrimination, harassment and bullying;
- Providing training programs in remote NT (this has begun with work on three outback stations);
- Developing links with Indigenous communities in order to present the information to persons living on communities;
- Developing a new partnership with the Top End Division of General Practice, planning and implementing programs for people in four Arnhem Land communities;
- Building an alliance with the Islamic community to produce materials for the next *Fair Go* newsletter, focussed on human rights issues for Muslims in the NT;
- Upgrading the web site to be more interactive;
- Converting the Indigenous language videos to DVD and then disseminating them to communities;
- Using the results from an on-line survey to guide directions in public education and training;
- Developing public education events in line with International days of celebration; and
- Developing a program for discrimination education in schools.

Each of these strategies will be reported on in the next annual report.



Harassment Free Sports Strategy

The Australian Council of Human Rights Agencies (ACHRA) and the National Standing Committee on Recreation and Sport have endorsed the ongoing development and promotion of the Play by the Rules website. This includes a shared commitment of resources and staffing between the State and Territory Equal Opportunity and Anti-Discrimination Commissions and the Federal, State and Territory Sports and Recreation offices.

The Commission is represented on the national management committee. This recognises that the Northern Territory Office of Sports and Recreation and Anti-Discrimination Commission staff work closely together to implement and promote harassment free sport right across the Territory.

Training to Member Protection Information Officers (MPIO) was offered during 2006-2007.

The MPIO provides confidential information and support for the person alleging harassment. Most complaints are effectively resolved at this level.

Play by the Rules website: www.playbytherules.com.au

ADC Publications

Fact sheets

- Anti-Discrimination General Information;
- Complaints Procedure;
- Sexual Harassment;
- Eliminating Sexual Harassment – Guidelines for Employers;
- Are You Treated Unfairly Because You Are Aboriginal;
- People With An Impairment (Disability);
- Criminal History Factsheet;
- Guide to Conciliation Conferences.

Factsheets are also available in:

- Tagalog
- Vietnamese
- Portuguese
- Indonesian
- Mandarin
- Thai
- Japanese
- Talking tapes/ Large type for the visually impaired

Posters

- Anti-Discrimination Commission Poster;
- Fair Go – This is what it's really about!;
- Fair Go – Creating a Fair Go for everyone!;
- Sexual Harassment – Nobody has to put up with it!;
- Know Your Rights, Know Your Responsibilities – Top End;
- Know Your Rights, Know Your Responsibilities – Central Australia;
- Welcome to my Country; and
- Play by the Rules.

Fair Go Newsletter

Quarterly editions of the Anti-Discrimination's newsletter, "Fair Go" were distributed throughout the Northern Territory.

Training Calendar

A schedule of formal training programs offered by the Commission is published twice yearly and distributed with the newsletter. This strategy has proven to be very successful, with numerous requests coming from organisations and individuals for training.

Web Site

The Commission has an extensive web site located at www.adc.nt.gov.au. It contains fact sheets, past and present newsletters, annual reports, the most recent training calendar, ADC decisions and related links.