



Letter of submission

The Hon. Michael Daley, MP

Attorney General
52 Martin Place
Sydney NSW 2000

Dear Attorney

In accordance with section 122 of the *Anti-Discrimination Act 1977* (NSW), Anti-Discrimination NSW presents its Annual Report covering the period 1 July 2024 to 30 June 2025.

Yours sincerely



Chris D'Aeth
A/President

Acknowledgement of Country

We acknowledge Aboriginal people as the First Nations Peoples of NSW and pay our respects to Elders past, present and future. We acknowledge the ongoing connection Aboriginal people have to this land and recognise Aboriginal people as the original custodians of this land.

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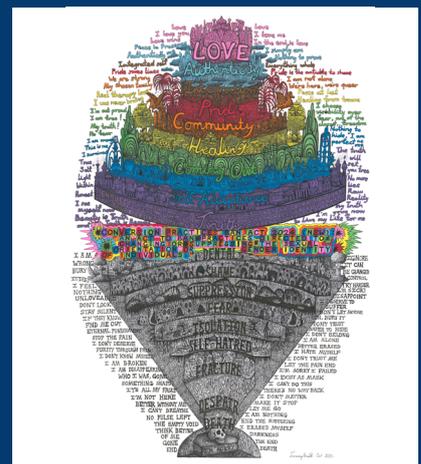
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Cover artwork



Jeremy William Smith is a Sydney-based artist whose large-scale, detailed drawings create counter-maps of queerness. A survivor of conversion practices, he uses art to understand and heal both personal experience and broader queer histories. His artwork, 'Psyche Map of Survival', charts the descent into the trauma of conversion practices and the ascent into truth, community and love made possible by their ban.

Commissioned for the Anti-Discrimination NSW 2024-25 Annual Report, it acknowledges the deep harm caused while marking the historic *Conversion Practices Ban Act 2024* (NSW), which came into force on 4 April 2025.



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From the President



This has been a year of significant change for Anti-Discrimination NSW (ADNSW) as we continued to administer the *Anti-Discrimination Act 1977 (NSW)* and launched the administration of a new civil complaints scheme under the *Conversion Practices Ban Act 2024 (NSW)*. This was also a year of sadness due to the passing of ADNSW's Immediate Past President, Helen McKenzie.

I was appointed acting President of the Anti-Discrimination Board of NSW on 10 March 2025, following Helen's resignation on 6 March 2025. During her time as President, Helen provided strong leadership through a time of significant change. Helen's contributions leave a lasting legacy and will be remembered with great respect.

This year, we focused on ensuring support is accessible when it's needed most. We continued to respond to community enquiries and complaints, while also contributing to important legislative and policy reforms that support fairness and inclusion across NSW. We also continued to raise awareness of our free services, available to anyone in NSW who has experienced discrimination, sexual harassment, vilification or victimisation.

In April 2025, the *Conversion Practices Ban Act 2024 (NSW)* came into force, creating a civil complaints scheme which is administered by ADNSW. These new laws ban LGBTQA conversion practices which seek to change or suppress an individual's sexual orientation or gender identity. I was honoured to be involved in the momentous event at NSW Parliament House and proud to see ADNSW launch a suite of resources which includes a webpage, an animated explainer video, FAQs, an Easy Read guide and information in community languages.

I was pleased to see that the NSW Law Reform Commission's review of the *Anti-Discrimination Act 1977 (NSW)* progressed with the release of the first consultation paper and community survey in May 2025. This review is an opportunity to reflect on the experience of almost 50 years of anti-discrimination law in NSW to ensure the new or updated Act mirrors best practice, delivers genuine and effective solutions for people experiencing discrimination, and improves equality of opportunity for all people in NSW.

ADNSW continued to work closely with anti-discrimination and human rights bodies across Australia through our membership of the Australian Council of Human Rights Authorities (ACHRA). In October 2024, ACHRA met in Canberra to discuss our shared priorities and challenges. A key outcome of this meeting was a renewed and united commitment to supporting both a national Human Rights Act and the National Anti-Racism Framework. ACHRA met again in April 2025 to discuss issues of common concern.

ADNSW was honoured to sponsor the Multicultural Marketing Campaign of the Year at this year's Premier's Harmony Dinner, held in March 2025. The Premier's Harmony Dinner recognises the significant contributions made by multicultural leaders across the state and celebrates NSW as one of the most culturally diverse states in the world.

Although my time with ADNSW is for a relatively short period, there are many people I'd like to thank. I'm grateful to the ADNSW Board for their enthusiasm, dedication and support. I'd like to acknowledge our acting Director, Mia Zahra, for her thoughtful leadership during a year that brought both challenges and achievements. My thanks also go to the leadership team and all ADNSW staff for their hard work and unwavering commitment to making a meaningful difference in the lives of vulnerable people across NSW. I also extend my appreciation to the NSW Attorney General, the Hon. Michael Daley MP, for his continued support.

I'll be completing my term as acting President once an ongoing appointment is made, but in the meantime, I remain fully committed to continuing our work toward a discrimination-free NSW.

Chris D'Aeth
A/President

From the Director



It has been another busy year for ADNSW. We continued to deliver high-quality services, answer enquiries, resolve complaints, raise awareness about discrimination and its impacts, determine applications for exemptions and contribute to public policy. We also began administering a new civil complaints scheme under the *Conversion Practices Ban Act 2024 (NSW)*.

Whilst we had many successes this year, we also experienced a significant loss to our organisation. ADNSW's much-respected leader, Helen McKenzie, resigned from her role as President of the Anti-Discrimination Board of NSW in March 2025 due to health reasons and sadly passed away in April 2025. Helen was a dedicated leader and strong supporter and advocate for the work we do. She brought not only a wealth of experience to her role, but also an inspiring vision and commitment that has left a lasting impact on our organisation.

In 2024-25, we continued to be guided by our organisational priorities to focus our efforts and resources on influencing change, resolving enquiries and complaints and granting exemptions, raising awareness of our services, and investing in staff.

This year, we:

- answered 3,034 enquiries
- received 1,945 complaints
- granted 70 exemptions
- provided advice, comments and submissions on a range of issues.

We continued to:

- make our services more accessible, inclusive and customer-focused
- broaden the reach of our communications, including social media
- provide culturally safe information and support to Aboriginal and Torres Strait Islander people and communities
- raise awareness about discrimination and our services, with priority areas including people in regional areas and people with disability, culturally diverse communities, youth and LGBTQIA+ people.

In 2024-25, we again took many opportunities to reach and engage with diverse people, organisations and communities across NSW through projects, partnerships, meetings and community events. Highlights included:

- signing an updated memorandum of understanding with Legal Aid NSW, making it easier for our clients to get free, independent legal advice
- joining the NSW Government LGBTQIA+ Cross Portfolio Committee and NSW Ombudsman Complaint Handling Community of Practice Advisory Board
- participating in a panel discussion on the strength of multicultural communities in policy and program design from a lived experience perspective at the 2025 Department of Communities and Justice (DCJ) Multicultural Community Engagement Conference
- launching a regional roadshow to raise awareness of the new LGBTQIA conversion practices ban to connect with stakeholders and communities in Western NSW, the Hunter, Northern NSW and the Illawarra.

We continued to build strong connections with other government agencies and departments, to support and collaborate where we have shared objectives. In 2024-25, this included Legal Aid NSW, Multicultural NSW, NSW Ombudsman and NSW Fair Trading among others.

Other highlights of our work in 2024-25, detailed throughout this report, include:

- launching ADNSW's civil complaints scheme and resources to support the new ban on LGBTQIA conversion practices
- the recognition of our Workplace Adjustments Series through nominations for both national and international podcast awards
- launching inclusive recruitment resources to support public sector managers in making recruitment processes more accessible for people from culturally and linguistically diverse (CALD) backgrounds.

I would like to thank ADNSW staff for their ongoing hard work and commitment. The work of our organisation continues to grow – not just in how much we do, but also in its complexity. I would also like to thank our acting President and Board members for their support, valuable expertise and commitment to ADNSW's vision and purpose. Their leadership continues to drive our efforts to eliminate discrimination and promote equality for everyone in NSW.

I'm excited to keep working alongside the ADNSW Board and our dedicated staff throughout 2025-26 as we continue our efforts to make NSW a safer, fairer and more inclusive place for everyone.

Mia Zahra
A/Director

Highlights 2024-25

LGBTQA conversion practices ban

On 4 April 2025, the *Conversion Practices Ban Act 2024* (NSW) came into effect, prohibiting LGBTQA conversion practices. These are harmful practices which seek to change or suppress an individual's sexual orientation or gender identity.

The Act creates criminal offences for delivering or arranging conversion practices overseen by NSW Police and a civil complaints scheme administered by ADNSW. ADNSW staff undertook comprehensive training, including trauma informed training, ahead of the launch of our expanded enquiries and complaint service under the scheme.

On 3 April 2025, ADNSW hosted a special event at NSW Parliament House to introduce the new civil complaints scheme and mark the historic milestone. The occasion was both celebratory and solemn, honouring progress while acknowledging the harm caused by conversion practices. The event and ban generated substantial interest across a wide range of media outlets, including ABC Radio, The Guardian, AAP, QNews and the Star Observer.

To raise awareness and support community understanding of the LGBTQA conversion practices ban, ADNSW developed a comprehensive suite of resources including:

- a dedicated webpage providing key information on the ban, which has been translated into six community languages
- an extensive FAQ page
- a factsheet and Easy Read guide
- explainer videos including with Auslan translation.

The resources were developed in collaboration with an advisory group which consisted of survivors, academics and experts.



The Hon. Michael Daley MP, NSW Attorney General (fourth from left), Chris D'Aeth, A/President ADNSW (first from right) and other distinguished speakers at the launch event on 3 April 2025.

Launch of regional roadshow

In June 2025, ADNSW visited Dubbo as part of our regional outreach to raise awareness about anti-discrimination law, our work and the new civil complaints scheme established under the LGBTQA conversion practices ban. We held an information session which was attended by local community workers, lawyers and service providers where we shared key details about the new legislation and our work generally.

As part of the visit, ADNSW staff met with the local Member for Dubbo, Mr Dugald Saunders MP, the Hon. Stephen Lawrence MLC and staff from Dubbo Regional Council. These meetings helped strengthen local connections and provided an opportunity to discuss ADNSW's broader work, including how we handle discrimination enquiries and complaints. We also explored opportunities to share information more widely, such as through interagency meetings.

The Dubbo visit and information session received positive feedback and marked the beginning of a series of regional community engagement events to ensure communities across NSW are informed and supported.



ADNSW staff held an information session in Dubbo, met with local parliamentarians and visited staff at Dubbo Regional Council.

Inclusive recruitment resources

In October 2024, ADNSW launched new inclusive recruitment resources to support public sector managers in making recruitment processes more inclusive and accessible for people from culturally and linguistically diverse (CALD) backgrounds.

Developed in collaboration with CALD job seekers and hiring managers, the tip sheet and three-part video series provide practical strategies to attract and retain diverse talent. The launch event included a panel discussion highlighting the importance of inclusive recruitment and its benefits for both employers and candidates.

These resources form part of ADNSW's Inclusive Recruitment Research Project, funded by the Department of Communities and Justice Innovation Fund.

The project built on earlier work, including a literature review published in December 2023 and a research report *Barriers and enablers of recruitment for people from culturally and linguistically diverse backgrounds* published in March 2024.



ADNSW A/Director Mia Zahra (first from left) and A/Executive Manager Jackie Lyne (first from right) with speakers at the October 2024 launch event.

Workplace Adjustments Series nominated for national and international podcast awards

ADNSW's Workplace Adjustments Series received national and international recognition during the 2024-25 reporting period, earning nominations in multiple categories, including Interviews and Listener's Choice in the Australian Podcast Awards, and Government and Education in the international People's Choice Podcast Awards. These nominations highlight the series' impact in promoting inclusive workplaces and amplifying the voices of people with disability.

The podcasts feature powerful personal stories from staff and managers across the NSW public sector, showcasing how simple and inexpensive workplace adjustments can foster inclusion and drive meaningful change. While the series focuses on experiences within the NSW public sector, the insights shared are relevant across a wide range of industries.

In November 2024, ADNSW staff and several podcast participants attended the Australian Podcast Awards, where the nominations were formally recognised. The event was an opportunity to honour the courage and contributions of those who shared their lived experiences, while also raising awareness of ADNSW and the podcast series among podcast creators and media personalities.



ADNSW staff and Workplace Adjustment Series podcast participants attended the Australian Podcast Awards.

About the Anti-Discrimination Board of NSW

The *Anti-Discrimination Act 1977* (NSW) (the Act) established a five-member statutory board, including the President, called the Anti-Discrimination Board of NSW. The Board members are appointed by the Governor of NSW.

The President exercises the functions prescribed in the Act in relation to complaints.

The Board's functions under the Act include, for the purpose of eliminating discrimination and promoting equality, to:

- carry out investigations, research and inquiries relating to discrimination
- raise awareness about discrimination and the achievement of equal rights
- consult with stakeholders to improve service delivery to diverse communities
- review state legislation.

From 4 April 2025, the Board also has functions relating to conversion practices under the *Conversion Practices Ban Act 2024* (NSW).

As at 30 June 2025, one Board member position was vacant.

Members of the Board

President (March 2025 - present)



Chris D'Aeth was appointed acting President of the Board in March 2025, and is the Deputy Secretary of the Courts, Tribunals and Service Delivery Division at the Department of Communities and Justice. With extensive experience in legal and administrative roles, Mr D'Aeth oversees the efficient operation of courts and tribunals in NSW, ensuring accessible and effective justice services.

President (February 2022 - March 2025)



Helen McKenzie, an experienced employment lawyer and business leader, resigned from her role as President of the Board in March 2025 due to health reasons, and sadly passed away in April 2025. Ms McKenzie brought a wealth of experience to the role, having practised as an employment and discrimination lawyer for over 30 years including as a partner of global law firm Ashurst for more than 20 years.

Board members



Joanna Davidson is a barrister at Sixth Floor Selborne Wentworth Chambers who specialises in public law. Previously she served as Counsel Assisting the NSW Solicitor General and Crown Advocate, and was also a director and Co-Chair of the Inner City Legal Centre.



Elena Katrakis is the Chief Executive Officer of Carers NSW, the peak body for family and friend carers in the state. She has extensive experience spanning many years in housing, homelessness, health and mental health services since her early career as a social worker.



Derya Iner is an associate professor and research coordinator at the Centre for Islamic Studies at Charles Sturt University, specialising in Islamophobia, religious discrimination, racism and hate crimes in Australia and the West. She works closely with government, NGOs and Muslim community organisations.

About Anti-Discrimination NSW

The President and the Board are supported in their functions by the staff of ADNSW, who are employed by the Department of Communities and Justice (DCJ).

To work towards eliminating discrimination and promoting equality and equal treatment for everyone in NSW, we:

- answer enquiries
- investigate and resolve complaints, including through conciliation
- raise awareness about discrimination and its impacts
- determine applications for exemptions from the *Anti-Discrimination Act 1977* (NSW)
- contribute to public policy about discrimination issues
- administer the civil complaints scheme under the *Conversion Practices Ban Act 2024* (NSW).

Accessible and inclusive services

We are committed to ensuring our services and information are available to everyone. This includes people with disabilities and people from culturally and linguistically diverse (CALD) communities.

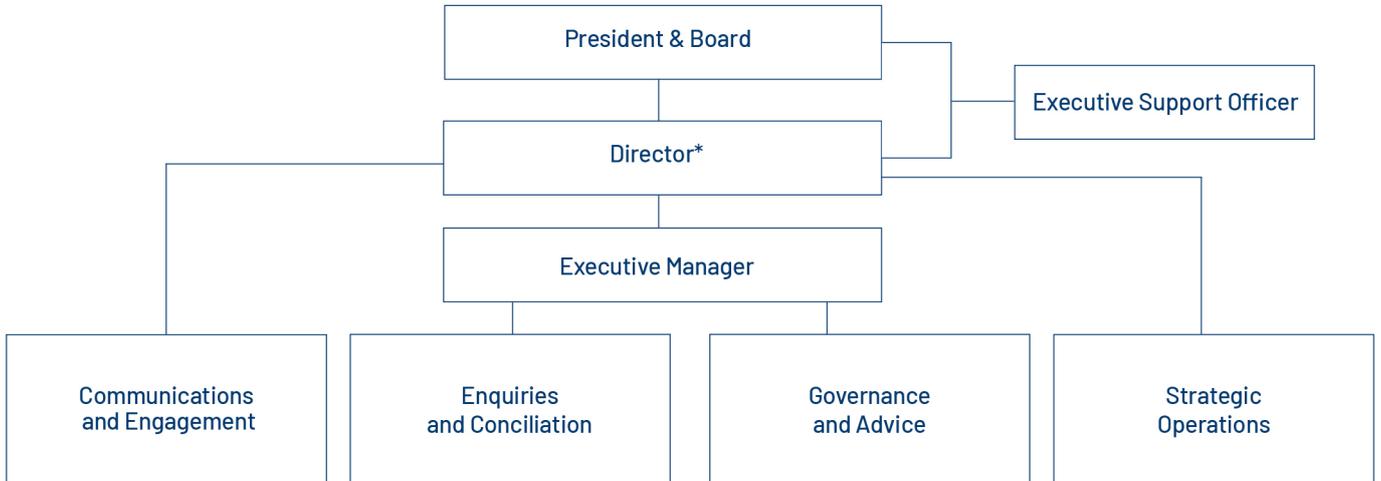
Anyone who needs an interpreter can contact us free of charge through the Translating and Interpreting Service (TIS National). Anyone who is Deaf or finds it hard to hear or speak to hearing people on the phone can contact us free of charge through the National Relay Service (NRS).

The *Anti-Discrimination Act 1977* (NSW) specifies that complaints of discrimination must be in writing. We accept complaints written in any language, including braille, and Auslan users can provide a video describing their complaint. We arrange translation and transcription.

Our website offers information in 30 community languages and our complaint form is available in 26 community languages. Our explainer videos are in English, Auslan and a range of community languages.

Management and structure

ADNSW structure as at 30 June 2025



**Temporary position*

Enquiries and Conciliation

The ADNSW Enquiries and Conciliation team answers enquiries and investigates and resolves complaints about discrimination, including through conciliation. It also administers the civil complaints scheme as part of the LGBTQA conversion practices ban.

Governance and Advice

The ADNSW Governance and Advice team undertakes research and provides advice to the President, Board and government on discrimination issues and policy, including through submissions on proposed changes to the law. It assesses and processes applications for exemptions from the *Anti-Discrimination Act 1977* (NSW).

Communications and Engagement

The ADNSW Communications and Engagement team develops and delivers community engagement and communication strategies including our website and social media. It also provides outreach to Aboriginal and Torres Strait Islander communities.

Strategic Operations

The ADNSW Strategic Operations team provides corporate business services, including financial, health and safety, human resources and IT support.

Staff profile

As at 30 June 2025, we had 36 people employed in a range of full-time and part-time positions.

Our full human resources and workforce diversity information is reported through the Department of Communities and Justice.

Agreements and partnerships

Australian Council of Human Rights Authorities (ACHRA)

ADNSW continued to be an active member of ACHRA, which includes all the state, territory and federal human rights and anti-discrimination authorities.

Play by the Rules

We continued our agreement with the Play by the Rules initiative, affirming our shared commitment to fair, inclusive and safe sport.

Play by the Rules supports volunteers, administrators, coaches, officials and parents to address issues of fair play and respect in community sport. It is a unique collaboration between Sport Integrity Australia, the Australian Sports Commission, the Australian Human Rights Commission, the eSafety Commissioner and every state and territory sport and recreation department and human rights agency.

Legal Aid NSW

In August 2024, we signed an updated memorandum of understanding with Legal Aid NSW which allows us to refer eligible ADNSW clients to them for an independent, free legal advice service. This continues the successful partnership between ADNSW and Legal Aid NSW that started in 2016.

NSW Ombudsman

We continued our information sharing and complaint referral agreement with the NSW Ombudsman, which started in January 2022. This agreement helps ensure there is no 'wrong door' for clients, and that complaints are investigated or otherwise resolved in the most effective manner.

Answering enquiries

Our free enquiry service responds to telephone and written enquiries. We provide general information about the protections in the *Anti-Discrimination Act 1977* (NSW), about the complaints process, and when appropriate we also refer people to other services including Legal Aid NSW. From April 2025, we also respond to enquiries about the LGBTQA conversion practices ban.

Enquiries received in 2024-25

In 2024-25, our enquiry service responded to 3,034 enquiries, down slightly from 3,193 in 2023-24. This sustained number of enquiries reflects the consistent demand for our services.

Of these, 2,267 (74.7%) were made by phone, while 659 (21.7%) were written enquiries and 108 (3.6%) were face-to-face enquiries received through community engagement and outreach.

We received 164 enquiries from people who identified as Aboriginal or Torres Strait Islander. This represents 5.4% of all enquiries received, however as we only record this identification if it is shared by the enquirer, the true figure is likely to be higher.

Disability remained the most common type of discrimination enquiry, with 889 enquiries in 2024-25 (29.3%), an increase compared to 818 (25.6%) in 2023-24. This ground has consistently accounted for the highest number of enquiries since 2007. Of these enquiries, 40.5% were in relation to goods and services (on par with 40.8% in 2023-24) while employment accounted for 35.2%, education for 9.1% and accommodation for 7%.

Race discrimination was the second most common type of discrimination enquiry, with 500 enquiries in 2024-25 (16.5%). Of these, 40.6% related to employment (consistent with 41.8% in 2023-24) and 30.4% related to the provision of goods and services.

Sex discrimination (which includes pregnancy and breastfeeding) was the third most common ground with 220 enquiries (up from 184 in 2023-24), mostly in employment.

Enquiries relating to the conversion practices ban

On 4 April 2025, the *Conversion Practices Ban Act 2024* (NSW) came into force. LGBTQA conversion practices are harmful practices which seek to change or suppress an individual's sexual orientation or gender identity. They are sometimes referred to as 'gay conversion' practices or 'conversion therapy'. We received 25 enquiries about conversion practices and the new law.

For data about all enquiries, see **Appendix 1: Enquiries by type of discrimination and public area 2024-25**.

Number of enquiries received
this year

3,034

Investigating and resolving complaints

Number of complaints received this year

1,945

We help people resolve complaints of discrimination, sexual harassment, vilification and victimisation. We use a process called conciliation to support both parties to tell their stories, listen to one another, understand the impact, and work together to find an outcome. From 4 April 2025, we can also assist people to resolve complaints under the *Conversion Practices Ban Act 2024 (NSW)*.

Complaints received in 2024-25

We received 1,945 complaints this year, up from 1,536 in 2023-24.

Disability discrimination continues to be the most common ground for complaints, accounting for 582 (29.9%) compared to 493 (32.1%) in 2023-24. Of these, 297 were in the provision of goods and services and 157 in employment.

Race discrimination was the second most common ground of discrimination raised in complaints. We received 303 race discrimination complaints (15.6%) compared to 261 (17%) in 2023-24.

Victimisation complaints accounted for 12.6% of all complaints in 2024-25, while age discrimination complaints accounted for 8.2% and sex discrimination (including pregnancy and breastfeeding) complaints accounted for 7.8%.

We also received 106 complaints of sexual harassment, up from 81 in 2023-24. Most sexual harassment complaints continued to relate to the workplace.

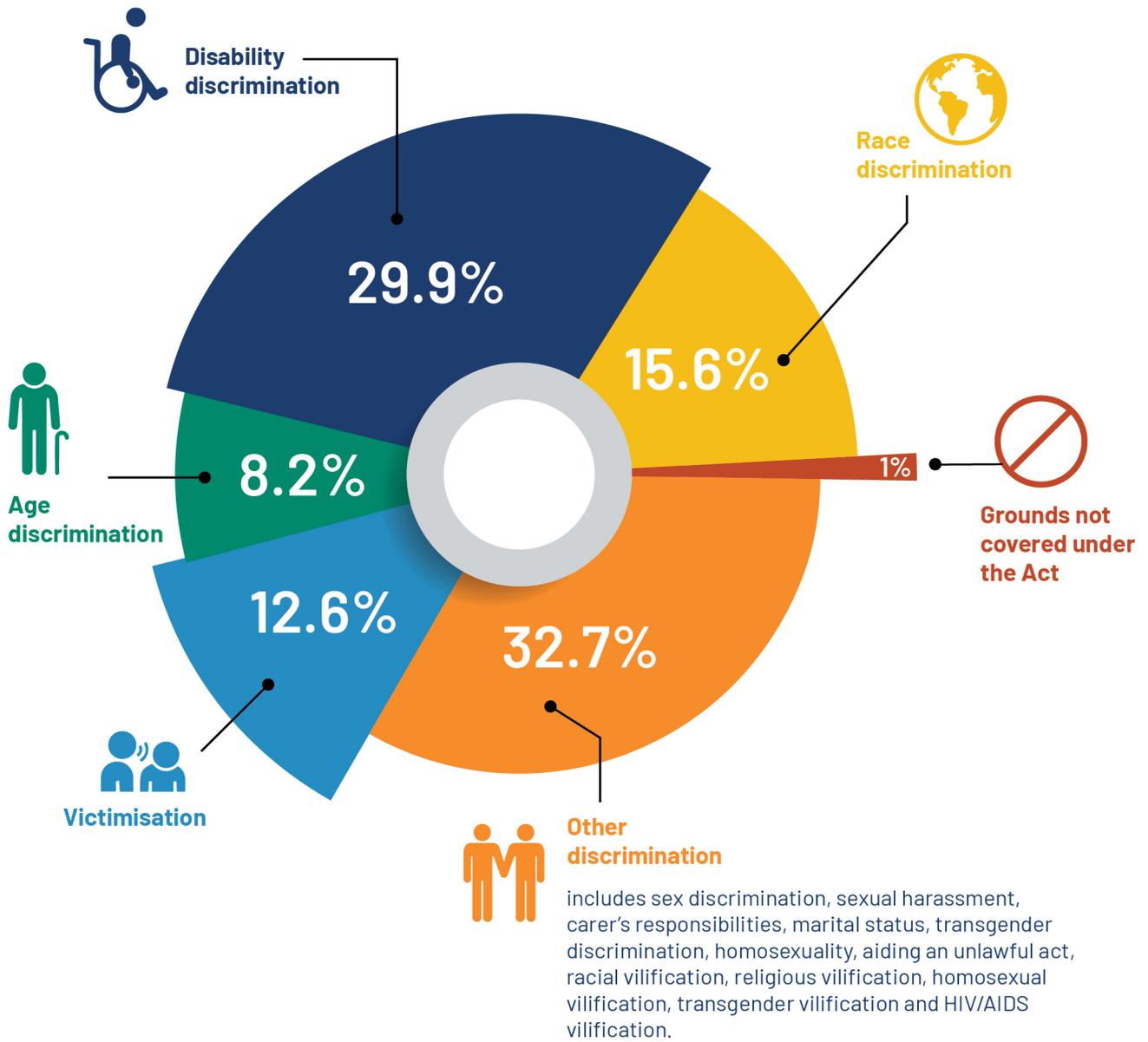
This year, the area of public life most complained about was the provision of goods and services (740 complaints or 38%) closely followed by employment (721 complaints or 37.1%).

The most common grounds for complaints in the provision of goods and services were disability (40.1%) and race (19.7%).

The most common grounds for complaints in employment were disability (21.8%), victimisation (14.7%) and race (14%).

For data about all complaints, see **Appendix 2: Complaints by type of discrimination and public area 2024-25**.

Figure 1: Most common complaints by type of discrimination 2024-25



*For detailed information, see Appendix 2: Complaints by type of discrimination and public area 2024-25.

Complaints by Aboriginal and Torres Strait Islander people

We do not ask people who lodge a complaint with us to disclose their race, but when this information is shared or given as part of a complaint, we record this.

In 2024-25, we handled 175 complaints from people who told us they identify as Aboriginal or Torres Strait Islander, which represents 9% of all complaints received. This compares to 138 complaints or 9% of complaints we received in 2024-25.

The most common type of discrimination raised was race discrimination (54 complaints or 30.9%) followed by disability (47 complaints or 26.9%). The most common areas of complaint were the provision of goods and services (33.1%) and employment (32.6%).

For detailed information, see **Appendix 2A: Complaints by Aboriginal and Torres Strait Islander people by type of discrimination and public area 2024-25**.

Complaints finalised in 2024-25

We work to provide an effective and efficient complaint handling service, prioritising urgent complaints and finalising them as quickly as possible. A finalised complaint is one that is resolved, referred to the NSW Civil and Administrative Tribunal, declined, withdrawn or abandoned.

In 2024-25, we finalised 989 complaints (50.2%) within three months of receipt, 1,455 complaints (73.8%) within six months, 1,830 complaints (92.8%) within 12 months and 99.6% of complaints within 18 months of receipt.

We give priority to complaints where someone's current employment or housing may be at risk, and these are generally finalised more quickly.

Table 1: Outcome of complaints finalised in 2024-25

Outcomes	Number	Percentage
Settled (before, at or after conciliation)	247	12.5%
Referred to NCAT	209	10.6%
Declined after assessment – s89B	627	31.8%
Declined after investigation – s92	186	9.4%
Declined after investigation and referred to NCAT	99	5.0%
Withdrawn – s92B	302	15.3%
Abandoned – s92C	301	15.3%
Total	1,971	100%

Service complaints

We welcome feedback including complaints about the quality of our services and are committed to continuous improvement. We received 14 service complaints this year. All were complaints about decisions we made in accordance with our legislation or disagreement with the procedures we follow. All were handled in line with Department of Communities and Justice policy and procedures.

Raising awareness

We provide Aboriginal and Torres Strait Islander outreach and focus on other identified priority areas for community engagement including disability, multicultural, carers, young people and LGBTIQ+.

Our approach to raising awareness of unlawful discrimination, its impacts and the support services available to those affected is grounded in meaningful engagement with diverse communities.

In 2024-25, we expanded our outreach to Aboriginal and Torres Strait Islander communities and strengthened engagement with other priority groups, including people with disability, multicultural communities, carers, young people and LGBTIQ+ communities.

Our presence at major community events such as the Yabun Festival (January 2025), Mardi Gras Fair Day (February 2025) and the NSW Seniors Festival Expo (March 2025), allowed us to speak directly with thousands of attendees, share information and listen to lived experiences. We also delivered presentations and information sessions both in-person and online, including at the DCJ Multicultural Community Engagement Conference (April 2025), reaching hundreds of frontline workers and advocates who support diverse communities.

Beyond events, we engaged with communities through social media, online surveys, focus groups and our online community reporting tool to ensure that we proactively reach the voices of those with lived experience, are aware of emerging issues and show up in a variety of spaces where communities gather.

Increasing visibility and outreach in regional NSW remained a priority. We continued working with established initiatives like NSW Fair Trading's Let's Talk Roadshow and the Good Service Mob. We also launched our own regional roadshow in June 2025 to raise awareness of the LGBTQA conversion practices ban and connect with more communities face-to-face.

Aboriginal and Torres Strait Islander outreach

Our dedicated and highly experienced staff provide culturally appropriate services and outreach to Aboriginal and Torres Strait Islander communities across NSW.

In 2024-25, our collaboration with the Good Service Mob entered its 20th year of giving people the opportunity to learn more about their rights and the free services available to help. As part of the initiative, we continued to collaborate with a wide range of stakeholders, including the Energy and Water Ombudsman NSW and NSW Fair Trading, to take services direct to Aboriginal and Torres Strait Islander communities in NSW. In May 2025, we hosted the Good Service Mob Aboriginal Community Workers' Forum online, and in June 2025, we joined the Good Service Mob at the Koolyangarra Aboriginal Family Centre in Cranebrook for a large, local community event.

Throughout 2024-25, we continued our active engagement in key annual community events that celebrate Aboriginal and Torres Strait Islander cultures. These included the Tharawal Aboriginal Corporation and Penrith City Council Jamison Park NAIDOC Week events (July 2024), Western Sydney Elders Olympics (September 2024), the Koori Knockout (October 2024) and the Yabun Festival (January 2025). These large-scale gatherings provide a valuable opportunity for our staff to speak directly with community members.

We also regularly attended local community events throughout the reporting period, including the Community Corrections Facing the Future with Strength and Hope hub in Minto.

We continued to expand our capacity building initiative in 2024-25, working in close partnership with several Aboriginal community-controlled organisations. The collaboration is focused on empowering these organisations to support individuals in lodging complaints with ADNSW. We trained staff from several organisations, including Aboriginal land councils and advocacy services, across 28 locations in NSW to break down barriers to accessing ADNSW services.

We continued to strengthen partnerships through regular stakeholder and interagency meetings to ensure we remain responsive to emerging issues in the community. These meetings foster collaboration, enhance information sharing and provide insights into systemic challenges and developments affecting delivery of services to Aboriginal and Torres Strait Islander communities. Our staff regularly participated in several key forums including the Parramatta Koori Interagency, NSW Fair Trading Aboriginal Community Voice Network and the Australian Council of Human Rights Authorities (ACHRA) First Nations Network.

People with disability

In 2024-25, disability discrimination remained the most common ground of complaint received by ADNSW. We focused our awareness-raising efforts on key service areas frequently accessed by people with a disability, particularly the retail sector.

From July to August 2024, we conducted an online survey and face-to-face focus groups exploring discrimination in accessing goods and services. The consultation highlighted significant barriers faced by people with disability in the retail environment, including:

- limited or restricted accessibility of the physical environment
- limited or restricted rest and bathroom facilities
- point of sale systems and in-store displays which do not follow visual accessibility guidelines
- inconsistent customer service and a lack of staff training on how to assist people with disability.

The consultation also highlighted practical solutions to address these challenges and improve the retail experience for people with disability. In early 2025, we began exploring opportunities to codesign educational and awareness-raising resources with the retail sector.

Throughout 2024-25, we participated in a wide range of community and sector events. We hosted information stalls and delivered presentations at conferences, interagency meetings and other forums, including the South-West Sydney Legal Fair and the Deaf Festival Sydney (August 2024) and Let's Rock NSW – a state-wide hybrid event for all NSW Government staff on disability inclusion in the workplace (June 2025). In March 2025, we joined a panel discussion at the Multicultural Disability Advocacy Association's Breaking Barriers Conference.

We also remained actively involved in key sector-wide conversations through our ongoing participation in NSW Fair Trading's Disability Community Voice Network and the NSW Government's DENconnect forum.

Multicultural communities

Our team takes a proactive approach to engaging with multicultural communities. In 2024–25, we combined direct outreach to new community groups and service providers while leveraging established partnerships with partners in multicultural communities. To support access to our services, we expanded the number of community languages available on our website to 30. The translated resources were viewed 2,557 times in 2024–25, with the most visited pages being Arabic, Chinese, Italian and Vietnamese.

We continued our Inclusive Recruitment Research Project, aimed at helping public sector hiring managers make recruitment more inclusive for culturally and linguistically diverse communities (see Highlights 2024–25 on page 7 for details). In October 2024, we hosted a launch event in-person and online to promote new videos and a tip sheet. Promotion continued in February and March 2025 via LinkedIn and our monthly newsletter Equal Time.

Throughout 2024–25, we participated in a wide range of events and forums to raise awareness of unlawful discrimination and vilification under the *Anti-Discrimination Act 1977* (NSW). We took part in a community radio interview (July 2025), hosted stalls at conferences such as the Social Cohesion Conference (October 2024) and the DCJ Multicultural Community Engagement Conference (April 2025) and delivered presentations at the Fairfield Multicultural Interagency (February 2025), the Multicultural Community Council of Wagga Wagga (June 2025) and various other networks and community groups.

We also worked closely with key stakeholders, such as the NSW Anti-Racism Working Group, the Fairfield Multicultural Interagency and TAFE NSW to deliver information through familiar and culturally appropriate channels.

Young people

We know that unfair treatment and discrimination are among the top concerns reported by young people in NSW (Mission Australia Youth Survey 2024). We prioritised engagement with young people through collaboration with institutions that support youth such as Study NSW, TAFE NSW and local councils.

Our collaboration with Study NSW focused on improving the experience of international students. We participated in the International Student Experience Consultation Committee and supported key events including:

- Welcome events for international students in Newcastle (March 2025)
- The City of Sydney Lord Mayor's welcome to international students (April 2025).

In October 2024 and May 2025, we delivered presentations at TAFE NSW at the Ultimo, Bankstown and Meadowbank campuses.

These activities helped us connect directly with young people from diverse backgrounds, share information about protections under the *Anti-Discrimination Act 1977* (NSW), and promote support services available through ADNSW.

A major milestone in 2024-25 was the introduction of the *Conversion Practices Ban Act 2024* (NSW), which came into effect on 4 April 2025.

LGBTIQ+ communities

In 2024-25, ADNSW received 43 complaints of homosexual discrimination (up from 26 in 2023-24) and 22 complaints of transgender discrimination (down from 24 in 2023-24), as well as 20 complaints of homosexual vilification (up from 12 in 2023-24) and four complaints of transgender vilification (up from three in 2023-24).

A major milestone in 2024-25 was the introduction of the *Conversion Practices Ban Act 2024* (NSW), which came into effect on 4 April 2025. This landmark legislation – which banned harmful practices that seek to change or suppress an individual's sexual orientation or gender identity – marked a significant step in protecting LGBTQA communities. We dedicated substantial resources to raising awareness of the new civil complaints scheme administered by ADNSW under the Act. Our high-profile event held at NSW Parliament House on 3 April 2025 (see Highlights 2024-25 on page 6 for details) was supported by updates to our website including a dedicated LGBTQA conversion practices ban web page, information in six community languages, an extensive FAQ page, an engaging and informative explainer video, a fact sheet and an Easy Read guide.

In April 2025, we supplemented this with a targeted social media campaign. From April to June 2025, we delivered a series of information sessions, including to QLife, ACON, the Inner City Legal Centre and through Legal Aid NSW's Law for Community Workers series. In June 2025, we also shared information about the new civil complaints scheme established under the LGBTQA conversion practices ban as part of our regional roadshow which started in Dubbo (see Highlights 2024-25 on page 6 for details).

We also strengthened our engagement with LGBTQA+ communities through participation in a wide range of events, including the Parramatta Pride Picnic (October 2024), Fair Day during the Sydney Gay and Lesbian Mardi Gras Festival (February 2025) and interagency meetings, such as the Canterbury Bankstown LGBTQ+ Inclusion Network.

Carers

Carers discrimination is against the law at work. This includes direct discrimination, as well as rules or requirements that seem neutral but unfairly affect carers and are not reasonable in the circumstances.

In 2024-25, we received 57 complaints of carer's discrimination in employment (up from 51 in 2023-24). We work with Carers NSW to provide information, education and training to support carers.

In October 2024, during National Carers Week, we had a stall at the annual Carers NSW Carers Day Out in Redfern. We also featured two carer stories in the October 2024 edition of our newsletter Equal Time.

Communications

We are committed to educating people about anti-discrimination legislation so they can recognise discrimination and know where to report it.

We use a range of digital and traditional channels to:

- inform, connect and engage with diverse communities across NSW
- promote the role, free services and activities of ADNSW
- raise awareness of discrimination and its impacts
- influence attitudes and behaviour and promote equality and equal treatment for everyone in NSW.

In 2024-25, these channels included:

- our monthly newsletter Equal Time
- website content including case studies and news stories
- Facebook and LinkedIn posts
- events and sponsorship
- podcasts and videos
- media releases.

Our Workplace Adjustments Series received national and international recognition during the 2024-25 reporting period, earning nominations in the Australian Podcast Awards and the international People's Choice Podcast Awards (see Highlights 2024-25 on page 7 for details).

News and media

ADNSW was mentioned more than 215 times in online and print publications this year, in connection with a range of initiatives, issues and events.

Publications ranged from major national media including The Guardian, ABC News and the Daily Telegraph, to local news outlets in all areas across NSW and in other states and territories.

The introduction of the LGBTQA conversion practices ban generated strong media interest across a broad spectrum of platforms, helping us reach more people and raise awareness about this important legislation. It also gave us a valuable opportunity to grow public understanding of ADNSW's role and services more broadly.

Website

The ADNSW website continues to be a vital gateway for people across NSW to learn about their rights and access support. In 2024-25, we invested in improving accessibility, making our site easier to navigate and more engaging, to better serve the diverse communities in our state.

In 2024-25, the website attracted 119,881 users (compared with 126,198 users in 2023-24) with 177,805 sessions and 377,278 page views. There was strong engagement by the public with resources related to the LGBTQA conversion practices ban following the event at NSW Parliament House (see Highlights 2024-25 on page 6). In April 2025 alone, information on the conversion practices ban on our website was viewed 35,711 times by 15,603 users.

Our community language resources, along with fact sheets, videos and a growing number of case studies and podcasts, were widely accessed, helping more people understand their rights and how to get support.

Website page views 2024-25:

377,278

The top three most-visited pages (after our homepage) were:

1. Direct and indirect discrimination
2. Types of discrimination
3. What is discrimination

Social media

With a significant amount of people spending more time online, social media continues to play a vital role in our communications and engagement strategy by enabling us to reach a wide and diverse audience quickly and cost-effectively.

Through our Facebook and LinkedIn posts and pages, we connect with diverse individuals, organisations and communities. We raise awareness about discrimination law, promote ADNSW services and resources, and encourage people to ask for help when they need it.

As at 30 June 2025, we had 5,043 followers (down slightly from 5,286 in 2023-24) with a total page and profile reach of 75,129 users (up from 62,338 in 2023-24).

Monthly newsletter

We produced 12 editions of our email newsletter, Equal Time, which featured a range of interviews, case studies, news stories and community resources. We ended the year with 1,433 subscribers, up from 1,380 in 2023-24, with our average open and click-through rates 29.9% and 6.1%, respectively.

Granting exemptions and certifications

Exemptions and certifications help to improve access to jobs, programs, services or facilities for certain groups of people.

The *Anti-Discrimination Act 1977 (NSW)* makes certain types of discrimination in certain public places against the law. It also sets out exceptions where discrimination is allowed.

Exemptions and certifications help to improve access to jobs, programs, services or facilities for certain groups of people. Exemptions are generally granted when the proposed action will promote equal opportunity for groups that experience discrimination.

Exemptions – section 126

An exemption is an approval granted under section 126 of the *Anti-Discrimination Act 1977 (NSW)*, to help improve access to specific jobs, programs or services for certain groups of people.

Exemptions generally relate to employment and recruitment, for example, targeted jobs or recruitment programs for a particular group already protected by the Act.

ADNSW continues to receive a high number of exemption applications. In 2024–25, we received 73 applications for exemptions, including nine applications to vary an existing exemption. We received applications from the private sector, government departments, local councils, universities and non-government organisations.

We granted 70 exemptions during the financial year. Most exemptions granted related to education, training and employment of Aboriginal and Torres Strait Islander people (52 exemptions or 74%) or of women (19 exemptions or 27%).

ADNSW also reviewed compliance reports on exemptions, to monitor effectiveness.

Certifications – section 126A

Certification is an approval granted by the NSW Attorney General under section 126A of the *Anti-Discrimination Act 1977 (NSW)*, certifying special needs programs, activities or facilities that promote access for certain groups of people affected by unlawful discrimination. ADNSW manages applications and prepares recommendations for the Attorney General to consider.

During 2024–25, we received six applications for certification under section 126A and the Attorney General granted three of these during the financial year. All certifications granted related to women.

For a full list of exemptions and certifications, see **Appendix 3: Granted exemptions and certifications 2024–25.**

Advising government about discrimination issues

ADNSW works closely with internal and external stakeholders to raise awareness about discrimination and its impacts, and to contribute to the development of public policy.

In 2024-25, we:

- provided feedback in response to government questions and correspondence
- provided advice on law reform and policy
- considered the impact of proposed laws
- made submissions and provided input on various issues.

We continued to assist the NSW Law Reform Commission in its review of the *Anti-Discrimination Act 1977* (NSW). When the Commission released its first consultation paper in May 2025, we encouraged stakeholders and community members to have their say. We also commenced gathering information for our own submission.

Together with the Department of Communities and Justice, the Ministry of Health, the Department of Education, NSW Police and Multicultural NSW, ADNSW continued to collaborate as part of a working group ahead of the introduction of the *Conversion Practices Ban Act 2024* (NSW), which came into force on 4 April 2025. We established an ADNSW conversion practices ban advisory group which consisted of survivors, academics and experts, met with the NSW Faith Affairs Council and joined the NSW Government LGBTIQ+ Cross-Portfolio Committee.

We also made submissions to law reform processes and consultations:

- The Senate Legal and Constitutional Affairs Committee - Criminal Code Amendment (Hate Crimes) Bill 2024
- NSW Legislative Council's Portfolio Committee No. 8 - Customer Service - Inquiry into Public Toilets
- NSW Legislative Council's Portfolio Committee No. 5 - Justice and Communities - Inquiry into Antisemitism in New South Wales
- Australian Department of Social Services - Consultation on the National Principles for the Regulation of Assistance Animals
- NSW Joint Standing Committee on Electoral Matters - Inquiry into proposals to increase voter engagement, participation and confidence
- NSW Legislative Council's Portfolio Committee No. 3 - Education - Inquiry into the early childhood education and care sector in New South Wales.

ADNSW regularly liaises with the Department of Communities and Justice and other government departments. This year, we continued to be an active member of the NSW Community Resilience and Response Plan (COMPLAN) Committee, chaired by Multicultural NSW. We also joined the NSW Ombudsman Complaint Handling Community of Practice Advisory Board.

Financial report

This year, our total cost of services showed a slight overspend of \$21,948, representing 0.4% of our budget. The overspend was due to an increase in essential employee related costs (such as leave liability) and was partially offset by an underspend in other operating costs.

We made savings in telecommunications, rates and outgoings.

Table 2: Full year financials 2024-25

Anti-Discrimination NSW	Actual \$	Budget \$	Variance \$	Variance %
Employee related	4,694,481	4,467,168	-227,313	-5%
Other operating	615,454	826,957	211,503	26%
Depreciation and amortisation	816	0	-816	0%
Total expenses	5,310,751	5,294,125	-16,626	0%
Revenue	0	0	0	0%
Total gain loss	5,322	0	-5,322	0%
Net cost of services	5,316,073	5,294,125	-21,948	-0.4%

Policy attestations

ADNSW is a small statutory body that operates under the umbrella of the Department of Communities and Justice (DCJ).

Several key support functions such as human resources, internal audit and risk management, asset management and information technology including cyber security are managed by DCJ.

Appendices

Appendix 1: Enquiries by type of discrimination and public area 2024-25

	Not applicable													Total	%	
	Employment	Goods & services	Accommodation	Education	Clubs	Qualifying bodies	Racial vilification	Homosexual vilification	HIV/AIDS vilification	Transgender vilification	Religious vilification	Conversion practices	General enquiries			
Disability	313	360	62	81	14	5								54	889	29.3%
Sex – includes pregnancy and breastfeeding	150	46	6	3	0	0								15	220	7.3%
Sexual harassment	42	13	3	4	0	0								8	70	2.3%
Race	203	152	29	42	13	1								60	500	16.5%
Age	66	64	4	10	6	1								11	162	5.3%
Carer's responsibilities	80													10	90	3.0%
Homosexuality	13	10	4	2	1	0								4	34	1.1%
Transgender	14	8	1	1	0	0								6	30	1.0%
Victimisation	10	10	2	3	0	0								2	27	0.9%
Marital status	6	4	4	1	0	0								1	16	0.5%
Racial vilification							32							0	32	1.1%
Homosexual vilification								11						0	11	0.4%
HIV/AIDS vilification									1					0	1	0.0%
Transgender vilification										6				0	6	0.2%
Religious vilification											20			0	20	0.7%
Aiding an unlawful act	0	0	0	0	0	0								1	1	0.0%
Conversion practices*												25		0	25	0.8%
General enquiries	196	214	27	24	22	3							414	900	29.7%	
Total	1093	881	142	171	56	10	32	11	1	6	20	25	586	3034	100%	
%	36.0%	29.0%	4.7%	5.6%	1.8%	0.3%	1.1%	0.4%	0.0%	0.2%	0.7%	0.8%	19.3%	100%		

*The LGBTQA conversion practices ban came into force on 4 April 2025.

Appendix 2: Complaints by type of discrimination and public area 2024-25

Type of discrimination	Employment	Goods & services	Accommodation	Education	Clubs	Qualifying bodies	Racial vilification	Homosexual vilification	HIV/AIDS vilification	Transgender vilification	Religious vilification	Conversion practices	Area not covered	Total	%	
	Not applicable															
Disability	157	297	46	44	8	7								23	582	29.9%
Sex – includes pregnancy and breastfeeding	94	47	2	3	0	0								6	152	7.8%
Sexual harassment	78	17	2	4	0	1								4	106	5.4%
Race	101	146	20	15	3	4								14	303	15.6%
Age	67	70	5	5	3	2								8	160	8.2%
Carer's responsibilities	57													5	62	3.2%
Homosexuality	16	19	2	1	0	0								5	43	2.2%
Transgender	6	15	0	1	0	0								0	22	1.1%
Victimisation	106	88	17	26	0	0								9	246	12.6%
Marital status	31	21	4	0	0	0								7	63	3.2%
Racial vilification							76								76	3.9%
Homosexual vilification								20							20	1.0%
HIV/AIDS vilification									2						2	0.1%
Transgender vilification										4					4	0.2%
Religious vilification											58				58	3.0%
Aiding an unlawful act	4	14	2	5	1	0								0	26	1.3%
Conversion practices*												0			0	0.0%
Ground not covered	4	6	0	0	0	0							10	20	1.0%	
Total	721	740	100	104	15	14	76	20	2	4	58	0	91	1945	100%	
%	37.1%	38.0%	5.1%	5.3%	0.8%	0.7%	3.9%	1.0%	0.1%	0.2%	3.0%	0.0%	4.7%	100%		

* The LGBTQA conversion practices ban came into force on 4 April 2025.

Please note: Complaint figures are correct at time of publication but may be subject to change (as complaints progress through the complaints process, additional grounds or areas may be identified and added).

Appendix 2A: Enquiries and complaints by Aboriginal and Torres Strait Islander people 2024-25

Enquiries by Aboriginal and Torres Strait Islander people 2024-25

Phone	2267	102	4.5
Written	659	12	1.8
Face to face	108	50	46.3
Total	3034	164	5.4

Complaints by Aboriginal and Torres Strait Islander people by type of discrimination and public area 2024-25

☒ Not applicable

Type of discrimination	Employment	Goods & services	Accommodation	Education	Clubs	Qualifying bodies	Racial vilification	Homosexual vilification	HIV/AIDS vilification	Transgender vilification	Religious vilification	Conversion practices	Area not covered	Total	%	
	Disability	9	22	8	5	0	1	☒	☒	☒	☒	☒	☒	☒	2	47
Sex – includes pregnancy and breastfeeding	3	2	0	1	0	0	☒	☒	☒	☒	☒	☒	☒	0	6	3.4%
Sexual harassment	5	0	0	0	0	0	☒	☒	☒	☒	☒	☒	☒	0	5	2.9%
Race	22	22	7	1	1	0	☒	☒	☒	☒	☒	☒	☒	1	54	30.9%
Age	2	1	0	2	0	1	☒	☒	☒	☒	☒	☒	☒	0	6	3.4%
Carer's responsibilities	3	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	0	3	1.7%
Homosexuality	1	1	1	0	0	0	☒	☒	☒	☒	☒	☒	☒	0	3	1.7%
Victimisation	11	10	4	2	0	0	☒	☒	☒	☒	☒	☒	☒	0	27	15.4%
Marital status	1	0	0	0	0	0	☒	☒	☒	☒	☒	☒	☒	0	1	0.6%
Racial vilification	☒	☒	☒	☒	☒	☒	20	☒	☒	☒	☒	☒	☒	☒	20	11.4%
Homosexual vilification	☒	☒	☒	☒	☒	☒	☒	2	☒	☒	☒	☒	☒	☒	2	1.1%
HIV/AIDS vilification	☒	☒	☒	☒	☒	☒	☒	☒	1	☒	☒	☒	☒	☒	1	0.6%
Conversion practices*	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	0	☒	0	0.0%	
Total	57	58	20	11	1	2	20	2	1	0	0	0	3	175	100%	
%	32.6%	33.1%	11.4%	6.3%	0.6%	1.1%	11.4%	1.1%	0.6%	0.0%	0.0%	0.0%	1.7%	100%		

* The LGBTQA conversion practices ban came into force on 4 April 2025.

Please note: Complaint figures are correct at time of publication but may be subject to change (as complaints progress through the complaints process, additional grounds or areas may be identified and added).

Appendix 3: Granted exemptions and certifications 2024-25

Granted exemptions

		Sections	Exemption
Australian Children's Education & Care Quality Authority	To designate, advertise and recruit up to 8 roles per year for Aboriginal and Torres Strait Islander persons only.	8, 51	Varied on 06/12/2024
AGL Energy Limited	To advertise, designate and recruit positions for Aboriginal and/or Torres Strait Islander people only in pursuit of a workforce participation rate of 3.8%, including but not limited to positions in its annual apprenticeship and trainee programs.	8, 51	Granted on 20/02/2025 for 10 years
BAE Systems Australia and ASC Shipbuilding	For the purposes of meeting legal obligations for agreements and licences under the United States International Traffic in Arms Regulations (ITAR) and Export Administration Regulations (EAR). For details and conditions see NSW Government Gazette 16/12/2024.	8, 10, 51, 52	Granted on 16/12/2024 for 5 years
BEING - Mental Health Consumers Limited	To advertise, designate and recruit: <ul style="list-style-type: none"> • up to 2 positions for Aboriginal and/or Torres Strait Islander people only • positions for people with lived/living experience of mental health conditions in pursuit of 100% workforce participation rate of people with lived/living experience of mental health conditions. 	8, 10, 49D, 51	Granted on 30/07/2024 for 7 years
Bendigo and Adelaide Bank Limited, BEN Regional Victoria Pty Ltd and its Community Bank franchisees	To implement its First Nations cultural and ceremonial leave and additional paid bereavement/compassionate leave under the bank's policies and enterprise agreement for Aboriginal and Torres Strait Islander persons only.	8	Granted on 13/12/2024 for 10 years
Birdlife Australia	To advertise, designate and recruit up to 5 positions for Aboriginal and/or Torres Strait Islander people only, including the position of Senior Advisor - First Nations.	8, 51	Granted on 19/12/2024 for 5 years
Blacktown City Council	To advertise, designate and recruit 2 apprentice heavy vehicle mechanic positions for Aboriginal and Torres Strait Islander persons only.	8, 51	Granted on 15/05/2025 for 6 years
Blacktown City Council	To advertise, designate and recruit 3 apprentice heavy vehicle mechanic positions for women only.	25, 51	Granted on 09/04/2025 for 6 years

Organisation	Description	Sections	Exemption
Blue Sky Community Services	To advertise, recruit and employ up to 5 disability and community services worker positions for Aboriginal and Torres Strait Islander persons only, in pursuit of a 7.3% Aboriginal and Torres Strait Islander workforce participation rate.	8, 51	Granted on 25/09/2024 for 10 years
Cancer Council Australia	To advertise, designate and recruit an Aboriginal or Torres Strait Islander person in the position of First Nations Cancer Navigation Lead.	8, 51	Granted on 27/11/2024 for 3 years
CDC NSW Pty Ltd	To advertise, designate and recruit up to 10 bus driver positions each year for Aboriginal and Torres Strait Islander people only.	8, 51	Granted on 12/12/2024 for 5 years
Centenary Institute of Cancer Medicine and Cell Biology	To designate, advertise and recruit for the position of Deputy Director for women only.	25, 51	Granted on 20/02/2025 for 2 years
City of Parramatta Council	To advertise, designate and recruit positions for Aboriginal and/or Torres Strait Islander persons only, including the position of a Cultural Projects Officer, in pursuance of its goal of a 3% Aboriginal and Torres Strait Islander workforce participation rate.	8, 51	Granted on 22/07/2024 for 5 years
City of Ryde	To advertise, designate and recruit for: <ul style="list-style-type: none"> • 1 business administration traineeship position for an Aboriginal and Torres Strait Islander person; and • 1 permanent part-time project officer position for a person with an intellectual disability. 	8, 10, 49D, 51	Granted on 26/03/2025 for 10 years
City of Sydney Council	To advertise, recruit and employ Aboriginal and Torres Strait Islander persons in the position of Manager Aboriginal City Spaces.	8, 51	Granted on 26/07/2024 for 5 years
Cleanaway Operations Pty Ltd	To advertise, designate and recruit up to 50 positions each year in its Driver Academy in NSW for women only.	25, 51	Granted on 30/07/2024 for 5 years
Cooperative Rabobank U.A. and Rabobank Australia Ltd	To run leadership, career development and mentoring programs and initiatives for women only, for its IGNITE program.	25, 51	Varied on 28/08/2024

Organisation	Description	Sections	Exemption
Australian Partnership of Ernst & Young Ernst & Young Services Pty Limited; Ernst & Young Services No 2 Pty Limited; EY Business Solutions Pty Limited; and EY Identity Pty Limited (collectively, "EY")	<p>To:</p> <p>1. Advertise, promote, and facilitate programs, activities and events to support the attraction, development, engagement and career growth of women at EY in pursuit of its targets of:</p> <ul style="list-style-type: none"> • 50% of Graduates hired to be women • 40% of Partners to be women • 50% of Senior Manager 4 level new hires and progressions (combined) to be women. <p>2. Designate Aboriginal and Torres Strait Islander people-only positions and to only consider recruitment of Aboriginal and Torres Strait Islander candidates for those positions.</p> <p>3. Advertise and facilitate programs and activities (including but not limited to networking opportunities, skills-development workshops, targeted advertising, talent sourcing, recruitment campaigns, internship and graduate programs) to attract, engage and support First Nations candidates.</p>	8, 25, 51	Granted on 17/09/2024 for 5 years
Essential Energy	To advertise, designate and recruit positions for First Nations people only, including up to 10% of Early Talent Pathway positions each year, in pursuit of a 6% Indigenous workforce participation rate.	8, 51	Varied on 14/11/2024
EY Port Jackson Partners	To advertise, designate and provide scholarships and programs for women only through its EY PJP Women's Scholarship & Program.	25, 51	Granted on 12/07/2024 for 5 years
Football Australia Limited	To advertise, designate and recruit up to 30 paid internship positions for women aged 18 to 28 only in the areas of Media, Photography, and Communications and Public Relations, including 2 positions for Aboriginal and/or Torres Strait Islander women only.	8, 10, 25, 27, 49ZYB, 49ZYD, 51	Granted on 20/02/2025 for 5 years
History Council of New South Wales Inc	To advertise, designate and recruit the position of a First Nations Histories Project Officer for Aboriginal and Torres Strait Islander people only.	8, 51	Granted on 22/01/2025 for 5 years
Kempsey Shire Council	To advertise, designate and recruit for a Trainee Environmental Health Officer role for Aboriginal and Torres Strait Islander people only.	8, 51	Granted on 10/06/2025 for 7 years Varied on 12/6/2025

Organisation	Description	Sections	Exemption
KU Children's Services	To advertise, designate and recruit the following positions for Aboriginal and Torres Strait Islander people only: <ul style="list-style-type: none"> • Manager, Aboriginal and Torres Strait Islander Programs (1) • Aboriginal and Torres Strait Islander Programs Cultural Facilitator (6) • Identified Early Childhood Teacher (5) • Identified Advanced Child Care Educator Qualified (5) • Identified Child Care Educators (5). 	8, 51	Granted on 27/05/2025 for 10 years
Lake Macquarie City Council	To advertise, designate and recruit: <ul style="list-style-type: none"> • up to 6 entry level, apprenticeship and traineeship positions for Aboriginal and Torres Strait Islander persons only, and • up to 6 entry level, apprenticeship and traineeship positions for women only. 	8, 25, 51	Varied on 12/08/2024
Lake Macquarie City Council	To advertise, designate, and recruit 2 Natural Area Conservation Trainee positions for Aboriginal or Torres Strait Islander persons only.	8, 51	Granted on 17/04/2025 for 5 years
Legal Aid Commission of NSW	To designate, target and recruit positions and provide targeted programs for Aboriginal and Torres Strait Islander people only, in pursuit of an 11% Aboriginal and Torres Strait Islander workforce participation rate, including to provide: <ul style="list-style-type: none"> • Targeted support for Aboriginal and Torres Strait Islander people in preparation for recruitment processes • Targeted recruitment of Aboriginal and Torres Strait Islander people into senior executive roles • Targeted recruitment of Aboriginal and Torres Strait Islander people into entry-level employment programs including graduate programs, scholarship programs, traineeships and internships • Targeted recruitment of Aboriginal and Torres Strait Islander people into frontline service delivery roles • Targeted development programs for Aboriginal and Torres Strait Islander people including targeted talent management and mobility programs, leadership development, coaching, shadowing and sponsorship development opportunities • Capability development, mentoring and connecting programs for Aboriginal and Torres Strait Islander people leaders and potential leaders. 	8, 10, 51	Granted on 22/04/2025 for 7 years
Life Without Barriers	To advertise, recruit and employ Aboriginal and Torres Strait Islander persons in the position of Investigator.	8, 51	Granted on 18/07/2024 for 10 years
Linfox Australia Pty Ltd	For the purposes of meeting legal obligations for agreements and licences under the United States International Traffic in Arms Regulations (ITAR) and Export Administration Regulations (EAR). For details and conditions see NSW Government Gazette 22/11/2024.	8, 10, 51, 52	Granted on 15/11/2024 for 5 years

Organisation	Description	Sections	Exemption
Liverpool City Council	To advertise, designate and recruit up to 7 parks operative positions for Aboriginal and Torres Strait Islander people only.	8, 51	Granted on 30/07/2024 for 3 years
Maitland City Council	To advertise, designate and recruit 1 Maitland Regional Art Gallery traineeship position for an Aboriginal or Torres Strait Islander person only.	8, 51	Granted on 30/09/2024 for 5 years
Manning Support Services Inc	To designate, advertise and recruit up to 50% of Men's Behaviour Change Program Facilitator positions for women only.	25, 51	Granted on 12/05/2025 for 10 years
McKinsey & Company	For the purpose of providing additional financial support for women for 2 years after they return to work from parental leave.	25	Granted on 12/12/2024 for 10 years
MidCoast Council	To designate, advertise and recruit the position of an Aboriginal Environmental Health Officer Trainee for Aboriginal and Torres Strait Islander persons only.	8, 51	Granted on 15/05/2025 for 7 years
Muswellbrook Shire Council	To designate, advertise and recruit 2 positions for Aboriginal and Torres Strait Islander people only and to run associated cadetship and traineeship programs for Aboriginal and Torres Strait Islander persons only.	8, 51	Granted on 12/12/2024 for 6 years
NAISDA Limited	To advertise, designate and recruit positions of: <ul style="list-style-type: none"> • Facilities Officer • Catering Assistant • People and Organisational Culture Coordinator • Information Services Officer • Marketing Officer • Trainee Administrator • Creative Producer • Corporate Services Executive Assistant • Dance Practice Lead • Development Officer • People and Organisational Culture Administrator for Aboriginal and Torres Strait Islander people only. 	8, 51	Granted on 06/12/2024 for 10 years Varied on 27/05/2025
National Roads and Motorists' Association Limited	To advertise, designate and recruit roles for Aboriginal and Torres Strait Islander people only in pursuit of an annual increase in its Aboriginal and Torres Strait Islander workforce participation rate of 0.05%.	8, 10, 51	Granted on 13/05/2025 for 4 years

Organisation	Description	Sections	Exemption
NSW Energy Coal (the BHP Group)	To advertise, recruit and prioritise roles for women only and to offer programs, activities and events to attract, develop, engage and support career growth for women in pursuit of its targets of 30.8% female representation overall and 34.9% female leadership representation within its operations at the Mt. Arthur coal mine.	25, 51	Granted on 23/01/2025 for 2 years
Office of Sport	To designate, advertise and recruit up to 6 identified positions within its Aboriginal Outcomes team for Aboriginal and Torres Strait Islander people only.	8, 51	Granted on 10/06/2025 for 10 years
Penguin Random House Australia Pty Ltd	To designate, advertise and recruit up to 2 internship positions per year for Aboriginal or Torres Strait Islander persons only.	8, 51	Granted on 30/07/2024 for 7 years
Port Macquarie-Hastings Council	To designate, advertise and recruit the position of an Aboriginal Trainee Environmental Health Officer for Aboriginal and Torres Strait Islander persons only.	8, 51	Granted on 10/06/2025 for 7 years
Port Stephens Council	To advertise, designate and recruit for Trainee Environmental Health Officer roles for Aboriginal and Torres Strait Islander persons only.	8, 51	Granted on 30/07/2024 for 10 years
Protech Personnel Pty Ltd and Dreampath Recruitment Pty Ltd	To advertise, designate and recruit up to 100 Aboriginal and/or Torres Strait Islander persons only and 50 positions for women only in each business.	8, 25, 51	Granted on 07/05/2025 for 5 years
Pulse Climbing	To advertise, designate and recruit up to 2 route setter positions per year for women only.	25, 51	Granted on 19/07/2024 for 6 years
Randwick City Council	To designate, advertise and recruit for a Curator First Nations position on a permanent full-time basis for Aboriginal and Torres Strait Islander persons only.	8, 51	Granted on 28/11/2024 for 10 years
Raytheon Australia Pty Ltd	For the purposes of meeting legal obligations for agreements and licences under the United States International Traffic in Arms Regulations (ITAR) and Export Administration Regulations (EAR). For details and conditions see NSW Government Gazette 16/08/2024.	8, 10, 51, 52	Granted on 14/08/2024 for 5 years
Saab Australia Pty Ltd	For the purposes of meeting legal obligations for agreements and licences under the United States International Traffic in Arms Regulations (ITAR) and Export Administration Regulations (EAR). For details and conditions see NSW Government Gazette 02/05/2025.	8, 10, 51, 52	Granted on 30/04/2025 for 5 years
Settlement Services International Limited	To advertise, designate and recruit roles at all levels across its organisation for Aboriginal and Torres Strait Islander people only, in pursuit of its commitment to increase Aboriginal and Torres Strait Islander representation to 2.5%.	8, 51	Granted on 27/11/2024 for 5 years

Organisation	Description	Sections	Exemption
Shellharbour City Council	To designate, advertise and recruit for 1 Team Leader Bush Regeneration position for an Aboriginal or Torres Strait Islander person only.	8, 51	Granted on 11/10/2024 for 10 years
Siemens Mobility Pty Ltd	To advertise, designate and recruit up to 10 traineeship/entry level positions for Aboriginal and/or Torres Strait Islander people only in pursuit of a 3% Aboriginal and Torres Strait Islander workforce participation rate.	8, 51	Granted on 26/07/2024 for 5 years
Social Futures Ltd	To advertise, designate and recruit up to 2 positions, including an Aboriginal Family Connect and Support Program Worker and a Senior Aboriginal Engagement Officer, for Aboriginal or Torres Strait Islander persons only.	8, 51	Granted on 23/05/2025 for 4 years
Sydney Festival Ltd	To advertise, recruit and employ up to 2 positions for Aboriginal and Torres Strait Islander persons only.	8, 51	Granted on 28/08/2024 for 5 years
The Wests Group Australia	To advertise and recruit for a Reconciliation Action Plan Officer position for Aboriginal and Torres Strait Islander people only.	8, 51	Granted on 07/11/2024 for 5 years
UGL Pty Ltd	To run women's leadership, career development and mentoring programs and initiatives for women only.	8, 25, 33, 51	Granted on 17/07/2024 for 5 years
UGL Regional Linx Pty Ltd	To designate, advertise and recruit:		
UGL Engineering Pty Ltd	<ul style="list-style-type: none"> for Aboriginal and/or Torres Strait Islander persons only, including traineeship, scholarship and apprenticeship positions, in pursuit of a 4% Aboriginal and Torres Strait Islander workforce participation rate 		
UGL Rail Services Pty Ltd	<ul style="list-style-type: none"> for women only, including traineeship, graduate, scholarship and apprenticeship positions, in pursuit of a 30% women workforce participation rate. 		
UGL Operations & Maintenance Pty Ltd			
University of New England	<p>To:</p> <ul style="list-style-type: none"> run women's leadership, career development and mentoring programs and initiatives for women only, including its Academic Promotion Mentoring Program for Women designate, advertise and recruit professional staff positions at level HE09 and HE10, senior academic staff positions at levels C, D and E, and senior executive positions for women only in pursuit of a 50% workplace participation rate of women in those positions. 	25, 51	Granted on 26/07/2024 for 5 years

Organisation	Description	Sections	Exemption
University of Newcastle	To: 1. Designate, advertise and recruit positions for: • Aboriginal and Torres Strait Islander people only in pursuit of a 3.9% workforce participation rate • women only at the Senior Academic level in pursuit of a 40% participation rate • women only at all levels in science, technology, engineering and mathematics (STEM) fields where significant underrepresentation of women exists, and 2. Offer, advertise and facilitate scholarships and fellowships for women only in: • STEM fields, and • academic roles, to encourage more women, including those with carer responsibilities, to join, remain and progress in academia.	8, 25, 31A, 51	Granted on 10/01/2025 for 5 years
University of Notre Dame	To designate, advertise and recruit positions for Aboriginal or Torres Strait Islander persons only, in pursuance of its goal of a 3% workforce participation rate.	8, 51	Granted on 01/11/2024 for 5 years
University of Technology Sydney	To apply a positive adjustment factor of 10 points to the Australian Tertiary Admissions Rank (ATAR) to female applicants only for admission to all current and future standalone or combined engineering, information technology (IT) and construction project management courses where the overall percentage of commencing female enrolments in those courses is below 40%.	31A, 51	Varied on 16/12/2024
University of Wollongong	To advertise, designate and recruit positions and opportunities (including but not limited to work placements, traineeships and apprenticeships) for Aboriginal and/or Torres Strait Islander people only in pursuit of a workforce participation rate of 3%.	8, 51	Granted on 14/04/2025 for 10 years
Veolia Environmental Services (Australia) Pty Ltd	To advertise, designate and recruit up to 20 driver positions in NSW for women only.	25, 51	Granted on 30/07/2024 for 3 years
Water NSW	To advertise, designate and recruit positions for: • women only in pursuit of a 50% workforce participation rate, including for STEM and operational roles, and • Aboriginal and Torres Strait Islander persons only in pursuit of a 5% Aboriginal and Torres Strait Islander workforce participation rate.	8, 25, 51	Granted on 28/11/2024 for 7 years
Westpac Banking Corporation	To designate, advertise, and/or provide training, development and support programs exclusively for employees who identify as women and/or culturally diverse.	8, 10, 25, 27, 51	Granted on 30/07/2024 for 10 years
Wildlife Health Australia Ltd	To designate, advertise and recruit up to 5 positions per year, including Senior Project Officer, Project Officer and Project Support Officer positions, for Aboriginal and Torres Strait Islander persons only.	8, 51	Granted on 29/11/2024 for 5 years

Organisation	Description	Sections	Exemption
Wollongong City Council	To designate, advertise and recruit for 1 Animal Control Administration Officer position for a person who identifies with an intellectual disability.	49D, 51	Granted on 26/09/2024 for 10 years
Wollongong City Council	To advertise, designate and recruit up to 5 Aboriginal and Torres Strait Islander persons for the Cadet, Apprentice, Trainee and School-Based Trainee program.	8, 51	Varied on 22/11/2024
Wollongong City Council	To advertise and recruit for: <ul style="list-style-type: none"> • up to 12 Aboriginal and Torres Strait Islander students and up to 12 female students for a 6-week summer work pilot program, with the intention of facilitating a program for 12 students in total • one traineeship (horticulture) for a female student, aligned to the summer work pilot program. 	8, 25, 51	Granted on 28/08/2024 for 3 years Varied on 28/11/2024
World Wide Fund For Nature Australia	To designate, advertise and recruit: <ul style="list-style-type: none"> • up to 4 positions per year for Aboriginal and/or Torres Strait Islander people only • 1 position per year for Aboriginal and/or Torres Strait Islander women only. 	8, 25, 51	Granted on 23/04/2025 for 5 years

Granted certifications

Organisation	Description	Certification
ActivateFit. Gym	To designate a space within its gym for women only and to provide exercise equipment, gym facilities and fitness programs for women only.	Granted on 22/10/2024 for 10 years
Embrace People & Place Limited	<p>Programs run by Embrace People & Place Limited, in collaboration with its program partners, for women who have experienced prison including:</p> <ul style="list-style-type: none"> • The 'Women in Community Program' to provide women with access, opportunities, and support services in the areas of accommodation, employment, training, finance, welfare and social networks; and • Creation of a Lived Experience Advisory Panel for women to advise on designing, developing, operating and reviewing the program. 	Granted on 25/03/2025 for 10 years
Westpac Banking Corporation	<p>To fund, sponsor, run, advertise and promote scholarships and programs for women only to encourage and support women in entrepreneurship and in business. These programs include:</p> <ul style="list-style-type: none"> • incubator and accelerator programs specifically for women-led businesses, • financial support through grants, scholarships and funding, and • pitch prizes and events for women only. 	Granted on 08/08/2025 for 10 years

We strive to eliminate discrimination in NSW by resolving enquiries and complaints, raising awareness about discrimination and its impacts, and taking action to influence change.

We administer the *Anti-Discrimination Act 1977* (NSW) and the civil complaints scheme under the *Conversion Practices Ban Act 2024* (NSW).



Anti-Discrimination
New South Wales

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