



# Age discrimination

## What is age discrimination?

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Age discrimination is when you have been treated less favourably because:

- of your age
- you are the relative, friend or colleague of someone of a particular age.

Indirect discrimination is also against the law. This is when a rule or requirement is the same for everyone but unfairly affects people of a particular age or age group, and is not reasonable in the circumstances.

## Where is age discrimination against the law?

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Age discrimination is against the law in certain public places, including:

- **workplaces**, such as when you apply for a job or while you are at work
- **employment agencies**, such as when you use recruitment companies
- **when you access goods and services**, such as when you go shopping, do your banking or access medical services
- **state education**, such as when you apply for study and during your studies
- **accommodation**, such as when you rent accommodation
- **industrial organisations**, such as membership of a union
- **qualifying bodies**, such as an institute which issues qualifications
- **at registered clubs**, such as when you try to enter or join a club that sells alcohol or has gambling machines.



## What can I do if I experience age discrimination?

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If you think that you have experienced age discrimination, you can first try speaking to the person or organisation responsible to let them know you have been treated unfairly. If you don't feel comfortable doing this, or if it isn't appropriate, you can contact us to make a complaint of discrimination. You can write your complaint in your language, and we will have it translated for free into English. If writing your complaint is difficult, you can contact us to discuss other ways to submit your complaint.

You can contact our enquiry service if you need more information or are unsure if you have experienced age discrimination.

### Useful contacts

**Translating and Interpreting Service** – 131 450

**Law Access** – 1300 888 529

## Complaint case study

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**Ron\* is 82 and is fit and healthy.**

**He tried to book holiday accommodation, but his booking was refused as the owner had a policy not to rent to people over the age of 75.**

**The accommodation was dark and not close to the car park, and the owner was worried that older people may trip over.**

**Ron lodged a complaint with ADNSW.**

**The complaint was resolved with Ron receiving a heartfelt apology, the owner changing the policy to remove the age restriction, and Ron receiving a reimbursement of \$350 to cover the more expensive accommodation he had to pay for.**

\*Name has been changed to protect the privacy of the individual.

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This fact sheet has general information about discrimination and there are exceptions to the law. Please contact us if you have questions about age discrimination or you would like information about how to make a complaint.

### Anti-Discrimination NSW

#### Enquiries

Phone: 02 9268 5544

Free call: 1800 670 812

Email: [complaintsadb@justice.nsw.gov.au](mailto:complaintsadb@justice.nsw.gov.au)

#### Postal address

Locked Bag 5000

Parramatta NSW 2124

#### Website

[antidiscrimination.nsw.gov.au](http://antidiscrimination.nsw.gov.au)