

# Anti-Discrimination NSW

## Annual Highlights 2020-21

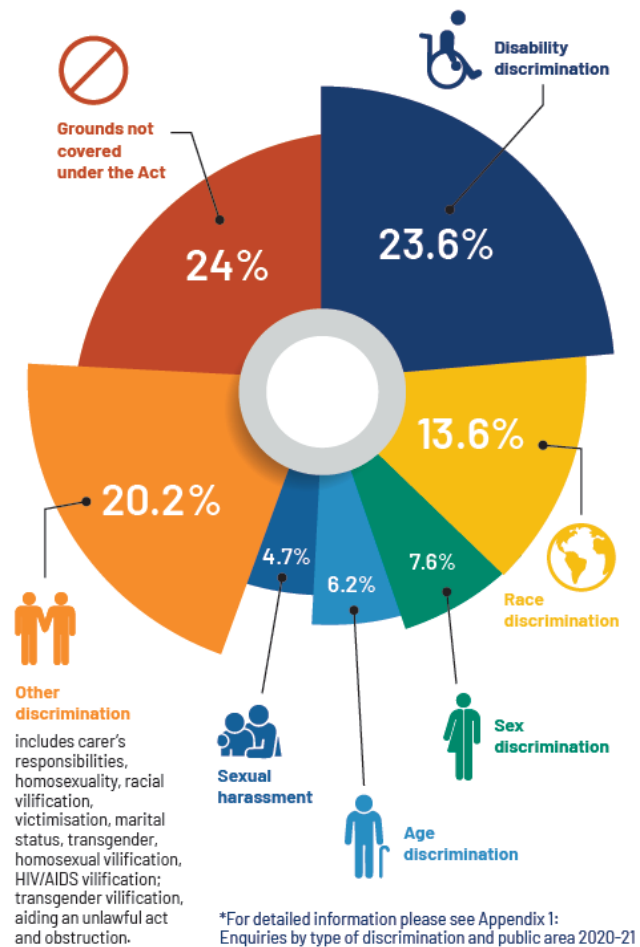
### Enquiries

- We responded to **2,698** enquiries
- **70%** of enquiries were made by phone
- **70.5%** of phone enquiries were resolved in less than 15 minutes
- **Disability discrimination** remained the most common type of discrimination enquiry, followed by race discrimination.

#### COVID-19 enquiries and complaints

During 2020-21 we continued to receive enquiries and complaints directly relating to COVID-19. Many of these were about the Public Health Order requirement to wear a mask and the effect of an exemption due to medical reasons. An example of mask related complaints with which we are dealing relates to the circumstance where a person has experienced discrimination on the ground of disability.

Most common enquiries by type of discrimination 2020-21



### Aboriginal and Torres Strait Islander service



- The Aboriginal and Torres Strait Islander outreach team reached **1,115** people

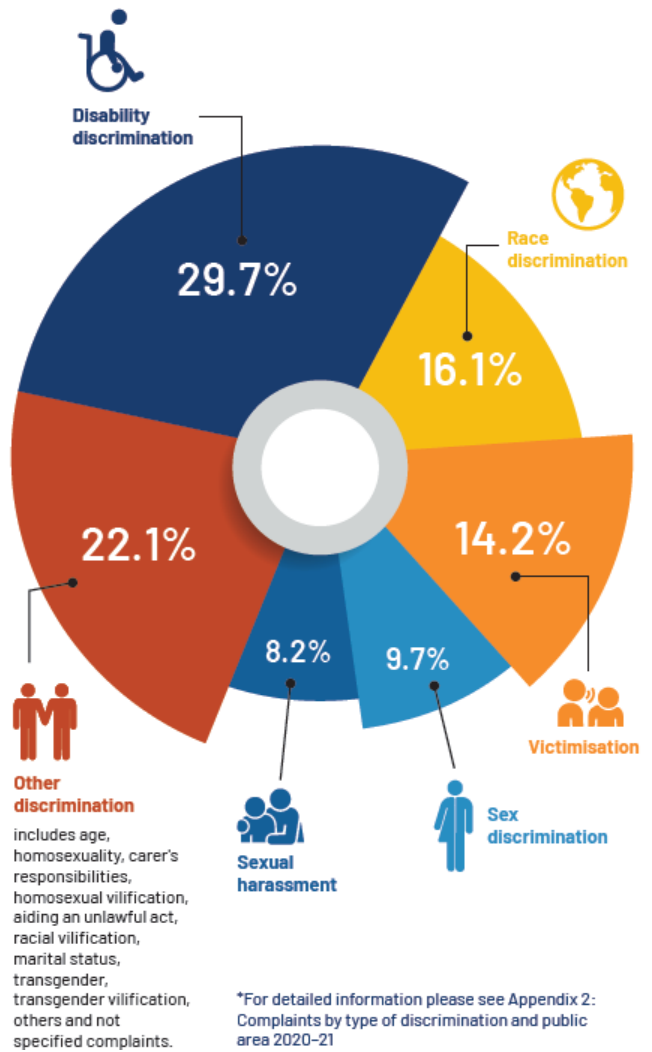
- **5.4%** of enquiries were from Aboriginal and Torres Strait Islander people
- **5.2%** of complaints were from Aboriginal and Torres Strait Islander people
- **55%** of complaints were about race discrimination




# Conciliation

- We received **1,109** complaints 
- **46.2%** of complaints were in employment, the most common public area of complaint 
- **91%** of complaints were finalised within 12 months of receipt, exceeding the target of 85% (average time was 5 months) 

## Most common complaints by type of discrimination 2020-21



# Exemptions

- **37 exemptions** granted to help improve access to specific jobs and programs for certain groups of people 
- **7 certifications** granted for special needs programs, activities or facilities that promote access for certain groups of people affected by unlawful discrimination

# Community engagement

- We identified **priority areas** for community engagement including disability, multicultural, youth and LGBTQ+
- We engaged with the community at **283** events
- We targeted communities continuing to be discriminated against due to **COVID-19**
- We delivered over **28** information sessions to the community, three webinars and one podcast

## Digital and social statistics

- **703,694** website page views
- **27.6%** increase in followers on social media   

This year, as part of our digital strategy, we redeveloped our website to feature a new look and feel, easy navigation and improved accessibility