



Do you feel like you are being treated unfairly when you are buying something or using a service?

Could it be discrimination?

Discrimination is when you are treated differently or unfairly because of something about you. The law says this could be something like your race, age, or sex. These are called 'personal attributes'.

There are a lot of different personal attributes. Race, age, and impairment or disability are only some of them.

Discrimination could happen when you are buying something or trying to access a service such as a bank.

Racial discrimination

This is when someone selling you something or providing a service treats you differently or unfairly because of your race. This could be because of your skin colour, the way you look, what you wear, how you speak or where you come from.

For example, Tom is refused entry into a pub because he is Aboriginal and 'will cause trouble'.

Age discrimination

This is when you are treated differently or unfairly because of your age. This may be because you are 'too young' or 'too old'.

For example, Lynn is declined a loan at a bank because she is 62 years old. The loan manager says they will not give her a loan because she could retire in a couple of years and may not pay the loan back.



Impairment discrimination

This is when you are treated unfairly because of an impairment you have. There are many different types of impairment, but can include things like:

- intellectual
- learning
- physical
- sensory
- mental health.

Impairments can be permanent or temporary. They could be conditions that people are born with, that they develop at a later stage in life, or from an injury they have suffered.

Indirect discrimination

Sometimes discrimination can be indirect. This usually happens where a policy applies to everybody (and this may at first seem equal and fair), but a person has a personal attribute that disadvantages them.

For example, you want to open a bank account but the bank will not let you as you are homeless and don't have a permanent address.

When is it discrimination?

It is important to note that being treated unfairly may not necessarily be discrimination. Similarly, while being treated unfairly could be discrimination, it may not be against the law. If you feel you are being discriminated against, it's important for you to reach out for more information and help. Some of the mobs in the following list may be able to help.

For more information, contact the Queensland Human Rights Commission here:

Email:

General: info@qhrc.qld.gov.au

Complaint information: enquiries@qhrc.qld.gov.au

Phone:

1300 130 670 (Monday to Friday, 9am to 4:30pm)

Website:

<https://www.qhrc.qld.gov.au>

Note that the Commission cannot advocate on your behalf and you may need to seek legal representation. The Commission can provide information on how to make a complaint.

This information sheet is not intended to be used as legal advice. It is important you seek legal advice for your particular situation.

YFS respectfully acknowledges Aboriginal and Torres Strait Islander people as Australia's first peoples and the traditional owners/custodians of the land on which we meet and work. We recognise the important role they have within community and country, and we pay our respects to the Elders of this land past and present.