



Do you feel like you are being treated unfairly while trying to find somewhere to stay or live?

Could it be discrimination?

Discrimination is when you are treated 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 examples.

You could be discriminated against when you're looking for somewhere to live or stay. This could be when you're trying to rent a house, or even book a room at a hotel.

Racial discrimination

If a real estate agent, property owner, hotel or motel staff treats you unfairly because of your race, this is racial discrimination. 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, Ron refuses to rent a flat to Cathy because Cathy is Aboriginal, and Ron doesn't like Aboriginal people. He believes that they are unreliable tenants. Ron makes no enquiries about Cathy's history as a tenant. Ron's refusal to rent to Cathy on this basis is racial discrimination.

Age discrimination

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



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

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, a real estate agent/landlord has a rule that a two-bedroom house should not accommodate more than three people. If this disadvantages people with parental or family responsibilities (including extended family) more than those with no such responsibilities, it may be indirect discrimination.

When is it discrimination?

It is important to note that being treated unfairly may not necessarily be discrimination.

And being treated unfairly could be discrimination but 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 below may be able to help.

To make a complaint, 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.

The organisations below may be able to provide advice on your situation:

- Residential Tenancies Authority (RTA) - **1300 366 311**
- Queensland State-wide Tenant Advice and Referral Service (QSTARS) - **1300 744 263**
- Homelessness Hotline (24 hrs per day) - **1800 474 753**

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.