

# Tackling Hate in Australia: Stocktake Report 2019-2020

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## CRIS

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# Contents

Executive Summary	3
Gaps and policy recommendations	7
Introduction	8
Definitions and conceptual framework	10
Data and methods	13
Types of organisations	18
Geographical distribution	20
Protected characteristics	23
Language analysis	27
Awareness and education	32
Victim support	37
Data collection	41
References	46

# Executive Summary

This report is a first in Australia to make sense of the exceptional fragmentation and lack of coordination of responses to hate crimes, hate speech and hate incidents across the country. A variety of governmental and non-governmental organisations work in this area, and the terminology that they use to describe their work is exceptionally diverse, as are their aims and their target groups. In order to capture this diversity, we created a new conceptual framework, which underpinned our strategy to search for organisations working in this field.

This conceptual framework and subsequent database include organisations and activities across three broad types of activities:

- 1 Awareness raising and education;
- 2 Victim support;
- 3 Data collection.

## Our database included a total of:

**222** organisations running activities focused on tackling hate in Australia

**21.2%**

(N=47)

governmental organisations

**78.8%**

(N=175)

non-governmental organisations

**33.3%**

(N=74)

activities focused on victim support

**76.6%**

(N=170)

activities focused on raising awareness and education

**27.9%**

(N=62)

activities focused on data collection



The consequences of the lack of coordination among the governmental and non-governmental stakeholders that contribute to measuring and responding to hate are multifaceted. First, different units within governmental agencies independently tackle forms of hate such as racism, Islamophobia, antisemitism, homophobia, transphobia, ableism, and ageism, among others. Second, different agencies address different degrees of severity of hate conduct. Usually, human rights organisations deal with less severe incidents regulated by civil laws, and police agencies deal with more severe incidents, regulated by criminal laws.

Critically, this fragmented and uncoordinated approach can make it hard for:

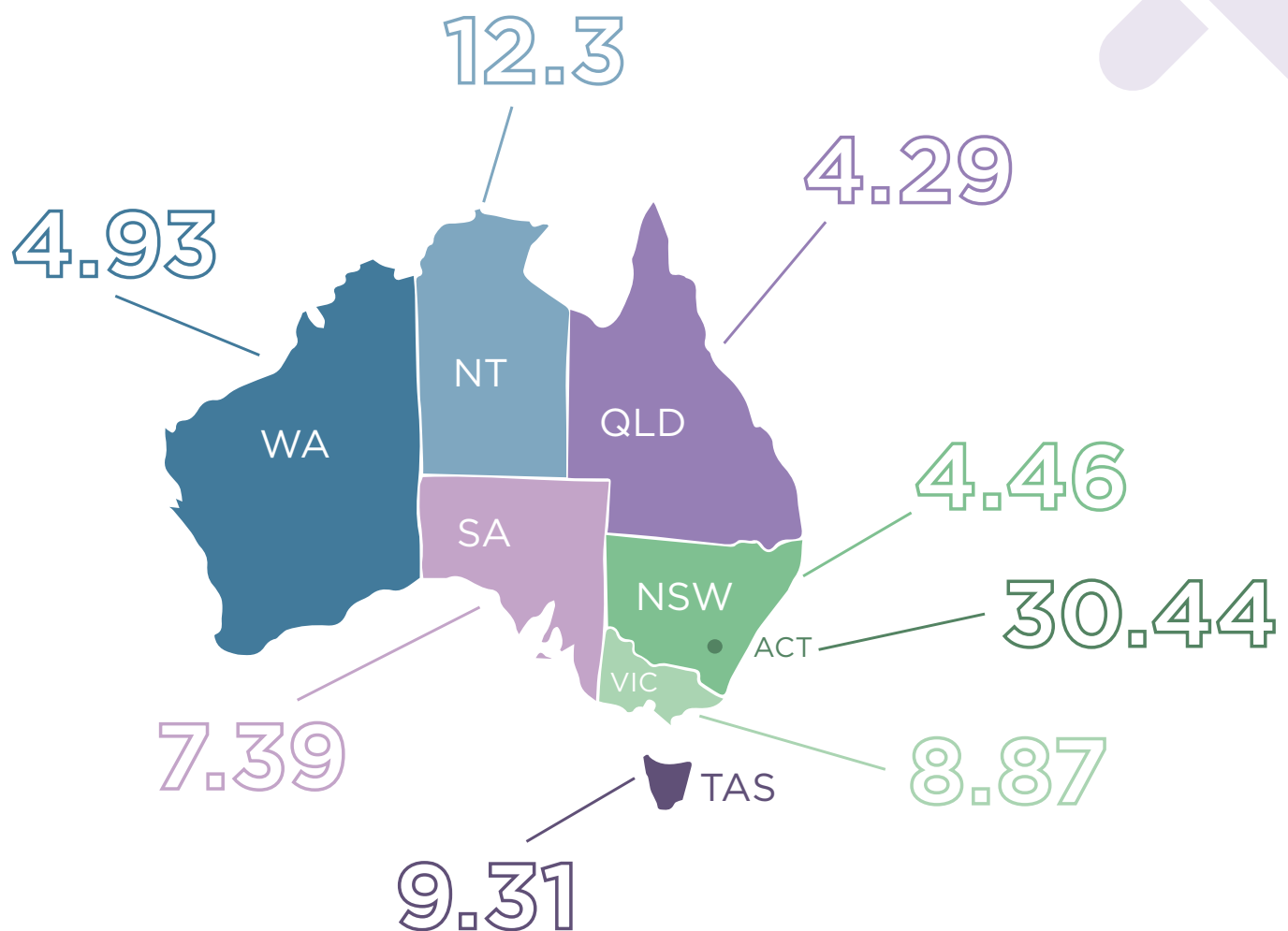
Victims to navigate the system

Policymakers and practitioners to have a clear picture of hate and responses to hate in Australia, and

Researchers to evaluate the effectiveness of policies and programs, and to study whether there is a relationship between less severe and more severe forms of hate, from hate speech to violent extremism.



## Number of organisations running activities tackling hate, per million people



Victoria is the state/territory with the most organisations running activities to tackle hate (N = 59), followed by New South Wales (N = 37) and Queensland (N = 22). However, when looking at the number of active organisations per million people, the ACT has the highest number (N = 30.44), followed by Northern Territory (N = 12.30), Tasmania (N = 9.31) and Victoria (N = 8.87). The states with the least organisations per million people are Queensland (N = 4.29), New South Wales (N = 4.46), Western Australia (N = 4.93), and South Australia (N = 7.39).

Comparatively, and given the size of the state, Victoria is the most active state as per number of organisations focusing on tackling hate.

## Other key findings include...



About one in three organisations in our database (31.1%, N = 69) focus on tackling all forms of hate, and 68.9% (N = 153) focus on protected characteristics. Of these organisations focusing on specific characteristics, most focus on racial or religious hate (43.1%, N = 66), 17.7% (N = 27) on anti LGBTIQ+ hate, 13.1% (N = 20) on intersectional or multiple identities (that is, two or more protected characteristics), 11.8% (N = 18) on ableism, 7.8% (N = 12) on ageism, and 6.5% (N = 10) on other forms like sexism and hate against the homeless.



Compared to the rest of the country, the organisations tackling hate in Victoria are significantly more focused on religious hate, less focused on hate against people living with a disability, and less focused on hate against elders. Federal organisations, as well as organisations in Western Australia and Queensland, are comparatively more focused on tackling all forms of hate, instead of focusing on specific forms and protected characteristics. Organisations tackling anti-Asian hate are significantly more engaged in online activities than offline activities.



The terms used to qualify hate crime in Victoria and in New South Wales, respectively 'prejudice' and 'bias', are among the least used by the organisations in our stocktake. The term 'hate' is used by three times as many organisations than bias and prejudice. Organisations working with racial and religious minorities and those working with people with disability are significantly more likely to use the term hate than other organisations.



On average, about a third of all organisations running awareness-raising activities focus on race or religion only (32.9%, N = 56). However, the percentage is higher in Northern Territory (50%), Victoria (46.7%), and South Australia (36.4%).



Organisations working on hate towards LGBTIQ+ people and the elderly focus comparatively less on awareness raising and education activities.



Most of the 74 organisations working on victim support (59.5%, N = 44) focus on support for all communities and forms of hate. The largest share of community-specific victim support organisations focus on people living with a disability (10.8%, N = 8).



Data collection occurs in 62 organisations, the vast majority of which (N = 50) are non-governmental. Most of these organisations focus on collecting data about all forms of hate (69.4%, N = 43). Data collection among religious and ethnic communities is comparatively more developed than among LGBTIQ+, the elderly and people living with a disability.

# Gaps and policy recommendations

This stocktake identifies a series of gaps, and could usefully inform policy and programming. Specifically:

1 There is an imbalance in the number of hate-tackling organisations in states like Victoria and the ACT compared to Queensland or New South Wales. The needs of communities facing hate victimisations in states with comparatively fewer organisations working in this field should be assessed and addressed.

2 The majority of the efforts, especially from government organisations, focus on awareness raising and education activities, less on victim support and data collection. We recommend that government organisations particularly should shift their focus to these areas where more work is needed, and coordinate with community organisations already supporting victims and collecting data to ensure consistency.

3 Racial and religious hate are the main focus of awareness raising and education activities, especially in Victoria. This is very important as it demonstrates the need to develop parallel activities to also tackle other forms of hate, such as anti-LGBTIQ+ hate, ableism, ageism and other forms.

4 There are comparatively more organisations working on awareness raising and education, and on data collection, for religious communities, such as Muslim and Jewish communities. There are comparatively more organisations working on victim support for people living with a disability than other communities.

These organisations could mentor and develop capacities among organisations for communities that are less experienced in anti-hate activities.

5 The terminology used by governmental and non-governmental organisations is highly fragmented. We recommend working to develop common definitions and common language to address similar issues among different communities.

6 Efforts in all areas, including awareness raising and education, victim support, and data collection, need to be harmonised and coordinated in order to be more effective. More detailed reviews of each geographical and focus area should be conducted periodically to identify gaps and needs.



# Introduction

The ability of Australian state/federal governments to create effective policies to address hate crimes and hate incidents (including verbal assaults and incitement of hatred against out-groups) is constrained by a general lack of coordination among the different governmental and non-governmental stakeholders that contribute to measuring and responding to hate. This lack of coordination is mainly caused by legislative gaps. Different pieces of legislation protect Australians from hateful conduct: some are criminal laws, some are civil laws, some are sentencing laws (which allow judges to aggravate sentences if there is a bias motivation), but they are inconsistent across states and territories, and leave many gaps (Mason et al., 2017). For example, some characteristics (like race and religion) tend to be more protected than other characteristics (like gender, sexuality and transgender status, among others), leaving some victims of hate less protected than others. Some states and police agencies recognize, measure and address prejudice-motivated crimes (in Victoria) and bias crimes (in New South Wales), but there is no consistent approach at the federal level.

The lack of coordination among governmental and non-governmental stakeholders is also underpinned by a culture that sees responses to different forms of hate, and to hate against different target groups, as compartmentalized. First, different units within governmental agencies independently tackle forms of hate such as racism, Islamophobia, antisemitism, homophobia, transphobia, ableism, and ageism, among others. Second, different

agencies address different degrees of severity of hate conduct. Usually, human rights organisations deal with less severe incidents regulated by civil laws, and police agencies deal with more severe incidents, regulated by criminal laws. Critically, this can make it hard for:



Victims to navigate the system



Policymakers and practitioners to have a clear picture of hate and responses to hate in Australia, and



Researchers to evaluate the effectiveness of policies and programs, and to study whether there is a relationship between less severe and more severe forms of hate, from hate speech to violent extremism.

Data about hate crimes and hate incidents is collected and stored by different agencies, in disconnected repositories. It is collected using different criteria and methods, and therefore it is often impossible to compare. The consequences of the lack of coordination among the governmental and non-governmental stakeholders that contribute to measuring and responding to hate are multifaceted. There are gaps in data collection and measurement, lack of evidence to underpin and evaluate responses to hate, trust deficits and lack of awareness among community members, under-reporting of hate crimes and hate incidents, potential problems of duplication and other inefficiencies in the system.

# This report is a first contribution to address the fragmentation of the responses to hate from governmental and non-governmental organisations in Australia.

It aims to provide a helicopter view of all the organisations addressing different forms of hate against different minorities in order to identify gaps and needs for future efforts. In the following sections, this report describes the theoretical framework and the methodology used to create the first database of organisations focusing on tackling hate in Australia. The database focusses exclusively on organisations running activities that were completed in 2019 or later, including those activities yet to be completed at the time of writing. Later sections of the report include statistical analyses of the database, aiming to identify gaps and needs in this important policy area. There are also a selected number of organisations and activities in descriptive text boxes that provide great examples of past and current work in this space.

# Definitions and conceptual framework

For clarity, in this report when referring to the below concepts, we define them as the following:

**Hate crime** refers to any criminal offence motivated by bias towards an out-group (ODIHR, 2009).

**Hate incidents** are malicious acts motivated by bias towards an out-group that do not constitute a criminal offence (Sadique et al., 2018).

**Hate speech** is considered as speech or expression that is capable of instilling or inciting hatred of, or prejudice towards, a person or group of people on a specified ground (Gelber and Stone, 2007).

Some scholars and practitioners are not convinced that hate is a useful term (for example, White, 2002); since the 1980s, there has been considerable debate about the utility of the concept of hate crime, and whether other terms are better suited to define the same phenomenon (such as bias crime, targeted crime, prejudice-motivated crime, among others). While we agree that the term hate is ambiguous, we also acknowledge that it is commonly used in the public sphere, by policymakers, victims and journalists, to refer to hate crime and hate speech.

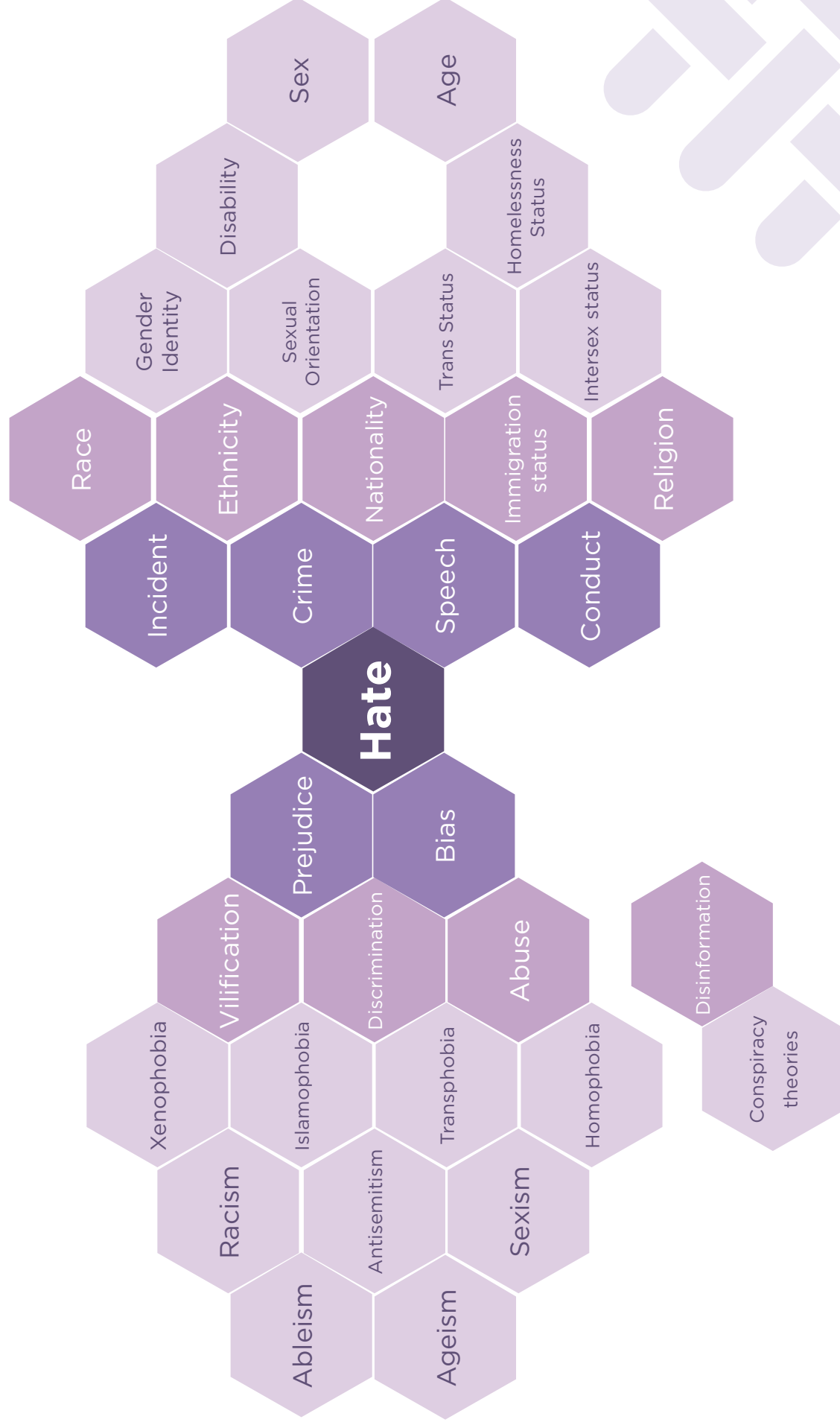
One of the consequences of the lack of coordination and common definitions and the hyper-fragmentation described in the previous section, is a proliferation

of terms used to capture activities related to different facets of hate, and to different target groups. Most of the organisations relevant to this project use a range of terms to capture their activities. In order to obtain the most reliable picture of the true eligible universe of organisations tackling hate in Australia, we designed a conceptual framework to underpin our search strategy. Our conceptual framework aims to include different forms of hate as well as different targets of hate, as summarised in Figure 1.



**Figure 1**

The conceptual framework underpinning our strategy





The notion of hate is at the centre of the figure. On the left side are concepts that are related to and inform our understanding of hate. First, hate crime and hate incidents are often defined as acts motivated by prejudice or bias. In Australia, hate crime is defined as ‘prejudice- motivated’ crime in Victoria, and as ‘bias crime’ in New South Wales. Being theoretically close to the concept of hate, we assigned prejudice and bias as being close to hate in the framework, and of a similar colour. Next, we have terms that feature in relevant pieces of legislation across Australian states and territories, such as vilification, discrimination and abuse. Further to the left, we have a cluster of terms that capture forms of hate against specific target groups: racism, ableism, ageism, antisemitism, Islamophobia, xenophobia, sexism, transphobia and homophobia. We acknowledge that this list is not exhaustive. On the left side we also include a separate cluster of terms that we added to explore hateful messages related to conspiracy theories and disinformation. We thought it was especially relevant to add these terms in the context of the COVID-19 pandemic. On the right side of the figure, is the particular focus of our stocktake, hence the frame. The terms in the frame, those right of the centre, are those that underpinned our systematic search for relevant activities that tackle hate (in all the forms, described in the left of the figure) across Australia. We distinguish between four different manifestations of hate, that is, hate incident, hate crime, hate speech and hate conduct. Further to the right, we include a list of characteristics that are protected in relevant federal and state legislation. This theoretical framework guided our search strategy, because we searched all meaningful combinations of

all key terms in the figure. The terms left of the centre were used in a more exploratory way to scope a broad range of potentially relevant organisations and identify gaps and shortcomings in our search strategy in order to improve the robustness of the systematic searches.

**This stocktake looks at three broad types of activities:**

- 1. Awareness raising and education;**
- 2. Victim support;**
- 3. Data collection.**

Awareness raising and education activities include public messaging campaigns, training and education programs, and advocacy. Examples of these activities are skills development and knowledge sharing for practitioners, advocacy to reform legislation, and community education about rights and harms, among others. Victim support activities include services for victims of hate, offered by both government and non-government stakeholders. Data collection activities include registers of hate crimes, hate incidents and hate speech maintained by police agencies, human rights commissions and civil society organisations. Survey data collected by government and civil society organisations are also included.

# Data and methods



We gathered the data underpinning this report through a mixed-methods, inductive and iterative exploratory approach that included three sets of Google searches, a literature review, an online survey, consultations with key stakeholders and an external review by a reference group of academics. The steps are detailed in Figure 2.

## Figure 2

A graphical overview of the data collection process





## Step 1

### Literature review and initial exploratory search

We started by exploring the terrain. We used Google to search a list of 30 keywords that we identified based on our understanding of the field, and a selective review of relevant Australian articles on the topic (see for example Asquith, 2012; Benier, 2017; Benier et al., 2016; Mason 2019; Mason and Moran, 2019; Poynting and Noble, 2004; Wickes et al., 2016). The keywords were based on our focus on hate crime, hate speech and hate incidents against minority groups that commonly are the target of hate in Australia, as well as on related concepts, such as the various “isms” and “phobias” – e.g. ageism, ableism, (anti) racism, homophobia and transphobia. For each keyword, we explored at least four pages of search results for relevant hits. This first search allowed us to understand the range and diversity of activities and organisations operating in this field.

## Step 2

### Second, theoretically informed search

After this first explorative search, we designed our full theoretical framework (see Figure 1) and used it to underpin a second, more comprehensive search. Using Google, we combined the term hate with terms indicating minorities (e.g., religion, race, ethnicity) and geographical markers (e.g., Australia, Victoria, New South Wales, Queensland). All states and territories were included in the searches.

In total, we carried out 234 searches, exploring the first three pages of search results for relevant hits.

## Step 3

### Online survey with Australian practitioners

In parallel with the second search, we designed an online survey for a selected group of government and civil society practitioners, asking them to name all the organisations and activities they knew of, related to different aspects of tackling hate in Australia. Between March and June 2020, we collected 28 questionnaires. From these questionnaires, we extracted 62 organisations conducting activities aimed at tackling hate in Australia.

## Step 4

### Stakeholders consultation

We combined the results of the first two Google searches and the online survey, and compiled a draft database of 189 organisations. We sent the database to eight key experts in the field of tackling hate in Australia, including three academics, two government practitioners, and three civil society organisation practitioners with more than 10 years of experience in the field of tackling hate. We asked them to review the database and suggest organisations and activities that we might have missed. Their suggestions allowed us to include an additional 30 organisations to the database.

## Step 5

### Academic peer review

In parallel with the stakeholder consultations, we contacted three academics with expertise in researching hate and political violence, who agreed to review our theoretical framework and search strategy. They suggested adding five search terms: sexism, xenophobia, misinformation, disinformation and conspiracy theories.

## Step 6

### Final search

Following the consultations, we carried out a third and final search for combinations of the term “hate” with each one of the additional search terms – sexism, xenophobia, misinformation, disinformation and conspiracy theories – and each of the nine geographical markers, resulting in a further 45 searches. For consistency, we explored the first three pages of search results for relevant hits. Only counting relevant organisations that led activities that ended in 2019 or later, we included 222 organisations in our final version of the stocktake.

## Coding

Our unit of analysis are organisations running activities that aim to tackle hate in Australia. For each organisation, we coded whether it's a governmental or non-governmental organisation, and if it belongs to a sub-category, including: police, human rights commissions, universities, other research institutions

(for example, think tanks), legal services, health services, religious services, other social services, media, sport organisations, museums (the list is non-exhaustive). We coded the geographical coverage of the organisation's activity as a state or territory, as federal activity or online activity. In cases of organisations operating across more than one location, we recorded multiple locations for the same organisation. We coded which protected characteristic the organisation focuses on (whether the organisation was for anyone or for specific groups, such as racial and ethnic, religious, age, disability, homeless, sexual, gender, trans and intersex). In addition to general characteristics, we recorded whether activities in particular targeted Aboriginal and Torres Strait Islander people, Jews, Muslims or Asian minority groups. We then coded the focus area of each organisation, whether awareness raising and education, victim support, or data collection. The same organisation could engage in multiple focus areas. For each organisation, we visited their websites and sampled 1,000 characters where the organisation describes its activities in relation to tackling hate. This language sampling was used to perform language analysis and explore terminology used by each organisation. We coded the appearance of the terms identified in the theoretical framework. Subsequently, we generated a word count of the whole language sample, and we also coded the relevant terms appearing in the fifty most-used words that were missing from our theoretical framework.




## Exclusions and limitations

Broadly speaking, thousands of organisations and initiatives could be interpreted as “tackling hate”. Examples include all initiatives about inclusion, multiculturalism, harmony and dialogue run by public and private entities, for example local councils or non-governmental organisations. Other examples are all mental health, youth and social services with clients from communities at high risk of hate victimisation. In this stocktake, we adopted a more narrow approach, and used a standard procedure to test whether the organisations that appeared in our searches explicitly focused on tackling hate: we searched the organisation website for any of the words included in our theoretical framework to the left of centre (Figure 1). If any of these words appeared in relation to a current activity run by the organisation, we included it in our stocktake. Otherwise, the organisation was excluded.

Our database includes activities aimed at tackling hate against women, and we performed specific searches around sexism. However, we acknowledge that this report only includes a minority of the initiatives in this area, which includes issues such as domestic violence and misogyny, which we did not search for. Also, given the fragmentation of terminology used in this field, it is possible that we might have missed some relevant organisations and initiatives.

For this reason, we include in the appendix a full table, with all 222 organisations that we identified as part of this stocktake. We ask readers who identify missing organisations to contact us and let us know about gaps in the database. We plan to update the stocktake in the next 2 years, and your contribution will be very much welcome to capture the eligible universe of organisations working on tackling hate in Australia.





This report does not include a systematic search of all academic articles and research projects conducted in Australia. A systematic search for all academic research projects and datasets would require a different search strategy and approach.

In this report, we include universities primarily for awareness raising and victim support activities. Examples of awareness-raising activities include public lectures on topics relevant to our stocktake. Victim support services mainly include support services available to students who have been discriminated against or otherwise victimised by staff or students on-campus. The support services we included range from counselling services (as long as they specifically offered assistance for victims of hate) to informal volunteer programmes for staff in the form of discrimination and harassment officers, to dedicated staff members, human resources units and legal assistance services that assist students through formal grievance and complaint resolution processes. We did not include universities that did not specify their grievance and complaint resolution processes in relevant policies or for which little publicly available information on the matter was available. Note that universities not included in the stocktake do have policies and processes in place to address student's grievances and complaints, but that information may not have been accessible to the researchers. For universities carrying out victim support activities, we assume that they would also collect data on the usage of their services. In particular, universities may be required to collect data as part of their formal grievance and complaint resolution processes through governance or similar requirements, although public

information on data collection practices was not available.

Apart from universities' data collection practices, this report does not make any assumptions about activities conducted by organisations. For each organisation, we searched for evidence of their activities being current, and focusing on tackling different forms of hate by collecting data, supporting victims or running awareness initiatives. For example, we could not find any publicly available evidence that the Northern Territory Police Force conducts activities aimed at tackling hate. Furthermore, not all organisations disclose publicly whether they collect data about hate crimes or hate incidents. For this stocktake, we rely on publicly available information.

**We acknowledge that some of the organisations that are missing from our database do conduct activities that are relevant to our stocktake, but they may not publicize them.**

In this case, we ask members of these organisations to contact us and let us know.

# Types of organisation

Our database includes a total of 222 organisations running activities focusing on tackling hate in Australia. About three out of four of these organisations (76.6%, N = 170) conduct activities focused on awareness and education, 33.3% (N = 74) on victim support, and 27.9% (N = 62) on data collection. About one in five (21.2%, N = 47) are governmental organisations, and the remainder (78.8%, N = 176) are non-governmental organisations.

## Governmental organisations

7 police forces

9 human rights commissions

Plus a range of other governmental departments and services, including federal, state and local governments.

## Non-governmental organisations

34 universities

5 research centres and think tanks

29 faith-based organisations

31 LGBTIQ+ rights organisations

16 disability rights organisations

8 elders rights organisations

7 Indigenous rights organisations

Plus a range of other private sector organisations, including media, museums, legal services, health services, among others.

Boxes 1 and 2 showcase police forces' activities to address hate and relevant initiatives that have emerged in response to the current COVID-19 pandemic.

## Box 1

### Police forces' activities to tackle hate across Australia

All state- and territory-based police forces, with the exception of Northern Territory Police, run activities to address hate in Australia. They do so mainly in two ways.

First, through dedicated law enforcement and monitoring of hate crimes. New South Wales Police Force has a specialised Engagement and Hate Crime Unit (although currently very much defunded); Victoria Police has a Prejudice Motivated Crime Strategy and a Priority Communities Division, which engages with key communities at risk of hate crime victimisation; Queensland Police Service address and monitor hate crimes through a diverse set of policies and strategic plans.

Second, many police forces run liaison officer, or similar, programmes. The main purpose of these programmes is awareness raising in the form of developing relationships with specific minority groups based on mutual trust and understanding. While the communities these programmes target vary across police forces, LGBTIQ+, multicultural, as well as Aboriginal and Torres Strait Islander liaison officer programmes are the most common. Among the liaison officer programmes working with LGBTIQ+ people, those run by New South Wales Police Force and South Australia Police explicitly list victim support as one of the key responsibilities of their liaison officers in addition to awareness raising.

## Box 2

### Activities tackling hate arising in the context of COVID-19

The current COVID-19 pandemic has inspired some very recent activities addressing hate in Australia. Some of these activities primarily advocate for specific responses to address the medical needs of vulnerable groups, including Aboriginal and Torres Strait Islander and people with disability. Others, such as the Online Hate Prevention Institute, particularly focus on the spread of misinformation around COVID-19 and debunking false information (see Box 7. Hate, conspiracy theories and misinformation).

More commonly, recent activities seek to address incidents of racism, in particular against Asian Australians. For example, a collaboration between activist and writer Erin Chew, Per Capita research fellow Osmond Chiu and advocacy network the Asian Australian Alliance, the project "COVID-19 Coronavirus Racism Incident Report" is a self-reporting online tool for victims and witnesses of racist incidents targeting Asians and Asian Australians. To provide a counterweight against these racist incidents, Colour Code has started the social media campaign #UnityoverFear calling for people to stand in solidarity with victims of racism. Similarly, government agencies across Australia have taken a stance against racism and made information about victims' legal rights and available support services part of their online resources about COVID-19.

# Geographical distribution

Where are the 222 organisations in our database operating? We first produced frequencies of activities running in each state, as well as activities with a federal reach, and online activities. Then, we calculated how many activities there are per million people in each state. Table 1 and Figure 4 summarise the findings.

**Table 1**

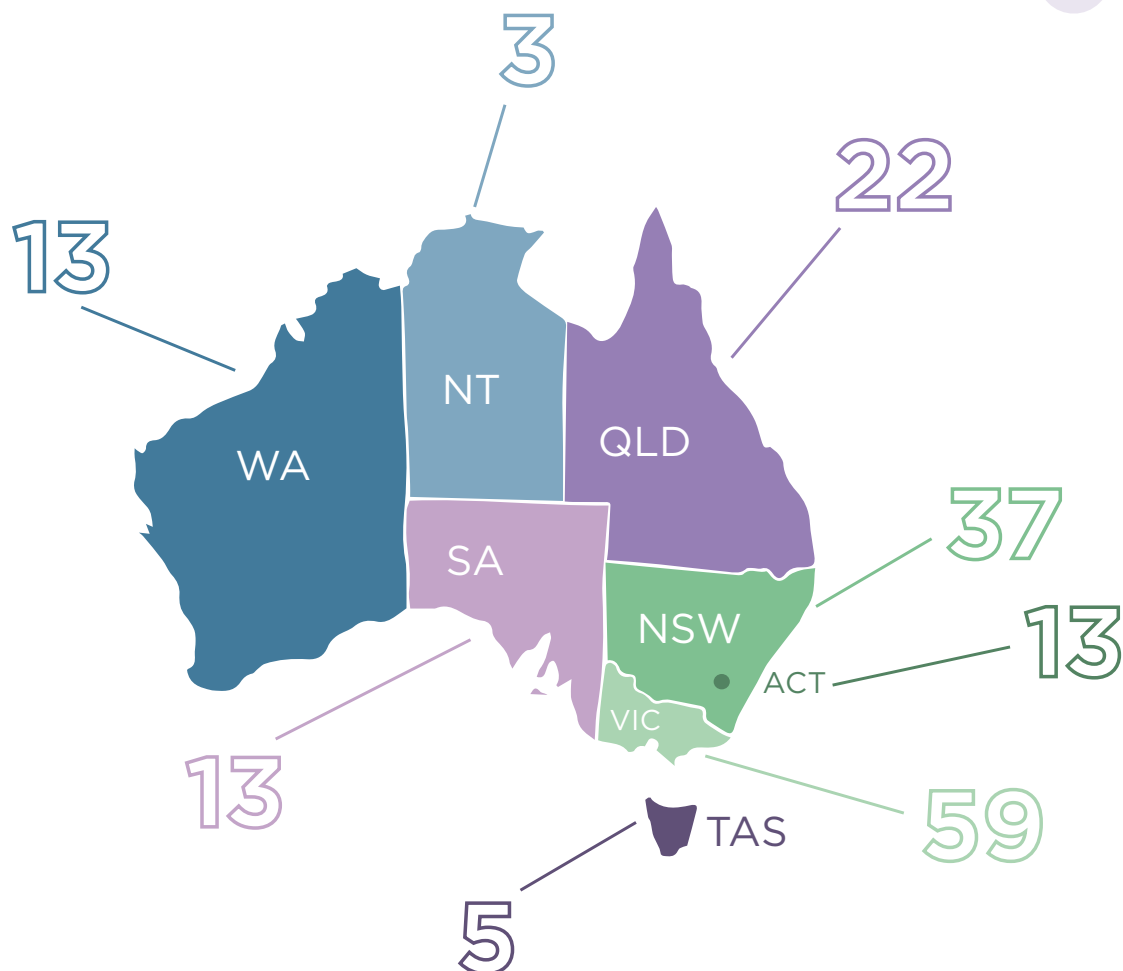
Geographical distribution of organisations by state and territory, N = 222

	Total population (million people)	Number of organisations*	Organisations per million people
New South Wales	8.29	37	4.46
Victoria	6.65	59	8.87
Queensland	5.13	22	4.29
Western Australia	2.64	13	4.93
South Australia	1.76	13	7.39
Tasmania	0.54	5	9.31
Australian Capital Territory	0.43	13	30.44
Northern Territory	0.24	3	12.30
Online only		56	
Federal	25.52	57	

\*Please note that the total sum is more than 222 because one organisation can work in multiple geographical areas

## Figure 4

Geographical distribution of organisations by state (count), N = 165



Please note that the counts per state and territory in Figure 4 add up to 165, as the figure does not include organisations operating at the Federal level or online.

Table 1 and Figure 4 show that Victoria is the state with the most organisations running tackling hate activities (N = 59), followed by New South Wales (N = 37) and Queensland (N = 22). However, when looking at the number of active organisations per million people, the ACT has the highest number (N = 30.44), followed by Northern Territory (N = 12.30), Tasmania (N = 9.31) and Victoria (N = 8.87). The states with the fewest organisations per million people are Queensland (N = 4.29), New South Wales (N = 4.46),

Western Australia (N = 4.93), and South Australia (N = 7.39). Comparatively, and given the size of the state, Victoria is the most active state as per number of organisations focusing on tackling hate.



## Box 3

Capital of Equality: An ACT Government strategy to deliver equitable outcomes for lesbian, gay, bisexual, trans, intersex & queer (LGBTIQ+) people

Capital of Equality is the ACT Government's strategy to address discrimination, harassment and violence against LGBTIQ+ people, as well as the higher prevalence of mental and physical health challenges, unemployment, poverty, homelessness, social exclusion and alcohol and drug abuse among this group. The strategy seeks to provide an inclusive and progressive framework for law reform, service provision, support of community groups and reducing barriers to participation in public life. In particular, it formulates three objectives. First, it aims to foster understanding and awareness in order to remove barriers to participation. Second, the strategy seeks to improve service inclusivity, accessibility and delivery. And third, it seeks reforms to ensure that equal rights are reflected in law, data and policies.

## Box 4

Connecting stakeholders and building networks

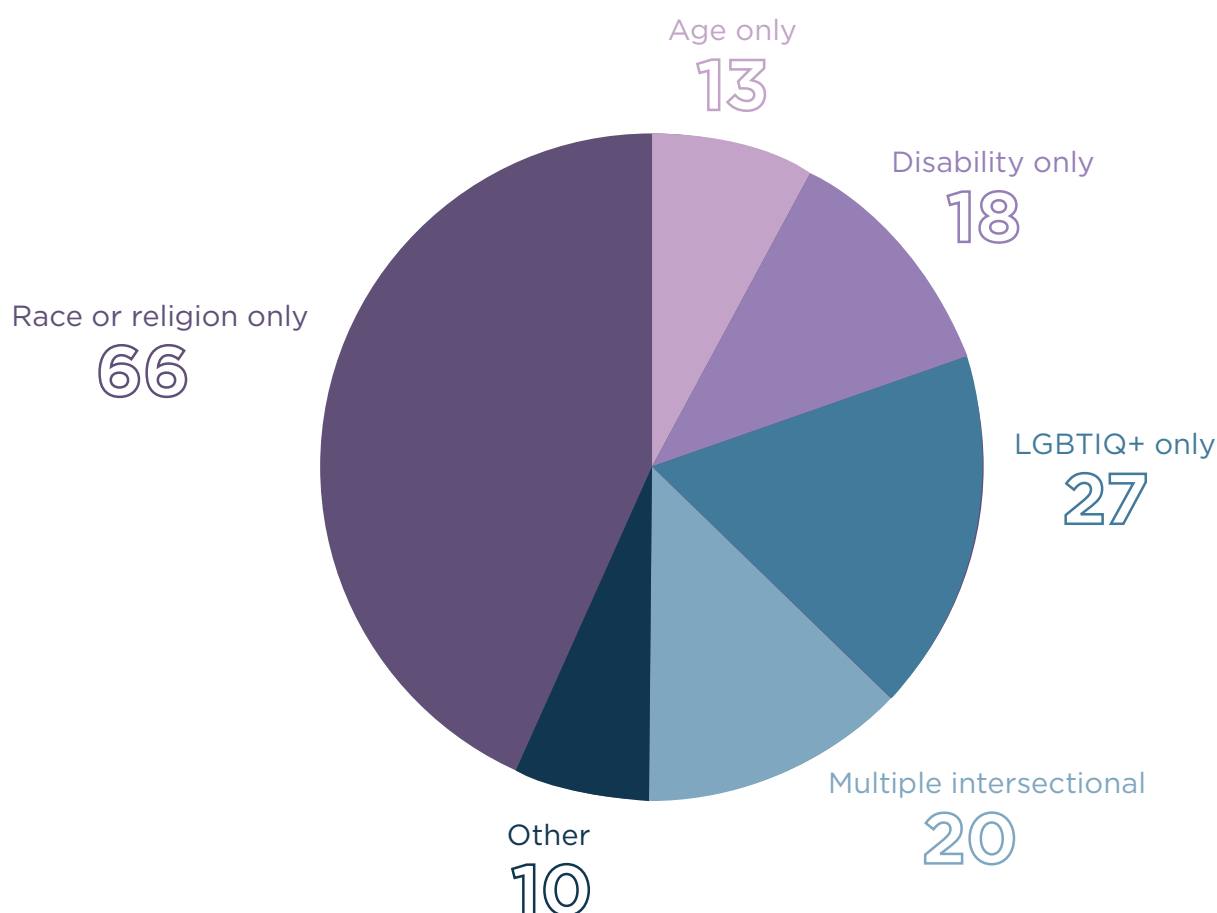
Various networks and working groups across Australia have been established to better coordinate strategies that address hate among stakeholders from governmental and non-governmental organisations across different sectors. Examples include the Islamic Council of Victoria's (ICV) Islamophobia Action Network; the Australian Hate Crime Network (AHCN); and the Practitioners Working Group: Tackling Hate at the CRIS Consortium.

Generally speaking, these groups and networks may share information, develop best-practice approaches, collaborate on specific projects, and advocate for changes in law and policy at the state, territory or federal level. For example, the Islamophobia Action Network brings together prominent academics and community activists from across Australia to enable cooperation and information exchange. The Australian Hate Crime Network reviews trends and patterns in hate crime and hate incidents, advocates for police reform and improving data collection, and works to improve community awareness of hate crime and hate incidents, as well as encourage reporting, among other things. The Practitioners Working Group brings together relevant stakeholders in Victoria to improve data collection on hate crimes and hate incidents by governmental and non-governmental organisations. Thereby, it aims to facilitate a data- and evidence-driven approach to developing strategies and policies to address hate in Australia.

# Protected characteristics

In this stocktake, we classify organisations in terms of whether they focus on all groups facing hate, or whether they focus on a list of protected characteristics. As one organisation can focus on more than one group, the total count is more than the total number of organisations in the stocktake. About one in three organisations in our database (31.1%, N = 69) focus on tackling all forms of hate, while 68.9% (N = 153) focus on protected characteristics. Of the latter, the largest group focuses on racial or religious hate (43.1%, N = 66), 17.6% (N = 27) focus on anti LGBTIQ+ hate, 13.1% (N = 20) on intersectional or multiple identities, 11.8% (N = 18) on ableism, 7.8% (N = 12) on ageism, and 6.5% (N = 10) on other forms like sexism and hate against the homeless (Figure 5).

To acknowledge the broad range of organisations working with LGBTIQ+ and the diversity among this population, we would like to highlight the complexity of the responses to hate against different LGBTIQ+ communities separately. Thirty-nine organisations focus on gender, 39 on sexual orientation, 37 on transgender status and 34 on intersex status. Of these, 33 organisations focused on all four characteristics together, one on intersex status only, one on transgender status only, one organisation on sexual orientation only, and the remaining three on a combination of three or less of these characteristics.



This pie chart does not include the organisations that focus on all forms of hate.

## Box 5

### Adopting an intersectional approach to address hate

Many of the organisations in our stocktake address hate directed at people for a specific, often single characteristic, such as race or disability. While these organisations may acknowledge and apply an intersectional framework when it is relevant to their work, we included only a few organisations running activities with an explicitly intersectional approach. Examples include the Australian GLBTIQ Multicultural Council (AGMC), Switchboard and Dayenu.

Dayenu is a Sydney-based organisation that aims to raise awareness of how the intersections of religion, gender identity and sexuality affect particular aspects of Jewish LGBTIQ+ people's lives, such as the process of coming out to family and friends. To this end, Dayenu primarily provides information and educational resources, and organises social activities and events, including film screenings and religious events at the annual Mardi Gras Festival. For members in need of counselling, Dayenu refers to external counselling services with experience in working with Jewish LGBTIQ+ people.

Switchboard provides peer-based counselling services to LGBTIQ+ people in Victoria. In 2017, Switchboard developed the QTIPoC (Queer, Trans, Intersex and/or People of Colour) project, offering tailored training and professional development packages on issues such as anti-racism, cultural competency, and intersectionality.

AGMC is a peak advocacy organisation for LGBTIQ+ people from multicultural and multifaith backgrounds. Its current activities include a survey-based research project that explores experiences of various forms of discrimination among LGBTIQ+ people from multicultural and multifaith backgrounds living in Victoria. The results will inform policymakers and community organisation's strategies to address discrimination based on race, religion, gender identity or sexuality.

## Box 6

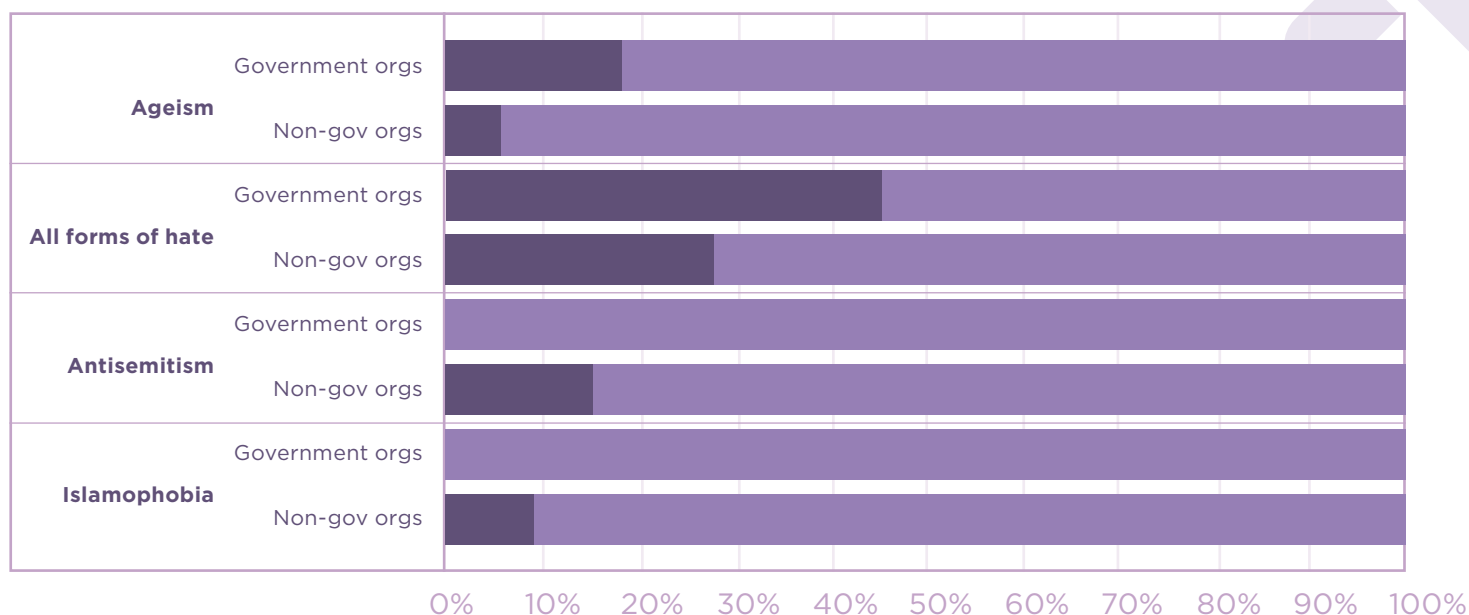
### Improving protections against hate through law reform

The Parliament of Victoria is currently conducting an Inquiry into Anti-Vilification Protections. Its terms of reference include an assessment of the effectiveness of Victoria's current Racial and Religious Tolerance Act 2001 (RRTA), in particular in relation to its role in addressing online vilification and to extending the protections currently afforded to groups covered and expanding the protections to groups that are not currently covered by the RRTA.

To date, the inquiry has received over 50 submissions, including from the Victorian Equal Opportunity and Human Rights Commission (VEOHRC). In its submission, VEOHRC makes recommendations to address the underutilisation of RRTA. In essence, VEOHRC recommends a simplification of the RRTA's legal tests for vilification; extending and expanding anti-vilification protections to minority groups other than racial and religious minorities, possibly by incorporating the RRTA into Victoria's Equal Opportunity Act 2010; lowering the threshold for criminal investigation and prosecution of prejudice-motivated incidents; and extending the VEOHRC's functions and powers in relation to the regulation of vilification.

## Figure 6

Significant differences between governmental and non-governmental organisations in protected characteristics focus, N = 222



Please note that the darker area of the bar indicates the percentage of organisations focusing on the protected characteristic.

In order to identify gaps and needs, we explore whether there are any significant differences between government and non-government organisations in terms of the protected characteristics they focus on, and whether these differences vary across states and territories. Governmental organisations are more likely to focus on hate against the elderly than non-governmental organisations, and to focus on all forms of hate crime than non-governmental organisations. Conversely, non-governmental organisations are more likely to focus on specific forms of religious hate than government, such as antisemitism and Islamophobia. Figure 6 visualizes the significant differences between governmental and non-governmental organisations.

Victoria are significantly more focused on religious hate, more focused on antisemitism, less focused on hate against people living with a disability, and less focused on hate against elders. Federal organisations are significantly more focused on tackling all forms of hate, and more focused on hate against elders. Organisations in Western Australia and Queensland are significantly more focused on tackling all forms of hate. Online organisations are significantly more focused on tackling anti-Asian hate.

Foci on protected characteristics vary significantly across different states and territories, and online. Organisations in

## Box 7

### Hate, conspiracy theories and misinformation

As a result of our academic peer-review process, we decided to expand our stocktake to include activities that address hate in the form of conspiracy theories and misinformation. While our searches only resulted in three specific activities being included in our stocktake, other organisations already included in our stocktake may engage in activities to address conspiracy theories and misinformation we are unaware of.

Broadly speaking, those particular activities address conspiracy theories and misinformation as one particular way to tackle hate. All these activities aimed to raise awareness and to address racial or religious hatred. For example, the Australia/Israel Jewish Affairs Council identifies conspiracy theories as an important form of antisemitism. Similarly, the Australian Muslim Advocacy Network seeks to address Islamophobia online by engaging with social media platforms and organisations that monitor online content in order to address misinformation on social media.

In addition, there have been many reports of misinformation and conspiracy theories about the origin of Covid-19 in the context of the current pandemic (see also Box 2. Activities tackling hate arising in the context of Covid-19). In their COVID-19: Coronavirus Fact Check, the Online Hate Prevention Institute explicitly links racist incidents against Asians and Asian Australians to conspiracy theories blaming the outbreak and spread of the virus on Chinese people.



# Language analysis

This section aims to map the language used by the organisations in our database, and to understand whether there are differences in terminologies used by different types of organisations. Given the fragmentation described in the introduction of this report, we believe it is important to map what terms are used by different types of organisations in this stocktake. As explained in the method section, we collected a sample of 1,000 characters on the website of each organisation. In case organisations have objectives broader than tackling hate (for example, a police force or a university), the language sample was taken from the web page containing a description of the activity relevant to this stocktake.

The first step of our language analysis is based on an aggregated sample of all language samples.

Figure 7 shows a word cloud of the first 30 most used words. The word cloud is interesting because it shows the most used words and clusters of words that appear in the corpus (for example “human rights commission”, “gender identity”, “sexual harassment”, among others). However, the word cloud count is distorted by words being used multiple times in the same organisation’s language sample. To control for this bias, we adopted a different approach. Rather than counting how often each word relevant to our stocktake was mentioned across

all samples, we counted – for each word – whether it was present (mentioned at least once) or absent (not mentioned at all) in an organisation’s language sample. If present, a language sample would be counted once for each word regardless of how often the word itself was used in the respective language sample. Figure 8 shows a graph of the most used words by organisations in our stocktake, using this binary coding method.



## Figure 7

Word cloud showing the 30 most used words by the organisations in the sample, N =222



Please note that the size of the words indicates frequency.

Figure 8 shows that a broad range of organisations use the words crime (N = 115) and discrimination (N = 99), followed by harassment (N = 51), hate (N = 37), violence (N = 38), abuse (N = 24), conduct (N = 21), vilification (N = 19), bullying (N = 19), incident (N = 17), threat (N = 16), bias (N = 13), prejudice (N = 12), speech (N = 11), and fear (N = 5). We believe that the widespread use of the two words crime and discrimination capture two main types of hate, one regulated by civil law (discrimination) and the other by criminal law (crime). It's also interesting to note that the terms used to qualify hate crime in Victoria and in New South Wales – prejudice and bias, respectively – are among the least used by the organisations in our stocktake.

The term hate is used by three times as many organisations as bias and prejudice.

We then looked at whether words indicating “phobias” (like Islamophobia and homophobia) and “isms” (like antisemitism, racism, ableism) are more used than words indicating the relevant characteristics and communities. For example, do organisations tackling hate use the word Islamophobia more than the word Muslim (associated with discrimination, hate, abuse or similar words)? Do they use the word transphobia more than the word transgender?

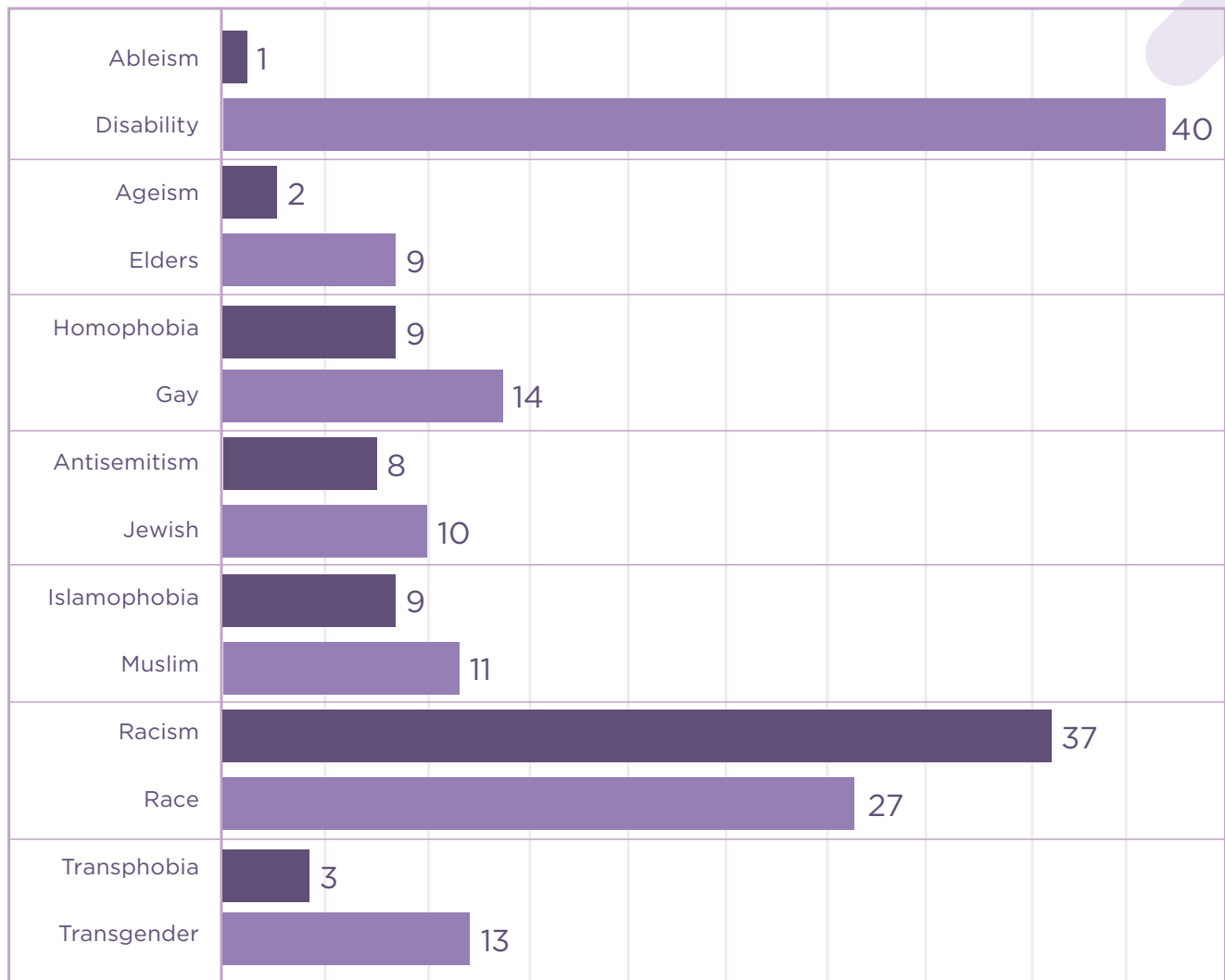
## Figure 8

Words relevant to the stocktake by organisation. Bigger circles indicate more organisations using the word, N = 222



## Figure 9

Use of words indicating “phobias” and “isms” versus communities  
N = 222



Please note that the x-axis captures the number of organisations using each term

Words that describe specific communities are slightly more used than the specific terms indicating hate against these communities. The only exception is racism, which is used more than the term race (Figure 9). We believe this reflects a long-standing debate about the concept of race and whether it should be used to define human populations (see, for example,

Williams et al., 1994). In Australia, many organisations avoid using the word race and racial, but do use the word racism on their websites.

## Box 8

### Countering hate online

Our stocktake recorded ample evidence of online hate speech and its impact on children, women and minority groups in the form of reports produced by organisations such as the eSafety Commissioner, Gender Equity Victoria and the Islamophobia Register. Many activities included in our stocktake aimed to mitigate the impact of or directly addressed online hate speech. Examples of such activities include the monitoring of online hate speech and social media campaigns.

The Online Hate Prevention Institute is one of Australia's leading organisations in tackling hate speech online. Among its numerous relevant activities is the Fight Against Hate project. Fight Against Hate encourages social media users to report hateful online content on Twitter, YouTube and Facebook, review content reported by other users, and track the action taken by social media platforms on reported content.

Examples of social media campaigns include the #sharesomegood campaign on YouTube, which encourages young Australians to counter online hate speech by amplifying content that promotes and celebrates diversity, tolerance and inclusion; challenges negative and harmful stereotypes; educates people about minority groups and the impact of hate speech; and shows solidarity with victims of hate speech.

Finally, we mapped the language used by different types of organisations.

**Do governmental organisations use different language from non-governmental organisations? Do police use different language to faith-based or disability organisations?**

Our statistical analyses show that there are significant language differences. Government organisations use the terms crime, harassment, vilification, violence and xenophobia significantly more than non-governmental organisations. Organisations working with racial and religious communities use the terms hate, racism, Islamophobia, antisemitism, discrimination and harassment more than other organisations. Organisations working with people living with a disability use the terms ableism and hate more than others, and organisations working with LGBTIQ+ communities use the terms homophobia and transphobia more than others.

# Awareness raising and education

Activities that primarily aim to raise awareness of and educate on specific issues relating to hate are diverse in the range of issues they seek to address, their target audiences and their scope. Such activities include public messaging campaigns to raise awareness of a specific issue, submissions to governmental agencies to advocate for law reform, police forces' liaison officers and similar programs to improve relations with

communities at high risk of victimisation, educational resources and training modules for schools, and training and professional development packages for organisations and businesses.

## Box 9

### Public messaging campaigns

Public messaging campaigns are one type of awareness-raising activity included in our stocktake. Examples include the Australian Human Rights Commission's "Racism. It stops with me" campaign, the "Everybody's Home" campaign, to end homelessness and The Huddle's "Be brave, speak up!" campaign addressing racism in sports. Public messaging campaigns effectively engage people in conversations about their respective subject matter, but their contributions go beyond that.

As in the case of the "Everybody's Home" campaign, public messaging campaigns may aim to mobilise public support to advocate for political change. As in the case of the "Racism. It stops with me" campaign, they may encourage bystander action and provide educational resources to empower people to change their own behaviour. In the case of the "Be brave, speak up!" campaign, the campaign is the outcome of a series of workshops aimed to empower young people to create a campaign about an issue that was important to them. Supported by a large number of organisations, the campaign has been endorsed by the Australian Human Rights Commission and promoted nationally through the "Racism. It stops with me" campaign, thus providing an excellent example of collaboration and mutual support enabling meaningful and far-reaching action to address hate in Australia.

About three out of four of the organisations in our database (76.6%, N = 170) conduct activities focused on awareness raising and education. Of these, 124 (72.9%) are non-governmental organisations, and 46 (27.1%) are government organisations. However, it is important to note that almost all (46 out of 47) of the governmental organisations in our stocktake are engaged in some form of awareness raising or education activity. About three-quarters (N = 133) of organisations running awareness raising and education activities are focused on specific protected characteristics, as opposed to addressing all forms of hate. Organisations working with racial

and religious minorities and LGBTIQ+ communities focus comparatively more on awareness raising and education activities than on data collection or on victim support. All organisations in our database that solely focus on hate against elders run awareness raising and education activities (Table 2).

**Table 2**

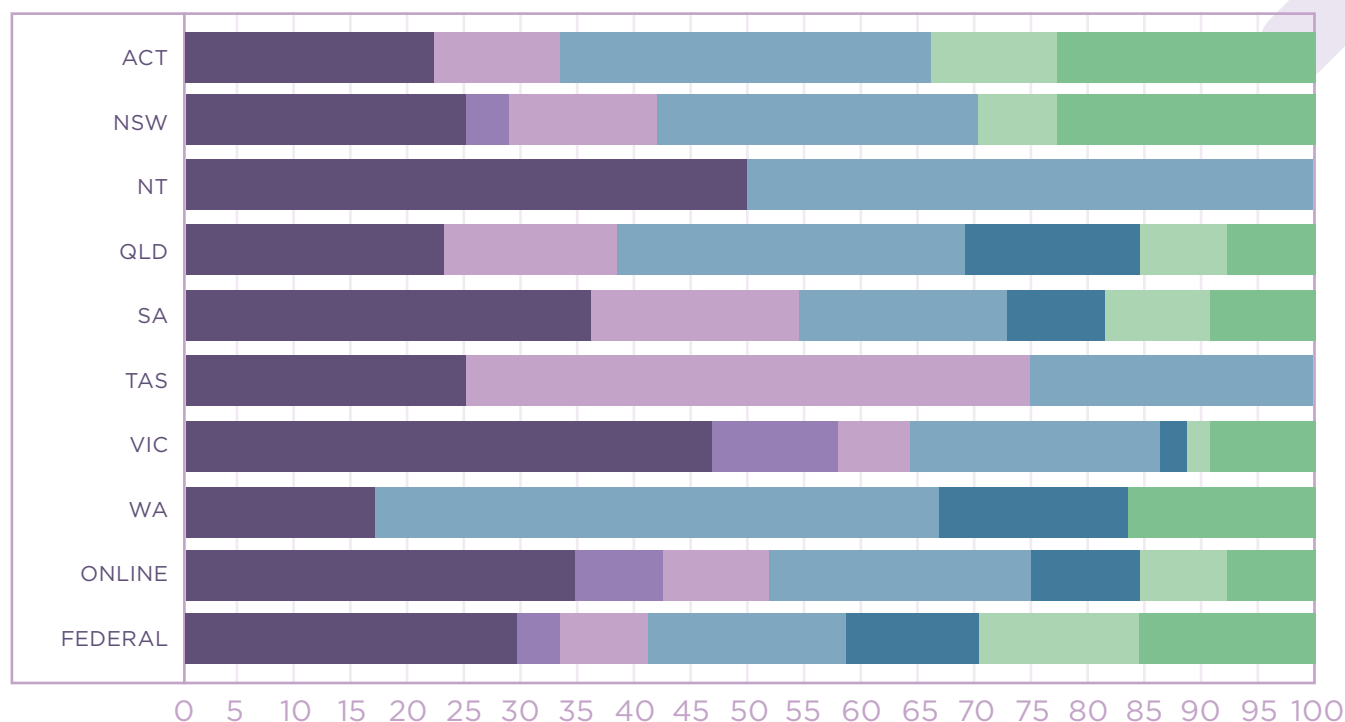
Organisations focusing on awareness raising and education by focus on protected characteristic, N = 170

	Number	Percentage
All forms of hate	38	22.4%
Race or religion only	56	32.9%
LGBTIQ+ only	23	13.5%
Multiple identities / intersectional	18	10.6%
Disability only	14	8.2%
Age only	12	7.1%
Other	9	5.3%
Total	170	100%



## Figure 10

Percentage of organisations working on awareness raising and education by protected characteristic in different states and territories, N = 170



Percentage of organisations working on awareness and education

LGBTIQ+
  AGE ONLY
  DISABILITY ONLY
  GENERAL HATE
  MULTIPLE OR INTERSECTIONAL
  OTHER
  RACE OR RELIGION ONLY

About one in three of all organisations running awareness raising activities are focused on race or religion only (32.9%, N = 56). However, the percentage of awareness raising and education programs focusing on race and religion only is even higher in Victoria (46.7%) and South Australia (36.4%); notably, at 50%, it is highest in the Northern Territory, although it should be noted that this represents one of the two activities engaging in awareness raising in the territory. Comparatively, the percentage is lower in Western Australia (16.7%), ACT (22.2%), Queensland (23.1%), Tasmania (25%) and New South Wales (25%) (Figure 10). Awareness raising and education activities focusing on the

LGBTIQ+ community are comparatively fewer in South Australia (9.1%), Victoria (8.9%) and Queensland (7.7%), with more in New South Wales (25%) and ACT (22.2%). We found no awareness and education activities addressing hate against LGBTIQ+ communities in Northern Territory or Tasmania. Overall, organisations that address hate targeting LGBTIQ+ people and the elderly focus less on awareness-raising and education activities than organisations working with other groups.

## Box 10

### Activities empowering bystander action

Many of the activities to raise awareness and educate aim to empower bystander action. These include professional training and development modules focusing on discrimination, diversity and equality in the workplace, as well as training sessions for community organisations.

One example is B'nai B'rith's Courage to Care initiative. It started as an exhibition in 1992 at the Jewish Museum of Australia in Melbourne to honour non-Jewish people who helped and saved Jews during the Holocaust. In this spirit, the initiative's aim is to transform bystanders into 'upstanders' by educating people about the dangers of prejudice and discrimination. In Australia, state divisions in New South Wales (covering New South Wales, the Australian Capital Territory and Queensland), Victoria and Western Australia operate educational programs targeting primary, secondary and tertiary students, as well as workplaces. The extent of the educational programs available varies across the state divisions, with New South Wales offering a travelling exhibition to support its school workshops.

Together with the Jewish Community Council of Victoria, the Australian Union of Jewish Students and Benevolence Australia, the Australian Intercultural Society runs the Showing Up: Bystander Intervention Program. It consists of half-day training sessions delivered across Melbourne and regional Victoria by training organisation Polykala and aims to enable community-led responses to Islamophobia and Antisemitism, promote intercultural and interfaith understanding, support victims of religious hate, and empower bystander action.

## Box 11

### Tackling hate in schools

Similar to training programmes for businesses and not-for-profit organisations, many activities aim to tackle hate in schools by focusing on education and bystander training. Project Rokit launched in 2006 and is an organisation that addresses hate and prejudice in schools by empowering students to stand up and act against bullying online and offline. Their workshops focus on themes of inclusion, respectful relationships, social leadership and diversity, among others.

In addition to bystander workshops, our stocktake included educational policies to address racism in schools, as well as the provision of online and teaching resources for teachers and students on themes around diversity, inclusion and equality. Resources for teachers include classroom material such as the Intercultural Understanding Toolkit, by the Asia Education Foundation, and training workshops such as the Jewish Museum of Australia's Antisemitism: What, When & Why? workshops.

Resources for students include Chalk Circle's "Just be better" campaign, which addresses sexist and homophobic behaviour among young men, promoting respectful relationships and inclusive gender identities.

## Box 12

### Play by the Rules

Play by the Rules is a programme and website that provides resources on discrimination, harassment and child protection in sport. Since its inception in 2001 by the South Australian Department for Sport and Recreation, Play by the Rules has evolved into a unique collaboration between Sport Integrity Australia, Sport Australia, the Australian Human Rights Commission and state- and territory-based departments of sport and recreation and statutory human-rights bodies, among others.

Play by the Rules provides online and face-to-face training on child protection, harassment and discrimination, inclusive coaching and complaint handling; free resources to help organisations deal with complaints; and a broad range of information around issues of inclusivity, diversity, equality and integrity in sports.



# Victim support

Activities classified as victim support specifically assist people that have been victimised on the grounds of one or more protected characteristics. These activities include legal assistance, counselling and other mental health services, assistance services for reporting an incident to police or human-rights organisations, as well as peer support services. They do not include general health, aged care or disability related services, including referral services, unless these specifically relate to experiences of hate victimisation (including discrimination, harassment, bullying and all other forms specified in Figure 11).

## Box 13

### Ceduna Community Hub

Together, Red Cross Australia and Ceduna Aboriginal Corporation (CAC) run the Ceduna Community Hub in the town's old police station. The hub offers a range of community support services and programmes that has developed and expanded over time based on the particular needs of its clients. Among others, it provides computer and printing facilities; referral services in person or over the phone, adding up to about 100 referrals a month; and community outreach services, support services for people in the justice system, and a learner-driver program.

The site of the community hub at the former local police station is symbolically significant. In the past, Ceduna's Aboriginal and Torres Strait Islander people have been subject to discriminatory laws and targeted policing that has inflicted ongoing trauma upon them passed through generations. The community hub is a conscious effort to overcome the station's discriminatory past and turn it into something positive and empowering for the local community.

About one third of the organisations in our database (33.3%, N = 74) focus on victim support. Of these, 24.3% (N = 18) are governmental organisations, and 75.7% (N = 56) non-governmental organisations. Only 38.3% of governmental organisations focus on victim support. More than half (59.5%, N = 44) of the organisations

focusing on victim support address all forms of hate. The largest share of organisations working on victim support focuses on hate against people living with a disability (10.8%, N = 8). Support for victims of hate of other communities is detailed in Table 3.

Table 3

Organisations focusing on victim support by focus on protected characteristic, N = 74

	Number	Percentage
All forms of hate	44	59.5%
Race or religion only	6	8.1%
LGBTIQ+ only	6	8.1%
Multiple identities / intersectional	4	5.4%
Disability only	8	10.8%
Age only	5	6.8%
Other	1	1.4%
Total	74	100%

About two in three federal programs focusing on victim support address people living with a disability and elders. Victoria has a comparatively higher proportion of victim support programs offered to victims of religious and racial hate (27.8%,

N = 5). Figure 11 shows the distribution and gaps in organisations focusing on victim support across states and territories.

## Box 14

### Elder Abuse Prevention Unit

The Elder Abuse Prevention Unit is a non-governmental organisation based in Queensland that addresses elder abuse through awareness raising and community education programs, victim support and data collection.

It runs Queensland's Elder Abuse Helpline, a free and anonymous service that provides information, support and referral for people experiencing, witnessing or suspecting elder abuse.

The Elder Abuse Prevention Unit offers free community awareness and education sessions on preventing elder abuse for the public as well as a broad range of community workers, including nurses, aged care and hospital staff. These sessions may be delivered in person or via video conferencing.

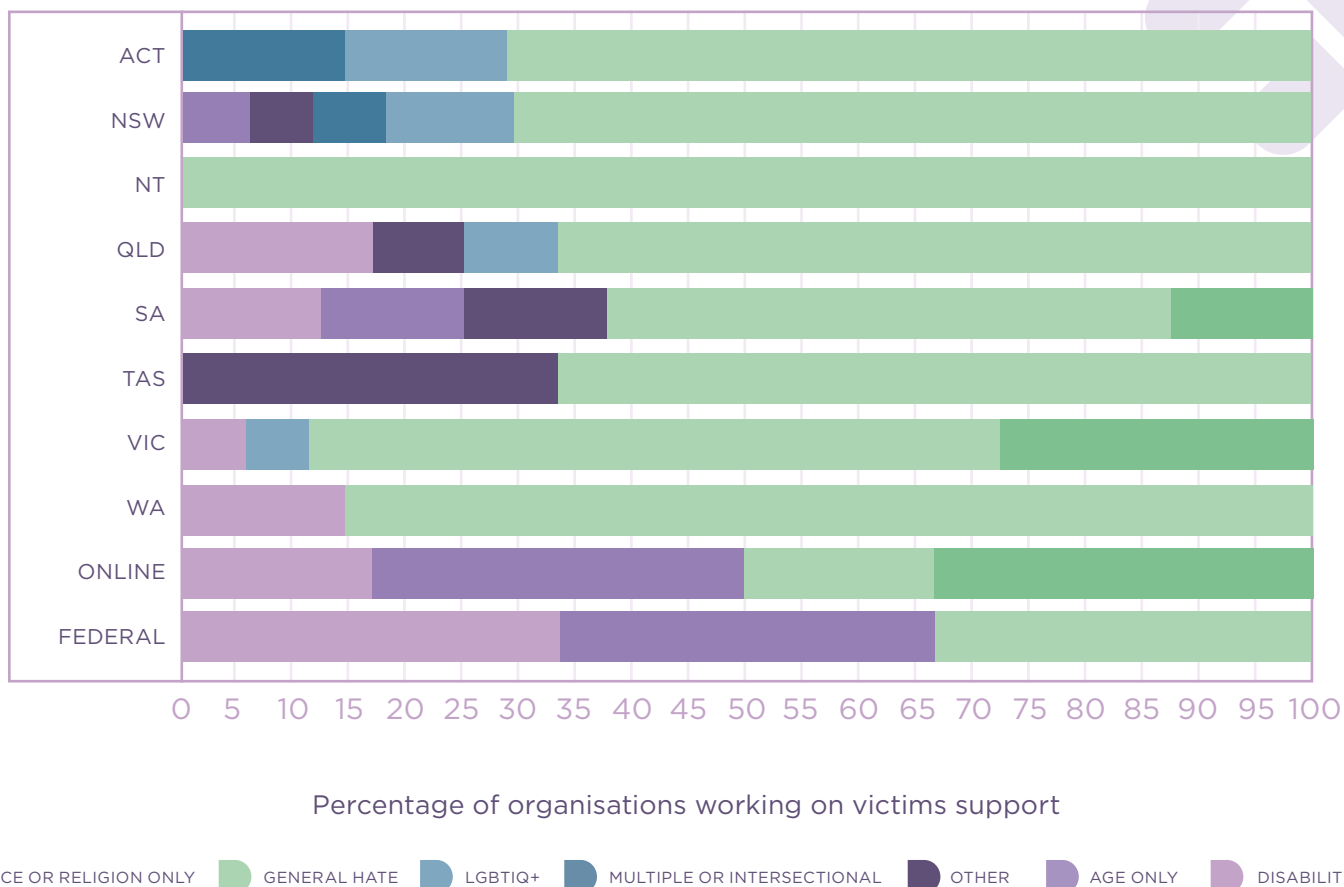
Through its Ageing Diversely Project, the Elder Abuse Prevention Unit has opened up important conversations about how to address elder abuse in culturally and linguistically diverse communities and more culturally appropriate ways of service delivery.

In addition, the Elder Abuse Prevention Unit publishes data on elder abuse in its annual reports, including information on perpetrator and victim characteristics and geographical distribution of reported incidents.



## Figure 11

Percentage of organisations working on victim support by protected characteristic in different states and territories



## Box 15

### The Islamic Council of Victoria's Islamophobia support services

Some faith-based organisations offer support services for victims of religious hate. The Islamic Council of Victoria understands the impact Islamophobia can have on Muslims' wellbeing, identity and sense of belonging, and offers support services to victims of Islamophobia. These include support reporting the incident to the Islamophobia Register, Victoria Police or the Victorian Equal Opportunity and Human Rights Commission. They also offer referral services to legal and counselling services.

# Data collection

Activities classified as data collection gather data on various manifestations of hate. Data collection activities vary in terms of which manifestations of hate are recorded – criminal activities in the case of police forces, less severe discriminatory unlawful incidents as in the case of human-rights bodies, or any kind of incidents targeted at particular minority groups as in the cases of the Islamophobia Register and Antisemitism reports.

Commonly, data collection is based on victim or bystanders' accounts of the incident in the form of incidents reports or surveys.

## Box 16

### Your Story Disability Legal Support

Eight of the 18 organisations that solely address hate directed at people with disability offer victim-support services. Most of these organisations focus on legal services that help victims of discrimination. Your Story's legal advice concerns a different, more specific subject matter. A joint initiative of National Legal Aid and National Aboriginal and Torres Strait Islander Legal Services, Your Story provides free and independent legal advice to people with disability as well as their families, carers, supporters and advocates when engaging with the Royal Commission into the Violence, Abuse, Neglect and Exploitation of People with Disability. The service provides legal advice to individuals in relation to making a submission, participating in community forums, providing evidence at a hearing and sharing information about personal experiences at a private session.

## Box 17

### Data collection by human rights commissions

One of the main roles of statutory human-rights bodies is to conciliate discrimination complaints based on applicable state, territory, or federal legislation. As we mentioned above, legislative frameworks vary in terms of which characteristics are protected, and to what extent. As part of the conciliation process, human-rights agencies also collect data on discrimination complaints. Summaries of exemplary cases may be accessible online, and annual reports provide general figures including the numbers of received, accepted and conciliated complaints. Further breakdowns of complaints data are published in select reports and submissions, but not readily publicly accessible.

More recently, some human-rights agencies have started collecting data in addition to their formal complaints process. These activities can be considered strategies to broaden the range of incidents on which data is collected beyond the legal boundaries of formal complaints processes. Examples include the Victorian Equal Opportunity and Human Rights Commission's Community Reporting Tool (general hate); Equal Opportunity Tasmania's Report It! form; and the Queensland Human Rights Commission's Report Racism form. These activities vary in scope: the Community Reporting Tool and the Report It! form invite reports of victimisation on any grounds, the Report Racism form focuses solely on racial victimisation.

Data collection is the focus on 27.9% (N = 62) of organisations in our database. Of these, 12 (19.4%) are governmental and 50 (80.6%) non-governmental. The majority of the organisations collecting data, as in the case of victim support, focus on all forms of hate (69.4%, N = 43).

Of the governmental organisations, human rights commissions and police forces are the main ones collecting data (although we found public evidence that only three police forces – Victoria Police, New South Wales Police and Queensland Police – collect data about the prejudiced motivation of crimes).

## Box 18

### Data collection by non-governmental organisations

In addition to data collection by statutory human-rights bodies and police forces, non-governmental organisations have been engaging in data collection on hate targeting specific minority groups. Most notably, the Executive Council of Australian Jewry (ECAJ) and the Islamophobia Register stand out because of their national scope and their continuity.

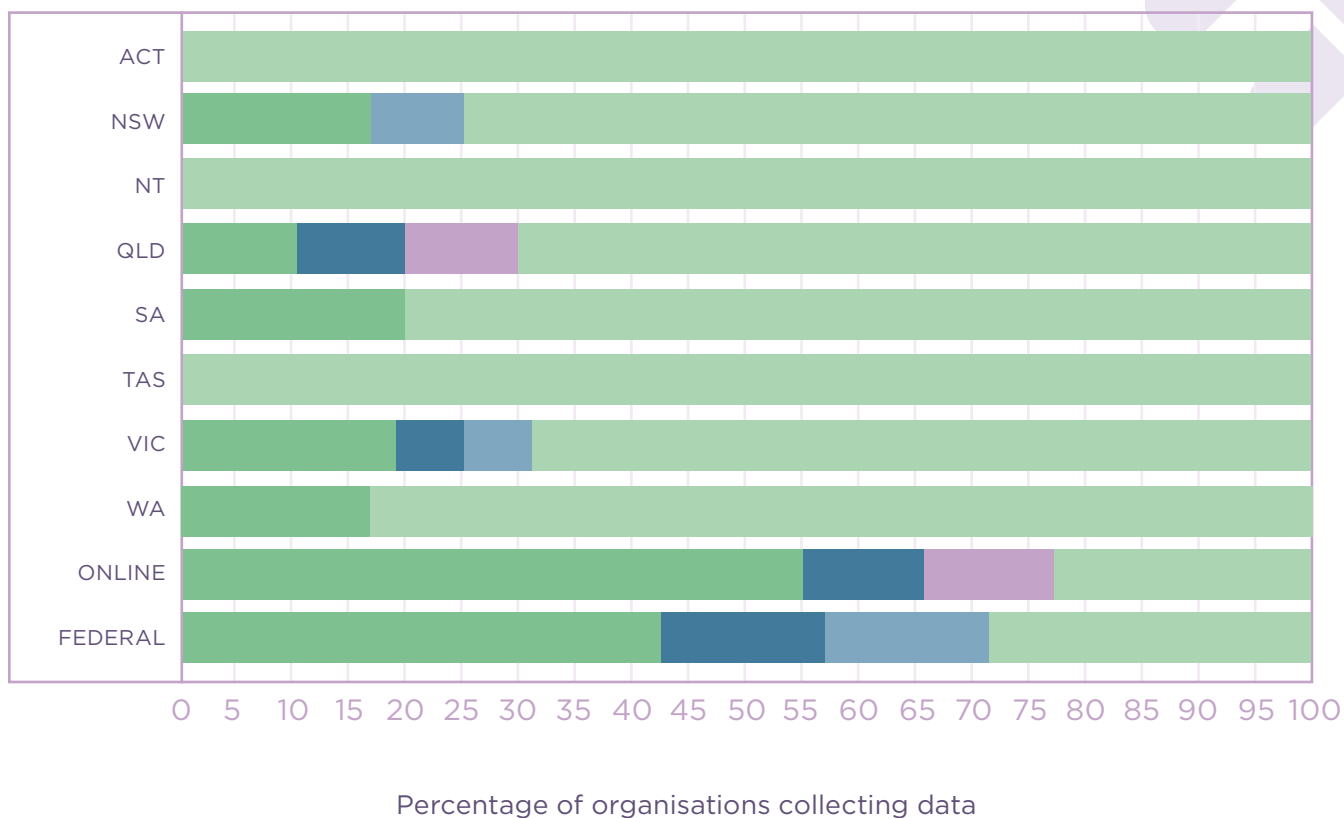
The ECAJ publishes data on antisemitic incidents in its annual Antisemitism Reports. The Antisemitism Reports focus broadly on two manifestations of antisemitism: antisemitic incidents, ranging from vandalism to verbal harassment to physical assault, and antisemitic discourse, including hate speech in the form of hateful mail and antisemitic stickers or posters in public spaces. It does not include discrimination in the workplace or in educational settings, nor online content. Incidents included in the reports are self-reported by victims or witnesses of antisemitism to the ECAJ, its state and territory bodies or community security groups.

The Islamophobia Register collects self-reported incidents of Islamophobia by victims, witnesses, or people close to the victim through an online form, then analyses and publishes them in its Islamophobia in Australia Reports. Different to the ECAJ, it includes online incidents and aims to go beyond classifying incidents and discourse by analysing victim and perpetrator characteristics, the context of well as the severity of incidents.

Data collection in the various communities is comparatively underdeveloped among organisations working with LGBTIQ+ communities (N = 5), elders (N = 3), and people living with a disability (N = 1). It is more developed among organisations working on race, ethnicity and nationality (N = 8, of which 3 are for the Asian community and 3 for Indigenous Australians) and religion (N = 13, of which 5 are for the Jewish community and 4 for the Muslim community). Figure 12 shows the distribution of data collection initiatives by geographical area.

## Figure 12

Percentage of organisations working on data collection by protected characteristic in different states and territories



# Gaps and policy recommendations

This stocktake identifies a series of gaps, and could usefully inform policy and programming.

Specifically:

1. There is an imbalance in the number of hate-tackling organisations in states like Victoria and the ACT compared to Queensland or New South Wales. The needs of communities facing hate victimisations in states with comparatively fewer organisations working in this field should be assessed and addressed.

2. The majority of the efforts, especially from government organisations, focus on awareness and education activities, less on victim support and data collection. We recommend that government organisations particularly should shift their focus to these areas where more work is needed, and coordinate with community organisations already collecting data to ensure consistency.

3. Racial and religious hate are the main focus of awareness and education activities, especially in Victoria. This is very important as it demonstrates the need to develop parallel activities to also tackle other forms of hate, such as anti-LGBTIQ+ hate, ableism, ageism and other forms.

4. There are comparatively more organisations working on awareness raising and education, and on data collection, for religious communities, such as Muslim and Jewish communities. There are comparatively more organisations working on victim support for people living with a disability than other communities. These organisations could mentor and develop capacities among organisations for communities that are less experienced in anti-hate activities.

5. The terminology used by governmental and non-governmental organisations is highly fragmented. We recommend working to develop common definitions and common language to address similar issues among different communities.

6. Efforts in all areas, including awareness raising and education, victim support, and data collection, need to be harmonised and coordinated in order to be more effective. More detailed reviews of each geographical and focus area should be conducted periodically to identify gaps and needs.

## Areas for further research

There are likely a significant number of companies that collect workplace discrimination data among their employees. Many of these companies may have guidelines for addressing workplace discrimination targeting protected characteristics. Scoping what type of data is available among private companies, and assessing strengths and weaknesses of this data, will be an important area for future research, because it will allow to add further information to our understanding of hate in Australia.

Research on domestic violence is much more developed than research on hate crime, and we refer to recent studies focused on the Australian context for a review (see, for example, Hegarty et al., 2020). At the same time, we believe that exploring the overlaps and the relationships between domestic violence and other forms of hate crime is an important direction for future research, as pointed out by recent studies on this topic (Hayes et al., 2018).



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# Appendix

**Table A1:** List of organisations included in our stocktake (n = 222)

A	
A Gender Agenda	Australia/Israel & Jewish Affairs Council
Aboriginal Advancement League	Australian Broadcasting Company
Aboriginal Victoria	Australian Disability Clearinghouse on Education and Training
ACON	Australian Federation of Disability Organisations
ACT Government, The Office for LGBTIQ+ Affairs	Australian GLBTIQ Multicultural Council
ACT Human Rights Commission	Australian Government
ACT Jewish Community	Australian Government Department of Social Services
ACT Police Force	Australian Government eSafety Commissioner
Adelaide Festival	Australian Government Institute of Health and Welfare
Advocacy Tasmania Inc	Australian Hate Crime Network
Aged and Community Services Australia	Australian Housing and Urban Research Institute
Aged and Disability Advocacy Australia	Australian Human Rights Commission
Aged Care Quality and Safety Commission	Australian Indigenous Doctors' Association
All Together Now	Australian Institute of Family Studies
Amnesty International Australia	Australian Intercultural Society

Anglicare Victoria	Australian Multicultural Foundation
Anti Defamation Commission	Australian Muslim Advocacy Network
Anti-Discrimination Board of NSW	Australian National Imams Council
Anti-Violence Project Victoria	Australian National University
Asia Education Foundation	Australian Red Cross
Asian Australian Alliance	Australian Union of Jewish Students
Australian Association of Gerontology	Australians for Native Title and Reconciliation
B	
B'nai B'rith	Bond University
Basic Rights Queensland	Brisbane City Council
BeyondBlue	Business Chicks
C	
Cairns Legal Centre Inc	Community Action For Rainbow Rights
Canberra Community Law	Community Activist
Centre for Multicultural Youth	Community Security Group Victoria
Chalk Circle	Cool Australia
Charles Darwin University	COTA Australia
Charles Sturt University	Council for Intellectual Disability
City of Whittlesea	Council of Attorneys-General

Civics and Citizenship Education	Council of Christians and Jews Victoria
Clearinghouse for Sport	CRIS Consortium
ColourCode	
D	
Dayenu	Disability Advocacy Resource Unit
Deakin University	Disability Discrimination Legal Service
Democracy in Colour	Discrimination Claims
Department of Aboriginal and Torres Strait Islander Partnership, Government of Queensland	Diversity Arts Australia
Department of Communities and Justice, NSW Government	Diversity Australia
Department of Home Affairs	Diversity Council Australia
Disability Advocacy and Complaints Service of South Australia Inc	Down Syndrome Australia
Disability Advocacy Network Australia	
E	
Edith Cowan University	Equality Australia
Elder Abuse Action Australia	Ethnic Communities' Council of Victoria
Elder Abuse Prevention Unit	Ethnic Council of Shepparton and District Inc.
Equal Opportunity Commission South Australia	Everybody's Home
Equal Opportunity Commission Tasmania	Executive Council of Australian Jewry
Equal Opportunity Commission Western Australia	

F	
Federation University Australia	Flinders University
G	
Gay and Lesbian Rights Lobby	Griffith University
Gender Equity Victoria	
I	
IndigenousX	Islamic Council of Queensland
Inner City Legal Centre	Islamic Council of Victoria
Intersex Human Rights Australia	Islamic Council of Western Australia
Islamic Council of Northern Territory	Islamophobia Register Australia
J	
Jesuit Social Services	Jewish Museum of Australia
Jewish Care Victoria	Just.Equal
Jewish Holocaust Centre	
L	
La Trobe University	LGBTI Legal Service
Lebanese Muslim Association	Living Proud. LGBTI Community of Western Australia
Legal Aid Queensland	

M	
Media Entertainment and Arts Alliance	Multicultural NSW
Melbourne City Mission	Murdoch University
Men's Line	Muslim Collective
Minus18	Muslim Women's Association Australia
Monash University	
N	
National Aborigines and Islanders Day Observance Committee	NSW Ageing & Disability Commission
National disability and carer alliance	NSW Government Department of Communities and Justice
National Disability Services	NSW Government Department of Education and Training
National LGBTI Health Alliance	NSW Jewish Board of Deputies
New South Wales Council of Civil Liberties	NSW Legal Aid
Northern Territory Anti-Discrimination Commission	NSW Police Force
O	
Online Hate Prevention Institute	Our Watch
P	
People with Disability Australia	Polykala
People with Disability Western Australia	Project Rockit
Play By The Rules	Public Interest Advocacy Centre

Police Accountability Project	
Q	
Q Life	Queensland Human Rights Commission
QLD Government Department of Education	Queensland Police Service
Queensland Advocacy Incorporated	Queensland University of Technology
Queensland Government	
R	
Rainbow Families	Reconciliation Australia
Raising Children Network Australia	Redfern Legal Centre
Reach Out	RMIT University
Reclaim Australia rally? Reclaim what?	
S	
SA Health	Swinburne University of Technology
Sacred Heart Mission	Switchboard
SBS	Sydney Gay and Lesbian Mardi Gras
Seniors Rights Victoria	Sydney Jewish Museum
Settlement Services International	Sydney Peace Foundation
South Australia Police	Sydney WorldPride Board
Sussex Street Community Law Services	



W	
Welcoming Australia	Western Sydney University
Western Australia Police Force	
Y	
Your Story Disability Legal Support	Youtube
Z	
Zionist Federation of Australia	



# CRIS

Centre for Resilient  
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