

Including case studies in your submission

Submissions to the Review of Queensland's *Anti-Discrimination Act 1991* are now open, and will close on 1 March 2022.

Why are case studies important?

The Commission has been asked to conduct this Review to make sure that our anti-discrimination laws are protecting and promoting equality to the greatest extent possible.

Personal stories are powerful and important in law reform processes. It's important we hear from and about people who have experienced discrimination so that we can understand the impact on people and their communities. These stories will also help us understand how often these experiences happen, why people don't report it, or whether they were upset with the outcome when they did report it.

It can be hard for individuals, and particularly those from marginalised communities, to directly engage directly in law reform processes.

Therefore, we hope that community organisations and advocacy groups who provide services to people who experience discrimination, sexual harassment and other unfair conduct can provide submissions to the Review that include de-identified case studies. You can do this through using our online guided submission form, or creating your own submission.

How can I report in an ethical way?

Privacy is a fundamental human right. Unless we have the individual's express consent, case studies will be de-identified by the Commission in any reporting we do to protect the dignity and privacy of individuals.

While privacy is not negotiable, the authenticity of the case study is important too. We ask that as much as possible, you do not change things like a person's age, gender, religion, or other essential characteristics. Sometimes it is possible to be intentionally non-specific about other aspects, such as the name of a business/workplace or the location in Queensland of where an incident happened.

In addition to privacy, another consideration is self-determination.

The person with lived experience owns their own story, and as much as possible should be given an opportunity to provide informed consent to share their own story, even where the story will be de-identified.

You should also consider your own risks and obligations before sharing another person's story.

Tips for providing case studies

- Get your client's informed consent to share their story. If you have their consent, note this in your submission.
- Include an approximate date for the case study, so we have a sense of how recently the conduct occurred.
- Include statistics, data or even estimates about how many times advice or support has been requested or provided about discrimination, sexual harassment, or other treatment. This helps to illustrate the scope of the problem.
- Is this an isolated case, or is it a systemic issue that you see regularly?
- Does this case study highlight any themes or trends you have observed in your organisation?
- Use what you are already have – the case study does not have to be something you have gathered specifically for this submission.

What information should I include about the case study?

You might also like to consider the follow questions, which have been adapted from our submissions form:

- what was your client's experiences of discrimination and harassment
- how this experience has impacted them, their family and community
- whether they told anyone about what happened and if so, who they told
- whether they made a formal report or complaint, and if so, who to
- what the outcome was
- what makes it hard to make a complaint
- their experiences of the complaint process how the complaints process could be improved
- whether this is an isolated case or something you see regularly
- your role in supporting or advising your client
- what systemic issues are highlighted through this case example
- given the challenges outlined in the case study, what are some suggestions and ideas for change.