

Current options to report incidents of religious intolerance and bullying

Information about how students, families and staff can make reports of racism, including religious intolerance, is available on the [Reports of racism \(nsw.gov.au\)](https://www.nsw.gov.au/reports-of-racism) and [Parents and carers \(nsw.gov.au\)](https://www.nsw.gov.au/parents-and-carers) webpages, and is available in [translation in 36 languages](#).

School-based reporting

Students, families and community members are advised to raise reports at the school level in the first instance with Anti-Racism Contact Officers (ARCOs) or any member of staff. ARCOs undertake training to assist them in addressing reports of racism and religious discrimination. Further detail about the role is online at:

<https://education.nsw.gov.au/teaching-and-learning/multicultural-education/anti-racism-education/arcos>

If students, families or community members are unhappy with the school's response and would like to raise the matter further the following steps and reporting options are available. Reports made through mechanisms are triaged and escalated to the relevant sections of the department for resolution:

Local Education Office - 131 536

This is the main public-facing number. Calling this number forwards callers to their closest Local Education Office to speak with local customer service staff. The number and contact details for these offices are online at: <https://education.nsw.gov.au/schooling/parents-and-carers/inclusive-learning-support/contact-us>

Central switchboard - 1300 679 332 (1300 NSW DEC)

This public-facing number is a switchboard for public inquiries to Education Support Office teams. It can be found online with contact information from teams across the department at: <https://education.nsw.gov.au/about-us/contact-department>

Online complaints form

This is the main public-facing online contact form. Submissions are managed by the Feedback Complaints and Compliments (FAC) team. Every local school website in NSW also has a link directly to this form in the footer of each page. The form can be found at: <https://education.nsw.gov.au/your-feedback/complaint-compliment-suggestion-form>

The form includes a drop-down menu to indicate the nature of the complaint. Religious discrimination is available as an option.

Guidance for parents and carers on making a complaint is available in on the department's website and includes an Easy Read format, Quick reference guide, and 17 sections of further information. The guide can be found at: <https://education.nsw.gov.au/your-feedback/guide-for-parents-carers-and-students>

Online feedback widget

The online feedback widget is a NSW Government initiative to ensure all NSW Government websites have a consistent public feedback mechanism. Submissions in the widget are handled by the FAC team who manage the Online complaints form. The widget can be found at: <https://education.nsw.gov.au/your-feedback> and <https://education.nsw.gov.au/about-us/contact-department>

The department is always improving supports for students and their families. The following opportunities have been identified to strengthen existing reporting options.

Opportunities to strengthen reporting

1. Adding further guidance on the department's website specific to religious intolerance
2. Building greater awareness for students and school staff to report religious intolerance and bullying on behalf of themselves or others
3. Communications to students and their families of reporting options available to them
4. Providing additional learning opportunities for staff receiving complaints to build their understanding of religious intolerance and bullying
5. Ongoing consultation with Faith Leaders to ensure we can respond to emerging trends collaboratively and make continuous improvements to our reporting and response
6. Increase frequency and detail of reporting data