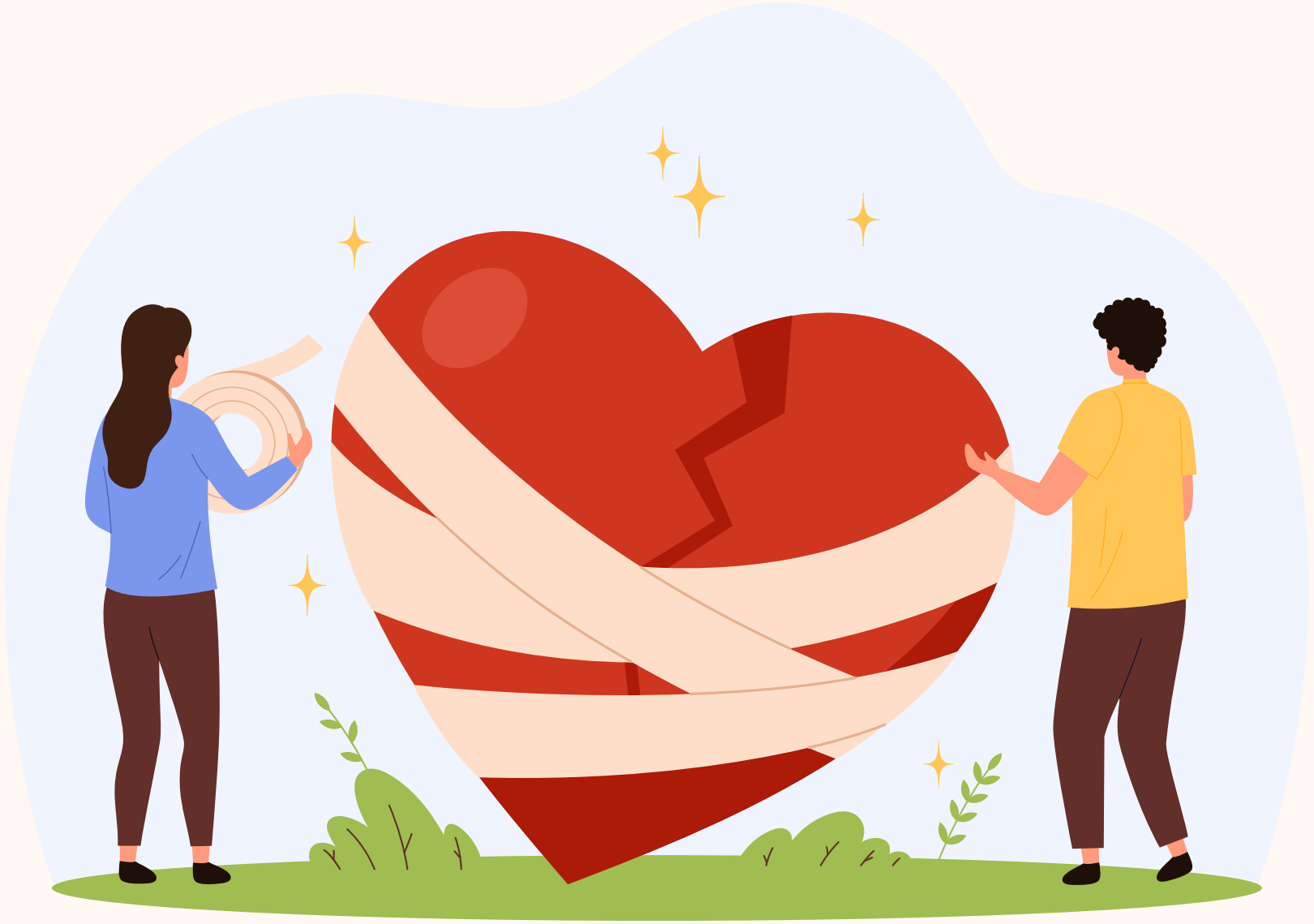


Why is discrimination sorted out through conciliation?



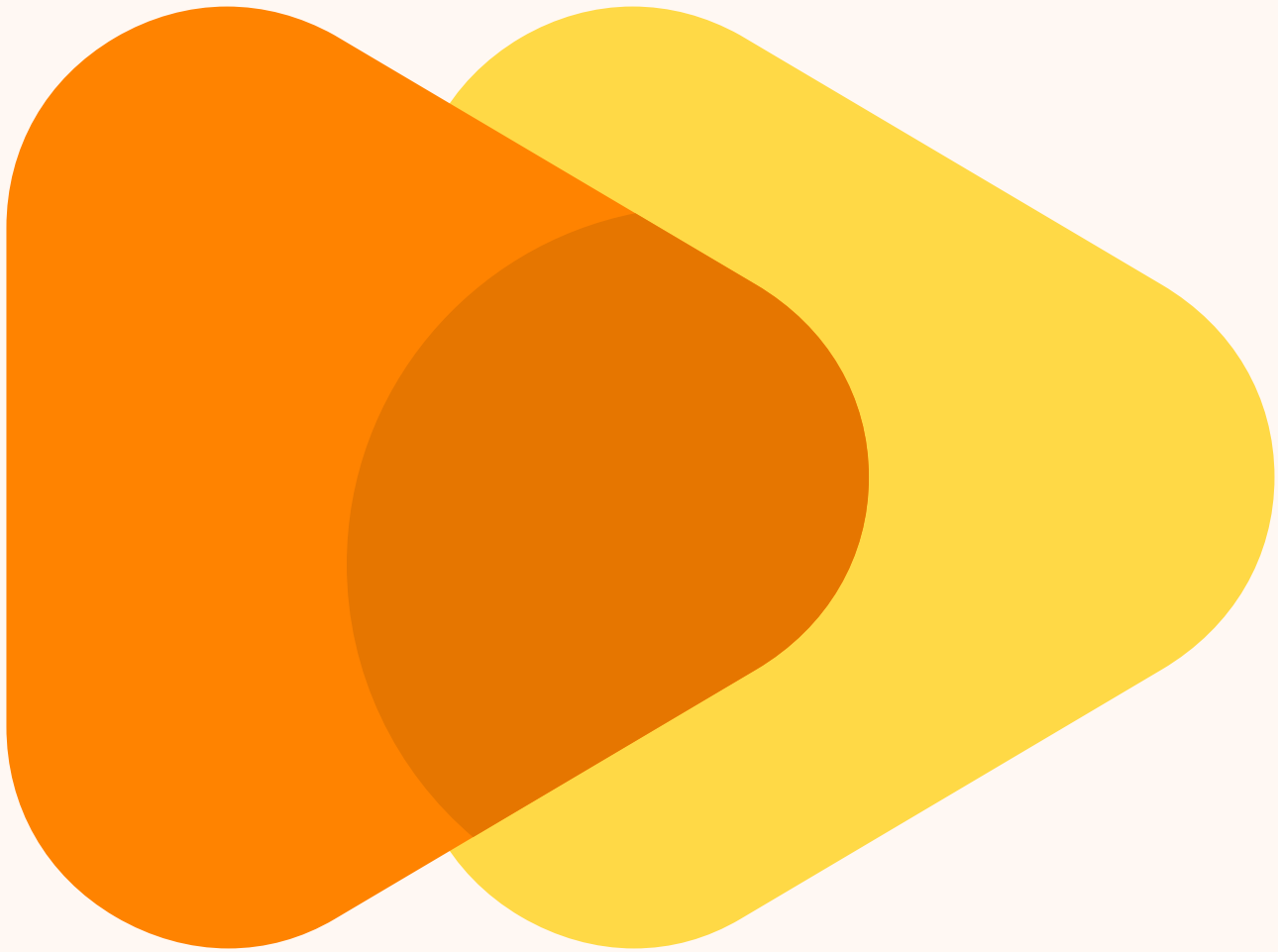
If you’re discriminated against, you can make a human rights complaint. Instead of being delt with by the police like a crime usually is, it is handled by the Human Rights Commission. There is both a Queensland Human Rights Commission and a federal one.



They will attempt to resolve the issue through a process called **conciliation**. A neutral person will lead a discussion between both sides. They can explain the law, but can’t make a legal judgement or decision, or force the other side to participate.



You will get to talk about what happened, how you felt, and how it impacted your life. The other side will listen without interrupting. They will hopefully come to better understand discrimination, and how their actions impact others.



If the other side is willing to accept responsibility, both sides will **work together** to find a way to move forward.



It could be something that benefits the community, like a donation to a relevant charity, a change of policy for an organisation, or a public apology.



It could be something personal, like a private apology or money given to you as compensation.



Conciliation is about **repair** rather than punishment. It is meant to rebuild trust, and support a more respectful community. It means people experiencing discrimination don’t have to talk to police, hire a lawyer, or stand up in court to achieve justice.



If the other side does not want to participate or accept responsibility, it could be taken to a tribunal or court. This can take years to resolve, but it can create an important legal decision that guides future cases and helps protect the rights of other people.



If you have experienced discrimination, ask the LGBTI Legal Service for free legal advice.