

# Guide to accessing support and reporting Islamophobia

All Victorians should be proud of who they are and have rights to live free from discrimination and hate. In Victoria, there are laws to protect you from discrimination and hate speech.

If you have experienced or witnessed Islamophobia, there are services that can provide you with advice on what to do, options for reporting your experience and how to access support.

## Islamophobia can take many forms including:

- insults or swear words targeted at you because you are (or are perceived to be) Muslim
- unfair treatment at work because of your religion
- discrimination when accessing services
- online bullying
- physical assault such as people pulling your hijab or religious attire.

## Accessing support



### MENTAL HEALTH AND GENERAL SUPPORT

#### Islamophobia Support Service

Run by the Islamic Council of Victoria, the Islamophobia Support Service provides holistic support for Victorian Muslims who have been impacted by Islamophobia.

 [icv.org.au/islamophobia-support](http://icv.org.au/islamophobia-support)

 [islamophobiasupport@icv.org.au](mailto:islamophobiasupport@icv.org.au)

 03 9328 2067

#### Islamophobia Register Australia

Offers a secure and reliable service to report any form of Islamophobia. The Register can provide access to culturally sensitive mental health support, legal support and advocacy assistance.

 [islamophobia.com.au/seeking-support/](http://islamophobia.com.au/seeking-support/)

#### Action Against Islamophobia

Offers case management support throughout the reporting process and can refer you to legal and mental health services as required.

 [actionagainstislamophobia.org.au](http://actionagainstislamophobia.org.au)

#### Centre for Muslim Wellbeing

Can direct you to a range of culturally aware psychologists if you need mental health support.

 [cmw.org.au/professionals/](http://cmw.org.au/professionals/)



### LOCAL COMMUNITY SUPPORTS

Your local mosque can help you to access support or advice.

You can also seek advice from trusted local community organisations delivering services in your area. This includes parenting groups, schools or neighbourhood groups.



### SUPPORT AT WORK

#### Fair Work Commission

Can provide advice with issues relating to discrimination in the workplace.

 [fwc.gov.au/issues-we-help/discrimination](http://fwc.gov.au/issues-we-help/discrimination)



### LEGAL SUPPORT

In some cases, a lawyer can help you make a complaint or undertake legal action. Some community reporting organisations can also help you access legal advice. See **Community reporting avenues** (page 2).

#### Muslim Legal Network

Provides a referral service that can help you find a lawyer.

 [muslimlegalnetwork.com](http://muslimlegalnetwork.com)

#### Community legal centres

Community legal centres may also be able to help if you need a lawyer.

 [fclc.org.au/find\\_a\\_community\\_legal\\_centre](http://fclc.org.au/find_a_community_legal_centre)



### CRISIS SUPPORT

If you or someone you know needs crisis support:

 **Lifeline** is a 24-hour telephone crisis support service. Call **131 114**.

 **Kids Helpline** is a 24 hour online and phone counselling service for young people aged 5-25. Call **1800 55 1800**.

 **Hayat Line** is a free and confidential support line for Muslims in Australia. Call **1300 993 398** on weekdays from 9.00am – 5.00pm

# Where can I report Islamophobia?

## For emergencies

 Call Triple Zero (000)

## Not an emergency

You can contact **Victoria Police**. They may investigate and determine if a crime has been committed.

 Contact your local police station or call the **Police Assistance Line** on **131 444**

 Visit the **Police Assistance Line and Online Reporting webpage** <police.vic.gov.au/police-assistance-line-and-online-reporting>

You can also report anonymously to **Crime Stoppers**

 **1800 333 000**

 **crimestoppersvic.com.au**

If you don't feel comfortable reporting to authorities, you can speak to a **community reporting avenue** for support or advice.

## Need an interpreter

Call the **Translating and Interpreting Service National hotline 131 450**

Sharing your experience helps to track rates of Islamophobia in Victoria.

## COMMUNITY REPORTING AVENUES

You can report Islamophobia, including online, in-person or systemic Islamophobia, to one of the below community reporting options:

 **Islamophobia Register Australia** <islamophobia.com.au>

 **Islamophobia Support Service** <icv.org.au/islamophobia-support>

 **Action Against Islamophobia** <actionagainstislamophobia.org.au>

These services have translating and interpreting support available and are run by culturally sensitive staff.

They can also provide referrals to support services such as legal or mental health services, provide advocacy and support you to engage with VEOHRC or Victoria Police, as needed.

You do not need to report to every service – you can pick one and they can help you through the process.

## VICTORIAN EQUAL OPPORTUNITY AND HUMAN RIGHTS COMMISSION (VEOHRC)

VEOHRC assists people to get information and resolve complaints of discrimination, racial and religious vilification, and victimisation.

You can:

- get more information through its Enquiries service – including about complaints and the law
- report your experience online via its Community Reporting Tool – this can be anonymous, or you can ask the Enquiries service to contact you
- make a complaint under the Equal Opportunity Act or Racial and Religious Tolerance Act – VEOHRC helps resolve complaints under these laws through a conciliation process to reach mutually agreeable outcomes.

 **humanrights.vic.gov.au**

 **1300 292 153** weekdays from 10.00am–2.00pm. Or you can leave a recorded message weekdays from 9.00am–5.00pm.

If you need access to an interpreter, call **1300 152 494** to make a report in a language other than English.

 **enquiries@veohrc.vic.gov.au**



## Reporting Islamophobia

If you choose to report, you will be asked questions about what happened, so take note of the following:

- date and time
- location (if you are on public transport, this may include a bus or train carriage number)
- what happened
- what the perpetrator looked like
- photos or videos, if available.

If you don't have all of the information above, you can still report the incident and access support.

You can report to a community organisation, VEOHRC or Victoria Police.

If you are unhappy with how your report has been managed, you can make a complaint via agency online complaint forms.

We acknowledge the Traditional Owners of Country throughout Victoria and pay our respect to them, their culture, and their Elders past and present.

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ISBN 978-1-923294-41-7 (pdf/word/online)

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