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2024-25 ANNUAL REPORT for Equal Opportunity SA



**Government
of South Australia**

EQUAL OPPORTUNITY SA

2024-25 Annual Report

EQUAL OPPORTUNITY SA

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To:

The Honourable Kyam Maher MLC

Minister for Aboriginal Affairs

Attorney-General

Minister for Industrial Relations and Public Sector

Special Minister of State

This annual report will be presented to Parliament to meet the statutory reporting requirements of the *Equal Opportunity Act 1984 (SA)* and the requirements of Premier and Cabinet Circular *PC013 Annual Reporting*.

This report is verified to be accurate for the purposes of annual reporting to the Parliament of South Australia.



JODEEN CARNEY
Commissioner for Equal Opportunity

11 September 2025

From the Commissioner

In last year's annual report foreword, I referred to my key legislative function to 'foster and encourage informed and unprejudiced attitudes with a view to eliminating discrimination' on the grounds to which the *Equal Opportunity Act 1984* (SA) applies.

This function remains unchanged, however, the importance of equal opportunity legislation and the adherence to diversity, equity, and inclusion (DEI) policies in workplaces and elsewhere has come into greater focus in the last 12 months. Indeed, in some parts of this country and others, they are under threat.

It is apposite to reflect on why DEI initiatives are necessary in civil society. Social and legislative changes in the 1960s and 1970s formed the basis of policy reforms that aimed to address longstanding structural bias against diversity, particularly in relation to racism and sexism, by promoting universal opportunities in the workplace for women, ethnic minorities, LGBTQIA+ and other under-represented groups.

Although work continues to redress the imbalances of the past so that every person, regardless of their age, ability, gender diversity, sexuality, relationship and reproductive status, race, religion, and culture is treated equally, over time, many any hard-fought-for rights gained widespread acceptance and have been largely uncontested for decades.

Attempts to erode DEI programs and policies, or public expressions of diminishing tolerance for them, are deeply concerning for all who believe in the very Australian value of 'a fair go'. Championing difference and diversity benefits and enriches us all.

In its 41st year, this state's Equal Opportunity Act continues to be important and representative of collective values and aspirations. South Australians have been well-served by the Act, however, it is in need of review, particularly at a time when the importance of equal opportunity for all is being brought into sharper focus.

An Act that represents a modern anti-discrimination framework and which reflects a progressive and caring community is both desirable and attainable. ¹

Nevertheless, within its current operating environment, Equal Opportunity SA discharges its educative and complaint handling functions extremely well.

The WE'RE EQUAL initiative was developed in 2022 to help businesses provide an easily identifiable 'safe' environment for their customers, workers and contractors that is free from discrimination, bullying, and harassment.

¹Changes were recommended in the Social Development Committee of the Parliament of South Australia's report, *Inquiry into the Potential for a Human Rights Act for South Australia* released in April 2025 and the South Australian Royal Commission into Domestic, Family, and Sexual Violence report, *With Courage: South Australia's Vision Beyond Violence*, released on 19 August 2025.

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Its goal is to build consumer-led demand for the provision of goods and services that adhere to legislated standards of respectful behaviour and equality values, and to assist businesses to be employers of choice for diverse workforces. The program helps organisations to create and sustain anti-discrimination environments for workers and consumers by providing resources and support to stimulate behavioural awareness and cultural change.

The WE'RE EQUAL network currently has 226 registered member venues across regional and metropolitan South Australia in seven sectors (government, health and wellbeing, services, hospitality and tourism, retail, sport, and unions).

The 142 private sector members comprise small, medium, and large enterprises, many of which are peak bodies (for example, sporting associations and hotel groups) that represent multiple customer contact points through their venues.

The 56 public sector members similarly include small, medium and large agencies, representing over 114,000 South Australian public sector employees, and a growing number of local government council areas.

Pleasingly, in April, the WE'RE EQUAL team won the Team category of the Premier's Excellence Awards for Leadership in Diversity, Equity, and Inclusion.

The ongoing success of WE'RE EQUAL is attributable to the creative and strategic vision and dogged determination of Project Manager, Veroncia Maughan, who set its course in 2022 and whose hand has firmly been on the tiller since. The importance of her contribution to the work of my office cannot be overstated. The office now has a presence well beyond the walls of its location at 10 Franklin Street in Adelaide and extends to many sectors and regional areas around the state.

Collaborations with others have also extended the reach of my office. The Australian Hotels Association (SA) joined WE'RE EQUAL in April 2024 and we continue to participate, when possible, in the regional visits and educative forums it provides to its many members across the state. This year, presentations about the work of my office and WE'RE EQUAL were made at venues in Port Hughes, the Adelaide Hills, Clare, and the Barossa valley, and we continue to see growth in membership across those regions.

Similarly, SANFL's membership and endorsement of the WE'RE EQUAL message resulted in an invitation to present the initiative to Chief Executive Officers of the League clubs in February, and to participate in a panel discussion on diversity and inclusion at the SANFL Footy Forum community football workshops held during Gather Round in April. Both opportunities extended the reach of the project's anti-discrimination message into the League and community football clubs, with new members at each level.

Assessment of complaints of discrimination and sexual harassment continues. This year we received a similar number of enquiries compared with the previous year but saw a 24% increase in the number of complaints received. I believe this reflects the work of WE'RE EQUAL in raising awareness of the rights of individuals with respect

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to discrimination and the promotion of available complaints pathways, particularly in the areas of employment and the delivery of goods and services.

I thank my dedicated team for their hard work and professionalism in dealing with often distressed members of the public who have lodged complaints. I also thank former Assistant Commissioner, Colin Marsh, for his diligent and significant contribution to my office over the last few years.

The review into harassment in South Australia's legal profession was undertaken for the most part in 2024 and provided to the Attorney-General in December 2024. Leaders in the profession have demonstrated a commitment to implement recommendations where they have influence and, importantly, a determination to contribute to sustainable change.

In February 2025 my office joined the Equal Opportunity Representation Service Pilot run by the Legal Services Commission. Through trialling new referral pathways, we aimed to address gaps in legal support experienced by complainants and respondents who were unable to effectively navigate the legislated requirements of the Act's complaints process due to factors such as their age, illness, disability, English literacy level, or other vulnerability.

A key benefit has been that some complainants whose complaints may have otherwise been declined have been provided with legal advice and the opportunity to progress their complaint. The pilot concluded in July, and as a result of its success will continue.

Trialling new approaches to handling complaints, improving access to justice, and increasing the educative work of my office builds on the social and legislative reforms commenced decades ago. There is, however, a need to remain vigilant and protect the gains made.

Celebrating diversity, equity, and inclusion, while refusing to tolerate discrimination, bullying, and harassment in all its forms, are core values of civil society and are within the power of each of us to exercise every day.



JODEEN CARNEY
Commissioner for Equal Opportunity

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Function 1: *The Commissioner must foster and encourage amongst members of the public informed and unprejudiced attitudes with a view to eliminating discrimination on the grounds to which this Act applies* 17

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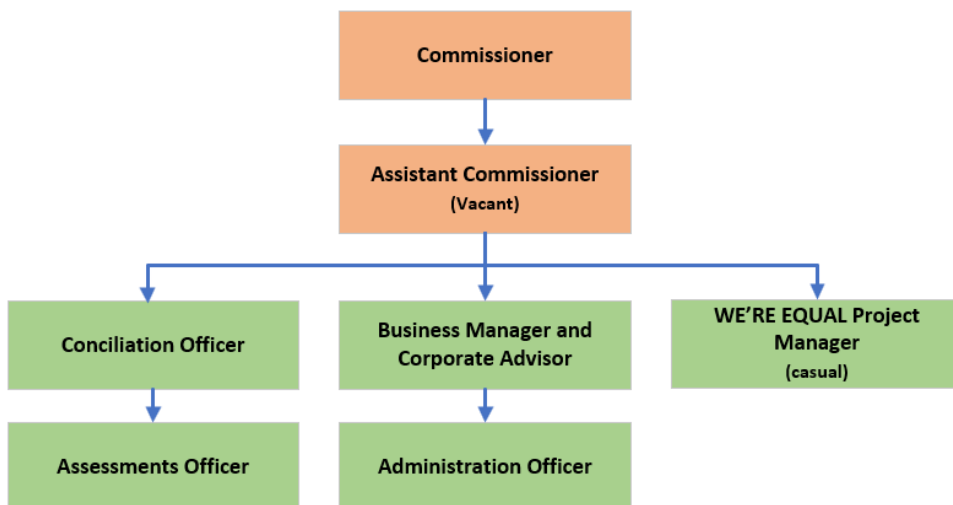
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Overview: about the office

Our strategic focus

Our Purpose	Equal Opportunity SA (EOSA) is responsible for the administration of the <i>Equal Opportunity Act 1984</i> (the Act).
Our Vision	A State whose citizens embrace and support inclusion, diversity, fairness, and equal opportunity.
Our Values	Excellence, Accountability, Respect.
Our functions, objectives and deliverables	<p>Pursuant to section 11 of the Act:</p> <ol style="list-style-type: none"> (1) The Commissioner must foster and encourage amongst members of the public informed and unprejudiced attitudes with a view to eliminating discrimination on the grounds to which this Act applies. (2) The Commissioner may institute, promote or assist in research, the collection of data and the dissemination of information relating to discrimination on the grounds to which this Act applies. (3) The Commissioner may make recommendations to the Minister as to reforms, whether of a legislative nature or otherwise, that the Commissioner believes will further the objects of this Act.

Our organisational structure (as at 30 June 2025)



Changes to the office

During 2024–25, several changes were made to the office’s structure, activities, and objectives following internal reviews:

- The WE’RE EQUAL Project Engagement Officer role was vacated in December 2024 and subsequently removed from the organisational structure.
- The Business Manager and Corporate Advisor role was created during the Assistant Commissioner vacancy and will be removed following the reinstatement of the Assistant Commissioner position.
- The Office Coordinator role was removed from the structure to streamline administrative functions.

These changes reflect the office’s ongoing commitment to organisational efficiency and alignment with strategic objectives.

Our Minister

The Hon Kyam Maher MLC, Minister for Aboriginal Affairs, Attorney-General, Minister for Industrial Relations and Public Sector and Special Minister of State, is the state’s principal legal advisor to the government and is responsible for exercising certain powers and regulating and administering a range of legislation.

The Attorney-General is a member of Cabinet and is responsible for:

- specific legislation and the state’s legal system
- developing and implementing policy
- legal action relevant to the state government.

Our Executive team

Nil – the Commissioner is a statutory appointment.

Legislation administered by the agency

Equal Opportunity Act 1984 (SA).

The office's performance - Performance at a glance

EOSA achieved significant progress across its core functions, with a strong focus on community engagement, education, and complaint handling.

Key highlights include:

Recognition and Outreach:

- The WE'RE EQUAL initiative expanded to 229 member organisations across metropolitan and regional South Australia, exceeding growth targets and earning the Premier's Excellence Award for Leadership in Diversity, Equity, and Inclusion (Team category).
- Delivered presentations across diverse forums, including legal, multicultural, and regional sectors.

Legislative and Policy Impact:

- Supported the implementation of the *Equal Opportunity (Conversion Practices Prohibition) Amendment Bill 2023*, which came into effect on 1 April 2025, making conversion practices unlawful under South Australian law.
- Finalised the *Review of Harassment in the South Australian Legal Profession*.

Service Delivery and Complaints Handling:

- Received 569 enquiries, slightly below the projected volume of 600.
- Received 184 complaints, a 24% increase from the previous year, and finalised 178 complaints.
- Conciliation success rate reached 90%, well above the projected 60%.
- The average time to finalise accepted complaints was 5.4 months, slightly above the four-month target.

Partnerships and Legal Access:

- EOSA participated in the *Equal Opportunity Representation Service Pilot* with the Legal Services Commission, improving access to legal support for vulnerable complainants.

Community Engagement and Digital Access:

- The EOSA website recorded 89,691 visitor sessions, surpassing the annual target of 65,000.
- Approximately 59,833 sessions were classified as engaged, reflecting strong public interest in EOSA's services and resources.

Office specific objectives and performance

In alignment with the Attorney-General's Department Strategic Plan 2024-26.

1. Safe and thriving communities

Community and industry education

The Commissioner delivered presentations across diverse forums, discharging her key legislative function to foster and encourage informed and unprejudiced attitudes with a view to eliminating discrimination. This year there was a focus on addressing workplace culture.

Key engagements included:

- Members of the Australian Hotels Association (SA), both at the *Navigate and Engage HR and Employment Conference* and at regional meetings held in Clare; the Barossa; Port Hughes and the Adelaide Hills.
- Law students from the Adelaide University participating in the Equal Opportunity Legal Assistance Service, and Juris Doctor students from Flinders University.
- A panel presentation at the Office of the Commissioner for Public Sector Engagement Executive Induction Program.
- All staff of the Alexandrina Council.
- Members of the Business and Professional Women.
- Facilitation of the Multi-Cultural Council of SA's *Addressing Racial discrimination for a More Inclusive Australia* event, where the Federal Race Discrimination Commissioner was the keynote speaker.
- Participation in the Multicultural Council of SA's Ageing Well in CALD Communities project.
- Sector-wide discussions following the release of the *Review of Harassment in the South Australian Legal Profession*, with presentations focused on the review's findings and the role of EOSA in supporting implementation and cultural change:
 - Law Society of South Australia: Annual Conference: *Forum 2025*
 - JusticeNet CPD Intensive
 - Legal Services Commission
 - Crown Solicitors' Office
 - Office of the Director of Public Prosecutions
 - The Commissioner and staff of the Royal Commission into Domestic, Family, and Sexual Violence
 - Wallman's Lawyers
 - Women Lawyers Association of SA
 - Botten Levinson Lawyers
 - Adelaide University law students
 - Courts Administration Authority (CAA); Registrars, Deputy Registrars, and Court Managers; and
 - CAA Operational Leadership Team.

WE'RE EQUAL

The Commissioner continued to engage with community and industry stakeholders through the WE'RE EQUAL initiative.

Key presentations included:

- Representatives from community football clubs as part of the SANFL Community Football Forum during AFL's Gather Round; SANFL Chief Executive Officers.
- The leadership team and members of the Metropolitan Fire Service.

These engagements supported the promotion of inclusive practices and strengthened partnerships across sectors committed to advancing equal opportunity.

Industry training partnerships

EOSA reviewed its outsourced training model and continued the Training Referral Program (TRP).

The TRP enables individuals and organisations to access education on equal opportunity matters and includes a panel of approved training providers selected to deliver high-quality training to the community.

Over the financial year, 55 businesses were referred, 39 sessions delivered – closely aligning with the annual target of 40 sessions.

2. Fairly administered laws

Complaint handling and conciliation

During the 2024-25 financial year, EOSA received 184 complaints (24% increase), exceeding the projected 160. 178 complaints were finalised.

All complaints were assessed to determine appropriate action. Of the finalised complaints, 78 were accepted for further assessment, compared to a projected 60.

Summary of complaint outcomes:

- On average, complaints were finalised in 3.3 months.
- The average time to finalise *accepted* complaints was 5.4 months, slightly above the projected four months.
- *Declined* complaints were finalised within 1.6 months on average.
- Conciliation was attempted in 20 accepted complaints, resulting in 18 successful resolutions (90%) – well above the 60% target.

WE'RE EQUAL public engagement

At 30 June 2025, the WE'RE EQUAL network comprised 226 member venues across seven sectors. This reflects a 40% increase in membership, exceeding the 25% growth target.

In April 2025, the WE'RE EQUAL team was awarded the Premier's Excellence Award in the Leadership in Diversity, Equity, and Inclusion team category. This recognition highlights the programs growing impact and the strong support it continues to receive across sectors.

3. An efficient and effective justice system

Legal Education and Student engagement

EOSA partnered with the Adelaide University on Equal Opportunity Legal Assistance Service (EOLAS) and the Law and Justice Internship Program.

Equal Opportunity Legal Assistance Service:

- Between 1 July 2024 and 30 June 2025, EOLAS was staffed by 18 student legal advisory across three semesters. It assisted 73 new clients, 26 of whom had self-reported as being referred by EOSA.
- EOLAS provides free legal assistance to members of the public on equal opportunity matters and will continue to operate one to two days per week in 2025-26.

Law and Justice Internship Program:

- During the 2024-25 reporting year, EOSA hosted three interns through the program.
- These students undertook a range of research tasks that supported the office's policy, legal and community engagement work.

Legal profession harassment review

The review was completed and submitted to the Attorney-General in December 2024.

The Commissioner is participating in several working groups to support the profession in implementing relevant recommendations.

Of the 14 recommendations, one has been completed by the Attorney-General; 13 remain in progress or under consideration.

Equal Opportunity Representation Service Pilot

In February 2025, the pilot commenced with the LSC and the EOLAS.

The pilot aimed to strengthen collaboration between the LSC, the Commissioner for Equal Opportunity and the EOLAS to address gaps in legal assistance by establishing referral arrangements that enable the Commissioner and EOLAS to refer clients to LSC for representation.

Over the six-month period, six referrals were made to Legal Services—three each from EOSA and EOLAS. This outcome aligned with expectations, which anticipated a relatively modest number of referrals for the duration of the pilot.

Complaint types included sexual harassment, disability discrimination, and racial discrimination.

Legal representation was provided in five matters at conciliation or compulsory conferences. In one case, limited assistance was offered to support the redrafting of the complaint.

Conversion Practices Prohibition

In October 2024, the Parliament passed the Equal Opportunity (Conversion Practices Prohibition) Amendment Bill 2023, marking a significant step in protecting the rights and dignity of those subjected to conversion practices.

From 1 April 2025, conversion practices became unlawful under the *Equal Opportunity Act 1984* (SA), enabling victims to pursue civil action.

Under the amended legislation, complaints can now be made to EOSA where a person provides, delivers, or arranges to provide or deliver a conversion practice to another individual.

4. Our people meet customer needs

Enquiry services

EOSA continued to provide advice and information to the community through its telephone and email enquiry services.

During the 2024-25 financial year, the office received 569 enquiries, slightly below the projected volume of 600.

These services remain a vital channel for supporting individuals and organisations seeking guidance on equal opportunity matters.

Information, advice, and tips to improve customer service practices for consumers whose diversity is protected by the Act was delivered directly to private and public sector businesses in the WE'RE EQUAL network through Resource Updates.

Policy collaboration

EOSA continued to provide advice and support to a range of policy and service delivery initiatives throughout 2024-25.

During the reporting period, the Commissioner and her office contributed to several key forums, including:

- The South Australian Gender Pay Gap Taskforce
- The Australian Council of Human Rights Authorities (ACHRA)
- ACHRA Positive Duty Working Group
- ACHRA Education and Training Network
- BRIDGES at Work Advisory Council

These contributions supported the advancement of equity, inclusion and human rights across government and community sectors.

5. Progressive technology and supportive infrastructure

Website engagement

The EOSA website continues to serve as a key public resource, offering accessible information, tools, and online forms for complaints and enquiries.

Designed with accessibility, mobile responsiveness, and community engagement in mind, the site supports users across a wide range of devices and needs.

During the 2024–25 financial year, the website recorded 89,691 visitor sessions—exceeding the 65,000 target.

Of these, 59,833 were classified as engaged sessions, defined as lasting longer than 10 seconds, involving a conversation event, or including two or more page views.

Improving accessibility

EOSA is committed to making it easier for members of the public to interact with the office.

During 2024–25, EOSA continued reviewing its online guides and fact sheets to ensure they remain current, accessible, and user-friendly.

2024-25 Annual Report for the Attorney-General's Department

EOSA is a business unit of the Attorney-General's Department. The following information appears in the 2024-25 Annual Report for the Attorney-General's Department:

- Corporate performance summary
- Employment opportunity programs
- Office performance management and development systems
- Work health, safety and return to work programs
- Financial performance
- Consultants' disclosure
- Contractor's disclosure
- Risk and audit
- Fraud detected in the agency
- Strategies implemented to control and prevent fraud
- Public interest disclosure
- Number of public complaints reported
- Audited financial statements 2024-25

Executive employment in the agency

Nil – the Commissioner is a statutory appointment.

Reporting required under any other act or regulation

EOSA is not required to report under any other act or regulation.

Other information

Section 11 of the *Equal Opportunity Act 1984* (SA) (the Act) provides three functions of the Commissioner. Section 14 of the Act requires the Commissioner to report on the operation and administration of the Act, and the work undertaken by the Commissioner under section 11 during the previous financial year.

The information below is provided to meet these additional reporting requirements.

Function 1: *The Commissioner must foster and encourage amongst members of the public informed and unprejudiced attitudes with a view to eliminating discrimination on the grounds to which this Act applies*

Training and education

Table 1: Training delivered

	2020-21	2021-22	2022-23	2023-24	2024-25
Total – participants	458	304	389	24	629
Total – sessions	39	20	29	3	39

Note: From 1 July 2021 the office ceased delivering training directly to the public. From 2021-22 the number of training sessions delivered only includes sessions delivered by partner training providers.

Matters received

Table 2: Enquiries received

	2020-21	2021-22	2022-23	2023-24	2024-25
No. of enquiries received	659	647	553	568	569
% difference from previous year	9%	-2%	-15%	3%	0%

Table 3: How enquiries were received

	2020-21		2021-22		2022-23		2023-24		2024-25	
	No.	%	No.	%	No.	%	No.	%	No.	%
Telephone	427	65	460	71	384	69	355	63	322	57
Email	220	33	170	26	152	27	201	35	240	42
Online form	2	0	9	1	6	1	4	1	3	1
Letter	4	1	8	1	7	1	3	1	3	1
In person	4	1	0	0	3	1	5	1	1	0
Hardcopy form	2	0	0	0	0	0	0	0	0	0
Facebook	0	0	0	0	1	0	0	0	0	0
Total	659	100	647	100	553	100	568	100	569	100

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Table 4: Grounds of enquiry (across all areas)

	2020-21		2021-22		2022-23		2023-24		2024-25	
	No	%	No	%	No	%	No	%	No	%
Disability	154	21	230	34	138	23	143	25	154	26
Race	74	10	42	6	53	9	44	8	48	8
Sex	39	5	15	2	31	5	21	4	36	6
Age	43	6	32	5	26	4	18	3	17	3
Caring Responsibilities	14	2	14	2	12	2	17	3	13	2
Sexual Harassment	41	6	22	3	13	2	12	2	13	2
Pregnancy	15	2	12	2	12	2	11	2	6	1
Gender Identity	14	2	6	1	8	1	5	1	6	1
Victimisation	21	3	5	1	12	2	4	1	6	1
Domestic Abuse							3	1	5	1
Sexual Orientation	16	2	4	1	2	0	2	0	4	1
Religious Dress	5	1	2	0	0	0	2	0	3	1
Marital Status	2	0	2	0	4	1	1	0	3	1
Conversion Practices									3	1
Association with a Child	4	1	1	0	2	0	1	0	2	0
Identity of Spouse or Partner	0	0	0	0	0	0	1	0	2	0
Intersex Status	2	0	0	0	0	0	0	0	0	0
Enquiries with no grounds under Equal Opportunity Act 1984	189	26	219	33	199	33	174	30	200	34
General EOSA enquiries	87	12	64	10	86	14	120	21	74	12
Total	720	100	670	100	598	100	579	100	595	100

Note - Domestic Abuse protections commenced from 1 September 2023. Ban on Conversion Practices commenced from 1 April 2025.

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Table 5: Areas of enquiry (across all grounds)

	2020-21		2021-22		2022-23		2023-24		2024-25	
	No	%	No	%	No	%	No.	%	No	%
Employment	249	47	240	47	204	49	208	54	178	48
Goods and Services	134	25	165	32	108	26	89	23	100	27
Housing/Land/Accommodation	35	7	45	9	46	11	23	6	37	10
Education /Training	57	11	26	5	33	8	39	10	32	9
Clubs and Associations	47	9	20	4	20	5	16	4	15	4
Qualification	0	0	9	2	3	1	6	2	4	1
Advertising	4	1	6	1	5	1	3	1	2	1
Total	526	100	511	100	419	100	384	100	368	100

Note: enquiries that do not relate to an area of the Equal Opportunity Act 1984 are not included in this table.

Table 6: Complaints received

	2020-21	2021-22	2022-23	2023-24	2024-25
Complaints lodged in year	230	224	163	148	184
Complaints closed in year	258	218	182	127	178
% difference of lodged complaints from previous year	27%	-3%	-27%	-9%	24%

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Table 7: How complaints were received

	2020-21		2021-22		2022-23		2023-24		2024-25	
	No.	%	No.	%	No.	%	No.	%	No.	%
Online form	162	70	178	79	119	73	118	80	143	78
Email	37	16	36	16	33	20	22	15	36	20
Hardcopy form	22	10	3	1	5	3	6	4	1	1
Letter	6	3	4	2	4	2	1	1	1	1
Telephone	3	1	3	1	1	1	1	1	1	1
Fax	0	0	0	0	1	1	0	0	0	0
In Person	0	0	0	0	0	0	0	0	2	1
Facebook	0	0	0	0	0	0	0	0	0	0
Total	230	100	224	100	163	100	148	100	184	100

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Table 8: Grounds of accepted complaints (across all areas)

	2020-21		2021-22		2022-23		2023-24		2024-25	
	No.	%	No.	%	No.	%	No.	%	No.	%
Disability	46	25	41	35	41	32	15	18	38	40
Race	17	9	12	10	8	6	5	6	10	11
Sex	20	11	8	7	15	12	15	18	8	9
Age	13	7	7	6	9	7	3	4	8	9
Gender Identity	1	1	3	3	5	4	2	2	7	7
Caring Responsibilities	7	4	3	3	3	2	2	2	6	6
Sexual Harassment	22	12	14	12	30	24	27	32	5	5
Victimisation	22	12	19	16	4	3	10	12	3	3
Association with a Child	3	2	1	1	1	1	2	2	3	3
Sexual Orientation	3	2	3	3	4	3	1	1	3	3
Marital Status	0	0	0	0	1	1	1	1	1	1
Pregnancy	4	2	0	0	0	0	1	1	1	1
Identity of Spouse	2	1	2	2	3	2	0	0	1	1
Whistleblower*	0	0	3	3	2	2	0	0	0	0
Other	27	14	0	0	1	1	0	0	0	0
Religious Appearance or Dress	0	0	1	1	0	0	0	0	0	0
Aiding Unlawful Act	0	0	1	1	0	0	0	0	0	0
Domestic Abuse							0	0	0	0
Conversion Practices									0	0
Total Grounds	187	100	118	100	127	100	84	100	94	100

* Refers to complaints of victimisation under the Whistleblowers Protection Act 1993 (SA), the Public Interest Disclosure Act 2018 (SA) or the Independent Commissioner for Corruption Act 2012 (SA). Notes - there may be more than one ground per complaint. Data in the table will vary slightly from year to year due to database corrections and changes during the period a complaint is open. 'Other' added from 2020-21. Domestic Abuse protections commenced from 1 September 2023. Ban on Conversion Practices from 1 April 2025.

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Table 9: Areas of accepted complaints (across all grounds)

	2020-21		2021-22		2022-23		2023-24		2024-25	
	No.	No.	No.	%	No.	%	No.	%	No.	%
Employment	66	58	46	56	49	67	21	57	56	51
Goods and Services	27	24	21	26	13	18	11	30	34	31
Education/Training	10	9	10	12	5	7	4	11	13	12
Clubs and Associations	4	4	4	5	2	3	1	3	3	3
Advertising	3	3	0	0	1	1	0	0	0	0
Housing/Land/Accommodation	2	2	0	0	3	4	0	0	4	4
Qualification	1	1	1	1	0	0	0	0	0	0
Total Areas	113	100	82	100	73	100	37	100	110	100

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Table 10: Accepted complaint grounds by area

Ground	Area						Total
	Advertising	Clubs and Associations	Education and training	Employment	Goods and Services	Housing, land and accommodation	
Disability	0	2	9	18	15	0	44
Race	0	0	0	9	2	0	11
Age	0	0	0	6	4	0	10
Sex	0	0	0	6	2	0	8
Sexual Harassment	0	0	0	6	0	1	7
Gender Identity	0	0	1	1	5	0	7
Caring Responsibilities	0	0	2	3	2	1	8
Association with a Child	0	0	0	2	2	1	5
Sexual Orientation	0	1	0	1	1	0	3
Victimisation	0	0	0	3	0	0	3
Marital Status	0	0	0	0	1	1	2
Pregnancy	0	0	1	0	0	0	1
Identity of Spouse or Partner	0	0	0	1	0	0	1
Aiding Unlawful Act	0	0	0	0	0	0	0
Domestic Abuse	0	0	0	0	0	0	0
Intersex status	0	0	0	0	0	0	0
Religious Dress	0	0	0	0	0	0	0
Whistleblower*	0	0	0	0	0	0	0
Conversion Practices	0	0	0	0	0	0	0
Total of Areas	0	3	13	56	34	4	110

* Refers to complaints of victimisation under the Whistleblowers Protection Act 1993 (SA), the Public Interest Disclosure Act 2018 (SA) or the Independent Commissioner for Corruption Act 2012 (SA). Note: there may be more than one ground and area per complaint. Domestic Abuse protections commenced from 1 September 2023. Conversion Practices commenced from 1 April 2025.

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Table 11: Accepted complaints by area – Employment

	Employment				
	2020-21	2021-22	2022-23	2023-24	2024-25
Disability	21	12	24	7	18
Race	9	8	5	4	9
Sexual Harassment	20	20	27	16	6
Sex	15	6	7	9	6
Age	10	6	7	2	6
Victimisation	14	14	3	8	3
Caring Responsibilities	4	2	2	1	3
Association with a Child	0	0	1	0	2
Gender Identity	0	1	3	1	1
Sexual Orientation	1	3	2	0	1
Identity of Spouse or Partner	0	2	0	0	1
Pregnancy	4	0	0	1	0
Whistleblower *	0	3	2	0	0
Aiding Unlawful Act	0	1	0	0	0
Religious appearance or dress	0	1	0	0	0
Other	13	0	0	0	0
Marital Status	0	0	0	0	0
Intersex Status	0	0	0	0	0
Domestic Abuse	0	0	0	0	0
Conversion Practices					0
Total	111	79	83	49	56

** Refers to complaints of victimisation under the Whistleblowers Protection Act 1993 (SA), the Public Interest Disclosure Act 2018 (SA) or the Independent Commissioner for Corruption Act 2012 (SA). Note: there may be more than one ground and area per complaint. Domestic Abuse protections commenced from 1 September 2023. Ban on Conversion Practices from 1 April 2025.*

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Table 12: Accepted complaints by area – Goods and services

	Goods and services				
	2020-21	2021-22	2022-23	2023-24	2024-25
Disability	16	18	9	7	15
Gender Identity	1	1	0	1	5
Age	3	1	1	0	4
Sex	3	1	5	2	2
Association with a Child	2	1	0	2	2
Race	4	4	1	1	2
Caring Responsibilities	1	1	0	1	2
Marital Status	0	0	0	1	1
Sexual Orientation	2	0	2	0	1
Victimisation	3	2	0	1	0
Identity of Spouse or Partner	0	0	2	0	0
Sexual Harassment	0	2	0	0	0
Other	8	0	0	0	0
Intersex Status	2	0	0	0	0
Whistleblower *	0	0	0	0	0
Pregnancy	0	0	0	0	0
Religious appearance or dress	0	0	0	0	0
Aiding Unlawful Act	0	0	0	0	0
Domestic abuse				0	0
Conversion practices					0
Total	45	31	20	16	34

** Refers to complaints of victimisation under the Whistleblowers Protection Act 1993 (SA), the Public Interest Disclosure Act 2018 (SA) or the Independent Commissioner for Corruption Act 2012 (SA). Note: there may be more than one ground and area per complaint. Domestic Abuse protections commenced from 1 September 2023. Ban on Conversion Practices from 1 April 2025.*

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Table 13: Accepted complaints by area – Education, training, and qualification

	Education, training and qualifications				
	2020-21	2021-22	2022-23	2023-24	2024-25
Disability	6	8	3	1	9
Caring Responsibilities	2	3	1	0	2
Gender Identity	0	1	1	0	1
Pregnancy	0	0	0	0	1
Sexual Harassment	2	0	0	2	0
Sex	1	1	1	1	0
Age	0	0	0	1	0
Victimisation	3	4	1	0	0
Race	1	2	1	0	0
Identity of Spouse or Partner	0	0	1	0	0
Marital Status	0	0	1	0	0
Other	5	0	0	0	0
Whistleblower *	0	0	0	0	0
Aiding Unlawful Act	0	0	0	0	0
Association with a Child	0	0	0	0	0
Intersex Status	0	0	0	0	0
Religious appearance or dress	0	0	0	0	0
Sexual Orientation	0	0	0	0	0
Domestic Abuse				0	0
Conversion Practices					0
Total	20	19	10	5	13

** Refers to complaints of victimisation under the Whistleblowers Protection Act 1993 (SA), the Public Interest Disclosure Act 2018 (SA) or the Independent Commissioner for Corruption Act 2012 (SA). Note: there may be more than one ground and area per complaint. Domestic Abuse protections commenced from 1 September 2023. Ban on Conversion Practices from 1 April 2025.*

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Table 14: Accepted complaints by area - Clubs and associations

	Clubs and associations				
	2020-21	2021-22	2022-23	2023-24	2024-25
Disability	2	4	1	0	2
Sexual Orientation	0	0	0	1	1
Sexual Harassment	0	0	0	1	0
Gender Identity	0	0	1	0	0
Victimisation	2	0	0	0	0
Race	1	0	0	0	0
Other	1	0	0	0	0
Age	0	0	0	0	0
Caring Responsibilities	0	0	0	0	0
Sex	0	0	0	0	0
Whistleblower *	0	0	0	0	0
Aiding Unlawful Act	0	0	0	0	0
Association with a Child	0	0	0	0	0
Identity of Spouse or Partner	0	0	0	0	0
Intersex Status	0	0	0	0	0
Marital Status	0	0	0	0	0
Pregnancy	0	0	0	0	0
Religious appearance or dress	0	0	0	0	0
Domestic Abuse				0	0
Conversion Practices					0
Total	6	4	2	2	3

** Refers to complaints of victimisation under the Whistleblowers Protection Act 1993 (SA), the Public Interest Disclosure Act 2018 (SA) or the Independent Commissioner for Corruption Act 2012 (SA). Note: there may be more than one ground and area per complaint. Domestic Abuse protections commenced from 1 September 2023. Ban on Conversion Practices from 1 April 2025.*

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Table 15: Accepted complaints by area – Housing, land, and accommodation

	Housing/Land/Accommodation				
	2020-21	2021-22	2022-23	2023-24	2024-25
Disability	1	0	2	0	1
Association with a Child	1	0	0	0	1
Caring Responsibilities	0	0	0	0	1
Marital Status	0	0	0	0	1
Age	0	0	1	0	0
Race	0	0	1	0	0
Sex	1	0	0	0	0
Sexual Harassment	0	0	0	0	0
Victimisation	0	0	0	0	0
Gender Identity	0	0	0	0	0
Pregnancy	0	0	0	0	0
Whistleblower *	0	0	0	0	0
Aiding Unlawful Act	0	0	0	0	0
Identity of Spouse or Partner	0	0	0	0	0
Intersex Status	0	0	0	0	0
Religious appearance or dress	0	0	0	0	0
Sexual Orientation	0	0	0	0	0
Other	0	0	0	0	0
Domestic Abuse				0	0
Conversion practices					0
Total	3	0	4	0	4

** Refers to complaints of victimisation under the Whistleblowers Protection Act 1993 (SA), the Public Interest Disclosure Act 2018 (SA) or the Independent Commissioner for Corruption Act 2012 (SA). Note: there may be more than one ground and area per complaint. Domestic Abuse protections commenced from 1 September 2023. Ban on Conversion Practices from 1 April 2025.*

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Matter outcomes

Table 16: Outcomes of enquiries

Enquiries – Outcomes	2020-21		2021-22		2022-23		2023-24		2024-25	
	No.	%	No.	%	No.	%	No.	%	No.	%
General information provided	347	47	337	53	174	31	407	65	240	39
No action required	84	11	79	12	102	18	94	15	152	25
Referred to EOSA Website	120	16	9	1	10	2	4	1	97	16
Referred elsewhere (out of EOSA jurisdiction)	96	13	95	15	109	20	68	11	57	9
Referred to EOSA electronic complaint form	25	3	31	5	49	9	5	1	34	6
Complaint form and information package sent	53	7	38	6	65	12	13	2	15	2
Referred to Australian Human Rights Commission	1	0	16	3	12	2	10	2	11	2
Referred to advocate (to assist with EO/other Issue)	3	0	26	4	28	5	27	4	10	2
Media response provided/Presentation requested/Other	0	0	6	1	3	1	3	0	1	0
Appointment made for interview with EOSA enquiry officer	2	0	1	0	1	0	0	0	0	0
Total	731	100	638	100	553	100	631	100	617	100

Table 17: Complaint finalisation

	2020-21	2021-22	2022-23	2023-24	2024-25
Finalised complaints	235	218	182	127	178
Average no. months to finalise all complaints	2.5	2.3	2.8	2.0	3.3
Median no. months to finalise all complaints	2.0	1.7	1.0	1.2	2.1

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Table 18: Outcomes of accepted complaints finalised during 2024-25

	2020-21	2021-22	2022-23	2023-24	2024-25
Resolved by conciliation[#]	48	24	25	11	20
<i>Expedited conciliation</i>	*	*	14	7	15
<i>Conciliation by conference</i>	*	*	11	4	5
Declined by Commissioner	*	*	22	14	40
<i>No conciliation attempted</i>	*	*	20	10	24
<i>After attempting conciliation</i>	*	*	2	4	16
Withdrawn by complainant	*	*	7	8	8
<i>No conciliation attempted</i>	*	*	5	8	8
<i>After attempting conciliation</i>	*	*	2	0	0
Referred to tribunal by Commissioner	31	34	17	4	10
<i>No conciliation attempted</i>	*	*	4	2	5
<i>After attempting conciliation</i>	*	*	13	2	5
Total no. accepted complaints finalised	126	80	71	37	78

- Out of 20 attempted (5 attempted by conference, 15 attempted by expedited conciliation)

* - Improved data reporting at 2022/23. Some data not available from previous years.

Note - Of the 40 complaints declined by the Commissioner, 5 were referred to tribunal at the request of the complainant.

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Table 19: Outcomes from conciliations

	2020-21	2021-22	2022-23	2023-24	2024-25
Apology	21	14	13	3	9
Private agreement	7	0	0	1	8
Complainant satisfied with response	0	2	6	2	7
Financial compensation	20	7	12	6	6
Policy change/change in practice	11	9	8	2	2
Staff training/development program	7	2	0	2	2
Other	13	3	4	1	2
Provision of goods/services/facilities	1	0	1	1	1
Reasonable adjustment	5	1	1	2	0
Reference provided	5	0	1	1	0
Access to/provision of accommodation	0	0	0	1	0
Employment options improved (e.g. job offer)	4	0	2	0	0
Other access achieved (e.g. mobility)	0	0	1	0	0
Undertaking to cease an action	0	1	0	0	0
Access to education/training	0	1	0	0	0
Access to club membership/benefits	0	0	0	0	0

Note: there may be more than one outcome per conciliation agreement.

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Table 20: Financial compensation agreements from conciliations

	2020-21	2021-22	2022-23	2023-24	2024-25
Total financial compensation payments	\$150,842	\$44,000	\$158,950	\$89,513	\$52,850
Average financial compensation payments	\$9,428	\$6,285	\$15,895	\$14,919	\$8,808

Note: Individual agreements for financial compensation ranged from \$2,000 to \$22,500 in 2024-25.

Demographic data

Table 21: Gender identity of enquirers and complainants

	2024-25	
	Enquiries	Complaints
Female	189	70
Undisclosed	234	57
Male	146	57
Non-binary	0	0
Transgender	0	0
Intersex	0	0
Total	569	184

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Table 22: Age distribution of complainants (accepted complaints)

	2020-21	2021-22	2022-23	2023-24	2024-25
0 - 9 years	3%	2%	1%	0%	4%
10 - 19 years	6%	4%	1%	19%	5%
20 - 29 years	16%	9%	13%	14%	10%
30 - 39 years	21%	15%	15%	24%	27%
40 - 49 years	15%	17%	14%	22%	14%
50 - 59 years	14%	14%	10%	11%	22%
60 - 69 years	9%	4%	7%	8%	8%
70 - 79 years	1%	5%	6%	0%	6%
80 + years	2%	0%	1%	0%	1%
Unknown age	14%	31%	31%	1%	3%
Total	100%	100%	100%	100%	100%

Exemptions under the Equal Opportunity Act 1984

Section 92 of the *Equal Opportunity Act 1984* (SA) provides for applicants to apply to the SA Civil and Administrative Tribunal (SACAT) for an exemption from the Act for a specific purpose. SACAT provides the Commissioner with a copy of all applications received; to enable her to review the application and make any submissions she considers necessary before an application is considered by SACAT.

In 2024-25 the Commissioner responded to five exemption applications involving five applicants.

Table 23: Summary of exemption applications responded to by the Commissioner in 2024-25.

Applicant	Summary	Order
Aboriginal Legal Rights Movement	Application to employ exclusively Aboriginal or Torres Strait Islander persons to fill an exclusive list of positions within the organisation.	Granted
Fernwood Women’s Health Clubs (Australia) Pty Ltd	Application for an Exemption from a Provision of the Equal Opportunity Act.	Granted
The Dieri Aboriginal Corporation RNTBC	Application to renew exemption to promote employment, training and economic opportunities for its members, who are the Dieri people.	Granted
Mellori Solutions Pty Ltd	Application to request information pertaining to the nationality of a prospective employee or contract worker and discriminate based on this information in compliance with US law that limits or prohibits access to defence-related technology based on nationality.	Granted
Systems Planning and Analysis, Australia Pty Ltd	Application to request information pertaining to nationality, citizenship (past or present) or race, and make determinations of employment and/or allocated work based on citizenship, race or nationality.	*

**EOSA responded to the application in 2024-25, the Tribunal has yet to grant the exemption.*

Function 2: *The Commissioner may institute, promote or assist in research, the collection of data and the dissemination of information relating to discrimination on the grounds to which this Act applies.*

EOSA routinely collects and maintains enquiries and complaints data to support evidence-based service delivery.

In 2024-25, the office continued its data sharing agreement with the University of South Australia to support research into organisational risk factors for sexual harassment. The aim of this project is to explore and transform the risk for workplace sexual harassment and create workplaces characterised by systemic safety. The project will be conducted over three years.

EOSA, along with a number of other complaints bodies dealing with sexual harassment, provided researchers at the University with deidentified complaints data for an Australian Research Council (ARC) Linkage Project titled *Cultivating systemic safety to prevent workplace sexual harassment*. The data will contribute to the development of an evidence-based risk audit tool for sexual harassment.

EOSA continues to contribute to research led by the Australian Human Rights Commission into workplace sexual harassment. This national initiative is being undertaken in partnership with Commonwealth, State and Territory authorities responsible for equal opportunity, anti-discrimination, workers compensation, and work health and safety.

Further research initiatives will be undertaken on an as needs basis to ensure that reprioritised functions and services remain responsive to community needs and are delivered within budget.

Function 3: The Commissioner may make recommendations to the Minister as to reforms, whether of a legislative nature or otherwise, that the Commissioner believes will further the objects of this Act.

During 2024-25 the Commissioner made recommendations to the Attorney-General regarding reforms to further the objects of the Act.

Table 24: Recommendations to the Attorney-General relating to the Equal Opportunity Act 1984 (SA)

<p><i>Modernising the Equal Opportunity Act 1984</i></p>	<p>Discussions with the Attorney-General about a review of the <i>Equal Opportunity Act 1984</i>.</p>
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EOSA was also consulted by the Attorney-General in respect of other relevant reforms, including:

- The *Criminal Law Consolidation (Coercive Control) Amendment Bill 2023*
- The *Statutes Amendment (South Australian Employment Tribunal) Act 2024*
- The draft *Legal Practitioners (Disciplinary Matters) Amendment Bill 2025*

In addition to responses to the Attorney-General, during the 2024-25 financial year EOSA was also consulted on legislative reform through other parties, including:

- Inquiry into the Potential for a Human Rights Act for South Australia, Social Development Committee of the Parliament of South Australia.
- Australian Human Rights Commission, *Speaking from Experience: what needs to change to address workplace sexual harassment*.
- The Australian Human Rights Commission’s Universal Periodic Review Report, to guide recommendation that will be made to Australia by other nation states at the United Nations Human Rights Council.

Compliance Statement

Equal Opportunity SA is compliant with Premier and Cabinet Circular 039 – complaint management in the South Australian public sector	Y
Equal Opportunity SA has communicated the content of PC 039 and the agency’s related complaints policies and procedures to employees.	Y