Government of South Australia

Equal Opportunity SA

2025-26 Annual Report

Equal Opportunity SA
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To:

The Hon Kyam Maher MLC

Deputy Premier

Minister for Aboriginal Affairs

Attorney-General

Minister for Industrial Relations

Minister for Arts

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.

Submitted on behalf of Equal Opportunity SA by:

KARA WISEMAN

Acting Commissioner for Equal Opportunity

Date 28 / 8 / 2026 Signature 

From the Acting Commissioner

The past year has been one of change for Equal Opportunity SA.

I stepped into the role of Acting Commissioner on 4 June 2026 following the conclusion of Jodeen Carney's term as Commissioner. Jodeen served in the role for more than five years and leaves behind a significant legacy, both within the office and across South Australia.

Periods of leadership transition often bring a degree of uncertainty. They can make it more challenging to plan for the long term, but they also provide an opportunity to reflect on what has been achieved and consider what comes next. Looking back over the past year, I am proud of what our staff have accomplished and the positive impact they continue to make for the South Australian community.

A defining feature of Jodeen's leadership was her strong focus on education and prevention. Through the WE'RE EQUAL initiative, the office expanded its work beyond responding to complaints and increasingly supported organisations to create workplaces and services that are inclusive, respectful and free from discrimination, bullying and harassment. The initiative continues to grow and demonstrates the important role education plays alongside complaint resolution in creating lasting change.

Throughout 2025–26, we remained focused on helping people navigate what are often difficult and deeply personal experiences of discrimination, sexual harassment and victimisation. At the same time, we continued looking for ways to improve the services we provide. This included refining complaint processes, making better use of data and information, and ensuring our efforts are directed towards the areas where they can make the greatest difference.

One of the highlights of the year was the increase in matters resolved through conciliation. These outcomes are important not only because they help individuals resolve disputes, but because they often lead to broader organisational change within respondent entities. We thank all complainants who raised their concerns with this office; many of the matters resolved this year not only resulted in personal outcomes but also wider improvements to workplace policies, procedures, and practices, helping to reduce the likelihood of similar issues occurring in the future. I also thank the many respondents who engaged constructively throughout the process and demonstrated a genuine commitment to learning and improvement.

Strong partnerships remain central to our work. We continue to work closely with community groups, businesses, government agencies, and other stakeholders to improve awareness of equal opportunity rights and responsibilities and to promote inclusive and respectful environments across South Australia. This includes expanding our work in regional South Australia, helping more people access information and support when they need it.

The WE'RE EQUAL network continues to support organisations from a diverse range of sectors, including government, hospitality and tourism, professional services, health and wellbeing, retail, sport, and unions. The breadth of participation reflects a growing

recognition that inclusive and respectful workplaces and service delivery benefits individuals, organisations and the broader community alike.

The work of the office continues to grow, not only in volume but also in complexity. Matters increasingly involve large amounts of supporting material, requiring detailed assessment to identify the issues in dispute and the evidence relevant to those concerns.

We have also seen a more frequent use of AI-generated material in complaint submissions, presenting new challenges in assessing the accuracy and relevance of the information provided. Responding to these changes requires careful analysis, sound judgement, and a continued commitment to fairness. I am consistently impressed by the professionalism, expertise and compassion our staff bring to this work every day. Their commitment to serving the community remains one of the office's greatest strengths.

This year we responded to 575 enquiries, received 232 complaints, conducted 12 conciliation conferences and responded to six exemption applications. Behind each of these figures is a person seeking help, information or a pathway to address an experience of discrimination or unfair treatment.

The data highlights an important challenge. Of the 232 complaints received, only 59 could be accepted and initiated under the current legislative framework. This suggests that many people who approach the office seeking assistance are unable to access the protections or remedies they expect. A review of the *Equal Opportunity Act 1984* therefore represents an important opportunity to modernise South Australia's equal opportunity laws, align them with contemporary best practice and provide more efficient pathways for addressing discrimination and advancing equality of opportunity across the state.

As Acting Commissioner, I particularly want to acknowledge Jodeen's leadership and contribution over the past five years. She was a passionate advocate for equality, diversity and inclusion; her work has left the office well placed for the future.

I would also like to thank the staff of the office for their dedication, adaptability and ongoing commitment to our purpose. They continue to embrace change, look for opportunities to improve, and work hard to achieve fair outcomes for the people we serve.

While my appointment as Acting Commissioner is temporary pending the appointment of a new Commissioner, I remain fully committed to continuing the important work of the office and advancing our vision of a South Australia where everyone is valued, included and has an equal opportunity to participate and thrive.



Kara Wiseman
Acting Commissioner for Equal Opportunity

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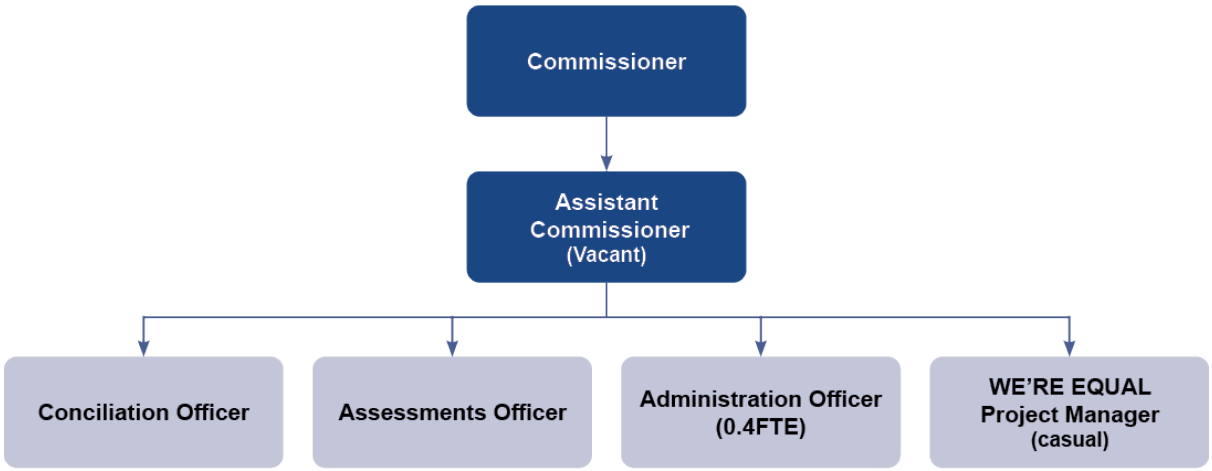
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Overview: about the office

Our strategic focus

Our purpose	Equal Opportunity SA is responsible for the administration of the *Equal Opportunity Act 1984* (the Act).
Our vision	A State whose citizens embrace and support inclusion, diversity, fairness, and equal opportunity.
Our values	Excellence, Accountability, and Respect.
Our functions, objectives and deliverables	Pursuant to section 11 of the Act: (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 of 30 June 2026)



Changes to the office

During 2025-26 there were no changes to the office's structure and objectives resulting from internal reviews or machinery of government changes.

- The Commissioner's term ended on 3 June 2026, an Acting Commissioner was appointed until 3 December 2026, or until a new Commissioner is appointed.
- The Assistant Commissioner role is currently vacant due to the acting arrangement.

Our minister

The Hon Kyam Maher MLC, Deputy Premier, Minister for Aboriginal Affairs, Attorney-General, Minister for Industrial Relations, Minister for Arts, 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 office

Equal Opportunity Act 1984 (SA).

2025-26 at a Glance
Enquiries and Complaints



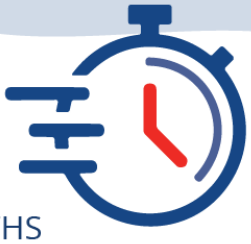
575
ENQUIRIES
(AN INCREASE OF 1.1%)



232
COMPLAINTS RECEIVED
(AN INCREASE OF 26%)



240
COMPLAINTS FINALISED
(AN INCREASE OF 35%)



2.7 MONTHS
AVERAGE COMPLETION TIME FOR ACCEPTED COMPLAINTS



12
CONCILIATION CONFERENCES HELD



42%
OF CONCILIATION CONFERENCES RESULTED IN RESOLUTION



6
EXEMPTION APPLICATIONS RESPONDED TO, INVOLVING 13 APPLICANTS

2025-26 at a Glance
Education and Engagement

246
ORGANISATIONS NOW MEMBERS OF **WE'RE EQUAL**

29
ORGANISATIONS AND INDIVIDUALS REFERRED TO APPROVED TRAINING PROVIDERS

WE'RE EQUAL MESSAGING AND PROMOTIONAL MATERIAL SHARED WIDELY THROUGH COMMUNITY EVENTS, PARTNER NETWORKS, AND MEMBER PROMOTIONS.

140,593
WEBSITE PAGE VIEWS

WE'RE EQUAL
EXPANDED INTO NEW SECTORS

512
WE'RE EQUAL SUBJECT-SPECIFIC RESOURCE ITEMS DISTRIBUTED TO MEMBERS TO SUPPORT THEIR COMMITMENT TO INCLUSIVE SERVICE ENVIRONMENTS AND WORKPLACES.

Enquiries

Equal Opportunity SA responds to telephone and written enquiries, providing general information about the Act, the complaints process, and, where appropriate, refers individuals to other services, including the Equal Opportunity Legal Advice Service, the Legal Services Commission, and the Working Women's Centre.

Number of enquiries received this year:

575

In 2025-26, the office responded to 575 enquiries, compared with 569 enquiries in 2024-25. This consistent level of demand reflects the ongoing need for information, advice, and support regarding equal opportunity related matters.

Of the enquiries received, 324 were made by telephone and 245 were received by email or through the online enquiry form.

Disability discrimination remained the most common type of enquiry, with 175 enquiries received in 2025-26, an increase from 154 enquiries in 2024-25 (14% increase).

Race discrimination was the second most common type of enquiry, with 58 enquiries received in 2025-26, compared with 48 enquiries in 2024-25 (21% increase).

Sex discrimination was the third most common type of enquiry, with 17 enquiries received in 2025-26, compared with 36 in 2024-25 (53% decrease).

Table 4: Grounds of enquiry (across all areas)

Complaints and dispute resolution

The office helps people resolve complaints of discrimination, sexual harassment, and victimisation. Through conciliation, we support parties to share their experiences, listen to one another, understand the impact of the issues raised, and work collaboratively towards practical and mutually acceptable outcomes

Number of complaints received this year:

232

Between 1 July 2025 and 30 June 2026, the office received 232 complaints, representing a 26 per cent increase from the 184 complaints received in the previous reporting period. Of these complaints, 59 were accepted and initiated; 129 were declined, 8 were outside the office's jurisdiction, and 36 remained under assessment at the end of the reporting period.

Of all complainants, 22 self-identified as Aboriginal and/or Torres Strait Islander, 196 indicated that they did not identify as Aboriginal and/or Torres Strait Islander, and for 14 complaints this information was not provided. This included matters lodged by legal representatives where a complaint form was not completed.

Disability discrimination remained the most common ground of complaint. The office received 58 complaints on this ground in 2025-26, an increase from 38 complaints in 2024-25, representing a 53% increase. Of those 58, 13 were accepted and progressed.

Race discrimination was the second most common ground of complaint. The office received 52 complaints on this ground in 2025-26, an increase from 10 complaints in 2024-25, representing a 420% increase. Of those 52, 15 were accepted and progressed.

Sex discrimination was the third most common ground of complaint. The office received 15 complaints on this ground in 2025-26, compared with eight complaints in 2024-25, representing an 88% increase. Of those 15, six were accepted and progressed.

Victimisation was the most alleged unlawful act in complaints received during the reporting period, with 72 complaints raising victimisation allegations. Of these, 12 complaints were accepted and progressed.

The majority of victimisation complaints did not meet the legislative requirements of the Act and were declined during initial assessment stage. This trend highlights a gap between community expectations and the protections available under the Act. It also highlights a broader lack of understanding of the victimisation provisions and suggests opportunities to strengthen both the Act and targeted education initiatives to better align public expectations with the protections available under the Act.

Accepted complaints were completed in an average of 2.7 months, compared with 3.3 months in 2024-25, demonstrating a reduction in average completion time.

In 2025-26, 240 complaints were closed, compared to 178 complaints in 2024-25, representing a 35% increase.

A total of 12 conciliation conferences were conducted in 2025-26, compared to 4 in 2024-25. Of these, 42% were resolved by this office.

Refer Tables 6-15

WE'RE EQUAL

WE'RE EQUAL is the office's member-based education initiative, which assists businesses and organisations in the private and public sectors to create and maintain welcoming environments free from discrimination, bullying and harassment.

Members pledge to foster safe and respectful environments, for their consumers and workers, contributing to a more inclusive South Australia where diversity is valued and supported.

Number of member organisations:

246

As of 30 June 2026, WE'RE EQUAL had 246 member organisations, reflecting the initiative's continued growth and expanding reach across a diverse range of sectors in South Australia.

During 2025-26, WE'RE EQUAL expanded into new sectors, new member registrations included SA Unions, the South Australian Cricket Association, the Adelaide Aquatic Centre, the History Trust of South Australia, the Royal Zoological Society of South Australia, the SA Aquatic Centre, the South Australian Tertiary Admissions Centre, and Marion RSL.

A targeted membership and awareness campaign was delivered through print and social media advertising, supported by the distribution of branded resources and promotional materials through community events, partner networks and member promotions.

Regional engagement through members and partnerships was strengthened across metropolitan and regional South Australia. Member venues include regional sporting clubs, hospitality venues and professional services, located in Whyalla, Port Pirie, Port Augusta, Nuriootpa, Strathalbyn, Mount Barker, Hahndorf, Victor Harbor, Robe, Mount Gambier, and Mannum promoted WE'RE EQUAL anti-discrimination messages to their employee, customers and local communities.

WE'RE EQUAL also extended anti-discrimination messaging into Aboriginal communities through distribution of resources in Port Lincoln and Ceduna in partnership with the Family Violence Legal Service Aboriginal Corporation (SA).

The eighth WE'RE EQUAL Member Resource Update was released during the year, providing members with access to practical training resources, including five training modules, designed to support managers, team leaders and workers in creating positive and inclusive workplaces.

Collectively, these activities increased the visibility and reach of WE'RE EQUAL, broadened representation across industry sectors and strengthened the promotion of equal opportunity principles throughout South Australia.

The impact of the initiative extends beyond membership numbers alone, with member organisations ranging from small community groups to some of South Australia's largest employers and service providers.

Reducing discrimination through prevention and education

WE'RE EQUAL continues to focus on the areas of employment and goods and services, which historically account for the highest proportion of discrimination complaints received by this office.

Through targeted education, training, resources and sector engagement, the initiative supports organisations to identify and address barriers to inclusion before issues escalate into formal complaints.

Since the commencement of WE'RE EQUAL in 2022, the number of accepted complaints in the focus areas of employment and goods and services has more than halved[1], demonstrating the effectiveness of a preventative and collaborative approach to promoting equal opportunity.

By equipping organisations with practical tools, guidance and training, WE'RE EQUAL helps build more inclusive workplaces while increasing awareness of rights and responsibilities under the Act.

The continued growth of the initiative and strong engagement from member organisations reflects a shared cross-sectional commitment across South Australia to create workplaces, services, and communities that are respectful, accessible, and free from discrimination.

Table 22: WE'RE EQUAL Members by Sector

[1] Table 11: Accepted complaint by area – Employment and Table 12: Accepted complaint by area – Goods and Services

Training and education

The Training Referral Program (TRP) supports individuals and organisations to access specialist equal opportunity education and training.

Through an online referral process, the office connects clients with approved training providers to help build awareness of rights and responsibilities under the Act, which promotes inclusive and respectful workplaces and services.

Number of participants trained:

1279

During 2025-26, this office continued to support workplace education and capacity building through its network of approved training providers. A total of 29 organisations or individuals were referred to our approved providers through the online referral form, facilitating access to specialised equal opportunity and inclusion training.

Collectively, approved training providers delivered 86 training sessions to 1,279 participants across South Australia. These training activities strengthened awareness and understanding of equal opportunity principles and supported organisations to foster more inclusive, respectful, and discrimination-free workplaces.

This office also continued to promote preventative education through WE'RE EQUAL. The five-module Equal at Work training package was distributed to all 246 member organisations, providing managers and employees with practical guidance on creating positive workplace cultures and addressing common workplace issues before they escalate.

Table 1: Training delivered

Raising awareness

Through community events, sector forums, public discussions and strategic partnerships, the office continued to strengthen its connection with diverse communities across South Australia.

These activities provided opportunities to promote awareness of equal opportunity rights and responsibilities, support inclusion and accessibility initiatives, and engage with stakeholders committed to advancing equality, diversity, and human rights.

NAIDOC SA Family Fun Day
The office was a stallholder at the NAIDOC SA Family Fun Day. Staff engaged with community members and promoted awareness of equal opportunity rights and responsibilities, while supporting the celebration of Aboriginal and Torres Strait Islander cultures and achievements.

50th Anniversary of the Decriminalisation of Homosexuality
The office participated in a range of events commemorating the 50th anniversary of the decriminalisation of homosexuality in South Australia. Activities included hosting a public lecture, participating in a panel discussion at Parliament House, and attending a parliamentary debate re-enactment.

A key initiative was the office's partnership with the Law Society of South Australia and Pride in Law SA to deliver a public lecture *Looking Back and Looking Ahead,* which brought together community members, legal professionals, and advocates to reflect on the significance of this milestone.

These events provided an opportunity to recognise the progress made towards equality and inclusion over the past five decades, while fostering discussion about ongoing human rights and anti-discrimination challenges and opportunities.

World Sight Day
The Commissioner attended Guide Dogs SA/NT's World Sight Day celebration, strengthening engagement with organisations promoting accessibility, inclusion and equal participation for people who are blind or vision impaired.

Australian Hotels Association – SA Hotel Industry Awards for Excellence
The Commissioner attended the AHA SA Hotel Industry Awards for Excellence as part of ongoing engagement with the hospitality sector and WE'RE EQUAL members, recognising industry leadership in creating inclusive and respectful workplaces

Executive Induction Program
The Commissioner participated in a public sector leadership panel, sharing insights on inclusive leadership, workplace culture and delivering outcomes for the community.

National Survivors' Day
The Commissioner attended a National Survivors Foundation event, engaging with community leaders and advocates supporting survivors and promoting healing and recognition.

Australian HR Institute (AHRI)
The Commissioner discussed diversity, equity and inclusion, equal opportunity legislation, and the impact of the WE'RE EQUAL initiative with HR professionals across South Australia.

Women in Hotels
The Commissioner attended the AHA's Women in Hotels networking and fundraising event, supporting women's leadership in the hospitality industry and strengthening relationships with WE'RE EQUAL members.

Feast Festival – Picnic in the Park
The office participated as a stallholder at South Australia's premier LGBTQIA+ festival, engaging directly with community members to promote awareness of South Australia's discrimination protections and the role of the office. The event provided an opportunity to increase understanding of rights under the Act and support ongoing efforts to advance inclusion, equity and respect for LGBTQIA+ communities.

Women in Construction
Hosted by the Office for Women, the Commissioner attended the *Women in Construction Lunch*, which brought together industry leaders and professionals to discuss the challenges and opportunities for women in the construction sector. Presenters shared insights on current workforce issues and highlighted best-practice initiatives aimed at increasing participation, inclusion and leadership opportunities for women in the construction industry.

International Women's Day
The Commissioner attended International Women's Day events hosted by Government House and the South Australian Business Chamber, engaging with leaders from government, business and the community to promote women's leadership and gender equality.

Equal Opportunity Legal Advice Service Visit
The office hosted law students and their supervising solicitor at its office, supporting legal education, promoting understanding of the Act and complaint resolution processes, and fostered stronger relationships between students and office staff.

Gender Equality Luncheon
The Commissioner attended a Government House luncheon with leaders from government, business and community sectors to discuss gender equality and women's leadership in South Australia.

Guide Dogs Graduation
The Assistant Commissioner attended the 2026 Guide Dogs Graduation, recognising initiatives that support accessibility, independence and inclusion for people who are blind or vision impaired.

The Answer is Human Rights Seminar
The office partnered with the Australian Human Rights Commission to deliver a public seminar celebrating the Commission's 40th anniversary, fostering discussion on the evolution of human rights and their role in advancing equality, dignity and inclusion.

Communications

The office is committed to making it easier for the community to interact with us, learn about their rights and access support.

Website page views:

140,593

In 2025-26, the office updated its online complaint application form and reviewed website content to improve accessibility, usability, and the availability of information for the community. Development of a new website is underway, with its launch scheduled for late 2026.

The website continued to be an important channel for providing information about equal opportunity rights and responsibilities, and this office's complaint process.

During 2025-26, the website received 140,593 page views, against an annual target of 160,000. While this was below the projected level, it reflects steady public engagement and continued use of the website as a key source of information and support.

The website recorded 82,120 visitor sessions during the year, including 32,450 engaged sessions, demonstrating strong user interaction with online content and resources.

Social Media

Social media remains a key channel for raising awareness of equal opportunity issues and promoting the services and resources available.

Through Facebook, Instagram and LinkedIn, the office engages with diverse communities, organisations and stakeholders across South Australia, helping to increase access to information and support broader community understanding of inclusion, diversity and equal opportunity.

Exemptions

Section 92 of the Act allows individuals and organisations to apply to the South Australian Civil and Administrative Tribunal for an exemption from specified provisions of the Act.

Number of exemptions granted:

6

The Commissioner is provided with a copy of all exemption applications lodged with the South Australian Civil and Administrative Tribunal and may make submissions to the Tribunal where appropriate.

Exemptions can support targeted initiatives that improve access to employment, education, programs and services, for particular groups within the community, advancing equity and inclusion.

In 2025–26, the Commissioner responded to six exemption applications referred by SACAT, involving 13 applicants. The applications included requests to support employment opportunities for Aboriginal and Torres Strait Islander people, as well as applications from defence industry organisations seeking to comply with international export control and security requirements.

All applications were granted by SACAT. The exemptions supported initiatives aimed at increasing participation and opportunities for specific groups within the community, while enabling organisations to meet legal and regulatory obligations in areas critical to service delivery and national security.

Table 23: Summary of exemption applications responded to by the Commissioner

Agreements and partnerships

Australian Council of Human Rights Authorities

The office continued its active involvement in the Australian Council of Human Rights Authorities, working collaboratively with human rights and anti-discrimination agencies across Australia to share knowledge, address emerging issues and promote equality, inclusion and human rights protections nationally.

Play by the Rules

The office continued its partnership with *Play by the Rules*, a national collaboration that promotes fair, safe and inclusive sport. The initiative provides education, resources and support to volunteers, coaches, officials and administrators alike. The partnership aims to foster respectful sporting environments and address issues such as discrimination, harassment and exclusion.

Legal Services Commission

The office continued its collaboration with the Legal Services Commission (LSC), providing referrals for complainants who may require legal representation. During 2025–26, four referrals were made to the LSC involving complaints about sexual harassment, disability discrimination and race discrimination. The collaboration aims to address gaps in legal assistance and improve access to justice.

Equal Opportunity Legal Advice Services

The office continued its partnership with the University of Adelaide, and then the Adelaide University, through the Equal Opportunity Legal Advice Service (EOLAS), which provides free legal assistance to members of the public on equal opportunity related matters.

During 2025–26, EOLAS was staffed by 21 student legal advisers across three semesters. EOLAS assisted 81 clients. Of these clients, 20 self-reported as being referred by this office. An additional 20 clients cancelled or did not attend appointments, of which three self-reported as being referred by this office.

The partnership supports access to legal information and advice for members of the community while providing valuable practical experience for law students in the field of equal opportunity law.

Law and Justice Internship Program

The office hosted two interns through the Law and Justice Internship Program with Adelaide University (formerly the University of Adelaide) during 2025–26. Interns undertook research and project work that supported the office's policy, legal and community engagement activities, providing valuable learning opportunities, and practical experience within the public sector.

Apprentice and Trainee Training and Safety Committee

The office continued its involvement in the Apprentice and Trainee Training and Safety Committee (ATTS), contributing expertise to initiatives that support the safety, wellbeing and development of apprentices and trainees. The Committee promotes continuous improvement in workplace systems and practices to reduce risk and foster safe, inclusive and supportive training environments.

Bridges at Work Advisory Council
The office continued its involvement in the Bridges at Work Advisory Council, contributing strategic advice to a project focused on addressing workplace sexual harassment. The initiative seeks to understand and transform workplace risk factors and support the creation of safer, more respectful and inclusive workplaces.

Positive Duty Working Group
The office continued its participation in the Positive Duty Working Group, working with human rights and anti-discrimination agencies across Australia to share knowledge and promote best practice approaches to positive duty obligations. The Working Group supports efforts to prevent unlawful workplace conduct and foster safe, respectful and inclusive organisational cultures.

Education & Training Network
The office continued its involvement in the Education and Training Network, working with education and training representatives from human rights and anti-discrimination agencies across Australia to share knowledge, collaborate on education initiatives, and promote awareness of equality, inclusion and human rights.

City of Adelaide Community Wellbeing Strategy
The office participated in a City of Adelaide Community Wellbeing Strategy workshop with stakeholders from the sport, recreation, public health and community sectors.

The workshop explored how sport and active recreation can enhance wellbeing, reduce social isolation, and strengthen social connections, while identifying opportunities to improve access, participation, and equity across the community. The discussions supported the development of more inclusive, resilient and healthy communities.

Artificial Intelligence Strategy Workshop
The office participated in the development of a new whole-of-government Artificial Intelligence Strategy for the South Australian public sector. Through a collaborative design workshop, the office contributed perspectives on responsible AI governance, inclusion, fairness and the equitable delivery of public services.

Other information

Section 11 of 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 by partner training providers

	2021-22	2022-23	2023-24	2024-25	2025-26
Total – participants	304	389	24	629	1279
Total – sessions	20	29	3	39	86

Matters received

Table 2: Enquiries received

	2021-22	2022-23	2023-24	2024-25	2025-26
Number of enquiries received	647	553	568	569	575
Percentage difference from previous year	-2%	-15%	3%	0%	1%

Table 3: How enquiries were received

	2021-22		2022-23		2023-24		2024-25		2025-26	
	No.	**%**	**No.**	**%**	**No.**	**%**	**No.**	**%**	**No.**	**%**
Telephone	460	71	384	69	355	63	322	57	324	56
Email	170	26	152	27	201	35	240	42	241	42
Online form	9	1	6	1	4	1	3	1	3	1
Letter	8	1	7	1	3	1	3	1	3	1
In person	0	0	3	1	5	1	1	0	3	1
Total	**647**	**100**	**553**	**100**	**568**	**100**	**569**	**100**	**575**	**100**

Note: There may be more than one ground per enquiry.

Table 4: Grounds of enquiry (across all areas)

	2021-22		2022-23		2023-24		2024-25		2025-26	
	No	**%**	**No**	**%**	**No**	**%**	**No**	**%**	**No**	**%**
Disability	230	34	138	23	143	25	154	26	176	30
Race	42	6	53	9	44	8	48	8	59	10
Sex	15	2	31	5	21	4	36	6	15	3
Age	32	5	26	4	18	3	17	3	13	2
Caring Responsibilities	14	2	12	2	17	3	13	2	8	1
Sexual Harassment	22	3	13	2	12	2	13	2	8	1
Pregnancy	12	2	12	2	11	2	6	1	9	2
Gender Identity	6	1	8	1	5	1	6	1	4	1
Victimisation	5	1	12	2	4	1	6	1	6	1
Domestic Abuse					3	1	5	1	5	1
Sexual Orientation	4	1	2	0	2	0	4	1	5	1
Religious Dress	2	0	0	0	2	0	3	1	0	0
Marital Status	2	0	4	1	1	0	3	1	1	0
Conversion Practices							3	1	1	0
Association with a Child	1	0	2	0	1	0	2	0	0	0
Identity of Spouse or Partner	0	0	0	0	1	0	2	0	0	0
Intersex Status	0	0	0	0	0	0	0	0	0	0
Enquiries with no grounds under *Equal Opportunity Act 1984*	219	33	199	33	174	30	200	34	191	32
General EOSA enquiries	64	10	86	14	120	21	74	12	94	16
Total	**670**	**100**	**598**	**100**	**579**	**100**	**595**	**100**	**595**	**100**

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

There may be more than one ground per enquiry.

Table 5: Areas of enquiry (across all grounds)

	2021-22		2022-23		2023-24		2024-25		2025-26	
	No	%	No	%	No	%	No.	%	No.	%
Employment	285	55	249	47	208	54	178	48	168	45
Goods and Services	116	22	134	25	89	23	100	27	87	23
Education /Training	53	10	57	11	39	10	37	10	48	13
Housing/Land/Accommodation	38	7	35	7	23	6	32	9	44	12
Clubs and Associations	0	0	0	0	6	2	15	4	18	5
Qualification	0	0	4	1	3	1	4	1	6	2
Advertising	6	1	5	1	3	1	2	1	3	1
Total	**528**	**100**	**526**	**100**	**384**	**100**	**368**	**100**	**374**	**100**

Note: Enquiries that do not disclose an area of public life under the Act are not included in this table.

Table 6: Complaints received

	2021-22	2022-23	2023-24	2024-25	2025-26
Complaints lodged in year	224	163	148	184	232
Complaints closed in year	218	182	127	178	240
% difference of lodged complaints from previous year	-3%	-27%	-9%	24%	26%

Table 7: How complaints were received

	2021-22		2022-23		2023-24		2024-25		2025-26	
	No.	**%**	**No.**	**%**	**No.**	**%**	**No.**	**%**	**No.**	**%**
Online form	178	79	119	73	118	80	143	78	203	88
Email	36	16	33	20	22	15	36	20	27	11
Hardcopy form	3	1	5	3	6	4	1	1	2	1
Letter	4	2	4	2	1	1	1	1	0	0
Telephone	3	1	1	1	1	1	1	1	0	0
In Person	0	0	0	0	0	0	2	1	0	0
Total	**224**	**100**	**163**	**100**	**148**	**100**	**184**	**100**	**232**	**100**

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

	2021-22		2022-23		2023-24		2024-25		2025-26	
	No.	%	No.	%	No.	%	No.	%	No.	%
Disability	41	35	41	32	15	18	38	40	13	17
Race	12	10	8	6	5	6	10	11	15	19
Sex	8	7	15	12	15	18	8	9	6	8
Age	7	6	9	7	3	4	8	9	6	8
Gender Identity	3	3	5	4	2	2	7	7	2	3
Caring Responsibilities	3	3	3	2	2	2	6	6	0	0
Sexual Harassment	14	12	30	24	27	32	5	5	6	8
Victimisation	19	16	4	3	10	12	3	3	12	15
Association with a Child	1	1	1	1	2	2	3	3	3	4
Sexual Orientation	3	3	4	3	1	1	3	3	3	4
Marital Status	0	0	1	1	1	1	1	1	4	5
Pregnancy	0	0	0	0	1	1	1	1	3	4
Identity of Spouse	2	2	3	2	0	0	1	1	0	0
Whistleblower*	3	3	2	2	0	0	0	0	0	0
Other	0	0	1	1	0	0	0	0	0	0
Religious Appearance or Dress	1	1	0	0	0	0	0	0	1	1
Aiding Unlawful Act	1	1	0	0	0	0	0	0	0	0
Domestic Abuse					0	0	0	0	3	4
Conversion Practices							0	0	1	1
Total Grounds	**187**	**100**	**118**	**100**	**127**	**100**	**84**	**100**	**78**	**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).*

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

Note: 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.

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

	2021-22		2022-23		2023-24		2024-25		2025-26	
	No.	**%**	**No.**	**%**	**No.**	**%**	**No.**	**%**	**No.**	**%**
Employment	46	56	49	67	21	57	56	51	48	59
Goods and Services	21	26	13	18	11	30	34	31	23	25
Education/Training	10	12	5	7	4	11	13	12	5	9
Clubs and Associations	4	5	2	3	1	3	3	3	0	0
Advertising	0	0	1	1	0	0	0	0	0	0
Housing/Land/Accommodation	0	0	3	4	0	0	4	4	4	7
Qualification	1	1	0	0	0	0	0	0	0	0
Total Areas	**82**	**100**	**73**	**100**	**37**	**100**	**110**	**100**	**80**	**100**

Table 10: Accepted complaint grounds by area

	Area						
Ground	**Advertising**	**Clubs and Associations**	**Education and training**	**Employment**	**Goods and Services**	**Housing, land and accommodation**	**Total**
Disability	0	0	1	12	7	2	22
Race	0	0	1	6	3	0	10
Victimisation	0	0	0	8	1	0	9
Caring Responsibilities	0	0	0	3	2	0	5
Sex	0	0	1	4	0	0	5
Sexual Harassment	0	0	0	5	0	0	5
Age	0	0	0	1	3	0	4
Association with a Child	0	0	0	1	2	0	3
Marital Status	0	0	1	1	1	0	3
Pregnancy	0	0	0	3	0	0	3
Sexual Orientation	0	0	0	2	1	0	3
Gender Identity	0	0	0	2	0	0	2
Domestic Abuse	0	0	0	1	0	0	1
Religious Dress	0	0	0	0	1	0	1
Conversion Practices	0	0	0	1	0	0	1
Identity of Spouse or Partner	0	0	0	0	0	0	0
Intersex status	0	0	0	0	0	0	0
Whistleblower*	0	0	0	0	0	0	0
Total of Areas	**0**	**0**	**4**	**50**	**21**	**2**	**77**

** 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.

Table 11: Accepted complaints by area – Employment

	Employment				
	2021-22	**2022-23**	**2023-24**	**2024-25**	**2025-26**
Disability	12	24	7	18	12
Race	8	5	4	9	6
Sexual Harassment	20	27	16	6	5
Sex	6	7	9	6	4
Age	6	7	2	6	1
Victimisation	14	3	8	3	8
Caring Responsibilities	2	2	1	3	3
Association with a Child	0	1	0	2	1
Gender Identity	1	3	1	1	2
Sexual Orientation	3	2	0	1	2
Identity of Spouse or Partner	2	0	0	1	0
Pregnancy	0	0	1	0	3
Whistleblower *	3	2	0	0	0
Religious appearance or dress	1	0	0	0	0
Other	0	0	0	0	0
Marital Status	0	0	0	0	1
Intersex Status	0	0	0	0	0
Domestic Abuse			0	0	1
Conversion Practices				0	1
Total	**79**	**83**	**49**	**56**	**50**

** 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).*

Domestic Abuse protections commenced from 1 September 2023.

Ban on Conversion Practices from 1 April 2025.

Note: there may be more than one ground and area per complaint.

Table 12: Accepted complaints by area – Goods and services

	Goods and services				
	2021-22	2022-23	2023-24	2024-25	2025-26
Disability	18	9	7	15	7
Gender Identity	1	0	1	5	0
Age	1	1	0	4	3
Sex	1	5	2	2	0
Association with a Child	1	0	2	2	2
Race	4	1	1	2	3
Caring Responsibilities	1	0	1	2	2
Marital Status	0	0	1	1	1
Sexual Orientation	0	2	0	1	1
Victimisation	2	0	1	0	1
Identity of Spouse or Partner	0	2	0	0	0
Sexual Harassment	2	0	0	0	0
Other	0	0	0	0	0
Intersex Status	0	0	0	0	0
Whistleblower *	0	0	0	0	0
Pregnancy	0	0	0	0	0
Religious appearance or dress	0	0	0	0	1
Domestic abuse			0	0	0
Conversion practices				0	0
Total	**31**	**20**	**16**	**34**	**21**

** 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).*

Domestic Abuse protections commenced from 1 September 2023.

Ban on Conversion Practices from 1 April 2025.

Note: there may be more than one ground and area per complaint

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

	Education, training and qualifications				
	2021-22	2022-23	2023-24	2024-25	2025-26
Disability	8	3	1	9	1
Caring Responsibilities	3	1	0	2	0
Gender Identity	1	1	0	1	0
Pregnancy	0	0	0	1	0
Sexual Harassment	0	0	2	0	0
Sex	1	1	1	0	1
Age	0	0	1	0	0
Victimisation	4	1	0	0	0
Race	2	1	0	0	1
Identity of Spouse or Partner	0	1	0	0	0
Marital Status	0	1	0	0	1
Other	0	0	0	0	0
Whistleblower *	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	0
Conversion Practices				0	0
Total	**19**	**10**	**5**	**13**	**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).*

Domestic Abuse protections commenced from 1 September 2023.

Ban on Conversion Practices from 1 April 2025.

Note: there may be more than one ground and area per complaint.

Table 14: Accepted complaints by area - Clubs and associations

	Clubs and associations				
	2021-22	2022-23	2023-24	2024-25	2025-26
Disability	4	1	0	2	0
Sexual Orientation	0	0	1	1	0
Sexual Harassment	0	0	1	0	0
Gender Identity	0	1	0	0	0
Victimisation	0	0	0	0	0
Race	0	0	0	0	0
Other	0	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
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	0
Conversion Practices				0	0
Total	**4**	**2**	**2**	**3**	**0**

** 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).*

Domestic Abuse protections commenced from 1 September 2023.

Ban on Conversion Practices from 1 April 2025.

Note: there may be more than one ground and area per complaint.

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

	Housing/Land/Accommodation				
	2021-22	2022-23	2023-24	2024-25	2025-26
Disability	0	2	0	1	2
Association with a Child	0	0	0	1	0
Caring Responsibilities	0	0	0	1	0
Marital Status	0	0	0	1	0
Age	0	1	0	0	0
Race	0	1	0	0	0
Sex	0	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
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	0
Conversion practices				0	0
Total	**0**	**4**	**0**	**4**	**2**

** 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).*

Domestic Abuse protections commenced from 1 September 2023.

Ban on Conversion Practices from 1 April 2025.

Note: there may be more than one ground and area per complaint.

Matter outcomes

Table 16: Complaint finalisation

	2021-22	2022-23	2023-24	2024-25	2025-26
Finalised complaints	218	182	127	178	240
Average # months to finalise all complaints	2.3	2.8	2.0	3.3	2.7
Median # months to finalise all complaints	1.7	1.0	1.2	2.1	1.9

Table 17: Outcomes of accepted complaints finalised during 2025-26

	2021-22	2022-23	2023-24	2024-25	2025-26
Resolved by conciliation	**24**	**25**	**11**	**20**	**30**
Expedited conciliation	*	*14*	*7*	*15*	19
Conciliation by conference	*	*11*	*4*	*5*	11
Declined by Commissioner	*	**22**	**14**	**40**	**40**
No conciliation attempted	*	*20*	*10*	*24*	10
After attempting conciliation	*	*2*	*4*	*16*	30
Withdrawn by complainant	*	**7**	**8**	**8**	**5**
No conciliation attempted	*	*5*	*8*	*8*	1
After attempting conciliation	*	*2*	*0*	*0*	4
Referred to tribunal by Commissioner	**34**	**17**	**4**	**10**	**5**
No conciliation attempted	*	*4*	*2*	*5*	2
After attempting conciliation	*	*13*	*2*	*5*	3
Total no. accepted complaints finalised	**80**	**71**	**37**	**78**	**80**

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

Table 18: Outcomes from conciliations

	2021-22	2022-23	2023-24	2024-25	2025-26
Apology	14	13	3	9	12
Private agreement	0	0	1	8	0
Complainant satisfied with response	2	6	2	7	10
Financial compensation	7	12	6	6	8
Policy change/change in practice	9	8	2	2	5
Staff training/development program	2	0	2	2	0
Other	3	4	1	2	2
Provision of goods/services/facilities	0	1	1	1	1
Reasonable adjustment	1	1	2	0	2
Reference provided	0	1	1	0	0
Access to/provision of accommodation	0	0	1	0	0
Employment options improved (e.g. job offer)	0	2	0	0	0
Other access achieved (e.g. mobility)	0	1	0	0	1
Undertaking to cease an action	1	0	0	0	0
Access to education/training	1	0	0	0	0
Access to club membership/benefits	0	0	0	0	0

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

Table 19: Financial compensation agreements from conciliations

	2021-22	2022-23	2023-24	2024-25	2025-26
Total financial compensation payments	$44,000	$158,950	$89,513	$52,850	$61,228
Average financial compensation payments	$6,285	$15,895	$14,919	$8,808	$10,205

Note: Individual agreements for financial compensation ranged from $47 to $21,000 in 2025-26.

Demographic data

Table 20: Gender identity of enquirers and complainants

	2025-26	
	Enquiries	**Complaints**
Female	240	106
Male	211	100
Non-binary	0	4
Undisclosed	1	1
Transgender	0	1
Intersex	0	0
Total	**452**	**212**

Table 21: Age distribution of complainants (accepted complaints)

	2021-22	2022-23	2023-24	2024-25	2025-26
0 - 9 years	2	1	0	4	2
10 - 19 years	4	1	19	5	2
20 - 29 years	9	13	14	10	14
30 - 39 years	15	15	24	27	30
40 - 49 years	17	14	22	14	26
50 - 59 years	14	10	11	22	12
60 - 69 years	4	7	8	8	7
70 - 79 years	5	6	0	6	0
80 + years	0	1	0	1	1
Unknown age	31	31	1	3	5

Table 22: WE'RE EQUAL Members by Sector

Sector	Members
Government	57
Health and Wellbeing	28
Hospitality and Entertainment	61
Retail	9
Services	69
Sport	16
Unions	6
TOTAL	**246**

Exemptions

Table 23: Summary of exemption applications responded to by the Commissioner

Applicant	Summary	Order
Office of the Director of Public Prosecutions	Application to employ a person of Aboriginal or Torres Strait Islander decent in the role of Aboriginal and Torres Strait Islander Witness Assistance Officer.	Granted
Leidos Airborne Solutions Australia Pty Ltd	Application for the renewal of exemption allowing the company to comply with defence-related security and export control requirements that may require consideration of nationality and citizenship when managing access to controlled technology.	Granted
Department for Health and Wellbeing	Application to employ Aboriginal or Torres Strait Islander persons to identified positions within SA Health Services.	Granted
Cea Research and Development Pty Ltd	Application to allow the company to collect and consider nationality and citizenship information when managing access to defence-related ITAR and EAR controlled material, as required for compliance with international export control obligations.	Granted
ASC Pty Ltd, ASC AWD Shipbuilder Pty Ltd, ASC OPV Shipbuilder Pty Ltd	Application for the renewal of exemption to allow the collection and consideration of nationality and citizenship information where necessary to manage access to ITAR and EAR controlled material and comply with defence-related export control obligations.	Granted
Lockheed Martin Australia Pty Limited, Lockheed Martin Global Inc, Sikorsky Aircraft Australia Ltd	Application for the renewal of exemption to enable the ongoing provision of services on defence programs that have been identified by the Australian Government and Department of Defence as integral to Australia's security interests and the capabilities of its defence forces,	Granted

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**.*

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

In 2025-26, 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.

The office, along with several 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.

The office 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 2025-26 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 Act

Modernising the Act	Discussions with the Attorney-General about a review of the Act

During 2025-26 the Commissioner contributed to a range of policy reform through engagement with government, industry and advocacy stakeholders, including:

- The proposal to introduce Bystander Intervention Training as part of the harm minimisation strategy under the *Liquor Licensing Act 1997*.

- A written submission to the Independent Commission Against Corruption's Whistleblower Project Discussion Paper, supporting consideration of reforms to South Australia's whistleblower protection framework.

- The Local Government Association to discuss the findings of the Leadership and Behavioural Management Review, and its implications for workplace culture, leadership practices and the prevention of discrimination, harassment and other inappropriate workplace behaviours.

- The Working Women's Association SA to discuss the use of non-disclosure agreements in workplace sexual harassment matters and their impact on workers' rights and access to justice.

- At the national level, was a signatory to a letter coordinated through the Australian Council of Human Rights Authorities calling for reform of the religious exemptions in the *Sex Discrimination Act 1984* (Cth) to strengthen protection for staff and students in religious schools.

- Uber to discuss measures aimed at ensuring people with disability are not disadvantaged or discriminated against when accessing transport services. Discussion focused on improving the experience of service animal users and promoting equitable access to rideshare services.

2025-26 Attorney-General's Department Annual Report

The following information is provided in the 2025-26 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
- Contractors' disclosure
- Other financial information
- Risk and audit
- Fraud detected in the office
- Public interest disclosure
- Number of public complaints reported
- Contracts with SA Businesses and non-SA Businesses

Executive employment in the office

Nil – The Commissioner is a statutory appointment.

Reporting required under any other act or regulation

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

Compliance statement

Equal Opportunity SA is compliant with Premier and Cabinet Circular 039 (PC039) Complaint Management in the South Australian Public Sector	Yes
Equal Opportunity SA has communicated the content of PC039 and the office's related complaints policies and procedures to employees	Yes