



ISLAMIC COUNCIL OF VICTORIA

ISLAMOPHOBIC INCIDENT TOOLKIT

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CONTEXT

The ICV understands that our role is to provide support to, and advocate for, the wellbeing and rights of Victorian Muslims. We recognise that Islamophobia disrupts socio-cultural harmony and negatively affects the wider Victorian Muslim community. Islamophobia compromises wellbeing, identity and a sense of belonging. The ICV is committed to rejecting Islamophobia, empowering communities, promoting social inclusion and supporting those who experience Islamophobia.

This Islamophobic Incident Toolkit is a component of a larger project titled *Empowering Victorian Muslims in responding to Islamophobia*. The project aims to build capacity within Muslim Community Organisations (MCOs) and empower the wider Victorian Muslim community.

The project has been significantly shaped by a community survey shared with over 100 Victorian MCOs to understand: how they respond to Islamophobic incidents within their community; their experiences with existing reporting and complaint services; their capacity to support their community with reporting and providing referral services for those who experience Islamophobia; and, the barriers they face in reporting Islamophobic incidents. The survey results, combined with extensive consultation and research, have allowed the ICV to deliver a community-led project.

PURPOSE

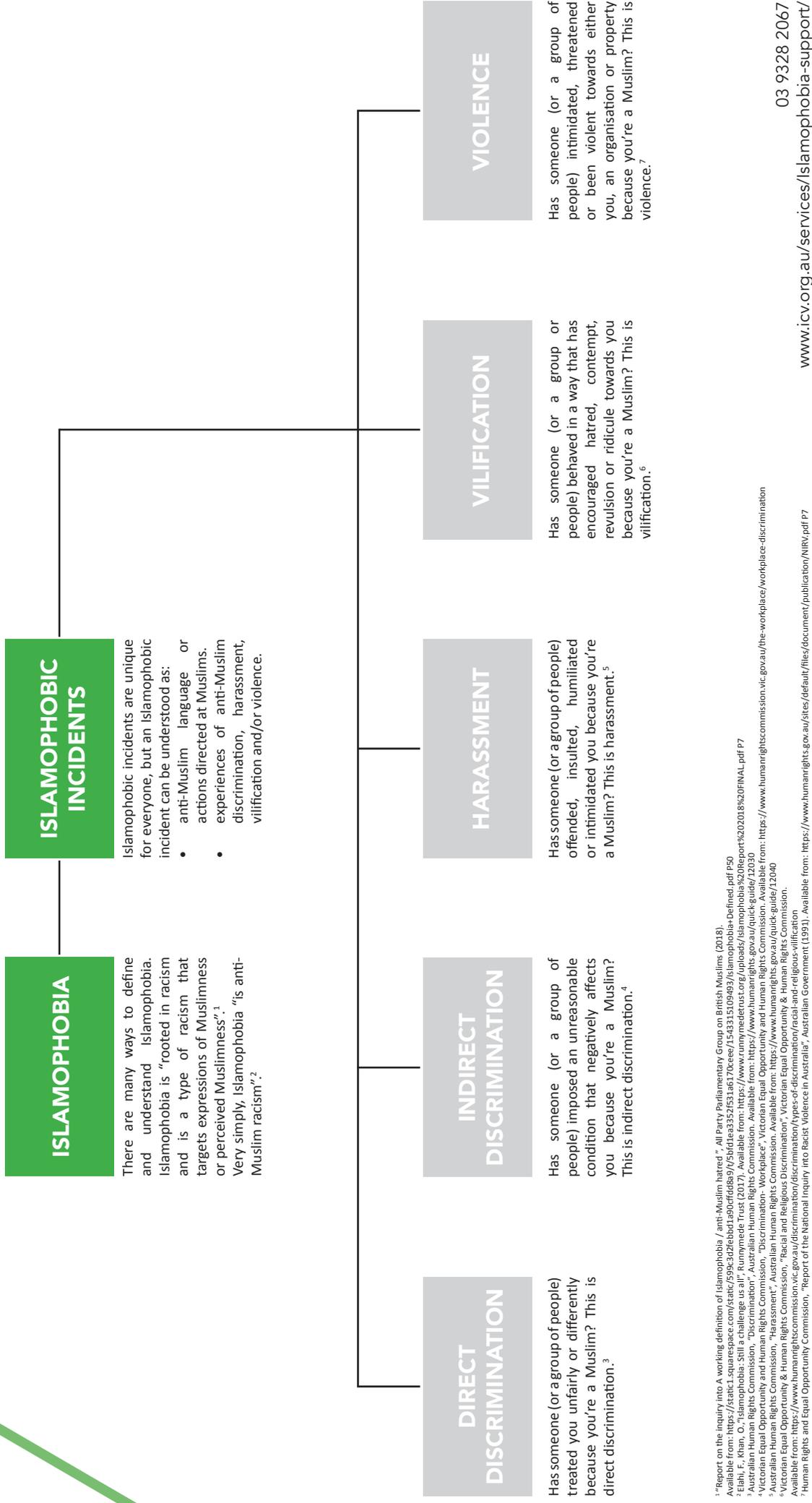
The ICV understands that responding to Islamophobia is a collective responsibility. This Islamophobic Incident Toolkit functions to:

- Build understanding through definitions and examples of some of the different types of Islamophobic incidents.
- Highlight the value of reporting and the importance of incident details, both before and after reporting an Islamophobic incident.
- Provide clear pathways for reporting an Islamophobic incident to either the Victorian Equal Opportunity and Human Rights Commission, Islamophobia Register Australia or Victoria Police.
- Provide advice on how to respond with support to those who experience Islamophobic incidents.
- Provide referrals for appropriate psychological and/or legal support services to those who experience Islamophobia.

ACKNOWLEDGMENTS

The ICV is grateful for the contribution of all who have been involved in this project. The ICV welcomes future collaboration and contributions.

UNDERSTANDING ISLAMOPHOBIC INCIDENTS



¹ Report on the inquiry into A working definition of Islamophobia / anti-Muslim hatred”, All Party Parliamentary Group on British Muslims (2018). Available from: <https://static1.squarespace.com/static/598c3d2f6bd90c0c7d8917501d7e3352531a6170c0ee/1543315109493/Islamophobia-Defined.pdf> P50

² Elahi, F., Khan, O. “Islamophobia: Still a challenge us all”. Runnymede Trust (2017). Available from: <https://www.runnymedetrust.org/uploads/Islamophobia%20Report%202018%20FINAL.pdf> P7

³ Australian Human Rights Commission, “Discrimination”, Australian Human Rights Commission. Available from: <https://www.humanrights.gov.au/quick-guide/12030>

⁴ Victorian Equal Opportunity and Human Rights Commission, “Discrimination- Workplace”, Victorian Equal Opportunity and Human Rights Commission. Available from: <https://www.humanrights.com.au/quick-guide/12040>

⁵ Australian Human Rights Commission, “Harassment”, Australian Human Rights Commission. Available from: <https://www.humanrights.gov.au/quick-guide/12040>

⁶ Victorian Equal Opportunity & Human Rights Commission, “Racial and Religious Discrimination”, Victorian Equal Opportunity & Human Rights Commission. Available from: <https://www.humanrights.com.au/discrimination/types-of-discrimination/racial-and-religious-discrimination>

⁷ Human Rights and Equal Opportunity Commission, “Report of the National Inquiry into Racial Violence in Australia”, Australian government (1991). Available from: <https://www.humanrights.gov.au/sites/default/files/document/publication/NIRV.pdf> P7

UNDERSTANDING ISLAMOPHOBIA

There are many ways to define and understand Islamophobia. Islamophobia is “rooted in racism and is a type of racism that targets expressions of Muslimness or perceived Muslimness”.¹

Very simply, Islamophobia “is anti-Muslim racism”.²

ISLAMOPHOBIC INCIDENTS

Islamophobic incidents are unique for everyone. However, an Islamophobic incident can be understood as:

- anti-Muslim language or behaviour directed towards Muslims
- experiences of anti-Muslim discrimination, harassment, vilification and/or violence

DIRECT DISCRIMINATION

Has someone (or a group of people) treated you differently or unfairly because you’re a Muslim?

This is direct discrimination.

Example: A Muslim woman who is in hijab dress applies for a client facing role for which she is eminently qualified. She doesn’t get the job and is told that hijab doesn’t comply with their dress codes for those directly engaging with clients.

In the context of Islamophobia, direct discrimination occurs “when a person or a group of people, is treated less favourable than another person or group” because of their affiliation to Islam.³

INDIRECT DISCRIMINATION

Has someone (or a group of people) imposed an unreasonable condition that negatively affects you because you’re a Muslim? This is indirect discrimination.

Example: A new workplace policy indicates fixed 15-minute break times. This policy unfairly affects Muslims in the workplace who choose to pray during the day.

In the context of Islamophobia, indirect discrimination occurs “when an unreasonable condition is imposed that disadvantages” a person or group of people because of their affiliation to Islam.⁴

¹ “Report on the inquiry into A working definition of Islamophobia / anti-Muslim hatred”, All Party Parliamentary Group on British Muslims (2018).

Available from: <https://static1.squarespace.com/static/599c3d2febbd1a90cffd8a9/t/5bfd1ea3352f531a6170ceee/1543315109493/Islamophobia+Defined.pdf> P50

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³ Australian Human Rights Commission, “Discrimination”, Australian Human Rights Commission. Available from: <https://www.humanrights.gov.au/quick-guide/12030>

⁴ Victorian Equal Opportunity and Human Rights Commission, “Discrimination- Workplace”, Victorian Equal Opportunity and Human Rights Commission.

Available from: <https://www.humanrightscommission.vic.gov.au/the-workplace/workplace-discrimination>

HARASSMENT

Has someone (or a group of people) offended, insulted, humiliated or intimidated you because you're a Muslim?

This is harassment.

Example: Abdul is on the train and a woman yells at him: "You are a terrorist and should go back to where you came from".

In the context of Islamophobia, harassment refers to behaviour that "offends, insults, humiliates or intimidates a person or group" in relation to their affiliation to Islam.⁵

VILIFICATION

Has someone (or a group or people) behaved in a way that has encouraged hatred, contempt, revulsion or ridicule towards you because you're a Muslim? This is vilification.

Example: A website publishes material that encourages others to express hatred towards Muslims.⁶

In the context of Islamophobia, vilification refers to "behaviour that incites hatred, serious contempt for, or revulsion or severe ridicule of a person or group or people" based on their affiliation to Islam.⁷

VIOLENCE

Has someone (or a group of people) intimidated, threatened or been violent towards either you, an organisation or property because you're a Muslim? This is violence.

Example: A man ripped off Susan's hijab while she was on the train home.

In the context of Islamophobia, violence refers to "acts of violence or intimidation" directed at a person, group of people, organisation or property based on their affiliation to Islam.⁸

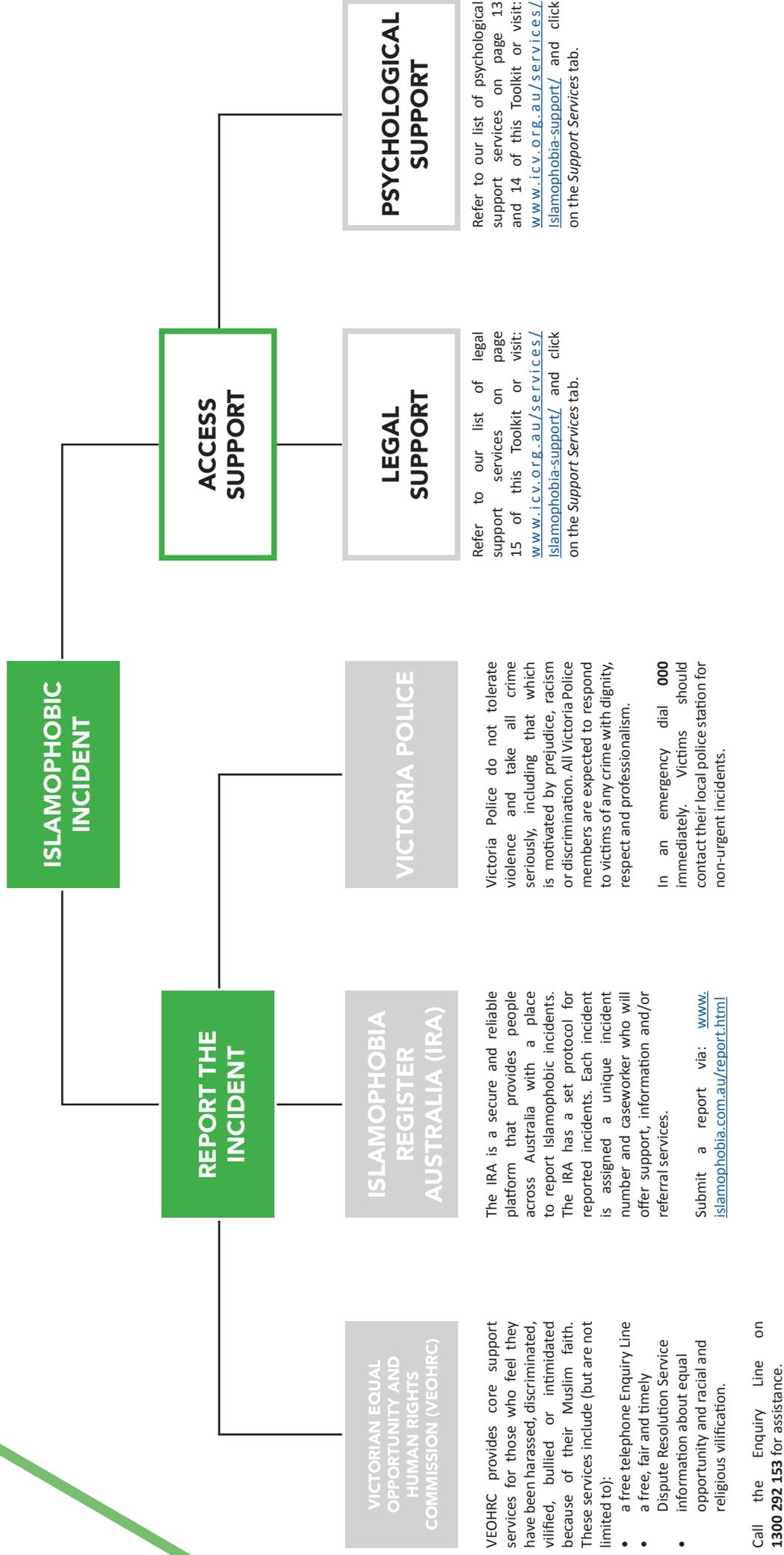
⁵ Australian Human Rights Commission, "Harassment", Australian Human Rights Commission. Available from: <https://www.humanrights.gov.au/quick-guide/12040>

⁶ Victorian Equal Opportunity and Human Rights Commission, "Racial and Religious Vilification", Victorian Equal Opportunity and Human Rights Commission. Available from: <https://www.humanrightscommission.vic.gov.au/discrimination/discrimination/types-of-discrimination/racial-and-religious-vilification>

⁷ Victorian Equal Opportunity & Human Rights Commission, "Racial and Religious Discrimination", Victorian Equal Opportunity & Human Rights Commission. Available from: <https://www.humanrightscommission.vic.gov.au/discrimination/discrimination/types-of-discrimination/racial-and-religious-vilification>

⁸ Human Rights and Equal Opportunity Commission, "Report of the National Inquiry into Racist Violence in Australia", Australian Government (1991). Available from: <https://www.humanrights.gov.au/sites/default/files/document/publication/NIRV.pdf> P7

RESPONDING TO ISLAMOPHOBIC INCIDENTS



CAPTURING AND REPORTING ISLAMOPHOBIC INCIDENTS

Reporting can be the first step in making things right. Victorian Muslims are sometimes treated unfairly, and the process of recording incidents can lead to support and resolution. Reporting can also have a positive impact. It can create awareness and change for your community as information recorded can build understanding. Such understanding can lead to a more effective response and the development of measures to redress, prevent or prosecute Islamophobic incidents.

Reporting services will need to gather information to better understand the Islamophobic incident and determine the best response. Those who experience Islamophobia and wish to report it, are encouraged to:

CAPTURE DETAIL (BE AS SPECIFIC AS POSSIBLE)

- Note the time, date and location the incident occurred.
- If it's appropriate and safe, take a photo or video of the incident. This is evidence.
- Note the characteristics and clothing of those involved in the incident.
- Take a photo or screenshot if the incident occurred online, as sites and comments can be deleted. This is evidence.
- Note the consequences of the incident. These may be physical, psychological and/or spiritual.

WHEN REPORTING AN INCIDENT

- Note the date, time, location and person within the reporting service that recorded the incident.
- Request the case or incident number assigned to the incident report.
- In a situation where a reporting service is unable to assist, request a referral to a more suitable service.

Refer to pages 9, 10 and 11 to learn more about some of the reporting services available in Victoria.

VICTORIAN EQUAL OPPORTUNITY AND HUMAN RIGHTS COMMISSION

Enquiry Line: 1300 292 153 or 03 9032 3583

(Monday to Friday, 9.30am to 12.30pm, and 1.30pm to 4.30pm)

Email: enquiries@veohrc.vic.gov.au

Webchat: www.humanrightscommission.vic.gov.au/chat

Online complaint:

www.humanrightscommission.vic.gov.au/make-a-complaint

The Victorian Equal Opportunity and Human Rights Commission (VEOHRC) provides core services to Victorians, including:

- a free telephone Enquiry Line
- a free, fair and timely Dispute Resolution Service
- information and education about equal opportunity, racial and religious vilification and the Charter of Human Rights and Responsibilities
- education, training and consultancy services
- community engagement

VEOHRC can help those who feel they have been:

- **Harassed:** e.g. A Muslim woman is harassed if somebody makes a joke about her scarf or the way she is dressed.
- **Discriminated** (treated unfairly): e.g. Excluding an applicant from consideration for hire simply because they have a name associated with Islam.
- **Vilified** (Hate speech): e.g. A person shares an anti-Islam cartoon against the Muslim community on Facebook.
- **Bullied:** e.g. A person constantly excluded from team activities because of their religious beliefs.
- **Intimidated:** e.g. A person receives a threatening text message on the phone or on Facebook.

If you feel you have been harassed, discriminated, vilified, bullied or intimidated, you, or someone on your behalf, can contact us and talk about your concerns. We will help resolve your complaint through our free, fair and timely Dispute Resolution Service. Our Dispute Resolution Service is confidential. We will also send you information about the complaint process and if we can't help you, we will try to refer you to someone who can.

A complaint can be made in any language and the Commission can arrange a free interpreter in your language, or a sign language interpreter, if required. We can also help

you draft your complaint if you need assistance.

When you are accessing our Enquiry Line and Dispute Resolution Service, please be aware that these services are confined to:

- Victorian jurisdiction
- Providing information about the Equal Opportunity Act 2010, the Racial and Religious Tolerance Act 2001 and the Charter of Human Rights and Responsibilities Act 2006

OUR ENQUIRIES SERVICE

When you are accessing our Enquiries Service, please be aware of our hours of operation, which are: Monday to Friday, 9.30am to 12.30pm, and 1.30pm to 4.30pm. During these hours we will address your genuine enquiry in a timely manner. If you would like a face to face meeting with one of our Information Officers, please schedule an appointment through our Enquiry Line on **1300 292 153** or **email: enquiries@veohrc.vic.gov.au**

If your enquiry requires further consideration by the Commission, we will inform you about the process and how long this will take. If your enquiry is outside the scope of the Commission's service, we will do our best to provide you with a relevant referral organisation.

OUR DISPUTE RESOLUTION SERVICE

We will help you use this service effectively by:

- assigning an officer to work with you and letting you know who that is
- clearly explaining the process from the start
- clearly answering your questions during the process
- responding to emails, letters and phone calls quickly and clearly
- keeping you informed about the status and progress of your matter

When we make a decision on your complaint, we will clearly explain why we have made it and what this decision means for you.

ISLAMOPHOBIA REGISTER AUSTRALIA

Email: islamophobiaregister@gmail.com

Website: www.islamophobia.com.au/report.html

Facebook Inbox Message:

<https://www.facebook.com/islamophobiaregisteraustralia/>

(Send Message)

Facebook Form:

<https://www.facebook.com/islamophobiaregisteraustralia/>

(Report an Incident)

The Islamophobia Register Australia (IRA) is a secure and reliable platform that provides people across Australia a platform to report Islamophobic incidents.

The IRA also publishes an *Islamophobia in Australia Report*. This report focuses on the critical analysis of Islamophobia and its various manifestations as a result of analysing the reported incidents. The findings have informed media and the general public both in Australia and abroad about Islamophobia.

The IRA receives reports of Islamophobic incidents that can be categorised as offline and/or online sources.

Offline source categories include:

- **Hate speech:** direct or indirect negative speech.
- **Verbal Threat:** direct negative speech which threatens to hurt or harm.
- **Graffiti/Vandalism:** vandalism of Muslim places of Worship or public/private spaces frequented by Muslims. This can also include public spaces such as the beach, or a train seat that has Islamophobic graffiti.
- **Non-Verbal Intimidation** (e.g. intimidation, glares, mocks): mocking gestures, stalking and negative stares. This differs to physical assault as there is no direct physical contact or transgression to a person or property.
- **Physical Assault:** any form of physical transgression against a person or their property.
- **Workplace Discrimination:** incidents where a person is excluded from the workplace or in a work setting.
- **Bullying/Discrimination at School:** incidents at school where a person is excluded, discriminated against or socially isolated for being Muslim.

- **Discrimination/Harassment by Authorities:** unfair treatment by bodies in the public or private sector.
- **Written Materials:** letters or messages (including pamphlets and ads) with Islamophobic content.
- **TV and radio.**
- **Other:** social exclusion from places or public events.

Online source categories include:

Facebook, Twitter, Instagram, Online Media, Email and Other.

WHAT HAPPENS WHEN YOU SUBMIT A REPORT?

Upon report submission, the incident will first be triaged for authenticity. If deemed a threat, the incident is immediately referred to the National Security Hotline

Thereafter the incident is assigned:

- A unique incident number
- A caseworker to contact the reporter
- A caseworker to obtain data required and collate findings for analysis/research

The caseworker will make every effort to empower and support the person who has experienced Islamophobia by:

- Offering support, information and/or referral services.
- Empathically listening to the recount of the incident. We give voice to those who are the public targets of hatred and also those who are forced to accept inferior status or rights, and to those who “suffer in silence”.
- Assuring that the incident recorded is confidential and anonymous, thus allowing the reporter to feel a sense of security and privacy.
- Thanking them for their courage and advising them of the value of their contribution to raising awareness of Islamophobia.

VICTORIA POLICE

In an emergency call 000.

Victims should contact their local police station for non-urgent incidents.

The safety of the Victorian community is the highest priority for Victoria Police.

Victoria Police greatly values the Victorian Muslim community and supports the community's right to practice their faith.

Every Victorian has the right to feel safe and secure in the community and in pursuing their values, beliefs and interests.

Victoria Police is proud to police a diverse multi-faith and multicultural community.

It is concerning to hear that many members of the community are feeling isolated and targeted, and that incidents of racism, discrimination and crimes motivated by prejudice are occurring.

Victoria Police is here to help. We do not tolerate violence and we take all crime seriously, including that which is motivated by prejudice, racism and discrimination.

It is crucial for crimes motivated by prejudice to be reported to police so that they can be investigated and the victim can be referred to the support services they may require.

All Victoria Police members are expected to respond to victims of any crime with dignity, respect and professionalism.

We ask anyone who witnesses, or is subject to, racism, discrimination or victimisation on the basis of religion, culture or nationality, to inform Victoria Police. If it is an emergency dial **000** immediately. If you are a victim please contact your local police station.

If you have any information about a crime motivated by prejudice you can call Crime Stoppers confidentially on **1800 333 000**.

A crime motivated by prejudice is any offence that was motivated by hatred for or prejudice against a group of people with community characteristics. It includes any offence that has been driven by racism, discrimination or hatred on the basis of a characteristic: such as religion, culture or nationality (heritage), sexual orientation, impairment, gender, gender identity, age, homelessness or disability.

Crimes motivated by prejudice, discrimination or racism may include threats to kill, threats to inflict serious injury, stalking, assault, destroying or damaging property, including graffiti and threats to destroy or damage property.

People who experience or witness these crimes should report them to police.

We know that crimes motivated by prejudice cause serious harm to victims, often leaving them, and their communities, feeling vulnerable, threatened and isolated.

To view translations of this content visit: www.icv.org.au/services/Islamophobia-support/ and click on the *Reporting Islamophobic Incidents* tab.

When reporting, understand that:

- All incidents, no matter how small, should be reported to Victoria Police.
- It is important to ask the police member/s to make sure they submit a report to their managers in relation to "prejudice motivated crime", as this is part of Victoria Police's policy.
- You are allowed to ask to speak to a sergeant or manager if you feel the police member you are reporting to, devalues or disregards your incident. Alternatively, you can lodge a complaint online: www.police.vic.gov.au/complimentsandcomplaints/

RESPONDING TO ISLAMOPHOBIC INCIDENTS WITH SUPPORT

When Islamophobic incidents occur within our communities, it is important to respond with empathy and support. The ICV recommends you follow these steps:

LISTEN

If someone within your community makes you aware of an Islamophobic incident, it's important to respond with compassion and without judgement. This can be a traumatic experience for them, so it is recommended you gently ask questions to better understand the incident.

EVALUATE

How should you help the person respond to the incident?

Do they want or need to report the incident?

Do they need your help with the reporting process?

Explain the different reporting services available and help them to identify an appropriate reporting service. Refer to pages 9, 10 and 11 of this Toolkit or visit www.icv.org.au/services/Islamophobia-support/ and click on the *Reporting Islamophobic Incidents* tab. Here you will learn about the Victorian Equal Opportunity and Human Rights Commission, Islamophobia Register Australia and Victoria Police.

Remind them that each service is dedicated to:

- Treating everyone with respect and fairness
- Responding to incidents within a reasonable timeframe
- Being honest about what they can and can't help with
- Keeping reports and complaints confidential
- Protecting human rights

Do they want or need to access legal or psychological support services?

Do they need your help accessing support services?

Explain the different support services available and help them to identify an appropriate support service. Refer to pages 13 and 14 of this Toolkit for psychological support services, page 15 for legal support services or visit www.icv.org.au/services/Islamophobia-support/ and click on the *Support Services* tab.

UNDERSTAND

When you're helping the person who has experienced an Islamophobic incident, acknowledge that they may choose a different path to the one you've recommended. Let them know that you support them in their decision.

PSYCHOLOGICAL SUPPORT SERVICES

NASIHAH CONSULTING GROUP - NORTHERN PSYCHOLOGY CLINIC

At Nasihah Consulting Group Muslim Psychologists are able to provide counselling support to children, adolescents and adults who are experiencing fears, anxiety and trauma resulting from racist bullying, violent incidents of Islamophobia and general anxiety arising from non-specific incidents of Islamophobia. For community members that have been victims of crime that are reported to the police, we are able to provide assessments, psychological reports and counselling that may be funded through VOCAT (Victims of Crime Assistance Tribunal). Muslim Psychologists can also be requested to facilitate 'Resilient to Racism' workshops for groups of young people, parents and adults. We also work with clients on work cover as a result of workplace bullying and workplace bullying involving racism and discrimination.

We provide counselling both in-person and online. Clients are able to secure an appointment within 1-3 weeks after contacting our clinic. Clients will be able to access support from female Muslim Psychologists with 15-20 years professional experience.

Prices: Please contact our clinic to discuss fees regarding specific services and for more information on any of our services. Some clients may be eligible for a Medicare rebate or assistance through Victims of Crime.

Location: Suite 13, 11-17 Pearcedale Parade, Broadmeadows, 3047

Phone: 03 9351 1166

Website: www.nasihahconsulting.com

SACRED BALANCE

Velma Cook from Sacred Balance provides counselling, life coaching and certified training. Islamophobia brings out the fear and uncertainty within us. With a holistic approach, I help you discover the strengths and resources you already have and help you clean up your past so you can face life's challenges with compassion and courage and clearly envision how you want to live your life. Each session is one and a half hours. This gives us time to speak in depth about the issues you are facing as well as explore ideas and techniques to help you be better, stronger and successful.

Prices: In office sessions are \$70. Home visits can range between \$85 and \$105 (depending on the distance). Payment plans are available.

Location: 945 Sydney Road, Coburg North 3058 (Home visits available in Melbourne, Geelong and country areas).

Phone: 0450 319 767

Email: velma.cook@sacredbalance.co

Website: www.sacredbalance.co

MY CLINIC TARNEIT - PRIVATE PRACTICE PSYCHOLOGY SERVICE

Registered Psychologist, Lubna Atif provides psychological counselling, trauma management, assertiveness building, critical incident management, support groups, confidence building and supportive therapy. She also offers evidence-based psychotherapeutic intervention including: Cognitive Behaviour Therapy, Acceptance and Commitment Therapy, Interpersonal and Emotion-Focused Therapy.

Clients can expect a personalised and caring approach from a Muslim Psychologist who not only empathises with the client and understands the impacts of Islamophobia, but also offers practical resolutions for longer-term wellbeing. You will meet with a Psychologist who has personally experienced Islamophobia and hence invests personal interest in ensuring that Muslims in the community feel emotionally and psychologically sound to be able to deal with any such experiences. Group Therapy is offered so individuals can learn and gain support from others who have experienced similar circumstances/incidents. Minimising longer-term impacts of any such trauma is essential and early intervention and support is vital.

Prices: Clients can obtain a Mental Health Care Plan from their General Practitioner, which enables those with a health care card/concession card to be bulk billed through Medicare with no out of pocket cost. All other clients will pay a fee with a substantial amount rebated through Medicare. Work cover is readily accepted for work related incidents. Private Health Insurance is also accepted depending on individual cover. Financial assistance through ATAPs, Victims of Crime and Red Cross (in certain cases for refugees) is also available where applicable.

As continuity of care is of prime importance to the Psychologist, fees are negotiable if ongoing counselling is required. Counselling is offered face-to-face or by tele-conference. If experiences of Islamophobia and related anxiety lead to isolation and social withdrawal home visits are offered to clients in the local vicinity.

To see Lubna Atif, you can either call My Clinic 03 8742 2088 or ask a referring General Practitioner to make an appointment on your behalf.

Location: 412 Derrimut Road, Tarneit, 3029

Phone: 03 8742 2088

MUSLIM MENTAL HEALTH PROFESSIONALS

Muslim Mental Health Professionals is an initiative targeted at improving and sharing information between mental health professionals in education and the wider community. Our vision is to be the united forefront as the mental health professionals, raising awareness in the areas of social and emotional wellbeing from an Islamic perspective.

Phone: 0478 080 776

Email: info@mmhp.org.au

Website: www.mmhp.org.au

LEGAL SUPPORT SERVICES

SEDA KILIC - CRIMINAL LAWYER

Seda Kilic, is a solicitor advocate, who is able to provide advocacy and mediation services. Seda is able to provide a confidential conference located at her office to discuss the issues at hand and to provide advice.

Prices: Seda's initial conference is FREE. If extensive preparation is required prior to the initial conference (i.e. reading extensive paperwork), Seda usually requests the paperwork in advance, and will then provide a fixed fee quote. At the initial conference, a fixed fee would be discussed.

Phone: 0429 229 525 (to call Seda directly)

ABDULLAH ALTINTOP - LAWYER - SPECTRE LINKERS

Abdullah provides legal services and advice, and will discuss legal options and strategy.

Prices: Abdullah's initial conference is FREE. Fees and charges will be discussed and provided after the initial conference.

Location: Melbourne CBD

Phone: 0413 545 635 (to call Abdullah directly)

STARY NORTON HALPHEN

Stary Norton Halphen is the largest specialist criminal law practice in Melbourne, and all lawyers in the firm practice exclusively in Criminal Law. They are therefore unable to provide advice on civil matters. Specialist Criminal Defence Lawyers at Stary Norton Halphen can help you understand your rights and obligations. They can also assist with enquiries in relation to experiences with police or other intelligence agencies.

Prices: There is no charge for the initial 20-minute consultation (complex cases may require additional time and incur a cost). Further charges will be discussed during the initial consultation.

Phone: 03 8622 8200 (After hours: 0407 410 821)

Email: city@staryl.com

Website: www.staryl.com

FREQUENTLY ASKED QUESTIONS

Who can I contact if I need help with this Toolkit?

Please call the ICV Office on 03 9328 2067 or email admin@icv.org.au

Where can I find extra copies of this Toolkit?

Visit www.icv.org.au/services/Islamophobia-support/ and click on the *Resources* tab to download the ICV Islamophobic Incident Toolkit.

How can I share the ICV Islamophobia Support page with my community?

You can share the link in your newsletter or on your social media pages. You can also discuss it at your next community event.

I want to display the Understanding Islamophobia mind map and Responding to Islamophobia mind map within my organisation. Where can I find copies of these?

Visit www.icv.org.au/services/Islamophobia-support/ and click on the *Resources* tab to download:

- ICV Understanding Islamophobia mind map
- ICV Responding to Islamophobia mind map

Parents within my community are concerned about their children being bullied because of their religion. What can I do?

Visit www.icv.org.au/services/Islamophobia-support/ and click on the *Resources* tab to download:

- Information for parents about racist bullying
- Information for students about racist bullying
- Information for teachers about racist bullying

If psychological support is required, refer to page 13 and 14 of this Toolkit or visit

www.icv.org.au/services/Islamophobia-support/ and click on the *Support Services* tab.

How do I stay updated on Islamophobia projects and events across Victoria?

Subscribe to the ICV newsletter www.icv.org.au and follow the ICV Facebook page www.facebook.com/icv.official/

Also visit www.icv.org.au/services/Islamophobia-support/ and click on the *Projects and Events* tab.

Where can I find resources or further information about Islamophobia?

Visit www.icv.org.au/services/Islamophobia-support/ and click on the *Resources* tab.

I'm not sure which reporting service to recommend or report to. What should I do?

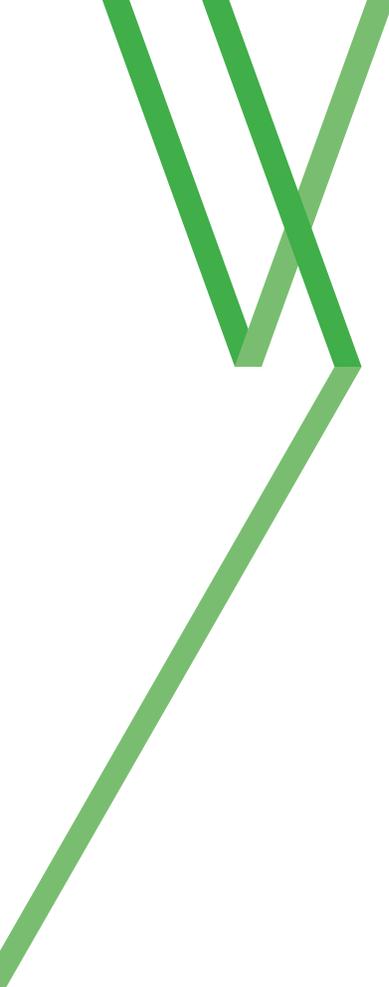
Contact the Victorian Equal Opportunity and Human Rights Commission's Enquiry Line as they be able to help you.

You can contact the Enquiry Line by:

- Calling 1300 292 153 or 03 9032 3583 on weekdays from 9am to 4.30pm (closed between 12.30–1.30pm)
- Emailing enquiries@veohrc.vic.gov.au
- Webchat at www.humanrightscommission.vic.gov.au/chat

I would like to contribute to this toolkit. What should I do?

Please call the ICV Office on 03 9328 2067 or email admin@icv.org.au



DEVELOPED IN PARTNERSHIP WITH:

