

HOW TO MAKE A REPORT ABOUT CONVERSION PRACTICES

What are conversion practices?

‘Conversion’ practices are activities that try to change or suppress someone’s sexual orientation or gender identity. They are also sometimes called change or suppression practices (CSPs). Conversion practices may include:

- sending someone to a program or therapy to be ‘cured’
- some psychological or medical interventions,
- rejecting someone from their family or faith community because of their sexual orientation or gender identity

with the intention of trying to change or suppress someone from being lesbian, gay, bisexual, transgender or queer, or asexual (LGBTQA).

These practices are deeply harmful and do not work.

In Victoria, these practices are banned under the *Change or Suppression (Conversion) Practices Prohibition Act 2021 (Vic)*. They are also banned in many other states in Australia. (You can read more in the fact sheet ‘Conversion practices: an explainer’).

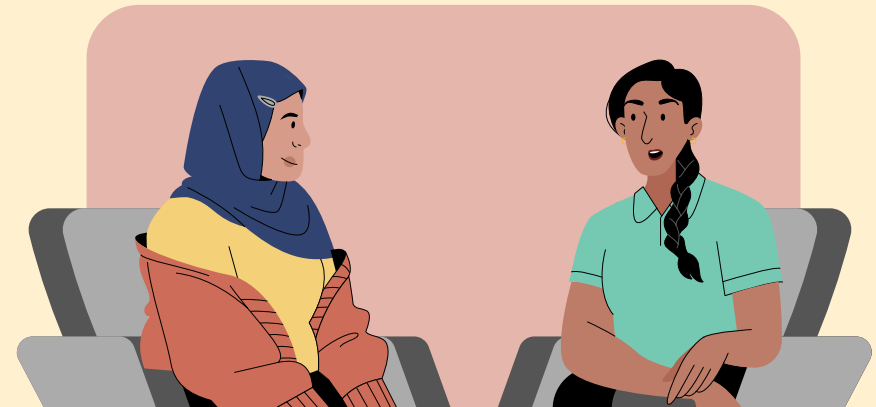


Who can you contact for more information?

The Victorian Equal Opportunity and Human Rights Commission (the Commission) is responsible for receiving and responding to reports about conversion practices. If you are not sure if something could be a conversion practice, or you would like to know more, you can contact our enquiries service to talk about it.

Our enquiries service is free and confidential. Our staff are experienced and sensitive to these issues. They can answer any questions you have.

You can then decide if you want to make a report or not.



To contact the Victoria Equal Opportunity and Human Rights Commission



Phone: 1300 292 153
Monday-Friday 9am – 5 pm



Email: enquiries@veohrc.vic.gov.au

How can you make a report?

If you, or someone you know, has experienced conversion practices, you can make a report to the Commission. Reports can be about a person who tried to change or suppress your sexual orientation or gender identity. Reports can also be about someone else or an organisation.



You can make a report by using the Commission's online [form](#). You can also call **1300 292 153** to get help to make a report.

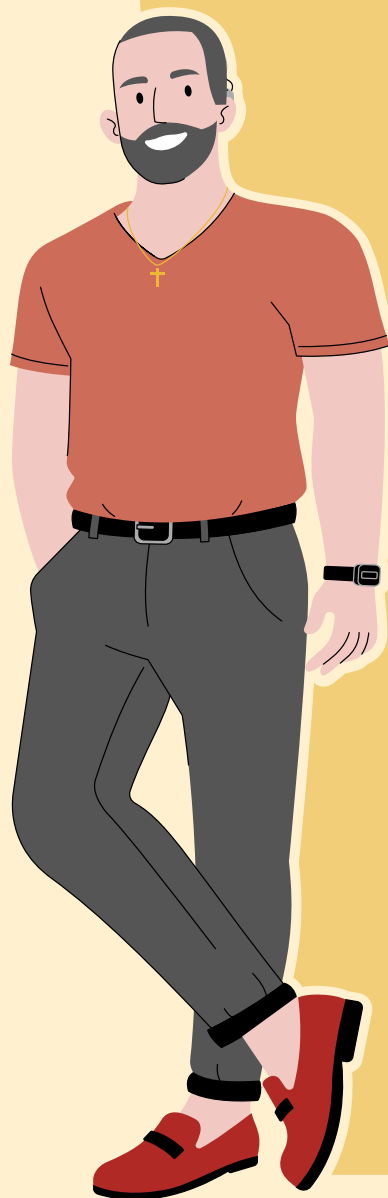
You can decide whether or not to include:

- your name and contact details (reports can be made anonymously)
- your story – guided by what you feel comfortable sharing
- the person or organisation involved
- what you would like to happen

The Commission's services are free and confidential. Our experienced staff provide a safe space for everyone involved to be heard. We will speak with you about the possible outcomes for your complaint, as well as the options for submitting anonymous reports. While the Commission is limited as to how it can progress anonymous reports, these reports are still valuable for us to develop a full understanding of these activities.

What happens after you make a report

When you make a report, the Commission will always take into consideration the wishes and needs of the person affected. We will explain the possible outcomes and will work with you to decide the best response to a report on the information available. You can ask the Commission to follow up with the person or organisation you have reported to try to reach an agreed outcome.



Possible outcomes might include the person or organisation agreeing to:

- stop or change their behaviour
- learn about conversion practices and why they are banned
- apologise to you or the person who experienced the conversion practice
- pay compensation

If you would like, the Commission can offer a facilitation process. This is about finding a safe way for you to share your side of what happened with the person or organisation involved. You do not have to speak to or see the person or organisation you have reported if you do not wish to.

In some situations, the Commission may ask you if it would be okay to refer your report to another organisation. For example, if a doctor or psychologist was involved, the Commission might ask you if it is okay to tell the Health Complaints Commissioner about what happened. This would only happen with your consent. You can find out more on the Reporting practices page of the Commission's website.

If someone has made a report about you, the Commission will work closely with you to determine if you want to participate in facilitation, prepare you for what might happen, and hear your own views about the report. More information can be found on the Commission's website.

Will the police get involved?

The Commission can also refer your report to Victoria Police if a criminal offence may have been committed – for example, if you were injured as a result of a conversion practice. **This would only happen with your consent.** Victoria Police has published more information on their website about how conversion practices are illegal and how you can report them.