



action against
islamophobia

What to do if you
Experience Hate in a
Public Space

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What to do if you Experience Hate in a Public Space.

Unfortunately, Islamophobia does occur in public spaces, indicating that perpetrators are not deterred by the fact that they are in a public setting. Islamophobia manifests in various ways, from verbal abuse and harassment to physical violence. Muslims may be subjected to derogatory comments, taunts, or even physical attacks.

Property belonging to Muslims can also be damaged or defaced, and offensive literature promoting hatred against Muslims and Islam can be distributed. Online platforms are also used to harass and discriminate against Muslims.

Misidentification and negative stereotyping further exacerbate the problem. Despite the presence of crowds, CCTV cameras, and security personnel, these incidents often occur in public spaces such as shopping centres and train stations.



Reporting incidents of Islamophobia not only helps victims seek justice, but it also raises awareness about the prevalence and severity of these incidents nationally.

If you are the victim of verbal or physical hate or racial assault in a public place such as on public transport or in a shopping centre, here are some important steps you can take to ensure your safety and report the incident:

Steps to take:

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01 Stay Calm and Safe

Remove yourself from the situation if it feels unsafe or could escalate. If possible, move to a different part of the bus, train or ferry.

Ignore the perpetrator if they are attempting to provoke a response. Your safety is the priority, not engaging with the person.

02 Seek Help

Call the police: If the situation feels dangerous or escalates, [dial 000](#) for emergency services. Provide details about your location and the nature of the assault.

Alert the driver or transport staff: On buses, trains, or ferries, notify the driver, guard, or any available staff. They can help intervene or contact the police if necessary.

Ask for assistance from bystanders: If it feels safe, you can ask nearby passengers for help. They may act as witnesses or intervene by calling authorities.

03 Document the Incident

Record the details: If possible, make a note of the date, time, location, and description of the incident. Write down what the assailant said or did.

Take photos or videos: If it's safe, use your phone to record the perpetrator and the situation. This can be important evidence.

Note witness contact details: If anyone witnessed the assault, ask for their contact information in case they are needed to provide statements later.

04 Report the Incident

File a report with the WA Police by visiting a police station or calling the Police Assistance Line on 131 444. Incidents can also be reported via Crime Stoppers WA (1800 333 000). Ensure you give a full account of what happened and provide any evidence (e.g., photos, videos).

You can report the incident to Transperth for WA by calling 13 62 13 or via their Complaints and Feedback form on their website www.transperth.wa.gov.au/Contact-Us/Feedback

If the incident took place in a shopping centre or car park, request staff from the nearest retail store to contact security or centre management for assistance. If you were the victim of racial or religious discrimination by a member of staff, you can make a complaint to the Shopping Centre Council of Australia.

The Council has published a Code of Conduct for Fair Service Provision in Shopping Centres "on the basis of age, gender, country of origin, sexual orientation, skin colour, religion, marital status, veteran status or disability".

If the assault involved racial abuse and/ or religious vilification, you can file a complaint with the Equal Opportunity Commission WA. They can provide advice and may help you take further legal steps here www.wa.gov.au/service/community-services/social-justice-and-equity/make-discrimination-harassment-or-victimisation-complaint

Report the incident to the Action Against Islamophobia (AAI) website: actionagainstislamophobia.org.au

05 Seek Support

Dealing with Islamophobia or racial abuse can be emotionally distressing. You can reach out to Action Against Islamophobia (AAI) support line for referrals to our service partners who can provide culturally safe mental health support and legal advice.

You can also: Contact Lifeline (13 11 14) or Beyond Blue (1300 22 4636) for mental health support.

If you want to explore legal options, you can contact organisations like the WA Law Access (08) 6488 8725 or the Australian Human Rights Commission.

If you are a witness or a Bystander:

- In cases of emergency or urgent attention- call the Police on 000.
- Report the incident to the Action Against Islamophobia website.
- Report the incident to local authorities.
- If you see something. Say something. Speak up in defence of others.
- It is important to consider supporting the victim via a written statement to the relevant authorities explaining the situation and what you saw/heard.

The Challenging Racism Project (CRP) provided by Western Sydney University also provides a list of actions you can consider taking when you witness racism:

Confronting or disagreeing with the perpetrator

Interrupting or distracting perpetrator

Comforting the person(s) targeted

Expressing upset feelings

Calling it "racism" or "discrimination" (if it is safe or productive to do so)

Seeking assistance from friend, teacher, manager, coach etc.

Reporting the incident to authorities





We're Here to Help:

Action Against Islamophobia (AAI) Supporting families in responding to and addressing Islamophobia in Public Spaces.

Telephone: (02) 8377 4199

Email: support@actionagainstislamophobia.org.au

actionagainstislamophobia.org.au

Suite 3 20 Worth Street
Chullora NSW 2190 Australia



See It? Experience It? Report It.

Scan QR Code to Report

