

NSW Fact Sheet Responding to Islamophobia on Public Transport

All people in Australia are entitled to protection against discrimination and racism under various state and federal laws. If someone experiences anti-Muslim hate on a train, bus, ferry, metro or light rail service in NSW, it is important to report the incident. If it is safe to do so, promptly reporting an incident of Islamophobia on public transport minimises risks to safety, increases the chances of preserving CCTV footage of the incident, and facilitates an easier investigation process. Please read through the information below to help you understand the best ways to respond to Islamophobia on public transport.



Turn over for strategies →



If the incident is happening now:

- ❑ If there is an immediate threat or violence, Call 000.
- ❑ Alert the driver, guard, station staff, or use the emergency help point if available.
- ❑ If it is safe to do so, gather information on:
 - The service (train line, bus route, ferry, light rail).
 - Carriage or vehicle number.
 - Station or stop.
 - Direction of travel.
 - Date and exact time.
 - Description of the offender(s).
 - Verbal conduct.
 - Witness details.
 - Photos or videos (if safely obtained).

This information will assist the investigation process.

After the incident

1. Report it to NSW Police

If the conduct involves:

- Physical or verbal assault.
- Threats.
- Intimidation.
- Stalking.
- Spitting.
- Damage to property.
- Hate-motivated behaviour.
- Religious abuse that may amount to an offence.

Report it to NSW Police as soon as possible. Police can investigate and request the relevant CCTV footage from Transport for [NSW Police](#). After reporting to police, ensure you have a copy of the police event number.

2. Report it to Transport for NSW (TFNSW)

Transport for NSW encourages passengers to report safety and security concerns. You can:

- Call 131 500.
- Report the incident through Transport for NSW's online contact channels transportnsw.info



When reporting, provide as much detail as possible:

- Train/bus/ferry/light rail service.
- Station or stop.
- Carriage number.
- Date and time.
- Description of what occurred.

3. Ask for the CCTV footage to be preserved

Transport for NSW operates extensive CCTV across trains, stations, and much of the public transport network.

If you believe the incident was captured, ask that the CCTV footage be preserved pending a police investigation. [Transport for NSW](#) has a dedicated Request to Preserve CCTV Footage process for rail networks.

For incidents that occur on the L2/L3 Light Rail Services, contact Transdev Sydney. Transdev Sydney operates and maintains these lines. [Contact Transdev](#) regarding CCTV footage.

If relevant footage is located, the public transport company will notify you and provide the option of applying for access under the Government Information (Public Access) Act 2009 (GIPA Act).

You are entitled to apply for access to government information under the GIPA Act.

You can make a formal access application here: [Access Government Information](#).

Please note that access to CCTV footage under the GIPA Act is generally limited to viewing only. If you require a copy of the CCTV footage for legal proceedings, a subpoena will be required.

4. Report it to Action Against Islamophobia (AAI)

Reporting to AAI helps to:

- Support the victim.
- Document the incident.
- Identify trends.
- Assist with referrals to police, legal services and support services, where appropriate.

Report here : [Report an incident to AAI](#)

Support Line: (02) 8377 4199



If discrimination occurred without a criminal offence

Depending on the circumstances, you may also be able to make a complaint to:

- [Anti-Discrimination NSW](#) – NSW state government body responsible for administering the Anti-Discrimination Act 1977.
- [Australian Human Rights Commission](#) – National human rights institution of the Commonwealth of Australia.

Suggested AAI reporting advice

1. Report the incident to NSW Police (or call 000 in an emergency).
2. Record the details (time, location, route, witnesses).
3. Preserve CCTV by reporting the incident to Transport for NSW as soon as possible.
4. Seek Support by reporting the incident to Action Against Islamophobia (AAI), which can assist with referrals, advocacy and guidance.