



*The EOC has been encouraged by the progress achieved by participating agencies to date and acknowledges the successes made so far are because of the strong leadership demonstrated by participating Chief Executive Officers.*

## What is systemic racism?

Systemic racism is racism embedded in the policies and practices of organisations. While often unintentional, systemic racism can exclude certain people from full participation in the services provided by these organisations.

Organisations may think that by treating everyone the same, they are providing the best service to everybody, however certain Indigenous, minority or marginalised members of the community have specific needs and need to be treated differently to have those needs met.

A core challenge for organisations addressing systemic racism is the need to think beyond the actions of people within the organisation. We need to see how institutional structures, routine practices and work place cultures combine to produce inequality.

## What is Substantive Equality?

Substantive Equality means a 'one size fits all' model for service delivery is no longer an effective means of providing services to a community with different needs.

When all people have access to a public service that best meets the different needs of WA's diverse community, then Substantive Equality in the public service can be achieved.

Substantive Equality in WA recognises the distinct status of Aboriginal people as the first Australians and as citizens of Australia.

## What does the Substantive Equality Unit do?

The Substantive Equality Unit was established within the Equal Opportunity Commission (EOC) in 2006.

The Unit focuses on preventing systemic race discrimination by assisting major public sector organisations assess their services so fair outcomes can be achieved.

**For further information about the Policy Framework for Substantive Equality and its implementation, please contact an officer within the Substantive Equality Unit on (08)9216 3909 or by email at [seu@eoc.wa.gov.au](mailto:seu@eoc.wa.gov.au).**

**For further information about individual racism or unlawful discrimination call the Equal Opportunity Commission enquiry line on (08) 9216 3900 or 1800 198 149 or visit our website on [www.eoc.wa.gov.au](http://www.eoc.wa.gov.au).**