

**From:** [Alessandra Rezende](#)  
**To:** [Legal Affairs and Safety Committee](#)  
**Subject:** Be Heard Campaign - relate of discrimination occurred on 11 of June of 2021  
**Date:** Monday, 21 June 2021 7:38:46 PM

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**Tell us about your experience of hate incident or crime. How old were you? Who were you with? What happened?**

I'm Alessandra Prado Rezende, 30 years old, Brazilian. I took my car to an electrician by myself. I arrived there for discussion and simple idea of price to fix electrical problem. I didn't want the person, [REDACTED] owner, in Brisbane, to do anything in my car, just ask for an idea of quote. [REDACTED] immediately began stripping my car apart saying that he knew what he was doing. When I tried to stop him he bluntly told me to "stop talking" and "stop asking" - about prices to check. He seemed not standing me talking, getting annoyed and avoid looking to me. He ended up charging me \$70 dollars for his time (which he refused to communicate to me at the beginning when I asked him). Honestly, the way he talked to me, I just wanted to get out of there, feeling unsafe, afraid of him. I said that I would come back next week and I would not go ahead with service. He threatened to call the police, what I was fine about as I was sure I didn't do anything wrong. He took part of my car inside his place to make me pay him. Eventually, he gave back the pieces of my car and, after a string of verbal and racial abuse 'you're an idiot', 'go back to your country', 'you Brazilian are all the same' said. He asked me how long I was in Australia for, speaking down to me. I refused telling him, I said that I acknowledged my rights and that he was discriminating me and I knew the Non-discrimination Act 1991. He said that I didn't know anything, that he didn't want to do business with me, "you are all unreasonable" said again and shout on me to disappear. I drove away feeling threatened and with pieces of my car just thrown in the back, shaking and crying.

**Where did it take place? Was there anybody walking past? Did anyone say or do anything to help you?**

[REDACTED]

No one was walking past. I called my boyfriend from UK, native English speaker, to seek for support while I was there. The man, [REDACTED], started talking to him in a polite way straight away

without shout.

My boyfriend encouraged me to stay at the local and call the police to have the part of my car back. That was why the man through

**Why do you think that person or persons selected you?**

Because I'm not fluent in English, I'm from another country, I'm woman, small, maybe because I'm black. I feel that he wanted to show power over me and control me.

**Did you report to an authoritative figure? If so, what did they do and were you happy with their response?**

Yes, I reported to the police station officers at [REDACTED], Brisbane, QLD. They said that everybody suffers discrimination, and gave a personal example. They said that there was nothing that they could do in the situation as I voluntarily took my car to his place for a service and that I wouldn't probably see the person again. I replied saying that I wanted to avoid that he could do that to anyone else and that it's upsetting that the Anti-discrimination Act 1991 didn't seem to work as it is in theory in Australia. They said that it works, but they refused making register of the situation and offer a note of offence to the person. I insisted and they gave me a code for a one sentence note in the system that they said that is just for any further occurrence with the same person.

**If you were not satisfied with the response, what penalties do you think were appropriate in your case?**

A note from the police for the discrimination act, requesting keeping appropriated distance from the person. The Anti Discrimination Act attached to e-mail or post, with an online course to be done for the authorities, presenting understanding about people human rights and the Anti Discrimination Act and a fine.

**At any point, did you worry that it would be difficult to prove that the incident happened because the person hated your race or religion? If so, can you explain why?**

Yes, I was with low self-esteem, after crying, thinking about the Community Services Diploma course I'm doing, investing in people's wellbeing in Australia, feeling that I don't belong to this society and

feeling worthless to the community. I felt unsafe and unprotected and that the person could deny everything so easily that people would think that I'm lying or exaggerating or even that I deserved that.

### How did your experience impact your life?

Now, After 2 weeks of the episode, I'm thinking that maybe he is right, I shouldn't be here, trying to speak their language and offer my workforce in Australia, afraid of finding more people like [REDACTED] that could make my belonging sense even more fragile. I still feel without hope that people can develop their lives with respect, integrity and confidence that they can be protect in the society for being only themselves. This campaign, presented by my work colleague today when I related the situation to him, brings me a little spark of hope that authorities are working to combat discrimination and that people can be educated towards the human rights.

### **Alessandra Prado Rezende**

*“Know all the theories, master all the techniques, but as you touch a human soul be just another human soul.” Carl Jung*