

Reconciliation Action Plan 2011-12



Walking together for our future
Colleen Wall, 2007





Message from the Commissioner

The Anti-Discrimination Commission Queensland (the Commission), believes that cultural reform is required to dismantle the structural barriers that Aboriginal and Torres Strait Islander peoples are confronted with in daily life. The Reconciliation Action Plan (RAP), is a strategic means by which the Commission can outline how we will play our part in closing the unacceptable gaps between Aboriginal and Torres Strait Islander peoples and their fellow Australians.

The Anti-Discrimination Commission Queensland has a strong vision for reconciliation. This RAP will help the Commission achieve our vision by committing the whole organisation to working in ways that respect, value, engage and support Aboriginal and Torres Strait Islander peoples.

The Commission's RAP was developed by an internal working group made up of Aboriginal, Torres Strait Islander and non-Indigenous staff. The working group also worked in partnership with Reconciliation Australia. The working group is committed to seeing the RAP initiatives achieved, by actively promoting the plan within ADCQ and maintaining enthusiasm and commitment across the whole agency.

The challenge for the Commission and all organisations, is to translate what could be into reality. We at the Anti-Discrimination Commission Queensland are looking forward to making a difference in closing the unacceptable gaps for Aboriginal and Torres Strait Islander peoples, and building a fair and inclusive Queensland for all people.

Kevin Cocks AM
Commissioner
Anti-Discrimination Commission Queensland



Message from Reconciliation Australia

Reconciliation Australia is pleased to endorse the Anti-Discrimination Commission Queensland's Reconciliation Action Plan. We welcome the Commission to the RAP community and value its support in helping to create the future of our nation.

Reconciliation Australia values the Commission's commitment to reconciliation between Aboriginal peoples and Torres Strait Islander peoples, the First Australians, and other Australians. The Reconciliation Action Plan will support the Commission's work in creating a Queensland community that is fair, just and inclusive, where every Queenslanders is treated with respect and dignity.

The Reconciliation Action Plan has a strong emphasis on enhancing and developing the Commission's relationships with Aboriginal and Torres Strait Islander peoples across Queensland. Meaningful actions with measurable targets within the Reconciliation Action Plan will help guide the Commission in its reconciliation journey, including its undertaking to create opportunities for Aboriginal and Torres Strait Islander people involved with ADCQ as staff members, cadets and stakeholders in enhancing ADCQ's work with discrimination complaints and human rights in Queensland.

On behalf of Reconciliation Australia and all our reconciliation partner organisations I thank you for your involvement and wish you well for the important actions you have set for yourself.

Leah Armstrong
CEO Reconciliation Australia

Anti-Discrimination Commission Queensland
Reconciliation Action Plan for the Year 2011-2012

Our business

The Anti-Discrimination Commission Queensland is an independent statutory authority established under *the Anti-Discrimination Act 1991*. The head of the Commission is the Anti-Discrimination Commissioner.

Our core business is to receive and deal with complaints of discrimination and other contraventions of the Act, and to promote human rights in Queensland. We are committed to delivering quality services that respond to the needs of the community, by:

- protecting and promoting human rights in Queensland;
- maintaining high quality service delivery through effective complaint management, community relations and training to the entire state.
- regularly participating in meetings and activities which serve to inform the ADCQ of issues and events across the state.

The Anti-Discrimination Commission Queensland has offices in Brisbane, Rockhampton, Townsville and Cairns. ADCQ has a well-established education and community engagement program which aims to enhance the community's understanding of Queensland anti-discrimination legislation. Community engagement activities including the Commission's website, targeted training, community visits, reference group meetings and policy advices are utilised to reach target groups in all areas of the state. In 2010-11 Anti-Discrimination Commission Queensland engaged with 5,425 people in training sessions and visited 330 organisations across Queensland.

ADCQ employs 35 people to support its work, and this includes 4 Aboriginal and Torres Strait Islander employees.

ADCQ has established an Aboriginal and Torres Strait Islander Unit to inform and assist ADCQ in its relationships with Aboriginal and Torres Strait Islander peoples and communities throughout Queensland.

Our vision for reconciliation

The Anti-Discrimination Commission Queensland's (ADCQ) vision for reconciliation is for Aboriginal peoples and Torres Strait Islander peoples, the First Australians, and other Queenslanders to contribute to a Queensland community that is fair, just and inclusive, where every Queenslanders is treated with respect and dignity.

ADCQ's mission is to take a leadership role in human rights in Queensland through upholding, promoting and protecting the rights of all Queenslanders.

Our RAP will help ADCQ achieve our vision and mission by committing the whole organisation to working in ways that respect, value, engage and support Aboriginal and Torres Strait Islander peoples

Our RAP

This initial RAP covers the implementation period July 2011 to June 2012; annual RAP Reports will help us to celebrate our successes and refresh our RAP and its actions on an annual basis.

The RAP was developed with input from ADCQ staff across the state. Actions were identified under the headings of Relationship, Respect and Opportunity.

Our RAP Working Group is comprised of both Aboriginal and Torres Strait Islander staff and other staff (approximately 50:50), and includes staff from Brisbane and regional offices. The RAP Working Group met face to face when opportunities arose, and also communicated via telephone conference and email correspondence to develop the RAP and commence RAP implementation work.

Our RAP was developed in partnership with Reconciliation Australia.

Relationships	The Commission's relationships with Aboriginal and Torres Strait Islander communities across Queensland are important as they support the Commission's core business of dealing with complaints of discrimination and promoting human rights to the benefit of all Queenslanders.
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Focus area: Communication, partnerships, education and support

Action	Responsibility	Timeline	Measurable Target
1. ADCQ supports the Reconciliation Action Plan (RAP)	Commissioner	February and November 2012	<ul style="list-style-type: none"> • ADCQ RAP Working Group oversees implementation of the RAP, meeting twice yearly to monitor progress. • The RAP Working Group includes both Aboriginal and Torres Strait Islander and other Queenslanders (approximately 50:50). • RAP Working Group membership will be reviewed annually.
2. Engage with Community Justice Groups and state-wide Community Justice Reference Group	Deputy Commissioner with the Aboriginal and Torres Strait Islander Unit	By June 2012	<ul style="list-style-type: none"> • All ADCQ offices (Brisbane, Rockhampton, Townsville, Cairns) to provide at least one <i>Tracking Your Rights</i> training session to local Community Justice Groups each 12 months to be reported in the ADCQ Annual Report.
3. Engage with the Queensland Aboriginal and Torres Strait Islander Advisory Council	Deputy Commissioner with the Aboriginal and Torres Strait Islander Unit	By June 2012	<ul style="list-style-type: none"> • ADCQ to provide input on one policy, program or service sought from the Advisory Council and then report on it in the ADCQ Annual Report.

Respect

ADCQ recognises and respects the unique cultural heritage of Queensland's Aboriginal and Torres Strait Islander peoples and their special relationship with the land and sea. Through its Aboriginal and Torres Strait Islander Unit, ADCQ will continue to promote respect for Aboriginal and Torres Strait Islander peoples and their culture to staff and stakeholders.

Focus area: To foster respect and ensure our staff have cultural awareness and understanding of Aboriginal and Torres Strait Islander Queenslanders.

Action	Responsibility	Timeline	Measurable Target
1. Aboriginal and Torres Strait Islander cultural awareness training for all ADCQ staff	Commissioner and Deputy Commissioner	March and September 2012	<ul style="list-style-type: none"> • All ADCQ staff performance development plans include cultural awareness training. • Induction for all new ADCQ staff includes cultural awareness training. • Three-yearly cultural awareness training schedule established for all staff.
2. Apply best practice protocols for working with Aboriginal and Torres Strait Islander peoples	Deputy Commissioner	Throughout 2011-12	<ul style="list-style-type: none"> • Acknowledgement of Traditional Owners and Elders. • Protocols for Acknowledgement of Country and Welcome to Country used appropriately and at all official ADCQ meetings, training sessions and events. • Practice protocols within ADCQ's core business. • Ensure all ADCQ publications are culturally appropriate for Aboriginal and Torres Strait Islander peoples.
3. Participate in Aboriginal and Torres Strait Islander events and significant dates throughout the year	Deputy Commissioner	Ongoing 2011-2012	<ul style="list-style-type: none"> • Calendar of events available on the ADCQ website, ie. National Apology Day, National Sorry Day, Mabo Day, NAIDOC. • All ADCQ offices celebrate or mark important days.

Opportunities	ADCQ is committed to creating opportunities for Aboriginal and Torres Strait Islander people involved with ADCQ as staff members, cadets and stakeholders in enhancing ADCQ's core business. Aboriginal and Torres Strait Islander people have skills and knowledge that enable the Commission to perform its work for the benefit of the Queensland community.
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Focus area: To ensure continuing employment opportunities for Aboriginal and Torres Strait Islander peoples

Action	Responsibility	Timeline	Measurable Target
1. Develop and maintain a support network for Aboriginal and Torres Strait Islander staff	Deputy Commissioner with the Aboriginal and Torres Strait Islander Unit	Monthly	<ul style="list-style-type: none"> Maintain regular contact between Aboriginal and Torres Strait Islander Unit and Aboriginal and Torres Strait Islander staff. Regular regional updates via teleconference. Network members hold at least four meetings a year (in person or by phone).
2. Create an Aboriginal and Torres Strait Islander Employment Action Plan that includes employment retention and career advancement options for Aboriginal and Torres Strait Islander staff	Deputy Commissioner and Aboriginal and Torres Strait Islander Unit	June 2012	<ul style="list-style-type: none"> Aboriginal and Torres Strait Islander Employment Action Plan implemented. 2.7% (COAG agreed target) of staff within the ADCQ are Aboriginal or Torres Strait Islander people. Aboriginal and Torres Strait Islander staff retention is on par with other staff.
3. Publish resources specifically for Aboriginal and Torres Strait Islander peoples on ADCQ website and elsewhere	Deputy Commissioner with Aboriginal and Torres Strait Islander Unit	Ongoing 2011-2012	<ul style="list-style-type: none"> Service information on the ADCQ website. All Aboriginal and Torres Strait Islander communities visited are provided with information and literature on available ADCQ services.
4. Best practice ADCQ complaint management and service delivery to Aboriginal and Torres Strait Islander communities	State Director (Complaint Management) with Aboriginal and Torres Strait Islander Unit Aboriginal and Torres Strait Islander Unit Aboriginal and Torres Strait Islander Unit	By June 2012 By June 2012 March 2012	<ul style="list-style-type: none"> Annual review of complaints process (including number of complaints and outcomes) for Aboriginal and Torres Strait Islander people to provide more accessible, appropriate and equitable service delivery to Aboriginal and Torres Strait Islander communities. Annual review of Tracking Your Rights print and webpage chapters and training package to ensure currency. The Aboriginal and Torres Strait Islander Unit to develop a guide to best practice service delivery and case management for ADCQ complaint handlers, Aboriginal and Torres Strait Islander complainants and advocates.

Tracking progress and reporting

Action	Responsibility	Timeline	Measurable Target
1. RAP launched	Commissioner	9 August 2011	<ul style="list-style-type: none"> All ADCQ staff participates in the launch of the RAP. ADCQ RAP uploaded to the ADCQ website and the Reconciliation Australia website.
2. Monitor progress of the RAP actions	Deputy Commissioner	February and November 2012	<ul style="list-style-type: none"> RAP Working Group meets twice per year and collates data on progress for RAP actions.
3. Annual reporting on implementation of the RAP	Deputy Commissioner	September 2012	<ul style="list-style-type: none"> The ADCQ Annual Report 2011-12 introduces the Commission's RAP with future Annual Reports including at least one page of commentary and lessons learned from implementation of the actions in the RAP. Annual RAP Report delivered to Reconciliation Australia for uploading to the RA website.
4. RAP refreshed annually	Deputy Commissioner	July 2012	<ul style="list-style-type: none"> Refreshed RAP developed in consultation with Reconciliation Australia and ADCQ RAP Working Group. Refreshed RAP uploaded to the ADCQ website and the Reconciliation Australia website.

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