

**Vision**  
**Purpose**  
**Objectives**

A fair and inclusive Queensland.  
To strengthen the understanding, promotion and protection of human rights in Queensland.  
The Commission supports the Government's objectives to Grow a Four Pillar Economy and Revitalise Front Line Services for Families.

Objectives	Strategies to achieve these objectives	Performance indicators	Values
Provide a fair, timely and accessible complaint resolution service.	<ul style="list-style-type: none"> <li>Resolve complaints under the <i>Anti-Discrimination Act 1991</i> using processes that are accessible, fair and timely.</li> <li>Regularly review our own performance, with particular regard to independence, ethical behavior and impartiality.</li> <li>Invite and respond to feedback from people involved in complaint resolution.</li> </ul>	<ul style="list-style-type: none"> <li>Percentage of accepted complaints resolved through conciliation.</li> <li>Percentage of clients satisfied with conciliation process.</li> <li>Timeliness of assessment, conciliation and finalisation of complaints.</li> </ul>	<p>In delivering services to achieve our objectives we are committed to:</p> <ul style="list-style-type: none"> <li>treating everyone with respect and dignity, acknowledging their fundamental human rights.</li> <li>treating everyone fairly and impartially.</li> <li>supporting a workplace culture that encourages diversity, innovation and responsiveness to the needs of our clients.</li> <li>valuing our independence and the rule of law.</li> </ul>
Provide information to the community about their rights and responsibilities under the Act.	<ul style="list-style-type: none"> <li>Improve access to information through a range of media including the new website.</li> <li>Provide training products and services that are relevant and effective.</li> <li>Continue development of fact sheets and resource kits for clients.</li> <li>Develop Schools Project to engage with students</li> <li>Explore avenue for enhanced engagement with small business sector – small business advice service.</li> </ul>	<ul style="list-style-type: none"> <li>Number of complaint enquiry advices provided.</li> <li>Number of education sessions provided and people trained.</li> <li>Percentage of clients satisfied with education services.</li> <li>Number of community engagements.</li> <li>Number of fact sheets and resource kits which are developed and distributed.</li> </ul>	<p><b>Key challenges</b></p> <p>Currently, across the broader Queensland community, there is:</p> <ul style="list-style-type: none"> <li>a lack of awareness or sense of responsibility for those in the community whose human rights are not respected and realised;</li> <li>a culture of exclusion of certain groups based upon attributes including race, religion, sexuality, impairment, and gender identity;</li> <li>a lack of understanding about human rights;</li> <li>unlawful discrimination;</li> <li>a lack of inclusion for those in the community whose human rights are not respected or realised;</li> <li>a lack of ownership and skills within the community to promote a culture of inclusion of all persons.</li> </ul>
Promote understanding, acceptance and public discussion of human rights in Queensland.	<ul style="list-style-type: none"> <li>Advocate legislative changes which improve protection of human rights.</li> <li>Address systematic discrimination in key areas.</li> <li>Actively contribute to policy development and review across federal, state and local government.</li> <li>Promote human rights as necessary and relevant for every person.</li> <li>Promote our organisation, its products and services, in a way that reflects our vision and value base.</li> <li>Invite debate and discussion around human rights issues through a range of events and activities.</li> </ul>	<ul style="list-style-type: none"> <li>Number of changes to legislation which improve human rights.</li> <li>Number of initiatives implemented to address systemic discrimination.</li> <li>Number of ADCQ submissions that promote human rights outcomes in legislation and /or policy and practice.</li> <li>Number of submission that are accepted.</li> </ul>	
Create opportunities for human rights to flourish	<ul style="list-style-type: none"> <li>Identify opportunities in local communities for alliances to progress our vision at system, organisational and individual levels to build a culture that allows human rights to flourish.</li> <li>Use “strengths based” language and frameworks to promote human rights.</li> <li>Locate our work in the broader national and international human rights context</li> <li>Ensure our resource investment strategy reflects our mission and value base.</li> </ul>	<ul style="list-style-type: none"> <li>Number of staff trained in developing community networks using a “strength based” paradigm.</li> <li>Number of engagements across Queensland.</li> <li>Examples of improved inclusion of excluded groups as a result of ADCQ activities.</li> </ul>	<p><b>Capability</b></p> <p>In order to meet these challenges we must maintain and build the capability of our people, processes and organisation. In particular we must:</p> <ul style="list-style-type: none"> <li>invest in technology to reduce costs and enhance our reach into the community.</li> <li>invest in professional development for staff.</li> <li>improve corporate governance to enhance accountability, ethical behaviour and performance.</li> </ul>