



**ANTI-DISCRIMINATION  
COMMISSION QUEENSLAND**

**Strategic Plan**

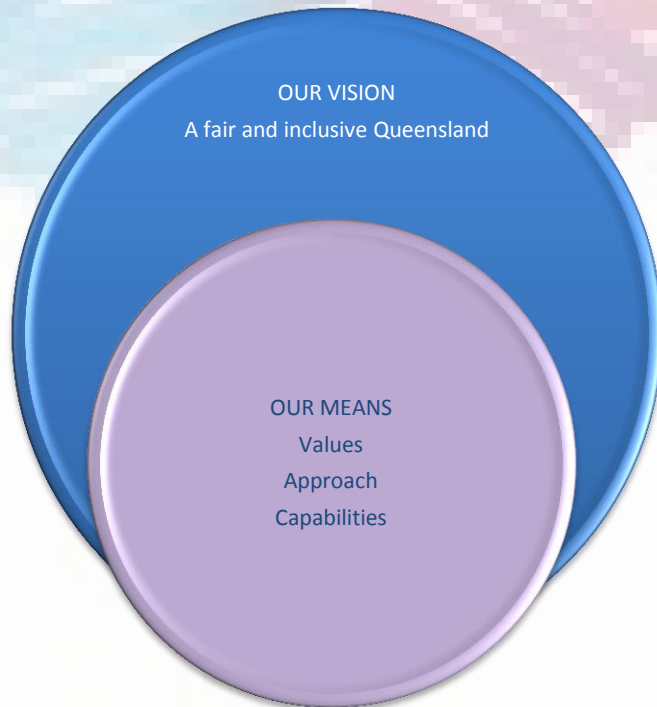
**2017-21**

# OUR VISION – WHAT WE SEEK



A FAIR AND  
INCLUSIVE  
QUEENSLAND

# OUR MEANS – HOW WE OPERATE



## OUR VALUES

- We treat everyone with respect and dignity - acknowledging their fundamental human rights.
- We nurture a workplace culture that encourages diversity, innovation and responsiveness to the needs of our clients.
- We value our independence and uphold the rule of law.

## OUR APPROACH

- We operate using a strengths-based model enabling us to build capacity within our organisation, within communities and across boundaries.
- We build trusted relationships and empower individuals and communities at the grassroots level to create opportunities for human rights to flourish.
- We have high expectations of ourselves, our teams and leadership within our organisation and the community.
- We take calculated risks.

## OUR CAPABILITIES

- We invest in professional development of staff.
- We invest in technology to reduce costs and enhance our reach into the community.
- We seek to maintain and build the capability of our people, processes and organisation.

# OUR OBJECTIVES – WHAT WE DELIVER



## PROTECTING HUMAN RIGHTS

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- Everyone in Queensland is protected from unlawful discrimination, sexual harassment and other forms of objectionable conduct as defined by the *Anti-Discrimination Act 1991* (the Act). The Act reflects the various human rights treaties to which Australia is a signatory.

## PROMOTING HUMAN RIGHTS

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- Safe, accessible forums exist for the robust and vigorous discussion of the human rights framework in place within Queensland.
- Implementation of the Queensland human rights framework in a manner that is contemporary and relevant.

## UNDERSTANDING HUMAN RIGHTS

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- Community members have a clear understanding of their rights and responsibilities in relation to the human rights framework in place in Queensland.

# PROTECTING HUMAN RIGHTS – STRATEGIES AND TARGETS

## STRATEGIES

- Resolve complaints received under the Act by providing a fair, timely, and accessible complaint resolution service.
- Undertake fair and vigorous assessment of complaints under the Act and provide clear and concise reasons for our decisions.
- Intervene, where appropriate, in proceedings that involve human rights issues, with the leave of the court hearing the proceeding, to provide expert assistance.
- Work with communities where human rights are under threat to develop sustainable, community-led solutions.
- Develop quantitative and qualitative measurement tools to critically assess the impact of the current strengths-based model of community engagement on social cohesion in identified locations.
- Assist in the implementation of a Human Rights Act for Queensland.

## TARGETS

- A high satisfaction rate from conciliation evaluations completed.
- Decisions withstand external scrutiny.
- Successful interventions resulting in improved human rights outcomes.
- Increased community ownership and investment in human rights and the development of sustainable relationships within communities.
- Measurement tools developed and trialled.
- Influence the development and implementation of a Human Rights Act for Queensland.

# PROMOTING HUMAN RIGHTS – STRATEGIES AND TARGETS

## STRATEGIES

- Enhance ADCQ's reach and achievement of outcomes through collaboration.
- Promote public discussion of human rights through a variety of community engagement and communication strategies.
- Broaden ADCQ's reach through the use of the web and social media to allow for education and discussion of human rights.
- Actively contribute to discussion and understanding of contemporary human rights issues through submissions to a variety of state and federal inquiries and Parliamentary Committees.

## TARGETS

- Strengthen strategic relationships with government agencies, the private sector, NGOs and community organisations.
- Lead and participate in key human rights events.
- Maintenance of website and social media platforms to enhance accessibility and relevance.
- Influence the review of the Anti-Discrimination Act 1991 and the development of a Human Rights Act for Queensland.

# UNDERSTANDING HUMAN RIGHTS – STRATEGIES AND TARGETS

## STRATEGIES

- Establish ADCQ as the provider of Queensland's best quality training in the field of discrimination and human rights.
- Maintain a range of products and services that provide clear and accurate information in an engaging and accessible manner.
- Provide information to the community about their rights and responsibilities under the Act.
- Provide a prompt, accessible telephone enquiry service regarding the Act, our complaint process and appropriate referrals.
- Provide a high quality conciliation process that helps people understand their rights and responsibilities under the Act.

## TARGETS

- Meet annual targets for delivery of training to business, government and the community.
- Review existing course offerings and develop enhanced offerings where necessary.
- Publish resources online.
- Meet annual targets for the provision of telephone enquiry services.
- A high satisfaction rate from conciliation evaluations completed.