|  |  |  |
| --- | --- | --- |
| CMYK ADCQ | | Strategic Plan 2015-19 |
|  | 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 of building safe, caring and connected communities*.* |

|  |  |  |  |
| --- | --- | --- | --- |
| Objectives | Strategies to achieve these objectives | Performance indicators | Values |
| Provide a fair, timely and accessible complaint resolution service. | * Resolve complaints under the *Anti-Discrimination Act 1991* using processes that are accessible, fair and timely. * Regularly review our own performance, with particular regard to independence, ethical behavior and impartiality. * Invite and respond to feedback from people involved in complaint resolution. | * Percentage of accepted complaints resolved through conciliation. * Percentage of clients satisfied with conciliation process. * Timeliness of assessment, conciliation and finalisation of complaints. | In delivering services to achieve our objectives we are committed to:   * treating everyone with respect and dignity, acknowledging their fundamental human rights. * treating everyone fairly and impartially. * supporting a workplace culture that encourages diversity, innovation and responsiveness to the needs of our clients. * valuing our independence and the rule of law. |
| Provide information to the community about their rights and responsibilities under the Act. | * Improve access to information through a range of media including the new website. * Provide training products and services that are relevant and effective. * Continue development of fact sheets and resource kits for clients. * Improve Schools Project to engage with students * Explore avenue for enhanced engagement with small business sector – small business advice service and online training. | * Number of complaint enquiry advices provided. * Number of education sessions provided and people trained. * Percentage of clients satisfied with education services. * Number of community engagements. * Number of fact sheets and resource kits which are developed and distributed. * Trial use of online training packages. | Key challenges |
| Currently, across the broader Queensland community, there is:   * a lack of awareness or sense of responsibility for those in the community whose human rights are not respected and realised; * a culture of exclusion of certain groups based upon attributes including race, religion, sexuality, impairment, and gender identity; * a lack of understanding about human rights; * unlawful discrimination; * a lack of inclusion for those in the community whose human rights are not respected or realised; * a lack of ownership and skills within the community to promote a culture of inclusion of all persons. |
| Promote understanding, acceptance and public discussion of human rights in Queensland. | * Advocate legislative changes which improve protection of human rights. * Address systematic discrimination in key areas. * Actively contribute to policy development and review across federal, state and local government. * Promote human rights as necessary and relevant for every person. * Promote our organisation, its products and services, in a way that reflects our vision and value base. * Invite debate and discussion around human rights issues through a range of events and activities. | * Number of changes to policy and legislation which improve human rights. * Number of initiatives implemented to address systemic discrimination. * Number of ADCQ submissions that promote human rights outcomes in legislation and /or policy and practice. * Number of submissions that are accepted. |
| Create opportunities for human rights to flourish | * 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. * Use “strengths based” \* frameworks to promote human rights. * Locate our work in the broader national and international human rights context * Ensure our resource investment strategy reflects our mission and value base. | * Proficiency in developing communities and networks using a “strength based” \* approach. * Number of engagements across Queensland. * Examples of improved inclusion of excluded groups as a result of ADCQ activities. | Capability |
| In order to meet these challenges we must maintain and build the capability of our people, processes and organisation. In particular we must:   * invest in technology to reduce costs and enhance our reach into the community. * invest in professional development for staff. * improve corporate governance to enhance accountability, ethical behaviour and performance. |

\* A “strength based” approach to building relationships and solving problems focuses on the strengths of individuals and communities rather than their deficits. This approach empowers communities to solve their own problems.