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| CMYK ADCQ | Strategic Plan 2015-19 |
|  | VisionPurposeObjectives | 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*.* |

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| 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.
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| 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.
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| 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.
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| 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.
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\* 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.