Cover for 2013 to 2014 annual report of the Anti-Discirimintaion Commission Queensland

**Anti-Discrimination Commission Queensland**

Annual Report 2013-14

**Annual Report 2013-14**

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# Letter of compliance

1 September 2014

The Honourable Jarrod Bleijie MP

Attorney-General and Minister for Justice

Level 18 State Law Building

50 Ann Street

Brisbane Qld 4000

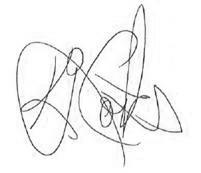
Dear Attorney-General

I am pleased to present the Annual Report 2013-2014 and financial statements for the Anti-Discrimination Commission Queensland.

I certify that this Annual Report complies with:

* the prescribed requirements of the Financial Accountability Act 2009 and the Financial and Performance Management Standard 2009, and
* the detailed requirements set out in the Annual report requirements for Queensland Government agencies.

A checklist outlining the annual reporting requirements can be found at Appendix B of this annual report or accessed at www.adcq.qld.gov.au.

Yours sincerely

**Kevin Cocks AM**

**Commissioner**

**Anti-Discrimination Commission Queensland**

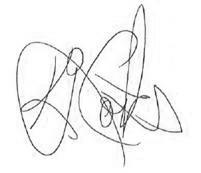
# Commissioner’s foreword

Welcome to the Anti-Discrimination Commission Queensland’s Annual Report for 2013-14.

The Anti-Discrimination Commission Queensland has a legislative requirement and is committed to strengthening the understanding, promotion and protection of human rights in Queensland. We do this work through receiving and managing complaints, training and education, research and submissions, and a broad range of activities to engage and inspire the community.

Our annual report provides an overview of our progress towards achieving a fair and inclusive Queensland, through the delivery of our core services of complaint handling, community engagement, training, education and human rights promotion services. The report reflects our commitment to transparent corporate governance by giving an account of our revenue and how we have used public funds.

I would like to acknowledge and thank all the staff for their energy, professionalism and commitment to the promotion and protection of human rights in Queensland. The Commission has a workforce which embraces diverse viewpoints resulting in the Commission delivering its core services more innovatively, effectively and efficiently.



**Kevin Cocks AM**

**Commissioner**

# Highlights of 2013-14

|  |  |
| --- | --- |
| **Effective complaint resolution**  The ADCQ complaint management process remains effective, with 60% of complaints lodged with the Commission this year being successfully resolved through conciliation.  Eighty-eight per cent of complaints were finalised within six months and 89% of clients were satisfied with the complaint handling service.  Overall complaint trends have remained consistent with previous years. The highest number of complaints arose in the area of work, with impairment, race and sex being the most common ground for discrimination.  Read more – page 23 | **Lockyer Valley community development**  Over the past two years, the ADCQ has been working in partnership with the Lockyer Valley Regional Council to implement a community engagement strategy in the region.  The strategy is aimed at empowering the community to address the challenges associated with rapid population growth and increased diversity, as well as identifying and taking advantage of the opportunities presented by these changes.  To date the strategy has involved working with local businesses, service and education providers and the general community.  Read more – page 11 |
| **Resources for schools**  The first phase of the ADCQ Schools Project was completed with the launch of a student and teacher resource kit in February 2014. The Discrimination and Sexual Harassment at Work resource kit was made available to students and teachers on the ADCQ website and through internal communication in each of the three Queensland schools sectors.  Phase two of the project commenced in March 2014. It involves the development of additional audio visual resources as well as adapting resources for students from non-English speaking backgrounds, students with low literacy and Aboriginal and Torres Strait Islander students.  Read more – page 11 | **Online training**  This year the ADCQ, in partnership with e3 Learning, developed its first online training module – Discrimination Awareness in Queensland.  The module, which is intended to complement rather than replace face-to-face training, is an ideal tool for staff induction and refresher training. It also provides an accessible training option for small business operators and others who may be unable to access face-to-face training for various reasons.  Read more - page 20 |
| **Mabo Oration 2013**  In July 2013, the ADCQ, in partnership with the Queensland Performing Arts Centre, hosted the 5th biennial Mabo Oration. The Oration was delivered by Les Malezer, co-chair of the National Congress of Australia’s First People.  Additional commentary was provided by human rights lawyer and Australian Jesuit priest, Father Frank Brennan.  The event was attended by over 400 people.  Read more – page 22 | **Delivering services to regional Queensland**  The ADCQ maintained a strong presence in areas of regional Queensland this financial year. Staff from our Cairns, Townsville and Rockhampton offices have been pro-active in attending a wide variety of community events and engagements throughout their regions. They have also taken the lead in hosting several key community events promoting inclusive communities. Continued demand for training in regional areas has enabled ongoing contact with Queenslanders outside major cities.  Read more – page 17 |

# About the Anti-Discrimination Commission Queensland

**Our vision**

A fair and inclusive Queensland.

**Our purpose**

To strengthen the understanding, promotion and protection of human rights in Queensland.

**Our values**

The work of the Commission is guided by our commitment to the following values:

* Know your customers.
* Deliver what matters.
* Make decisions with empathy.
* Challenge the norm and suggest solutions.
* Encourage and embrace new ideas.
* Work across boundaries.
* Expect greatness.
* Lead and set clear expectations.
* Seek, provide and act on feedback.
* Own your actions, successes and mistakes.
* Take calculated risks.
* Act with transparency.
* Lead, empower and trust.
* Play to everyone’s strengths.
* Develop yourself and those around you.

**Customers first**

**Ideas into action**

**Unleash potential**

**Be courageous**

**Empower people**

We believe these values lead to the following positive behaviours**:**

* 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; and
* valuing our independence and the rule of law.

**Our functions**

Established under the Anti-Discrimination Act 1991, the Commission is an independent statutory body that has the following functions:

* to inquire into complaints and, where possible, to effect conciliation;
* to carry out investigations relating to contraventions of the Act;
* to examine Acts and, when requested by the Minister, proposed Acts, to determine whether they are, or would be, inconsistent with the purposes of the Act, and to report to the Minister the results of the examination;
* to undertake research and educational programs to promote the purposes of the Act, and to coordinate programs undertaken by other people or authorities on behalf of the State;
* to consult with various organisations to ascertain means of improving services and conditions affecting groups that are subjected to contraventions of the Act;
* when requested by the Minister, to research and develop additional grounds of discrimination and to make recommendations for the inclusion of such grounds in the Act;
* such functions as are conferred on the commission under another act;
* such functions as are conferred on the commission under an arrangement with the Commonwealth under part 3 of the Anti-Discrimination Act 1991;
* to promote an understanding and acceptance, and the public discussion, of human rights in Queensland;
* if the commission considers it appropriate to do so – to intervene in a proceeding that involves human rights issues with the leave of the court hearing the proceeding and subject to any conditions imposed by the court;
* such other functions as the Minister determines;
* to take any action incidental or conducive to the discharge of the above functions.

**Our objectives**

The Commission’s key objectives are to:

* provide a fair, timely and accessible complaint resolution service;
* provide information to the community about their rights and responsibilities under the Act;
* promote understanding, acceptance and public discussion of human rights in Queensland; and
* create opportunities for human rights to flourish.

**Our services**

The Commission delivers frontline services to the Queensland community, including businesses, state and local government, the community sector and people throughout the state.

Our services include:

* resolving complaints received under the Act;
* delivering training to business, government and the community; and
* promoting public discussion of human rights through a variety of community engagement and communication strategies.

More detail about how these services are delivered can be located in the relevant sections of this annual report.

**Our people**

The ADCQ is led by the Anti-Discrimination Commissioner who is appointed by the Governor in Council and reports to Parliament through the Attorney-General and Minister for Justice. Although overall accountability for ADCQ services rests with the Commissioner, direct management responsibility of the various teams within the ADCQ is shared between the Commissioner and the Deputy Commissioner.

The Commission has four offices located in Brisbane, Rockhampton, Townsville and Cairns which deliver services to the Queensland community. Each regional office performs a variety of functions including complaint management, training, community engagement and provision of information services directly to the public. The Brisbane office is responsible for executive and corporate services.

The State Director (Complaint Management) has program responsibility for the provision of complaint management services throughout the state. The Brisbane Complaint Management Team:

* manages the majority of complaints arising in South-East Queensland;
* provides information services to clients; and
* participates in community engagement activities.

The Manager, Community Relations has program responsibility for the provision of community engagement services throughout the state. The Brisbane Community Relations Team:

* delivers training and community engagement activities - primarily focused on the South-East Queensland area; and
* provides marketing and communication services.

The Corporate Services team is located in the Brisbane office of ADCQ. This team:

* leads and manages the ADCQ's administrative, financial, human resource, information technology, facilities and governance services; and
* participates in community engagement activities.

Executive, legal and research services within ADCQ are undertaken by the Human Rights Policy and Research Unit. This team comprises the Deputy Commissioner, Principal Lawyer, Co-ordinator of the Aboriginal and Torres Strait Islander Unit and the Librarian. As a unit, their role is to:

* provide executive support and legal services;
* develop human rights policy and undertakes research on human rights issues; and
* participate in community engagement activities.

The ADCQ organisational structure, from a functional perspective, is available at Appendix E.

# Performance Statement 2013-14

The ADCQ performed strongly throughout the 2013-14 financial year, meeting or exceeding the majority of performance targets across core service delivery areas. Highlights included:

* resolving 60 per cent of accepted complaints , with 86% of clients being satisfied with the complaint handling service;
* delivering training to 4,099 people and achieving an average 95% satisfaction rate;
* responding to 3,265 enquiries about the Anti-Discrimination Act 1991 and ADCQ services;
* developing an online training module called Discrimination Awareness in Queensland;
* conducting 398 community engagement activities;
* enhancing discussion and understanding of contemporary human rights issues through submissions to a variety of state and federal inquiries and Parliamentary Committees; and
* delivering 40 keynote addresses to professional networks, conferences, community and student groups.

Table 1: Service Standards

| Service standards | Notes | 2013-14 Target/Est. | 2013-14 Est. actual | 2014-15 Target/Est. |
| --- | --- | --- | --- | --- |
| Percentage of accepted complaints resolved by conciliation | 1. | 55% | 60% | 55% |
| Percentage of clients satisfied with complaint handling service measured by client survey | - | 85% | 86% | 85% |
| Percentage of clients satisfied with training sessions measured by client survey | - | 95% | 95% | 95% |
| Percentage of accepted complaints referred to the Tribunal | 2. | 25% | 22% | 25% |
| Percentage of complaints where time from acceptance notice to complaint being closed is: | 1. | - | - | - |
| * within three months | - | 60% | 68% | 60% |
| * within six months | - | 20% | 20% | 20% |
| * within nine months | - | 10% | 8% | 10% |
| * within 12 months | - | 5% | 1% | 5% |
| * over 12 months | - | 5% | 3% | 5% |

Notes:

1. This variance is due to greater stability in staffing levels, resulting in improved management of complaint files and reduced timeframes.
2. This is a positive result as it means more complaints are being finalised through the conciliation process.

# Community Engagement and Education

‘The quality of democratic life is improved by an educated community appreciative and respectful of the dignity and worth of everyone.’

This is one of Parliament’s primary reasons for enacting the Anti-Discrimination Act 1991.

An important aspect of the ADCQ’s role is the provision of education programs and the promotion of understanding, acceptance and public discussion of human rights in Queensland through communication and community engagement activities.

The ADCQ Community Engagement Strategy incorporates eight strategic functional areas. These areas and their objectives are:

Table 2: Community Engagement Strategy

|  |  |  |  |
| --- | --- | --- | --- |
| **Engagement, consultation and community development** | **Web and social media** | **Partnerships and networks** | **Information products and services** |
| Increase community ownership and investment in human rights | **Broaden ADCQ’s reach through the use of the web and social media to allow for education and discussion of human rights** | **Enhance ADCQ’s reach and achievement of outcomes through collaboration** | **Maintain a range of products and services that provide clear and accurate information in an engaging and accessible manner** |
| **Education** | **Media** | **Events** | **Marketing and promotion** |
| **Establish ADCQ as the provider of Queensland’s best quality training in the field of discrimination and human rights** | **Grow the media as a vessel for the promotion of human rights and education of the Queensland community** | **Maximise community engagement opportunities through involvement in key human rights events** | **Build a recognisable ADCQ brand, associated with quality education, professional complaint management and a fair and inclusive QLD.** |

## Engagement, community development and major projects

The ADCQ’s community engagement and development is the main means of achieving our vision of a fair and inclusive Queensland. These activities serve two purposes:

* raising community awareness of the role of the ADCQ and the Anti-Discrimination Act 1991; and
* enhancing community capacity to create opportunities for human rights to flourish.

The ADCQ aims to actively identify, direct and support the capabilities of individuals and groups to achieve positive outcomes and create spaces where human rights can flourish. ADCQ’s role is to provide information, connect people, build networks, and coordinate community projects and events. Major achievements in this area throughout 2013-14 include:

## Schools project

In 2012-13 the ADCQ commenced a project to develop resources for senior high schools students and teachers about rights and responsibilities under the Anti-Discrimination Act 1991. The first phase of this project was completed in the current reporting period with the launch of the Discrimination and Sexual Harassment at Work resource kit in February 2014. The kit contains teaching notes, activities, fact sheets and a student booklet. It is designed to be used by years 10 to12 students and guidance officers, pastoral care teachers and VET coordinators to support young people who are commencing work or undertaking work experience. The resources are available to print on demand from the ADCQ website.

Evaluation of phase one of the project identified that the resource could be enhanced by adding more interactive elements as well as adapting the resource for specific student groups including non-English speaking students and Aboriginal and Torres Strait Islander students. This will be the focus of phase two of the project throughout 2014-15.

## Lockyer Valley community development project

Since 2012, the ADCQ has been working in partnership with the Local Area Multicultural Partnership (LAMP) office in Lockyer Valley Regional Council on a community development project in the region. The aim of the project is to engage with local businesses, organisations and the community to improve opportunities and quality of life for vulnerable groups, in particular migrant communities.

Major activities undertaken in 2013-14 included:

* two community conversations held in August and November 2013 exploring the idea of creating an inclusive community;
* presentation at the Lockyer Valley Better Business Network breakfast in November 2013 on the financial benefits of inclusive workplaces;
* community visits conducted to a variety of stakeholders in March and June 2014 providing information about the ADCQ and the work being undertaken in the Lockyer Valley; and
* facilitation of community conversation between English language providers and migrant community members in April 2014, to discuss how English language and literacy training might be re-introduced to the community. A significant outcome of this conversation was that 38 community members have been trained as volunteer English language tutors. Negotiations are still continuing with English language providers to have formal training options recommenced in the Lockyer Valley region.

## Many Cultures, One Community

A community initiative called ‘Many Cultures, One Community’ has grown out of the anti-racism forum hosted by the Townsville office of ADCQ in May 2013. Discussion at the forum revealed that migrants and refugees who are new to North Queensland often either arrive with, or soon after develop, negative perceptions of local Indigenous people. Similarly, migrants and refugees are often feared or misunderstood by locals. To address these issues, the ‘Many Cultures, One Community’ program aims to bring together, through a series of group discussions, migrant and refugee communities and Aboriginal and Torres Strait Islander communities with an aim to promote better understanding of each other and to discuss important issues such as racism and human rights.

The program is funded through the Department of Social Security’s Diversity and Social Cohesion Project. The ADCQ is a member of the steering committee and provides input on discrimination and human rights issues, as well as suggesting strategies for successful implementation of the project.

## Transgender project

Through the Brisbane-based Transgender Community Engagement Project, the Commission is engaging with stakeholders about issues faced by transgender employees in obtaining and retaining employment. Since December 2013 we have engaged in a number of activities including representing the Commission on a panel at the Pride in Diversity conference, delivering a tailored training session to transgender individuals and allies, and holding a workshop with members of transgender communities concerning workplace issues. Consultation has commenced with relevant employer stakeholders around issues of gender diversity in the workplace, with a view to creating a Queensland-specific electronic resource to be accessed by employers and employees in the future. We are also currently assisting an employee transitioning at work, by providing advice and specialised training to managers and staff.

## Small business project

In 2013-14 the ADCQ continued its work with the small business sector, supporting operators to understand and meet their obligations under the Anti-Discrimination Act 1991.

This project was a key goal for ADCQ in the 2013-14 financial year and will continue into the future - given the size and diversity of the Queensland small business sector. Consultation with small business peak bodies began in late 2013. Organisations including the Chamber of Commerce and Industry Queensland and the Business Enterprise Centre in Ipswich have indicated a willingness to support this project.

Draft resources including a small business handbook and ‘20 questions’ booklet have been developed for trial with small businesses. The recently developed ADCQ online training module Discrimination Awareness in Queensland has also been identified as a useful training tool for small business operators because of the low cost and availability.

ADCQ will commence direct consultation with small businesses and specific industry groups in 2014-15. As ADCQ will be managing this project within its existing resources, the development and roll-out of final products will be a staged process.

## Speaking engagements

Staff of the Commission regularly accept invitations to speak to students, community groups, lawyers, employee and employer groups and at community events. Speaking topics range from very specific issues in anti-discrimination law, to a broad overview of human rights and anti-discrimination instruments. Key speaking engagements in 2013-14 included presentations to:

* Graduate Women Queensland on The vexed question of equity in career progression for women and minority groups;
* Members and Associates of the Industrial Court of Queensland and the Queensland Industrial Relations Commission on sexual harassment;
* Griffith University students on Disability and difference: knowing your rights, telling our stories;
* University of Queensland Equity Office – Disabling structures, enabling people;
* Australian Council of Trade Unions – Women’s Committee meeting;
* Queensland Council of Unions (Queensland Conference) – Women in male dominated occupations and industries;
* Inner Mongolia Autonomous Region Women’s Federation – Chinese delegation;
* Women’s Rights Commission - Chinese delegation;
* Legal Aid Queensland, Brisbane Conference on the topic of reprisals and indirect discrimination for civil lawyers;
* Queensland University of Technology – Bhutanese National Legal Institute delegation;
* State Library of Queensland – International Day of Human Rights for Persons with Disability;
* Deafness Forum Australia – Your rights at work;
* Queensland Disability Network – Celebrating the achievements of persons with disability;
* Queensland University of Technology – Indonesia Women’s Human Rights Defenders program;
* Sunshine Coast Autism Spectrum Disorder Support Group – Forum on rights of children with disabilities in education;
* Rockhampton Indigenous Youth Sports Programme;
* Mercy Family Services, refugee conference – What’s your story?

## Web and social media

Effective use of web based technologies supports the ADCQ’s drive to engage with the community, provide digital means of access and service delivery, and connect with a wide range of clients. The website was redeveloped in the previous financial year and is accessible for users with assistive technologies. The user experience in general has been enhanced to make finding information and accessing the Commission’s services easier.

The ADCQ website is currently AA compliant with the W3C (World Wide Web Consortium) Guidelines, and in some areas is AAA compliant. This enables access to people with visual and motor impairments as well as people from non-English speaking backgrounds. The ADCQ is aware of the importance of making information and services accessible to all Queenslanders. The ADCQ is committed to working on continuous improvement in this area.

The Commission’s website remains a popular means for Queenslanders to access information on discrimination law and the services of the ADCQ. In 2013-14 there were 88,424 visitors to the Commission’s website, with 71.6% of those being new visitors.

Table 3 shows the top 20 most visited pages on the Commission’s website in 2013-14. This list shows that visitors to the site are locating information products and resources developed by the Commission. In particular they are accessing the newly developed schools resources, information and resources for employers, as well as information on complaints.

Table 3: Top 20 most visited website pages

|  |  |  |  |
| --- | --- | --- | --- |
| 1 | Complaints – discrimination | 11 | Resources for students and teachers |
| 2 | Resources for employers | 12 | Fact sheets |
| 3 | Making a complaint | 13 | Legislation |
| 4 | Complaints | 14 | About us |
| 5 | Legal information | 15 | Victimisation |
| 6 | Brochures and guides | 16 | What we do |
| 7 | Contact us | 17 | Employer’s toolkit |
| 8 | Fact sheets – indirect discrimination | 18 | Sexual harassment |
| 9 | Case studies | 19 | Discrimination in employment |
| 10 | How to make a complaint | 20 | Employer rights and responsibilities |

The Commission’s has a social media presence with a Facebook page and YouTube channel. These platforms enable real time dissemination of information, promotion of activities and events, and two-way engagement with stakeholders and community members. The ADCQ’s social media engagement is managed by the Community Relations team in the Brisbane office and is guided by an internal social media policy. The Commission will optimise its use of these platforms to take advantage of the marketing opportunities available through social media in the coming year.

## Partnerships and networks

As a small organisation, the ADCQ is increasingly aware that the establishment of strong and productive partnerships and networks is an effective strategy for achieving outcomes across a broader range of issues, stakeholder groups and geographical areas. The ADCQ is involved in key networks and partnerships throughout Queensland. Through these we provide information on human rights issues and legislation, in-kind support for actions and initiatives, while gaining a deeper understanding of the issues, challenges and achievements within the community. The key partnerships and networks in which ADCQ was an active member in 2013-14 are:

## Amendment of the *Workers’ Compensation and Rehabilitation Act 2003*

Following legislative changes, the Commission consulted with WorkCover in the development of factsheets to explain the rights and responsibilities of employers and workers in relation to the disclosure of workers’ compensation history and pre-existing impairments. The factsheets were made available through the websites of both the Commission and WorkCover. To clarify questions about how anti-discrimination law operates in the context of workers’ compensation law, WorkCover and the Commission partnered to present a joint webinar. The focus was to assist businesses to understand what they can and cannot do to ensure that they recruit without discriminating, and ensure that workers can safely do the job for which they were hired. The webinar was well attended and employers had many questions for the presenters. A recording of the webinar is available through the websites of both the Commission and WorkCover.

## ADCQ and Queensland Police Muslim youth forums

In 2013-14 the ADCQ, in partnership with the Queensland Police Service (QPS), hosted discussion forums for Muslim youth in South-East Queensland. Earlier consultations with Muslim leaders identified that youth were in need of a forum where they could have their say on issues relevant to them.

The purpose of the forums was to:

* establish dialogue;
* provide an opportunity for Muslim youth to express their concerns about police and policing, and discrimination more broadly, and discuss how to have issues addressed; and
* develop trust and engagement between Muslim youth and senior members of QPS and ADCQ.

Two forums were held during the year, with the second forum also being attended by a representative of the Australian Federal Police Service.

## Play by the Rules

Play by the Rules is a national program that provides free information, resources, online training and promotional campaigns to encourage participation in sport and recreation activities without discrimination, harassment or bullying. The ADCQ is a partner in this program which also involves other human rights organisations and government sport and recreation departments. ADCQ is a member of the national reference group as well as a local advocate for the program’s vision of a safe, fair and inclusive environment in sport and recreation.

During 2013-14, the ADCQ distributed Play by the Rules promotional materials to sporting clubs and community members, and referred sporting groups and organisations to resources available on the Play by the Rules website as part of the ongoing commitment to this partnership. Additionally, the ADCQ and Play by the Rules co-sponsored an anti-racism and reconciliation initiative of a local AFL club in Townsville. The initiative involved a competition for students of a predominantly Indigenous school to design a guernsey for the University Hawks Townsville AFL team to wear in the Indigenous round competition.

## Queensland Language Service Policy Review

Cultural Diversity Queensland undertook a review earlier this year of the Queensland Language Services Policy (QLSP).  The Commission was involved in the review of the QLSP, and our guidance was sought on how anti-discrimination law in Queensland impacts on the provision of interpreters.  Our recommendations were incorporated into the new policy.  This included confirmation that failure to provide an interpreter may amount to unlawful discrimination on the basis of race, and refers to both direct and indirect discrimination.  The QLSP names the Commission as the first point of contact for any complaints regarding failure to provide an interpreter by a government agency.  The Commission engages interpreters where requested or required, and this is consistent with the QLSP.

## Police Ethnic Advisory Group (PEAG)

PEAG is an advisory body to the Queensland Police Service on issues relating to cultural diversity. The group contributes to the promotion and maintenance of harmonious relations between Queensland police and ethnic communities. The ADCQ contributes on matters that fall within its jurisdiction under the Anti-Discrimination Act 1991.

## Community Legal Education Legal Assistance Forum

The Community Legal Education Legal Assistance Forum (CLELAF) is a specialist forum of the Queensland Legal Assistance Forum (QLAF). The objectives of this network are to:

* promote cooperation and collaboration between legal service providers who deliver and initiate community legal education activities;
* disseminate community legal education information and resources – promoting communication and peer support between CLE workers to enhance the ability of service providers to deliver good practice Community Legal Education; and
* keep the Queensland Legal Assistance Forum (QLAF) informed so that appropriate representations are made to governments and other organisations on policy issues relevant to community legal education and access to justice for people at risk of social exclusion.

The ADCQ participates in this forum in its capacity as a provider of community legal education.

## Queensland Studies Authority Equity Committee

The ADCQ was a member of the Queensland Studies Authority Equity Committee during 2013-14. The QSA was committed to equity in education and providing services and materials that challenge inequities and contribute to Queensland students receiving a socially just education. All QSA materials contained information regarding the equitable education of all students and the ADCQ provided input into matters that fall within its jurisdiction under the Anti- Discrimination Act 1991. The QSA Equity Committee ceased to exist from 1 July 2014 with the commencement of the new Queensland Curriculum and Assessment Authority (QCAA).

## Regional Managers Coordination Networks

The ADCQ Regional Managers in Townsville and Rockhampton continue to participate in Regional Managers Coordination Networks. These forums are designed to identify and develop strategies to address regional issues.

## Indigenous networks

The ADCQ’s Aboriginal and Torres Strait Islander Unit Coordinator maintains involvement in a number of professional and community based Indigenous networks across South-East Queensland. Participation in these networks enables continued connections with key stakeholders and awareness of human rights issues facing Aboriginal and Torres Strait Islander peoples. The ADCQ also provides information and training services to network members about the Anti-Discrimination Act 1991.

## Multicultural networks

The ADCQ is an active member of multicultural networks across Queensland including:

* Cairns and Region Multicultural Service Providers Network;
* Rockhampton Cultural Diversity Advisory Group;
* Milpera State High School Advisory Committee;
* Cairns Regional Council Multicultural Advisory Group.

## Disability networks

The ADCQ is involved with disability advisory groups and networks across the state, including Queenslanders with Disability Network, Queensland Disability Information Network, Aboriginal & Torres Strait Islander Disability Network Queensland**,** Rockhampton Access & Equity Group and Cairns Regional Council Access and Equity Committee. The ADCQ gives input on matters relating to impairment discrimination and accessibility, as well as keeping abreast of issues concerning this significant stakeholder group.

## Information products and services

**Products**

The Commission produces a wide range of print and non-print publications including guidelines, fact sheets, information brochures, rights cards, videos and audio files. In 2013-14 a number of new fact sheets were added to the suite of information products, including fact sheets on:

* Bullying;
* Incapacity and work;
* Medical information and recruitment – brief information;
* Medical information and recruitment – detailed information.

All publications are available online and many in hard copy by request. A selection of posters is also available upon request from the Commission. These posters are designed for display in workplaces and other public spaces to encourage people to think about issues of human rights and their own roles in preventing and addressing discrimination.

Balancing the Act is the Commission’s current awareness newsletter and is produced twice a year. It provides information about changes to human rights legislation, recent case law, projects and activities undertaken by ADCQ and other human rights organisations, and topical issues of relevance to ADCQ stakeholders. Balancing the Act is distributed to around 1,500 individuals and organisations throughout Queensland and is also available on the ADCQ website.

**Services**

In addition to print and online information, the Commission provides a free, accessible and personal telephone information service for people in Queensland to help them understand their rights and responsibilities under the Act. The Commission’s Brisbane office continues to take the bulk of enquiries from across the state.

This year the Commission answered 3,265 telephone, email, postal and personal enquiries about anti-discrimination laws and how they apply. Most of the enquiries were from people who felt that they had been discriminated against, harassed or bullied and wanted to better understand their options before making a complaint or taking other action.

In response to the wide range of enquiries it receives, the Commission provides telephone information as well as a range of fact sheets, brochures and videos which it makes available to the public through the website, email and by post. This year the Commission completed a major update of its list of agencies to which clients may be referred for support and assistance with the many issues that they contact the Commission about. The referral list allows Commission staff to effectively direct clients to appropriate agencies that can best assist their needs, including legal and advocacy services, counselling, support and other complaints agencies.

## Marketing and promotion

The ADCQ mostly relies on our established and developing networks to communicate with stakeholders and the broader community, with occasional use of professional marketing services.

The ADCQ promotes not only the work and services of the Commission, but the positive human rights actions and initiatives of the Queensland community. The ADCQ web and social media pages are used to highlight community events, activities and stories of human rights leadership. This promotion acknowledges the efforts of local human rights pioneers, as well as furthering discussion, action and collaboration on human rights issues, in line with our legislative function ‘to promote an understanding and acceptance, and the public discussion, of human rights in Queensland.’

## Events

Each year the ADCQ attends a variety of community events across the state. Having a presence at these events not only enables the Commission to share in the celebration and recognition of diversity and inclusion, but it raises awareness of the ADCQ and its role and makes information accessible to the community. In most cases, the ADCQ presence at community events is in the form of an information stall. On some occasions Commission staff are asked to open events or undertake speaking engagements. In regional areas, ADCQ staff members often have a significant involvement in planning and organising committees for major community events. During the reporting period, ADCQ staff were involved in the following community events:

Table 4: Community events

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| * Citizenship ceremonies in Cairns, Townsville and Rockhampton |  | * Multicultural festivals in Mareeba, Townsville, Rockhampton, Lockyer Valley and Cairns |  | * NAIDOC week events, Brisbane, Ipswich, Rockhampton, Townsville and Cairns |
| * Long Walk to Freedom, Townsville |  | * Harmony Day events in Townsville and Cairns |  | * Refugee Week events in Brisbane and Townsville |
| * University open days, Cairns and Townsville |  | * FOGS employment expo, Brisbane, Rockhampton, Townsville and Cairns |  | * Smart Futures 4 North Queensland Career Expo |
| * International Women’s Day events in Brisbane, Rockhampton and Cairns |  | * Is Everybody Here? – Disability Action Week inclusive community event, Brisbane |  | * International Human Rights Day in Cairns, Townsville and Rockhampton |
| * Homeless Connect, Rockhampton |  | * Pride Fair Day, Brisbane |  | * Accessibility Crawl, Rockhampton |
| * Positive Ageing Fair, Cairns |  | * QCOMP Return to Work Expo, Brisbane |  | * Law Week, Rockhampton |

Major events which ADCQ hosted or co-hosted in 2013-14 include:

## Beach Day Out

As part of Disability Action week celebrations in September 2013, the ADCQ Rockhampton office hosted the Beach Day Out event on Yeppoon’s main beach foreshore.

The event aims to:

* promote inclusiveness, break down stereotypes and provide a fun community event in which everyone can participate;
* highlight issues that impact on peoples’ ability to readily access services and facilities in the community; and
* improve community support and understanding of those with a disability by providing information, linking of service providers and developing partnerships between agencies.

This free all-inclusive community event was the second of its kind and attracted over 500 people. The growing success of Beach Day Out will see the event repeated in 2014.

## Robert Jones Oration

In partnership with Spinal Injuries Australia, the Commission held the inaugural Robert Jones Oration on 8 May 2014. The event aims to positively influence public thinking in relation to the creation of communities that are fully inclusive for everyone. The event also honours and celebrates the contributions of the late Robert Jones, who was a strong advocate for inclusivity and accessibility, particularly in relation to promoting the concept of universal design.

The inaugural Robert Jones Oration was delivered by Dr Margaret Ward. Titled Getting in the door: the public interest in the design of private housing, the paper focussed on the role housing plays in everyone’s life, and the need to transform building practices to provide minimum access features in all new housing. The event was attended by 100 people, and has generated significant discussion about the need to develop a sustainable, cost-effective strategy to address the issues.

## Cairns Inclusive Sports and Games Day

In September 2013 the Cairns office of the ADCQ partnered with Sporting Wheelies Association and Cairns Regional Council to host an inclusive sports and games day. The day engaged people with and without disabilities who played together in three different sports - wheelchair basketball, goal ball and boccia. The event which was attended by approximately 60 community members community highlighted the importance of inclusion, challenged stereotypes about people with disability and acknowledged the skills and resilience of people with disabilities.

## Media

In 2013-14, the ADCQ provided information and public comment to a variety of mainstream, regional and independent media outlets including 4ZZZ, ABC and SBS radio, The Courier-Mail, Capricorn Coast Mirror, Gold Coast Bulletin, The Sunday Mail, The Cairns Post, The Morning Bulletin and ABC television. Topics of interest included proposed changes to state and federal legislation with human rights implications, general trends in discrimination complaints, and cases of racial and religious vilification and sexual harassment.

## Education

The ADCQ delivers training courses based around the Anti-Discrimination Act 1991. The primary objectives of training are to educate people in Queensland about their rights and responsibilities under the Act, and to support organisations to adopt best practice methods for preventing and managing discrimination and harassment in the workplace. Training is provided on a fee-for-service basis, with reduced rates offered to small community organisations. Training services are delivered mainly based on client demand, with a limited amount of marketing undertaken.

## State-wide training performance

In 2013-14 we delivered 293 training sessions to more than 4,000 people. This was an increase from the previous year’s total of 243 sessions. The decline in training requests from the public sector which was noted in 2012-13 reverted this reporting period. A total of 95 sessions were delivered to public sector agencies, almost double what was delivered the previous year. The Central Queensland region was the only area where this increase was not experienced, with only three sessions delivered to public sector agencies in the Rockhampton area.

Private sector training also increased slightly overall, from 104 to 115 sessions. A slight decrease was experienced in the Northern Queensland region, but the difference was made up by the increase in public sector training with regional councils showing greater interest in training this financial year. While there has been a decrease in training requests from mining companies in some districts, there has been increased interest from the sugar industry and other organisations providing ancillary services to the mining industry.

Table 5: Delivery of training by sector, by region

|  | South-East | Central | North | Far North | Total |
| --- | --- | --- | --- | --- | --- |
| Private sector | 53 | 16 | 35 | 11 | 115 |
| Public sector | 50 | 3 | 25 | 17 | 95 |
| Community | 12 | 6 | 1 | 14 | 33 |
| In-house | 22 | 9 | 12 | 8 | 51 |
| Total | 137 | 34 | 73 | 50 | 294 |

Table 6: Types of training sessions

| Course | South-East | Central | North | Far North | Total |
| --- | --- | --- | --- | --- | --- |
| Introduction to the Anti-Discrimination Act | 77 | 10 | 31 | 37 | 155 |
| The Contact Officer (standard & refresher course) | 24 | 5 | 11 | 4 | 44 |
| Managing complaints | - | - | - | 2 | 2 |
| Tracking your rights - A&TSI | 5 | - | - | 1 | 6 |
| Introduction to the Anti-Discrimination Act for Managers | 19 | 19 | 22 | 5 | 65 |
| Understanding Discrimination Law (standard & community organisations) | 10 | - | - | - | 10 |
| Tailored training | 2 | 0 | 9 | 1 | 12 |
| Total | 137 | 34 | 73 | 50 | 294 |

The basic Introduction to the Anti-Discrimination Act training course remained the most popular training product in 2013-14, with 155 sessions delivered across the state. Demand for managers’ training also remained strong as did Contact Officer training. This continuing trend confirms that many employers are making attempts to equip themselves and their workplaces with the knowledge and tools to combat discrimination. This is consistent with ADCQ website data indicating that employer resources are amongst the most frequently accessed. Based on this information, the ADCQ will continue to deliver and refine these training courses to provide support and information to employers and employees in Queensland.

The ADCQ’s first online training module was developed in 2013-14. Discrimination Awareness in Queensland is a 45 minute interactive online training session that provides a brief overview of rights and responsibilities under the Anti-Discrimination Act 1991. The module is intended to complement rather than replace face-to-face training, and is an ideal tool for staff induction and refresher training. It also provides a readily available training option for small business operators and others who are unable to undertake face-to-face training for various reasons. An accessible alternative of the module is also available for visually impaired participants who utilise screen reading technology. The online training module was released in late June 2014 and is anticipated to have a significant impact on ADCQ’s training data in 2014-15.

Training revenue for 2013-14 slightly exceeded the target of $180,900 to reach a total revenue of $182,802 this year. This is consistent with the increased number of sessions delivered overall, and the increase in fee-for-service training to the private and public sectors.

Table 7: Details of training sessions

|  | South-East | Central | North | Far North | Total |
| --- | --- | --- | --- | --- | --- |
| No. of people | 1917 | 236 | 1106 | 840 | 4099 |
| Hours of delivery | 396 | 130 | 222 | 137 | 885 |
| Actual Revenue | $72,018 | $25,064 | $60,830 | $24,890 | $182,802 |

## Evaluation

As part of the ADCQ’s commitment to continuous improvement of services, training participants are asked to complete an evaluation form at the end of each training session. In 2013-14 the Commission overhauled this evaluation to extract more detailed and useful information from participants in order to get a better understanding of the impact of our training.

Previously the evaluation had asked participants to rate their training experience based on the content of the training session, the quality of information resources provided, the value of the case study discussions and the overall presentation of the session. The revised evaluation form retains these criteria, but asks for additional assessment of:

* understanding of the course content before and after training;
* effectiveness of the trainer in terms of content knowledge, engagement and service delivery;
* participant expectations and whether they were satisfied;
* whether the training material can/will be applied in practice; and
* how participant behaviour may change as a result of training.

Overall participant ratings have remained very high with an average satisfaction rating of 95%. This result was a combination of the two different evaluation forms, therefore the 2014-15 results will provide a more fulsome account of training under the revised evaluation system.

Here is a sample of responses from 2013-14 training participants:

|  |
| --- |
| **Do you think some aspect of your behaviour might change as a result of this training? If yes, how?** |
| I feel more confident with the complaint process in future. |
| Timelier addressing of issues. More attentive to small signs. |
| Act on complaints immediately |
| More active role in training staff |
| I will think before I speak or act. I will use what I’ve learnt throughout the workplace. |
| Interviewing prospective employees – be more careful with the questions I ask |
| Assume more responsibility for implementing workplace policy |
| Being careful and more respectful about how I talk and approach others |
| I expect I’ll be more vigilant of the actions of others in my capacity as a manager. |
| Greater awareness of responsibility towards my staff |
| **What did you like most about this training?** |
| Knowledge of the trainer |
| Relevance to workplace and work responsibilities |
| It was informative, engaging and interesting. It wasn’t hard to understand and well explained. |
| Explained fully and delivered with great knowledge |
| Very enjoyable and made fully aware of what can happen on both sides |
| Interesting content, case reviews, discussions and videos |
| Practical application |
| Excellent feedback and suggestions on our policies and procedures that will be used to improve our practices |
| As an experienced professional I appreciated the fact that I learned lots of new stuff that will be of great practical use. |
| Excellent, relevant, practical and well presented |
| Was really interesting and the best content I’ve seen so far…. |
| This was excellent training. I have studied this at a tertiary level as a degree requirement – this was a very good refresher. The participant workbook is very good. |
| Highlighted how much I did not know about the laws of discrimination |
| A non-exciting topic covered very well |
| All areas were covered and with the references in the workbook further research is made easier. |
| Useful, interesting material which I will be able to use within my role |
| Very happy with materials |

# Aboriginal and Torres Strait Islander unit

The Aboriginal and Torres Strait Islander Unit was formally established and launched in November 2003 to meet the demand for Indigenous specific services to the community. The unit is based in the Brisbane office and is staffed by a Coordinator and Indigenous Human Rights Assistant. An Indigenous Human Rights Assistant is also based in the Cairns office and receives ongoing professional and cultural support from the Unit Coordinator.

The unit has a strong community focus and provides services including training, information and policy advices to members of the Aboriginal and Torres Strait Islander community. The unit also contributes to legal submissions, provides guidance on cultural protocols and advises the Commissioner in relation to human rights issues impacting on Queensland Indigenous communities.

Priorities of the Aboriginal and Torres Strait Islander Unit include:

* coordinating the development, implementation and review of the ADCQ Reconciliation Action Plan;
* delivering Tracking Your Rights training to Indigenous organisations and communities;
* visiting a range of Indigenous organisations throughout Queensland to provide information on the ADCQ and the Anti-Discrimination Act 1991;
* building community confidence in the ADCQ complaint management and conciliation processes;
* partnering with Indigenous organisations to address local and systemic discrimination; and
* participating in community events that celebrate significant milestones in Aboriginal and Torres Strait Islander history.

In 2013-14, members of the unit visited 58 Aboriginal and Torres Strait Islander community organisations, businesses and service providers to discuss the role of the ADCQ and the Act, and delivered a total of six Tracking Your Rights training sessions across the state.

A special achievement of the unit in 2013-14 was delivering the fifth biennial Mabo Oration in partnership with the Queensland Performing Arts Centre. The event promotes Indigenous social, economic, civil and human rights in Queensland and Australia as well as raising public awareness of ongoing and future human rights concerns for first nation peoples.

The 2013 Mabo Oration, attended by over 400 people, was delivered by Les Malezer, co-chair of the National Congress of Australia’s First People. He presented a paper titled Aboriginal Sovereignty – redefining native title as the inalienable right to hold and develop our lands, territories and resources. Commentary was provided by human rights lawyer and Australian Jesuit priest, Father Frank Brennan. The event also showcased local Indigenous talent with opening and closing performances by Thelma Plum, one of the first graduates of the Music Industry College in Brisbane’s Fortitude Valley.

# Complaint management

The Commission’s focus on complainant management through resolving complaints under the Anti-Discrimination Act 1991 without the need for a Tribunal hearing has been very effective this year.

The Commission deals with complaints about discrimination, sexual harassment, victimisation, vilification and requests for unnecessary information. The Commission also has power to deal with complaints of reprisal against whistle blowers who elect to resolve their complaints by conciliation rather than issue court proceedings.

The Commission has again met or exceeded its complaint management targets in terms of quantity, quality and timeliness.

This year, the Commission implemented a new client evaluation form which assists the complaint management team to better assess the impact of its services and policies, and to identify opportunities for improvement. The effective complaint management processes adopted by the Commission mean that satisfaction rates remain high with 89% of all parties evaluating the service as satisfactory or very satisfactory, continuing the consistently high satisfaction rates of the past six years.

Complaints are now managed in all offices - Brisbane, Rockhampton, Townsville and Cairns - to ensure that they are dealt with as quickly as possible, regardless of where the complaint arose. While this sometimes means that more complaints are conciliated through teleconferences, the high resolution rate has continued.

## State-wide complaint trends

Table 8, shows that this year 636 complaints were received across the state, representing a 6% decrease from the 679 complaints received last year. The majority of complaints received were made to the Brisbane Office and originated from the south-east Queensland region.

Of the complaints assessed this year, 403 were accepted as coming within the Commission’s jurisdiction. This represents about 63% of complaints received, which is a small increase from the 58% accepted last year. The remaining 37% of complaints received during the financial year fell outside of the Commission’s jurisdiction except for a small number which are awaiting final assessment. Where a complaint does not come within the Commission’s jurisdiction, the complainant is generally referred to another agency which can assist the person.

The total number of complaints finalised this year was 698, including some complaints lodged in previous years.

### Table 8: 2013-14 Complaints received, accepted & finalised

|  | South-East | Central | North | Far North | Statewide |
| --- | --- | --- | --- | --- | --- |
| Complaints received | 517 | 35 | 42 | 42 | 636 |
| Complaints accepted | 222 | 64 | 51 | 66 | 403 |
|  |  |  |  |  |  |
| Complaints finalised – accepted | 256 | 53 | 39 | 78 | 426 |
| Complaints finalised – not accepted | 163 | 54 | 31 | 24 | 272 |
| Total complaints finalised | 419 | 107 | 70 | 102 | 698 |

Complaint trends generally follow the pattern of complaints accepted in previous years, and are commonly accepted on more than one ground under the Act.

Discrimination complaints involve allegations of less favourable treatment based on an irrelevant attribute which arise in an area of public life covered by the law, such as at work, in accommodation, in education and in obtaining goods and services (including government services). As shown in Table 9, allegations of discrimination are included in 71.5% of accepted complaints which is consistent with last year.

The breakdown of the attributes on which allegations of discrimination are made in Table 9 clearly shows that discrimination on the basis of impairment remains the dominant ground, comprising 25.8% of all complaints. This is consistent with previous years. Race and sex discrimination allegations also remain significant, with each comprising 11.3% and 9.2% respectively of discrimination complaints, followed by family responsibilities, age and pregnancy discrimination.

Impairment discrimination continues to dominate complaints in the workplace. Table 11 shows that 60.8% of impairment discrimination complaints arise at work. Impairment discrimination complaints arising at work include allegations of the failure of employers to make reasonable adjustments to accommodate a person’s disability; disability based bullying; unfair treatment; demotion and termination because of impairment or the impact of impairment, even where it is temporary.

As seen in Table 11, a further 19.8% of impairment complaints arise in connection with the provision of goods and services. Allegations of impairment discrimination in the provision of goods and services commonly include allegations of exclusion based on impairment, including access to premises or places for a person with mobility impairment.

Table 9 shows that sexual harassment allegations of unwelcome sexual behaviour to or about a complainant, are included in 10.9% of accepted complaints, which is a slight increase from 9.7% from last year. The vast majority (79.7%) of complaints of sexual harassment arise in the workplace, as can be seen from Table 10.

Sexual harassment continues to remain a substantial reason for complaint; and complaints of sexual harassment continue to allege serious and destructive behaviours, particularly by men toward women at work. Sexual harassment complaints may involve allegations of unwelcome sexual behaviour such as comments about a person’s body and/or sex life, telling obscene jokes, requests for sex, sending sexualised emails and texts, showing pornographic pictures and/or videos, sexual assault and even rape. The nature and number of sexual harassment complaints indicates that many people still do not accept that sexual harassment has no place in today’s workplace.

Victimisation complaints arise where a complainant or witness feels they have been picked on for being involved in a complaint. Victimisation complaints remain at last year’s high levels at 8.4%. As shown in Table 10, 70.9% of victimisation complaints arose in the workplace, which is a significant increase on the 61% last year. Because of the continuing relationship between an employer and their employees, there is more opportunity for victimisation complaints to arise after a person makes an initial complaint at work, compared to other areas. Fear of victimisation is also a reason why complainants are sometimes reluctant to lodge complaints until after they leave the workplace, or at all.

Vilification complaints require that the complainant alleges that others have been publicly encouraged to hate, severely ridicule or have severe contempt for them because of their race, religion, sexuality or gender identity. Public vilification complaints remain low with only 1.9% of accepted complaints including allegations of race, sexuality or religious vilification. As shown in Table 9, the majority of these involved allegations of sexuality vilification and no complaints of vilification on the basis of gender identity were received this year.

### Table 9: State-wide accepted complaints by ground

| Ground | Number | % |
| --- | --- | --- |
| Discrimination | | |
| Age | 30 | 4.9% |
| Breastfeeding | 1 | 0.2% |
| Family Responsibility | 43 | 7.0% |
| Gender Identity | 5 | 0.8% |
| Impairment | 159 | 25.8% |
| Lawful Sexual Activity | 1 | 0.2% |
| Parental Status | 17 | 2.8% |
| Political Belief/Activity | 1 | 0.2% |
| Pregnancy | 21 | 3.4% |
| Race | 70 | 11.3% |
| Relationship Status | 10 | 1.6% |
| Religion | 12 | 1.9% |
| Sex | 57 | 9.2% |
| Sexuality | 10 | 1.6% |
| Trade Union Activity | 4 | 0.6% |
| Sub-total Discrimination | **441** | 71.5% |
| Discriminatory Advertising | 1 | 0.2% |
| Request/Encourage a Breach | 5 | 0.8% |
| Sexual Harassment | 67 | 10.9% |
| Unnecessary Questions | 36 | 5.8% |
| Victimisation | 52 | 8.4% |
| Sub-total | **161** | 26.1% |
| Vilification | | |
| Race | 4 | 0.6% |
| Religion | 1 | 0.2% |
| Sexuality | 6 | 1.0% |
| Sub-total Vilification | **11** | 1.8% |
| Whistleblower reprisal | 4 | 0.6% |
| Total | 617 | 100.0% |

Note: Complaints may be accepted under more than one ground

As can be seen from Table 10, discrimination in the workplace continues to be more readily identified and more likely to result in a complaint to the Commission with 359, or 63.8% of all complaints arising from work. The number and proportion of work related complaints shows that workplace fairness is the most significant area of people’s lives. Table 10 shows 239 complaints, comprising 66.6% of workplace complaints, involved discrimination with the balance of workplace complaints being sexual harassment 55 (15.3%) and victimisation 39 (10.9%). This is largely consistent with previous years.

In other areas, 14.4% of complaints arose in the provision of goods and services, which includes access to public places and buildings and 5.5% of complaints arose in accommodation, with discrimination being the major ground of complaint.

### Table 10: State-wide accepted complaints by area 2013-14

|  | Discrimination | Request or encourage a breach | Sexual harassment | Unnecessary questions | Victimisation | Vilification | Whistleblower Reprisal | Total | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| # | % |
| Accommodation | 27 | - | 1 | 1 | - | 2 | - | 31 | 5.5 |
| State laws and programs | 12 | - | - | - | 1 | - | - | 13 | 2.3 |
| Goods and services | 75 | - | - | 2 | 3 | 1 | - | 81 | 14.4 |
| Club membership and affairs | 10 | - | - | - | 1 | - | - | 11 | 2.0 |
| Superannuation and insurance | 1 | - | - | - | - | - | - | 1 | 0.2 |
| Disposition of land | - | - | - | - | - | - | - | - | 0.0 |
| Work | 239 | 1 | 55 | 21 | 39 | - | 4 | 359 | 63.8 |
| Education | 18 | - | 1 | - | 4 | - | - | 23 | 4.1 |
| Not recorded\* | - | 5 | 12 | 11 | 7 | 8 | 1 | 44 | 7.8 |
| Total | 382 | 6 | 69 | 35 | 55 | 11 | 5 | 563 | 100 |

(Note: Only discrimination breaches require an area)

While Table 11 clearly shows the prevalence of discrimination complaints across most grounds in the workplace. A significant number of complaints of impairment discrimination arose in connection with the provision of goods and services (19.8%) which includes access to public places and buildings. Similarly, a significant number of race discrimination complaints arose in connection with the provision of goods and services (22%)

Impairment (35.3%) and race (16.2%) are the most common basis for discrimination complaints across the total of all areas of complaint. Almost all complaints of breastfeeding, pregnancy, parental status and family responsibility discrimination arose in the work area as did sexuality discrimination complaints.

### Table 11: State-wide accepted discrimination complaints by ground, by area

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Accomm | State laws & programs | Goods & services | Club membership | Super & insurance | Disposal of land | Work | Education | Total | |
| **#** | % |
| Age | - | 1 | 10 | - | 1 | - | 18 | - | 30 | 6.4 |
| Breastfeeding | - | - | - | - | - | - | 1 | - | 1 | 0.1 |
| Family responsibility | 5 | 1 | 2 | - | - | - | 35 | 2 | 45 | 9.6 |
| Gender identity | 1 | - | 2 | 1 | - | - | 1 | - | 5 | 1 |
| Impairment | 10 | 9 | 33 | - | - | - | 101 | 13 | 166 | 35.3 |
| Lawful sexual activity | - | - | - | - | - | - | 1 | - | 1 | 0.1 |
| Parental status | 5 | 1 | 1 | - | - | - | 11 | - | 18 | 3.8 |
| Political belief/activity | - | 1 | - | - | - | - | - | - | 1 | 0.1 |
| Pregnancy | - | 1 | - | - | - | - | 21 | - | 22 | 4.7 |
| Race | 9 | - | 17 | - | - | - | 48 | 2 | 76 | 16.2 |
| Relationship status | 1 | 1 | 5 | - | - | - | 5 | - | 12 | 2.6 |
| Religion | 1 | - | 1 | - | - | - | 11 | - | 13 | 2.8 |
| Sex | 1 | 1 | 12 | 9 | - | - | 43 | 1 | 67 | 14.2 |
| Sexuality | - | - | - | - | - | - | 10 | - | 10 | 2.1 |
| Trade union activity | - | - | - | - | - | - | 4 | - | 4 | 1 |
| Total | 33 | 16 | 83 | 10 | 1 | 0 | 310 | 18 | 471 | 100 |

## Settlement of complaints

Conciliators at the Commission assist parties to resolve complaints under the Anti-Discrimination Act 1991. The conciliation conference allows the parties to explore each other perspective on the issues, identifying what they may have in common and discuss options for settling the complaint.

This year saw an increase in the settlement rate from 58 % to 61% of complaints, significantly above the target of 55%.

78.4% of accepted complaints were finalised within the Commission, with only 22% of accepted complaints referred to the Queensland Civil and Administrative Tribunal, which is slightly better than target.

### Table 12: State-wide outcomes for accepted complaints by region

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | South-East | Central | North | Far North | State-wide | % Outcome for accepted complaints state-wide |
|
| Conciliated | 151 | 29 | 25 | 52 | 257 | 61.3% |
| Lost contact (s169) | 7 | 1 | - | 3 | 11 | 2.6% |
| Referred to QCAT | 59 | 12 | 4 | 15 | 90 | 21.5% |
| Lapsed (s168) | 7 | 2 | 1 | 1 | 11 | 2.6% |
| Unconciliable but not referred | 13 | 3 | 5 | 4 | 25 | 6.0% |
| Withdrawn | 13 | 5 | 4 | 3 | 25 | 6.0% |
| Total | 250 | 52 | 39 | 78 | 419 | 100.0% |

## Timeliness

While less complaints were finalised, complaints were finalised within a shorter timeframe.

66% of complaints were assessed within the 28-day legislative timeframe, which is significantly above target. Many complaints did not contain sufficient information to enable a final decision to be made. For these complaints further information was sought before a decision was made as to whether the allegations came within the Act.

70% of accepted complaints reached conference within the 42-day statutory timeframe. This is consistent with targets. Conferences in the remaining matters were generally delayed where parties were unavailable to participate for a variety of reasons.

67% of accepted complaints were finalised within three months of acceptance. This represents a decrease from 76 % last year but still in excess of the target. A total of 87% of accepted complaints were finalised within six months, and a total of 97% of complaints were finalised within twelve months of acceptance. This is in line with the high levels of timeliness of finalising complaints last year, showing staff’s consistent commitment to managing complaints efficiently and effectively.

## Conciliated outcomes

The following are examples of complaints made to ADCQ in 2013-14 that were successfully resolved through conciliation.

### Woman sexually harassed and assaulted by co-worker

A woman was subjected to constant comments of a highly sexual and derogatory nature over a period of two years by a co-worker. The sexual harassment culminated in her being seriously sexually assaulted in the bathroom and back room of her workplace by a co-worker on three occasions.

Two of the three assaults were reported to the police and the respondent was convicted of criminal charges after pleading guilty. After an investigation, the employer found the woman’s allegations were substantiated and dismissed the man.

The woman was seriously impacted by the events. She left her job because she couldn’t continue working where the events had occurred, had self-harmed and attempted suicide and was under the care of a psychiatrist.

Initially in response to the woman’s complain of sexual harassment, the employer argued that they had provided an induction process and training to their employees and so were not responsible for the man’s sexual harassment. The man said that he had only entered a guilty plea to the criminal charges because of poor legal advice and the sexual relationship with the woman was consensual.

At the conciliation conference the man and his employer both agreed to pay a significant amount in compensation for the hurt and humiliation the woman had suffered.

### Eligibility for subsidy excluded woman with different impairments

A woman with fibromyalgia and chronic fatigue syndrome (CFS) applied for a government subsidised program on the basis that she had certain mobility restrictions that made her eligible. Her application included her GP’s opinion that her fibromyalgia and CFS restricted her mobility to the extent that she was eligible for the program.

Her application was rejected on the basis that her disability did not meet the criteria and when she rang to enquire, she was told that ‘fibromyalgia and CFS are not valid illnesses for this scheme’.

Through conciliation, the complainant was encouraged to reapply for membership and when she did, she was granted membership for a one year period based on other medical conditions that restricted her mobility. The second respondent also agreed to conduct research and seek opinions from experts in the fields of fibromyalgia and CFS and to amend its eligibility criteria to reflect the research.

### Breastfeeding mother not welcome at course

After a woman signed up for a two-day first aid course she was told that her husband could not bring along her baby to be breast fed intermittently during the day. She was told it would be too disruptive and as there were some younger people in the class it may be improper. She was also told that under their cancellation policy she couldn’t get her money back.

Through conciliation, the respondent conceded that his views were a bit ‘old school’. He provided a written apology to the woman acknowledging that community attitudes towards breastfeeding had changed in recent times and expressed regret if she had been hurt or humiliated by his actions. The woman’s fee for the first aid course was also refunded.

### Club now embraces female members

Nine women applied for full membership of a sporting club and their applications were rejected on the basis that the club’s constitution stipulated that only males could be full voting members.

At conciliation the parties agreed to a timetable for the management committee of the club to research options for alternative constitutions that would allow both males and females to be full voting members. The management committee found a number of constitutions in use by other clubs that allowed full membership to both sexes and, after choosing the most suitable, the new constitution was accepted through a vote by the male members. The club now allows both males and females to be full voting members.

### Entertainment venue excluded Asian customers

The complainant, with a group of 17 friends, all of South-East Asian descent and appearance, paid entry fees and entered an entertainment venue**.**

After the complainant had bought a drink, the security staff approached him and instructed him to leave. When he asked why, the guard replied, ‘there was an incident with some folks last week and the owner doesn’t want to deal with you today’. When he responded that he and his friends could not have been involved with the previous week’s incident, the guard said, ‘he (the owner) doesn’t care; he doesn’t want to deal with you folks today. The owner said there’s too many Orientals here for his liking. I’m just doing my job and listening to the boss.’ A minimum of 30 to 40 Asian people were forced to leave the venue.

At the conciliation conference, the owner who had given the directions for the complainant and others to leave explained that the reason for their removal was because he thought they were associated with some people of South-East Asian appearance he had found snorting cocaine in the toilets.

The owner apologised for the misunderstanding, agreed to implement an anti-discrimination policy for the venue, agreed to anti-discrimination training for staff, and repaid the complainant his entry fee plus his taxi fare. The complainant did not want financial compensation for his experience, but wanted to ensure that the venue personnel were aware that the conduct was unlawful.

The venue owner offered to pay a nominal amount to the complainant or a larger sum as a donation to a charity of the complainant’s choice. The complainant accepted the charity donation.

### Older volunteer

When a volunteer at a charity turned 80 years of age he was told he could no longer work at the organisation because its workplace insurance only covered staff and volunteers up to the age of 80. He complained to the Commission so as to engage the Commission's conciliation process to negotiate with the charity.

During the conciliation process the parties acknowledged the need to balance the risks and financial resources for the not-for-profit organisation with the benefits of highly valued volunteers performing meaningful work in the community. The charity contacted its insurer and was able to extend the workplace insurance to cover all of its volunteers until the age of 85. This change to the policy resolved the complaint and the man was able to immediately return to volunteer work with the organisation.

## Evaluation

Following each conciliation conference, complaint parties are asked to evaluate the ADCQ complaint process based on a variety of factors including:

* outcome of the complaint;
* fairness of the process;
* clarity of letters and brochures provided;
* reliability of information provided;
* timeliness of the process;
* conciliator’s skills; and
* impact of the process on understanding of rights and responsibilities under anti-discrimination law.

A sample of responses from 2013-14 conciliation parties follows:

* We were so happy with the way (the conciliator) handled our complaint. Very informative and empathetic. During the actual mediation she kept us focused and steered us through the discussions to reach a satisfactory outcome. She made a nerve racking experience much less so because of her clear direction and through this we were able to have the best outcome that we could hope to reasonably have.  (Complainant)
* (The conciliator) acted professionally at all times. He not only sought to help parties resolve the matter but ensured the integrity of the process and those involved was kept at all times. (Respondent)
* I would like to mention the exceptional and professional outcome for my process while having the conciliator helping to conciliate between the parties. Thank you so much. (Complainant)
* The conciliator as always is a professional empathetic conciliator. Makes my job as an advocate easier. Highly recommended. (Complainant’s Advocate)
* The conciliator was very proactive – able to resolve issues in a very quick time. (Respondent)
* We found (the person) who acted as our conciliator to be excellent at her job, making sure I felt comfortable and well informed at all times. (Complainant)
* Although the legislation has been in place for over 20 years, we are happy with the outcome: Respondents now complying with it. However we are disappointed that the respondent, being a large corporation, did not so much as offer any monetary compensation. (Complainant)
* The conciliator was extremely helpful and understanding in relation to how I felt and understanding of the state of my health due to the complaint. (The conciliator) was able to help me bring this matter to an end that was satisfactory to allow me to move on with my life and I can’t thank her enough. (Complainant)
* I really appreciated the conciliator’s fairness and unbiased advice throughout the process. (Respondent’s advocate)
* The ADCQ and the conciliator were very co-operative and provided meaningful advice. (Respondent)
* (The conciliator) was wonderful! He helped by explaining the process. He was patient with a sympathetic ear without ever taking sides. I felt totally “safe” with him. Wonderful conciliator. (Complainant)
* I found it to be a calm, professional and well-structured process. The conciliator was excellent and her experience and fairness were openly available to both sides. (Respondent)

# Influencing government policy and legislation

The Commission promotes human rights by influencing the development and application of state and federal legislation, and engaging in government policy processes. The Commission has a statutory obligation to examine new and existing legislation to determine whether they are, or would be, inconsistent with the purposes of the Anti-Discrimination Act 1991.

## Submissions

In 2013-14 the following submissions were made to state and federal bodies on the development of government policies and legislation:

**The Transport, Housing and Local Government Committee (Qld) on its inquiry into the Residential and Rooming Accommodation and Other Legislation Amendment Bill 2013**

The Commission raised concerns about the residential tenancy amendments in the context of the fundamental rights to adequate housing and the presumption of innocence until proved guilty. These concerns included potential adverse and unfair impact of measures to address antisocial behaviour on people residing in community housing who have mental health or intellectual disabilities, who come from cultures where residing with extended family is the norm, and who are children, youth or have other vulnerabilities.

Other amendments in the Bill included making it an offence to refuse accommodation to a person because the person relies on a certified guide, hearing or assistance dog. This type of refusal of accommodation can found a complaint under the Anti-Discrimination Act 1991. The Commission suggested that creating this offence might assist in raising awareness among accommodation providers and improve protections and access for people who rely on a guide, hearing or assistance dog.

**The Department of Justice and Attorney-General on the review of the Births, Deaths and Marriages Registration Act 2003**

This was the first stage of the review by the department to inform issues for consideration in a consultation paper. The Commission suggested the review should examine whether the current provisions adequately meet the community’s requirements for recognising the reassignment of a person’s sex, and whether the Act should include provisions to enable the recognition of the reassignment of a person’s sex for persons who reside in Queensland but were born elsewhere.

**The Department of Justice and Attorney-General on the review of the Manufactured Homes (Residential Parks) Act 2003**

Noting that housing is a human right recognised in a number of international instruments to which Australia is a party, the Commission encouraged the department to consider the ability of manufactured homes and residential parks to provide affordable and accessible accommodation in the context of housing affordability being a significant factor in the increase in homelessness and in the broader housing policy framework.

**The Health and Community Safety Committee (Qld) on its inquiry into the Disability Services (Restrictive Practices) and Other Legislation Amendment Bill 2013**

The Commission supported improvements in the regulatory regime for restrictive practices, such as the emphasis on a positive behaviour support approach for all adults with intellectual or cognitive disability and challenging behaviours, the use of positive behaviour plans to reduce or eliminate the need for restrictive practices, the requirement for procedures to ensure staff has sufficient skills and knowledge to use restrictive practices appropriately, and the requirement to provide an adult and others with information about the restrictive practices framework. The Commission recommended adopting system similar to that in Victoria to help ensure service providers implement, monitor and review each client’s positive behaviour plan. Whilst the Commission welcomed the inclusion of new reporting provision of information requirements, the Commission suggested there would be a greater level of robustness and transparency if the material was made available to QCAT, the Adult Guardian and the Public Advocate. The Commission also recommended better resourcing to enable decisions about the use of restrictive practices to be made in a timely way without permitting a period of unsupervised use of restrictive practices, and allowing independent advocates to be involved in the planning and decision-making process for the use of restrictive practices.

**The Finance and Administration Committee (Qld) on its inquiry into the Public Service and Other Legislation (Civil Liability) Amendment Bill 2013**

The Commission outlined the impact of procedures for State employees to obtain legal assistance or indemnity on its complaint handling processes, noting that approximately 20% of its accepted complaints involve the State of Queensland. The Commission supported the transfer to the State of the liability of public and police service employees for payment of damages and suggested it may have a beneficial impact on the timeliness in the complaint handling process. As the outcomes of conciliation are not confined to the payment of money, complaints will continue to be pursued against individual public and police service employees as well as their employers.

**The Legal Affairs and Community Safety Committee (Qld) on its inquiry into the Electoral Reform Amendment Bill 2013**

The objectives of the Bill were to ensure the opportunity for full participation in Queensland’s electoral process and to enhance voter integrity and voting convenience. The Commission noted that the right to vote without unreasonable restriction is recognised in international human rights agreements to which Australia is a party. The Commission supported the proposal to facilitate electronically assisted voting for people with vision or mobility impairments, insufficient literacy, and those who require assistance due to impairment. The Commission raised concerns about the impact of proof of identity requirements on various disadvantaged groups such as Aboriginal and Torres Strait Islander people, people with mental illness or intellectual disability, some young people, and people in rural and remote areas. The Commission recommended removing the proof of identity requirement from the Bill, there being insufficient evidence of the necessity for this requirement.

**The Legal Affairs and Community Safety Committee (Qld) on its inquiry into the Youth Justice and Other Legislation Amendment Bill 2014**

The submission built on the Commission’s earlier submission to the department, focusing on the human rights implications of sentencing principles, publication of identifying information and open court, 17 year olds in adult prisons, and diversion and early intervention. The Commission referred to research that shows detention is the least effective option for reducing re-offending, that youth detention is an effective pathway to adult offending, and the need to address the underlying causes of juvenile offending. The submission demonstrated inconsistencies between proposals and the international human rights instruments to which Australia is a party, and urged the Committee to recommend an evidence-based approach to policy making.

**The Attorney-General’s Department (Cth) on the Exposure Draft – Freedom of Speech (Repeal of s18C) Bill 2014, as well as contributing to a joint submission of the State anti-discrimination bodies (ACHRA)**

The Commission discussed the background to the current provisions of the Racial Discrimination Act 1975 (Clth) and the harms caused by racism. The Commission submitted that the practical operation of the current laws must be considered in the debate, and concludes there is no need to amend the current provisions. The Commission suggested that if there is to be an amendment, it should follow the model of the Queensland and New South Wales vilification provisions.

The Commission also provided input to the Department of Justice and Attorney-General for contribution to Australia’s report on the implementation of the Convention for the Elimination of Discrimination Against Women for the period 1 July 2010 to 30 June 2014.

The Anti-Discrimination Commissioner and Deputy Commissioner appeared and gave evidence before the following Parliamentary Committees:

* the Transport, Housing and Local Government Committee (Qld) on its inquiry into the Residential and Rooming Accommodation and Other Legislation Amendment Bill 2013;
* the Legal Affairs and Community Safety Committee (Qld) on its inquiry into the Electoral Reform Amendment Bill 2013.

# Legal information

**Applications to the Queensland Civil and Administrative Tribunal for review**

Under section 169 of the Anti-Discrimination Act 1991 a complainant may apply to the Queensland Civil and Administrative Tribunal (QCAT) for review of a decision to lapse a complaint where the Commissioner had formed the opinion that the complainant had lost interest in continuing with the complaint.

There were no applications to QCAT for review during the period.

## Judicial Review of decisions

Decisions of the Commissioner may be judicially reviewed by the Queensland Supreme Court under the Judicial Review Act 1991.

There were no applications for judicial review during the period.

## Intervention in proceedings

Under section 235 of the Anti-Discrimination Act 1991 the Commission has the function to intervene in a proceeding that involves human rights issue, with the leave of the court hearing the proceeding, if the Commission considers it appropriate to do so.

There were no interventions taken by the Commission during the period.

## Exemptions

Under section 113 of the Anti-Discrimination Act 1991 the Queensland Civil and Administrative Tribunal (QCAT) is required to consult the Commission before deciding an application for an exemption from the operation of a specified provision of the Anti-Discrimination Act 1991.

During the period the Commission made:

* 9 submissions to QCAT on applications for exemption from the operation of the Anti-Discrimination Act 1991; and
* 1 submission to the QCAT Appeal Tribunal on an appeal by an applicant to a decision on an exemption application.

The Commission also made 2 submissions to the Australian Human Rights Commission (AHRC) on applications made to the AHRC for exemptions from the operation of the Age Discrimination Act 2004.

## Queensland Civil and Administrative Tribunal

Under the Anti-Discrimination Act 1991, the Queensland Civil and Administrative Tribunal (QCAT) has the functions of:

* 1. hearing and determining complaints referred by the Commissioner;[[1]](#footnote-1)
  2. hearing and determining applications for exemptions;[[2]](#footnote-2)
  3. hearing and determining applications for interim orders before referral of a complaint;[[3]](#footnote-3)
  4. considering applications for review of a decision that a complainant has lost interest;[[4]](#footnote-4) and
  5. providing opinions about the application of the Act.[[5]](#footnote-5)

The following is a selection of decisions of the tribunal in this jurisdiction which were published during the reporting period.

## Complaints

### Access to premises of ‘not-for-profit’ club

A person in a wheelchair was unable to access the Brisbane Polo Club to attend a social function. Access to premises is a ‘service’ under the Anti-Discrimination Act 1991, which prohibits discrimination in the provision of goods or services. This prohibition however does not apply to associations established for social, literary, cultural, political, sporting, athletic, recreational, community service or other similar lawful purposes, if they do not carry out their purposes for the purposes of making a profit. The issue for the tribunal was whether the Brisbane Polo Club carried out its purposes for the purpose of making a profit.

Evidence before the tribunal was that the club’s income comes from membership fees and commercial activities such as venue hire and private functions. Income is generated to make enough profit to ensure the club remains financially viable and meets the objects of its constitution for its members. The fact that the club had moved somewhat away from engaging in the sport of polo did not change its characterisation as an entity whose primary functions are for the benefit of its members. The Brisbane Polo Club was therefore exempt from the prohibition of discrimination in access to its premises.

Yeo v Brisbane Polo Club Inc. [2014] QCAT 066

### Effects of enduring sexual harassment at work

A female traffic control worker who was sexually harassed by a fellow male worker made a complaint against the male worker as well as their employer company and the company that contracted the employer. During the course of the pre-trail proceedings the claims against both companies were settled. As a preliminary issue the tribunal decided that a settlement and release of a respondent who was jointly and severally liable under section 133 of the Anti-Discrimination Act 1991 does not also release the other respondents.

For five months the woman was subjected to personal comments and questions, and noises and gestures, all of a sexual nature, on a daily basis and throughout each shift. When the male co-worker inadvertently saw a picture of the woman’s breasts on her phone, for the rest of the day he made comments and sucking noises and rubbed the stop/slow stick on his groin area while sticking out his tongue. The woman tried to work the next day but couldn’t cope, and she resigned that night. She experienced an emotional breakdown which became a Major Depressive Disorder.

The tribunal found that the sexual harassment was a substantial cause of the woman’s condition, the effects of which would continue over a total period of 3 years, including an inability to work. The tribunal awarded compensation of $40,000 for non-financial damages, and $102,217 overall. The settlement amounts paid by the two companies and any lump sum payment for permanent impairment by WorkCover would be deducted from the total award.

In the reasons for the decision the tribunal discussed the coping mechanisms and decisions of women subjected to unwanted sexual comments in a male dominated workplace. Whilst the ideal course would be to make it clear the comments are unwanted and then if they continue to complain to management, the tribunal recognised that this is not always practical particularly if the employer is unlikely to be supportive, and if the making of unsubstantiated allegations is regarded as a disciplinary matter. In this case the way of dealing with it was to go along with the banter to some extent and hide her true feelings in the belief she could cope with the harassment. She was committed to her job and did not want to jeopardise it by reporting the sexual harassment. In the end the woman could not cope and this resulted in greater damage to her.

Nunan v Aaction Traffic Services Pty Ltd [2013] QCAT 565

## Exemption applications

During period the tribunal published nine decisions on applications for exemption from the operation of the Act. Five exemptions were granted: two were for over 50s accommodation,[[6]](#footnote-6) one was for a female only area in a fitness centre,[[7]](#footnote-7) one was to recruit females at entry level positions to improve gender diversity at mining sites[[8]](#footnote-8), and the other was to allow a regional council to recruit on the basis of relationship status due to limited housing availability and high rentals[[9]](#footnote-9).

Of the four applications that were refused, all were considered not necessary, three because specific exemptions were available to the applicants[[10]](#footnote-10), and in the other case the applicant had not established why it needed an exemption[[11]](#footnote-11).

An applicant who was not granted an exemption in the previous period was refused leave to appeal the decision. The Appeal Tribunal agreed that the specific exemption for equal employment opportunities was open to the applicant to allow it to target entry level recruitment of Indigenous people to work at mining sites. Therefore an exemption by the tribunal was not necessary.[[12]](#footnote-12)

## Court of Appeal

A party to a decision of the Appeal Tribunal may appeal to the Court of Appeal (of the Supreme Court of Queensland), on a question of law and with the leave of the court.

The Court of Appeal delivered an important decision on the interpretation and application of the genuine occupational requirement exemption in section 25 of the Act.

### Working nightshift as a genuine occupational requirement

After a state public hospital continued to extend the probation period for a graduate nurse because she was unable to complete night shifts due to headaches and nausea from a previous head injury, the nurse resigned. She complained of unlawful discrimination and at first instance the tribunal found there was indirect discrimination and that the requirement to work across all shifts was not a genuine occupational requirement. On appeal the Appeal Tribunal found that there had been an error of law in failing to find that the genuine occupational requirement exemption in section 25 of the Anti-Discrimination Act 1991 applied, and the decision was overturned. The nurse then appealed to the Court of Appeal of the Supreme Court.

The expression ‘genuine occupational requirement’ is not defined in the Act, nor does the Act list the facts or circumstances that must or may be taken into account in determining whether a requirement is a genuine occupational requirement. The Court referred to decisions of the High Court of Australia involving the interpretation of the expression ‘inherent requirements’ of employment used in federal industrial relations and anti-discrimination legislation.[[13]](#footnote-13) Consistent with those authorities, limiting the frame of reference for identifying the genuine occupational requirements of the position to the physical tasks and functions would be an error. In this case it was of particular relevance that nursing functions were to be performed in an undertaking in which the roster system for 24/7 wards was central. In order to provide the 24/7 hospital services to patients it was necessary for employed nurses to be rostered to work on shifts, and that in order for shifts to be allocated equitably, all employed nurses were required to participate in any of the three shift periods as required. The fact that a small number of temporary accommodations were made from time to time did not detract from the essential nature of the requirement to work across all shifts.

The Court agreed with the presiding member of the Appeal Tribunal that the respondent had discharged its onus of showing that the genuine occupational requirement exemption in section 25 applied to this case.

Chivers v State of Queensland [2014] QCA 141.

# Corporate governance

Corporate governance is the manner in which an organisation is controlled and governed in order to achieve its strategic goals and operational objectives. It is the cornerstone of sound stewardship and effective management.

Queensland Audit Office, 1999.

## Governance framework

The ADCQ’s governance framework supports transparent, accountable decision-making by establishing clear lines of authority and requiring monitoring and reporting of operational performance. It is the mechanism through which our strategic goals can be achieved and is based on the following principles:

* effective vision, leadership, and strategic direction;
* transparency and disclosure of decision-making processes;
* clear lines of responsibility and accountability; and
* participation in the governance process by employees.

These principles ensure that the ADCQ maintains its focus on:

* meeting its statutory responsibilities under the Act;
* effective and efficient performance management;
* improving service delivery through a process of engagement with key stakeholders; and
* reporting on performance.

While the ADCQ is independent of government, it is accountable to the Queensland Parliament through the Attorney-General and Minister for Justice.

## Managing the ADCQ

Accountability for the ADCQ’s operations under the Financial Accountability Act 2009 resides solely with the Commissioner as the Accountable Officer.

The Commissioner is appointed under section 238 of the Anti-Discrimination Act 1991 for a term of no longer than seven years. ADCQ employees are appointed under the Public Service Act 2008.

Two committees have been established to support the Commissioner in achieving the strategic goals and operational objectives of the ADCQ. They are the Executive Leadership Team (ELT) and the Leadership Group.

The ELT supports the Commissioner by providing advice in the following areas:

* establishing priorities;
* developing an overarching fiscal strategy;
* maintaining the corporate governance framework;
* overseeing major initiatives and projects;
* managing external relationships;
* setting corporate performance objectives;
* fostering an appropriate corporate culture that supports the Commission’s values and code of conduct;
* ensuring business continuity; and
* providing the strategic focus for corporate communications and marketing.

The members of the ELT are:

* Anti-Discrimination Commissioner (Chair);
* Deputy Commissioner (Deputy Chair);
* State Director, Complaint Management;
* Manager, Corporate Services; and
* Manager, Community Relations.

The Leadership Group is a sub-committee of the ELT. The group is responsible for providing advice to the Commissioner in the following areas:

* overseeing strategic and operational planning processes to ensure that strategies, goals and performance measures address overarching priorities;
* monitoring performance to ensure services are being delivered to the required level and quality;
* driving the identification and establishment of best practice in all aspects of service delivery;
* monitoring the effectiveness of governance practices including policies and procedures;
* allocation and management of resources;
* ensuring the integrity of reporting systems and that appropriate systems of internal control are in place to manage risk;
* ensuring there are adequate processes in place to comply with statutory reporting requirements;
* ensuring that planning and performance management processes are based on an understanding of operational issues and constraints; and
* maintaining relationships and partnerships with stakeholders.

The members of the Leadership Group are:

* Anti-Discrimination Commissioner (Chair);
* Deputy Commissioner (Deputy Chair);
* State Director, Complaint Management;
* Principal Lawyer;
* Manager, Corporate Services;
* Manager, Community Relations;
* Manager, Far North Queensland Region;
* Manager, North Queensland Region;
* Manager, Central Queensland Region;
* Manager, Brisbane Complaint Team; and
* Coordinator Aboriginal and Torres Strait Islander Unit.

## Commission staff

The ADCQ maintains offices in Brisbane, Cairns, Townsville and Rockhampton. At 30 June 2014, we employed 33.2 equivalent permanent, temporary and casual staff. This figure excludes people on leave without pay. The proportion of permanent staff increased from 86 to 90 per cent over the last year. The permanent staff retention rate during 2013–14 was 98 per cent. The permanent staff separation rate was 2 per cent.

Table 13: Staff groups

|  |  |
| --- | --- |
| Group | Employees |
| Executive management | 3 |
| Legal | 1 |
| Corporate support | 4 |
| Information technology | 1 |
| Conciliation | 9 |
| Community relations | 6 |
| Regional services | 9 |
| Total | 33 |

Graph 1: Employee profiles

## Workplace culture

The Commission prides itself on fostering a positive workplace culture which reflects the key values of the Queensland public service and encourages diversity, innovation and responsiveness to the needs of our staff and clients. The 2014 Working for Queensland Employee Opinion Survey results indicate that the Commission has been successful in creating and maintaining such a culture.

Having scored reasonably well overall in the 2013 survey, the Executive Leadership identified that there were some improvements needed, particularly in relation to organisational trust and supervision and leadership factors. In response to this, a Leadership and Management Program was facilitated. It was delivered as six full day workshops over the course of six months and also included the completion of an action learning project by each participant. The program covered topics including:

* role clarity, responsibilities and accountabilities;
* people management skills;
* delegation;
* transition to management;
* managing change;
* generational issues;
* effective meetings;
* team development; and
* motivation.

The 2014 Working for Queensland Employee Opinion Survey was completed following the conclusion of this program and the difference in participant responses was notable. Highlights from the survey include:

* ADCQ ranked in the number 1 quintile across all workplace factors.
* Organisational trust increased by 22%.
* Employee satisfaction with the supervision and leadership of their direct line manager improved by 19% and satisfaction with overall organisational leadership improved by 18%.

The response rate for the survey was 97%. The full summary of the ADCQ’s performance in the survey can be found at Appendix F.

## Shared services

The ADCQ has service level agreements with the Department of Justice and Attorney-General and Queensland Shared Services for the provision of financial, human resource, internal audit and processing services. These arrangements benefit the ADCQ by providing a cost-effective processing environment and access to a greater range of skills than it can maintain internally given its size, and allows the organisation to focus on core business.

## Statutory obligations

### Ethical behaviour

Prior to 1 June 2011 the ADCQ developed a Code of Conduct in accordance with the requirements of the Public Service Ethics Act 1994. The code provided guidance on the way staff should behave in the workplace, and when representing the ADCQ outside the workplace, clearly explaining the standard of conduct expected of all employees.

Amendments to the Public Service Ethics Act 1994 (PSEA) in 2010 included the introduction of the Code of Conduct for the Queensland Public Service (the Code), applicable to all public service agencies. The Public Sector Ethics Amendment Regulation (No. 1) 2011 included the ADCQ in the definition of a public service agency, meaning that the Code applied to the ADCQ from 1 June 2011.

During 2013-14 the Commission delivered a Leadership and Management Development program to current and aspiring managers. The program covered roles, responsibilities, values and the development of a positive culture within the workplace founded on principles of fairness, inclusion and ethical behaviour. The content of this program was disseminated by participants to the rest of the staff. New staff are guided by managers through an induction program where the requirements of the Code of Conduct and the PSEA are covered.

The Code applies to every person employed by the ADCQ and breaches of the Code may be subject to appropriate disciplinary action as outlined in the Public Service Act 2008.

### Information systems and recordkeeping

The ADCQ recognises the significant value of its information resources to the achievement of corporate goals. Controls are implemented and monitored to safeguard the integrity, availability and confidentiality of information in order to maintain business continuity. Recordkeeping policies and systems meet the accountability requirements of the Public Records Act 2002, as well as other whole-of-government policies and standards, including Information Standard 40: Recordkeeping.

### Internal and external audit

Internal audit services are provided to the ADCQ under a service level agreement with the Department of Justice and Attorney-General. The size of the ADCQ is such that a formal Audit Committee is not required. The responsibilities associated with internal audit and the maintenance of an appropriate internal control framework are discharged by the Executive Leadership Team.

A copy of the external audit report and certificate of our financial statements are supplied with this report. The Auditor-General’s delegate has provided an unqualified certificate indicating the ADCQ’s compliance with financial management requirements and the accuracy and fairness of the financial statements.

## Risk management

The ADCQ’s risk management framework ensures risk is managed as an integral part of decision-making, planning and service delivery. This practice aims to reduce vulnerability to internal and external incidents that limit the ADCQ’s ability to achieve strategic objectives and deliver services to the community. Key aspects of the risk management framework include:

* maintenance of an effective system of internal control;
* regular reporting of identified risks to the Executive Leadership Team;
* physical security of ADCQ assets including security access to premises;
* maintenance of security over access to information through network security;
* investment in new information technology infrastructure; and
* media monitoring and risk evaluation.

The standard operating environment of the Commission is Windows 7 and Office 2010 and all core software is supported by appropriate support agreements and software assurance. The Commission has migrated from desktops to laptops to reduce costs, enhance mobility and allow for business continuity in the event of natural disasters.

The responsibilities associated with risk management are discharged by the Executive Leadership Team.

## Consultancies

The ADCQ did not engage any consultants during 2013-4.

## Early retirement, redundancy and retrenchment

The ADCQ made no payments of this nature during 2013-14.

## Queensland Cultural Diversity Policy

Information on ADCQ’s implementation of the core outcome regarding Improved access to interpreters for clients when accessing services during the reporting period is available via https://data.qld.gov.au.

# Summary of financial information

## Overview

The operating result for the ADCQ for 2013-14 was a small deficit of approximately $75 000. This aligned with expectations because the Commission incurred expenses for one off items which were best funded from retained earnings. The major items that contributed to the deficit were:

* recurrent costs associated with the relocation of regional offices - $32,000;
* costs associated with removal of an exemption for payroll tax - $28,000; and
* costs associated with hosting the Mabo Oration - $12,000.

Overall the result was sound.

The major activities undertaken during the year include:

* development of an online training package which was launched in June 2014;
* finalisation of phase one of the Schools Project with the release of materials aimed at equipping young people who are about to enter the workforce on their rights and responsibilities in the workplace;
* continuation of the Small Business Project aimed at developing resources to support small business operators to meet their obligations under the Act;
* commissioning of a new office space in Townsville; and
* investing in the ICT network to provide sufficient capacity to support new technology and applications which increase services and reduce costs.

The financial effects of these major activities are provided in detail in the audited financial statements provided with this report and on the ADCQ’s website (www.adcq.qld.gov.au).

## The ADCQ’s financial position

The financial position provides an indication of the ADCQ’s underlying financial health, or net worth, at 30 June 2014. This provides a measure of our equity level. ADCQ’s assets at 30 June 2014 were $2.4 million and liabilities were $0.9 million, resulting in a total equity of $1.5 million. The ADCQ’s financial position remains strong. This small drop results from the small operating deficit achieved in 2013-14 to fund one-off costs such as office relocation and the Mabo Oration.

Graph 2: Net worth

## Financial performance

The Income Statement shows the total income for 2013–14 as $5.287 million and expenditure as $5.362 million. The ADCQ finished the year with an operating deficit of approximately $75,000. The deficit relates to one-off factors, primarily costs associated with moving regional offices and hosting the Mabo Oration. ADCQ is a statutory body and as such is allowed to operate in deficit.

## Income

The ADCQ derives most of its income from the Queensland Government, through a grant paid by the Department of Justice and Attorney-General. The ADCQ also generates funds through investment of surplus cash in interest bearing deposits and the provision of training on a fee-for-service basis.

Graph 3: Source of funds 2013–14

## Expenses

Total operating expenses for 2013–14 were $5.362 million. The largest expense category is employee-related costs, which account for almost 65 per cent of total expenses. The second biggest category is supplies and services, which account for approximately 30 per cent.

Graph 4: Application of funds

Table 14: Comparison to Budget and Estimated Actual (Est Act) reported in Agency Service Delivery Statements

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  | **Variance to:** | |
|  | **Budget** | **Est Act** | **Actual** | **Budget** | **Est Act** |
|  | **$'000** | **$'000** | **$'000** | **$'000** | **$'000** |
| **Revenue** |  |  |  |  |  |
| User charges | 203 | 150 | 193 | -10 | 43 |
| Revenue from Interest | 70 | 49 | 37 | -33 | -12 |
| Grants | 5,039 | 5,045 | 5,045 | 6 | 0 |
| Other | 11 | 11 | 12 | 1 | 1 |
| **Total revenues** | **5,323** | **5,255** | **5,287** | **-36** | **32** |
| **Expenses** |  |  |  |  |  |
| Employee expenses | 3,575 | 3,580 | 3,454 | 121 | 126 |
| Supplies and services | 1,423 | 1,350 | 1,601 | -178 | -251 |
| Grants and subsidies | 10 | 10 | 10 | 0 | 0 |
| Depreciation/amortisation | 287 | 287 | 267 | 20 | 20 |
| Other expenses | 28 | 28 | 30 | -2 | -2 |
| **Total expenses** | **5,323** | **5,255** | **5,362** | **-39** | **-107** |
| **Result - Surplus/(Deficit)** | **0** | **0** | **-75** | **-75** | **-75** |

**Note:** Totals may not add due to rounding

Explanation of Major Variations

* Actual revenue from user charges is $43,000 more than the Estimated Actual because training revenue in the last quarter of the year exceeded expectations. The final result was within $10,000 of the initial Budget.
* Savings in employee expenses resulted from vacancies in the Brisbane Office. These savings were offset by higher than anticipated costs in supplies and services.
* The increase in supplies and services mainly relates to one-off costs associated with the relocation of regional offices, the removal of an exemption for payroll tax and hosting of the Mabo Oration. The Commission decided to fund these costs from retained earnings rather than the annual budget.
* Savings in depreciation/amortisation resulted from the later than expected finalisation of the software upgrade of the complaint management system.

## Assets

Total assets did not change materially over the course of the financial year and are valued at $2.4 million at 30 June 2014. Current assets are valued at $0.7 million and are available to meet current liabilities which are valued at $0.5 million. The ADCQ remains well positioned to meet all its obligations as they fall due.

Graph 5: Asset portfolio

## Liabilities

Total liabilities at 30 June 2014 were about $0.9 million. The largest single liability is $0.5 million for a lease incentive associated with the Brisbane office accommodation. This liability will be discharged over the life of the fit-out assets created during the relocation. It has no cash effect as it is balanced by the increased asset value in the ADCQ. The remaining liabilities mainly relate to accrued employee entitlements and trade creditors.

Graph 6: Liability composition

# Financial statements

## [Certification of financial statements](#_Toc230068497)

The Certification of financial statements accompanies the annual report or can be viewed at www.adcq.qld.gov.au.

## Independent auditor’s report

The independent auditor’s report accompanies the annual report or can be viewed on the ADCQ’s website (www.adcq.qld.gov.au.)

# Appendix A: Glossary of terms

|  |  |
| --- | --- |
| Term | Description |
| the Act | the Anti-Discrimination Act 1991 (Qld) |
| ADCQ | Anti-Discrimination Commission Queensland |
| the Code | The Code of Conduct for the Queensland Public Service |
| complaint | Means a complaint made under the Act. A complaint must:   * be in writing; * set out reasonably sufficient details to indicate an alleged contravention of the Act; * state the complainant’s address for service; * be lodged with, or sent by post to the Commissioner.   A person is only entitled to make a complaint within one year of the alleged contravention of the Act. |
| conciliation | A conciliation conference is a meeting to help parties resolve a complaint. It is the main way in which complaints are resolved. A conciliator from the ADCQ contacts the parties and manages the conciliation conference. Complaints that cannot be resolved through the conciliation process may be referred to the Queensland Civil and Administrative Tribunal for a public hearing to decide whether there has been a breach of the Anti-Discrimination Act 1991, and decide any compensation. |
| Commission | Anti-Discrimination Commission Queensland |
| direct discrimination | Direct discrimination on the basis of an attribute happens if a person treats, or proposes to treat, a person with an attribute less favourably than another person without the attribute is or would be treated in circumstances that are the same or not materially different. |
| Executive Leadership Team | The Executive Leadership Team is one of the key strategic advisory bodies of the ADCQ. It supports the Commissioner in providing the strategic direction as part of the overall corporate governance framework and oversees the Commission’s strategic performance. |
| indirect discrimination | Indirect discrimination on the basis of an attribute happens if a person imposes, or proposes to impose, a term with which a person with an attribute does not or is not able to comply; and with which a higher proportion of people without the attribute comply or are able to comply; and that is not reasonable. |
| Leadership Group | The Leadership Group is a sub-committee of the Executive Leadership Team (ELT). It supports the Commissioner by ensuring that operational activity aligns with the strategic direction of the ADCQ as set by the ELT. |
| QCAT | Queensland Civil and Administrative Tribunal |
| vicarious liability | If a person’s workers or agents contravene the Act in the course of work or while acting as agent, both the person and the worker or agent, are jointly and severally civilly liable for the contravention, and a proceeding under the Act may be taken against either or both. It is a defence to a proceeding for a contravention of the Act if the respondent proves, on the balance of probabilities, that the respondent took reasonable steps to prevent the worker or agent contravening the Act. |

# Appendix B: Compliance checklist

|  |  |  |  |
| --- | --- | --- | --- |
| Summary of requirement | | Basis for requirement | Annual report reference |
| Letter of compliance | * A letter of compliance from the accountable officer or statutory body to the relevant Minister | ARRs – section 8 | Page 3 |
| Accessibility | * Table of contents * Glossary | ARRs – section 10.1 | Page 2  Appendix A |
| * Public availability | ARRs – section 10.2 | Inside cover |
| * Interpreter service statement | Queensland Government Language Services Policy  ARRs – section 10.3 | Inside cover |
| * Copyright notice | Copyright Act 1968  ARRs – section 10.4 | Inside cover |
| * Information licensing | QGEA - Information Licensing  ARRs – section 10.5 | Inside cover |
| General information | * Introductory Information | ARRs – section 11.1 | Page 6 |
| * Agency role and main functions | ARRs – section 11.2 | Page 6 |
| * Operating environment | ARRs – section 11.3 | Page 6 |
| * Machinery of Government changes | ARRs – section 11.4 | N/A |
| Non-financial performance | * Government objectives for the community | ARRs – section 12.1 | Page 6 |
| * Other whole-of-government plans / specific initiatives | ARRs – section 12.2 | N/A |
| * Agency objectives and performance indicators | ARRs – section 12.3 | Page 7,9 |
| * Agency service areas, and service standards | ARRs – section 12.4 | Page 9 |
| Financial performance | * Summary of financial performance | ARRs – section 13.1 | Page 43 |
| Governance – management and structure | Organisational structure | ARRs – section 14.1 | Appendix E |
| Executive management | ARRs – section 14.2 | Page 38 |
| Related entities | ARRs – section 14.3 | N/A |
| Government bodies | ARRs – section 14.4 | N/A |
| Public Sector Ethics Act 1994 | Public Sector Ethics Act 1994  (section 23 and Schedule)  ARRs – section 14.5 | Page 41 |
| Governance – risk management and accountability | Risk management | ARRs – section 15.1 | Page 42 |
| External scrutiny | ARRs – section 15.2 | N/A |
| Audit committee | ARRs – section 15.3 | Page 42 |
| Internal audit | ARRs – section 15.4 | Page 42 |
| Public Sector Renewal Program | ARRs – section 15.5 | N/A |
| Information systems and recordkeeping | ARRs – section 15.6 | Page 42 |
| Governance – human resources | Workforce planning, attraction and retention, and performance | ARRs – section 16.1 | Page 39 |
| Early retirement, redundancy and retrenchment | Directive No.11/12 Early Retirement, Redundancy and Retrenchment  ARRs – section 16.2 | Page 42 |
| Open Data | Open Data | ARRs – section 17 | Page 42 |
| Financial statements | Certification of financial statements | FAA – section 62  FPMS – sections 42, 43 and 50  ARRs – section 18.1 | Page 47  Appendix H |
| Independent auditors report | FAA – section 62  FPMS – section 50  ARRs – section 18.2 | Page 42  Appendix H |
| Remuneration disclosures | Financial Reporting Requirements for Queensland Government Agencies  ARRs – section 18.3 | Appendix H |

FAA Financial Accountability Act 2009

FPMS Financial and Performance Management Standard 2009

ARRs Annual Report Requirements for Queensland Government Agencies

# Appendix C: Publications

**Brochures**

* 10 things you should know about fair treatment in Queensland
* 10 things you should know about fair treatment in Queensland - Aboriginal and Torres Strait Islander peoples
* Getting to know the law
* Making a complaint
* Responding to a complaint
* All about conciliation conferences
* Age discrimination
* Gender identity discrimination & vilification
* Impairment discrimination
* Lawful sexual activity discrimination
* Pregnancy and breastfeeding discrimination
* Racial and religious discrimination and vilification
* Racial discrimination and vilification - Aboriginal and Torres Strait Islander peoples
* Relationship status, parental status & family responsibilities discrimination
* Sex discrimination
* Sexual harassment
* Sexuality discrimination and vilification
* It’s OK to complain (joint independent complaint agencies brochure, produced in multiple languages)

**Fact sheets - available from the ADCQ website (www.adcq.qld.gov.au)**

* Bullying
* Direct and indirect discrimination
* Discrimination and religious-based schools and educational institutions
* Exemptions
* Identified positions for Aboriginal & Torres Strait Islander people
* Incapacity and work
* Medical information and recruitment (brief and detailed versions)
* Vicarious liability
* Victimisation
* Vilification on the basis of race, religion, sexuality or gender identity.

**Information guides - available from the ADCQ website (www.adcq.qld.gov.au)**

* Discrimination in accommodation – guide for accommodation providers
* Discrimination in education – a guide for education providers
* Discrimination in provision of goods & services – guide for service providers
* Discrimination in employment – a guide for employment providers

**Posters**

* Reaching out to Aboriginal & Torres Strait Islander peoples…
* General – ‘Fair treatment – the way to go!’
* Universal Declaration of Human Rights (easy reference guide)
* Where do human rights begin? (Eleanor Roosevelt quote)

**Postcards**

* Sexual harassment – ‘Are you stepping on someone’s toes?’

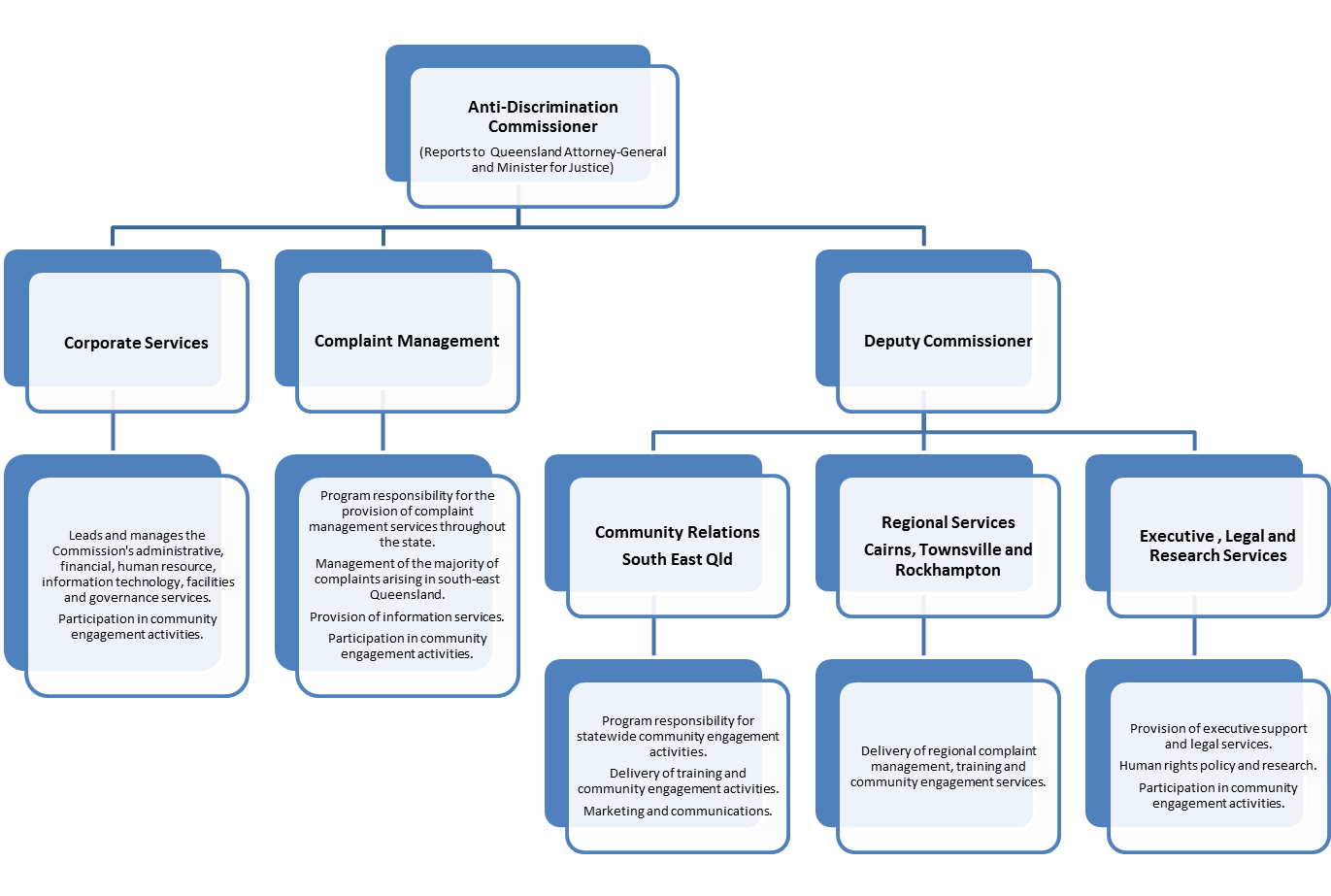
**Rights cards**

* Aboriginal & Torres Strait Islander peoples
* LGBTI community
* Muslim community
* Young people

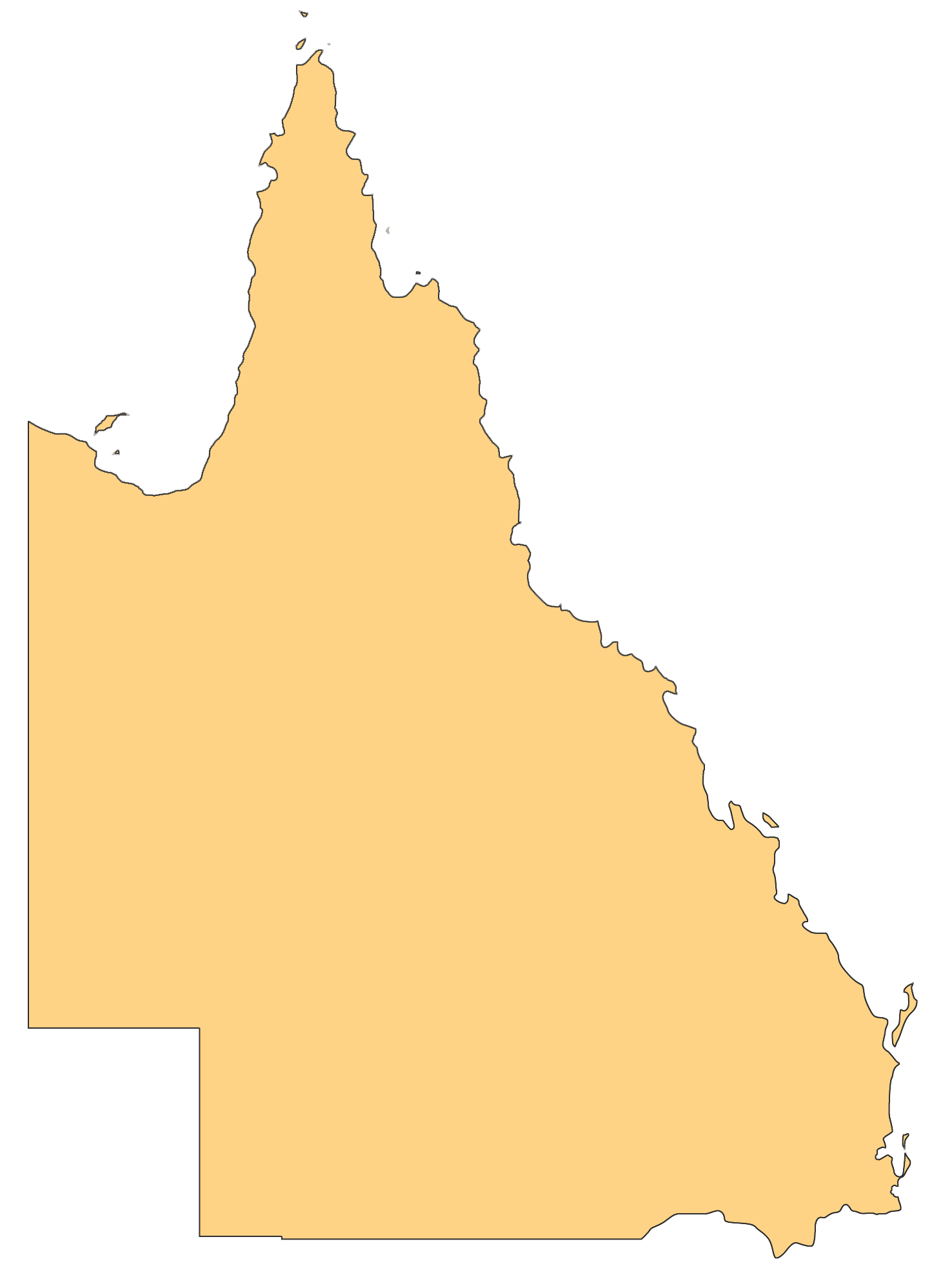
# Appendix D: Complaint handling process

Complaint handling process

# Appendix E: Organisational structure



# **Appendix F: Map of areas visited in 2013-14**



**North Qld**

Cloncurry Mackay

Home Hill Charters Towers Hay Point Ingham

Proserpine Sarina

Ayr

Townsville and surrounds

**Far North Qld**

Mourilyan Mt Isa

Yarrabah Cardwell

South Johnstone Mossman

Innisfail Mareeba Atherton

Cairns and surrounds

**South East Qld**

Tara Redcliffe

Sunshine Coast Caboolture

Gatton Gold Coast

Gympie Toowoomba

Dalby Logan

Ipswich

Brisbane and surrounds

**Locations of Training Delivery**

**2013-2014**

**Central Qld**

Bundaberg Moura

Tieri Moranbah

Dysart Cracow

Mt Rawsom Emerald

Gladstone

Rockhampton and surrounds

1. Anti-Discrimination Act 1991, section 175. [↑](#footnote-ref-1)
2. Anti-Discrimination Act 1991, section 113. [↑](#footnote-ref-2)
3. Anti-Discrimination Act 1991, section 144. [↑](#footnote-ref-3)
4. Anti-Discrimination Act 1991, section 169. [↑](#footnote-ref-4)
5. Anti-Discrimination Act 1991, section 228. [↑](#footnote-ref-5)
6. TJ & RC Walsh Pty Ltd [2013] QCAR 418; Miami Recreational Facilities Pty Ltd [2013] QCAT 635. [↑](#footnote-ref-6)
7. GRS Networking Pty Ltd [2013] QCAT 563. [↑](#footnote-ref-7)
8. Downer EDI Mining Pty Ltd (No. 2) [2013] QCAT 532. [↑](#footnote-ref-8)
9. Isaac Regional Council [2013] QCAT 734. [↑](#footnote-ref-9)
10. National Heart Foundation of Australia [2014] QCAT 039; James Frizelle’s Automotive Group [2014] QCAT 090; Boys Town [2014] QCAT 247. [↑](#footnote-ref-10)
11. ABC Business Australia Pty Ltd [2013] QCAT 719. [↑](#footnote-ref-11)
12. Downer EDI Mining [2013] QCATA 276. [↑](#footnote-ref-12)
13. Qantas Airways Ltd v Christie (1998) 193 CLR 280; and X v The Commonwealth (1999) 200 CLR 177. [↑](#footnote-ref-13)