



**Queensland
Government**

MINISTERIAL PORTFOLIO STATEMENT

2007-08 STATE BUDGET

**ATTORNEY-GENERAL
AND MINISTER FOR JUSTICE AND MINISTER
ASSISTING THE PREMIER IN WESTERN
QUEENSLAND**

ANTI-DISCRIMINATION COMMISSION QUEENSLAND

**Hon. Kerry Shine MP
Attorney-General and
Minister for Justice and
Minister Assisting the Premier
In Western Queensland**

**Susan Booth
Anti-Discrimination Commissioner**

OVERVIEW

STRATEGIC ISSUES

The Anti-Discrimination Commission Queensland (ADCQ) is an independent statutory authority created by the Queensland *Anti-Discrimination Act 1991* (the Act). The Act prohibits discrimination on the basis of a number of attributes across a range of areas of public life.

The ADCQ's role is to investigate and attempt to settle by conciliation, complaints of discrimination, sexual harassment and vilification, and is the lead agency on human rights in Queensland. The ADCQ also educates the community about human rights issues, in accordance with section 235 of the Act, which requires the ADCQ to promote an understanding and acceptance, and public discussion of, human rights in Queensland.

The ADCQ has adopted an integrated approach to ensure an alignment of its resources that will deliver its core function of promotion of human rights through complaint resolution and community education.

The following key result areas have been developed to assist the Commission in achieving its strategic direction and, in turn, to support the Government's community outcomes:

- complaint resolution - to assess and resolve complaints of discrimination, sexual harassment and vilification through an accessible, fair, effective and timely complaint resolution process
- complaint determination – to facilitate the effective determination of complaints, exemptions and opinions in an accessible, fair and timely manner within the Anti-Discrimination Tribunal
- information services - to provide authoritative and expert information about discrimination and human rights law
- community engagement – to promote understanding, acceptance and public discussion of human rights
- human rights advocacy – to identify human rights issues in Queensland and influence, advocate and effect change through innovative, proactive, independent leadership
- enhancing governance – to foster alliances and partnerships with public sector agencies to optimise human rights outcomes
- organisational capability – to facilitate an organisational culture of performance, management accountability, staff capability and capacity for change.

STAFFING¹

Output/Activity	Notes	2006-07 Est. Actual	2007-08 Estimate
OUTPUT Human Rights Protection and Promotion (Anti-Discrimination Commission Queensland)	2	37.1	38.1
Total		37.1	38.1
Notes: 1. Full-Time Equivalents (FTEs) as at 30 June. 2. National Indigenous Cadet has commenced in the Townsville Regional office.			

NON-DEPARTMENTAL OUTPUT PERFORMANCE

**NON-DEPARTMENTAL OUTPUT: Human Rights Protection and Promotion
(Anti-Discrimination Commission
Queensland)**

RELATED OUTCOME: A fair, socially cohesive and culturally vibrant society

REVIEW OF NON-DEPARTMENTAL OUTPUT PERFORMANCE

Recent Achievements

- Reviewed and enhanced effectiveness of the state-wide complaint management system, which has resulted in a more rigorous approach to assessment of complaints and record conciliation rates.
- Completed a review into post conciliation processes and identified strategies to improve investigations into complaints prior to litigation, resulting in a reduction of matters referred to the Anti-Discrimination Tribunal.
- Held the Second Mabo Oration, celebrating the life of Eddie Mabo, on 15 June 2007.
- Lodged the following submissions:
 - to the Queensland Industrial Relations Commission Inquiry into the impact of Work Choices legislation on Queensland workplaces, employees and employers;
 - to the Department of Justice and Attorney-General to assist in their submission to the House of Representatives Standing Committee on Legal and Constitutional Affairs Inquiry into Older People and the Law;
 - to the National Inquiry into Discrimination against People in Same Sex Relationships: Financial and work-related, being conducted by the Human Rights and Equal Opportunity Commission (HREOC);
 - to the Office of Public Sector Merit and Equity in response to draft guidelines for the implementation of s85 of the *Public Service Act 1996*.
- Provided training for advocates new to the anti-discrimination jurisdiction.
- Developed a Disability Action Plan that promotes equality for people with disabilities, including the development of new training modules on disability issues.
- Finalised the development of the Educating Staff CD-ROM training package.
- Continued contribution to the Department of Sport and Recreation's Fair Go Campaign.
- Commenced Commission Awareness Project that includes strategies such as training for target groups and advocates, media training for key ADCQ staff, a large-scale publications mail out, and redevelopment of the website.
- Contributed to the Queensland Advocacy Inc. Human Rights Indicators Project.
- Continued training on harassment free sport for the Australian Sports Commission.
- Commenced evaluation and updating of the Tracking Your Rights training kit.

Future Developments

- Provide input to government agencies to ensure legislation, policies and processes enhance human rights and are consistent with the *Anti-Discrimination Act 1991*.
- Implement a new Case Management database system, including the facility to electronically lodge complaints.
- Co-locate to new premises with the Commission for Children and Young People and Child Guardian, the Office of the Ombudsman, and the Health Quality Complaints Commission.
- Continue the Commission Awareness Program with a particular emphasis on highlighting people's rights to lodge complaints with the Commission.
- Develop an induction and professional development program for Anti-Discrimination Tribunal members.
- Continue to provide training for advocates on anti-discrimination jurisdiction and processes. This training has been developed to promote fairness, respect, responsibility and safety in sport.
- Continue to provide harassment free sport training for the Australian Sports Commission.
- Finalise the updating of the Tracking Your Rights training package. This training package facilitates the resolution of issues by Indigenous communities at a local level and raises awareness of rights.
- Develop effective partnerships with key community agencies, including Aboriginal and Torres Strait Islander organisations.
- Develop a video resource to familiarise people with the Tribunal complaint-hearing process. A large number of people attending the Tribunal are self-represented and this resource will help familiarise users with how the Tribunal works, how best to prepare their case, and what outcomes to expect.
- Provide assistance to the Department of Employment and Industrial Relations' Experience Pays initiative.

NON-DEPARTMENTAL OUTPUT STATEMENT

Non-Departmental Output: Human Rights Protection and Promotion (Anti-Discrimination Commission Queensland)				
Measures	Notes	2006-07 Target/Est.	2006-07 Est. Actual	2007-08 Target/Est.
Quantity				
No. of complaint enquiry advices provided	1	6,000	4,800	5,000
No. of policy advices / submissions	1	60	25	60
No. of training sessions provided	2	260	320	300
No. of training hours delivered	2	1,000	960	1,000
No. of people trained		6,000	5,700	6,000
No. of publications distributed	3	25,000	39,300	25,000
No. of community consultations and delegations:				
- South East Queensland		200	200	200
- rural, regional and remote Queensland		100	140	100
No. of Tribunal matters finalised by public hearing	4	20	15	20
Quality				
Number (and percentage) of enquiries resolved or referred on first contact		3,900 (65%)	3,100 (65%)	3,900 (65%)
Number (and percentage) of accepted complaints resolved by conciliation		360 (45%)	310 (62%)	330 (45%)
Number (and percentage) of accepted complaints finalised within the Commission		600 (75%)	410 (82%)	600 (75%)
Number (and percentage) of clients satisfied with complaint handling service measured via client survey		560 (85%)	350 (85%)	560 (85%)
Number (and percentage) of clients satisfied with training sessions measured via client survey		2,000 (90%)	2,830 (100%)	2,000 (90%)
Number (and percentage) of accepted complaints referred to the Tribunal	5	200 (25%)	90 (18%)	140 (25%)
Number (and percentage) of accepted complaints referred to the Tribunal that are resolved prior to public hearing		160 (80%)	130 (86%)	160 (80%)
Timeliness				
Number (and percentage) of complaints where the time from receipt to assessment notification is:				
- within 14 days	6	570 (60%)	205 (27%)	570 (60%)
- within 28 days		95 (10%)	225 (30%)	95 (10%)
- over 28 days		285 (30%)	330 (43%)	285 (30%)

Non-Departmental Output: Human Rights Protection and Promotion (Anti-Discrimination Commission Queensland)				
Measures	Notes	2006-07 Target/Est.	2006-07 Est. Actual	2007-08 Target/Est.
Timeliness (cont.)				
Number (and percentage) of complaints where time from acceptance notice to conciliation conference is:				
- within 28 days	6	50 (10%)	25 (5%)	50 (10%)
- within 42 days		300 (60%)	340 (68%)	300 (60%)
- over 42 days		150 (30%)	135 (27%)	150 (30%)
Number (and percentage) of complaints where time from acceptance notice to complaint being closed is:				
- within three months		300 (60%)	300 (60%)	300 (60%)
- within six months		100 (20%)	120 (24%)	100 (20%)
- within nine months		50 (10%)	45 (9%)	50 (10%)
- within 12 months		25 (5%)	15 (3%)	25 (5%)
- over 12 months		25 (5%)	20 (4%)	25 (5%)
Tribunal decisions released within eight months of hearing		85%	86%	85%
State Contribution (\$'000)	7	4,194	4,194	4,795
Other Revenue (\$'000)		200	260	260
Total Cost (\$'000)		4,394	4,454	5,055
Notes:				
1. Decrease in number of enquiry advices and policy advices provided is due to the increase use of the ADCQ website by the community seeking information on discrimination issues. It is expected that this trend will continue, particularly with planned improvements to the website.				
2. Although there has been a slight decrease in the number of training hours delivered, the number of sessions delivered continues to increase. This trend is primarily due to a preference from the community for shorter sessions. The development of different avenues for providing training to clients, for example CD-ROM training packages, has also affected the number of training hours provided.				
3. The completion of the ADCQ Rebranding Project led to a substantial increase in the number of publications distributed during 2006-07. A complete range of our new brochures and information materials have been distributed throughout Queensland.				
4. The number of tribunal matters finalised by public hearing have decreased due to the increase in resolution of matters by conciliation.				
5. The review of conciliation processes and additional training of conciliators has increased the success rate of settlements at conciliation with a commensurate reduction in matters referred for formal hearing in the Tribunal.				
6. Decrease in numbers due to the increasing complexity of complaints being lodged with the Commission, and the delays inherent in requesting submissions from all parties before a complaint can be fully assessed and set for conciliation.				
7. Increase in State Contribution during 2007-08 as a result of additional funding for co-location of ADCQ, HQCC, Ombudsman and CCYPCG into new CBD premises scheduled for October 2008.				

FINANCIAL STATEMENTS

INCOME STATEMENT

	Notes	2006-07 Budget \$'000	2006-07 Est. Act. \$'000	2007-08 Estimate \$'000
Income				
User charges	1	140	180	180
Grants and other contributions		4,194	4,194	4,795
Other revenue	2	60	80	80
Gains on sale/revaluation of property, plant and equipment and investments	
Total income		4,394	4,454	5,055
Expenses				
Employee expenses	3	2,969	2,966	3,112
Supplies and services	4	1,380	1,447	1,902
Grants and subsidies	
Depreciation and amortisation		30	30	30
Finance/borrowing costs	
Other expenses		15	11	11
Losses on sale/revaluation of property, plant and equipment and investments	
Total expenses		4,394	4,454	5,055
OPERATING SURPLUS / (DEFICIT)	

STATEMENT OF CHANGES IN EQUITY

	Notes	2006-07 Budget \$'000	2006-07 Est. Act. \$'000	2007-08 Estimate \$'000
Net effect of the adoption of a new accounting standard		..	5	..
Increase/ (decrease) in asset revaluation reserve	
Net amount of all revenue and expense adjustments direct to equity not disclosed above	
Net income recognised directly in equity		..	5	..
Surplus/ (deficit) for the period	
Total recognised income and expense for the period		..	5	..
Equity injection/ (withdrawal)		386
Equity adjustments (MoG transfers)	
Total movement in equity for period		..	5	386

BALANCE SHEET

	Notes	2006-07 Budget \$'000	2006-07 Est. Act. \$'000	2007-08 Estimate \$'000
CURRENT ASSETS				
Cash assets		821	293	277
Receivables		56	73	73
Other financial assets		..	500	500
Inventories		12	7	7
Other		4	13	13
Non-financial assets held for sale	
Total current assets		893	886	870
NON-CURRENT ASSETS				
Receivables	
Other financial assets	
Property, plant and equipment	1	37	43	59
Intangibles		386
Other	
Total non-current assets		37	43	445
TOTAL ASSETS		930	929	1,315
CURRENT LIABILITIES				
Payables		45	21	21
Employee Benefit Obligations		268	274	274
Interest-bearing liabilities and derivatives	
Provisions	
Other	
Total current liabilities		313	295	295
NON-CURRENT LIABILITIES				
Payables		..	9	9
Employee Benefit Obligations	
Interest-bearing liabilities and derivatives	
Provisions	
Other	
Total non-current liabilities		..	9	9
TOTAL LIABILITIES		313	304	304
NET ASSETS (LIABILITIES)	1	617	625	1,011
EQUITY				
Capital/Contributed equity		156	155	541
Retained surplus/ (Accumulated deficit)		461	470	470
Reserves:				
- Asset revaluation reserve	
- Other (specify)	
TOTAL EQUITY	1	617	625	1,011

CASH FLOW STATEMENT

	Notes	2006-07 Budget \$'000	2006-07 Est. Act. \$'000	2007-08 Estimate \$'000
CASH FLOWS FROM OPERATING ACTIVITIES				
Inflows:				
User charges	1	140	180	180
Grants and other contributions		4,194	4,194	4,795
Other	2	60	80	80
Outflows:				
Employee costs	3	(2,969)	(2,966)	(3,112)
Supplies and services	4	(1,380)	(1,447)	(1,902)
Grants and subsidies	
Borrowing costs	
Other		(15)	(11)	(11)
Net cash provided by/ (used in) operating activities		30	30	30
CASH FLOWS FROM INVESTING ACTIVITIES				
Inflows:				
Sales of property, plant and equipment	
Investments redeemed	
Loans and advances redeemed	
Outflows:				
Payments for property, plant and equipment and intangibles	5	(30)	(30)	(432)
Payments for investments	
Loans and advances made	
Net cash provided by/ (used in) investing activities		(30)	(30)	(432)
CASH FLOWS FROM FINANCING ACTIVITIES				
Inflows:				
Borrowings	
Equity injections	5	386
Outflows:				
Borrowing redemptions	
Finance lease payments	
Equity withdrawals	
Net cash provided by/ (used in) financing activities	5	386
Net Increase/ (decrease) in cash held		(16)
Cash at the beginning of financial year		821	293	293
Cash transfers from restructure	
Cash at the end of financial year		821	293	277

EXPLANATION OF VARIANCES IN THE FINANCIAL STATEMENTS

Income Statement

Major variations between 2006-07 Budget and 2006-07 Estimated Actual include:

1. User charges – increase due to higher demand for training services, the provision of Harassment Free Sport training modules on behalf of the Australian Sports Commission, and the implementation of a number of new training packages.
2. Other revenue – increase in bank interest received from Commission investments.
3. Employee expenses – under expended due to a number of staff vacancies throughout the year in both Brisbane and regional offices.
4. Supplies and services – estimated under expenditure due to a delay in commencing a number of projects due to staff vacancies.

Major variations between 2006-07 Budget and 2007-08 Estimate include:

1. User charges – anticipated increase due to continuation of high demand for training services and the implementation of new training packages.
2. Other revenue – it is anticipated that bank interest earned will continue at the level of previous years.
3. Employee expenses – increase due to filling of all staff vacancies and ongoing payment of Enterprise Bargaining Agreement salary increases.
4. Supplies and services – increase due to implementation of new Case Management System and commencement of a number of projects delayed from 2006-07 due to staff vacancies.

Major variations between 2006-07 Estimated Actual and the 2007-08 Estimate include:

3. Employee expenses – increase due to filling of all staff vacancies and ongoing payment of Enterprise Bargaining Agreement salary increases.
4. Supplies and services – increase due to implementation of new Case Management System and commencement of a number of projects delayed from 2006-07 due to staff vacancies.

Balance Sheet

Major variations between 2006-07 Budget and 2007-08 Estimate include:

1. Payments for property, plant and equipment – purchase of new Case Management System.

Major variations between 2006-07 Estimated Actual and the 2007-08 Estimate include:

1. Payments for property, plant and equipment – purchase of new Case Management System.

Cash Flow Statement

Major variations between 2006-07 Budget and 2006-07 Estimated Actual include:

1. User charges – increase due to higher demand for training services, the provision of Harassment Free Sport training modules on behalf of the Australian Sports Commission, and the implementation of a number of new training packages.
2. Other revenue – increase in bank interest received from Commission investments.
3. Employee expenses – under expended due to a number of staff vacancies throughout the year in both Brisbane and regional offices.
4. Supplies and services – estimated under expenditure due to a delay in commencing a number of projects due to staff vacancies.

Major variations between 2006-07 Budget and 2007-08 Estimate include:

1. User charges – anticipated increase due to continuation of high demand for training services, particularly from large private organisations and local councils.
2. Other revenue – it is anticipated that bank interest earned will continue at the level of previous years.
3. Employee expenses – increase due to filling of all staff vacancies and ongoing payment of Enterprise Bargaining Agreement salary increases.
4. Supplies and services – increase due to implementation of new Case Management System and commencement of a number of projects delayed from 2006-07 due to staff vacancies.
5. Payments for property, plant and equipment – purchase of new Case Management System.

Major variations between 2006-07 Estimated Actual and the 2007-08 Estimate include:

3. Employee expenses – increase due to filling of all staff vacancies and ongoing payment of Enterprise Bargaining Agreement salary increases.
4. Supplies and services – increase due to implementation of new Case Management System.
5. Payments for property, plant and equipment – purchase of new Case Management System.