

Vision
Purpose
Ambition

A fair and inclusive Queensland.
To strengthen the understanding, promotion and protection of human rights in Queensland.
The Commission supports the Government's *Toward Q2: Tomorrow's Queensland* ambitions, particularly *Fair – Supporting safe and caring communities*.

Objectives	Strategies to achieve these objectives	Performance indicators	Values
Provide a fair, timely and accessible complaint resolution service.	<ul style="list-style-type: none"> Resolve complaints under the <i>Anti-Discrimination Act 1991</i> using processes that are accessible, fair and timely. Regularly review our own performance, with particular regard to independence and impartiality. Invite and respond to feedback from people involved in complaint resolution. 	<ul style="list-style-type: none"> Percentage of accepted complaints resolved through conciliation. Percentage of clients satisfied with conciliation process. Timeliness of assessment, conciliation and finalisation of complaints. 	<p>In delivering services to achieve our objectives we are committed to:</p> <ul style="list-style-type: none"> treating everyone with respect and dignity, acknowledging their fundamental human rights. treating everyone fairly and impartially. supporting a workplace culture that encourages diversity, innovation and responsiveness to the needs of our clients. valuing our independence and the rule of law.
Provide information to the community about their rights and responsibilities under the Act.	<ul style="list-style-type: none"> Improve access to information through a range a media including the internet. Provide training products and services that are relevant and effective Continue development of facts sheets and resource kits for clients. 	<ul style="list-style-type: none"> Number of complaint enquiry advices provided. Number of education sessions provided and people trained. Percentage of clients satisfied with education services. Number of community engagements. Number of fact sheets and resource kits which are developed and distributed. 	<p>Key challenges</p> <p>Currently, across the broader Queensland community, there is:</p> <ul style="list-style-type: none"> a lack of awareness or sense of responsibility for those in the community whose human rights are not respected and realised; a culture of exclusion of certain groups based upon attributes including race, religion, sexuality, impairment, and gender identity; a lack of understanding about human rights; unlawful discrimination; a lack of inclusion for those in the community whose human rights are not respected or realised; a lack of ownership and skills within the community to promote a culture of inclusion of all persons.
Promote understanding, acceptance and public discussion of human rights in Queensland.	<ul style="list-style-type: none"> Advocate legislative changes which improve protection of human rights. Address systematic discrimination in key areas. Actively contribute to policy development and review across federal, state and local government. Promote human rights as necessary and relevant for every person. Promote our organization, its products and services, in a way that reflects our vision and value base. Invite debate and discussion around human rights issues through a range of events and activities. 	<ul style="list-style-type: none"> Number of changes to legislation which improve human rights. Number of initiatives implemented to address systemic discrimination. Number of ADCQ submissions that promote human rights outcomes in legislation and /or policy and practice. Number of submission that are accepted. 	
Create opportunities for human rights to flourish	<ul style="list-style-type: none"> Identify opportunities in local communities for alliances to progress our vision at system, organisational and individual levels to build a culture that supports human rights to flourish. Use strengths based language and frameworks to promote human rights. Locate our work in the broader national and international human rights context Ensure our resource investment strategy reflects our mission and value base. 	<ul style="list-style-type: none"> Hosting community “round tables” as part of the 20th anniversary celebrations. Number of staff trained in developing community networks using a “strength based” paradigm. Number of engagements across Queensland. Examples of improved inclusion of excluded groups as a result of ADCQ activities. 	<p>Capability</p> <p>In order to meet these challenges we must maintain and build the capability of our people, processes and organisation. In particular we must:</p> <ul style="list-style-type: none"> invest in technology to reduce costs and enhance our reach into the community. invest in professional development for staff. improve corporate governance to enhance accountability and performance.