

Anti-Discrimination Commission Queensland

Annual Report 2013-14

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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

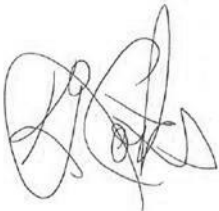
I am pleased to present the Annual Report 2013-2014 and financial statements for the Anti-Discrimination Commission Queensland.

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

A handwritten signature in black ink, appearing to read 'Kevin Cocks', with a stylized flourish at the end.

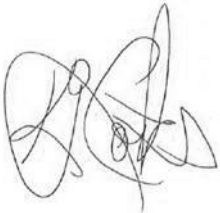
Kevin Cocks AM
Commissioner
Anti-Discrimination Commission Queensland

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.

A handwritten signature in black ink, appearing to read 'Kevin Cocks', with a stylized flourish at the end.

Kevin Cocks AM
Commissioner

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

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:

Customers first

- *Know your customers.*
- *Deliver what matters.*
- *Make decisions with empathy.*

Ideas into action

- *Challenge the norm and suggest solutions.*
- *Encourage and embrace new ideas.*
- *Work across boundaries.*

Unleash potential

- *Expect greatness.*
- *Lead and set clear expectations.*
- *Seek, provide and act on feedback.*

Be courageous

- *Own your actions, successes and mistakes.*
- *Take calculated risks.*
- *Act with transparency.*

Empower people

- *Lead, empower and trust.*
- *Play to everyone's strengths.*
- *Develop yourself and those around you.*

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 Increase community ownership and investment in human rights	Web and social media Broaden ADCQ's reach through the use of the web and social media to allow for education and discussion of human rights	Partnerships and networks Enhance ADCQ's reach and achievement of outcomes through collaboration	Information products and services Maintain a range of products and services that provide clear and accurate information in an engaging and accessible manner
Education Establish ADCQ as the provider of Queensland's best quality training in the field of discrimination and human rights	Media Grow the media as a vessel for the promotion of human rights and education of the Queensland community	Events Maximise community engagement opportunities through involvement in key human rights events	Marketing and promotion 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 to 12 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 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 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 complaint 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

Note: Only discrimination breaches require an area

	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

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 complaint 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*.

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* (Cth) 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:

- (a) hearing and determining complaints referred by the Commissioner;¹
- (b) hearing and determining applications for exemptions;²
- (c) hearing and determining applications for interim orders before referral of a complaint;³
- (d) considering applications for review of a decision that a complainant has lost interest;⁴ and
- (e) providing opinions about the application of the Act.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-trial 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

¹ *Anti-Discrimination Act 1991*, section 175.

² *Anti-Discrimination Act 1991*, section 113.

³ *Anti-Discrimination Act 1991*, section 144.

⁴ *Anti-Discrimination Act 1991*, section 169.

⁵ *Anti-Discrimination Act 1991*, section 228.

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 one was for a female only area in a fitness centre,⁷ one was to recruit females at entry level positions to improve gender diversity at mining sites⁸, and the other was to allow a regional council to recruit on the basis of relationship status due to limited housing availability and high rentals⁹.

Of the four applications that were refused, all were considered not necessary, three because specific exemptions were available to the applicants¹⁰, and in the other case the applicant had not established why it needed an exemption¹¹.

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

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.

⁶ *TJ & RC Walsh Pty Ltd* [2013] QCAR 418; *Miami Recreational Facilities Pty Ltd* [2013] QCAT 635.

⁷ *GRS Networking Pty Ltd* [2013] QCAT 563.

⁸ *Downer EDI Mining Pty Ltd (No. 2)* [2013] QCAT 532.

⁹ *Isaac Regional Council* [2013] QCAT 734.

¹⁰ *National Heart Foundation of Australia* [2014] QCAT 039; *James Frizelle's Automotive Group* [2014] QCAT 090; *Boys Town* [2014] QCAT 247.

¹¹ *ABC Business Australia Pty Ltd* [2013] QCAT 719.

¹² *Downer EDI Mining* [2013] QCATA 276.

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 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.

¹³ *Qantas Airways Ltd v Christie* (1998) 193 CLR 280; and *X v The Commonwealth* (1999) 200 CLR 177.

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.

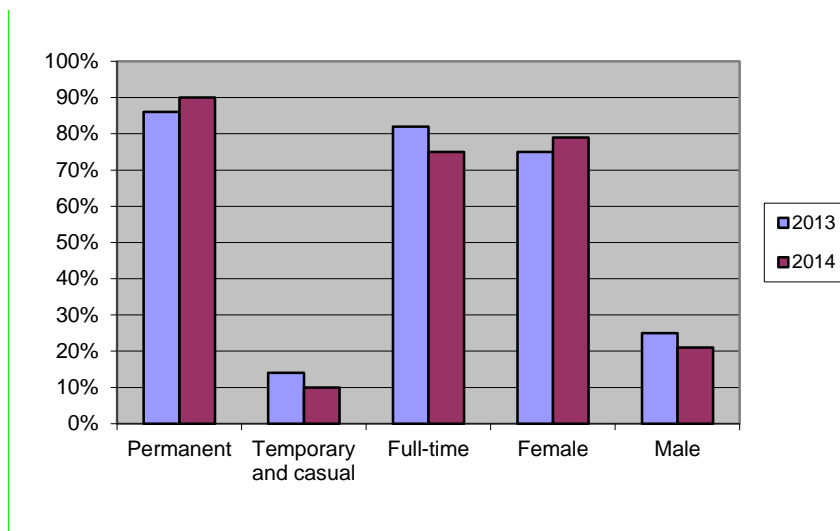
Commission staff

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:

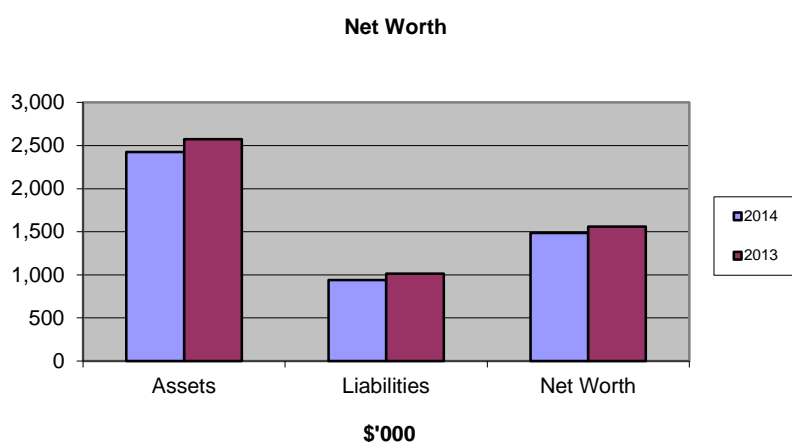
- development of an online training package which was launched in June 2014;
- finalisation of phase one of the Schools Project with the release of materials aimed at equipping young people who are about to enter the workforce on their rights and responsibilities in the workplace;
- continuation of the 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



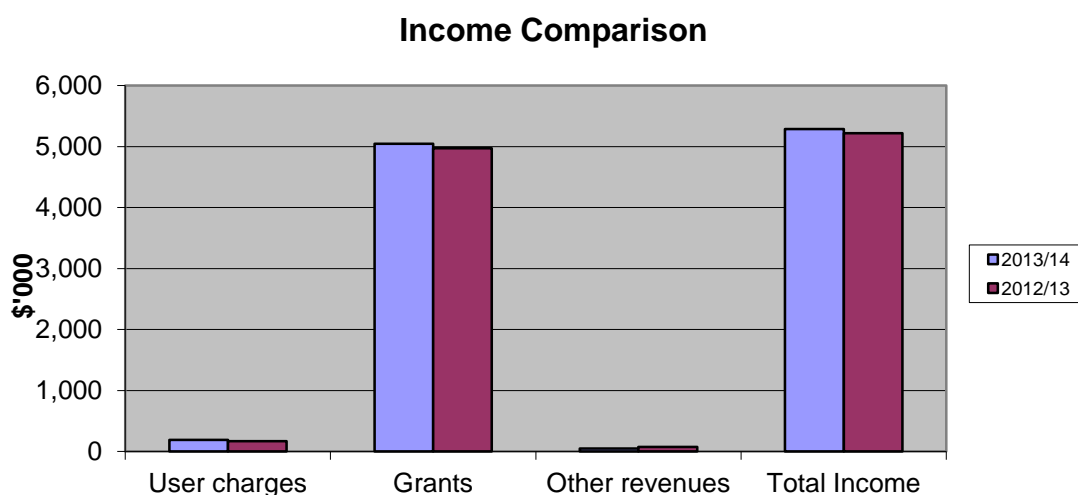
Financial performance

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

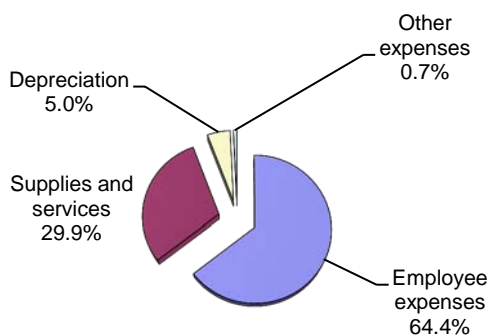


Table 14: Comparison to Budget and Estimated Actual (Est Act) reported in Agency Service Delivery Statements

	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

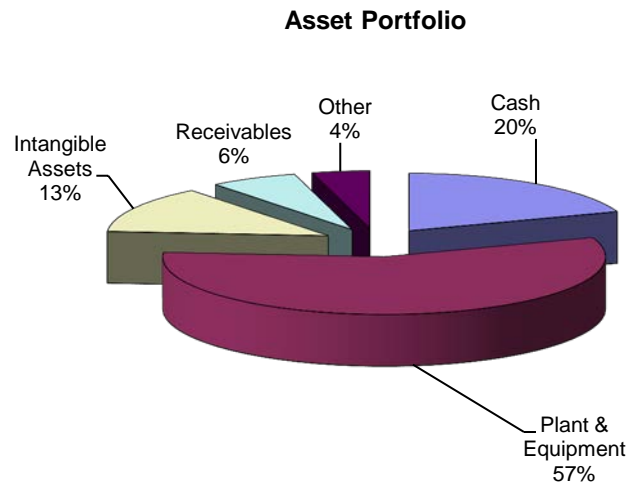
Explanation of Major Variations

- 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.

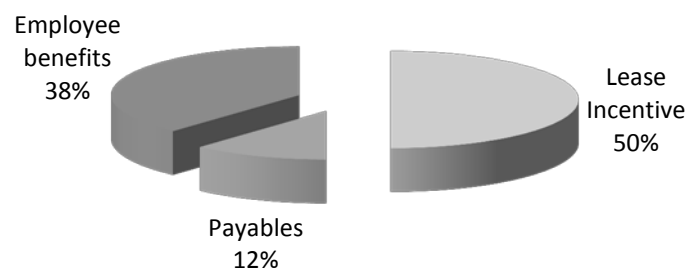
Graph 5: Asset portfolio



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



Certification of financial statements

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 <i>Anti-Discrimination Act 1991</i> (Qld)
ADCQ	Anti-Discrimination Commission Queensland
the Code	The <i>Code of Conduct for the Queensland Public Service</i>
complaint	<p>Means a complaint made under the Act. A complaint must:</p> <ul style="list-style-type: none"> • 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. <p>A person is only entitled to make a complaint within one year of the alleged contravention of the Act.</p>
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 <i>Anti-Discrimination Act 1991</i> , 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	<ul style="list-style-type: none"> A letter of compliance from the accountable officer or statutory body to the relevant Minister 	ARRs – section 8	Page 3
Accessibility	<ul style="list-style-type: none"> Table of contents Glossary 	ARRs – section 10.1	Page 2 Appendix A
	<ul style="list-style-type: none"> Public availability 	ARRs – section 10.2	Inside cover
	<ul style="list-style-type: none"> Interpreter service statement 	<i>Queensland Government Language Services Policy</i> ARRs – section 10.3	Inside cover
	<ul style="list-style-type: none"> Copyright notice 	<i>Copyright Act 1968</i> ARRs – section 10.4	Inside cover
	<ul style="list-style-type: none"> Information licensing 	<i>QGEA - Information Licensing</i> ARRs – section 10.5	Inside cover
General information	<ul style="list-style-type: none"> Introductory Information 	ARRs – section 11.1	Page 6
	<ul style="list-style-type: none"> Agency role and main functions 	ARRs – section 11.2	Page 6
	<ul style="list-style-type: none"> Operating environment 	ARRs – section 11.3	Page 6
	<ul style="list-style-type: none"> Machinery of Government changes 	ARRs – section 11.4	N/A
Non-financial performance	<ul style="list-style-type: none"> Government objectives for the community 	ARRs – section 12.1	Page 6
	<ul style="list-style-type: none"> Other whole-of-government plans / specific initiatives 	ARRs – section 12.2	N/A
	<ul style="list-style-type: none"> Agency objectives and performance indicators 	ARRs – section 12.3	Page 7,9
	<ul style="list-style-type: none"> Agency service areas, and service standards 	ARRs – section 12.4	Page 9
Financial performance	<ul style="list-style-type: none"> Summary of financial performance 	ARRs – section 13.1	Page 43

Summary of requirement		Basis for requirement	Annual report reference
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
	<i>Public Sector Ethics Act 1994</i>	<i>Public Sector Ethics Act 1994</i> (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	<i>Directive No.11/12 Early Retirement, Redundancy and Retrenchment</i> 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	<i>Financial Reporting Requirements for Queensland Government Agencies</i> 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

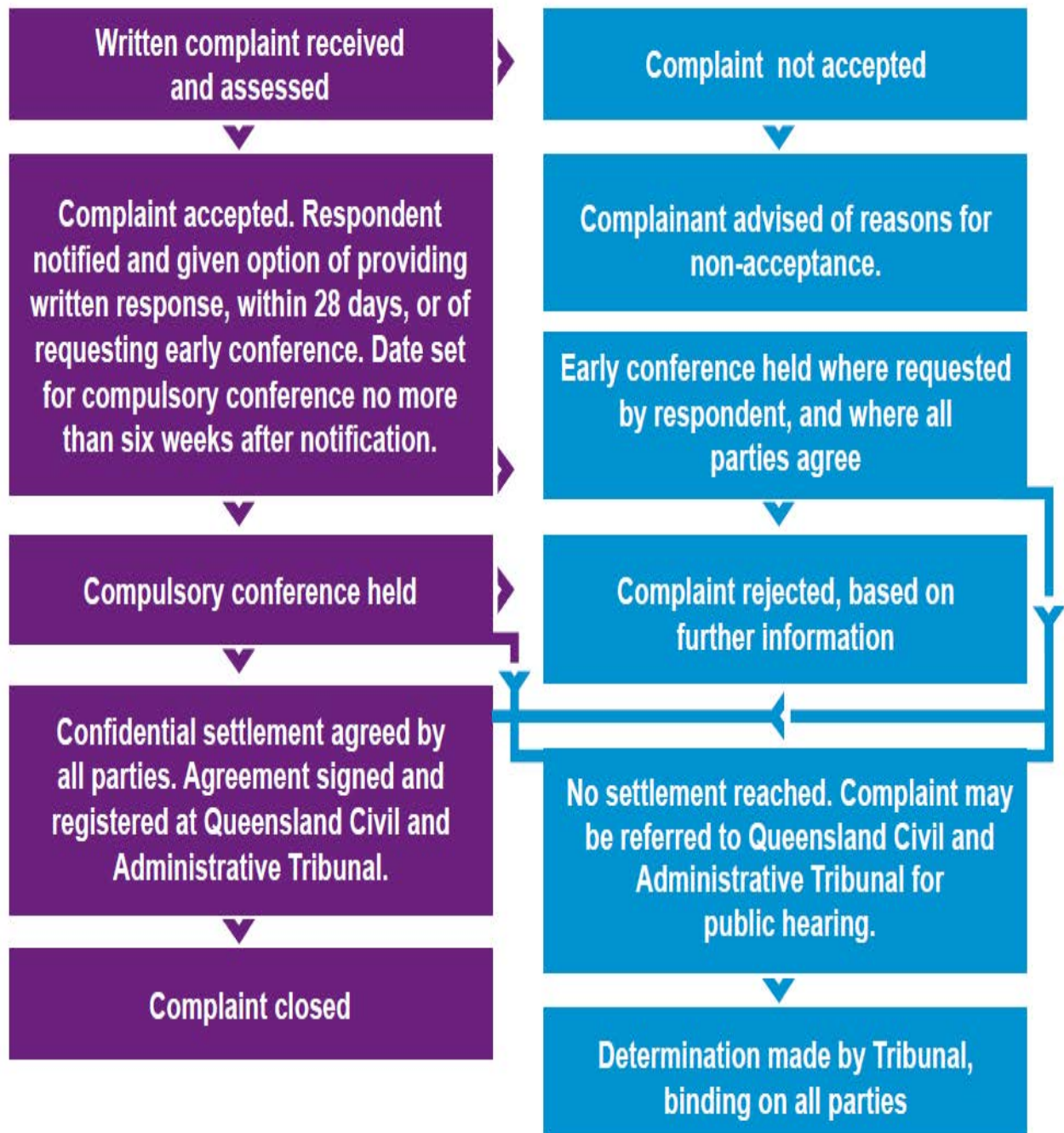
- Reaching out to Aboriginal & Torres Strait Islander peoples...
- General – 'Fair treatment – the way to go!'
- Universal Declaration of Human Rights (easy reference guide)
- Where do human rights begin? (Eleanor Roosevelt quote)

Postcards

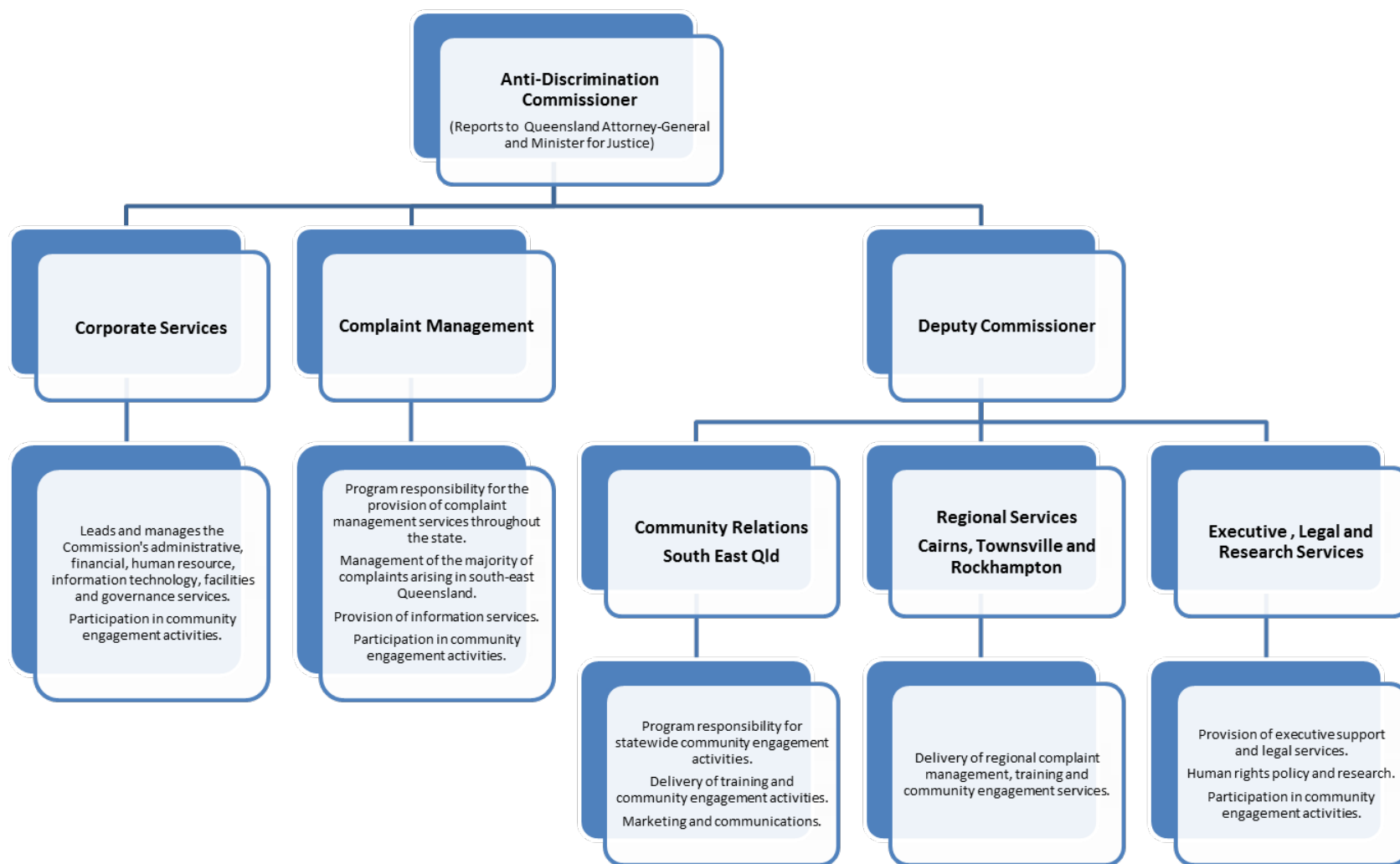
- Sexual harassment – 'Are you stepping on someone's toes?'

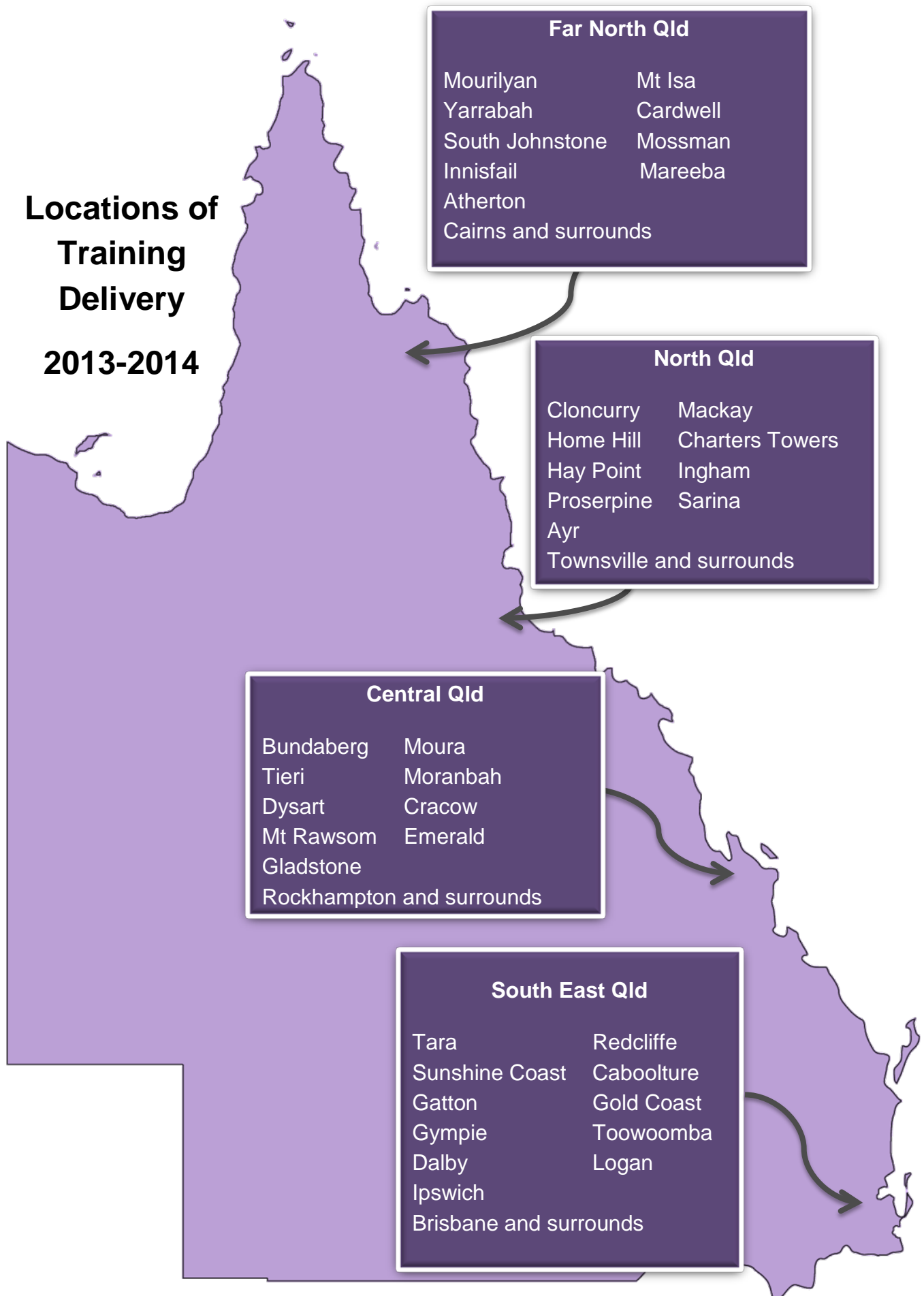
Rights cards

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



Appendix E: Organisational structure





Working *for* Queensland

HIGHLIGHTS REPORT

Anti-Discrimination Commission Queensland

Introduction

The Highlight Report presents key results from the 2014 Working for Queensland Employee Opinion Survey, which was conducted in May 2014. Results reflect the respondents from your organisation.

Note on response rate

The displayed response rate was calculated using statistical workforce data (Minimum Obligatory Human Resource Information) for March 2014.

Report content

- 01** Your workplace climate at a glance
- 02** More about your workplace climate
- 03** Most changed since 2013
- 04** Appendix A – Workplace factors and outcomes
- 05** Appendix B – Presentation of results

Your workplace climate at a glance

This section shows the % positive scores for different workplace factors and workplace outcomes

Response Rate: **97%**

Number of Returned Surveys: **36**

% Positive vs 2013 vs QPS2014

Workplace factors

Job Factors

Role clarity and goal alignment

96	+2	+7
----	----	----

Job empowerment

90	+8	+20
----	----	-----

Workload and health* (% indicating limited or no issues)

50	+5	+16
----	----	-----

Learning and development

70	+7	+16
----	----	-----

Performance assessment

77	+12	+24
----	-----	-----

Workgroup factors

My workgroup

92	+6	+15
----	----	-----

Collaboration**

88	+11	+10
----	-----	-----

Supervision and leadership factors

My manager

87	+19	+16
----	-----	-----

My senior manager

70	+4	+12
----	----	-----

Organisational leadership

78	+18	+28
----	-----	-----

Workplace and organisational factors

Decision making

69	+14	+14
----	-----	-----

Workplace change

69	+14	+28
----	-----	-----

Workplace fairness

68	+11	+20
----	-----	-----

Anti-discrimination

96	+7	+25
----	----	-----

Organisational trust

76	+22	+32
----	-----	-----

Innovation

81	+14	+21
----	-----	-----

Workplace outcomes

Agency engagement

78	+14	+23
----	-----	-----

Job engagement and satisfaction

89	+2	+9
----	----	----

Intention to leave* (% not indicating to leave organisation in the next 12 months)

67	-2	+1
----	----	----

For more detail and results on the workplace factors and workplace outcomes see Appendix A.

*Percentage responded with 'Strongly disagree' or 'Disagree'

** Excludes respondents who indicated collaboration questions were 'not applicable'

Your workplace climate at a glance *continued*

This section shows the % positive scores for different workplace factors and workplace outcomes, the range of scores for the 53 agencies and your quintile position

	% Positive	Range of all agencies	Your agency quintile
Workplace factors			
Job Factors			
Role clarity and goal alignment	96	73 - 96	1
Job empowerment	90	51 - 90	1
Workload and health* (% indicating limited or no issues)	50	22 - 63	1
Learning and development	70	21 - 70	1
Performance assessment	77	25 - 77	1
Workgroup factors			
My workgroup	92	59 - 92	1
Collaboration**	88	66 - 90	1
Supervision and leadership factors			
My manager	87	57 - 87	1
My senior manager	70	42 - 79	1
Organisational leadership	78	28 - 79	1
Workplace and organisational factors			
Decision making	69	29 - 82	1
Workplace change	69	20 - 72	1
Workplace fairness	68	28 - 68	1
Anti-discrimination	96	51 - 96	1
Organisational trust	76	24 - 76	1
Innovation	81	41 - 83	1
Workplace outcomes			
Agency engagement	78	40 - 78	1
Job engagement and satisfaction	89	66 - 89	1
Intention to leave* (% not indicating to leave organisation in the next 12 months)	67	37 - 74	1

*Percentage responded with 'Strongly disagree' or 'Disagree'

** Excludes respondents who indicated collaboration questions were 'not applicable'

More about your workplace climate

This section shows the % positive scores for further individual question items

	% Positive	vs 2013	vs QPS 2014
Productivity and effectiveness			
My workgroup is adequately resourced to deliver quality services	75	+16	+27
Approval processes at my workplace are excessive* (% indicating disagreement with statement)	53	-2	+35
Disruptions and/or noise at my workplace make it hard to get things done* (% indicating disagreement with statement)	78	+2	+31
Satisfaction with physical working environment^	83	-6	+13
There is too much 'red tape' in my work* (% indicating disagreement with statement)	39	na	+22
My organisation uses my time efficiently	78	+9	+27
Work-life balance			
My workplace culture supports people to achieve a good work/life balance	94	+22	+40
Used flexible workplace option**	69	-	+35
Satisfaction with work-life balance^	89	+13	+29
Harassment and bullying			
Bullying is not tolerated in my workplace	75	+6	+10
Witnessed harassment/bullying in the last 12 months*** (% responded with 'No')	80	+18	+19
Experienced harassment/bullying in the last 12 months*** (% responded with 'No')	83	+8	+6
Performance review			
Received scheduled performance feedback in the last 12 months****	81	na	+21
Has helped/will help improve performance*****	66	na	+9
Career and reward			
My current job will help my career aspirations	56	0	+5
I feel valued for the work I do	75	+13	+24
I am fairly paid for the work I do	72	0	+24
Workplace safety			
There is adequate focus on workplace safety at my workplace	94	+12	+16
People in my workgroup are committed to workplace safety	92	+5	+8
Other			
Satisfaction with degree to which your work is interesting/challenging^	81	+5	+4
I agree with the way my organisation tries to achieve its objectives	86	+10	+29
My work makes a valuable contribution to the Qld public	89	-1	+2
I feel my job is secure	47	+2	+9
Satisfaction with your work location^	92	+9	+12
My workplace has undergone significant change in the past 12 months	36	-19	-23

*Percentage responded with 'Strongly disagree' or 'Disagree'

** Percentage that indicated at least one of six flexible work options

*** Percentage responded with 'No'

**** Percentage responded with 'Yes'

***** Percentage based on those who responded with 'Yes' to item above

^ Percentage responded with 'Very satisfied' or 'Satisfied'

na - The question was asked differently in 2013 and is therefore not comparable

Most changed since 2013

This section presents question items with the largest change in % positive scores between 2014 and 2013

Most improved – the survey items with the most positive change

	% positive 2013	% positive 2014	Percentage change
My manager demonstrates honesty and integrity	62	92	+30
My manager draws the best out of me	52	81	+29
I would feel comfortable raising complaints in my organisation	45	72	+27
I have had productive conversations with my manager on my performance in the past 12 months	55	81	+25
People take responsibility for their decisions and actions in my workplace	52	75	+23

Areas to explore further – the survey items with the most negative change

	% positive 2013	% positive 2014	Percentage change
My workplace has undergone significant change in the past 12 months	55	36	-19
In my organisation, there are opportunities for me to develop my skills and knowledge	86	72	-14
People in my workgroup do their jobs effectively	97	89	-8
I enjoy the work in my current job	93	86	-7
How satisfied are you with the following: Your physical working environment	90	83	-6

Note

Survey items in scope of the above presentation were single response non-demographic questions that were asked of all respondents in 2013 as well as in 2014 and that excluded a 'na' option.

Job Factors

	% Positive	vs 2013	% Neutral	vs 2013	% Negative	vs 2013
Role clarity and goal alignment	96	+2	4	0	1	-2
Q21a. I am clear what my duties and responsibilities are	100	+14	0	-10	0	-3
Q21b. I understand what is expected of me to do well in my job	100	+3	0	0	0	-3
Q21c. I understand how my work contributes to my organisation's objectives	94	-6	6	+6	0	0
Q21d. I am committed to my organisation's goals	92	-1	8	+5	0	-3
Q21f. I feel I make a contribution to achieving the organisation's objectives	92	-1	6	+2	3	-1
Job empowerment	90	+8	8	-6	2	-1
Q22a. I have a choice in deciding how I do my work	92	+12	6	-12	3	-1
Q22b. I have the tools I need to do my job effectively	89	-1	8	+1	3	-1
Q22c. I get the information I need to do my job well	86	+3	11	-3	3	-1
Q22d. I have the authority necessary to do my job effectively	86	+10	11	-10	3	-1
Q22e. My job gives me opportunities to utilise my skills	92	+12	8	-9	0	-3
Q36b. How satisfied are you with the following: Your ability to work on your own initiative	94	+8	3	-8	3	-1
Workload and health *	50	+5	33	+7	17	-12
Q23a. I am overloaded with work	44	+7	39	+8	17	-14
Q23b. I feel burned out by my work	53	+5	31	+10	17	-14
Q23h. My work has a negative impact on my health	53	+5	31	+3	17	-7
Learning and development	70	+7	23	0	6	-7
Q28d. In my organisation, there are opportunities for me to develop my skills and knowledge	72	-14	19	+9	8	+5
Q28e. I am able to access relevant learning and development opportunities	75	+9	22	+2	3	-11
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance**	77	+16	19	-11	3	-4
Q28g. I am satisfied with the opportunities available for career development	53	+15	33	-1	14	-14
Q33c. My organisation is committed to developing its employees	75	+9	22	+2	3	-11
Performance assessment	77	+12	15	-6	8	-5
Q28a. I receive useful feedback on my performance	75	+13	14	-14	11	+1
Q28b. My performance is assessed against clear criteria	78	+2	14	+4	8	-5
Q28c. I have performance objectives that are within my control	75	+6	22	+5	3	-11
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	81	+25	11	-20	8	-5

Workgroup factors

	% Positive	vs 2013	% Neutral	vs 2013	% Negative	vs 2013
My workgroup	92	+6	4	-4	4	-2
Q24a. People in my workgroup treat each other with respect	94	+5	0	-3	6	-1
Q24b. I receive help and support from other people in my workgroup	97	+8	0	-7	3	-1
Q24c. People in my workgroup are honest, open and transparent in their dealings	86	+21	6	-15	8	-5
Q24d. People in my workgroup use their time and resources efficiently	81	+8	11	-10	8	+1
Q24e. People in my workgroup treat customers with respect	100	+3	0	0	0	-3
Q24f. People in my workgroup are committed to delivering excellent service to customers	94	+5	6	+2	0	-7
Q24g. People in my workgroup do their jobs effectively	89	-8	6	+2	6	+6
Collaboration **	88	+11	10	-6	2	-5
Q24j. People in my workgroup work effectively with other workgroups in my organisation to deliver services to our customers	94	+15	3	-11	3	-4
Q24k. People in my workgroup work effectively with other Queensland Government organisations to deliver services to our customers	85	+16	15	-6	0	-10
Q24l. People in my workgroup work effectively with other organisations outside the Queensland Government to deliver services to our customers	83	+1	14	0	3	-1

Supervision and leadership factors

	% Positive	vs 2013	% Neutral	vs 2013	% Negative	vs 2013
My manager	87	+19	7	-15	6	-4
Q31a. My manager treats employees with dignity and respect	89	+16	6	-12	6	-5
Q31b. My manager listens to what I have to say	92	+12	3	-11	6	-1
Q31c. My manager keeps me informed about what's going on	83	+18	8	-19	8	+1
Q31d. My manager understands my work	89	+16	6	-15	6	-1
Q31e. My manager creates a shared sense of purpose	83	+14	14	-7	3	-8
Q31f. My manager demonstrates honesty and integrity	92	+30	0	-31	8	+1
Q31g. My manager draws the best out of me	81	+29	11	-13	8	-16
My senior manager	70	+4	20	0	9	-3
Q32a. My senior manager communicates timely information that is relevant for my work	61	-4	33	+13	6	-8
Q32b. My senior manager genuinely listens and is responsive to issues raised by staff	69	+4	17	-4	14	0
Q32c. My senior manager demonstrates honesty and integrity	81	+12	11	-10	8	-2
Organisational leadership	78	+18	12	-9	10	-9
Q33a. In my organisation, the leadership is of high quality	78	+19	14	-10	8	-9
Q33b. In my organisation, the leadership operates with a high level of integrity	81	+18	11	-13	8	-5
Q33e. Management model the behaviours expected of all employees	78	+23	8	-12	14	-10
Q33g. My organisation is well managed	75	+13	14	0	11	-13

Workplace and organisational factors

	% Positive	vs 2013	% Neutral	vs 2013	% Negative	vs 2013
Decision making	69	+14	18	-6	13	-8
Q25a. Important decisions at my workplace are based on a sound understanding of issues	72	+14	19	-1	8	-12
Q25b. Important decisions at my workplace are made by the people best placed to understand the issues	67	+15	17	-11	17	-4
Workplace change	69	+14	20	-2	11	-12
Q26a. I have received timely and relevant communication about workplace change in the past 12 months	75	+7	16	+4	9	-11
Q26b. Changes that have been implemented in my workplace have been done for a good reason in the past 12 months	72	+8	16	0	13	-8
Q26c. Changes implemented in my workplace have been managed well in the past 12 months	69	+19	19	-4	13	-14
Q26d. I feel my workplace is functioning more efficiently as a result of change implemented in the past 12 months	59	+23	31	-9	9	-15
Workplace fairness	68	+11	19	-2	13	-9
Q25i. Performance is assessed and rewarded fairly in my workplace	61	+6	28	+7	11	-13
Q25j. I am confident that poor performance will be appropriately addressed in my workplace	64	+16	14	-10	22	-5
Q25k. People are treated fairly and consistently in my workplace	67	+5	19	+2	14	-7
Q25l. People take responsibility for their decisions and actions in my workplace	75	+23	17	-14	8	-9
Q25m. Bullying is not tolerated in my workplace*	75	+6	17	+6	8	-12
Anti-discrimination	96	+7	4	0	1	-6
Q34d. Gender is not a barrier to success in my organisation	97	+8	3	-1	0	-7
Q34e. Age is not a barrier to success in my organisation	94	+1	6	+2	0	-3
Q34f. Cultural background is not a barrier to success in my organisation	94	+12	6	-1	0	-10
Q34g. Sexual orientation is not a barrier to success in my organisation	97	+4	3	-1	0	-3
Q34h. Disability is not a barrier to success in my organisation	94	+8	3	-1	3	-8
Organisational trust	76	+22	12	-10	12	-12
Q33f. Recruitment and promotion decisions in this organisation are fair	78	+19	11	-6	11	-13
Q34a. I would feel comfortable raising complaints in my organisation	72	+27	17	-7	11	-20
Q34b. If I raised a complaint, I feel confident that it would be taken seriously	78	+19	8	-16	14	-3
Innovation	81	+14	14	-7	5	-7
Q27a. I get the opportunity to develop new and better ways of doing my job	81	+12	14	-7	6	-5
Q27b. I am encouraged to make suggestions about improving work processes and/or services	86	+17	8	-5	6	-12
Q27c. Management is willing to act on suggestions to improve how things are done	78	+17	17	-8	6	-9
Q27d. My workgroup uses research and expertise to identify better practice	78	+23	14	-17	8	-5
Q27e. My workgroup always tries to improve its performance	89	+13	11	-10	0	-3
Q27f. My organisation is open to new ideas	72	+3	22	+5	6	-8

Workplace outcomes

	% Positive	vs 2013	% Neutral	vs 2013	% Negative	vs 2013
Agency engagement	78	+14	16	-3	6	-11
Q35a. I would recommend my organisation as a great place to work	81	+15	11	-6	8	-9
Q35b. I am proud to tell others I work for my organisation	81	+8	17	+3	3	-11
Q35c. I feel strong personal attachment to my organisation	81	+22	14	-3	6	-19
Q35d. My organisation motivates me to help it achieve its objectives	75	+14	19	-6	6	-9
Q35e. My organisation inspires me to do the best in my job	75	+9	19	-1	6	-8
Job engagement and satisfaction	89	+2	7	-1	4	-1
Q22f. I enjoy the work in my current job	86	-7	8	+5	6	+2
Q22g. My job gives me a feeling of personal accomplishment	83	+7	11	-6	6	-1
Q22h. When needed, I am willing to put in the extra effort to get a job done	100	0	0	0	0	0
Q37. All things considered, how satisfied are with your current job	85	+6	9	-1	6	-4
Intention to leave	67	-2	22	+5	11	-3
Q38. I intend to leave my organisation within the next 12 months*	67	-2	22	+5	11	-3

*Responses were reverse coded so that % positive combines 'Strongly disagree' or 'Disagree'

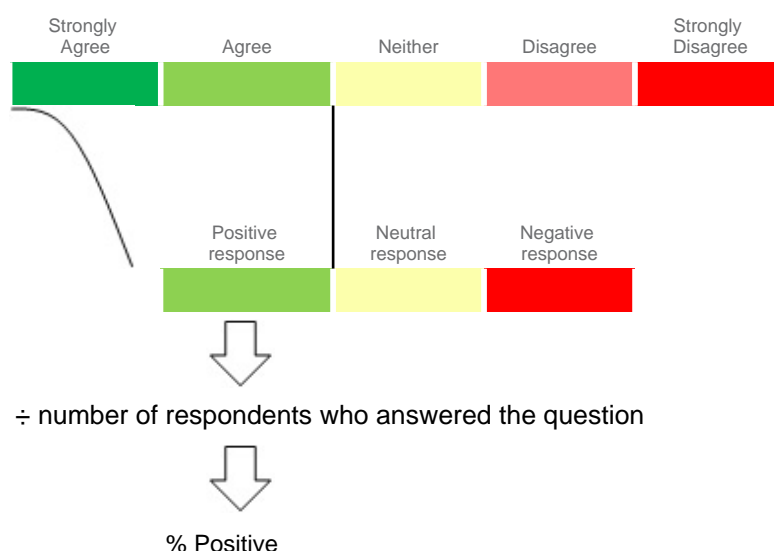
** Excludes respondents who selected 'not applicable'

Appendix B - Presentation of results

% Positive

Presents the proportion of respondents who expressed a positive opinion/assessment. For positively worded questions the % positive combines the 'Strongly agree' and 'agree' responses (e.g. "I enjoy work in my current job"), the 'Very satisfied' and 'Satisfied' (e.g. "How satisfied are you with your work-life balance") or represents the 'Yes' responses (e.g. "Have you received feedback on your performance...").

The diagram below shows the process of generating the % positive score when combining 'Strongly agree' and 'Agree' responses.



For negatively worded questions the % positive combines the 'Strongly disagree' and 'Disagree' responses (e.g. "I feel burned out by my work") or represents the 'No' responses (e.g. "...have you been subjected to harassment or bullying?").

Rounding

Results were rounded to whole numbers. Percentages may therefore not add up to 100%.

Factor scores

Factor measures combine information from multiple survey items that correlate highly with the overall factor. The factor scores were calculated as the sum of positive responses given to all questions within the factor, divided by the number of answers to all questions within the factor.

The report made use of 18 factor measures that are documented in Appendix A.

Number of respondents

The number of respondents for sub populations (i.e. divisions, demographic groups) may not add up to the total number of respondents due to missing demographic or division information.

Appendix B - Presentation of results *continued*

Quintile

Indicates the position of your agency when the 53 participating agencies are ranked against individual workplace factors and workplace outcomes.

Quintile	Interpretation		
1	Among first 20% of agencies	or	Among top eleven ranked agencies
2	Among second 20% of agencies	or	Between 12th and 22nd ranked agencies
3	Among third 20% of agencies	or	Between 23rd and 33rd ranked agencies
4	Among fourth 20% of agencies	or	Between 34th and 43rd ranked agencies
5	Among last 20% of agencies	or	Between 44th and 53rd ranked agencies

Coloured highlighting in the report

Differences between the 2014 and 2013 % positive scores and between agency 2014 and QPS wide 2014 % positive scores have been highlighted in green where the 2014 work area result is five or more percentage points higher, and red where the 2014 work area result is five or more percentage points lower.

Quintile positions 1 and 2 are indicated in green font, the third quintile is indicated in yellow font, and quintile positions 4 and 5 are indicated in red font.

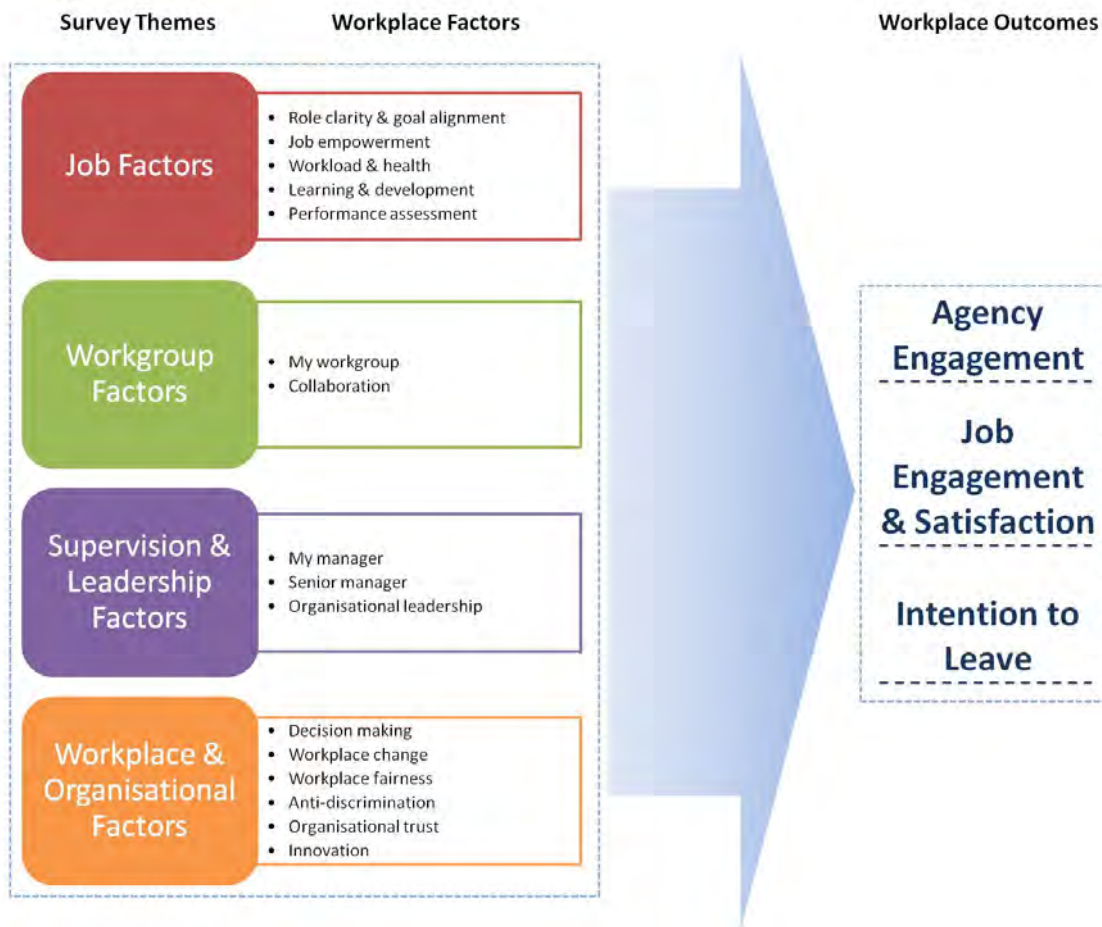
While the coloured highlighting helps differentiate results, it does not necessarily indicate statistical significance in differences.

Key drivers

Key drivers identify, which of the workplace factors shown in the diagram below had the greatest statistical impact on each of the three workplace outcomes. The diagram below outlines the conceptual model behind the analysis.

Appendix B - Presentation of results *continued*

Diagram: Workplace factors and workplace outcomes



Appendix B - Presentation of results *continued*

Definitions

The following definitions were used in the survey:

Your workgroup The group or team where you spend most of your time. If you are a manager your workgroup is the people you manage.

Your workplace The place where you work, such as a school, hospital or office location as well as the places you visit as part of your work. Questions about your workplace concern the experiences you have in this environment.

Your organisation

For Health agencies The Hospital and Health Service (HHS), Commercial Business Unit or Division in which you work.

For non-Health agencies The Government department or public service office you work for in your current job (e.g. Department of Transport and Main Roads for staff employed in RoadTek, Public Trust Office for staff working for the Public Trust Office).

Your manager The person you usually report to.

Your senior manager The person your manager usually reports to.

Your customer(s) The person(s) you provide advice or service to, whether internal or external to the Queensland Public Sector (e.g. students, clients, customers, stakeholders, patients, members of the community).

Workplace harassment entails offensive, belittling or threatening behaviour at an individual or group. The behaviour is unwelcome, unsolicited, usually unreciprocated.

Workplace bullying is repeated workplace behaviour that could reasonably be considered to be humiliating, intimidating, threatening or demeaning to an individual or group of individuals. It can be overt or covert.



Financial Statements
for the financial year ended
30 June 2014

ANTI-DISCRIMINATION COMMISSION
Statement of Comprehensive Income
for the year ended 30 June 2014

	Notes	2014 \$'000	2013 \$'000
Income from Continuing Operations			
<i>Revenue</i>			
User charges and fees	2	193	173
Grants and other contributions	3	5,045	4,970
Other revenues	4	49	78
Total Income from Continuing Operations		5,287	5,221
Expenses from Continuing Operations			
Employee expenses	5	3,454	3,277
Supplies and services	7	1,601	1,663
Grants and subsidies	8	10	10
Depreciation and amortisation	9	267	223
Other expenses	10	30	28
Total Expenses from Continuing Operations		5,362	5,201
Operating Result from Continuing Operations		(75)	20
Other Comprehensive Income		-	-
Total Comprehensive Income		(75)	20

The accompanying notes form part of these statements.

ANTI-DISCRIMINATION COMMISSION
Statement of Financial Position
as at 30 June 2014

	Notes	2014 \$'000	2013 \$'000
Current Assets			
Cash and cash equivalents	11	475	669
Receivables	12	155	110
Inventories	13	18	14
Other current assets	14	84	43
Total Current Assets		732	836
Non Current Assets			
Intangible assets	15	320	340
Plant and equipment	16	1,374	1,398
Total Non Current Assets		1,694	1,738
Total Assets		2,426	2,574
Current Liabilities			
Payables	17	110	168
Other financial liabilities	18	70	70
Accrued employee benefits	19	276	185
Total Current Liabilities		456	423
Non Current Liabilities			
Other financial liabilities	18	400	469
Accrued employee benefits	19	84	121
Total Non Current Liabilities		484	590
Total Liabilities		940	1,013
Net Assets		1,486	1,561
Equity			
Contributed equity		337	337
Accumulated surplus		1,149	1,224
Total Equity		1,486	1,561

The accompanying notes form part of these statements.

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ANTI-DISCRIMINATION COMMISSION**Statement of Changes in Equity
for the year ended 30 June 2014**

	Accumulated Surplus	Contributed Equity	TOTAL
	\$'000	\$'000	\$'000
Balance as at 1 July 2012	1,204	337	1,541
Operating Result from Continuing Operations	20	-	20
Balance as at 30 June 2013	1,224	337	1,561
Balance as at 1 July 2013	1,224	337	1,561
Operating Result from Continuing Operations	(75)	-	(75)
Balance as at 30 June 2014	1,149	337	1,486

The accompanying notes form part of these statements.

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ANTI-DISCRIMINATION COMMISSION**Statement of Cash Flows****for the year ended 30 June 2014**

	Notes	2014 \$'000	2013 \$'000
Cash flows from operating activities			
<i>Inflows:</i>			
User charges and fees		148	148
Grants and other contributions		5,045	4,970
Interest receipts		37	48
GST input tax credits from ATO		198	214
GST collected from customers		19	18
Other		12	30
<i>Outflows:</i>			
Employee expenses		(3,387)	(3,267)
Supplies and services		(1,784)	(1,751)
Grants and subsidies		(10)	(10)
GST paid to suppliers		(202)	(212)
GST remitted to ATO		(18)	(19)
Other		(29)	(28)
Net cash provided by (used in) operating activities	20	<u>29</u>	<u>141</u>
Cash flows from investing activities			
<i>Outflows:</i>			
Payments for plant and equipment		(224)	(314)
Payments for intangibles		1	-
Net cash provided by (used in) investing activities		<u>(223)</u>	<u>(314)</u>
Net increase (decrease) in cash and cash equivalents		(194)	(173)
Cash and cash equivalents at beginning of financial year		669	842
Cash and cash equivalents at end of financial year	11	<u>475</u>	<u>669</u>

The accompanying notes form part of these statements.

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Objectives and Principal Activities of the Commission

Note 1:	Summary of Significant Accounting Policies
Note 2:	User Charges and Fees
Note 3:	Grants and Other Contributions
Note 4:	Other Revenues
Note 5:	Employee Expenses
Note 6:	Key Management Personnel and Remuneration Expenses
Note 7:	Supplies and Services
Note 8:	Grants and Subsidies
Note 9:	Depreciation and Amortisation
Note 10:	Other Expenses
Note 11:	Cash and Cash Equivalents
Note 12:	Receivables
Note 13:	Inventories
Note 14:	Other Current Assets
Note 15:	Intangible Assets
Note 16:	Plant and Equipment
Note 17:	Payables
Note 18:	Other Financial Liabilities
Note 19:	Accrued Employee Benefits
Note 20:	Reconciliation of Operating Result to Net Cash from Operating Activities
Note 21:	Commitments for Expenditure
Note 22:	Contingencies
Note 23:	Events Occurring after Balance Date
Note 24:	Financial Instruments

Objectives and Principal Activities of the Commission

The *Anti-Discrimination Act 1991* (the Act) aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in various areas of public life, from sexual harassment and from other conduct such as discriminatory advertising and victimisation.

The commission's functions are set out in section 235 of the Act and they fall into two broad categories. The first category is a redress function:

- to inquire into complaints, attempt to conciliate complaints of discrimination and sexual harassment; and
- to carry out investigations relating to contraventions of the Act.

The second category is a set of broad, systemic and proactive community relations and policy functions:

- to undertake research and educational programs to promote the purposes of the Act;
- to consult with various organisations on ways of improving services and conditions affecting groups subjected to contraventions of the Act; and
- to promote an understanding and acceptance and the public discussion of human rights in Queensland.

The commission is predominantly funded through parliamentary appropriations via a grant from the Department of Justice and Attorney-General.

The commission provides some services on a fee for service basis with respect to:

- publications; and
- training workshops.

1. Summary of Significant Accounting Policies

(a) Statement of Compliance

The Anti-Discrimination Commission has prepared these financial statements in compliance with section 43 of the *Financial and Performance Management Standard 2009*.

These financial statements are general purpose financial statements, and have been prepared on an accrual basis in accordance with Australian Accounting Standards and Interpretations. In addition, the financial statements comply with Queensland Treasury and Trade's Minimum Reporting Requirements for the year ending 30 June 2014, and other authoritative pronouncements.

With respect to compliance with Australian Accounting Standards and Interpretations, the Anti-Discrimination Commission has applied those requirements applicable to not-for-profit entities, as the Anti-Discrimination Commission is a not-for-profit entity. Except where stated, the historical cost convention is used.

(b) The Reporting Entity

The financial statements include the value of all income, expenses, assets, liabilities and equity of the commission. The commission does not control any other entities.

(c) User Charges and Fees

User charges and fees controlled by the commission are recognised as revenues when the revenue has been earned and can be measured reliably with a sufficient degree of certainty. This involves either invoicing for related goods/services and/or the recognition of accrued revenue. User charges and fees are controlled by the commission where they can be deployed for the achievement of commission objectives.

(d) Grants and Contributions

Grants, contributions, donations, and gifts that are non-reciprocal in nature are recognised as revenue in the year in which the commission obtains control over them (control is generally obtained at the time of receipt). Where grants are received that are reciprocal in nature, revenue is progressively recognised as it is earned, according to the terms of the funding agreements.

(e) Cash and Cash Equivalents

For the purposes of the Statement of Financial Position and the Statement of Cash Flows, cash assets include all cash and cheques receipted but not banked at 30 June as well as deposits at call with financial institutions.

(f) Receivables

Trade debtors are recognised at the amounts due at the time of sale or service delivery i.e. the agreed purchase/contract price. Settlement of these amounts is required within 30 days from invoice date.

The collectability of receivables is assessed periodically with provision being made for impairment. All known bad debts were written-off as at 30 June.

Other debtors generally arise from transactions outside the usual operating activities of the commission and are recognised at their assessed values. Terms are a maximum of three months, no interest is charged and no security is obtained.

ANTI-DISCRIMINATION COMMISSION
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS 2013-14

(g) Inventories

Inventories held for sale are valued at the lower of cost and net realisable value.

Cost is assigned on a weighted average basis and includes expenditure incurred in acquiring the inventories and bringing them to their existing condition, except for training costs which are expensed as incurred.

Net realisable value is determined on the basis of the commission's normal selling pattern.

Expenses associated with marketing, selling and distribution are deducted to determine net realisable value.

Inventories held for distribution are those inventories that the commission distributes for no or nominal consideration. These consist of videos, CDs, DVDs and brochures. Inventories held for distribution are measured at cost adjusted, where applicable, for any loss of service potential.

(h) Acquisitions of Assets

Actual cost is used for the initial recording of all non-current physical and intangible asset acquisitions. Cost is determined as the value given as consideration plus costs incidental to the acquisition, including all other costs incurred in getting the assets ready for use. However, any training costs are expensed as incurred.

Assets acquired at no cost or for nominal consideration, other than from an involuntary transfer from another Queensland Government entity, are recognised at their fair value at the date of acquisition in accordance with AASB 116 *Property, Plant and Equipment*. The commission did not acquire any assets at no cost or for nominal consideration from another Queensland Government entity.

(i) Plant and Equipment

Items of plant and equipment with a cost or other value equal to or in excess of \$5,000 are recognised for financial reporting purposes in the year of acquisition. Items with a lesser value are expensed in the year of acquisition.

Plant and equipment is measured at cost in accordance with Queensland Treasury and Trade's Non-Current Asset Policies.

(j) Intangibles

Intangible assets with a cost or other value equal to or greater than \$100,000 are recognised in the financial statements, items with a lesser value being expensed. Each intangible asset, less any anticipated residual value, is amortised over its estimated useful life to the commission. The residual value is zero for all the commission's intangible assets.

Where intangible assets have an active market, they are measured at fair value, otherwise they are measured at cost. It has been determined that there is not an active market for any of the commission's intangible assets. As such the assets are recognised and carried at cost less accumulated amortisation and accumulated impairment losses.

No intangible assets have been classified as held for sale or form part of a disposal group held for sale.

Internally Generated Software

Expenditure on research activities relating to internally-generated intangible assets is recognised as an expense in the period in which it is incurred.

Costs associated with the development of computer software have been capitalised and are amortised on a straight line basis over the period of expected benefit to the commission.

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(k) Amortisation and Depreciation of Intangibles and Plant and Equipment

All intangible assets of the commission have finite useful lives and are amortised on a straight line basis.

Plant and equipment is depreciated on a straight-line basis so as to allocate the net cost or revalued amount of each asset, less its estimated residual value, progressively over its estimated useful life to the commission.

Assets under construction (work-in-progress) are not depreciated until they reach service delivery capacity. Service delivery capacity relates to when construction is complete and the asset is first put to use or is installed ready for use in accordance with its intended application. These assets are then reclassified to the relevant classes with plant and equipment.

Any expenditure that increases the originally assessed capacity or service potential of an asset is capitalised and the new depreciable amount is depreciated over the remaining useful life of the asset to the commission.

For each class of depreciable asset the following depreciation and amortisation rates were used:

Class	Rate %
Plant and equipment:	
Computer equipment	11 to 20
Office equipment	11 to 20
Leasehold improvements	8 to 20
Other	20
Intangible assets:	
Software Internally Generated	10

(l) Impairment of Non-Current Assets

All non-current physical and intangible assets are assessed for indicators of impairment on an annual basis. If an indicator of possible impairment exists, the commission determines the asset's recoverable amount. Any amount by which the asset's carrying amount exceeds the recoverable amount is recorded as an impairment loss.

The asset's recoverable amount is determined as the higher of the asset's fair value less costs to sell and depreciated replacement cost.

An impairment loss is recognised immediately in the Statement of Comprehensive Income, unless the asset is carried at a revalued amount. When the asset is measured at a revalued amount, the impairment loss is offset against the asset revaluation surplus of the relevant class to the extent available.

Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised as income, unless the asset is carried at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

(m) Leases

Operating lease payments are representative of the pattern of benefits derived from the leased assets and are expensed in the periods in which they are incurred.

Incentives received on entering into operating leases are recognised as liabilities. Lease payments are allocated between rental expense and reduction of the liability.

The commission does not have any finance leases.

(n) Payables

Trade creditors are recognised upon receipt of the goods or services ordered and are measured at the nominal amount i.e. agreed purchase/contract price, gross of applicable trade and other discounts. Amounts owing are unsecured and are generally settled on 30 day terms.

(o) Financial Instruments

Recognition

Financial assets and financial liabilities are recognised in the Statement of Financial Position when the commission becomes party to the contractual provisions of the financial instrument.

Classification

Financial instruments are classified and measured as follows:

- Cash and cash equivalents - held at fair value through profit or loss
- Receivables - held at amortised cost
- Payables - held at amortised cost

The commission does not enter into transactions for speculative purposes, nor for hedging. Apart from cash and cash equivalents, the commission holds no financial assets classified at fair value through profit or loss.

All other disclosures relating to the measurement and financial risk management of financial instruments held by the commission are included in Note 24.

(p) Employee Benefits

Employer superannuation contributions, annual leave and long service leave levies are regarded as employee benefits.

Payroll tax and workers' compensation insurance are a consequence of employing employees, but are not counted in an employee's total remuneration package. They are not employee benefits and are recognised separately as employee related expenses.

Wages, salaries, recreation leave and sick leave

Wages, salaries and recreation leave due but unpaid at reporting date are recognised in the Statement of Financial Position at the current salary rates.

For unpaid entitlements expected to be paid within 12 months, the liabilities are recognised at their undiscounted values. Entitlements not expected to be paid within 12 months are classified as non-current liabilities and recognised at the present value of the future cash flows.

Prior history indicates that on average, sick leave taken each reporting period is less than the entitlement accrued. This is expected to continue in future periods. Accordingly, it is unlikely that existing accumulated entitlements will be used by employees and no liability for unused sick leave entitlements is recognised.

As sick leave is non-vesting, an expense is recognised for this leave as it is taken.

Long service leave

Under the Queensland Government's long service leave scheme, a levy is made on the commission to cover the cost of employees' long service leave. The levies are expensed in the period in which they are payable. Amounts paid to employees for long service leave are claimed from the scheme quarterly in arrears.

No provision for long service leave is recognised in the commission's financial statements, the liability being held on a whole-of-Government basis and reported in those financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*.

Superannuation

Employer superannuation contributions are paid to QSuper, the superannuation plan for Queensland Government employees, at rates determined by the Treasurer on the advice of the State Actuary. Contributions are expensed in the period in which they are paid or payable. The commission's obligation is limited to its contribution to QSuper.

The QSuper scheme has defined benefit and defined contribution categories. The liability for defined benefits is held on a whole-of-Government basis and reported in those financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*.

Key Management Personnel and Remuneration

Key management personnel and remuneration disclosures are made in accordance with section 5 of the Financial Reporting Requirements for Queensland Government Agencies issued by Queensland Treasury and Trade. Refer to note 6 for the disclosures on key management personnel and remuneration.

(q) Insurance

The commission's non-current physical assets and other risks are insured through the Queensland Government Insurance Fund, premiums being paid on a risk assessment basis. In addition, the commission pays premiums to WorkCover Queensland in respect of its obligations for employee compensation.

(r) Contributed Equity

Non-reciprocal transfers of assets and liabilities between wholly-owned Queensland State Public Sector entities as a result of machinery-of-Government changes are adjusted to Contributed Equity in accordance with Interpretation 1038 *Contributions by Owners Made to Wholly-Owned Public Sector Entities*. Appropriations for equity adjustments are similarly designated.

There were no Machinery of Government changes during the 2013-14 financial year.

(s) Taxation

The commission is a State body as defined under the *Income Tax Assessment Act 1936* and is exempt from Commonwealth taxation with the exception of Fringe Benefits Tax (FBT) and Goods and Services Tax (GST). FBT and GST are the only taxes accounted for by the Anti-Discrimination Commission. GST credits receivable from, and GST payable to the Australian Tax Office (ATO), are recognised (refer to note 12).

(t) Issuance of Financial Statements

The financial statements are authorised for issue by the Anti-Discrimination Commissioner and Manager of Corporate Services at the date of signing the Management Certificate.

(u) Accounting Estimates and Judgements

The preparation of financial statements necessarily requires the determination and use of certain critical accounting estimates, assumptions and management judgements that have the potential to cause a material adjustment to the carrying amounts of assets and liabilities within the next financial year. Such estimates, judgements and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised and in future periods as relevant.

The commission has made judgements and assumptions when determining the depreciation and amortisation rates disclosed in note 1(k). These rates impact on depreciation expense and valuations of plant and equipment and intangible assets.

The Australian government passed its *Clean Energy Act* in November 2011 which resulted in the introduction of a price on carbon emissions made by Australian businesses from 1 July 2012.

From 1 July 2014, the government plans to abolish the carbon tax. The withdrawal of the carbon pricing mechanism is not expected to have a significant impact on the commission's critical accounting estimates, assumptions and management judgements.

(v) Rounding and Comparatives

Amounts included in the financial statements are in Australian dollars and have been rounded to the nearest \$1,000 or, where that amount is \$500 or less, to zero, unless disclosure of the full amount is specifically required.

Comparative information has been restated where necessary to be consistent with disclosures in the current reporting period.

(w) New and Revised Accounting Standards

The commission did not voluntarily change any of its accounting policies during 2013-14. Those new and amended Australian Accounting Standards that were applicable for the first time in the 2013-14 financial year had minimal effect on the commission's financial statements.

AASB 13 *Fair Value Measurement* became effective from reporting periods beginning on or after 1 January 2013. AASB 13 sets out a new definition of 'fair value' as well as new principles to be applied when determining the fair value of assets and liabilities. The new requirements apply to all of the commission's assets and liabilities (excluding leases) that are measured and/or disclosed at fair value or another measurement based on fair value. The impacts of AASB 13 relate to the fair value measurement methodologies used and financial statement disclosures made in respect of such assets and liabilities.

There is no impact on the commission's plant and equipment resulting from AASB 13 as it is measured at cost in accordance with the Non-Current Asset Policies.

A revised version of AASB 119 *Employee Benefits* became effective for reporting periods beginning on or after 1 January 2013. Given the commission's circumstances, the only implications for the commission were the revised concept of 'termination benefits' and the revised recognition criteria for termination benefit liabilities. If termination benefits meet the AASB 119 timeframe criterion for 'short-term employee benefits', they will be measured according to the AASB 119 requirements for 'short-term employee benefits'. Otherwise, termination benefits need to be measured according to the AASB 119 requirements for 'other long-term employee benefits'. Under the revised standard, the recognition and measurement of 'other long-term employee benefits' are accounted for according to most of the requirements for defined benefit plans.

The revised AASB 119 includes changed criteria for accounting for employee benefits as 'short-term employee benefits'. However, as the commission is a member of the Queensland Government central scheme for long service leave, this change in criteria has no impact on the commission's financial statements as the employer liability is held by the central scheme. The revised AASB 119 also includes changed requirements for the measurement of employer liabilities/assets arising from defined benefit plans, and the measurement and presentation of changes in such liabilities/assets. The commission makes employer superannuation contributions only to the QSuper defined benefit plan, and the corresponding QSuper employer benefit obligation is held by the State. Therefore, those changes to AASB 119 will have no impact on the commission.

ANTI-DISCRIMINATION COMMISSION
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS 2013-14

(w) New and Revised Accounting Standards (cont'd)

AASB 1053 *Application of Tiers of Australian Accounting Standards* became effective for reporting periods beginning on or after 1 July 2013. AASB 1053 establishes a differential reporting framework for those entities that prepare general purpose financial statements, consisting of two tiers of reporting requirements - Australian Accounting Standards (commonly referred to as 'Tier 1'), and Australian Accounting Standards - Reduced Disclosure Requirements (commonly referred to as 'Tier 2'). Tier 1 requirements comprise the full range of AASB recognition, measurement, presentation and disclosure requirements that are currently applicable to reporting entities in Australia. The only difference between the Tier 1 and Tier 2 requirements is that Tier 2 requires fewer disclosures than Tier 1.

Pursuant to AASB 1053, public sector entities like the commission may adopt Tier 2 requirements for their general purpose financial statements. However, AASB 1053 acknowledges the power of a regulator to require application of the Tier 1 requirements. In the case of the commission, Queensland Treasury and Trade is the regulator. Queensland Treasury and Trade has advised that its policy decision is to require adoption of Tier 1 reporting by all Queensland Government departments and statutory bodies (including the Anti-Discrimination Commission) that are consolidated into the whole-of-Government financial statements. Therefore, the release of AASB 1053 and associated amending standards has had no impact on the commission.

The commission is not permitted to early adopt a new or amended accounting standard ahead of the specified commencement date unless approval is obtained from Queensland Treasury and Trade. Consequently, the commission has not applied any Australian Accounting Standards and Interpretations that have been issued but are not yet effective. The commission applies standards and interpretations in accordance with their respective commencement dates.

At the date of authorisation of the financial report, the expected impacts of new or amended Australian Accounting Standards with future commencement dates are as set out below.

AASB 1055 *Budgetary Reporting* applies from reporting periods beginning on or after 1 July 2014. The commission will need to include in its 2014-15 financial statements the original budgeted figures from the Income Statement, Balance Sheet, Statement of Changes in Equity, and Cash Flow Statement as published in the 2014-15 Queensland Government's Service Delivery Statements. The budgeted figures will need to be presented consistently with the corresponding (actuals) financial statements, and will be accompanied by explanations of major variances between the actual amounts and the corresponding original budgeted figures.

The following new and revised standards apply as from reporting periods beginning on or after 1 January 2014 -

- * AASB 10 *Consolidated Financial Statements;*
- * AASB 11 *Joint Arrangements;*
- * AASB 12 *Disclosure of Interests in Other Entities;*
- * AASB 127 *(revised) Separate Financial Statements;*
- * AASB 128 *(revised) Investments in Associates and Joint Ventures;*
- * AASB 2011-7 *Amendments to Australian Accounting Standards arising from the Consolidation and Joint Arrangements Standards [AASB 1, 2, 3, 5, 7, 101, 107, 112, 118, 121, 124, 132, 133, 136, 138, 139, 1023 & 1038 and Interpretations 5, 9, 16 & 17]; and*
- * AASB 2013-8 *Amendments to Australian Accounting Standards - Australian Implementation Guidance for Not-for-Profit Entities - Control and Structured Entities.*

AASB 10 redefines and clarifies the concept of control of another entity, and is the basis for determining which entities should be consolidated into an entity's financial statements. AASB 2013-8 applies the various principles in AASB 10 for determining whether a not-for-profit entity controls another entity. On the basis of those accounting standards, the commission has reviewed the nature of its relationship with other entities that the commission is connected with to determine the impact of AASB 2013-8. The commission's conclusion is that, based on existing circumstances, it does not have any control over any entities.

AASB 11 deals with the concept of joint control and sets out new principles for determining the type of joint arrangement that exists, which in turn dictates the accounting treatment. The new categories of joint arrangements under AASB 11 are more aligned to the actual rights and obligations of the parties to the arrangement. The commission has assessed its arrangements with other entities to determine whether a joint arrangement exists in terms of AASB 11. Based on present arrangements, no joint arrangements exist. However, if a joint arrangement does arise in future, the commission will need to follow the relevant accounting treatment specified in either AASB 11 or the revised AASB 128, depending on the nature of the joint arrangement.

ANTI-DISCRIMINATION COMMISSION
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS 2013-14

(w) New and Revised Accounting Standards (cont'd)

AASB 9 *Financial Instruments* and AASB 2010-7 *Amendments to Australian Accounting Standards arising from AASB 9 (December 2010)* [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 120, 121, 127, 128, 131, 132, 136, 137, 139, 1023 & 1038 and Interpretations 2, 5, 10, 12, 19 & 127] will become effective for reporting periods beginning on or after 1 January 2017. The main impacts of these standards on the commission are that they will change the requirements for the classification, measurement and disclosures associated with the commission's financial assets. Under the new requirements, financial assets will be more simply classified according to whether they are measured at amortised cost or fair value. Pursuant to AASB 9, financial assets can only be measured at amortised cost if two conditions are met. One of these conditions is that the asset must be held within a business model whose objective is to hold assets in order to collect contractual cash flows. The other condition is that the contractual terms of the asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

The Anti-Discrimination Commission has commenced reviewing the measurement of its financial assets against the new AASB 9 classification and measurement requirements. However, as the classification of financial assets at the date of initial application of AASB 9 will depend on the facts and circumstances existing at that date, the commission's conclusions will not be confirmed until closer to that time. At this stage, and assuming no change in the types of transactions the commission enters into, it is not expected that any of the commission's financial assets will meet the criteria in AASB 9 to be measured at amortised cost. Therefore, as from the 2017-18 financial statements, all of the commission's financial assets are expected to be required to be measured at fair value, and classified accordingly (instead of the measurement classifications presently used in Notes 1(o), 24). The same classification will be used for net gains/losses recognised in the Statement of Comprehensive Income in respect of those financial assets. In the case of the commission's current receivables, as they are short-term in nature, the carrying amount is expected to be a reasonable approximation of fair value.

The commission will not need to restate comparative figures for financial instruments on adopting AASB 9 as from 2017-18. However, changed disclosure requirements will apply from that time. A number of one-off disclosures will be required in the 2017-18 financial statements to explain the impact of adopting AASB 9.

All other Australian accounting standards and interpretations with future commencement dates are either not applicable to the commission's activities, or have no material impact on the commission.

ANTI-DISCRIMINATION COMMISSION
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS 2013-14

	2014 \$'000	2013 \$'000
2. User Charges and Fees		
Training sessions	193	169
Saleable publications	-	4
Total	193	173
3. Grants and Other Contributions		
Recurrent grant from Department of Justice and Attorney-General	5,045	4,970
Total	5,045	4,970
4. Other Revenues		
Interest	37	48
Services to Human Rights & Equal Opportunity Commission	10	10
Other	2	20
Total	49	78
5. Employee Expenses		
Employee Benefits		
Wages and salaries	2,533	2,364
Annual leave expense*	299	281
Employer superannuation contributions*	344	319
Long service leave levy*	59	56
Other employee benefits	5	57
Employee Related Expenses		
Workers' compensation premium*	31	26
Payroll tax*	151	110
Other employee related expenses	32	64
Total	3,454	3,277

* Refer to Note 1(p)

The number of employees as at 30 June, including both full-time employees and part-time employees, measured on a full-time equivalent basis (reflecting Minimum Obligatory Human Resource Information (MOHRI)) is:

	2014	2013
Number of employees:	33	32

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ANTI-DISCRIMINATION COMMISSION
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS 2013-14

6. Key Management Personnel and Remuneration Expenses

(a) Key Management Personnel

The following details for key management personnel include those positions that had authority and responsibility for planning, directing and controlling the activities of the commission during 2013-14. Further information on these positions can be found in the body of the Annual Report under the section relating to Executive Management.

Position	Responsibilities	Current Incumbents	
		Contract classification and appointment authority	Date appointed to position (Date resigned from position)
Anti-Discrimination Commissioner	Accountable officer responsible for leading the commission in performing its functions under the <i>Anti-Discrimination Act 1991</i> .	SES3/Anti-Discrimination Act 1991	7th February 2011
Deputy Commissioner	Provide high level advice to enhance the delivery of strategic and operational targets within a human rights framework.	SO(2)/Public Service Act 2008	16th February 2004
State Director, Complaints Management	Strategic management of complaints under a statutory complaints framework.	SO(1)/Public Service Act 2008	23rd February 2004
Manager, Corporate Services	Provide strategic advice and manage the delivery of corporate services within the commission.	AO8/Public Service Act 2008	30th March 2009
Manager, Community Relations	Manage the commission's training and community engagement programs	AO7/Public Service Act 2008	18th April 2011

(b) Remuneration Expenses

Remuneration policy for the commission's key management personnel is set by the Queensland Public Service Commission as provided for under the *Public Service Act 2008*, with the exception of the Anti-Discrimination Commissioner who is appointed under the *Anti-Discrimination Act 1991*. The remuneration and other terms of employment for the key management personnel are specified in employment contracts. In the case of SES officers, the contracts provide for the provision of benefits including motor vehicles.

For the 2013-14 year, remuneration packages of key management personnel increased by 2.2% in accordance with government policy.

The following disclosures focus on the expenses incurred by the commission during the respective reporting periods, that is attributable to key management positions. Therefore, the amounts disclosed reflect expenses recognised in the Statement of Comprehensive Income.

6. Key Management Personnel and Remuneration Expenses (cont'd)

(b) Remuneration Expenses (cont'd)

Remuneration expenses for key management personnel comprise the following components:-

• Short term employee expenses which include:

- ° salaries, allowances and leave entitlements earned and expensed for the entire year or for that part of the year during which the employee occupied the specified position.
- ° Non-monetary benefits - consisting of provision of vehicle together with fringe benefits tax applicable to the benefit, only applicable to SES officers.

• Long term employee expenses include amounts expensed in respect of long service leave entitlements earned.

• Post employment expenses include amounts expensed in respect of employer superannuation obligations.

• Termination benefits are not provided for within individual contracts of employment. Contracts of employment provide only for notice periods or payment in lieu of notice on termination, regardless of the reason for termination.

Performance bonuses are not paid under the contracts in place.

1 July 2013 - 30 June 2014

Position	Short Term Employee Expenses		Long Term Employee Expenses	Post Employment Expenses	Termination Benefits	Total Expenses
	Monetary Expenses \$'000	Non-Monetary Benefits \$'000	\$'000	\$'000	\$'000	\$'000
Anti-Discrimination Commissioner	191	-	3	20	-	214
Deputy Commissioner	121	-	2	15	-	138
State Director, Complaints Management	112	-	2	15	-	129
Manager, Corporate Services	111	-	2	14	-	127
Manager, Community Relations	99	-	2	12	-	113

ANTI-DISCRIMINATION COMMISSION**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS 2013-14****6. Key Management Personnel and Remuneration Expenses (cont'd)****(b) Remuneration Expenses (cont'd)**

1 July 2012 - 30 June 2013

Position	Short Term Employee Expenses		Long Term Employee Expenses	Post Employment Expenses	Termination Benefits	Total Expenses
	Monetary Expenses \$'000	Non-Monetary Benefits \$'000	\$'000	\$'000	\$'000	\$'000
Anti-Discrimination Commissioner	182	-	3	20	-	205
Deputy Commissioner	123	-	2	15	-	140
State Director, Complaints Management	115	-	2	15	-	132
Manager, Corporate Services	109	-	2	14	-	125
Manager, Community Relations	100	-	2	12	-	114

ANTI-DISCRIMINATION COMMISSION**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS 2013-14**

	2014 \$'000	2013 \$'000
7. Supplies and Services		
Tenancy	756	713
Property outgoings	99	86
Printing and postage	54	98
Inventory sold	18	14
Professional services	57	86
Travel	52	38
Operating level agreement	153	162
Computing	218	208
Conference/workshop	9	10
Motor vehicle	45	43
Telephones	63	92
Subscription and publications	20	18
Transcription charges	1	-
Stores and stationery	17	31
Interpreter's fees	8	13
Plant and equipment charges	2	23
Other	29	28
Total	1,601	1,663

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	2014 \$'000	2013 \$'000
8. Grants and Subsidies		
Australian Sports Commission	10	10
Total	<u>10</u>	<u>10</u>

9. Depreciation and Amortisation

Depreciation and amortisation were incurred in respect of:

Plant and equipment	221	187
Software internally generated	46	36
Total	<u>267</u>	<u>223</u>

10. Other Expenses

External audit fees ***	24	24
Insurance Premiums - QGIF	4	4
Losses from disposal of plant & equipment	1	-
Sponsorships	1	-
Total	<u>30</u>	<u>28</u>

*** Total audit fees paid to the Queensland Audit Office relating to the 2013-14 financial statements are estimated to be \$24,000 (2013: \$24,000). There are no non-audit services included in this amount.

11. Cash and Cash Equivalents

Imprest accounts	2	2
Cash at bank	193	89
Term deposits	280	578
Total	<u>475</u>	<u>669</u>

Cash deposited with the Queensland Treasury Corporation earned interest at rates between 2.45% to 2.70% (2013: 2.25% to 2.95%).

Term deposits with the Commonwealth Bank earned interest at rates between 3.20% and 3.75% (2013: 3.75% and 4.55%).

ANTI-DISCRIMINATION COMMISSION
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS 2013-14

	2014 \$'000	2013 \$'000
12. Receivables		
Trade debtors	31	55
GST receivable	23	21
Long service leave reimbursements	29	31
Sundry debtors	72	3
Total	155	110

13. Inventories

Inventory held for distribution - at cost	18	14
Total	18	14

14. Other Current Assets

Prepayments	84	43
Total	84	43

15. Intangible Assets
Software Internally Generated

At cost	487	461
Less: Accumulated amortisation	(167)	(121)
Total	320	340

Intangibles Reconciliation

Software Internally Generated		Total	
2014 \$'000	2013 \$'000	2014 \$'000	2013 \$'000
Carrying amount at 1 July	340	266	266
Transferred from work in progress	26	110	110
Amortisation	(46)	(36)	(36)
Carrying amount at 30 June	320	340	340

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ANTI-DISCRIMINATION COMMISSION
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS 2013-14

	2014 \$'000	2013 \$'000
16. Plant and Equipment		
Plant and equipment:		
At cost	2,223	2,196
Less: Accumulated depreciation	(999)	(798)
	<u>1,224</u>	<u>1,398</u>
Work in Progress:		
At cost	150	-
Total	<u><u>1,374</u></u>	<u><u>1,398</u></u>

Plant and equipment is valued at cost in accordance with Queensland Treasury and Trade's *Non-Current Asset Policies*.

Plant and Equipment Reconciliation	Work in Progress		Plant and Equipment		Total	
	2014 \$'000	2013 \$'000	2014 \$'000	2013 \$'000	2014 \$'000	2013 \$'000
Carrying amount at 1 July	-	48	1,398	1,334	1,398	1,382
Acquisitions	202	307	21	7	223	314
Disposals	-	-	-	(1)	-	(1)
Transfers between classes	(26)	(245)	26	245	-	-
Transferred to Intangibles	(26)	(110)	-	-	(26)	(110)
Depreciation	-	-	(221)	(187)	(221)	(187)
Carrying amount at 30 June	<u><u>150</u></u>	<u><u>-</u></u>	<u><u>1,224</u></u>	<u><u>1,398</u></u>	<u><u>1,374</u></u>	<u><u>1,398</u></u>

The commission has no plant and equipment with a written down value of zero still being used in the provision of services.

17. Payables

Trade creditors	98	167
FBT payable	-	1
Payroll tax payable	12	-
Total	<u><u>110</u></u>	<u><u>168</u></u>

18. Other Financial Liabilities
Current

Lease incentive liability	70	70
Total	<u><u>70</u></u>	<u><u>70</u></u>

Non-Current

Lease incentive liability	400	469
Total	<u><u>400</u></u>	<u><u>469</u></u>

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ANTI-DISCRIMINATION COMMISSION
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS 2013-14

	2014 \$'000	2013 \$'000
19. Accrued Employee Benefits		
Current		
Wages outstanding	11	-
Recreation leave	251	171
Long service leave levy payable	14	14
Total	276	185
Non-Current		
Recreation leave	84	121
Total	84	121

The discount rates used to calculate the present value of non-current annual leave is 2.5% (2013: 2.5%).

20. Reconciliation of Operating Result to Net Cash from Operating Activities

Operating result	(75)	20
Depreciation and amortisation expense	267	223
Change in assets and liabilities:		
(Increase)/decrease in trade receivables	24	(22)
(Increase)/decrease in GST input tax credits receivable	(2)	-
(Increase)/decrease in LSL reimbursement receivables	2	(22)
(Increase)/decrease in other receivables	(69)	(3)
(Increase)/decrease in inventories	(4)	34
(Increase)/decrease in prepayments	(41)	(5)
Increase/(decrease) in lease incentive liability	(69)	(69)
Increase/(decrease) in accounts payable	(58)	(38)
Increase/(decrease) in accrued employee benefits	54	29
Increase/(decrease) in unearned revenue	-	(7)
Net Cash provided by (used in) operating activities	29	141

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ANTI-DISCRIMINATION COMMISSION
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS 2013-14

	2014 \$'000	2013 \$'000
21. Commitments for Expenditure		
(a) Non-Cancellable Operating Lease		
Commitments under operating leases at reporting date are inclusive of anticipated GST and are payable as follows:		
Not later than one year	900	826
Later than one year and not later than five years	676	1,168
Total	1,576	1,994

Operating leases are entered into as a means of acquiring access to office accommodation and storage facilities. Lease payments are generally fixed, but with inflation escalation clauses on which contingent rentals are determined.

22. Contingencies

(a) Litigations in progress

There were no cases filed naming the commission as defendant at 30 June 2014.

(b) Financial Guarantees

The commission was not committed to any guarantees or undertakings at 30 June 2014.

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23. Events Occurring after Balance Date

The commission does not have any favourable or unfavourable events occurring between the reporting date and the date when the financial report is authorised for issue.

24. Financial Instruments**(a) Categorisation of Financial Instruments**

The commission has the following categories of financial assets and financial liabilities:

Category	Note	2014 \$'000	2013 \$'000
Financial Assets			
Cash and cash equivalents	11	475	669
Receivables	12	155	110
Total		630	779
Financial Liabilities			
Financial liabilities measured at amortised cost:			
Payables	17	110	168
Total		110	168

(b) Financial Risk Management

Anti-Discrimination Commission's activities expose it to a variety of financial risks - interest rate risk, credit risk, liquidity risk and market risk.

Financial risk management is implemented pursuant to Government and Anti-Discrimination Commission's policy. These policies focus on the unpredictability of the financial markets and seek to minimise potential adverse effects on the financial performance of the commission.

Anti-Discrimination Commission measures risk exposure using a variety of methods as follows -

Risk Exposure	Measurement method
Credit risk	Ageing analysis, earnings at risk
Liquidity risk	Sensitivity analysis
Market risk	Interest rate sensitivity analysis

24. Financial Instruments (cont'd)

(c) Credit Risk Exposure

Credit risk exposure refers to the situation where the commission may incur financial loss as a result of another party to a financial instrument failing to discharge their obligation.

The maximum exposure to credit risk at balance date in relation to each class of recognised financial assets is the gross carrying amount of those assets inclusive of any provisions for impairment.

The following table represents the commission's maximum exposure to credit risk based on contractual amounts net of any allowances:

Maximum exposure to credit risk			
Category	Note	2014 \$'000	2013 \$'000
Financial assets			
Cash	11	475	669
Total		<u>475</u>	<u>669</u>

Financial Assets

The carrying amount of receivables represents the maximum exposure to credit risk. As such, receivables is not included in the above disclosure.

No collateral is held as security and no credit enhancements relate to financial assets held by the commission.

The commission manages credit risk through the use of the credit management strategy. This strategy aims to reduce the exposure to credit default by ensuring that the commission invests in secure assets and monitors all funds owed on a timely basis. Exposure to credit risk is monitored on an ongoing basis.

No financial assets and financial liabilities have been offset and presented net in the Statement of Financial Position.

The method for calculating any provision for impairment is based on past experience, current and expected changes in economic conditions and changes in client credit ratings. The main factors affecting the current calculation for provisions are disclosed as loss events. These economic and geographic changes form part of the commission's documented risk analysis assessment in conjunction with historic experience and associated industry data.

No financial assets have had their terms renegotiated so as to prevent them from being past due or impaired, and are stated at the carrying amounts as indicated.

24. Financial Instruments (cont'd)

(c) Credit Risk Exposure (cont'd)

Ageing of past due but not impaired financial assets are disclosed in the following tables:

2014 Financial assets past due but not impaired

	Overdue				Total
	Less than 30 days	30-60 days	61-90 days	More than 90 days	
	\$'000	\$'000	\$'000	\$'000	\$'000
Receivables	4	-	-	19	23
Total	4	-	-	19	23

2013 Financial assets past due but not impaired

	Overdue				Total
	Less than 30 days	30-60 days	61-90 days	More than 90 days	
	\$'000	\$'000	\$'000	\$'000	\$'000
Receivables	19	3	-	2	24
Total	19	3	-	2	24

Financial Liabilities

The commission has no financial liabilities that have credit risk exposure in this reporting period.

24. Financial Instruments (cont'd)

(d) Liquidity Risk

Liquidity risk refers to the situation where the commission may encounter difficulty in meeting obligations associated with financial liabilities that are settled by delivering cash or another financial asset.

The commission is exposed to liquidity risk in respect of its payables.

The commission manages liquidity risk through the use of a liquidity management strategy. This strategy aims to reduce the exposure to liquidity risk by ensuring the commission has sufficient funds available to meet employee and supplier obligations as they fall due. This is achieved by ensuring that minimum levels of cash are held within the various bank accounts so as to match the expected duration of the various employee and supplier liabilities.

The following table sets out the liquidity risk of financial liabilities held by the commission. It represents the contractual maturity of financial liabilities, calculated based on cash flows relating to the liabilities at reporting date.

		2014 Payable in			Total
	Note	<1 year \$'000	1-5 years \$'000	>5 years \$'000	\$'000
Financial Liabilities					
Payables	17	110	-	-	110
Total		110	-	-	110

		2013 Payable in			Total
	Note	<1 year \$'000	1-5 years \$'000	>5 years \$'000	\$'000
Financial Liabilities					
Payables	17	168	-	-	168
Total		168	-	-	168

ANTI-DISCRIMINATION COMMISSION
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS 2013-14

24. Financial Instruments (cont'd)

(e) Market Risk

The commission does not trade in foreign currency and is not materially exposed to commodity price changes. The commission is exposed to interest rate risk through its cash deposited in interest bearing accounts. Details have been disclosed in the interest risk tables. The commission does not undertake any hedging in relation to interest risk and manages its risk as per the liquidity risk management strategy.

(f) Interest Rate Sensitivity Analysis

The following interest rate sensitivity analysis is based on a report similar to that provided to management, depicting the outcome on operating result and equity if interest rates would change by +/-1% from the year-end rates applicable to the commission's financial assets. With all other variables held constant, the commission would have a surplus and equity increase/(decrease) of \$5,000 (2013: \$7,000).

Financial Instruments	Carrying Amount \$'000	2014 Interest rate risk			
		-1%		+1%	
		Operating Result \$'000	Equity \$'000	Operating Result \$'000	Equity \$'000
Cash	475	(5)	(5)	5	5
Potential Impact		(5)	(5)	5	5

Financial Instruments	Carrying Amount \$'000	2013 Interest rate risk			
		-1%		+1%	
		Operating Result \$'000	Equity \$'000	Operating Result \$'000	Equity \$'000
Cash	669	(7)	(7)	7	7
Potential Impact		(7)	(7)	7	7

(g) Fair Value

The fair value of trade receivables and payables is assumed to approximate the value of the original transaction, less any allowance for impairment.

CERTIFICATE OF THE ANTI-DISCRIMINATION COMMISSION

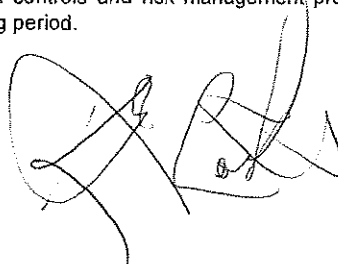
These general purpose financial statements have been prepared pursuant to section 62(1) of the *Financial Accountability Act 2009* (the Act), relevant sections of the *Financial and Performance Management Standard 2009* and other prescribed requirements. In accordance with Section 62(1)(b) of the Act we certify that in our opinion:

- (a) the prescribed requirements for establishing and keeping the accounts have been complied with in all material respects;
- (b) the financial statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of the Anti-Discrimination Commission of Queensland for the financial year ended 30 June 2014 and of the financial position of the commission at the end of that year; and
- (c) these assertions are based on an appropriate system of internal controls and risk management processes being effective, in all material respects, with respect to financial reporting throughout the reporting period.



Warren Edwards
Manager, Corporate Services

15 August 2014



Kevin Cocks AM
Anti-Discrimination Commissioner

15 August 2014

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INDEPENDENT AUDITOR'S REPORT

To the Anti-Discrimination Commission

Report on the Financial Report

I have audited the accompanying financial report of the Anti-Discrimination Commission, which comprises the statement of financial position as at 30 June 2014, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and certificates given by the Anti-Discrimination Commissioner and the Manager, Corporate Services.

The Commissioner's Responsibility for the Financial Report

The Anti-Discrimination Commissioner is responsible for the preparation of the financial report that gives a true and fair view in accordance with prescribed accounting requirements identified in the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*, including compliance with Australian Accounting Standards. The Commissioner's responsibility also includes such internal control as the Commissioner determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on the audit. The audit was conducted in accordance with the *Auditor-General of Queensland Auditing Standards*, which incorporate the Australian Auditing Standards. Those standards require compliance with relevant ethical requirements relating to audit engagements and that the audit is planned and performed to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control, other than in expressing an opinion on compliance with prescribed requirements. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Anti-Discrimination Commission, as well as evaluating the overall presentation of the financial report including any mandatory financial reporting requirements approved by the Treasurer for application in Queensland.

I believe that the audit evidence obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independence

The *Auditor-General Act 2009* promotes the independence of the Auditor-General and all authorised auditors. The Auditor-General is the auditor of all Queensland public sector entities and can be removed only by Parliament.

The Auditor-General may conduct an audit in any way considered appropriate and is not subject to direction by any person about the way in which audit powers are to be exercised. The Auditor-General has for the purposes of conducting an audit, access to all documents and property and can report to Parliament matters which in the Auditor-General's opinion are significant.

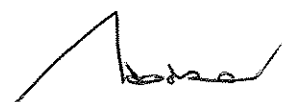
Opinion

In accordance with s.40 of the *Auditor-General Act 2009*:

- (a) I have received all the information and explanations which I have required
- (b) in my opinion:
 - (i) the prescribed requirements in relation to the establishment and keeping of accounts have been complied with in all material respects
 - (ii) the financial report presents a true and fair view, in accordance with the prescribed accounting standards, of the transactions of the Anti-Discrimination Commission for the financial year 1 July 2013 to 30 June 2014 and of the financial position as at the end of that year

Other Matters - Electronic Presentation of the Audited Financial Report

Those viewing an electronic presentation of these financial statements should note that audit does not provide assurance on the integrity of the information presented electronically and does not provide an opinion on any information which may be hyperlinked to or from the financial statements. If users of the financial statements are concerned with the inherent risks arising from electronic presentation of information, they are advised to refer to the printed copy of the audited financial statements to confirm the accuracy of this electronically presented information.



R W HODSON CPA
(as Delegate of the Auditor-General of Queensland)

Queensland Audit Office
Brisbane

