

Anti-Discrimination Commission Queensland

Annual Report 2012-13

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9 September 2013

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 2012-2013 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

Commissioner's foreword

Welcome to the Anti-Discrimination Commission Queensland Annual Report 2012-13.

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, cursive script.

Kevin Cocks AM

Commissioner

Resources for schools

In consultation with key Queensland education stakeholders, the ADCQ has developed a resource kit for senior school students. The package contains a teacher's resource kit, activities and an information booklet for students. It is designed to teach young people about their rights and responsibilities in relation to discrimination and sexual harassment when entering the workforce.

The resources were developed in response to feedback from Queenslanders supporting the early education of young people.

Read more – page 11

Addressing racism in regional Queensland

In partnership with Mental Illness Fellowship North Queensland and the Townsville Multi-Cultural Support Group, the ADCQ hosted a community forum on the harmful effects of racism, titled *Can racism get under your skin?* The forum highlighted the biological impacts of racism and fostered meaningful discussion on strategies for addressing racism within the North Queensland community. \

The forum is part of the ADCQ's ongoing commitment to the National Anti-Racism Strategy and the promotion of a fair and inclusive Queensland.

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Effective complaint resolution

The ADCQ complaint management process remains effective, with 57% of complaints lodged with the commission this year being successfully resolved through conciliation.

Ninety one per cent of complaints were finalised within six months and 89% of clients were satisfied with the complaint handling service.

Overall complaint numbers have remained consistent with previous years. Seventy one per cent of discrimination complaints arose in the workplace or when seeking work.

Read more – page 22

Getting a fair go in the Tribunal:

The ADCQ partnered with the Queensland Civil and Administrative Tribunal to produce an information video for applicants, respondents and advocates in discrimination matters. The video, titled *Getting a fair go in the Tribunal* provides information on preparing for a QCAT hearing in the event that a discrimination complaint cannot be resolved through the ADCQ conciliation process.

The video was scripted, filmed and produced in house by ADCQ staff and will be made available in September 2013 via the ADCQ and QCAT websites.

Read more – page 12

Reaching Queenslanders

In a continuing effort to broaden the reach of the ADCQ and ensure equal access to information by all Queenslanders, the ADCQ website underwent a major redevelopment in 2012-13. The site which will enable online lodgement of complaints, discussion forums and online training in the future is complemented by ADCQ's presence on social media through a new Facebook page and YouTube channel.

Read more – page 13

Supporting small business

Small business operators can find themselves the subject of discrimination complaints as a result of simply not knowing their responsibilities under Queensland anti-discrimination legislation. To support businesses to understand their rights and responsibilities, the ADCQ has commenced consultation with the sector to inform the development of resources and services that will guide best practice for owners and managers.

Read more – page 11

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:

- treating everyone with respect and dignity, acknowledging their fundamental human rights;
- treating everyone fairly and impartially;
- supporting a workplace culture that encourages diversity, innovation and responsiveness to the needs of our clients;
- valuing our independence and the rule of law.

Our functions

Established under the *Anti-Discrimination Act 1991*, the Commission is an independent statutory body that exercises 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 an arrangement with the Commonwealth under part 3 of the Anti-Discrimination Act 1991;
- 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;
- create opportunities for human rights to flourish.

These objectives underpin the Government's objectives for the community to *Grow a four pillar economy and Revitalise front-line services*. ADCQ's strategic direction is focused on its vision of a fair and inclusive Queensland where the benefits of social cohesion and diversity flourish. Economic performance is enhanced through social cohesion where all members of the community with diverse abilities are able to contribute. A mature society with an understanding of individual rights and responsibilities is free to concentrate on growth. The ADCQ is also focussed on delivering frontline services directly to the community – be that the business sector, the general community or vulnerable groups within society.

Our services

As a small agency charged with the responsibility of servicing the whole state of Queensland, we are constantly looking for new and innovative strategies for delivering accessible and inclusive services to the broader community. In addition to geographical challenges, the Commission is faced with attitudinal and behavioural challenges including:

- a lack of awareness or sense of responsibility for those in the community whose human rights are not respected and realised;
- a culture of exclusion of certain groups based upon attributes including race, religion, sexuality, impairment and gender identity;
- a lack of understanding about human rights;
- unlawful discrimination continuing to occur in our workplaces, schools and communities;
- a lack of inclusion for those in the community whose human rights are not respected or realised;
- a lack of ownership and skills within the community to promote a culture of inclusion of all persons.

In order to meet these challenges, we must maintain and build the capability of our people, processes and organisation. In particular, we have, and will continue to:

- invest in technology to reduce costs and enhance our reach into the community;
- invest in professional development for staff;
- improve corporate governance to enhance accountability, ethical behaviour and performance.

The focus for 2013-14 will be the continued development of resources for schools and small business operators, the development of online training resources, maintaining a high standard of complaint management and utilising innovative strategies for engaging with the Queensland community.

Our people

The ADCQ is led by the Anti-Discrimination Commissioner who is appointed by the Governor in Council and reports to Parliament via 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 delivers services to the Queensland community via four offices located in Brisbane, Rockhampton, Townsville and Cairns. Each regional office performs a variety of functions including complaint management, training, community engagement and provision of information services directly to the public. During the reporting period, the Townsville office reduced their complaint management workload in order to focus on a number of strategic community engagement projects. In the 2013-14 financial year, Townsville office will resume complaint management as standard practice. The Brisbane office maintains responsibility 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
- 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
- Provides marketing and communication services

The Corporate Services Team resides within the Brisbane office of ADCQ. This team:

- Leads and manages the ADCQ's administrative, financial, human resource, information technology, facilities and governance services.
- Participates in community engagement activities

Executive, Legal and Research Services within ADCQ are undertaken by a team of staff from various operational units within the organisation. This team comprises the Deputy Commissioner, Principal Lawyer, Co-ordinator of the A&TSI 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
- Participate in community engagement activities

The ADCQ organisational structure is available at Appendix E.

Performance statement 2012-13

The ADCQ performed strongly throughout the 2012-13 financial year, meeting or exceeding the majority of performance targets across core service delivery areas. Highlights include:

- resolving 57 per cent of accepted complaints and finalizing 91 per cent of these within six months;
- delivering training to 3272 people and achieving an average 99% satisfaction rating;
- responding to 3331 enquiries about the Anti-Discrimination Act 1991 and ADCQ services
- development of resources to support senior school students, teachers and small business operators;
- conducting 201 community engagement activities;
- re-developing the ADCQ website to increase reach into the community and position the commission to deliver services using web based technology and social media.

Table 1 - Service Standards

Service standards	Notes	2012-13 Target/Est.	2012-13 Est. actual	2013-14 Target/Est.
Percentage of accepted complaints resolved by conciliation		55%	57%	55%
Percentage of clients satisfied with complaint handling service measured via client survey		85%	89%	85%
Percentage of clients satisfied with training sessions measured via client survey	1	90%	99%	95%
Percentage of accepted complaints referred to the Tribunal		25%	22%	25%
Percentage of complaints where time from acceptance notice to complaint being closed is:				
• within three months	2,3	60%	76%	60%
• within six months		20%	15%	20%
• within nine months		10%	4%	10%
• within 12 months		5%	3%	5%
• over 12 months		5%	2%	5%

Notes:

1. This is a positive result. The client satisfaction survey found that ADCQ scored highly in training relevance and delivery. After consideration of performance, the target has been revised in 2013-14.
2. This measure was previously included under other measures. It is included as a Service standard as it is a measure of efficiency as part of ADCQ's core business/services delivered.
3. This variance is due to greater stability in staffing levels. This has resulted in improved management of complaint files and reduced timeframes.

Community Engagement and Education

The quality of democratic life is improved by an educated community appreciative and respectful of the dignity and work of everyone – Anti-Discrimination Act 1991, Parliament's reasons for enacting the Act.

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. Traditionally this has been achieved through the delivery of training, public speeches, visits to community organisations, attendance at community events and engagement with media. In 2012-13, the ADCQ developed a new Community Engagement Strategy which incorporated a greater focus on community engagement and development activities as well as targeted projects.

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 Increasing community ownership and investment in human rights	Web & social media Broaden ADCQ's reach through the use of the web & social media to allow for education and discussion of human rights	Partnerships & networks Enhance ADCQ's reach and achievement of outcomes through collaboration	Information products & 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 To 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 & 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 efforts are the primary methods by which we aim to achieve our vision of a fair and inclusive Queensland. These activities have a dual focus on 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 where appropriate. Major achievements in this area throughout 2012-13 include:

Schools project

In late 2011 the ADCQ hosted a series of round table discussions across Queensland focussing on the statement, "If there was one thing I would do to make Queensland more fair and inclusive it would be...." A strong theme emerging from this consultation process was that Queenslanders believe education about discrimination needs to commence at school.

In response to this feedback, the ADCQ has embarked upon the schools project. The aims of the project are to engage with the young people of Queensland in building community awareness, and a sense of personal responsibility to protect individuals against unfair discrimination.

Phase one of the project commenced in 2012-13 and involved the development of a resource package for senior school students about their rights and responsibilities under the *Anti-Discrimination Act 1991* when entering the workforce. The package contains a teacher's resource kit, activities and a student information booklet. The resources were developed in consultation with Education Queensland, Independent Schools Queensland and the Queensland Catholic Education Commission and will be launched at the beginning of the 2014 school year.

The schools resources will be made available to all Queensland high schools with a view to being utilised by guidance officers and pastoral care staff. The resource is intended to complement the current school curriculum and support vocational education and training programs.

This is a multi-phase project which the ADCQ will continue grow with the support of the Queensland education sector.

Small business project

Following on from the ADCQ Employers' Toolkit which was released in the last reporting period, the ADCQ has commenced consultation with the small business sector to inform the development of further resources and services. The ADCQ data indicates that small and medium business operators are often the subject of discrimination complaints, but rarely access the training and education services of the commission. As a result, the ADCQ is tailoring a suite of resources and services to suit the particular needs of small businesses to ensure that are well equipped to prevent and manage discrimination issues.

In 2012-13 the ADCQ made contact with the Small Business Advisory Committee in South-East Queensland and the BNI professional networking chapter in Townsville to commence the consultation process. Resource development has commenced with a small business handbook and 20 questions best practice guide. An online training module is also under development. Following further consultation and product trials, it is anticipated that these resources will be made available to the sector in 2014.

Lockyer Valley community development project

The ADCQ has partnered with the Local Area Multicultural Partnership (LAMP) office in Lockyer Valley Regional Council to undertake a community development project in that region. The aim of the project is to engage with businesses, organisations and the community in the area to improve opportunities and quality of life for vulnerable groups, in particular the migrant communities.

The project has commenced with a series of awareness raising information sessions being delivered to the Lockyer Valley community and council staff. It is anticipated that this project will support the creation of opportunities for increased participation and access to work, accommodation and local services for migrants and other vulnerable groups.

Getting a fair go in the Tribunal information video

The ADCQ partnered with the Queensland Civil and Administrative Tribunal to produce an information video for applicants, respondents and advocates in discrimination matters. The video, titled *Getting a fair go in the Tribunal* provides information on preparing for a QCAT hearing in the event that a discrimination complaint cannot be resolved through the ADCQ conciliation process. Produced in a user friendly manner, it follows the story of an age discrimination complaint that is taken to QCAT for determination. The video intersperses elements of the complainant's story with commentary on what parties can expect at each stage of the process.

The video was scripted, filmed and produced in house by ADCQ staff and will be made available free of charge to the public in September 2013 via the ADCQ and QCAT websites.

Building relationships in Far North Queensland Indigenous communities

Staff of the Far North Queensland regional office travelled to Weipa, Napranum and Old Mapoon as part of their community outreach commitment. The trip, which was carried out over two days incorporated a presentation to high school students at Western Cape College and meetings with over 11 organisations in the local and state government, health, education, mining, sport and recreation, small business, transport and community sectors. The ADCQ also supported the successful Driver Licensing open day event coordinated by the Western Cape Regional Partnership Agreement.

The awareness raising visit was a successful tool in establishing relationships with Indigenous communities in Far North Queensland from which future partnership opportunities may arise.

In addition to the major activities, a total of 533 individual community engagement activities were undertaken throughout the year. These included awareness raising visits to organisations and community groups, speaking engagements, participation in community, business and government networks and event organising committees.

Web and social media

The internet is a central component of the ADCQ's drive to enhance community engagement and modernise access to services by the broadest possible range of clients. During 2012-13 a complete redevelopment of the ADCQ website was undertaken and social media became an additional communication tool for the Commission.

The new ADCQ website incorporates the latest developments in accessible software and web design to enhance the user experience and make dealing with the commission easier for the community. Additional features will be introduced in 2013-14 including online complaint lodgement, blogs and online training.

The ADCQ website is currently AA compliant with the W3C (World Web Consortium), 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. Accessibility experts were consulted throughout the process of website redevelopment to ensure a high standard of accessibility was maintained and enhanced where possible. The ADCQ is committed to working on continuous improvement in this area.

An overall increase in visits to the ADCQ website was noted during the reporting period. This is a positive result given the previous year's indication of a downturn in website access. Following the website redevelopment in 2012-13 it is anticipated that this upward trend will continue.

Table 3 - Website visits

Month	2012-13
July	27,904
August	24,331
September	32,359
October	38,018
November	35,720
December	25,390
January	28,988
February	29,403
March	32,777
April	30,956
May	35,020
June	28,267
Total	369,133

A very significant increase was seen in access to the community languages page of the ADCQ website this year. In contrast to last year's statistic of 16 317, the page received almost 57 000 visits in 2012-13.

This page provides basic information on the *Anti-Discrimination Act 1991* in 30 languages other than English. During the reporting period a further translation was undertaken and the information will be made available in Hmong in 2013-14.

Table 4 - Community language website statistics

Language	Web visits		Language	Web visits
Creole	2290		Chinese	1707
Farsi	2253		Amharic	1938
Indonesian	2259		Cook Islands	1646
Albanian	2235		Malay	1638
Somali	2165		Serbian	2160
Vietnamese	2170		Kirundi	1617
Arabic	2288		Swahili	1610
Polish	2189		Tagalog	1667
Spanish	2163		Dinka	1620
Italian	2228		Turkish	1601
Russian	2231		Khmer	756
Bosnian	2195		Punjabi	728
French	2211		Karen	794
Samoan	1616		Tamil	791
Croatian	2171			
Japanese	1729		Total	56961

The ADCQ supports the use of social media as part of an integrated approach to broader community engagement in Queensland. In 2012-13 the commission's social media presence consisted of 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.

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 in achieving outcomes across a broader range of issues, stakeholder groups and geographical areas. The ADCQ is involved in a number of key networks and partnerships throughout Queensland for the purpose of providing advice on human rights issues and legislation, in-kind support for actions and initiatives and to gain a greater understanding of the issues, challenges and achievements that are present within the community. The key partnerships and networks in which ADCQ was an active member in 2012-13 are:

Play by the Rules

Play by the Rules is a national program that provides free information, resources, online training and promotional campaigns aimed at encouraging participation in sport and recreation activities without discrimination, harassment or bullying. The ADCQ is a partner in this national 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 2012-13, the ADCQ delivered education sessions to junior sporting clubs, provided *Play by the Rules* promotional materials to sporting clubs and community members, referred media and sporting groups to resources available on the Play by the Rules website and promoted community service announcements as part of the ongoing commitment to this partnership.

Interdepartmental Committee on Multicultural Affairs

The role of the interdepartmental committee is to ensure whole-of-government cooperation in planning, implementing and evaluating the Queensland Government's multicultural policy. The committee comprises representatives of Queensland Government departments and relevant independent statutory authorities. The ADCQ *provides* input on matters that fall within its jurisdiction as per the Anti-Discrimination Act 1991.

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 provides input on matters that fall within its jurisdiction as per 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 are delivering and initiating 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
- 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 is a member of the Queensland Studies Authority Equity Committee. The QSA is committed to equity in education and to providing services and materials that challenge inequities and contribute to Queensland students receiving a socially just education. All QSA materials contain information regarding the equitable education of all students and the ADCQ provides input into matters that fall within its jurisdiction as per the Anti-Discrimination Act 1991.

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.

Aboriginal and Torres Strait Islander 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 in relation to the Anti-Discrimination Act 1991.

Disability networks

The ADCQ is involved in a number of 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 provides input on matters relating to impairment discrimination and accessibility as well as keeping abreast of issues concerning this significant stakeholder group.

National Anti-Racism Strategy

The ADCQ became a formal supporter of the National Anti-Racism Strategy in July 2012. Since that time the commission has advocated strongly for the strategy and associated campaign – Racism. It Stops With Me. Promotion of the campaign has included dissemination of marketing and information materials, provision of campaign information in relevant training sessions, speaking engagements including the annual Queensland Rugby League conference and approaches to key stakeholders to encourage official support for the strategy.

Information products and services

The Commission produces a wide range of publications outlining rights and responsibilities, including guidelines, fact sheets, information brochures, rights cards, videos and audio files.

All are available online and many in hard copy by request. A range of posters are also available. 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.

Biannually the ADCQ produces the Balancing the Act newsletter. This publication provides information on updates to human rights legislation, recent case law, strategic projects and activities undertaken by ADCQ and other human rights organisations and any topical issues of relevance to ADCQ stakeholders. Balancing the Act is distributed to over 1500 individuals and organisations throughout Queensland and is also available via the ADCQ website.

The Commission continues to provide a free, accessible and personal information service for Queenslanders to help them understand their rights and responsibilities under the Act. The Brisbane office responds to the bulk of enquiries across the state.

This year the Commission answered 3376 telephone, email 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. Another important group of enquiries came from employers and service providers who sought information about their obligations under the Act

Marketing and promotion

The ADCQ utilises limited professional marketing services, choosing to rely predominantly on established and developing networks to communicate with stakeholders and the broader community. In 2012-13 a small range of marketing flyers was introduced in response to the declining demand for training. The flyers are designed to be printed internally on an as-needed basis to ensure minimal wastage and are primarily distributed in electronic format. The flyers provide detailed information on the training courses offered by ADCQ and are used to promote both public and private training sessions.

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 utilised to highlight community events, activities and examples of human rights leadership. This promotion is aimed at recognising the efforts of local human rights pioneers, as well as furthering discussion, action and collaboration on issues of importance to the Queensland community.

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 instances, the ADCQ presence at community events is in the form of an information stall. On some occasions the Commission staff are called upon to open events or undertake speaking engagements. In regional areas, the ADCQ staff members are often part of planning and organising committees for significant community events. During the reporting period, staff members from the ADCQ were involved in the following community events:

Table 5 - Community events

• QPILCH Walk for Justice, Brisbane		• Mental Health Week Walk of Pride, Rockhampton		• Pride Fair Day, Brisbane
• International Women's Day, Brisbane and Rockhampton		• Harmony Day events, Rockhampton, Townsville and Cairns		• Is Everybody Here Inclusive Communities Expo, Caboolture
• International Human Rights Day, Cairns		• University open days, Brisbane and Townsville		• Law Week, Rockhampton
• Multicultural festivals, Lockyer Valley, Townsville and Cairns		• NAIDOC week events, Brisbane, Ipswich, Rockhampton, Townsville and Cairns		• Citizenship ceremonies, Townsville and Cairns
• Disability Week Beach Day Out, Rockhampton		• FOGS employment expo, Brisbane, Rockhampton, Townsville and Cairns		• Accessibility Crawl, Rockhampton
• Seniors Lifestyle Expo, Townsville		• Australian Human Rights Commission – 20 years 20 stories event, Brisbane		• Homeless Connect, Brisbane and Rockhampton

Significant events which ADCQ hosted or co-hosted in 2012-13 include:

Can racism get under your skin?

The ADCQ Townsville office hosted the Can racism get under your skin? forum in May 2013. The event was organised to promote awareness and discussion of the impacts of racism and provide a forum for exploration of strategies to address the issue in the Northern Queensland community.

Associate Professor Zoltan Sarnyai, from James Cook University, presented his research on the biological impacts of discrimination and racism on individuals' physical and mental health. This was followed by a panel discussion involving the Anti-Discrimination Commissioner, Kevin Cocks, the co-chair of the National Congress of Australia's First Peoples and social justice advocates from North Queensland's Indigenous and multicultural communities. The forum was attended by approximately 70 people.

Many Stories, One Australia media forums

Staff from the ADCQ offices in Cairns, Townsville and Rockhampton co-hosted the Many Stories, One Australia media forums to coincide with Harmony Day 2013. The forums were an initiative of Ethnic Communities Council of Queensland, University of Queensland, Queensland University of Technology and Griffith University. ADCQ's role was to facilitate discussion on the need for more diverse voices and stories in the media.

Media

Media is a powerful communication tool. The ADCQ therefore endeavours to connect with the media in order to make available accurate and timely information on human rights issues that affect Queenslanders. The role of the ADCQ is to promote human rights and this also extends to educating the media and the community. Therefore all efforts are made to respond directly to human rights stories which are incomplete or provide inaccurate information.

In 2012-13, the ADCQ provided information and public comment to a variety of mainstream, regional and independent media sources including the Gold Coast Bulletin, The Courier-Mail, 4BC radio, Today Tonight, ABC Capricornia and QUT media. Topics of interest included pregnancy discrimination, age discrimination, impairment discrimination, sexual harassment, discrimination and bullying and lawful sex worker provisions of the *Anti-Discrimination Act 1991*.

Education

The ADCQ delivers a range of training courses based around the Anti-Discrimination Act 1991. The primary objectives of the training are to educate Queenslanders about their rights and responsibilities under the Act and to support organisations to adopt best practice strategies 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 to ensure equity. Training services are delivered mainly based on client demand, with a limited amount of marketing undertaken.

State-wide training performance

In 2012-13 the ADCQ delivered 243 training sessions to more than 3000 Queenslanders. This was below the target of 320 sessions which had been exceeded in the previous year. Overall, there was decreased demand for the ADCQ training services during the reporting period. Significant declines were noted in public sector (44%) and private sector (45%) training compared with the previous year's result.

Staff turnover and limited marketing contributed to the lower training numbers in South-East Queensland, in addition to external factors such as machinery of government changes and a downturn in the mining sector. The Brisbane office also experienced a drop in demand for training from community organisations, mainly due to the disbanding of a number of community organisations and programs which accessed training on a regular basis.

Training demand in North Queensland had remained consistently high for a number of years. During 2012-13 complaint management responsibilities were removed from the Townsville office on a trial basis to enable greater focus on training and community engagement activities. As a result, Townsville office achieved significant training output (74 sessions) and exceeded the target of 50 sessions.

Far North Queensland experienced a small increase in demand during the year, enabling the delivery of 33 training sessions against a target of 20 sessions. The majority of training continues to be provided to the community sector, with little demand from the private and public sectors.

Demand and delivery of training in Central region remained steady during this reporting period. The greatest demand continues to be from the private sector, however it is anticipated that this may reduce in coming years owing to the slowing down of the mining industry and resource sector.

Table 6 - Delivery of training by sector, by region

	South-East	Central	North	Far North	Total
Private sector	41	13	49	1	104
Public sector	34	3	7	3	47
Community	14	4	6	17	41
In-house	19	8	12	12	51
Total	108	28	74	33	243

Table 7 - Types of training sessions

Course	South-East	Central	North	Far North	Total
Introduction to the Anti-Discrimination Act	45	9	40	12	106
The Contact Officer (standard & refresher course)	18	9	14	3	44
Positively Ageless*	1		3		4
Managing complaints	2		3	2	7
Recruitment & Selection	3				3
Tracking your rights - A&TSI	4			2	6
Introduction to the Anti-Discrimination Act for Managers	11	7	14	5	37
Understanding Discrimination Law (standard & community organisations)	5			7	12
Tailored training	19	3		2	24
Total	108	33	28	74	243

*initiative discontinued during reporting period (part of the former Qld Government Seniors Strategy)

The basic *Introduction to the Anti-Discrimination Act* training course remained the most popular training product in 2012-13, with 106 sessions delivered across the state. Demand for targeted managers training also remained strong as did *Contact Officer* training. This gives a positive indication that many employers are making attempts to equip themselves and their workplaces with the knowledge and tools to combat discrimination.

Although the ADCQ offers training sessions that range between one and seven hours in duration, the average session time in 2012-13 was 3.2 hours. This demonstrates a continuing preference for shorter courses, a consideration the ADCQ will pay heed to in the development and marketing of future training courses.

Training revenue for 2012-13 fell slightly short of the target of \$180 900, which is consistent with the reduction in sessions delivered.

Table 8 - Details of training sessions

	South-East	Central	North	Far North	Total
No. of people	1703	301	867	401	3272
Hours of delivery	323	101	245	113	782
Actual Revenue	\$63 293	\$18 425	\$66 357	\$21 015	\$169 090

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. The evaluation is based on the content of the training session, the quality of the information resources provided, the value of the case study discussions, and the overall presentation of the session. A sample of responses from training participants follows:

- *The course was very relevant and catered for an extremely diverse group of people in the room.*
- *A great facilitator who makes it easy to understand the legislation.*
- *I honestly thought I would be a bit bored but I learnt so much and can put a lot into practice*
- *The day was excellent, informative and very relevant.*
- *Great, lots of info, really easy to understand.*
- *The use of scenarios and examples was good to consolidate learning.*
- *Outstanding presentation and actively engaged audience, with humour.*
- *Trainer very knowledgeable on topic, well presented. Good examples to help reinforce course content.*
- *Thanks for an educational and practical session – excellent.*
- *I think the range of topics covered and the format was spot on for a one day course.*
- *Very beneficial to our organisation. Expert knowledge greatly appreciated.*
- *Excellent course, very well delivered, good content, very useful information.*
- *I recently attended a similar course in the mines and found it over the top. This was much better and informative.*
- *Provided a very open and encouraging learning environment. I got a lot out of today.*
- *Was well delivered and content specific to group of participants*
- *Very informative, useful tools from a practical legal perspective*
- *Great training from ADCQ. ADCQ always provides a high standard of training and information.*
- *This session covered all of the key issues really well – I now have a much better understanding of what constitutes discrimination and what avenues are open to people who feel they have been discriminated against.*
- *Really a good eye-opener to the exact rules rather than my idea of them*

The ADCQ has maintained an average 99% satisfaction rating for all training delivered in the 2012-13 financial year. A review of the ADCQ training evaluation system commenced during the reporting period to assist the ADCQ to examine the longer term impacts of training by identifying changes in participant understanding and behaviour. A revised evaluation system with a broader scope is planned to take effect during the 2013-14 financial year.

Aboriginal and Torres Strait Islander unit

The ADCQ 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 comprised of 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 provide 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 of *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;
- Coordinating the biennial Mabo Oration.

In 2012-13, unit visited 41 Aboriginal and Torres Strait Islander community organisations, businesses and service providers to discuss the role of the ADCQ and the Act, delivered four *Tracking Your Rights* training sessions and coordinated the successful planning and preparation for the 2013 Mabo Oration to be held on 21 July 2013.

Reconciliation Action Plan

The ADCQ vision for reconciliation is for Aboriginal and Torres Strait Islander people and other Queenslanders to contribute to a Queensland community that is fair, just and inclusive, where every Queenslanders is treated with respect and dignity.

ADCQ's mission is to take a leadership role in human rights in Queensland through upholding, promoting and protecting the rights of all Queenslanders. The ADCQ Reconciliation Action Plan (RAP) helps this vision to be achieved by committing the whole organisation towards working in ways that respects, values, engages and supports Aboriginal and Torres Strait Islander people.

The RAP, which came into existence in September 2011, underwent its first annual review during this reporting period. Significant achievements to date include the development of a best practice guide for working with Aboriginal and Torres Strait Islander peoples through the conciliation process and the continuing commitment of ADCQ staff to the recognition and celebration of significant Aboriginal and Torres Strait Islander events. Throughout 2012-13, ADCQ maintained a presence at community events including NAIDOC week and the FOGS Indigenous Employment Expo, as well as marking other significant dates such as International Day of World's Indigenous Peoples, Sorry Day and Mabo Day with internal information sharing and celebrations.

Complaint management

The ADCQ continues to focus on effective complainant management by trying to resolve complaints under the *Anti-Discrimination Act 1991*. The Commission receives a wide range of 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 try conciliation.

As with previous years, the ADCQ has largely met its complaint management targets in terms of quantity, quality and timeliness.

The effective complaint management processes adopted by the ADCQ 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 seven years.

Complaints continue to be managed in the Brisbane, Rockhampton and Cairns offices, with Townsville office quarantined from complaint management for the year to allow a greater focus on training and community engagement activities.

State-wide complaint trends

Last year the incorrect table of Complaints received, assessed and finalised was included. The correct Table 6 for 2011-12 appears below.

Table 6 - 2011-12 Complaints received, assessed & finalised

	South-East	Central	North	Far North	Statewide
Complaints received	546	53	36	55	690
Complaints accepted	278	41	31	46	396
Complaints finalised - accepted	310	42	42	53	447
Complaints finalised - not accepted	201	45	50	6	302
Total complaints finalised	511	87	92	59	749

Table 9 below, shows that this year 679 complaints were received across the state, representing a small decrease from the 690 complaints received last year. The majority of complaints received were made to the Brisbane Office and originated from the south-east Queensland region. Three hundred and ninety-nine complaints were accepted as coming within the ADCQ's jurisdiction, representing about 58 per cent of complaints received, which is consistent with last year. The remaining 42 per cent of complaints received during the financial year fell outside of the ADCQ's jurisdiction except for a small number which are awaiting final assessment. Where a complaint does not come within the ADCQ's jurisdiction, the complainant is generally referred to another agency which can assist them.

Table 9 - 2012-13 Complaints received, assessed & finalised

	South-East	Central	North	Far North	Statewide
Complaints received	518	49	53	59	679
Complaints accepted	283	57	0	59	399
Complaints finalised – accepted	258	65	1	48	372
Complaints finalised – not accepted	191	37	0	48	276
Total complaints finalised	449	102	1	96	648

Complaint trends generally follow the pattern of complaints accepted in previous years. Complaints are commonly accepted on more than one ground under the Act. While less complaints were finalised, complaints were finalised within a shorter timeframe.

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 10, Allegations of discrimination are included in 72% of accepted complaints which represents a significant decrease on the high of 88% of complaints last year.

The breakdown of the attributes on which allegations of discrimination are made in Table 10 clearly shows that discrimination on the basis of impairment remains the dominant ground, comprising 27.5% of all complaints. This is consistent with previous years. Race and sex discrimination allegations also remain significant with each comprising 10% and 8% of discrimination complaints, followed by family responsibilities, pregnancy and age discrimination. Most sex discrimination complaints involve gender based sexual harassment.

Sexual harassment complaints may involve allegations of unwelcome sexual behaviour such as comments about a person's body or sex life, blue jokes, requests for sexual favours, sexualised emails and text messages, gestures, touching and even rape. Sexual harassment allegations are included in a further 9.7% of accepted complaints, which is a drop from 12% from last year. The vast majority of complaints of sexual harassment arise in the workplace, as can be seen from Table 11. Sexual harassment continues to remain a substantial reason for complaint.

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 9.5%. As set out in Table 11, 61% of victimisation complaints arose in the workplace. This is consistent with last year's figures. Because of the continuing relationship between the employer and their employees, there is more opportunity for victimisation complaints to arise in the work area compared to other areas where there may more often be a shortened relationship following the initial complaint.

Vilification complaints require that the complainant alleges that others have been publicly encouraged to hate, severely ridicule or have severe contempt of them because of their race, religion, sexuality or gender identity. Public vilification complaints remain low with only 2% of accepted complaints including allegations of race, sexuality or religious vilification. No complaints of vilification on the basis of gender identity were received this year.

Table 10 - State-wide accepted complaints by ground

Ground	Number	%
Discrimination		
Age	32	5.2%
Breastfeeding	5	0.8%
Family Responsibility	38	6.2%
Gender Identity	1	0.2%
Impairment	168	27.5%
Lawful Sexual Activity	1	0.2%
Parental Status	21	3.4%
Pregnancy	33	5.4%
Race	62	10.2%
Relationship Status	3	0.5%
Religion	12	2.0%
Sex	51	8.4%
Sexuality	11	1.8%
Trade Union Activity	1	0.2%
Sub-Total Discrimination	439	72.0%
Request/Encourage a Breach	1	0.2%
Sexual Harassment	59	9.7%
Unnecessary Questions	38	6.2%
Victimisation	58	9.5%
Vilification		
Race	6	1.0%
Religion	5	0.8%
Sexuality	1	0.2%
Sub-Total Vilification	12	2.0%
Whistleblower reprisal	3	0.5%
Total	610	100.0%

**Complaints may be accepted under more than one ground*

As can be seen from Table 11 below, discrimination in the workplace continues to be more readily identified and more likely to result in a complaint to the ADCQ. The number and proportion of work related complaints shows that workplace fairness is the most significant area of people's lives. Sixty six per cent of discrimination complaints arose in the workplace or when seeking work. This is largely consistent with previous years.

Twelve-and-a-half per cent of complaints arise in the area of the provision of goods and services, which includes access to public places and buildings.

Table 11 -State-wide accepted complaints by area

*Only discrimination breaches require an area

	Discrimination	Request or encourage a breach	Sexual harassment	Unnecessary questions	Victimisation	Vilification	Whistleblower Reprisal	Total	
								#	%
Accommodation	16		1	2	2			21	3.9
State laws and programs	20							20	3.7
Goods and services	58		1	4	4			67	12.5
Club membership and affairs	5							5	0.9
Superannuation and insurance	5							5	0.9
Disposition of land	1				1			2	0.4
Work	249		46	15	39	2		351	65.6
Education	13			1	3			17	3.2
Not recorded*		1	13	6	15	9	3	47	8.8
Total	367	1	61	28	64	11	3	535	100

While Table 12 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 (17%) 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 (18%).

Impairment (39%) and race (15%) are the most common basis for discrimination complaints. Almost all complaints of pregnancy, parental status and family responsibility discrimination arose in the work area as did sex discrimination and sexuality discrimination complaints.

Table 12 - 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		3	10		4		16		33	7%
Breastfeeding		1	5						6	1%
Family responsibility	1		2				36		39	9%
Gender identity							1		1	0%
Impairment	5	13	30	4	1		112	11	176	39%
Lawful sexual activity	1						1		2	0%
Parental status	1		2				17	1	21	5%
Political belief/activity									0	0%
Pregnancy							32	1	33	7%
Race	7	4	12			1	42		66	15%
Relationship status			1				1	1	3	0%
Religion	1	1	2				8		12	3%
Sex	1		2	1			47		51	11%
Sexuality		1	1				9		11	3%
Trade union activity							1		1	0%
Total	17	23	67	5	5	1	323	14	455	100%

Settlement of complaints

Conciliators at the ADCQ 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 to 57 per cent of complaints, slightly above the target of 55 per cent.

Seventy-seven per cent of accepted complaints were finalised within the ADCQ, with only 23 per cent of accepted complaints referred to the Queensland Civil and Administrative Tribunal, which is slightly better than target.

Table 13 - State-wide outcomes for accepted complaints by region

	South-East	Central	North	Far North	State-wide	% Outcome for accepted complaints state-wide
Conciliated	151	40		21	212	57%
Lost contact (s169)	4				4	1%
Referred to QCAT	56	14	1	15	86	23%
Lapsed (s168)	3	1			4	1%
Unconciliable but not referred	12	4		7	23	6%
Withdrawn	28	6		5	39	11%
Total	254	65	1	48	368	100.0%

Timeliness

Forty-nine per cent of complaints were assessed within the 28-day legislative timeframe. 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.

Seventy per cent 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.

Seventy-six per cent of accepted complaints were finalised within three months of acceptance. This represents a significant increase from 66 per cent last year. A total of 91 per cent of accepted complaints were finalised within six months, and a total of 96 per cent of complaints were finalised within twelve months of acceptance. Maintaining consistency and improvements in service delivery in managing complaints efficiently and effectively and ensuring timeliness in finalising complaints is an ongoing commitment of the ADCQ and its staff.

Conciliated outcomes

The following are examples of complaints made to ADCQ in 2012-13 that were successfully resolved through conciliation.

At a second job interview, the complainant was asked whether he was Muslim and asked his name. When he gave his name, the employer said they would call him "George" because it was easy to pronounce. The complainant was also asked at interview about their need for a mosque, what country he was from and whether he understood what "slang" was. The complainant was not appointed to the position. At conciliation the employer said that they were trying to be friendly but now understood how their comments and questions could have been perceived. The employer apologised privately to the complainant and agreed to pay compensation for the perceived discrimination.

The employer salon manager decided to change staff rosters to better suit the business. When the complainant explained she had already arranged child care to suit her current roster and may not be able to rearrange it the manager told her that it was not her problem and if she couldn't make child care changes she would lose her job. The complainant was able to rearrange childcare but when she later request two days off over the Christmas period the manager asked if she could get someone else to care for her children and then dismissed the complainant because she couldn't work the two days. At conciliation the employer agreed to give the complainant an apology and compensation in relation to discrimination on the basis of family responsibilities.

The complainant had impairments which required her to use a wheelchair. She approached a housing association which offered her a unit for rent. The unit needed modifications to make it safe, which a consultant report to the housing association. The complainant agreed to move in while the modifications were being carried out and started to sell her possessions in anticipation of moving to a smaller residence. The housing association then decided that the modifications were too expensive and rented the unit to a person who did not require them. At the conciliation conference the housing association argued unjustifiable hardship as all income for the maintenance of its properties is raised through rental income but conceded that they never got quotes for the cost of the modifications. They apologised for not communicating with the complainant in a timely and effective way and agreed to pay compensation and have their staff trained to better understand how to manage this situation in future.

The complainant was a long time employee of a dental clinic, with a great work history. She was injured at work which resulted in many restrictions in her ability to perform her job. She was stood down without pay pending a medical examination and was possibly facing ill health retirement. At conciliation the clinic explained they had looked for other positions for her but there were none. An agreement was reached through conciliation where the clinic agreed to look for possible positions outside the clinic for a period of eight weeks. Within two days of the conference a suitable position was found for the complainant in a call centre related to the dental clinic. The complainant has happily accepted the job.

The complainant's carer was refused access to the changing room in a shopping centre store to help his wife try on a bra. The facts were in dispute, but the complainant left the store with the wrong size bra. At conference the respondents apologised several times and agreed to hand deliver a replacement product to the complainant's home.

The complainant had a brain injury and was staying in a short-term hostel and heard on the grapevine that Indigenous and non-Indigenous residents were offered different length leases. She lodged a discrimination complaint. At the conciliation conference the respondents were able to reassure the complainant that there was no discrimination in the lengths of leases but acknowledged that their communication with the complainant could have been better. The respondents had relied on second hand information that suggested the complainant was using drugs on premises but at conference that accepted that she was covering for another resident. Agreement was reached to provide a rental reference to the complainant and for respondents to actively assist the complainant to find long-term accommodation to accommodate her disability.

A deaf woman complained that a government agency failed to engage interpreters when they responded to an emergency involving six profoundly deaf adults. Because the complainant was illiterate as well as deaf, she needed a deaf relay interpreter as well as Auslan interpreters. At conference the government agency agreed to work with the deaf community to ensure more effective communication in future.

The complainant wanted a quote to get her roof fixed and contacted a roofing company to talk to their representative. He asked her questions about her relationship and told her that she could not get a quote for roofing without her husband present. At conference the company apologised and explained that their representative should only ask whether she was a homeowner. They confirmed that it was not company policy to ask a woman to have her husband present and explained that the representative was no longer with the company. The company agreed to make changes including monitoring inbound and outbound calls and including a new section in the call centre manual cautioning staff against asking personal questions of customers. The company apologised and took the complainant for a coffee after the conference.

The complainant was trying to negotiate with her employer to return to her job part-time after having a baby. Protracted negotiations resulted between the parties leading in the complainant deciding not to return to work. At the conciliation conference the director of the business provided a heartfelt apology to the complainant for the way the negotiations had dragged on and this resulted in the complainant being a lot more flexible in negotiations because they felt this apology was genuine and gave them "a feeling of being listened to and heard". The complaint was resolved at the conference.

A complainant who used a wheel chair complained that they were not provided with adequate access to a wheelchair to board and disembark the aeroplane. The airline agreed to implement new policies and processes so that customers with wheelchairs are provided with better access into the aircraft and more reliable access to their wheelchair upon arrival at their destination. The company also doubled the number of 'wide bodied' wheelchairs that are able to be utilised by clients at the airport.

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 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.

In February 2013 a complainant applied to the tribunal to review a decision to lapse a complaint made in January 2011. The tribunal extended the time for making the application (28 days) and at a directions hearing made orders for the filing of material, a compulsory conference and set a date for hearing. The application is still pending.

Judicial Review of decisions

Decisions of the Commissioner may be judicially reviewed by the Queensland Supreme Court under the *Judicial Review Act 1991*. During 2012-2013, 3 applications were made to the Supreme Court for review of decisions.

In March 2013 the Court dismissed an application on the basis there was no reviewable error in the decision that a complaint could not be resolved by conciliation.

Two applications were made by a complainant in relation to a decision not to accept a complaint, and a later decision by a more senior officer confirming the original decision. Both applications to the Court were discontinued by the applicant before directions hearings were held.

During the period the Court of Appeal delivered its decision dismissing an appeal against a decision of the Court which had dismissed an application for review of a decision not to accept complaints made out of time.

Intervention in proceedings

Under section 235 of the *Anti-Discrimination Act 1991* the ADCQ has the function to intervene in a proceeding that involves human rights issue, with the leave of the court hearing the proceeding, if the ADCQ considers it appropriate to do so. There were no interventions taken by the ADCQ during the period.

Submissions

Under section 113 of the *Anti-Discrimination Act 1991* the Queensland Civil and Administrative Tribunal is required to consult the ADCQ before deciding an application for an exemption from the operation of a specified provision of the *Anti-Discrimination Act 1991*. During 2012-2013 the ADCQ made submissions on 12 exemption applications.

The ADCQ provided submissions to various State and Federal bodies on the development of government policies and legislation. These included submissions to:

- the Legal Affairs and Community Safety Committee (Qld) on the amendments to the *Anti-Discrimination Act 1991* in the *Youth Justice (Boot Camp Orders) and Other Legislation Amendment Bill 2012*;
- the Senate Standing Committee on Legal and Constitutional Affairs (Cth) on the Exposure Draft – Human Rights and Anti-Discrimination Bill 2012, as well as contributing to a joint submission of the State anti-discrimination bodies (ACHRA);
- the Department of Justice and Attorney-General (Qld) on the review of the *Queensland Civil and Administrative Tribunal Act 2009*;
- the Senate Standing Committee on Legal and Constitutional Affairs (Cth) on the Inquiry into the value of a justice reinvestment approach to criminal justice in Australia;

- the Senate Standing Committee on Legal and Constitutional Affairs (Cth) on the *Sex Discrimination Amendment (Sexual Orientation, Gender Identity and Intersex Status) Bill 2013*; and
- the Department of Justice and Attorney-General on the review of the *Youth Justice Act 1992*.

The ADCQ also contributed to the reports of the Department of Justice and Attorney-General and the Australian Human Rights Commission to the United Nations Committee on the implementation of the *Convention for the Elimination of All Forms of Racial Discrimination* for the period 1 July 2008 to 30 June 2012.

A summary of the content of the ADCQ submissions is as follows:

Exposure Draft – Human Rights and Anti-Discrimination Bill 2012

The ADCQ supports the consolidation and reform of the federal anti-discrimination laws to achieve consistency, clarity and greater compliance. The Commission considers the definitions of discrimination can be improved, and is concerned that current high standards under State and Territory laws are not diminished. The Commission prefers exemptions to be specified clearly rather than introducing a general exception for justifiable conduct.

Review of the *Queensland Civil and Administrative Tribunal Act 2009*

The Commission strongly supports the current judicial structure, internal appeals mechanism and the distinction between legally qualified members and other members. The ADCQ suggested amendments to clarify some procedural aspects of matters in the anti-discrimination jurisdiction, and discussed equality of access to justice in the context of legal representation before the tribunal.

Sex Discrimination Amendment (Sexual Orientation, Gender Identity and Intersex Status) Bill 2013

The ADCQ strongly supports the introduction of protections for the GLBTI community in the federal laws and welcomes the inclusion of intersex status as a separate attribute. The ADCQ has concerns whether the expression 'different sex' may have unintended limitations for the attributes of gender identity and intersex status, and recommends limiting the exemption for record keeping for a specified period. The ADCQ urges improving substantive equality for everyone by amending the *Marriage Act* to allow marriage between people of the same sex.

Review of the *Youth Justice Act 1992*

The ADCQ urges the government to retain the principle of detention as a last resort, to remove 17-year-olds from adult prisons and the adult justice system, and to develop evidence-based policies and strategies for early intervention and to prevent young people offending.

Inquiry into the value of a justice reinvestment approach to criminal justice in Australia

The Commission supports the consideration and implementation of justice reinvestment approaches in Australia. Justice reinvestment is about reforming the criminal justice system, and in particular trying to prevent people from getting there in the first place. Justice reinvestment asks the question: is imprisonment good value for money? Early intervention initiatives and investing in programmes to prevent crime in communities that have high rates of criminal convictions, imprisonment and recidivism may be a better use of valuable taxpayer funds than the spending of funds on the criminal justice system.

Queensland Civil and Administrative Tribunal

The Anti-Discrimination Act 1991 outlines the functions of the ADCQ and the Queensland Civil and Administrative Tribunal (QCAT). Both entities have important but differing roles in administering the Act.

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

To illustrate the important role of QCAT in this jurisdiction, the following is a selection of decisions of the tribunal which were published during the reporting period.

Complaints

Race discrimination in work

An Aboriginal man was awarded compensation in respect of comments made by a co-worker behind his back and a botched apology. The co-worker described the man as a 'black fella', and on one occasion she was also refusing to swap a shift because it would lead to her working with the man. The tribunal said the racially offensive comment about a colleague who was not present was sufficient in itself to amount to less favourable treatment. The refusal to swap shifts had the added detriment of depriving the man of benefits associated with a workplace where swapping shifts was common and potentially causing other workers to be resentful of him. The co-worker was directed to apologise to the man, but during the telephone apology she made it worse by making further inappropriate comments and effectively telling the man he needed to move on. The tribunal said the failure to apologise appropriately also constituted less favourable treatment. The man was awarded a total amount of \$76,704.81, of which \$40,000 was for general damages. The general damages had been discounted because of other factors which contributed to the man's depressive illness. The award of damages was upheld on appeal as the appeal tribunal was satisfied there had been no error of law and the findings of fact were open to the hearing tribunal.

Barney v State of Queensland & Anor [2012] QCAT 695; and State of Queensland & Anor v Barney [2013] QCATA 104

Impairment discrimination in work

A temporary administrative worker at a prison was required to undertake Suicide Prevention Awareness training, despite having earlier been excused from a scheduled session of the training because of her medical condition of depression with a history of attempted suicides. The worker experienced difficulty undertaking the training on-line on her own, and had to take breaks during which she sought assistance from the employer's equity officer. The employer disputed the circumstances of training and the effect on the worker, however the tribunal preferred the evidence of the worker to that of the manager. The tribunal found a term had been imposed, and even though the worker did the training, she did it under duress fearing for her job security, and suffered extreme emotional distress. The tribunal found the term was not reasonable, and awarded \$10,000 damages for emotional pain and suffering.

Rushton v Muller & Anor [2012] QCAT 505

Religious belief in administration of State laws

Two people, whose religious belief prevented them from having their photographs taken, complained of discrimination when the Department of Transport refused to issue them with driver licences without photographs. Their religious belief is based on the Christian 2nd commandment and the books of the Old Testament of the Bible, Exodus and Deuteronomy. The Department gave evidence that driver licences with photographs were introduced in Queensland in 1986 and had

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

become a primary form of identification, and claimed reliable identification cannot occur without a photograph. The tribunal found that the requirement to have a photograph on a Queensland driver licence was reasonable, and the complaint was dismissed. The decision was appealed, and the appeal tribunal is yet to deliver its decision.

Emanuel & Anor v State of Queensland [2011] QCAT 731

Costs

A successful complainant applied for costs, arguing the claim had been in the nature of a test case and that there was significant public interest in resolving the question of reasonableness of Queensland Health's rostering requirements that had impacted on her as a nurse who was unable to work evenings because of a medical condition. The tribunal said the issue was whether the interests of justice require the tribunal to depart from the public policy position in the QCAT Act that parties bear their own costs. The tribunal did not accept that it had been a test case and the issues that were decided applied only to that case. The tribunal also said that granting the parties leave to be legally represented because of complex questions of law or fact did not predicate the making of a costs order at the end of the case.

Chivers v State of Queensland (No. 2) [2012] QCAT 437

Compare this to the decision of the Court of Appeal which, in ordering the payment of costs in the Appeal Tribunal of QCAT, was satisfied that the involvement of complex questions of law of was sufficient ground for departing from the usual rule that parties to proceedings in QCAT bear their own costs.

Dovedeen Pty Ltd & Anor v GK [2013] QCA 194

Exemption applications

The tribunal hears and determines exemption applications. The ADCQ has a role in providing submissions on applications made to the tribunal, as well as the process for considering the application.

Exemptions were granted to enable the provision of low cost housing for singles at 3 locations in the inner Brisbane area of Fortitude Valley.

Re Brisbane Housing Company Ltd (No. 1) [2012] QCAT 506; Re Brisbane Housing Company Ltd (No. 2) [2012] QCAT 507; Re Brisbane Housing Company Ltd (No. 3) [2012] QCAT 529

An exemption was granted to allow an organisation that provides counselling and programs for perpetrators of domestic violence to employ gender specific counsellors to comply with a requirement that group counselling be conducted by male and female counsellors.

Re The Youth and Family Service (Logan City) Inc. [2012] QCAT 315

Exemptions were granted to enable manufactured home parks to restrict accommodation to people aged over 50 years.

Re Surtie Enterprises Pty Ltd [2012] QCAT 369; TJ & RC Walsh Pty Ltd [2013] QCAT 25

The tribunal refused to grant an exemption to recruit females for sales and service, on the basis it was not necessary because the exemption relating to equal opportunity measures would apply. The tribunal suggested wording for advertisements to minimise the risk of complaints of discrimination.

Re AP Eagers Limited [2012] QCAT 567

Interim orders before referral

A person who had made a complaint to the ADCQ alleging discrimination on the basis of family responsibilities by her employer proposing to change her work hours/arrangements, applied to the tribunal for orders to stop the changes pending the outcome of her complaint. The complainant argued that if her complaint was not resolved at conciliation in the ADCQ, her employment would be terminated because she could not accept the changes, and any subsequent remedy would be

of little value. The tribunal said that on its face, section 144 'involves the exercise of a wide discretionary power to make orders directed to the maintenance of the status quo for the purpose of enabling the processes provided under the ADA to be effectively pursued, and to maximise the opportunity for its objectives to be achieved. Those objectives include protection from unfair discrimination, the investigation of complaints in which discrimination is alleged, and if the commissioner believes resolution by conciliation is possible, attempts to do so.' It said that at this early stage, the nature of any possible prejudice is likely to lack precision, which is recognised by the use of the word 'might' in the section. The tribunal was satisfied there was a risk that if the new system is introduced the complainant would lose her job, the prospects of conciliation would likely be adversely affected, and the nature of any remedies may be diminished because reinstatement under the new system is not something she can seek. Any uncertainty attached to those risks did not make them too remote or unlikely. As to the tests for an injunction, the respondents conceded the complainant had an arguable case. The issue would be the reasonableness of the term. The balance of convenience was argued by both parties on the basis of financial impact for both of them. The tribunal decided that the financial impact of denying the interim relief should prevail over the effects the employer could suffer if it is granted. The tribunal also said it was material that because the complainant is not an Australian citizen she would not be able to rely on Centrelink benefits if she loses employment. The tribunal ordered that the respondents are prohibited from altering the applicant's present hours of work until further order.

McIntyre v Hastings Deering (Australia) Ltd & Anor [2012] QCAT 438

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;
- 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;
- 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;
- 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;
- 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;
- 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 Legal Officer;
- Manager, Corporate Services;
- Manager, Community Relations;
- Manager, Far North Queensland Region;
- Manager, North Queensland Region;
- Manager, Central Queensland Region;
- Manager, Brisbane Complaint Team;
- Coordinator Aboriginal and Torres Strait Islander Unit.

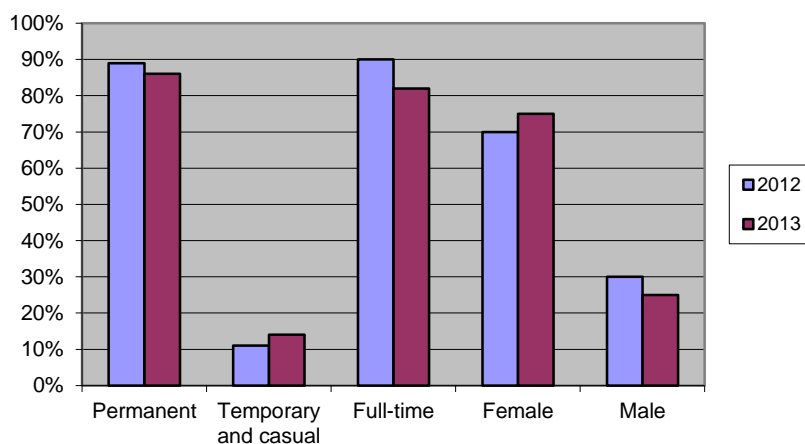
Commission staff

The ADCQ maintains offices in Brisbane, Cairns, Townsville and Rockhampton. At 30 June 2013, we employed 32 equivalent permanent, temporary and casual staff. This figure excludes people on leave without pay. The proportion of permanent staff decreased from 89 to 86 per cent over the last year. The permanent staff retention rate during 2012–13 was 93 per cent. The permanent staff separation rate was 7 per cent.

Table 14 - Staff groups

Group	Employees
Executive management	3
Legal	1
Corporate support	3
Information technology	1
Conciliation	10
Community relations	6
Regional services	8
Total	32

Graph 1 - Employee profiles



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.

Annual refresher training for all staff was provided in June 2013.

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;
- 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

Information on consultancies during the reporting period is available via www.qld.gov.au/data.

Early retirement, redundancy and retrenchment

The ADCQ undertook a minor restructure within the Brisbane office that resulted in one employee receiving a redundancy package at a cost of \$50,416.48.

Summary of financial information

Overview

The operating result for the ADCQ for 2012–13 was a modest surplus of approximately \$20 000 which was a sound result.

The major activities undertaken during the year include:

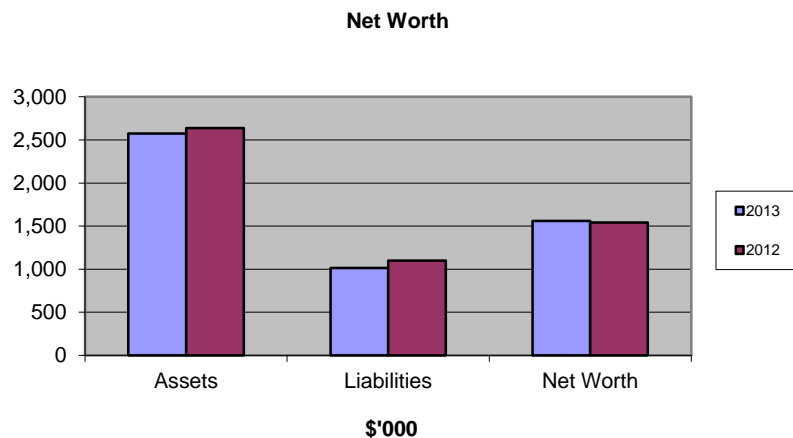
- Schools Project aimed at educating young people who are about to enter the workforce on their rights and responsibilities in the workplace;
- Small Business Project aimed at developing resources to support small business operators to meet their obligations under the Act;
- Conducting an operational review of the ADCQ;
- Creation of a new website to provide a platform for enhanced community engagement and to generate efficiencies within ADCQ;
- Replacement of obsolete telecommunications services to reduce costs and provide better conferencing facilities;
- 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 2013. This provides a measure of our equity level. ADCQ's assets at 30 June 2013 were \$2.6 million and liabilities were \$1 million, resulting in a total equity of \$1.6 million. The ADCQ's financial position remains strong.

Graph 2 - Net worth



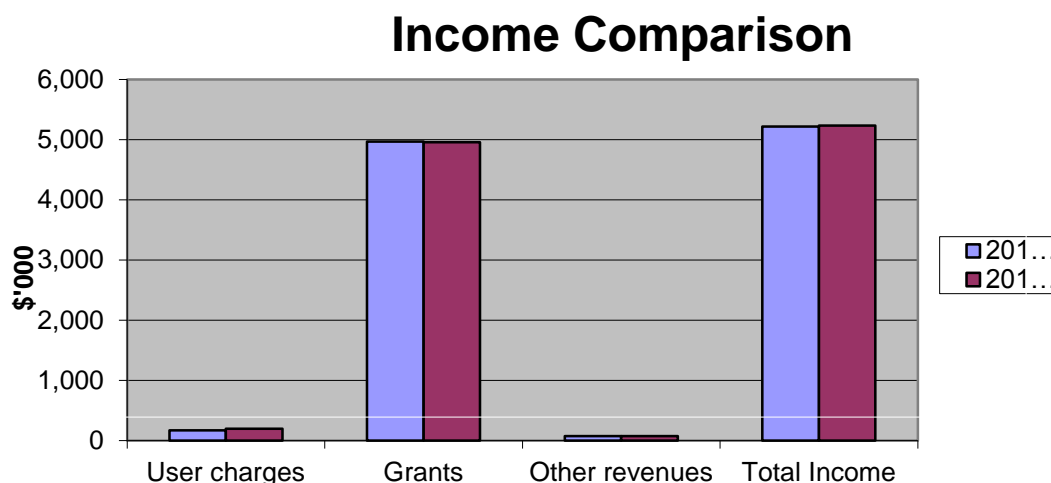
Financial performance

The Income Statement shows the total income for 2012–13 as \$5.221 million and expenditure as \$5.201 million. The ADCQ finished the year with an operating surplus of approximately \$20,000.

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 2012 - 13



Expenses

Total operating expenses for 2012–13 were \$5.201 million. The largest expense category is employee-related costs, which account for almost 63 per cent of total expenses. The second biggest category is supplies and services, which account for approximately 32 per cent.

Graph 4 - Application of funds

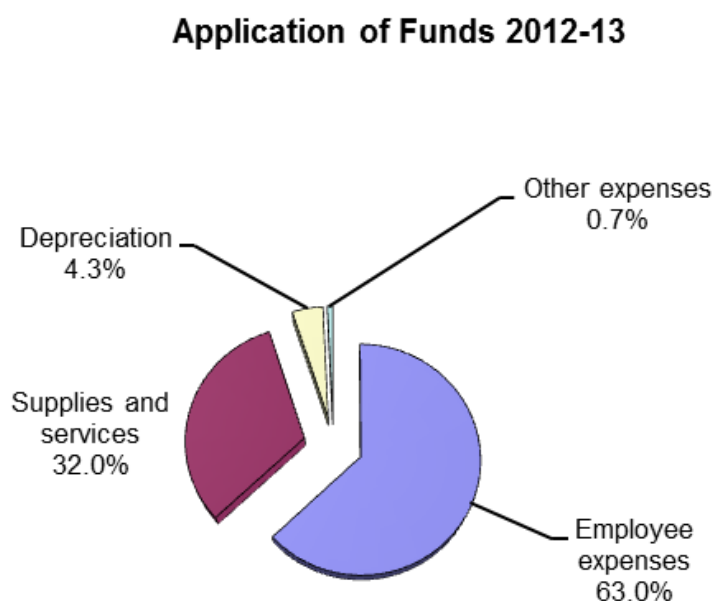


Table 15 - Comparison to Budget and Estimated Actual (Est Act) reported in Agency Service Delivery Statements"

	Variance to:				
	Budget	Est Act	Actual	Budget	Est Act
	\$'000	\$'000	\$'000	\$'000	\$'000
Revenue					
User charges	197	197	173	-24	-24
Revenue from Interest	71	71	48	-23	-23
Grants	5,038	4,970	4,970	-68	0
Other	10	10	30	20	20
Total revenues	5,316	5,248	5,221	-95	-27
Expenses					
Employee expenses	3,490	3,346	3,277	213	69
Supplies and services	1,508	1,585	1,663	-155	-78
Grants and subsidies	11	10	10	1	0
Depreciation/amortisation	280	279	223	57	56
Other expenses	27	28	28	-1	0
Total expenses	5,316	5,248	5,201	115	47
Result - Surplus/(Deficit)	0	0	20	20	20

* Totals may not add due to rounding.

Explanation of Major Variations

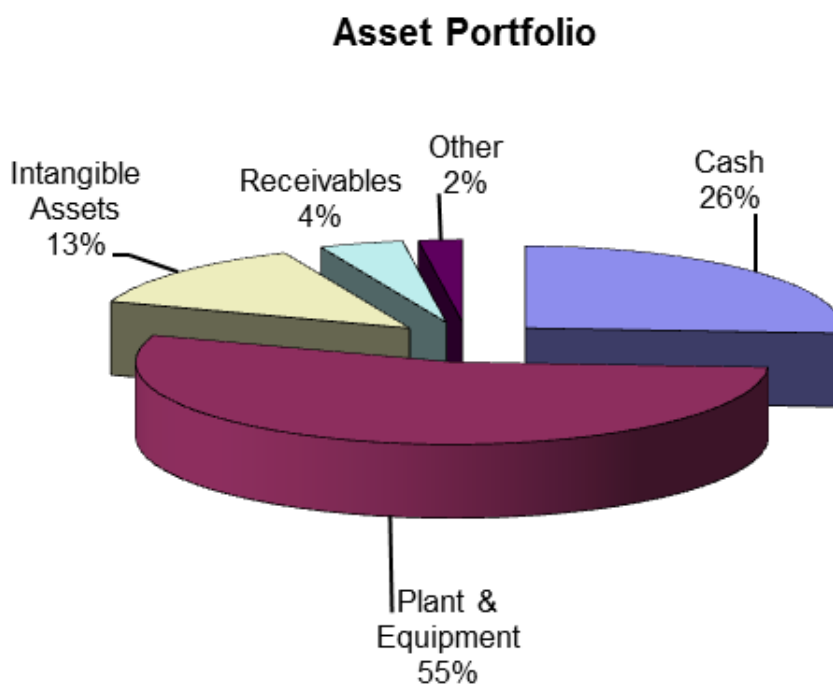
- Actual revenue from Grants is \$68,000 less than the initial budget due to delays in finalising wage increases under Enterprise Bargaining arrangements. This means the provision included in the initial budget was not needed and was removed. A consequential reduction in Employee expenses was also required.
- Savings in Employee expenses resulted from vacancies in the Brisbane and Townsville Offices. These savings were offset by the costs of one redundancy payment.
- The increase in Supplies and services relates to funding the operational review of the ADCQ, investment in staff training and costs associated with the implementation of new telecommunications services. These investments were funded from savings made elsewhere in the budget.

- Savings in Depreciation/amortisation resulted from the later than expected finalisation of the new website and increasing the useful life of the Brisbane tenancy assets.

Assets

Total assets did not change materially over the course of the financial year and are valued at \$2.6 million at 30 June 2013. Current assets are valued at \$0.8 million and are available to meet current liabilities which are valued at \$0.4 million. The ADCQ remains well positioned to meet all its obligations as they fall due.

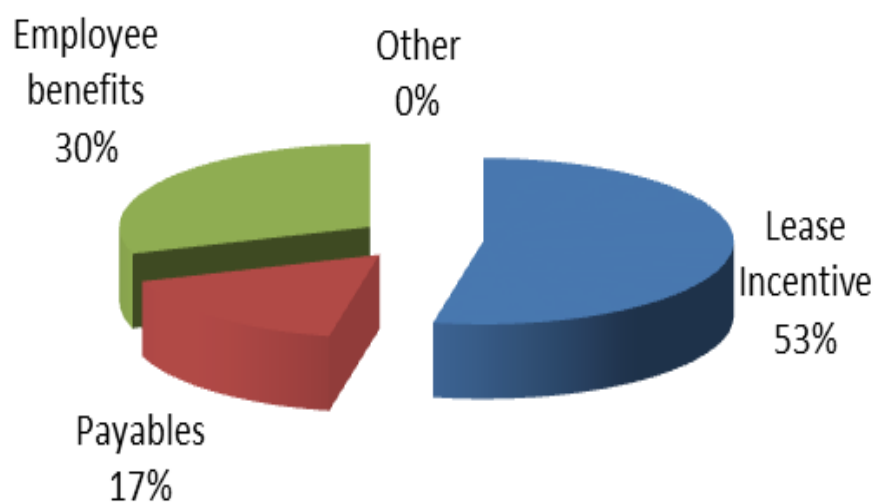
Graph 5 - Asset portfolio



Liabilities

Total liabilities at 30 June 2013 were about \$1 million. The largest single liability is \$0.5 million for a lease incentive associated with the new office accommodation. This liability will be discharged over the life of the fit-out assets created during the relocation. It has no cash effect as it is balanced by the increased asset value in the ADCQ. The remaining liabilities mainly relate to accrued employee entitlements and trade creditors.

Graph 6 - Liability composition



Financial statements

Certification of financial statements

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

Appendix B–Compliance checklist

Summary of requirement		Basis for requirement	Annual report reference
Letter of compliance	<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 	Queensland Government Language Services Policy ARRs – section 10.3	Inside cover
	<ul style="list-style-type: none"> Copyright notice 	Copyright Act 1968 ARRs – section 10.4	Inside cover
	<ul style="list-style-type: none"> Information licensing 	Queensland Government Enterprise Architecture – Information licensing 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 7
	<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, service standards and other measures 	ARRs – section 12.4	Page 9
Financial performance	<ul style="list-style-type: none"> Summary of financial performance 	ARRs – section 13.1	Page 41
	<ul style="list-style-type: none"> Chief Finance Officer (CFO) statement 	ARRs – section 13.2	Page 44 Appendix G

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 35
	Related entities	ARRs – section 14.3	N/A
	Boards and committees	ARRs – section 14.4	N/A
	Public Sector Ethics Act 1994	Public Sector Ethics Act 1994 (section 23 and Schedule) ARRs – section 14.5	Page 38
Governance – risk management and accountability	Risk management	ARRs – section 15.1	Page 39
	External Scrutiny	ARRs – section 15.2	N/A
	Audit committee	ARRs – section 15.3	Page 38
	Internal Audit	ARRs – section 15.4	Page 38
	Public Sector Renewal Program	ARRs – section 15.5	N/A
	Information systems and recordkeeping	ARRs – section 15.7	Page 38
Governance – human resources	Workforce planning, attraction and retention and performance	ARRs – section 16.1	Page 37
	Early retirement, redundancy and retrenchment	Directive No.11/12 Early Retirement, Redundancy and Retrenchment ARRs – section 16.2	Page 39
	Voluntary Separation Program	ARRs – section 16.3	N/A
Open Data	Open Data	ARRs – section 17	Page 39
Financial statements	Certification of financial statements	FAA – section 62 FPMS – sections 42, 43 and 50 ARRs – section 18.1	Page 44 Appendix G
	Independent Auditors Report	FAA – section 62 FPMS – section 50 ARRs – section 18.2	Page 44
	Remuneration disclosures	Financial Reporting Requirements for Queensland Government Agencies ARRs – section 18.3	Appendix G

FAA *Financial Accountability Act 2009*

FPMS *Financial and Performance Management Standard 2009*

ARRs *Annual Report Requirements for Queensland Government Agencies*

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 as web download from www.adcq.qld.gov.au

- Direct and indirect discrimination
- Exemptions
- Vicarious liability
- Victimisation
- Identified positions for Aboriginal & Torres Strait Islander people

- Incapacity and work
- Discrimination and religious-based schools and educational institutions

Information guides - available as web download from 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

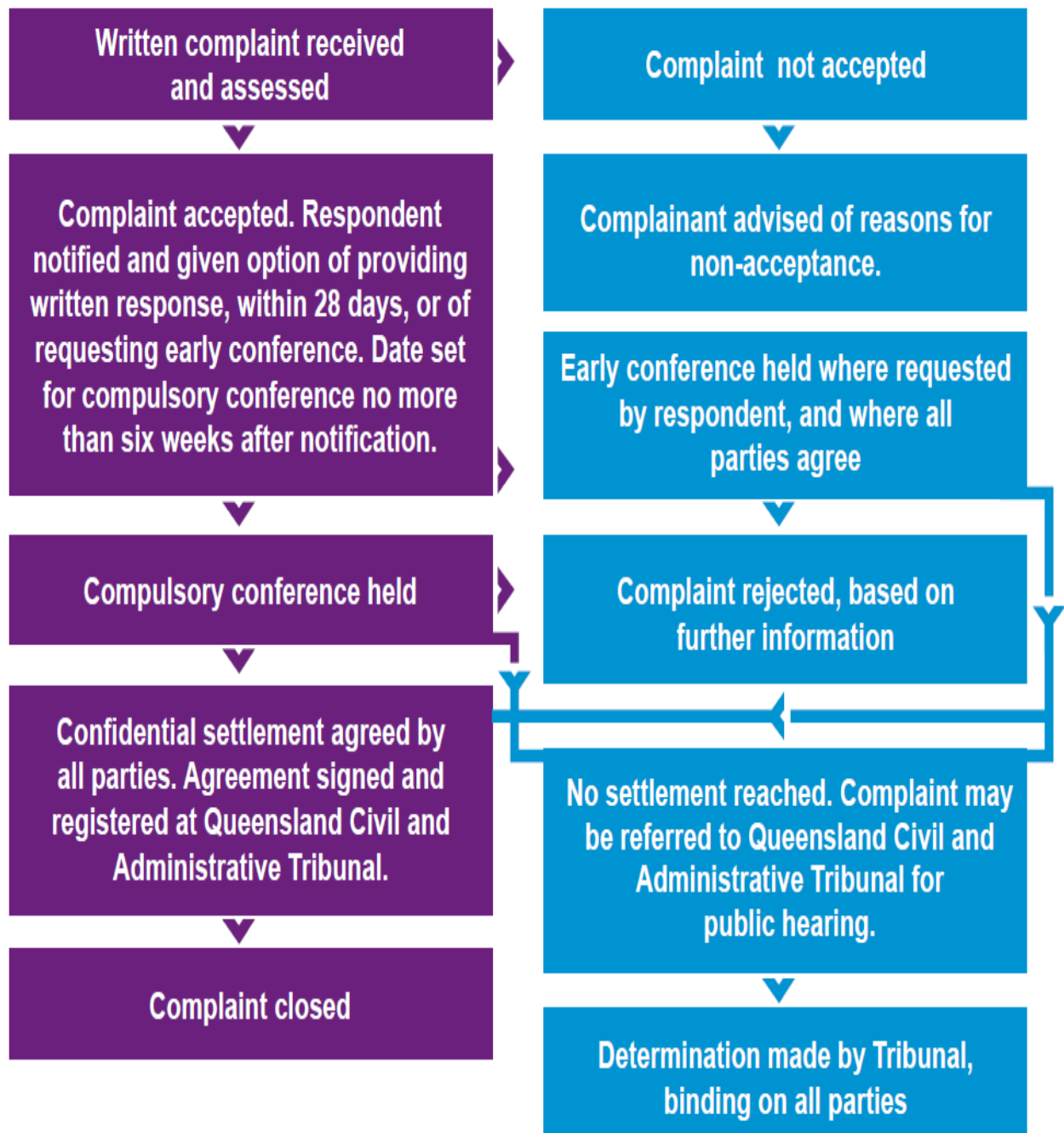
- Race – 'We're all the same and we're all different'
- Reaching out to Aboriginal & Torres Strait Islander peoples...
- Sexual harassment – 'Are you stepping on someone's toes?'
- General – 'Fair treatment – the way to go!'
- Universal Declaration of Human Rights (easy reference guide)
- Where do human rights begin? (Eleanor Roosevelt quote)

Postcards

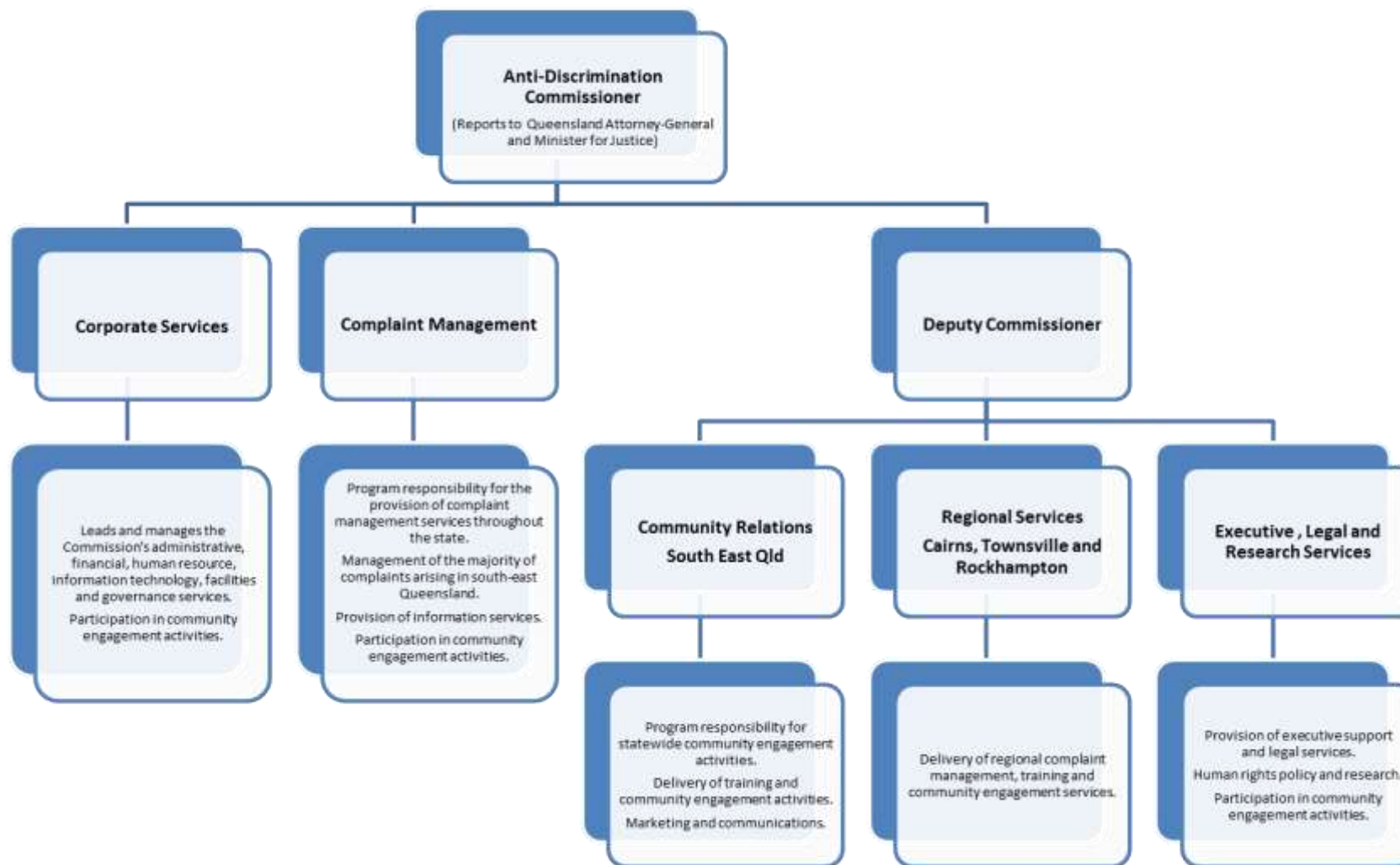
- Race - We're all the same and we're all different'
- Sexual harassment – 'Are you stepping on someone's toes?'

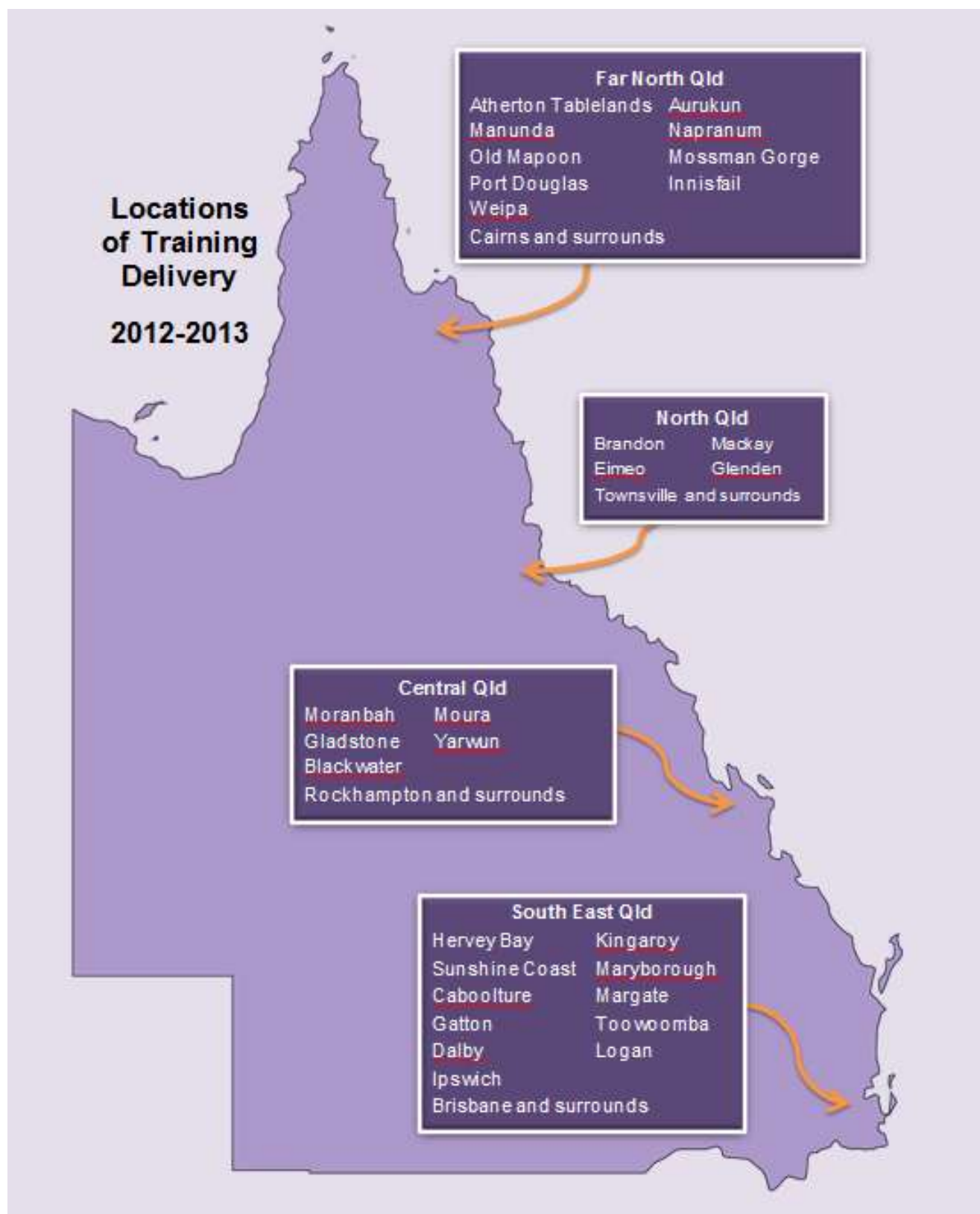
Rights cards

- Racial & religious hatred in Arabic, Bosnian, English, Farsi and Indonesian
- Aboriginal & Torres Strait Islander peoples
- LGBTI community
- Muslim community
- Young people



Appendix E– Organisational structure





ANTI-DISCRIMINATION COMMISSION
Statement of Comprehensive Income
for the year ended 30 June 2013

	Notes	2013 \$'000	2012 \$'000
Income from Continuing Operations			
Revenue			
User charges	2	173	199
Grants and other contributions	3	4,970	4,960
Other revenues	4	78	77
Total Income from Continuing Operations		5,221	5,236
Expenses from Continuing Operations			
Employee expenses	5	3,277	3,332
Supplies and services	7	1,663	1,596
Grants and subsidies	8	10	10
Depreciation and amortisation	9	223	246
Other expenses	10	28	28
Total Expenses from Continuing Operations		5,201	5,212
Operating Result from Continuing Operations		20	24
Other Comprehensive Income		-	-
Total Comprehensive Income		20	24

The accompanying notes form part of these statements.

ANTI-DISCRIMINATION COMMISSION
Statement of Financial Position
as at 30 June 2013

	Notes	2013 \$'000	2012 \$'000
Current Assets			
Cash and cash equivalents	11	669	842
Receivables	12	110	63
Inventories	13	14	48
Other	14	43	38
Total Current Assets		836	991
Non Current Assets			
Intangible assets	15	340	266
Plant and equipment	16	1,398	1,382
Total Non Current Assets		1,738	1,648
Total Assets		2,574	2,639
Current Liabilities			
Payables	17	168	206
Other financial liabilities	18	70	90
Accrued employee benefits	19	185	189
Other	20	-	7
Total Current Liabilities		423	492
Non Current Liabilities			
Other financial liabilities	18	469	518
Accrued employee benefits	19	121	88
Total Non Current Liabilities		590	606
Total Liabilities		1,013	1,098
Net Assets		1,561	1,541
Equity			
Contributed equity		337	337
Accumulated surplus		1,224	1,204
Total Equity		1,561	1,541

The accompanying notes form part of these statements.

ANTI-DISCRIMINATION COMMISSION
Statement of Changes in Equity
for the year ended 30 June 2013

	Accumulated Surplus	Contributed Equity	TOTAL
	\$'000	\$'000	\$'000
Balance as at 1 July 2011	1,180	407	1,587
Operating Result from Continuing Operations	24	-	24
Transactions with Owners as Owners:			
- Equity Withdrawal Non Appropriated	-	(70)	(70)
Balance as at 30 June 2012	1,204	337	1,541
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

The accompanying notes form part of these statements.

ANTI-DISCRIMINATION COMMISSION
Statement of Cash Flows
for the year ended 30 June 2013

	Notes	2013 \$'000	2012 \$'000
Cash flows from operating activities			
<i>Inflows:</i>			
User charges		148	214
Grants and other contributions		4,970	4,960
Interest receipts		48	66
GST input tax credits from ATO		214	184
GST collected from customers		18	21
Other		30	11
<i>Outflows:</i>			
Employee expenses		(3,267)	(3,415)
Supplies and services		(1,751)	(1,662)
Grants and subsidies		(10)	(10)
GST paid to suppliers		(212)	(184)
GST remitted to ATO		(19)	(21)
Other		(28)	(28)
Net cash provided by (used in) operating activities	21	141	136
Cash flows from investing activities			
<i>Outflows:</i>			
Payments for plant and equipment		(314)	(137)
Net cash provided by (used in) investing activities		(314)	(137)
Cash flows from financing activities			
<i>Inflows</i>			
Equity withdrawals		-	(70)
Net cash provided by (used in) financing activities		-	(70)
Net increase (decrease) in cash and cash equivalents		(173)	(71)
Cash and cash equivalents at beginning of financial year		842	913
Cash and cash equivalents at end of financial year	11	669	842

The accompanying notes form part of these statements.

Objectives and Principal Activities of the Commission

Note 1:	Summary of Significant Accounting Policies
Note 2:	User Charges
Note 3:	Grants and Other Contributions
Note 4:	Other Revenues
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Note 6:	Key Management Personnel and Remuneration
Note 7:	Supplies and Services
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Note 11:	Cash and Cash Equivalents
Note 12:	Receivables
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Note 14:	Other Current Assets
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Note 16:	Plant and Equipment
Note 17:	Payables
Note 18:	Other Financial Liabilities
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Note 20:	Other Current Liabilities
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Note 22:	Commitments for Expenditure
Note 23:	Contingencies
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 2013, 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

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.

(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*.

(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.

(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
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.

(l) Impairment of Non-Current Assets (cont'd)

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.

Therefore, no liability is recognised for accruing superannuation benefits 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*.

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 2012-13 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.

The flexible market-based price phase of the carbon pricing mechanism will commence on 1 July 2015. It will be preceded by a three-year period during which the price of permits will be fixed at \$23 per tonne or carbon dioxide equivalent in year one, \$24.15 in year two and \$25.40 in year three.

Section 4.3.4 of Queensland Treasury and Trade's report on 'Carbon Price Impacts for Queensland' dated August 2011 indicates that, for non-residential construction activities, costs may increase by between 0.7 per cent and 0.8 per cent over the period 2012-13 to 2015-16.

On this basis and other information available, the introduction 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 2012-13. Those new and amended Australian accounting standards that were applicable for the first time in the 2012-13 financial year had minimal effect on the commission's financial statements.

AASB 2011-9 *Amendments to Australian Accounting Standards - Presentation of Items of Other Comprehensive Income* [AASB 1, 5, 7, 101, 112, 120, 121, 132, 133, 134, 1039 & 1049] became effective from reporting periods beginning on or after 1 July 2012. The only impact for the commission is that, in the Statement of Comprehensive Income, items within the "Other Comprehensive Income" section are now presented in different sub-sections, according to whether or not they are subsequently classifiable to the operating result. Whether subsequent reclassification is possible depends on the requirements or criteria in the accounting standard/interpretation that relates to the item concerned.

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 set out below.

AASB 13 *Fair Value Measurement* applies 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 will apply to all of the Anti-Discrimination Commission's assets and liabilities (excluding leases) that are measured and/or disclosed at fair value or another measurement based on fair value. The potential impacts of AASB 13 relate to the fair value measurement methodologies used and financial statement disclosures made in respect of such assets and liabilities.

The commission has commenced reviewing its fair value methodologies for all items of plant and equipment measured at fair value to determine whether those methodologies comply with AASB 13. To the extent that the methodologies do not comply, changes will be necessary. No substantial changes are anticipated, based on the fair value methodologies presently used. Therefore, at this stage, no consequential material impacts are expected for the commission's plant and equipment as from 2013-14.

AASB 13 will require an increased amount of information to be disclosed in relation to fair value measurements for both assets and liabilities. To the extent that any fair value measurement for an asset or liability uses data that is not 'observable' outside the commission, the amount of information to be disclosed will be relatively greater.

A revised version of AASB 119 *Employee Benefits* applies from reporting periods beginning on or after 1 January 2013. The revised AASB 119 is generally to be applied retrospectively. Given the Anti-Discrimination Commission's circumstances, the only implications for the commission are that the revised standard clarifies the concept of 'termination benefits' and the recognition criteria for liabilities for termination benefits will be different. If termination benefits meet the 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 will 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 employer obligations for 'other long-term employee benefits' will need to be 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 schemes 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.

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

AASB 1053 *Application of Tiers of Australian Accounting Standards* applies as from 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.

Details of which disclosures in standards and interpretations are not required under Tier 2 reporting are set out in amending standards AASB 2010-2, AASB 2011-2, AASB 2011-6, AASB 2011-11, AASB 2012-1, AASB 2012-7 and AASB 2012-11 (which also apply from reporting periods beginning on or after 1 July 2013). However, Queensland Treasury and Trade's Financial Reporting Requirements effectively do not allow application of AASB 2011-6 in respect of controlled entities, associates or interests in jointly controlled entities.

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 will have no impact on the Anti-Discrimination Commission.

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*; and
- * AASB 2011 -7 *Amendments to Australian Accounting Standards arising from the Consolidation and Joint Arrangements Standards [AASB 1, 2, 3, 5, 7, 9, 2009-11, 101, 107, 112, 118, 121, 124, 132, 133, 136, 138, 139, 1023 & 1038 and Interpretations 5, 9, 16 & 17]*

The AASB is planning to amend AASB 10. Such amendments are expected to clarify how the IASB's principles about control of entities should be applied by not-for-profit entities in an Australian context. Hence, the Anti-Discrimination Commission is not yet in a position to reliably determine the future implications of these new and revised standards for the commission's financial statements.

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. Therefore, once the AASB finalises its not-for-profit amendments to AASB 10, the Anti-Discrimination Commission will need to reassess the nature of its relationships with other entities, including entities that aren't currently consolidated.

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. Subject to any not-for-profit amendments to be made to AASB 11, the Anti-Discrimination Commission will need to assess the nature of any arrangements with other entities to determine whether a joint arrangement exists in terms of AASB 11. If a joint arrangement does exist, the Anti-Discrimination 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.

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

AASB 1055 *Budgetary Reporting* applies from reporting periods beginning on or after 1 July 2014. From that date, based on what is currently published in the Queensland Government's Budgetary Service Delivery Statements, this means the Anti-Discrimination Commission will need to include in these financial statements the original budgeted statements for the Statement of Comprehensive Income, Statement of Financial Position, Statement of Changes in Equity and Statement of Cash Flows. These budgeted statements 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 budgeted financial statement.

AASB 9 *Financial Instruments* (December 2010) 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] become effective from reporting periods beginning on or after 1 January 2015. The main impacts of these standards on the Anti-Discrimination 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 Anti-Discrimination 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 2015-16 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 Note 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 Anti-Discrimination Commission will not need to restate comparative figures for financial instruments on adopting AASB 9 as from 2015-16. However, changed disclosure requirements will apply from that time. A number of one-off disclosures will be required in the 2015-16 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 2012-13

	2013 \$'000	2012 \$'000
2. User Charges		
Training sessions	169	196
Saleable publications	4	3
Total	173	199
3. Grants and Other Contributions		
Recurrent grant from Department of Justice and Attorney-General	4,970	4,960
Total	4,970	4,960
4. Other Revenues		
Interest	48	66
Services to Human Rights & Equal Opportunity Commission	10	10
Other	20	1
Total	78	77
5. Employee Expenses		
Employee Benefits		
Wages and salaries	2,364	2,463
Annual leave expense*	281	306
Employer superannuation contributions*	319	334
Long service leave levy*	56	57
Other employee benefits	57	4
Employee Related Expenses		
Workers' compensation premium*	26	18
Payroll tax*	110	124
Other employee related expenses	64	26
Total	3,277	3,332

* 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:

	2013	2012
Number of employees:	32	30

ANTI-DISCRIMINATION COMMISSION
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS 2012-13

6. Key Management Personnel and Remuneration

(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 agency during 2012-13. 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

Remuneration policy for the agency'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 agreements. In the case of SES officers, the contracts provide for the provision of benefits including motor vehicles.

For the 2012-13 year, remuneration of key management personnel increased in accordance with government policy by 2.2% for SO officers.

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

(b) Remuneration (cont'd)

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

- Short term employee benefits which include:
 - Base - consisting of base salary, allowances and leave entitlements expensed for the entire year or for that part of the year during which the employee occupied the specified position. Amounts disclosed equal the amount expensed in the Statement of Comprehensive Income.
 - 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 benefits include amounts expensed in respect of long service leave.
- Post employment benefits include amounts expensed in respect of employer superannuation obligations.
- Redundancy payments 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.

Total fixed remuneration is calculated on a 'total cost' basis and includes the base and non-monetary benefits, long term employee benefits and post employment benefits.

1 July 2012 - 30 June 2013

Position	Short Term Employee Benefits		Long Term Employee Benefits	Post Employment Benefits	Termination Benefits	Total Remuneration
	Base \$'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 2012-13****6. Key Management Personnel and Remuneration (cont'd)****(b) Remuneration (cont'd)**

1 July 2011 - 30 June 2012

Position	Short Term Employee Benefits		Long Term Employee Benefits	Post Employment Benefits	Termination Benefits	Total Remuneration
	Base \$'000	Non-Monetary Benefits \$'000	\$'000	\$'000	\$'000	\$'000
Anti-Discrimination Commissioner	180	-	3	19	-	202
Deputy Commissioner	123	-	3	14	-	140
State Director, Complaints Management	104	-	2	14	-	120
Manager, Corporate Services	110	-	2	14	-	126
Manager, Community Relations	96	-	2	12	-	110

ANTI-DISCRIMINATION COMMISSION**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS 2012-13**

	2013 \$'000	2012 \$'000
7. Supplies and Services		
Tenancy	713	631
Property outgoings	86	113
Printing and postage	98	97
Inventory sold	14	14
Professional services	86	58
Travel	38	79
Operating level agreement	162	134
Computing	208	163
Conference/workshop	10	29
Motor vehicle	43	36
Telephones	92	108
Subscription and publications	18	26
Transcription charges	-	1
Stores and stationery	31	34
Interpreter's fees	13	13
Plant and equipment charges	23	27
Other	28	33
Total	1,663	1,596

ANTI-DISCRIMINATION COMMISSION
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS 2012-13

	2013 \$'000	2012 \$'000
8. Grants and Subsidies		
Australian Sports Commission	10	10
Total	10	10

9. Depreciation and Amortisation

Depreciation and amortisation were incurred in respect of:

Plant and equipment	187	211
Software internally generated	36	35
Total	223	246

10. Other Expenses

External audit fees ***	24	24
Insurance Premiums - QGIF	4	3
Sponsorships	-	1
Total	28	28

*** Total audit fees paid to the Queensland Audit Office relating to the 2012-13 financial statements are estimated to be \$24,000 (2012: \$24,000). There are no non-audit services included in this amount.

11. Cash and Cash Equivalents

Imprest accounts	2	2
Cash at bank	89	260
Term deposits	578	580
Total	669	842

Term deposits with the Commonwealth Bank earned interest at rates between 3.75% and 4.55% (2012: 3.00% and 5.80%)

ANTI-DISCRIMINATION COMMISSION
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS 2012-13

	2013 \$'000	2012 \$'000
12. Receivables		
Trade debtors	55	33
GST receivable	21	21
Long service leave reimbursements	31	9
Sundry debtors	3	-
Total	110	63

13. Inventories		
Inventory held for resale	-	34
Inventory held for distribution - at cost	14	14
Total	14	48

14. Other Current Assets		
Prepayments	43	38
Total	43	38

15. Intangible Assets		
Software Internally Generated		
At cost	461	350
Less: Accumulated amortisation	(121)	(84)
Total	340	266

Intangibles Reconciliation

Software Internally Generated		Total	
2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000
266	301	266	301
110	-	110	-
(36)	(35)	(36)	(35)
340	266	340	266

Carrying amount at 1 July
 Transferred from work in progress
 Amortisation
 Carrying amount at 30 June

ANTI-DISCRIMINATION COMMISSION
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS 2012-13

	2013 \$'000	2012 \$'000
16. Plant and Equipment		
Plant and equipment:		
At cost	2,196	1,952
Less: Accumulated depreciation	(798)	(618)
	<u>1,398</u>	<u>1,334</u>
Work in Progress:		
At cost	-	48
Total	<u><u>1,398</u></u>	<u><u>1,382</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	
	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000
Carrying amount at 1 July	48	-	1,334	1,456	1,382	1,456
Acquisitions	307	137	7	-	314	137
Disposals	-	-	(1)	-	(1)	-
Transfers between classes	(245)	(89)	245	89	-	-
Transferred to Intangibles	(110)	-	-	-	(110)	-
Depreciation	-	-	(187)	(211)	(187)	(211)
Carrying amount at 30 June	<u><u>-</u></u>	<u><u>48</u></u>	<u><u>1,398</u></u>	<u><u>1,334</u></u>	<u><u>1,398</u></u>	<u><u>1,382</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	167	208
FBT payable	1	2
Payroll tax payable	-	(4)
Total	<u><u>168</u></u>	<u><u>206</u></u>

18. Other Financial Liabilities
Current

Lease incentive liability	70	90
Total	<u><u>70</u></u>	<u><u>90</u></u>

Non-Current

Lease incentive liability	469	518
Total	<u><u>469</u></u>	<u><u>518</u></u>

ANTI-DISCRIMINATION COMMISSION
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS 2012-13

	2013 \$'000	2012 \$'000
19. Accrued Employee Benefits		
Current		
Recreation leave	171	175
Long service leave levy payable	14	14
Total	185	189
Non-Current		
Recreation leave	121	88
Total	121	88

The discount rates used to calculate the present value of non-current annual leave is 2.5% (2012: 2.9%).

20. Other Current Liabilities

Unearned revenue	-	7
Total	-	7

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

Operating result	20	24
Depreciation and amortisation expense	223	246
Change in assets and liabilities:		
(Increase)/decrease in trade receivables	(22)	4
(Increase)/decrease in LSL reimbursement receivables	(22)	(2)
(Increase)/decrease in other receivables	(3)	11
(Increase)/decrease in inventories	34	2
(Increase)/decrease in prepayments	(5)	(11)
Increase/(decrease) in lease incentive liability	(69)	(91)
Increase/(decrease) in accounts payable	(38)	34
Increase/(decrease) in accrued employee benefits	29	(81)
Increase/(decrease) in unearned revenue	(7)	-
Net Cash provided by (used in) operating activities	141	136

2013	2012
\$'000	\$'000

22. 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	826	808
Later than one year and not later than five years	1,168	1,888
Total	1,994	2,696

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.

23. Contingencies**(a) Litigations in progress**

There were no cases filed naming the commission as defendant at 30 June 2013.

(b) Financial Guarantees

The commission was not committed to any guarantees or undertakings at 30 June 2013.

24. Financial Instruments

(a) Categorisation of Financial Instruments

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

Category	Note	2013 \$'000	2012 \$'000
Financial Assets			
Cash and cash equivalents	11	669	842
Receivables	12	110	63
Total		779	905
Financial Liabilities			
Financial liabilities measured at amortised cost:			
Payables	17	168	206
Total		168	206

(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	2013 \$'000	2012 \$'000
Financial assets			
Cash	11	669	842
Total		669	842

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.

ANTI-DISCRIMINATION COMMISSION
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS 2012-13

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:

2013 Financial assets past due but not impaired

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

2012 Financial assets past due but not impaired

	Less than 30 days \$'000	30-60 days \$'000	Overdue		Total \$'000
			61-90 days \$'000	More than 90 days \$'000	
Receivables	15	1	-	-	16
Total	15	1	-	-	16

Financial Liabilities

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

ANTI-DISCRIMINATION COMMISSION
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS 2012-13

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.

		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

		2012 Payable in			Total
	Note	<1 year \$'000	1-5 years \$'000	>5 years \$'000	\$'000
Financial Liabilities					
Payables	17	206	-	-	206
Total		206	-	-	206

ANTI-DISCRIMINATION COMMISSION
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS 2012-13

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 \$7,000 (2012: \$8,000).

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

Financial Instruments	Carrying Amount \$'000	2012 Interest rate risk			
		-1%		+1%	
		Operating Result \$'000	Equity \$'000	Operating Result \$'000	Equity \$'000
Cash	842	(8)	(8)	8	8
Potential Impact		(8)	(8)	8	8

(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

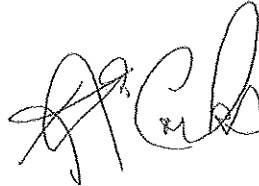
These general purpose financial statements have been prepared pursuant to section 62(1) of the *Financial Accountability Act 2009* (the Act), relevant sections of the *Financial and Performance Management Standard 2009* and other prescribed requirements. In accordance with Section 62(1)(b) of the Act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

- (a) the prescribed requirements for establishing and keeping the accounts have been complied with in all material respects; and
- (b) the 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 for the financial year ended 30 June 2013 and of the financial position of the Commission at the end of that year.



Warren Edwards
Manager, Corporate Services

9 August 2013



Kevin Cocks AM
Anti-Discrimination Commissioner

9 August 2013

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 2013, 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*:

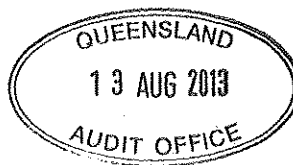
- (a) I have received all the information and explanations which I have required
- (b) in my opinion:
 - (i) the prescribed requirements in relation to the establishment and keeping of accounts have been complied with in all material respects
 - (ii) the financial report presents a true and fair view, in accordance with the prescribed accounting standards, of the transactions of the Anti-Discrimination Commission for the financial year 1 July 2012 to 30 June 2013 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.



M R HYMAN CA
(as Delegate of the Auditor-General of Queensland)



Queensland Audit Office
Brisbane