



## Department of Justice and Attorney-General

### Portfolio overview

**The Attorney-General and Minister for Justice, Minister for Women and Minister for the Prevention of Domestic and Family Violence**

The Honourable Shannon Fentiman MP

**Department of Justice and Attorney-General**

Director-General: David Mackie

The Attorney-General and Minister for Justice is also responsible for:

**Queensland Human Rights Commission**

Human Rights Commissioner: Scott McDougall

**Crime and Corruption Commission**

Chairperson: Alan MacSporran QC

Chief Executive Officer: Jen O'Farrell

**Legal Aid Queensland**

Chief Executive Officer: Nicky Davies

**Office of the Information Commissioner**

Information Commissioner: Rachael Rangihaeata

**Queensland Family and Child Commission**

Principal Commissioner: Cheryl Vardon



**Prostitution Licensing Authority**

Chairperson: Walter Tutt

**Electoral Commission of Queensland**

Electoral Commissioner: Pat Vidgen PSM

**Office of the Queensland Ombudsman**

The Queensland Ombudsman: Anthony Reilly

**The Public Trustee**

Public Trustee: Samay Zhouand

Additional information about these agencies can be sourced from:

[www.justice.qld.gov.au](http://www.justice.qld.gov.au)

[www.qhrc.qld.gov.au](http://www.qhrc.qld.gov.au)

[www.ccc.qld.gov.au](http://www.ccc.qld.gov.au)

[www.legalaid.qld.gov.au](http://www.legalaid.qld.gov.au)

[www.oic.qld.gov.au](http://www.oic.qld.gov.au)

[www.qfcc.qld.gov.au](http://www.qfcc.qld.gov.au)

[www.pla.qld.gov.au](http://www.pla.qld.gov.au)

[www.ecq.qld.gov.au](http://www.ecq.qld.gov.au)

[www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au)

[www.pt.qld.gov.au](http://www.pt.qld.gov.au)



# Statutory bodies

## Queensland Human Rights Commission

### Overview

The Queensland Human Rights Commission's (QHRC) strategic vision is a Queensland where human rights are real for everyone. QHRC's purpose is to protect and promote freedom, respect, equality and dignity.

The QHRC's objectives are:

- supporting justice and self-determination for Aboriginal and Torres Strait Islander peoples
- promoting access and inclusion
- working toward safer communities
- increasing institutional transparency.

### Key deliverables

In 2021–22, QHRC will:

- intervene where appropriate in proceedings involving human rights issues to provide expert assistance to courts and tribunals
- finalise the review of QHRC services to provide a culturally appropriate Commission experience for Aboriginal and Torres Strait Islander peoples
- support the review of vilification law and First Nations health equity in Queensland
- publish reports on unresolved human rights complaints to encourage transparency and promote best practice decision making in government service delivery
- work with key stakeholders within the child protection and juvenile justice systems to urge the embedding of human rights principles within existing frameworks and encourage increased understanding and compliance with human rights obligations
- maintain an effective complaints process to manage the assessment and resolution of complaints under both the *Anti-Discrimination Act 1991* and *Human Rights Act 2019*, with a focus on reducing the current backlog of complaints and client wait-times.

### Staffing

The table below shows the full-time equivalents (FTEs) as at the 30 June in the respective years.

Service Area	2020–21 Budget	2020–21 Est. Actual	2021–22 Budget
Human rights	46	46	49
<b>Total FTEs</b>	<b>46</b>	<b>46</b>	<b>49</b>



# Performance statements

## Human Rights

### Service area objective

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

Service standards	2020–21 Target/Est.	2020–21 Est. Actual	2021–22 Target/Est.
<b>Effectiveness measures</b>			
Percentage of accepted Anti-Discrimination Act (ADA) complaints resolved by conciliation <sup>1</sup>	55%	45%	55%
Percentage of clients satisfied with complaint handling service measured via client survey	85%	80%	85%
Percentage of clients satisfied with training sessions measured via client survey	95%	98%	95%
Percentage of accepted ADA complaints finalised within the Commission	70%	69%	70%
<b>Efficiency measure</b>			
Clearance rate for accepted complaints dealt with under the ADA and <i>Human Rights Act 2019</i> <sup>2</sup>	100%	74%	100%

Notes:

1. The variance between the 2020–21 Target/Estimate and 2020–21 Estimated Actual results from the increased complexity caused by the decision in *Toodayan v Anti-Discrimination Commission Queensland* [2018] QCA 249, the introduction of Human Rights considerations into all complaints against public entities, and a change from face-to-face conciliation conferences to telephone conferences due to COVID-19.
2. The variance between the 2020–21 Target/Estimate and 2020–21 Estimated Actual is the significant increase in complaints caused by the combination of the commencement of the *Human Rights Act 2019* and the COVID-19 pandemic when many rules and directions were imposed on the public and persons in detention, impacting on their human rights. Although the Commission increased the number of complaints finalised, it was not able to keep up with the significant increase in complaints, leading to a backlog.



# Budgeted financial statements