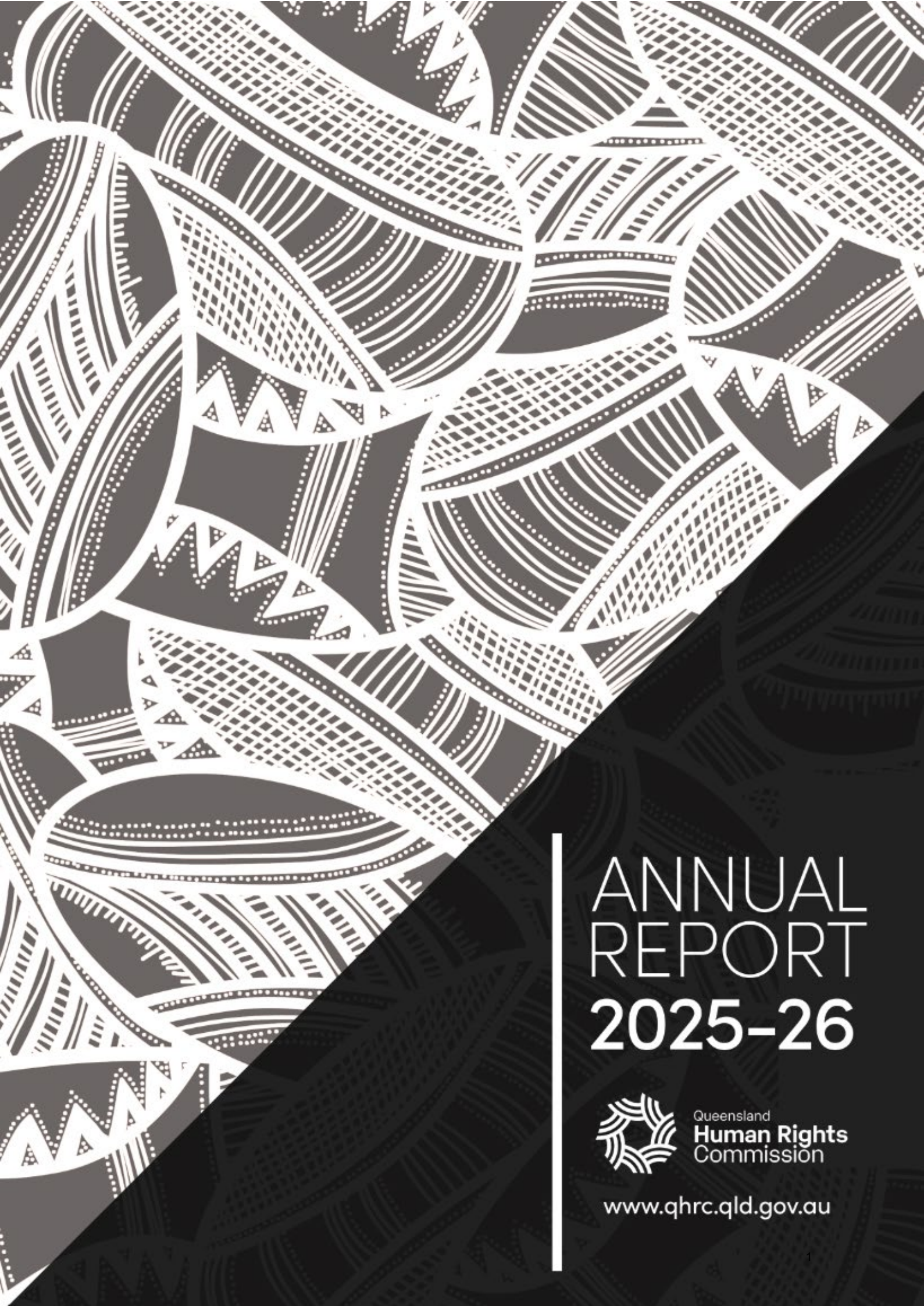




ANNUAL REPORT 2025-26



Queensland
**Human Rights
Commission**

www.qhrc.qld.gov.au

Annual report 2025-26

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Contents

Letter of compliance.....	5
Commissioner's foreword.....	6
About the Commission.....	9
Our vision.....	10
Our purpose.....	10
Our services.....	10
Organisational structure and management.....	11
Government's objectives for the community.....	16
Significant initiatives.....	17
Rights Made Real podcast.....	17
Refreshed website.....	17
Office location uplift.....	17
New Education Hub.....	18
Dispute resolution services.....	19
Complaints we received and resolved.....	19
Our dispute resolution process.....	20
Complaints we finalised.....	21
Accepted complaints: discrimination.....	23
Accepted complaints: other breaches of the <i>Anti-Discrimination Act 1991</i>	27
Accepted complaints: human rights.....	29
Accepted complaints: outcomes.....	33
Finalised complaints: demographics of complainants.....	35
Feedback from complaint parties.....	36
Conciliated complaints.....	38
Complaints referred to the tribunal.....	41
Enquiries.....	44
Education services.....	46
Education services review.....	46
Private and public training sessions.....	47
eLearning.....	49
Policy.....	50
Submissions to parliamentary inquiries and other reviews and consultations.....	50
Legal.....	56
Engagement and communications.....	63

Yirmba First Nations Unit.....	63
Engagement.....	64
Communications.....	65
Corporate governance	66
Structure and management	66
Risk management and accountability	67
Human resources	70
Early retirement, redundancy, and retrenchment	71
Open data.....	71
Summary of financial performance	72
Financial governance	72
Financial summary 2025-26.....	72
Income	72
Expenditure	73
Financial position.....	73
Financial statements.....	75
Appendix A: Compliance checklist	99
Appendix B: Performance statement.....	101
Appendix C: Glossary	102
Appendix D: Our organisational structure.....	103
Appendix E: Our functions	104

Letter of compliance

28 August 2026

The Honourable Deb Frecklington MP

Attorney-General and Minister for Justice and Minister for Integrity

1 William Street

Brisbane QLD 4000

Dear Attorney-General,

I am pleased to present the Annual Report 2025-2026 and financial statements for the Queensland Human Rights Commission.

I certify that this Annual Report complies with:

- The prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2019*, and
- The detailed requirements set out in the annual reporting requirements for Queensland Government agencies.

A checklist outlining the annual reporting requirements can be found at Appendix A of this annual report or accessed at <https://www.qhrc.qld.gov.au>.

Yours sincerely,

A handwritten signature in black ink that reads "Debbie Platz". The signature is written in a cursive, flowing style.

Debbie Platz

Commissioner

Queensland Human Rights Commission



Commissioner's foreword

It is a privilege to be appointed as the second Commissioner of the Queensland Human Rights Commission and commence in the role in January 2026. I sincerely thank Scott McDougall for his stewardship as Commissioner until October 2025 and Catherine Scott who acted as Commissioner until I commenced.

As all who have held this role, I am thankful to the passionate and professional Commission staff for their ongoing dedication to preventing discrimination and strengthening human rights in Queensland.

During the first five months of my tenure in the role, I travelled to many parts of the state, listening to our stakeholders to understand their challenges, identifying collaboration opportunities and understanding the impact of Commission work on the ground, as we work to build fairer, safer and more inclusive communities.

The listening tour highlighted the importance of the Commission's ongoing role in supporting Queenslanders progressing complaints regarding discrimination and human rights infringements, as well as continuing to build productive relationships to further amplify the work of the Commission.

While the breadth and depth of the work at the Commission and the stakeholders we collaborate with is enormous, there are many major highlights to recognise this year.

In July 2025 the Commission launched its first podcast 'Rights Made Real' Gathering Strength series which features the voices of First Nations community members following the Bandarran Marra'Gu Summit held in the previous financial year. The Rights Made Real podcast has had over 2,500 listens as at August 2026 and been shortlisted for the national Mumbrella Publish Awards for best podcast (series). This is notable recognition for the podcast which amplifies First Nations voices and supports the Commission's strategic priority to support self-determination of First Nations peoples.

In an ongoing commitment to raising awareness, a refreshed website was launched in February 2026. User research informed an improved user experience and increased accessibility of the website. The updates also increase Queenslanders digital access to information about preventing discrimination and upholding human rights.

Following its foundational year, the Yirmba First Nations Unit continues to build strong relationships with First Nations peoples, communities and organisations, engaging on country to increase an understanding of rights. Yirmba works closely with teams across the Commission to build a culturally safe practice across our services and provide support to First Nations complainants.

Across the Commission staff engage with community members and stakeholders to progress awareness-raising activities. Through attendance at

community events such as NAIDOC and Pride, and partnering with stakeholders including local Councils, multicultural groups and community sector organisations, we engage with community members across the state to raise awareness of rights and Commission services.

Our Education services benefited from a strategic review, leading to the development of a new strategy, reshaping the direction of delivery to focus on capability uplift of organisational leaders to uphold their obligations. Education services also commenced a significant upgrade to our digital learning platform to improve the digital learning experience across our human rights and anti-discrimination training modules. The new Education Hub will launch in the 2026-27 financial year.

The Commission's small but mighty legal and policy team continued to monitor public policy to protect and promote human rights and contribute to building equitable communities. Participating in consultations, providing submissions to parliamentary enquiries, engaging with key stakeholders and intervening in relevant legal proceedings continues to ensure anti-discrimination and human rights considerations are prioritised and maintained.

In another demonstration of the Commission's commitment to improve access to our services, both Brisbane and Cairns offices moved location. The new office locations provide improved access, culturally safe and accessible design and functional spaces to deliver our services to all in Queensland.

Significantly, complaints to the Commission increased by 60% compared to the previous financial year. While we have seen a consistent increase in complaints over the past years, this increase is a significant jump. The committed Enquiries & Dispute Resolution team is dealing efficiently with this substantial increase having received over 2,439 complaints (47 per week) and over 5,148 enquiries (over 99 per week). The team finalised 1,849 complaints throughout the year, another significant increase from the 1,628 complaints finalised in 2024-25.

The Commission remains committed to strengthening the systems and processes that support complaint management. A key achievement was the successful implementation of an updated customer relationship management platform, enhancing complaint recording, monitoring and reporting. This investment provides a strong foundation for ongoing service improvements for staff and the people of Queensland.

This year's complaints data provides insight into the rapidly changing environment in which the Commission operates. The increase in complaints may be attributed to the fast uptake of AI-supported complaints along with ongoing awareness-raising activities delivered by our engagement, communication and education teams.

As I present the 2025-26 Annual Report, I am reminded that the Commission's achievements are built on the dedication and hard work of our staff and the strength of our partnerships with communities across Queensland. I extend my heartfelt thanks to all who have contributed to this

important work. Together, we have made significant progress, and I look forward to continuing our collective efforts to prevent discrimination and uphold and strengthen human rights for current and future generations of all those who live in and visit Queensland.

A handwritten signature in black ink that reads "Debbie Platz". The script is fluid and cursive, with the first letters of "Debbie" and "Platz" being capitalized and prominent.

Debbie Platz
Commissioner
Queensland Human Rights Commission



About the Commission

The Commission is an independent statutory body established under the *Anti-Discrimination Act 1991*. We are accountable to Parliament through the Attorney-General and Minister for Justice.

The Commission is led by the Human Rights Commissioner, who is appointed under section 238 of the *Anti-Discrimination Act 1991* by the Governor in Council.

We have functions under the *Anti-Discrimination Act 1991* and the *Human Rights Act 2019*, which include:

- Dealing with complaints of discrimination, sexual harassment, vilification, reprisal (under the *Public Interest Disclosure Act 2010*), and contraventions of the *Human Rights Act 2019*
- Reviewing public entities' policies, programs, procedures, practices and services in relation to their compatibility with human rights
- Promoting an understanding, acceptance and public discussion of human rights and the *Human Rights Act 2019* in Queensland
- Providing education about discrimination, human rights and the *Human Rights Act 2019*.

Our operational objectives are directly aligned to the objectives of our governing legislation. Our four strategic objectives are:

1. Promoting self-determination for First Nations peoples
2. Promoting equitable communities
3. Preventing and responding to harm
4. Optimising our capacity

Through our work, we contribute to the Government's objectives for the community by working to provide 'safety where you live' and 'a better lifestyle through a stronger economy.' The Commission does this by fostering safety in Queensland communities, including creating environments where individuals – regardless of who they are – can live, work, and participate in society free from harm, prejudice, and exclusion; and by addressing discrimination and human rights complaints where they occur.

Our vision

A Queensland where human rights are real for everyone.

Our purpose

To protect and promote freedom, respect, equality and dignity.

Our services

Our services include:

- providing an expert dispute resolution service for discrimination and human rights complaints
- helping people understand their rights and responsibilities through our statewide enquiry service
- training for businesses, government and the community
- supporting the development of policy and legislation to better protect rights
- increasing public understanding and discussion of human rights and responsibilities through our community engagement, education programs and communications.

More detail about the nature and range of our services is contained in the next 4 sections of this report: Dispute resolution and enquiries; Education services; Policy and Legal; Engagement and communications.

A table showing effectiveness and efficiency measures against our service standards can be found in Appendix B.

Further comments on significant initiatives and policy changes have been made in the Commissioner's foreword and on pages 17-18 of this report.



Organisational structure and management

Organisational structure

A chart showing the Commission's organisational structure during the FY25-26 period is available in Appendix D of this report.

Executive management

Accountability for our operations under the *Financial Accountability Act 2009* resides 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. Commissioner Scott McDougall concluded his seven-year term as Queensland's Human Rights Commissioner on 7 October 2025. Following his departure, Catherine Scott served as the acting Human Rights Commissioner until 30 January 2026. The current Commissioner, Debbie Platz, was appointed as the new Human Rights Commissioner for a five-year term commencing 30 January 2026.

The Commissioner leads the executive management committee (EMC). The EMC is responsible for the development of the strategic plan and contributing to setting the overall strategic direction for the organisation. It is accountable for achieving the Commission's long-term objectives, providing leadership and direction that upholds the Commission's values, and delivering services, relevant regulatory requirements and the overall functions of the Commission.

The EMC is governed by the following key objectives:

- to position the Commission as an effective, independent authority, delivering on all its statutory functions
- to set the culture of the Commission, including to ensure a cohesive and high performing workforce that is diverse and inclusive
- to demonstrate and embed agreed risk management principles
- to ensure the Commission has the workforce capacity and capability required to deliver high quality, appropriately prioritised services and projects
- to ensure sound financial management and decision-making
- to monitor the Commission's performance in delivering the strategic and operating plans
- to engage effectively with the Department of Justice and secure funding that allows the exercise of statutory independence.

The members of the EMC as at 30 June 2026 are Debbie Platz, Jane Vasey, Clair Perkins, Alison Bock and Anh Bui. The Manager, Yirmba First Nations Unit, Luke Wenitong, reports to the Director, Engagement and Communications and attends EMC meetings as an advisory member.

Debbie Platz, Queensland Human Rights Commissioner

(from 30 January 2026)

Debbie Platz commenced as the Queensland Human Rights Commissioner on 30 January 2026. She is the second Commissioner to be appointed to this role in Queensland.

Debbie has extensive public sector leadership experience, including as the New South Wales State Emergency Service (SES), Deputy Commissioner Operations, where she was responsible for safeguarding communities from natural disasters and demonstrated a deep commitment to representing vulnerable people.

Debbie holds a Masters of Studies (Applied Criminology) from the University of Cambridge, United Kingdom; Masters of Business Administration from the University of the Sunshine Coast; Graduate Diploma in Education (Secondary/VET) from the University of the Sunshine Coast; and is Adjunct Professor with the University of Queensland.

Catherine Scott, Acting Queensland Human Rights Commissioner

(from 8 October 2025 to 30 January 2026)

Catherine has a wealth of experience in public administration and law, having worked in the public service for over twenty years occupying a variety of senior leadership roles at the Queensland Crown Solicitor's Office, Metro South Hospital and Health Service, Queensland Health and the Department of Justice. Since 2024, Catherine has been General Counsel of the Department of Justice.

She holds a Bachelor of Business/Bachelor of Laws from the Queensland University of Technology and a Masters of Applied Law from the College of Law.

Scott McDougall, Queensland Human Rights Commissioner

(from 8 October 2018 to 7 October 2025)

On 8 October 2018 Scott commenced his appointment as the Queensland Anti-Discrimination Commissioner. Prior to this appointment he was the Director and Principal Solicitor at Caxton Legal Centre Inc. in Brisbane.

As Queensland's inaugural Human Rights Commissioner, Scott has led the introduction of the *Human Rights Act 2019*, including implementation of Australia's first human rights complaints scheme. Through the exercise of his statutory functions, he has also conducted major reviews of discrimination laws, workplace equality in the Queensland Police Service and intervened in legal proceedings to guide Queensland's human rights jurisprudence.

He holds a Bachelor of Laws from the Queensland University of Technology.

Brenna Booth-Marxson, Acting Deputy Commissioner, Public Policy and Prevention

Since joining the public sector in 2012, Brenna has worked across policy, legislative and advisory roles in criminal justice, human rights, anti-discrimination, and other social policy areas at both State and Federal government levels. Following her secondment to the Commission, Brenna returned to her role as the Director of the Human Rights Unit in the Department of Justice, leading whole-of-government initiatives to embed the *Human Rights Act 2019* into public sector practice. Brenna has been closely involved in the development and implementation of the Act since its inception and has published on the impact of human rights on the ethical duties of public servants.

Jane Vasey, Deputy Commissioner, Public Policy and Prevention

Jane is the Deputy Commissioner, currently overseeing the Commission's legal, policy and education functions.

Jane has a depth of experience within independent statutory agencies and public inquiries. She has led and delivered a number of major reviews and reports, where her work has addressed systemic issues at the intersection of human rights and discrimination within a range of contexts.

She has worked in various senior roles including at the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, the Queensland Ombudsman and the Royal Commission into Institutional Responses into Child Sexual Abuse. Prior to her work in systemic reform, Jane practised as a social justice lawyer in Victoria.

Jane holds qualifications in law and psychology, attaining a Bachelor of Law / Bachelor of Arts, and later a Graduate Diploma in Psychology from the University of Melbourne, and Honours in Psychology from the Queensland University of Technology.

Clair Perkins, Director, Enquiries and Dispute Resolution

Beginning her career in private legal practice, Clair has over 15 years' experience in statutory complaint handling agencies, including over 10 years at the UK Financial Ombudsman Service, in roles spanning complaints, stakeholder engagement, education and insight roles.

Clair holds a Bachelor of Arts, Bachelor of Laws, Graduate Diploma in Legal Practice and is admitted as a solicitor of the Supreme Court of Queensland.

Alison Bock, Director, Engagement and Communications

With an extensive engagement, communications and marketing career, Alison has held executive roles in Queensland Government and has experience working in public, private and not-for-profit sectors.

Alison has a background in behaviour change marketing and communications and prior to joining the Commission she led strategic communication and engagement activities for significant public health and policy initiatives including COVID-19 vaccination, social housing and tobacco cessation.

Alison has worked closely with Queensland communities including Aboriginal and Torres Strait Islander peoples, people with disability and multicultural communities to co-design effective programs and initiatives.

Alison holds a Bachelor of Arts in Communication, a Graduate Diploma in Public Relations and a Masters in Public Health, along with professional qualifications in engagement and marketing.

Anh Bui, Director, Corporate Services

As Director, Corporate Services and Chief Finance Officer (CFO), Anh leads the Performance and People directorate encompassing information and communications technology (ICT), finance, people & culture, corporate governance, procurement and facilities.

Anh holds a Bachelor of Business Administration, Bachelor of Laws, Executive Master in Public Administration, Graduate Diploma in Legal Practice and is admitted in the Supreme Court of Queensland. She is a fellow of the Governance Institute of Australia and member of CPA Australia.

Luke Wenitong, Manager, Yirmba First Nations Unit

Luke Wenitong is Manager of the Yirmba First Nations Unit at the Queensland Human Rights Commission, a role he has held since March 2024.

Luke has worked across Australia in the areas of community development, human rights, anti-discrimination, digital literacy, and cultural knowledge. Luke has worked with First Nations communities and organisations, with not-for-profits, and in local, state and federal government roles. Prior to his work at the Commission, Luke worked with Registered Native Title Bodies Corporate across Australia in a regulatory role with the Office of the Registrar of Indigenous Corporations (ORIC).

Directorate responsibilities

All directorates report to the Office of the Commissioner and carry out the duties described below.

- Led by the Deputy Commissioner, the Public Policy and Prevention directorate brings together the Commission's legal and policy, education and research functions to undertake proactive, strategic work that maximises the Commission's impact and drives systemic change.
- Led by the Director, Enquiries and Dispute Resolution, the Enquiries and Dispute Resolution directorate responds to enquiries and provides complaints management and dispute resolution services.
- Led by the Director, Engagement and Communications, the Engagement and Communications directorate raises awareness, promotes public discussion and engages communities. This directorate includes the Yirmba First Nations Unit that engages and partners with First Nations communities and organisations.
- Led by the Director, Corporate Services, the Performance & People directorate delivers corporate support functions, including ICT, finance, people and culture, and corporate governance.



Government's objectives for the community

Our business direction and service delivery contribute to the Government's objectives for the community.

- **Safety where you live:** We contribute to stronger laws by providing expert human rights advice to inquiries, Parliamentary Committees and other consultative mechanisms. We foster safety in Queensland communities by creating environments where individuals – regardless of their background, circumstances, or vulnerabilities – can live, work, and participate in society free from harm, prejudice, and exclusion. We give victims of discrimination or human rights breaches an easily accessible dispute resolution process and call out serious human rights issues in Queensland.
- **Health services when you need them:** By preventing and responding to discrimination and promoting human rights, we help remove barriers that limit access to health care, contributing to more equitable outcomes.
- **A better lifestyle through a stronger economy:** We engage and strengthen Queensland communities on rights and responsibilities and lead public dialogue on human rights in Queensland, both of which allow Queenslanders to participate to a greater extent in civil society.
- **A plan for Queensland's future:** We contribute to preparing young Queenslanders for the future by making human rights protections and education more accessible to all people in Queensland.



Significant initiatives

Rights Made Real podcast

In July 2025 the Commission launched its first podcast 'Rights Made Real'. The Gathering Strength series features voices of First Nations community members and leaders from across Queensland.

The Rights Made Real podcast provides a platform to discuss freedom, respect, equality and dignity - and how this can be achieved for all Queenslanders.

Refreshed website

In February 2026, the Commission launched a new website to improve digital access to information about preventing discrimination and upholding human rights.

The website was informed by user research with key audience groups to ensure an improved user journey and increased accessibility and inclusion. The extensive website improvements significantly support the Commission's work to prevent discrimination and strengthen human rights in Queensland through improved access to information about how the Commission helps to build a fairer, safer and more inclusive community.

All website content was reviewed and updated in line with best practice content management principles to enhance understanding. The new website is accessible for people from culturally and linguistically diverse communities with over 20 language translations available via an easy toggle function located on every page.

The website improves information delivery for diverse learners through engaging colours, imagery and storytelling. Improved case study content and search functionality delivers practical insights on complex information.

Office location uplift

The Commission has physical offices in 3 locations across Queensland including Brisbane, Rockhampton and Cairns.

The Brisbane and Cairns offices completed moves in 2025-26 to new, more accessible and culturally safe premises to support improved service delivery.

New Education Hub

During the reporting period, the Commission prepared to launch a new Education Hub, working to configure a new learning management system for this purpose. With plans to launch in the 2026-27 financial year, the Education Hub will:

- provide a one stop shop for smooth learner and client onboarding across our entire Education Services program
- enable easy navigation, including mobile responsive display, and meet accessibility standards
- provide high-quality, engaging, interactive eLearning course content aligned with adult learning principles and evidence-based best practices
- enable learning engagement in live workshops
- support data-driven assessment capabilities and comprehensive multi-level reporting on individual and client learning outputs, outcomes, and impact.

Dispute resolution services

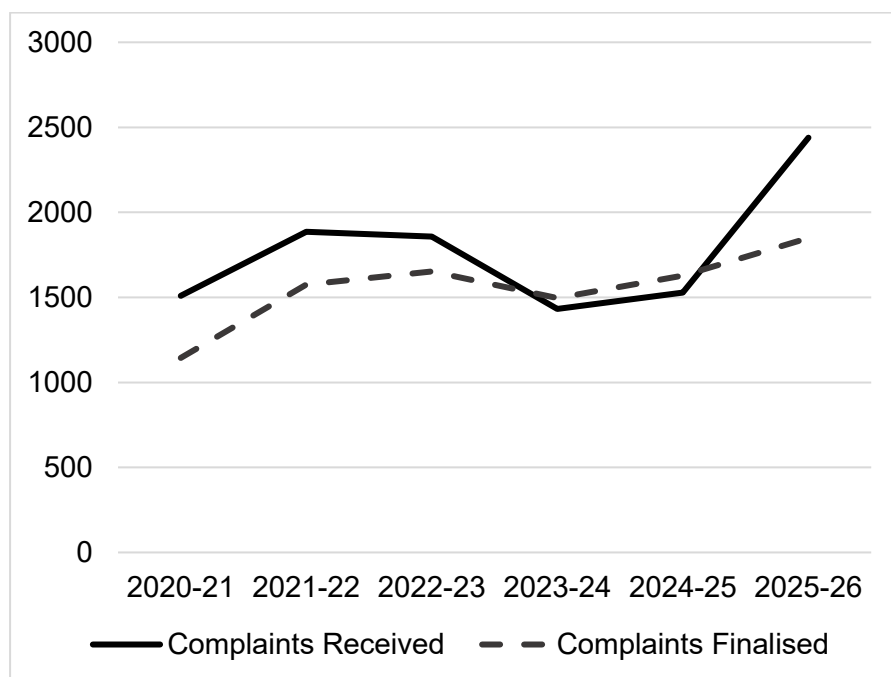
Our functions under the *Anti-Discrimination Act 1991* and the *Human Rights Act 2019* include impartial dispute resolution of complaints.

Complaints we received and resolved

This year we received 2,439 complaints, a nearly 60 per cent increase on the 1,529 complaints received in 2024-25.

The Commission finalised 1,849 complaints, which was significantly more than the previous year where we finalised 1,628 complaints.

Figure 1: Total complaints received and finalised 2020-21 to 2025-26



Note: Complaints are not always finalised in the year they are lodged with the Commission.

Complaints increased by nearly 60% this year, which may be attributed to an increase in generative artificial intelligence (AI) supported complaints and an increase in awareness raising activities.

Complaints we deal with

We deal with complaints about:

- discrimination, sexual harassment, victimisation, vilification, and other contraventions of the *Anti-Discrimination Act 1991*;
- unreasonable limitations of human rights by public entities under the *Human Rights Act 2019*; and
- reprisal under the *Public Interest Disclosure Act 2010*, enabling people to resolve their complaints through the Commission's process as an alternative to pursuing court proceedings.

Our dispute resolution process

A dispute resolution officer assesses each complaint lodged. This involves a thorough examination of the allegations contained in the complaint to determine whether, if proven, they would amount to conduct covered by the legislation.

We accept complaints that meet the criteria and definitions under the relevant legislation for dispute resolution. We cannot or may not be able to deal with complaints for reasons including the allegations not being covered by the legislation, complaints being made outside the legislated time limits, or the complainant having made a previous complaint about the same allegations.

We are not a court or tribunal and do not have the power to determine whether a breach of the Act/s has occurred. Our role is to help the parties involved in the complaint resolve their dispute.

We attempt to resolve complaints accepted under the *Anti-Discrimination Act 1991* through conciliation processes, including early resolution, shuttle negotiations and conciliation conferences. We provide flexibility in our dispute resolution services, so they reflect modern expectations and are fit for purpose for the people using our service.

We use early resolution in complaints where the Commission can facilitate efficient and productive discussions with the parties to resolve complaints.

The *Human Rights Act 2019* allows us to attempt to resolve human rights complaints by taking appropriate reasonable action, which can include conducting preliminary investigations, requesting submissions from public entities, and conducting early negotiations and conciliation conferences.

Dispute resolution processes are managed by a Commission dispute resolution officer. Our dispute resolution officers are impartial third parties and do not take sides or advocate for either party, but ensure the process is fair, safe and consistent with the relevant Act, and assist the parties to come to resolution. Dispute resolution officers have specialist knowledge about human rights and discrimination under the Acts. They help the parties understand their rights and responsibilities under the Acts, which may include explaining

the law, point out the strengths and weaknesses of the complaint and the response, tell the parties about previous cases and the range of possible outcomes if the complaint does not resolve at conciliation, and make suggestions or give options for resolving the complaint.

For *Anti-Discrimination Act 1991* complaints unable to reach resolution, the complainant can choose to proceed to the Queensland Industrial Relations Commission for work-related matters, and the Queensland Civil and Administrative Tribunal for all other matters.

If a *Human Rights Act 2019* complaint against a public entity does not resolve, the Commissioner may report on actions the entity should take to ensure its acts and decisions are compatible with human rights. Unresolved complaints accepted under the *Human Rights Act 2019* are unable to proceed to a tribunal.

It is possible for complaints to be covered by both the *Human Rights* and *Anti-Discrimination Acts*. In most of these cases, the complaint is dealt with under the *Anti-Discrimination Act 1991*, even though it also contains allegations relating to human rights breaches. In this report we refer to complaints by which Act they are dealt with under.

“The conciliator has gone out of their way to support me and read through everything and completely understand my case. I can’t thank them enough.” – Complainant

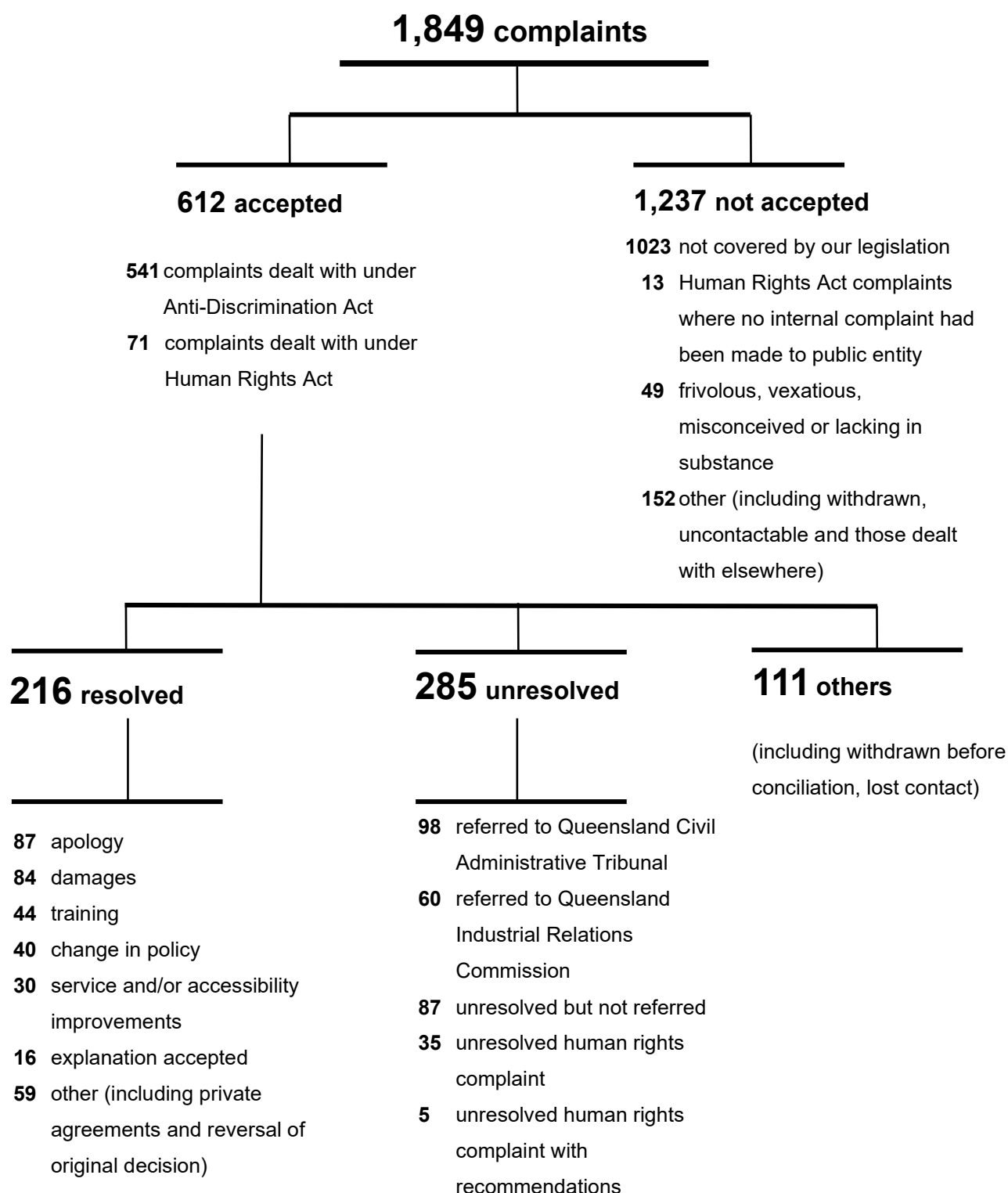
Complaints we finalised

We finalised 1,849 complaints this year, a significant increase compared to 1,628 last year.

A finalised complaint is one which has been dealt with to conclusion, either through our dispute resolution process or through rejection or closure of the complaint for another reason.

The continuing high numbers of complaints being lodged with the Commission, including a record number this year, means extended delays have continued in assessing complaints after lodgement. As a result, many of the complaints dealt with this financial year were lodged the previous year.

Figure 2: Outcomes of complaints finalised in 2025-26



Accepted complaints: discrimination

Discrimination complaints under the *Anti-Discrimination Act 1991* involve allegations of less favourable treatment based on a protected attribute occurring in an area of public life covered by the Act.

Attributes

We can only accept a discrimination complaint if the discrimination is based on one of the attributes protected under the Act.

The breakdown of accepted discrimination complaints by attribute is shown in Table 1 below.

Impairment (disability) discrimination continues to be the most commonly accepted complaint, with 269 accepted complaints this year, compared to 305 accepted in 2024-25. Due to the increased complaint numbers received this year, the overall percentage of impairment discrimination complaints decreased from 63 per cent of the total accepted and finalised complaints to 50 per cent. This year 95 complaints of impairment discrimination were in the area of work.

Complaints about discrimination on the basis of sex, religious belief or activity, pregnancy, sexuality and most other attributes remained relatively steady compared to 2024-25.

The exception was the percentage of accepted and finalised complaints about race discrimination, which increased significantly from 11 per cent of accepted and finalised complaints in 2024-25 (56 complaints) to 25 per cent in 2025-26 (133 complaints).

Themes that we have identified from the increased race discrimination complaints include:

- An increase in race discrimination across several areas of public life, including at work, accessing goods and services, in the administration of state laws and programs, and education.
- Complaints from Aboriginal people and Torres Strait Islander people about poor, discriminatory and less favourable treatment compared to people who are not First Nations including:
 - excessive scrutiny of work performance
 - negative stereotypes and assumptions
 - aggressive and abusive behaviour
 - insufficient consideration given to remaining close to family members and/or community when in correctional centres or under the care of child safety
 - denial of service in hospitality and retail environments
- Complaints from people where stereotypes or assumptions have been made about them, their work ability or performance, or behaviour on the basis of their race, including ethnicity, colour or national origin.

*“The process was flexible with my child's disability
and with my role as their advocate.”
– Parent advocate for child complainant*

Areas

Under the Act, for discrimination to be unlawful it must take place in one of 9 prescribed areas of public life. The number of complaints we accepted about discrimination are broken down by area in Table 1.

The continued high number and proportion of work-related complaints show workplace fairness continues to be the most significant area of people's lives in relation to conduct covered by the *Anti-Discrimination Act 1991*.

*This year **52%** of accepted discrimination
complaints arose in the workplace or when
seeking work, up from **42%** last year.*

Goods and services, state laws and programs, and education were the next most common areas, as was the case last year, with similar numbers of complaints to 2024-25.

Table 1: Accepted and finalised discrimination complaints by attribute and area 2025-26

Attribute	Work	Goods & services	State laws & programs	Education	Accommodation	Club membership & affairs
Impairment	95	77	41	29	24	3
Sex	55	7	6	3	3	2
Race	51	31	34	12	5	0
Religion	17	4	10	0	0	0
Age	10	6	5	1	11	0
Family responsibility	23	4	5	0	2	0
Pregnancy	13	0	1	0	0	0
Sexuality	6	5	2	1	0	0
Trade union activity	1	0	0	0	0	0
Gender identity	2	5	2	1	0	1
Political belief/activity	0	2	0	0	0	0
Parental status	6	0	0	0	0	0
Relationship status	2	1	1	0	0	0
Breastfeeding	0	0	0	0	0	0
Sex work activity	1	2	0	0	3	0
Sex characteristics	0	3	2	1	0	1
Association with, or relationship to, someone who has any of these characteristics	1	0	1	1	0	0

Note: Each complaint can identify more than one attribute.

Note: No complaints about superannuation, insurance, disposition of land or the local government area were accepted and finalised in 2025-26.

Table 2: Accepted and finalised discrimination complaints by attribute in percentage terms 2025-26 and 2024-25

Attribute	% of accepted discrimination complaints alleging this breach 2025-2026	% of accepted discrimination complaints alleging this breach 2024-2025
Impairment	50	63
Race	25	11
Sex	14	15
Religion	6	7
Age	6	7
Family responsibility	6	6
Pregnancy	3	3
Sexuality	3	3
Gender identity	2	1
Trade union activity	<1	1
Political belief/activity	<1	1
Parental status	1	<1
Relationship status	1	<1
Breastfeeding	0	<1
Sex work activity	1	<1
Sex characteristics	1	0
Association with, or relationship to, someone who has any of these characteristics	1	0

Note: Each complaint can identify more than one breach; percentages in this table have been rounded to the nearest whole number.

Table 3: Accepted and finalised discrimination complaints by area in percentage terms 2025-26 and 2024-25

Area	% of accepted discrimination complaints alleging this breach 2025-2026	% of accepted discrimination complaints alleging this breach 2024-2025
Work	52	42
Goods & services	27	25
State laws & programs	20	20
Education	9	11
Accommodation	9	8
Club membership & affairs	1	<1
Super & insurance	0	1

Note: Each complaint can identify more than one breach; percentages in this table have been rounded to the nearest whole number.

Accepted complaints: other breaches of the *Anti-Discrimination Act 1991*

As well as discrimination, the *Anti-Discrimination Act 1991* makes other kinds of discriminatory conduct unlawful. Complaints about these breaches are dealt with in the same way as other *Anti-Discrimination Act* complaints.

Sexual harassment

*We accepted **77 complaints** about sexual harassment this year, comparable to 81 in 2024-25.*

Sexual harassment is unwelcome sexual behaviour such as comments about a person's body and/or sex life, telling lewd jokes to or about a person, requests for sex, sending sexualised emails and texts, showing pornographic pictures and/or videos, sexual assault and rape.

Unlike discrimination or human rights complaints, sexual harassment complaints can be made about harassment that happens anywhere, not just in prescribed areas. Most sexual harassment complaints we receive are about the workplace, accounting for 61 per cent of sexual harassment complaints we dealt with this year.

This year 22 per cent of sexual harassment complaints did not indicate the harassment occurred in any prescribed area, an increase compared to 16 per

cent in 2024-25, which was already a significant increase from previous years. This may include sexual harassment that occurs in public or in the context of personal relationships.

Vilification

*There were **38** accepted complaints of vilification in 2025-26, compared with 22 last year.*

Public vilification is a public act that urges hate, severe ridicule or severe contempt for a person or group of people on the basis of their race, religion, sexuality, sex characteristics or gender identity.

The increase of race vilification complaints was linked to the comparable increase in complaints about race discrimination. A complaint of both race discrimination and racial vilification may arise from the same circumstances.

Table 4: Number of accepted vilification complaints by attribute 2025-26 and 2024-25

Attribute	Number of accepted complaints 2025-26	Number of accepted complaints 2024-25
Race	23	13
Sexuality	7	3
Religious belief or activity	5	3
Gender identity	3	4
Sex characteristics	0	1
Total	38	24

Note: One complaint may allege vilification based on multiple attributes.

Victimisation

Victimisation complaints arise where a complainant or witness feels they have been poorly treated for making or being involved in a complaint under the *Anti-Discrimination Act 1991*.

We accepted and finalised 89 victimisation complaints this year, comparable to 93 in 2024-25.

Most accepted victimisation complaints were in relation to the workplace. The continuing relationship between employer and employee means there is more

opportunity for victimisation complaints to arise after a person makes an initial complaint at work, compared to other areas. Fear of victimisation is also a reason why complainants are sometimes reluctant to lodge complaints until after they leave the workplace, or at all.

Unnecessary questions

Asking for information, which can be used to discriminate against a person, is unlawful, unless it is genuinely required for a non-discriminatory reason.

Complaints about this conduct generally arise in relation to seeking employment – for example, applicants being asked in application forms or interviews for information such as their age or gender when it is irrelevant to their capacity to perform in the role.

We dealt with 42 complaints about unnecessary requests for information in 2025-26, a decrease from 55 last year.

Reprisal for public interest disclosure

Complainants alleging they have experienced a detriment because of making a public interest disclosure under the *Public Interest Disclosure Act 2010* are able to make a complaint to the Commission to be dealt with under the *Anti-Discrimination Act 1991*. Complaints about this remained steady at 4 complaints this year compared to 5 last year.

*"I am a member of the respondent's board of directors.
I was very satisfied with the process and outcome"*

– Respondent's advocate

Accepted complaints: human rights

Complaints about human rights can be made about unreasonable limitations on human rights by public entities.

The complaint must be in relation to one of the 23 rights protected by the *Human Rights Act 2019* and can only be made in relation to public entities. Under the Act, a public entity is one providing services to and for Queenslanders, including state and local governments, emergency services, public schools and public hospitals, NDIS providers, and organisations providing services on behalf of the state. Federal government departments and agencies are not covered by the Act, nor are private businesses (unless they are providing services on behalf of the state).

Table 5 shows the number of human rights complaints that were accepted and finalised this year, by right. This includes complaints dealt with under the *Anti-Discrimination Act 1991*, which also contain allegations covered by the *Human Rights Act 2019*. These are referred to as ‘piggy-back’ complaints. Due to the different options available for complainants under the *Anti-Discrimination Act 1991* – for example, being able to refer an unresolved complaint to a tribunal for a binding decision – many complainants with allegations covered by both Acts elect to have their issue dealt with under the *Anti-Discrimination Act 1991*.

Most complaints dealt with under the *Human Rights Act 2019* are therefore solely about human rights and do not have a discrimination component.

“The opportunity to put forward human rights complaints was much appreciated, given that my previous employer had themselves admitted human rights violations.”
– **Complainant in our process**

As in previous years, the highest number of human rights complaints accepted this year were about the right to recognition and equality before the law. This right is about fair treatment and non-discrimination.

Many discrimination complaints made about public entities will also be a complaint about the right to recognition and equality before the law, which explains the relatively high number of human rights complaints which engage this right.

The Commission accepted and finalised increased numbers of complaints about several human rights this year, including:

- Privacy and reputation – 95 compared to 66 last year
- Freedom of expression – 45 compared to 29 last year
- Protection of families and children – 44 compared to 31 last year
- Right to take part in public life – 36 compared to 24 last year
- Cultural rights – Aboriginal peoples and Torres Strait Islander peoples – 22 complaints compared to 7 last year

These included complaints about:

- Facilities, cleanliness and access to communication with family while in hospital and mental health facilities
- Level of service provided by public housing associations including for vulnerable residents
- Domestic and family violence survivors not being provided with timely access to safe accommodation
- Access to medical treatment at correctional centres
- Access to visitors and communication restrictions at correctional centres
- Allegations children had been discriminated against at school based on their race

*“The conciliator was absolutely amazing.
I have severe anxiety and the conciliator was extremely accommodating
and attentive to ways that I could work around it.
They gave me multiple options at any time and made sure
I knew I was safe and able to take as many breaks as I need.”*
– **Complainant in our process**

Table 5: Accepted and finalised human rights complaints by right 2025-26

Right	% of accepted and finalised human rights complaints	Total number of accepted and finalised complaints alleging a breach of this right	Dealt with under Human Rights Act 2019	Dealt with under Anti-Discrimination Act 1991
Recognition and equality before the law	76%	204	12	192
Privacy and reputation	35%	95	37	58
Protection from torture & cruel, inhuman or degrading treatment	25%	67	14	53
Freedom of expression	17%	45	16	29
Protection of families and children	16%	44	23	21
Taking part in public life	13%	36	0	36
Right to education	12%	33	4	29
Humane treatment when deprived of liberty	10%	27	14	13
Cultural rights – Aboriginal peoples & Torres Strait Islander peoples	8%	22	8	14
Freedom of thought, conscience, religion and belief	6%	15	0	15
Right to liberty and security of person	6%	16	7	9
Property rights	5%	14	7	7
Freedom of movement	3%	9	4	5
Cultural rights – general	3%	8	2	6
Right to health services	2%	6	2	4
Right to life	1%	2	0	2
Fair hearing	1%	4	3	1

Right	% of accepted and finalised human rights complaints	Total number of accepted and finalised complaints alleging a breach of this right	Dealt with under <i>Human Rights Act 2019</i>	Dealt with under <i>Anti-Discrimination Act 1991</i>
Rights in criminal proceedings	1%	4	2	2
Protection of children in the criminal process	1%	2	0	2
Peaceful assembly and freedom of association	0%	0	0	0
Right not to be tried or punished more than once	0%	0	0	0
Protection from retrospective criminal laws	0%	0	0	0
Freedom from forced work	0%	0	0	0

Note: Each complaint can identify more than one protected right; percentages in this table have been rounded to the nearest whole number.

Table 6: Accepted and finalised human rights complaints by sector 2025-26 and 2024-25

Sector	Total number of accepted and finalised complaints alleging a human rights breach 2025-26	Total number of accepted and finalised complaints alleging a human rights breach 2024-25
Work	79	62
Other	42	38
Education	40	35
Police	28	23
Corrections	25	32
Accommodation/housing	14	10
Health	13	16
Child Safety	13	5
Councils	11	13
Disability services	3	6
Transport	1	11
Court services	1	1
Total	270	252

Accepted complaints: outcomes

Dispute resolution officers at the Commission assist parties to resolve complaints under the *Anti-Discrimination Act 1991* through conciliation. Complaints under the *Human Rights Act 2019* have a more flexible resolution process and fewer legislated timeframes. The Commission may help the parties resolve a human rights complaint through conciliation as well as other steps.

*“Culturally appropriate response by the conciliator.
The conciliator was very professional and helpful in explaining the process.”*
– **Complainant in our process**

A conciliation conference allows the parties to explore each other’s perspective on the issues, identifying what they may have in common, and discuss options for settling the complaint. Our early resolution processes are suitable for complaints where the complaint material and/or the allegation appears straightforward, and the parties are focused on outcomes and coming to a mutually satisfactory agreement to resolve the complaint quickly.

35% of accepted and finalised complaints were
resolved through our dispute resolution process
in 2025-26.

Resolution rates differ depending on the type of complaint.

**Table 7: Resolution rates for ADA, HRA and combined complaints
2025-26 and 2024-25**

Type of complaint	Conciliated percentage 2025-26	Conciliated percentage 2024-25
<i>Anti-Discrimination Act 1991</i>	44%	54%
<i>Combined Anti-Discrimination Act 1991 and Human Rights Act 2019 (“piggyback”)</i>	25%	24%
<i>Human Rights Act 2019</i>	23%	34%

Note: Percentages in this table have been rounded to the nearest whole number.

Some of the factors that may have contributed to the reduced percentage of conciliated complaints include:

- Reduced capacity in the early resolution team due to new staff joining the Commission and undergoing training
- Overall timeliness and complaint queues impacting on likelihood of complaints to resolve
- Increased reliance by complainants on AI tools in navigating the dispute resolution process and contributing to hardening of parties' positions
- AI-generated information providing unrealistic expectations of outcomes

Complaints alleging discrimination or other breaches of the *Anti-Discrimination Act 1991* against public entities (dealt with as “piggyback” complaints) continued to be less likely to resolve than complaints against private entities.

Factors which may impact the difference in resolution rates for complaints involving human rights include complainants being more likely to be self-represented in human rights matters, and *Anti-Discrimination Act 1991* complaints against state government entities, which are more likely to include human rights allegations, being historically less likely to resolve than those against private enterprises.

Resolved complaints

A complaint is resolved when the parties have reached an agreement on how to settle the complaint. This can be through an apology (87 complaints this year), payment of damages or other financial compensation (84), a policy change (40), training (44), or other measures to resolve the complaint (59). Multiple outcomes to resolve the same complaint can be agreed upon during the resolution process.

Most complaints were resolved through conciliation (156) with an increased number of complaints resolved through early resolution (60) this year compared to last year.

“I feel strongly the handling of the matter through the process was very clear and supported.”
– **Respondent in our process**

Unresolved complaints

Anti-Discrimination Act 1991 complaints (including “piggy-back” complaints), which are unresolved after conciliation, may be referred to a tribunal at the complainant’s request. Work-related complaints are referred to the

Queensland Industrial Relations Commission (60 complaints this year). All other complaints are referred to the Queensland Civil and Administrative Tribunal (98 complaints). There were 87 unresolved *Anti-Discrimination Act 1991* complaints not referred to tribunal this year.

Unresolved complaints accepted under the *Human Rights Act 2019* are unable to proceed to a tribunal. There were 40 unresolved *Human Rights Act 2019* complaints.

When a human rights complaint to the Commission is not resolved, the Commission must prepare an unresolved complaint report. This report may include details of actions the Commissioner considers the public entity respondent should take to ensure its acts and decisions are compatible with human rights. Reports can shine a light on systemic issues, help public entities meet their human rights obligations and build a broader culture of human rights in Queensland.

This year, the Commission made five unresolved complaint reports with recommendations. These related to:

- a public entity blocking a person from their Facebook page
- unauthorised disclosure of personal information in relation to a Workcover claim
- a visitor suspended from visiting their partner in prison
- contact between a husband and wife held in different prisons limited to written contact only
- detention of a person in the Forensic Disability Service.

Examples of recommendations made included that the public entity:

- consider particular rights in making a decision of that nature
- record decisions and provide the complainant with reasons, including an assessment of compatibility with human rights
- review policies and practices to embed human rights obligations
- ensure relevant staff have adequate training on understanding human and public entity obligations.

Finalised complaints: demographics of complainants

Demographics are requested from every person who makes a complaint; however, the provision of this information is voluntary. Of the finalised complaints where demographic data about the complainant was provided:

- The most common age bracket for complainants was 35-44, accounting for 28 per cent of finalised complaints where the complainant's age was recorded. 34 complaints from or on behalf of children or teenagers were finalised this year, comparable to last year.

- Men and women were equally likely to make complaints this year, at just under 50 per cent each. We received 6 complaints from non-binary people and 5 where people described their gender in another way.
- 139 complainants (16 per cent of those who provided this information) identified as First Nations people. This is a significant increase from the previous year (11.5 per cent) The dispute resolution team consults with the Commission's Yirmba First Nations Unit, who provides advice and cultural support to the team and to complaint parties. Promoting self-determination for First Nations peoples and providing a culturally appropriate and safe experience is a strategic priority for the Commission. Yirmba First Nations Unit directly supports this objective through providing advice and cultural support internally and to complaint parties. Yirmba has a proactive engagement schedule with First Nations communities across the State to raise awareness about the Commission and build culturally safe and accessible access to dispute resolution services.
- Around 1 in 4 complainants (27 per cent) who provided their country of birth were born overseas, and almost 99 speak a primary language other than English.

"Everything was fine. I was mostly just nervous. This wasn't...about money. The conciliator was lovely and kept me updated on everything. They were very understanding and helped me through the process"
– Complainant in our process

Feedback from complaint parties

Of those people who completed an evaluation form in 2025-26, 46 per cent were satisfied or very satisfied with the overall complaint handling process compared with 62 per cent last year.

The customer satisfaction rate decreased this year after showing an increase last year.

Feedback provided by the parties that affected the satisfaction rate included:

- Ongoing extended wait times due to high demand for our services continues to impact overall satisfaction with our complaint handling service.
- Respondents considered the complaints process did not allow for their response to be tested or their perspectives to be included before the Commission accepts a complaint; and
- Complainants considered some respondents did not engage satisfactorily in the complaint process.

Once complaints were allocated to a dispute resolution officer, complaint parties identified the Commission's clear and supportive communication,

commitment to efficiency, independence, understanding and facilitating a safe environment for dispute resolution as key positives.

Complainants were more likely to be satisfied with the complaint handling service, compared to respondents. Commission staff are aware that being party to a complaint can be an unwelcome experience, and we continue to focus on respectful and honest communication with parties and, after a complaint has been allocated to a dispute resolution officer, providing a professional, fair and timely service that meets the needs of our clients.

“My experience with the QLD Human Rights Commission has been very positive. My conciliator educated and informed me on all the steps involved and clearly explained what role the Commission plays. My conciliator was an absolute pleasure to deal with.”
– **Complainant**

“Thank you for the adjustments that you have already made for my client and for your approach to this complaint, which has been both compassionate and professional.”
– **Complainant’s advocate**

Conciliated complaints

University student denied a placement due to her vaccination status

The complainant was enrolled in a degree that required her to attend practical placements. The university had a policy that required students to be vaccinated against COVID-19, and despite the student electing not to receive the vaccination, she was permitted to complete her first placement. However, the university relied on the policy when deciding the student could not commence her second placement, which hindered the progress of her degree. The student made a human rights complaint to the Commission. The respondent acknowledged that its policy had not been updated since the vaccine mandate for health workers was removed. It agreed to update its policy to reflect the change and to incorporate human rights considerations. It also agreed to contribute \$7,500 towards the complainant's tuition fees.

Airline refused to allow passenger in the aircraft cabin with assistance dog

The complainant lives with disability and has an assistance dog. An airline refused the complainant's request for her to travel with the assistance dog in the cabin with her, which meant she couldn't fly. The complainant made a complaint of impairment discrimination when accessing goods and services. In response to the complaint, the airline proposed changes to its assistance dog policy, including recognising assistance animals that are not accredited under international assistance dog assessment standards. The airline incorporated the complainant's suggested changes to the policy before it was implemented. The complainant's assistance dog was accepted for in-cabin travel, and the complainant received a goodwill payment of \$5,000.

Sexual harassment following a work Christmas party

The complainant lodged a sexual harassment complaint that her manager sexually assaulted her following a work event and then disclosed the incident to other male staff members. The complainant's employer later threatened defamation proceedings if the complainant talked about the matter to anyone else, including her lawyer or worker's compensation officer. The employer did not agree that the incident had any relation to work and said it had not received a complaint from the woman. The Commission facilitated shuttle conciliation and the resolution of the complaint included a financial settlement of \$80,000, and a meeting facilitated by the Commission where the complainant read an impact statement to her manager and a representative of the employer.

Job candidate humiliated and asked unnecessary questions during interview

A sole parent, who also cared for other family members, attended a job interview. The interviewer made derogatory and mocking remarks about a gap in her work history due to severe illness, her apparent lack of career ambition as a single mother, and her response, when asked, that family was more important than work. The interviewer also asked unnecessary questions about her disability and suggested it would prevent her from working in the role. The parent lodged a complaint of family responsibilities and sex discrimination in the pre-employment area. The Commission facilitated early resolution discussions between the parties. As a resolution to the complaint, the respondent agreed to complete *Anti-Discrimination Act* training and provided a statement of regret for the woman's experience.

Employee terminated after reporting sexual harassment

An employee made a complaint to their employer, alleging that another staff member had sexually harassed them by making sexually explicit comments in person and via text message. The complainant's employment was subsequently terminated, which the complainant said was because they made a complaint. The complainant lodged a complaint of sexual harassment and victimisation. The employer denied the allegation of victimisation and maintained that the termination was based on legitimate performance concerns but agreed to pay the complainant \$55,000 in resolution of the complaint.

Body Corporate locked accessible swimming pool gate

The owner of a unit in an apartment complex had a mobility disability. The shared swimming pool in the apartment complex had two access gates, but the body corporate had arranged for one of them to be permanently locked, to prevent unauthorised access. The remaining gate had stairs leading to it which the complainant was unable to use, so she was unable to enjoy the pool with her family. The complainant lodged a complaint of impairment (disability) discrimination in the accommodation area. The representatives of the body corporate committee explained that a motion had been passed at the general meeting to permanently lock the gate, and that they had been unable to source a lock which would both prevent unauthorised access and meet pool certification requirements. The complaint resolved on the basis that the complainant would source a suitable lock and submit a motion at the body corporate general meeting to have it installed, which the committee would support.

Applicant for public housing removed from the waitlist

An applicant on the waitlist for public housing had complex psychosocial and physical needs. While on the waitlist, she lost her existing accommodation so went interstate to stay with a friend, then later obtained some temporary supported accommodation. She wished to return to Queensland, but when it was discovered she was living interstate she was removed from the waitlist. While she was eventually placed back on the waitlist, she went to “the back of the queue”. The complainant lodged a complaint of impairment discrimination in accommodation. The Commission had pre-conference discussions with the respondent that were co-operative, respectful and solutions focused. As a result, by the time of the conciliation conference the respondent had already taken steps to prioritise the application.

At conference, the respondent agreed to backdate the application and consider the complainant’s specific housing requirements, and the complaint resolved by agreement between the parties.

Student dissatisfied with support provided by school

The mother of a 13-year-old boy with ADHD made a complaint of impairment discrimination in the education area on his behalf. The private school he attended had agreed to an individual support plan, however the mother alleged that the school failed to make reasonable adjustments for the complainant, such as giving him movement breaks and not sitting at the back of the classroom. The complainant faced disciplinary action, including suspension, for behaviours linked with his ADHD, and was later unenrolled. The school said the boy was unenrolled for other breaches of school policy, not because of behaviours associated with his ADHD. As a resolution to the complaint, the school agreed to review its behaviour management policy and create a new position to oversee it. It also agreed to an external review of other school policies and to provide discrimination training to its staff, as well as giving the complainant a written apology and \$7,500 compensation.

Complaints referred to the tribunal

Complaints accepted under the *Anti-Discrimination Act 1991* that are not resolved through conciliation in the Commission may be referred to the relevant tribunal for hearing and determination. For work-related complaints, the tribunal is the Queensland Industrial Relations Commission (QIRC) and for all other matters the tribunal is the Queensland Civil and Administrative Tribunal (QCAT).

A complainant may ask for a complaint to be referred after a conciliation conference, or after the Commissioner provides a written notice that the complaint cannot be resolved through conciliation.

A respondent or a complainant may ask for a complaint to be referred if it has not been finalised within 6 months of acceptance.

The following is a small selection of decisions showing how the tribunals deal with referred complaints.

***Climate change activists can book council facilities*¹**

A ban by a local council that prevented Extinction Rebellion from holding meetings in council libraries was unlawful political activity discrimination.

A political belief or activity is one that bears on the form, role, structure, feature, purpose, obligations, duties, or some other aspect of a government. As a global movement with the purpose of encouraging governments to take action to prevent climate breakdown, the tribunal considered it a political movement. Holding meetings in council libraries to discuss, give presentations, and plan protest marches to put pressure on governments to do something about climate change was political activity.

The tribunal did not accept the council's argument that Extinction Rebellion engaged in large scale coordinated and premeditated unlawful activities. The right to peaceful protest may include disrupting traffic and causing inconvenience.

The tribunal dealt with the complaint as a class complaint and declared that the council had unlawfully discriminated against the individual who brought the complaint and the members of the class of people who shared the political belief or activity. The council was ordered to stop enforcing the decision not to allow Extinction Rebellion from booking council meeting facilities, and to notify the class members through various Facebook pages/groups.

¹ *Le Roy v Brisbane City Council* [2025] QCAT 314.

Sexual harassment training was inadequate²

Unwanted touching and sexual comments by a male floor manager to a female croupier was sexual harassment in the workplace. Other incidents where the man touched the woman after a birthday party that they both attended happened at a private event unrelated to work.

The employer, the casino, was held vicariously liable for the workplace conduct because it did not take reasonable steps to prevent the sexual harassment. Face-to-face sexual harassment training had been replaced with online learning that staff undertook while carrying out their duties and that led to 'skipping' through the course. The tribunal was critical of the way the employer delivered its sexual harassment training and said that training requires focus on the content. In circumstances where the man had been on a final warning for sexual harassment, the standard biennial online training was insufficient, and the tribunal suggested additional training should have been mandatory for the man.

The sexual harassment had a significant effect on the woman, including psychological injury. The woman was awarded general damages and damages for past and future economic loss. Aggravated damages were also awarded because the man had said to the woman 'I am not at work ... I can do what I want' when she told him to stop.

The tribunal awarded a total of \$126,863.21 to be paid to the woman, with the employer and the man being jointly responsible for payment of \$49,427.60, and the man responsible for an additional amount of \$77,435.61.

Evidence of guilty plea allowed³

Shortly after the hearing of a complaint of sexual harassment and victimisation against a man, the man pleaded guilty to a charge of common assault of the female complainant. In the criminal proceeding, the man admitted to facts that were similar to the alleged victimisation, that is, entering her home, yelling about police reports and dropping the court case, threats to harm the woman's family, and pushing her in the chest and face.

The tribunal had not made a decision on the complaint of sexual harassment and victimisation. Because the new evidence was so material, the tribunal allowed the complaint to be reopened to include the transcript of the criminal charge as evidence.

² *Loquias v The Star Entertainment Group and John Dwyer* [2026] QIRC 23.

³ *Pariyar v Basnet & Ors* [2026] QIRC 214.

Minister joined to class complaint ⁴

The tribunal has ordered that a complaint about a direction to restrict hormone treatment for children diagnosed with gender dysphoria is to be dealt with as representing the class of children diagnosed with gender dysphoria who had not commenced receiving the specified hormone therapy.

As the direction was made by the Minister of Health and Ambulance Services to all hospital and health services, it was appropriate to join the Minister as a respondent to the complaint.

⁴ *SP by PY v State of Queensland* [2026] QCAT 245.

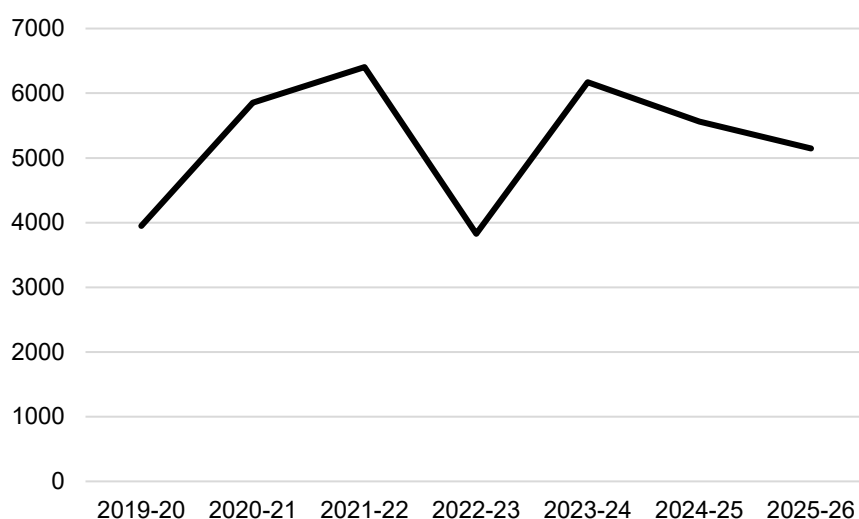
Enquiries

We provide a free, accessible and personal information service to help people understand their rights and responsibilities under Queensland's anti-discrimination and human rights legislation.

Enquiries are taken primarily via telephone, email and post. People can also make enquiries in person at our offices in Brisbane, Cairns or Rockhampton.

This year we responded to 5,148 enquiries, a comparable number to last year's figure of 5,563, as we continue to experience high demand for our enquiries service.

Figure 3: Enquiries received by year, 2019-20 to 2025-26



Most enquirers were potential complainants – that is, people with questions about whether conduct they had experienced could be covered by the *Human Rights* or *Anti-Discrimination Acts*. Other types of enquiries were from people calling for general information or with questions about their obligations under anti-discrimination or human rights law.

We ask enquirers to provide demographics on a voluntary basis. Where the gender of the enquirer was recorded, similar to last year, women made a larger number of enquiries (59 per cent) compared to men (41 per cent), with just under one per cent of enquiries from non-binary people and other genders. Of enquiries where the age was recorded, those between 35 and 54 made 45 per cent of enquiries, compared to people under 25 who made 3 per cent. This broadly reflects the age of people who go on to make a complaint.

Those 55 years and above made around 36 per cent of enquiries.

Consistent with last year, around 80 per cent of enquiries were dealt with by phone. Other methods of contact included email, letter, and in-person enquiries.

In addition to our general statewide enquiries line, we also provide dedicated points of contact for prisoners, LGBTQIA+ people, and Aboriginal and Torres Strait Islander peoples.

During specified hours two days per week, our enquiry team is available to prisoners via the Prison Telephone System in correction centres. In 2025-26 we received 714 enquiries through this service, a significant increase from last year's 301.



Education services

We deliver education across Queensland to private, community and government sectors to increase understanding of rights and responsibilities under the *Anti-Discrimination Act 1991* and *Human Rights Act 2019*.

We offer education through:

- online eLearning via self-paced modules.
- workshops delivered in person, virtually or a hybrid of both, including both private and public education sessions.

Education services review

During the relevant period, we completed a comprehensive review of our education services. As part of the review, we analysed our client base and evaluation feedback, considered best practices through a literature review and, in consultation with other commissions and experts, critically examined our operational processes and systems to identify opportunities to offer improved service delivery.

The education services review was finalised in November 2025. Based on the review's findings, the Commission drafted a new Education Strategy for the period July 2026 – December 2030. The new strategy re-orientates our education programming to move beyond a legal knowledge model towards increasing the capability of key organisational influencers and leaders to uphold their obligations.

Education Hub

The Commission is continuing to implement improvements to our education systems and processes. During the reporting period, the Commission prepared to launch a new Education Hub, as a one stop shop for:

- booking and enquiring about our education services
- undertaking a learning journey for all our education services, including eLearning and live workshops
- assessment capabilities and comprehensive multi-level reporting on individual and client learning outcomes.

It is anticipated the Education Hub will be launched in the 2026-27 financial year.

Private and public training sessions

In 2025-26, private training was delivered directly to workplaces, as well as open sessions offered to the general public, both in-person, virtually and in a hybrid delivery format. Training was provided on a fee-for-service basis, with reduced rates available for small community organisations and groups that demonstrated limited capacity to pay.

To focus our resources on the review of our education services, from January 2025 we reduced the number of public sessions on offer along with travel to regional Queensland and tailored training. These adjustments reflect the reduced private and public training sessions delivered in 2025-26. During this period, we delivered 98 live workshops to 1,334 people across Queensland.

“Specific scenarios were related to our work; I liked that it was challenging enough to be interesting and insightful.”
– **Training participant**

The public sector continues to be our largest client, by both number of sessions delivered and by absolute number of people in attendance, with 748 public servants attending our workshops (in 44 sessions). This is followed by 395 participants from the private sector (in 28 sessions) and 146 participants from the community sector (in 9 sessions).

Table 8: Delivery of private and public training sessions by sector 2025-26 and 2024-25

	Number of sessions 2025-26	Number of sessions 2024-25
Private sessions - private sector	28	18
Private sessions - public sector	44	124
Private sessions - community sector	9	14
Public sessions	17	18
Total	98	174

The *Queensland Human Rights Act 2019* workshop is our most popular, with 24 sessions delivered in 2025-26, and 434 participants. This is followed by the Contact officer and Sexual harassment courses.

Table 9: Public and private training sessions delivered by topic 2025-26 and 2024-25

Course	Number of sessions 2025-26	Number of sessions 2024-25
Queensland's <i>Human Rights Act 2019</i>	24	28
Contact officer	23	25
Sexual harassment	19	63
Queensland's <i>Anti-Discrimination Act 1991</i>	13	29
<i>Anti-Discrimination Act 1991</i> for managers	7	7
Tailored training	5	5
Contact officer - refresher	5	3
<i>Human Rights Act 2019</i> for legal advocates	0	1
Gender identity and discrimination	1	1
Using the <i>Human Rights Act 2019</i>	1	10
Total	98	174

Our participant satisfaction rate for our 'live' training sessions was 93.5 per cent in 2025-26. Satisfaction rate is measured using a Likert scale of 1 to 5, with the majority of participants selecting that they 'strongly agree' that they were satisfied with the training delivered. The percentage of clients who reported their understanding of rights and responsibilities under anti-discrimination and/or human rights law increased following training was 98.5 per cent.

"I liked that it was so interactive and [the trainer] delivered the training in a way that was engaging and comprehensive"
– Training participant

eLearning

We offer standalone eLearning courses focused on increasing understanding of the *Human Rights Act 2019* and *Anti-Discrimination Act 1991*, and preventing sexual harassment, as well as a package of 6 individual modules called Diversity Awareness.

In 2025-26 we began to phase out the Learning Management System that hosted our eLearning, closing the storefront for sales in December 2025. Learners who had purchased prior to store closure had access to complete eLearning until 30 June 2026. We still made group subscriptions possible, for organisations who had already embedded the modules on their own learning management systems.

In 2025-26 we received over 20,000 new enrolments to undertake our online training modules.

In the 2026-27 financial year, we will launch new eLearning courses on our new Education Hub with high-quality, engaging, interactive course content aligned with adult learning principles and evidence-based best practices.



Policy

In line with our statutory function to promote an understanding and acceptance, and the public discussion, of human rights and the *Human Rights Act 2019* in Queensland, our policy work considers the impact of proposed legislative or policy change on human rights and makes recommendations for amendments to better protect human rights.

The purpose of our policy work is to:

- Influence public policy to protect and promote human rights, equal opportunity, and equitable outcomes.
- Promote public discussion and understanding of discrimination and human rights, including through public comment, guidance material, reports and research.

Our submissions to parliamentary inquiries support the scrutiny of proposed legislation by members of parliament, who are required to consider the compatibility of proposed legislation with human rights.

If we have made a submission to a parliamentary inquiry, we may also appear before the relevant parliamentary committee. Our appearance before a parliamentary committee gives members of parliament the opportunity to ask questions of the Commission about human rights impacts and builds understanding of the intersection between the *Human Rights Act 2019* and other legislation.

Submissions to parliamentary inquiries and other reviews and consultations

In 2025-26 the Commission responded to 15 consultations and made 2 submissions to parliamentary inquiries.

Our submissions and responses are usually published on our website unless they are confidential.

In 2025-26, some of the systemic issues we addressed included:

- supporting people with disabilities
- protecting children and young people
- improving child safety systems and responses to child sexual abuse
- reforming criminal justice and community safety frameworks
- promoting equitable access to healthcare services
- strengthening emergency management and disaster response arrangements.

Examples of submissions – criminal justice

The following are summaries of selected submissions on criminal justice issues.

Fighting Antisemitism and Keeping Guns out of the Hands of Terrorists and Criminals Amendment Bill 2026

This Bill was introduced on 10 February 2026 and proposed a range of amendments aimed at preventing hateful conduct and the misuse of firearms. Measures included new offences relating to prohibited expressions and acts done in preparation for serious violence, protections for people attending places of worship, expanding the prohibited symbols framework, and expanded police powers for controlled operations and surveillance.

The Commission submitted that while it supports objectives to reduce targeted hatred and violence, legislation must appropriately balance these objectives with human rights. The Commission's submission recommended:

- Applying a higher threshold before an expression can be prescribed as prohibited.
- Requiring consultation with affected communities before prohibiting an expression.
- Adopting the same processes for prescribing expressions as exists for prescribing terrorist symbols and organisations as under section 52C of the *Criminal Code Act 1899*, namely that the Minister be satisfied the symbol is widely known by the public or a relevant group as solely or substantially representative of an ideology of extreme prejudice.
- Providing clearer definitions for the proposed offence of preparing or planning serious violence and considering aligning the offence to its counterpart in the *Criminal Code Act 1995* (Cth).⁵
- That an exceptional circumstances statement be tabled alongside any expansion of the offences for which children will be sentenced as adults ('adult crime, adult time'), to provide appropriate justification for the further override of the Human Rights Act.⁶
- Clarifying the offence relating to conduct near places of worship to ensure people are not criminalised for unintentional conduct.
- Retaining a higher threshold for the use of controlled operations and surveillance powers or limiting those powers to specific offences.

The Commission subsequently provided a response to a question taken on notice regarding the proposed framework for prohibiting expressions and the likelihood of unintentional offending.

The Commission reiterated its written submission that 'consultation with community prior to the prescription of expressions may assist to identify if the

⁵ *Criminal Code Act 1995* (Cth) s 101.6

⁶ *Human Rights Act 2019* (Qld) ss 44, 45.

expression has any multiple or contested meanings, reducing unintended impacts'.⁷

The Commission provided its submission on 17 February 2026 and the Bill passed on 5 March 2026. The recommendations made by the Commission were not adopted. However, the Bill was later amended such that expressions may only be proscribed via further amendment to the *Criminal Code Act 1899* (Qld).⁸

Community Protection and Public Child Sex Offender Register (Daniel's Law) Bill 2025

This Bill was introduced on 27 August 2025 and proposed establishing a public child sex offender register in Queensland. The Bill included an override declaration as a 'precautionary measure' even though the Minister did not consider the Bill incompatible with human rights.

The Commission's submission focused on the lack of evidence supporting public child sex offender registers, and the Bill's incompatibility with human rights.

The Commission's primary concerns with the Bill as set out in the submission were as follows:

- There is insufficient evidence that exceptional circumstances exist which justify overriding the *Human Rights Act*. Overriding the *Human Rights Act* is only lawful in 'exceptional circumstances' such as where there is a war, state of emergency, or an exceptional crisis.
- There is no evidence available which demonstrates that public child sex offender registers reduce sexual offending against children, with some research suggesting such schemes may increase reoffending and disrupt rehabilitation efforts.
- Existing legislative mechanisms already allow information about reportable offenders to be disclosed where necessary to protect children.
- Publication of offenders' information could lead to the identification and re-traumatisation of victims of child sexual abuse, particularly where offenders and victims are known to each other or live in smaller communities.
- Family members and others associated with identified offenders could be exposed to harassment, intimidation, stigma and other negative consequences as a result of publication through the register.

The Commission recommended that the bill not be passed. Instead the funding provided to establish the register should be reallocated to support evidence-based strategies that have been shown to prevent child sexual

⁷ https://www.qhrc.qld.gov.au/_media/documents/submissions-by-the-commission/2026/2026.02.20-QHRC-response-to-question-on-notice.pdf

⁸ *Criminal Code Act 1899* (Qld) s 52DA.

abuse. The Commission provided 9 alternative recommendations in the event that its primary recommendation was not taken up.

The Commission provided its submission on 10 September 2025 and the Bill passed on 30 October 2025. The recommendations made by the Commission were not adopted.

Examples of consultation response – social policy

The following are summaries of selected consultation responses that relate to social policy issues.

Review of the Disability Discrimination Act 1992 (Cth)

The Attorney-General's Department commenced a review of the *Disability Discrimination Act 1992 (Cth)* in late 2024 to examine whether the Act remains effective in protecting people with disability from discrimination and to consider reforms arising from the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. The review sought feedback on modernising the Act, improving access to justice, strengthening protections against discrimination, and promoting greater inclusion of people with disability in employment, education and other areas of public life.

The Commission's submission focused on strengthening the Act to better prevent discrimination and promote substantive equality for people with disability. A core recommendation of the submission was that the Act should be amended to incorporate a positive duty for duty holders to take reasonable and proportionate steps to eliminate discrimination on the basis of disability. The Commission submitted that positive duties are an emerging feature of modern discrimination law and represent an important shift towards a preventative approach to discrimination.

The submission additionally included commentary and recommendations to improve the Act, including by:

- modernising the definition of disability
- including protections against intersectional discrimination
- simplifying definitions of direct and indirect discrimination
- improving access to employment and education
- introducing protections against offensive behaviour (vilification).

The Commission submitted its submission to the review on 14 November 2025. At the time of writing, the review was not yet finalised. No amendments to the *Disability Discrimination Act 1992 (Cth)* have been announced or enacted in response to the review.

Independent review of Stage 1 and Stage 2 hormone therapies in Queensland's public paediatrics gender services

On 28 January 2025, the Queensland Government announced a review to consider the evidence and ethical considerations and provide policy advice to the Queensland Government regarding the use of puberty suppression (Stage 1) and gender affirming (Stage 2) hormones for children and adolescents with gender dysphoria in Queensland's public hospital system.

The Commission's submission focused on the importance of ensuring that any review of gender-affirming healthcare is evidence-based and compatible with human rights. The submission emphasised that decisions about treatment should remain guided by existing, well-established clinical standards, informed consent processes, and the human rights of children, including their right to protection in their best interests.

The submission:

- Highlighted the substantial body of evidence which supports the safety and effectiveness of Stage 1 and Stage 2 hormone treatments for children and young people experiencing gender dysphoria.
- Noted the findings of the recent independent evaluation of the Queensland Children's Gender Service, which found the service was operating consistently with national and international clinical guidelines and had appropriate assessment, consent and governance processes.
- Emphasised that, as with all medical care, hormone therapies come with risks. However, these risks are suitably managed under current regulations and codes of practice applicable to all medical practitioners and clinical care guidance specific to gender affirming care for children experiencing gender dysphoria.
- Raised concerns about reliance on the Cass Review, noting criticisms of its methodology and conclusions by academics.
- Argued that a blanket restriction on access to hormone treatments limits a range of human rights, including the rights to life, protection from cruel treatment, privacy, equality, protection of families, protection of children and access to healthcare. If imposed, these limitations must be justified, including having regard to the evidence-base supporting the need for the restriction, and whether there are less restrictive, reasonably available ways to achieve that purpose.

The submission was provided to the Independent Panel on 29 July 2025, and the report was released on 19 December 2025.

Child Safety Commission of Inquiry

The Child Safety Commission of Inquiry was established to examine Queensland's child safety system and identify reforms to better protect children and young people.

The Commission submitted that the Commission of Inquiry:

- Place the human rights of children at the centre of its inquiry and properly consider human rights and make decisions compatibly with human rights when making recommendations.
- Prioritise the investigation and development of recommendations to address the overrepresentation of Aboriginal and Torres Strait Islander children in our child safety system.
- Engage with affected groups including, in particular, Aboriginal and Torres Strait Islander children and communities, to ensure their voices inform the Inquiry.
- Consider and make recommendations in relation to the effectiveness of existing intervention and prevention measures to support family-based care and prevent children from entering the child safety system.
- Include, as a part of its inquiry, an examination of the links between child protection and youth justice, including how disconnection from family, culture and community, experiences in out-of-home care, and interactions with the criminal justice system contribute to children's criminalisation and offending, supported by case studies of children involved in both systems.

The submission was provided to the Commission of Inquiry on 30 July 2025 and the Commission of Inquiry report was submitted to the Queensland Government on 22 May 2026.

Legal

Our legal work includes a range of statutory functions of the Commission, as well as providing internal legal advice.

The purpose of our legal work is to:

- Inform the development of human rights jurisprudence in Queensland by providing an expert independent perspective to cases raising discrimination and human rights issues.
- Build legal literacy and capacity on discrimination and human rights issues.
- Provide legal expertise to support the functions of the Commission.

Intervention in court and tribunal proceedings

The Commission may intervene in proceedings that involve human rights issues.⁹

Under the *Human Rights Act 2019*, we may intervene in a court or tribunal proceeding where a question of law about the application of the *Human Rights Act 2019* arises, or a question in relation to the interpretation of a statutory provision in accordance with the *Human Rights Act 2019* arises. Where either of these questions arise in a proceeding in the Supreme Court, District Court, Land Court, or Land Appeal Court, a party to the proceeding is required to give notice to the Commission of the relevant question (section 52 of the *Human Rights Act 2019*). We are sometimes notified of proceedings in other ways.

Under the *Anti-Discrimination Act 1991* we may intervene in a proceeding that involves human rights issues with the permission of the court or tribunal. There were no interventions under the *Anti-Discrimination Act 1991* during the period.

A guideline outlines how we decide whether to intervene in proceedings under the *Human Rights Act 2019* and is published on our website. The guideline was updated during the reporting period. We intervene as an independent, expert advocate for the *Human Rights Act 2019* and the *Anti-Discrimination Act 1991* and assist the court or tribunal by identifying and explaining human rights and the law, and potentially recommending outcomes compatible with human rights. We intervene only in a small number of matters. Broadly speaking, we may intervene in matters that are likely to:

- develop the body of Queensland judicial decisions on human rights
- foster discussion of the meaning and scope of rights
- address serious human rights issues.

⁹ See *Human Rights Act 2019* section 51 and *Anti-Discrimination Act 1991* section 235(j).

In 2025-26, we received 29 notifications or requests to intervene under the *Human Rights Act 2019*, and we intervened in one matter in the Supreme Court and 2 matters in the Court of Appeal.

Additionally, the Commission is a respondent to an application for leave to appeal to the High Court from a decision of the Court of Appeal about the interpretation of a statutory provision that prevents prisoners from accessing assisted reproductive technology. This is because the Commission intervened in the Court of Appeal proceeding.

These are the matters in which the Commission intervened during this period.

Eviction of homeless people from public land

This was a challenge to decisions of a council to evict people who had been living in a council park and destroy some of their belongings. The people had been living in the park lawfully until the council changed its local laws. The council gave very little notice to leave the property and moved in with police and bulldozers and impounded or destroyed some of the people's property.

The Court said that enforcing local laws needs to be proportionate and justified, taking into account the circumstances of the people affected. In the case of homelessness, this includes assisting them to organise alternate accommodation before evicting them.

In this case, the Court found the council had unjustifiably limited the rights of individuals to protection from degrading treatment, protection of privacy and home, protection of families, and the right to own and not be arbitrarily deprived of property.¹⁰

Decision that prevents applying for parole

This was an appeal from a decision of the Supreme Court on an application for judicial review in which the Commission had intervened. The Parole Board had declared that a 70-year-old prisoner with serious medical conditions could not apply for parole for a further 8.5 years. In May 2025 the Supreme Court found the prisoner's human rights had not been properly considered and ordered that the declaration was invalid.¹¹

The appeal to the Court of Appeal was heard on 4 November 2025 and a decision is yet to be delivered.

Cultural rights and mining activities

Cultural Custodians of land in Central Queensland had applied to the Department of Environment, Science and Innovation to take action to prevent

¹⁰ *Bobeldyk & Anor v Moreton Bay City Council; Eichin & Ors v Moreton Bay City Council* [2026] QSC 27.

¹¹ *Anderson v President of the Parole Board Queensland* [2025] QSC 123.

mining activities in the Galilee Basin from harming sacred springs of cultural significance to Aboriginal peoples. The Department did not take any action and the Cultural Custodians applied to the Supreme Court for judicial review of the decision. The Court said the decision wasn't one that could be judicially reviewed but ordered that the Cultural Custodians could continue with an application for a declaration that the Department's decision was unlawful.

Both parties appealed different parts of the Court's decision. The Court of Appeal held that the application for judicial review should not have been dismissed because various rights recognised in the *Human Rights Act 2019* were affected by the decision of the Department. Also, it was not appropriate to dismiss the application for a declaration because there was an obligation on the Department to properly consider human rights.¹²

The two original applications have been sent back to the Supreme Court to be heard and decided.

Details about submissions made by the Commission on interventions are published on the Commission's website.

Applications to the tribunal for review

Under section 169 of the *Anti-Discrimination Act 1991* a complainant may apply to the tribunal for review of a decision lapsing a complaint because the Commissioner has formed the opinion that the complainant had lost interest in continuing with the complaint. The tribunal's role is to consider afresh the complainant's interest in pursuing the complaint

There was one application to a tribunal for review of a decision under section 169 in the period. The complainant demonstrated a genuine interest in continuing with the complaint, and in the circumstances of this case, the Commissioner agreed to the tribunal setting aside the decision.

Judicial review of administrative decisions

Administrative decisions made under the *Anti-Discrimination Act 1991* or the *Human Rights Act 1991* may be judicially reviewed on application to the Queensland Supreme Court under the *Judicial Review Act 1991*.

In the current period 3 applications for judicial review were made, and one application made in July 2024 was finalised.

The application made in the previous period was discontinued after the complaint parties availed themselves of the Commission's dispute resolution processes and agreed on a resolution. An application was made in respect of the delay in deciding whether to accept a complaint that had been made outside the statutory time limit. The complaint was accepted after the parties

¹² *Chief Executive, Department of Environment, Science and Innovation v Nagana Yarrbayn Wangan and Jagalingou Cultural Custodians Ltd* [2026] QCA 7.

addressed issues about the time limit, and the application was resolved by agreement. A complainant has made an application that has not been served on the Commission, and the Court has adjourned it indefinitely. An application for review of a decision not to accept part of a complaint made outside the time limit was made but not yet heard or finalised.

The Commission's website includes a table of all published court decisions on applications for judicial review of decisions of the Commission. It is arranged according to the provision of the Act under which the Commission's decision was made and includes a short description.

Tribunal exemptions

Under section 113 of the *Anti-Discrimination Act 1991*, the tribunal is required to consult the Commission before deciding an application for an exemption from the operation of a specified provision of the Act. For work-related applications the tribunal is the Queensland Industrial Relations Commission (QIRC) and for all other applications the tribunal is the Queensland Civil and Administrative Tribunal (QCAT).

During the period there were 7 exemption applications, 5 to the QIRC and 2 to the QCAT. We made submissions on 4 applications to the QIRC and 2 applications to the QCAT, and we assisted in consultations ordered by the QIRC.

During the period, 3 decisions of the QIRC were published, one of which was a joint decision on separate applications made by 2 related companies, and 4 decisions of the QCAT were published.

Exemptions were granted for the following:

- (a) For 2 related companies that provide defence services and equipment to the Australian Government. Technology associated with the equipment is regulated by United States laws that prohibit people who are nationals of certain countries from accessing the technologies. In line with previous decisions of the tribunal, the QIRC considered the exemptions were necessary for the companies to perform critical work that is in the community interest, and that the limitation of the right to protection of the law without and against discrimination is reasonable and justified.¹³
- (b) For a retail provider in remote Aboriginal communities to restrict the sale of no and low alcohol beverage products to persons aged over 18 years.¹⁴
- (c) For an organisation that provides community and social services to vulnerable Aboriginal and Torres Strait Islander children, young people,

¹³ *Re: Proximity Advisory Services Pty Ltd and Systems Planning and Analysis Australia Pty Ltd* [2026] QIRC 48.

¹⁴ *Community Enterprise Queensland* [2025] QCAT 325.

and families to recruit workers based on sex to respect cultural practices relating to men's business and women's business.¹⁵

- (d) For the operators and franchisees of health and fitness clubs to open, promote, and operate the clubs so that they are run exclusively by and for women.¹⁶
- (e) For a residential community title complex to restrict accommodation, goods and services, and interests in land to people aged over 50 years.¹⁷

Exemptions were refused for the following:

- (a) To recruit a manager with lived experience of disability in an organisation that provides supports to people with disability. An exemption was not necessary because not having an impairment is not a protected attribute.¹⁸
- (b) For a not-for-profit incorporated association to restrict eligibility to the management committee so that a percentage is held by women. An exemption was not necessary because the organisation is not a club and managing the affairs of the association is not 'work' within the meaning of the *Anti-Discrimination Act 1991*.¹⁹

A table of all published decisions of the QCAT and the QIRC on exemption applications is published on the Commission's website.

Tribunal decisions

Under the *Anti-Discrimination Act 1991*, the tribunals (the QCAT and the QIRC) have the functions of:

- hearing and determining complaints referred by the Commissioner²⁰
- hearing and determining applications for exemptions²¹
- hearing and determining applications for interim orders before referral of a complaint²²
- considering applications for review of a decision that a complainant has lost interest²³ and
- providing opinions about the application of the Act.²⁴

For examples of tribunal decisions on complaints referred from the Commission, see pages 41-43 of this report.

¹⁵ *Re: Kalwun Development Corporation Limited* [2026] QIRC 89.

¹⁶ *Fernwood Women's Clubs (Australia) Pty Ltd* [2026] QCAT 271.

¹⁷ *Miami Recreational Facilities Pty Ltd* [2026] QCAT 99.

¹⁸ *ARC Disability Ltd* [2026] QIRC 134.

¹⁹ *Women Vision Together Inc* [2026] QCAT 17.

²⁰ *Anti-Discrimination Act 1991* section 175.

²¹ *Anti-Discrimination Act 1991* section 113.

²² *Anti-Discrimination Act 1991* section 144.

²³ *Anti-Discrimination Act 1991* section 169.

²⁴ *Anti-Discrimination Act 1991* section 228.

There were 52 decisions of the tribunals published or notified for the period, made up as shown in Table 11 (totalling 54 decisions as a decision can involve more than one issue).

Table 10: Tribunal decisions 2025-2026

	QIRC	QCAT	Total
Final hearings	5	8	13
Dismiss/strike out	8	2	10
Join parties	2	1	3
Produce/disclose documents	0	1	1
Legal representation	4	0	4
Interim orders before referral (s144)	1	0	1
Non-publication/anonymity	2	0	2
Amend complaint	1	2	3
Representative complaint	0	1	1
Time limit for making complaint	3	0	3
Costs	1	1	2
Miscellaneous process/Other	4	0	4
Exemption applications	3	4	7
Total	34	20	54

Appeals

A party to proceedings in the QCAT may appeal a decision on a question of law and apply for leave to appeal a decision on questions of fact, or questions of mixed fact and law. Appeals are decided by the Queensland Civil and Administrative Appeals Tribunal (QCAT Appeal Tribunal). In the period, 3 decisions of the QCAT Appeal Tribunal were published. The outcomes were:

- (a) The jurisdiction of the tribunal to deal with complaints against foreign entities was confirmed.²⁵
- (b) A tenant in a community housing facility who had racially vilified another tenant was required to vacate the tenancy. Protecting the safety and human rights of the other tenant justified limiting the right to choose where to live.²⁶
- (c) A Muslim prisoner was not discriminated against because of his religion when he was not provided with a dedicated toaster.²⁷

²⁵ *Twitter Australia Holdings Pty Ltd v Australian Muslim Advocacy Network Ltd* [2026] QCATA 27.

²⁶ *Hoban v Zhang* [2025] QCATA 103.

²⁷ *State of Queensland v Ali* [2025] QCATA 76.

A party to proceedings in the QIRC may appeal a decision to the Industrial Court of Queensland (Industrial Court). In the period, decisions of the Industrial Court in 2 appeals were published. The outcomes were:

- (a) The refusal of an Industrial Commissioner to recuse himself was confirmed.²⁸ In a separate decision The Industrial Court considered costs of the appeal and ordered no order as to costs.²⁹
- (b) There was no error in a decision that a complainant had failed to establish that alleged treatment in work was unlawful discrimination or victimisation.³⁰

The Industrial Court ordered a complainant to pay the costs of the respondents in an appeal that was dismissed in the previous period.³¹

Court of Appeal

A party to a decision of the QCAT Appeal Tribunal or the Industrial Court may appeal the decision to the Court of Appeal (a division of the Supreme Court of Queensland). Also, where a judicial member decides a case in the QCAT, an appeal goes to the Court of Appeal rather than the QCAT Appeal Tribunal.

There was one decision of the Court of Appeal published in the period, which was an appeal from a decision of a judicial member. The Court confirmed that it was not unreasonable to require a prisoner who has various impairments (post-traumatic stress disorder, personality disorders, and physical effects from an injury) to share a cell, and that the prisoner had not demonstrated that he could not comply with the requirement. The prison had properly considered human rights and the decision to house the prisoner in a shared cell was justified.³²

²⁸ *Benjamin v Sharp & Ors* [2026] ICQ 5.

²⁹ *Benjamin v Sharp & Ors No. 2* [2026] ICQ 6.

³⁰ *Medwell-Everett v Daltug Pty Ltd & Ors* [2025] ICQ 33.

³¹ *Michalakellis v LMM Holdings Pty Ltd & Ors (No. 2)* [2025] ICQ 31.

³² *Mizner v State of Queensland (Corrective Services)* [2025] QCA 169.



Engagement and communications

The Commission has a legislative role under the *Human Rights Act 2019* to raise awareness of and promote public discussion of human rights. Through targeted activities, we proactively contribute to achieving the Commission's strategic priorities including promoting self-determination for First Nations peoples and promoting equitable communities.

Yirmba First Nations Unit

Building on the strong foundations established in its first full year, the Yirmba First Nations Unit has moved into active, sustained engagement across Queensland. This year, the small but dedicated team delivered over 130 engagement activities across metropolitan, regional, and remote First Nations communities. This significant reach reflects the team's commitment to meeting communities where they are, leading to a better understanding of rights, as well as hearing stories on Country, rather than expecting communities to come to the Commission.

A defining feature of this year's work has been the deepening of relationships built on trust, cultural safety, and genuine reciprocity. Rather than one off consultations, the Unit has prioritised sustained presence in communities, returning to build on earlier conversations and demonstrating the Commission's ongoing commitment beyond initial introductions. These relationships have become the backbone of the Unit's ability to support culturally responsive, community led human rights work. This is a testament to what a small team grounded in cultural knowledge can achieve.

Alongside community engagement, the Unit has played a critical role within the Commission's complaints process, providing cultural support in more than 25 instances involving First Nations complainants. This support has ensured that First Nations people navigating the complaints process are met with cultural understanding at every stage, improving accessibility and confidence in the Commission's services. The consistent demand for this support underscores both the need for embedded cultural expertise and the trust the team has earned across the state.

As the Unit matures, this year's achievements reflect a growing capacity to work in true partnership with First Nations peoples, strengthening the Commission's ability to deliver culturally safe, rights-based outcomes for communities across Queensland.

Engagement

By fostering partnerships, amplifying community voices, and delivering tailored information, the Commission's engagement activities extend our reach, deepen stakeholder trust, and inform evidence-based policy development.

During 2025-26, engagement efforts focused on responding to communities' immediate needs and building organisational and institutional awareness of rights and obligations to help prevent harm before it occurs.

Engagement activities took place across the State including in Cairns, Townsville, Rockhampton and Toowoomba as well as Brisbane. The Commission had presence at a range of community events to support raising awareness of human rights and discrimination protections and the commission's services and processes, increasing the Commission's visibility while ensuring information is accessible to diverse communities across Queensland.

We hosted and participated in workshops, training sessions, forums and in-person panels aimed at building a stronger culture of human rights, discussing human rights and anti-discrimination law with those working across emergency service, corrections, health and education and sharing accessible information with people most vulnerable to discrimination and human rights breaches.

Some highlights of engagement activities in 2025-26 included:

- Partnering with Refugee and Immigrant Legal Service and Queensland African Community Council to launch resources and videos addressing vilification and racism.
- Partnering with Multicultural Families Organisation to develop a video resource and social media campaign during the International Day of Elimination of Race Discrimination.
- Partnering with Open Doors Community Services to organise "Wear it Purple celebration and community forum" in Parliament House. This event brought together a panel of young people from LGBTQIA+SB community, organisations supporting communities, allies and supporting MPs.
- Supporting the Queensland Museum's "Making a Scene: Queer identity and Club culture 1990's exhibition", raising awareness of human rights and discrimination protections for members of the LGBTQIA+SB community in Queensland.
- Working with partners to deliver capacity building activities including:
 - In partnership with Centacare Cairns, community education workshops focusing on human rights in emergencies and in schools
 - In partnership with Toowoomba Regional Council and the Cultural Diversity Network, awareness raising presentations
 - In partnership with Multicultural Australia, delivering Worker's Rights information sessions in Logan, Cairns and Toowoomba

Communications

Our communications activities have focused on establishing a proactive approach to achieving the Commission's strategic objectives, in particular promoting self-determination for First Nations peoples, and equitable communities.

The Commission launched a new website in February 2026 to improve digital access to information about preventing discrimination and upholding human rights. The website was informed by user research with key audience groups to ensure an improved user journey and increased accessibility and inclusion. New accessibility features were included in the website design, including over 20 language translations via an easy toggle function.

Communication support was provided to the education services new eLearning system for Pillar 1, which included marketing and communication plans, multimedia content, brand creation and designs, animation, writing style and pilot testing for usability.

Proactive, targeted communication plans were developed and implemented for key events, including the Rights Made Real podcast launch in July (the Commission's first podcast); former Commissioner Scott McDougall's Parliamentary Address at the conclusion of his term; Commissioner's attendance at key events; report releases; the national Human Rights Seminar co-hosted with the Australian Human Rights Commission in Brisbane, and Human Rights Week.

The Commission's first podcast, Rights Made Real – Gathering Strength series, was launched in 2025 with participation from First Nations community members and leaders. A promotional plan was developed to launch the podcast across several channels during NAIDOC Week. The podcast was shortlisted as a finalist for best podcast (series) in the Mumbrella Publish Awards, with the winner to be announced in September 2026. Public engagement in human rights has been supported through media and social media activities, which have continued to increase engagement with new and current audiences through creative, measurable campaigns and content.

Communications activities continue to build our owned audience and raise awareness and promote public discussion of human rights and anti-discrimination with tailored messaging across social channels and through the refreshed QHRC newsletter. Reach and engagement measurements are used to inform future activity and continue to grow our audiences.



Corporate governance

Structure and management

Information about the Commission's organisational structure and management can be found earlier in this report on page 11.

Public sector ethics

The Code of Conduct for the Queensland Public Service applies to our staff as a public service agency under the Public Sector Ethics Regulation 2010.

In accordance with section 23 of the *Public Sector Ethics Act 1994*, all new starters are provided training on the Code of Conduct as part of their induction activities and can access the code on an ongoing basis through the Commission's intranet.

All staff are required to complete annual refresher training on the Code of Conduct which is monitored through the performance and development management process and recorded in staff training records. In developing and updating policies and procedures, the Commission has regard to the ethics, principles and values in the Code of Conduct.

Human rights

At the Commission, a core part of our business is to further the objectives of the *Human Rights Act 2019*. Promoting understanding, acceptance and public discussion of human rights is central to the delivery of our frontline services.

In relation to the obligations of public entities under the *Human Rights Act 2019*, we undertook the following activities during 2025-26:

- Delivered face-to-face training sessions and webinars on the *Human Rights Act 2019*
- Required all new staff to complete the online training module 'Public entities and the *Queensland Human Rights Act 2019*'.

Of the complaints we received about our service delivery in 2025-26, 4 were human rights complaints.

The Commission continues to develop and implement guidance on human rights decision-making to help employees make decisions and behave in a way that is compatible with the *Human Rights Act 2019*.

The Commission promotes understanding and acceptance of human rights through our enquiries and dispute resolution services. Our enquiries team provides information about the rights protected under the *Human Rights Act 2019* and how to make complaints, first to the public entity involved, and if not

resolved, to the Commission. Our dispute resolution team discuss the purpose and application of the *Human Rights Act 2019* during early resolution and conciliation conferences. The team has guidance on how to give proper consideration to human rights when making administrative decisions under the *Anti-Discrimination Act 1991* and *Human Rights Act 2019*.

In addition, we carried out assessments of compatibility with human rights across a suite of internal policies and procedures to ensure compatibility with human rights as part of our review process.

Queensland public service values

The ways in which we deliver services, develop and support staff, and engage with the community also reflect the Queensland public service values of putting customers first, translating ideas into action, unleashing potential, being courageous, and empowering people.

Charter of Victims' Rights complaints

No Charter of Victims' Rights complaints were received in 2025-2026.

Risk management and accountability

Risk management

The Commission is committed to good corporate governance and continues to ensure a culture of effectively managing risk and encouraging continuous improvement. The Commission adopts a 3 lines of defence model with an audit and risk committee, internal audit program and uplifting the frameworks, policies and procedures that form part of the internal control environment.

Reinforcing a strong commitment to integrity and transparency, it is anticipated that the risk framework and the policies, procedures, and activities it encompasses, will continue to mature - strengthening the Commission's ability to identify, manage and respond to material risks.

Audit and risk committee

The audit and risk committee (ARC) was established in April 2025 and comprised of 2 independent members as of 30 June 2026. The ARC is governed by the ARC charter and is directly accountable to the Commissioner. In discharging its responsibilities, the ARC has the authority to:

- conduct or authorise investigations into matters within its scope of responsibility
- access information, records, and personnel of the Commission as

- necessary for such investigations
- request the attendance of any employee, including the Commissioner, at meetings
- consult with internal and external auditors, and
- seek advice from external parties, as necessary.

The role of the ARC is to provide independent assurance and assistance to the Commissioner on:

- financial and performance reporting processes
- risk, control, and compliance frameworks
- external accountability responsibilities as prescribed in relevant legislation and standards.

The ARC does not replace or replicate established management responsibilities and delegations within the Commission or the reporting lines and responsibilities of either internal audit or external audit functions.

Members of the ARC are remunerated and appointed for a term of 3 years. The ARC membership was fully independent in 2025-26. The members of the ARC for 2025-26 are:

Name	Committee role	Independent	Appointment date	Remuneration
David Heley	Chair	Yes	6 March 2025	\$4,000
Michael Dobbie-Bridges	Member	Yes	6 March 2025	\$1,000
Eliana Lozano	Member	Yes	21 July 2025	\$4,000

Note: Dollar amounts are inclusive of GST where applicable.

Michael Dobbie-Bridges resigned from his role as ARC member on 18 May 2026 due to the commencement of a new role with the Queensland public sector.

The ARC has an annual work plan and meeting schedule. The ARC meet at least quarterly, and in 2025-26 the following meetings were held:

Meeting date	David Heley	Michael Dobbie-Bridges	Eliana Lozano
15 August 2025	In attendance	In attendance	In attendance
19 November 2025	In attendance	Not in attendance	In attendance
4 March 2026	In attendance	Not in attendance	In attendance
3 June 2026	In attendance	n/a	In attendance

Internal audit

Internal audit is a key component of the Commission's corporate governance as the third line of defence and is provided by an external service provider ("the internal audit team"). The internal audit team is independent of the activities it reviews, and of the Commission's management team, external auditors, and the Queensland Audit Office (QAO). It provides independent assurance to the ARC and management that the Commission's policies, systems and procedures meet appropriate standards.

The internal audit team provides a range of assurance, advisory and support activities in line with the Internal Audit Plan developed and endorsed by the ARC and approved by the Commissioner. A risk-based approach was taken in planning and implementing the internal audit program of work.

Coordination with the governance and finance functions and the external auditor is designed to ensure efficient and appropriate coverage of risks and controls across the Commission.

During 2025-26 the following internal audits were completed:

- Employee life cycle with a focus on talent acquisition, onboarding, training, retention and offboarding.
- Financial processes including accounts payable, payroll and accounts receivable.

The progress of management actions is monitored by the internal audit team and reported to the ARC.

External audit

The Queensland Audit Office (QAO) is the independent auditor of the public sector and provides external audit services to the Commission, ensuring the financial statements are a true and fair account of past financial performance and current financial position.

Information systems and record keeping

QHRC recognises its information as a critical asset that enables the Commission to deliver its services effectively and consistently.

To ensure we maintain complete and reliable public records and their safe keeping, we:

- ensure accurate documentation of activities and decision-making including any matters that inform those decisions or actions
- safeguard our corporate knowledge and history
- maintain documents and electronic records in accordance with internal protocols, and

- take steps to mitigate our information security risk.

The *Public Records Act 2023* and guidance issued by Queensland State Archives informs the Commission's approach to records management. Records are retained and disposed of in line with the appropriate legislation and retention and disposal requirements.

The Commission maintains paper-based records and electronic records to help manage and secure its administrative and core business records. As part of its information technology roadmap, the Commission is working towards all records being maintained in digital form (unless regulatory exceptions apply). Continuing the program of migration to modern applications, use of automation and ICT governance will provide enhanced security, systems performance and improved user experience.

During the financial year, the QHRC provided ongoing information management, security and privacy training to employees, reiterating the importance of privacy and security obligations at the Commission. This training is provided to new employees on commencement of employment, and on an annual basis.

During the financial year:

- the Commission did not identify, or take action on, any significant issues relating to the reliability, sustainability or security of recordkeeping systems
- the Commission did not transfer any records to Queensland State Archives, to another public authority; or lose or damage any records due to a disaster or other reasons.

Human resources

Strategic workforce planning and performance

The Commission maintains offices in Brisbane, Cairns, and Rockhampton.

As at 30 June 2026, we had 77 paid permanent and temporary staff, equating to 71 full-time equivalent (FTE) staff.

We are committed to maintaining a diverse and inclusive workplace where the contributions of all staff are valued. Strategies implemented to promote diversity and inclusion include:

- active promotion of flexible work, including compressed hours, part-time and working from home arrangements
- provision of accessible office spaces where possible
- appointment of Contact Officers
- introduction of positive performance management principles
- professional development of all staff on a continuing basis.

Table 11: Workforce profile data, 2025-26

Gender	Number (headcount)	Percentage of total workforce
Woman	57	74%
Man	20	26%
Non-binary	0	0%
Diversity groups	Number (headcount)	Percentage of total workforce
Women	57	74%
Aboriginal peoples and Torres Strait Islander peoples*	<5	Headcount is <5
People with disability	9	12%
Culturally and linguistically diverse – speak a language at home other than English (including Aboriginal and Torres Strait Islander languages or Australian South Sea Islander languages)	8	10%
Role classification	Women (headcount)	Percentage of total leadership cohort
Senior Officers^	4	100%
Senior Executive Service and Chief Executives^	2	100%

Source: Minimum Obligatory Human Resource Information (MOHRI) data collection June 2026; percentages have been rounded to the nearest whole number.

* To ensure privacy, where there are less than 5 respondents in a category, specific numbers are replaced by <5.

^ Women in leadership are defined as those in classified roles or on s122 or s155 contracts.

Early retirement, redundancy, and retrenchment

In 2025-26, no employees received redundancy packages.

Open data

The Commission publishes annual data on consultancies, overseas travel, interpreter services and Charter of Victims' Rights complaints at <https://data.qld.gov.au>.



Summary of financial performance

Financial governance

The Commission is managed in accordance with the requirements of the *Financial Accountability Act 2009* (FAA), the *Financial and Performance Management Standard 2019* (FPMS), the *Statutory Bodies Financial Arrangements Act 1982* (SBFAA), the *Anti-Discrimination Act 1991* and the *Human Rights Act 2019*.

All dollar figures in this section of the report are rounded to the nearest thousand.

Financial summary 2025-26

This summary provides an overview of the Commission's financial performance for 2025-26 and a comparison with 2024-25. A detailed view of the financial performance for 2025-26 is provided in the audited financial statements in this report.

The Commission's operating result for 2025-26 was a surplus of \$215,000, reflecting an overall financial position that was largely in line with budget expectations.

Income

The Commission derives most of its income from the Queensland Government through a grant paid by the Department of Justice. The Commission also provides some services on a fee for service basis, including education services. Interest income is received on cash balances held by the Commission's financial institution.

Education revenue in 2025-26 decreased by \$111,000 (45 per cent decrease) on prior year due to a reduced number of training sessions delivered. From January 2025, resources were redirected to support the delivery of a comprehensive review of the Commission's education and training services. No professional services were delivered in 2025-26.

Interest and other revenue decreased by \$53,000 (12 per cent decrease) due to interest received on a lower cash balance. The cash balance reflects the accumulation of prior year operating surpluses.

Table 12: Statement of comprehensive income

	2025-26 \$'000	2024-25 \$'000
Education sessions	136	247
Professional services	-	380
Grants and other contributions	15,953	14,589
Interest and other revenue	388	441
Total income from continuing operations	16,477	15,657
Employee expenditure	10,504	9,542
Supplies and services	5,550	4,774
Grants and subsidies	-	-
Depreciation and amortisation	143	177
Other expenses	65	62
Total expenditure from continuing operations	16,262	14,555
Operating result for the year	215	1,102

Expenditure

Employee expense represented 65 per cent of total expenditure in 2025-26, with this cost category increasing by \$962,000 (10 per cent increase) on prior year. This increase was due to the recruitment of the temporary queue reduction team to reduce complaint wait times, along with the appointment of relief staff for core operational functions. The Commission's paid FTE increased from 62 as at 30 June 2025, to 71 as at 30 June 2026.

The second largest expense category, supplies and services, represented 34 per cent of total expenditure in 2025-26. This expense category increased by \$776,000 (16 per cent increase) on prior year because of the implementation of key initiatives. These initiatives include the new Commission website, complaints management system upgrade and Brisbane and Cairns office moves to promote a more accessible and culturally safe environment.

Financial position

Table 13 sets out the Commission's net assets (being assets minus liabilities) and equity. On 30 June 2026, the Commission's net assets were \$5.948 million, an increase of \$215,000 (4 per cent increase) due to the current year operating surplus.

This year, the Commission's total assets increased to \$7.361 million, up \$204,000 (3 per cent increase) from 2024-25.

The Commission's current liabilities decreased by \$11,000 (0.8 per cent decrease) to \$1.413 million since 2024-25. This total comprises employee leave entitlements of \$1.102 million (78 per cent of total liabilities) and payables of \$311,000 (22 per cent of total liabilities).

Table 13: Statement of financial position

	2025-26 \$'000	2024-25 \$'000
Current assets	6,330	7,023
Non-current assets	1,031	134
Total assets	7,361	7,157
Current liabilities	1,413	1,424
Total liabilities	1,413	1,424
Net assets	5,948	5,733
Total equity	5,948	5,733

Comparison to budget ³³

Budget and actual performance for 2025-26, together with explanatory notes on major variances are provided in detail in note E1 of the audited financial statements provided with this report.

Certification of financial statements

The certification of financial statements accompanies the annual report or can be viewed at <https://www.qhrc.qld.gov.au>.

Independent auditor's report

The independent auditor's report accompanies the annual report or can be viewed at <https://www.qhrc.qld.gov.au>.

³³ 2025-26 Queensland State Budget – Service Delivery Statements – Queensland Human Rights Commission



Financial Statements
for the financial year ended
30 June 2026

Queensland Human Rights Commission Financial Statements
For the Year Ended 30 June 2026

TABLE OF CONTENTS

Financial Statements	Statement of Comprehensive Income	Page 2
	Statement of Financial Position	Page 3
	Statement of Changes in Equity	Page 4
	Statement of Cash Flows (including Notes to the Statement of Cash Flows)	Page 5&6
Notes to the Financial Statements	A1. Basis of Financial Statement Preparation	Page 7
	A1-1 General Information	Page 7
	A1-2 Authorisation of Financial Statements for Issue	Page 7
Section 1 About the Commission and this Financial Report	A1-3 Compliance with Prescribed Requirements	Page 7
	A1-4 Underlying Measurement Basis	Page 7
	A1-5 Presentation	Page 7
	A1-6 Taxation	Page 7
	A1-7 New and Revised Accounting Standards	Page 8
	A2. Objectives of the Commission	Page 8
	B1. Revenue	Page 9
	B1-1 User Charges and Fees	Page 9
Section 2 Notes about our Financial Performance	B1-2 Grants and Contributions	Page 9
	B2. Expenses	Page 10
	B2-1 Employee Expenses	Page 10
	B2-2 Supplies and Services	Page 11
	B2-3 Other Expenses	Page 11
	C1. Cash and Cash Equivalents	Page 12
	C2. Plant, Equipment and Depreciation Expense	Page 12
Section 3 Notes about our Financial Position	C2-1 Closing Balances and Reconciliation of Carrying Amount	Page 12
	C2-2 Recognition and Acquisition	Page 12
	C2-3 Measurement Using Historical Cost	Page 12
	C2-4 Depreciation Expense	Page 13
	C3. Payables	Page 13
	C4. Accrued Employee Benefits	Page 13
	C5. Contributed Equity	Page 13
	D1. Financial Risk Disclosures	Page 14
Section 4 Notes about Risk and Other Accounting Uncertainties	D1-1 Financial Instrument Categories	Page 14
	D2. Contingencies	Page 14
	D3. Events Occurring After the Reporting Date	Page 14
	E1. Budgetary Reporting Disclosures	Page 15
Section 5 Notes on our Performance compared to Budget	E2. Budget to Actual Comparison - Statement of Comprehensive Income	Page 15
	E2-1 Explanation of Major Variances - Statement of Comprehensive Income	Page 15
	E3. Budget to Actual Comparison - Statement of Financial Position	Page 16
	E3-1 Explanation of Major Variances - Statement of Financial Position	Page 16
	E4. Budget to Actual Comparison - Statement of Cash Flows	Page 17
Section 6 Other Information	F1. Key Management Personnel (KMP) Disclosures	Page 18&19
	F2. Related Party Transactions	Page 20
	F3. Climate Risk Disclosure	Page 20
Certification	Management Certificate	Page 21

Queensland Human Rights Commission
Statement of Comprehensive Income
for the year ended 30 June 2026

	Note	2026 \$'000	2025 \$'000
Income			
User charges and fees	B1-1	136	627
Grants and contributions	B1-2	15,953	14,589
Interest		374	382
Other revenue		14	59
Total revenue		16,477	15,657
Total income		16,477	15,657
Expenses			
Employee expenses	B2-1	10,504	9,542
Supplies and services	B2-2	5,550	4,774
Depreciation and amortisation		143	177
Other expenses	B2-3	65	62
Total expenses		16,262	14,555
Operating result for the year		215	1,102
TOTAL COMPREHENSIVE INCOME		215	1,102

The accompanying notes form part of these statements.

Queensland Human Rights Commission
Statement of Financial Position
as at 30 June 2026

	Note	2026 \$'000	2025 \$'000
Current assets			
Cash and cash equivalents	C1	6,111	6,806
Receivables		106	147
Other current assets		113	70
Total current assets		<u>6,330</u>	<u>7,023</u>
Non-current assets			
Plant and equipment	C2	999	85
Intangible assets		32	49
Total non-current assets		<u>1,031</u>	<u>134</u>
Total assets		<u>7,361</u>	<u>7,157</u>
Current liabilities			
Payables	C3	311	473
Accrued employee benefits	C4	1,102	951
Total current liabilities		<u>1,413</u>	<u>1,424</u>
Total liabilities		<u>1,413</u>	<u>1,424</u>
Net assets		<u>5,948</u>	<u>5,733</u>
Equity			
Contributed equity	C5	887	887
Accumulated surplus		5,061	4,846
Total equity		<u>5,948</u>	<u>5,733</u>

The accompanying notes form part of these statements.

Queensland Human Rights Commission
Statement of Changes in Equity
for the year ended 30 June 2026

		Contributed equity \$'000	Accumulated surplus \$'000	TOTAL \$'000
Balance as at 1 July 2024		537	3,744	4,281
Operating result for the year		-	1,102	1,102
Equity Injection	C5	350	-	350
Balance as at 30 June 2025		887	4,846	5,733
Balance as at 1 July 2025		887	4,846	5,733
Operating result for the year		-	215	215
Balance as at 30 June 2026		887	5,061	5,948

The accompanying notes form part of these statements.

Queensland Human Rights Commission
Statement of Cash Flows
for the year ended 30 June 2026

	Note	2026 \$'000	2025 \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
<i>Inflows:</i>			
User charges and fees		123	845
Grants and contributions		15,953	14,589
GST input tax credits from ATO		705	413
GST collected from customers		15	30
Interest receipts		374	382
Other		14	59
<i>Outflows:</i>			
Employee expenses		(10,339)	(9,364)
Supplies and services		(5,754)	(4,852)
GST paid to suppliers		(667)	(477)
GST remitted to ATO		(14)	(36)
Other		(65)	(62)
Net cash provided by operating activities	CF-1	<u>345</u>	<u>1,527</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
<i>Outflows:</i>			
Payments for plant and equipment		<u>(1,040)</u>	<u>-</u>
Net cash provided by (used in) investing activities		<u>(1,040)</u>	<u>-</u>
CASH FLOWS FROM FINANCING ACTIVITIES			
<i>Inflows:</i>			
Equity injections		<u>-</u>	<u>350</u>
Net cash provided by financing activities		<u>-</u>	<u>350</u>
Net increase/(decrease) in cash and cash equivalents		<u>(695)</u>	<u>1,877</u>
Cash and cash equivalents - opening balance		<u>6,806</u>	<u>4,929</u>
Cash and cash equivalents - closing balance	C1	<u><u>6,111</u></u>	<u><u>6,806</u></u>

The accompanying notes form part of these statements.

Queensland Human Rights Commission
Statement of Cash Flows
for the year ended 30 June 2026

NOTES TO THE STATEMENT OF CASH FLOWS

CF-1 Reconciliation of operating result to net cash provided by operating activities

	2026	2025
	\$'000	\$'000
Operating surplus	215	1,102
<i>Non-cash items included in operating result:</i>		
Depreciation and amortisation expense	143	177
<i>Change in assets and liabilities:</i>		
(Increase)/decrease in receivables	41	132
(Increase)/decrease in other current assets	(43)	(6)
Increase/(decrease) in payables	(162)	319
Increase/(decrease) in accrued employee benefits	151	194
Increase/(decrease) in unearned revenue	-	(391)
Net cash provided by operating activities	<u>345</u>	<u>1,527</u>

SECTION 1
ABOUT THE COMMISSION AND THIS FINANCIAL REPORT

A1 BASIS OF FINANCIAL STATEMENT PREPARATION

A1-1 GENERAL INFORMATION

These financial statements cover the Queensland Human Rights Commission ("the Commission"). The Commission is a Queensland Government statutory body established under the *Anti-Discrimination Act 1991* and the *Human Rights Act 2019* and is controlled by the State of Queensland, which is the ultimate parent. The Commission does not control other entities, the financial statements are for the Commission as an individual entity.

The head office and principal place of business of the Commission is Level 4, 400 George Street, BRISBANE QLD 4000.

A1-2 AUTHORISATION OF FINANCIAL STATEMENTS FOR ISSUE

The financial statements are authorised for issue by the Human Rights Commissioner and Director, Corporate Services at the date of signing the management certificate.

A1-3 COMPLIANCE WITH PRESCRIBED REQUIREMENTS

The Commission has prepared these financial statements in compliance with section 39 of the *Financial and Performance Management Standard 2019*. The financial statements comply with Queensland Treasury's Minimum Reporting Requirements for reporting periods beginning on or after 1 July 2025.

A1-4 UNDERLYING MEASUREMENT BASIS

The Commission is a not-for-profit entity and these general purpose financial statements are prepared on an accrual basis (except for the statement of cash flows which is prepared on a cash basis) in accordance with Australian Accounting Standards and Interpretations applicable to not-for-profit entities.

Historical cost is used as the measurement basis in this financial report.

Historical cost

Under historical cost, assets are recorded at the amount of cash or cash equivalents paid or the fair value of the consideration given to acquire assets at the time of their acquisition. Liabilities are recorded at the amount of proceeds received in exchange for the obligation or at the amounts of cash or cash equivalents expected to be paid to satisfy the liability in the normal course of business.

A1-5 PRESENTATION

Currency and rounding

Amounts included in the financial statements are in Australian dollars and 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. Due to rounding, totals may not add exactly.

Comparatives

Comparative information reflects the audited 2024-25 financial statements.

Current/non-current classification

Assets and liabilities are classified as either 'current' or 'non-current' in the statement of financial position and associated notes.

Assets are classified as 'current' where their carrying amount is expected to be realised within 12 months after the reporting date. Liabilities are classified as 'current' when they are due to be settled within 12 months after the reporting date, or the Commission does not have the right at the end of the reporting period to defer settlement to beyond 12 months after the reporting date.

All other assets and liabilities are classified as non-current.

A1-6 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, GST and payroll tax are the only taxes accounted for by the Commission. GST credits receivable from, and GST payable to the Australian Tax Office (ATO), are recognised as receivables.

A1 BASIS OF FINANCIAL STATEMENT PREPARATION (continued)

A1-7 FIRST YEAR APPLICATION OF NEW ACCOUNTING STANDARDS OR CHANGE IN ACCOUNTING POLICY

Accounting standards applied for the first time

No new accounting standards or interpretations that apply to the Commission for the first time in 2025-26 had any material impact on the financial statements.

Accounting standards early adopted

No accounting standards or interpretations were early adopted in the 2025-26 financial year.

A2 OBJECTIVES OF THE COMMISSION

The Commission has functions under both the *Anti-Discrimination Act 1991* and the *Human Rights Act 2019* (the Acts).

The *Anti-Discrimination Act 1991* 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 *Human Rights Act 2019* aims to protect and promote human rights; to help build a culture in the Queensland public sector that respects and promotes human rights; and to help promote a dialogue about the nature, meaning and scope of human rights.

Under the Acts, the Commission's main functions include:

- managing complaints received;
- informing public entities and the community about their rights and responsibilities;
- delivering training to business, government and the community;
- assisting communities to develop the capacity to protect human rights; and
- promoting public discussions on human rights.

Other important services specifically covered under the *Human Rights Act 2019* include:

- reviewing public entities' policies, programs, procedures, practices and services for compatibility with human rights;
- intervening in legal proceedings involving human rights issues to provide expert assistance to courts and tribunals; and
- advising the Attorney-General about the operation of the Act.

The Commission is predominantly funded through parliamentary appropriations via a grant from the Department of Justice.

The Commission provides some services on a fee for service basis in relation to education services, and advisory and consultancy services.

SECTION 2
NOTES ABOUT OUR FINANCIAL PERFORMANCE

B1 REVENUE

B1-1 USER CHARGES AND FEES

	2026 \$'000	2025 \$'000
User Charges and Fees		
Sale of services		
Training sessions	95	201
Professional services	-	380
Sale of publications	41	46
Total	<u><u>136</u></u>	<u><u>627</u></u>

Accounting Policy - Sale of services

The Commission provides training sessions to businesses in Queensland; the usual service delivery period is 1 day. Revenue is recognised at the completion of each service when the single performance obligation is fulfilled.

Professional services of \$380k in 2024-25 represents the remaining performance obligations of the Queensland Police Service (QPS) review project which started in July 2023. The project was completed in the 2024-25 financial year and all amounts have been recognised as revenue.

B1-2 GRANTS AND CONTRIBUTIONS

	2026 \$'000	2025 \$'000
Recurrent grant from Department of Justice	15,953	14,589
Total	<u><u>15,953</u></u>	<u><u>14,589</u></u>

Accounting policy - Grants and contributions

Grants, contributions and donations revenue arise from non-exchange transactions where the Commission does not directly give approximately equal value to the grantor.

Where the grant agreement is enforceable and contains sufficiently specific performance obligations for the Commission to transfer goods or services to a third-party on the grantor's behalf, the transaction is accounted for under AASB 15 *Revenue from Contracts with Customers*. In this case, revenue is initially deferred (as a contract liability) and recognised as or when the performance obligations are satisfied.

Otherwise, the grant is accounted for under AASB 1058 *Income of Not-for-Profit Entities*, whereby revenue is recognised upon receipt of the grant funding, except for special purpose capital grants received to construct non-financial assets to be controlled by the Commission.

Disclosure – Grants and contributions

Grant revenue for the Commission's operations are funded by the Department of Justice and are recognised upon receipt as the Commission's obligations are not sufficiently specific.

Queensland Human Rights Commission
Notes to the Financial Statements
for the year ended 30 June 2026

B2 EXPENSES

B2-1 EMPLOYEE EXPENSES

	2026	2025
	\$'000	\$'000
Employee benefits		
Wages and salaries	7,712	6,401
Annual leave expense	879	851
Employer superannuation contributions	1,085	912
Termination benefits	-	529
Long service leave levy	207	158
Other employee benefits	42	46
Employee related expenses		
Workers' compensation premium	50	50
Payroll tax	475	384
Other employee related expenses	54	211
Total	10,504	9,542

	2026	2025
	No.	No.
Full-Time Equivalent (FTE) Employees at 30 June:	71	62

Accounting policy - Wages and salaries

Wages and salaries due but unpaid at reporting date are recognised in the statement of financial position at the current salary rates. As the Commission does not have the right at the end of the reporting period to defer settlement for at least 12 months after the reporting period, the liabilities are recognised at undiscounted values (refer to Note C4).

Accounting policy - Annual leave

Annual leave liabilities are classified and measured as other long-term employee benefits as the Commission does not expect to wholly settle all such liabilities within the 12 months following reporting date.

Annual leave liabilities are presented as current liabilities as the Commission does not have the right at the end of the reporting period to defer settlement for at least 12 months after the reporting period (refer to Note C4).

Other long-term employee benefits are measured at the present value of the expected future payments to be made to employees. Expected future payments take into account anticipated future wage/salary levels.

Accounting policy - Sick leave

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.

Accounting policy - 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.

Accounting policy - Superannuation

Post-employment benefits for superannuation are provided through defined contribution (accumulation) plans or the Queensland Government's defined benefit plan (the former QSuper defined benefit categories now administered by the Government Division of the Australian Retirement Trust) as determined by the employee's conditions of employment.

Defined contribution plans - Contributions are made to eligible complying superannuation funds based on the rates specified in the relevant EBA or other conditions of employment. Contributions are expensed when they are paid or become payable following completion of the employee's service each pay period.

Defined benefit plan - The liability for defined benefits is held on a whole-of-government basis and reported in those financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*. The amount of contributions for defined benefit plan obligations is based upon the rates determined on the advice of the State Actuary. Contributions are paid by the Commission at the specified rate following completion of the employee's service each pay period. The Commission's obligations are limited to those contributions paid.

Key management personnel and remuneration disclosures are detailed in Note F1.

Queensland Human Rights Commission
Notes to the Financial Statements
for the year ended 30 June 2026

B2 EXPENSES (continued)

B2-2 SUPPLIES AND SERVICES

	2026	2025
	\$'000	\$'000
Office accommodation	1,068	719
Property outgoing	185	159
Computing and telephone	675	675
Operating level agreement	272	300
Legal fees	77	130
Contractors	2,780	1,997
Travel	142	158
Plant & Equipment <\$5,000	121	91
Consultants	-	95
Other	230	450
Total	5,550	4,774

Office accommodation

Payments for non-specialised commercial office accommodation under the Queensland Government Accommodation Office (QGAO) framework arise from non-lease arrangements with the Department of Housing and Public Works (HPW), who has substantive substitution rights over the assets used within this scheme. Payments are expensed as incurred and categorised within office accommodation.

	2026	2025
	\$'000	\$'000
B2-3 OTHER EXPENSES		
External audit fees **	33	32
Other	32	30
Total	65	62

Audit fees

** Total audit fees quoted by the Queensland Audit Office relating to the 2025-26 financial statements are \$33,300 (2025: \$32,000). There are no non-audit services included in this amount.

SECTION 3
NOTES ABOUT OUR FINANCIAL POSITION

C1 CASH AND CASH EQUIVALENTS

	2026 \$'000	2025 \$'000
Cash at bank	6,111	6,806
Total	6,111	6,806

C2 PLANT, EQUIPMENT AND DEPRECIATION EXPENSE

C2-1 CLOSING BALANCES AND RECONCILIATION OF CARRYING AMOUNT

Plant and equipment reconciliation	Plant and equipment	
	2026 \$'000	2025 \$'000
Gross	1,142	964
Less: Accumulated depreciation	(143)	(879)
Carrying amount at 30 June	999	85
<i>Represented by movements in carrying amount:</i>		
Carrying amount at 1 July	85	168
Acquisitions	1,040	-
Depreciation	(126)	(83)
Carrying amount at 30 June	999	85

C2-2 RECOGNITION AND ACQUISITION

Accounting policy - Recognition

Items of plant and equipment with a historical 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.

Accounting policy - Cost of acquisition

Historical cost is used for the initial recording of all plant and equipment acquisitions. Historical 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.

C2-3 MEASUREMENT USING HISTORICAL COST

Accounting policy

Plant and equipment is measured at historical cost in accordance with Queensland Treasury's Non-Current Asset Policies for the Queensland Public Sector. The carrying amounts for such plant and equipment is not materially different from their fair value.

C2 PLANT, EQUIPMENT AND DEPRECIATION EXPENSE (continued)

C2-4 DEPRECIATION EXPENSE

Accounting policy

Plant and equipment is depreciated on a straight-line basis so as to allocate the net cost of each asset progressively over its estimated useful life to the Commission.

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 the Commission's depreciable assets, the estimated amount to be received on disposal at the end of their useful life (residual value) is determined to be zero.

Useful Life Rates

Key Estimate: Useful life rates for each class of depreciable asset:

Class	Useful life
Plant and equipment:	
Computer equipment	10 years
Office equipment	5 years
Leasehold improvements	5 years

C3 PAYABLES

	2026	2025
	\$'000	\$'000
Current		
Trade creditors	300	468
Other	11	5
Total	311	473

Accounting policy - 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.

C4 ACCRUED EMPLOYEE BENEFITS

	2026	2025
	\$'000	\$'000
Current		
Wages outstanding	76	87
Annual leave	918	814
Long service leave levy payable	108	50
Total	1,102	951

The Commission will join Annual Leave Central Scheme from 1 July 2026.

Accounting policy - Annual leave

Refer to Note B2-1

Accounting policy - Accrued employee benefits

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

C5 CONTRIBUTED EQUITY

The \$350K for the Commission's complaints management system upgrade was received as a non-appropriated equity transfer from the Department of Justice in 2024-25.

SECTION 4
NOTES ABOUT RISK AND OTHER ACCOUNTING UNCERTAINTIES

D1 FINANCIAL RISK DISCLOSURES

D1-1 FINANCIAL INSTRUMENT CATEGORIES

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.

Financial assets	Note	2026	2025
		\$'000	\$'000
Cash and cash equivalents	C1	6,111	6,806
Financial assets at amortised cost:			
<i>Receivables</i>		<u>106</u>	<u>147</u>
Total financial assets		<u>6,217</u>	<u>6,953</u>
Financial liabilities			
Financial liabilities at amortised cost:			
<i>Payables</i>	C3	<u>311</u>	<u>473</u>
Total financial liabilities		<u>311</u>	<u>473</u>

No financial assets and financial liabilities have been offset and presented net in the statement of financial position. The activities undertaken by the Commission do not expose it to any material credit, liquidity or market risk.

D2 CONTINGENCIES

The Commission has no material contingencies as at 30 June 2026 (2025: Nil).

D3 EVENTS OCCURRING AFTER THE REPORTING DATE

No post balance date events have been identified.

SECTION 5
NOTES ON OUR PERFORMANCE COMPARED TO BUDGET

E1 BUDGETARY REPORTING DISCLOSURES

This section contains explanations of major variances between the Commission's actual 2025-26 financial results and the original budget presented to Parliament.

E2 BUDGET TO ACTUAL COMPARISON - STATEMENT OF COMPREHENSIVE INCOME

	Variance note	Original Budget 2026 \$'000	Actual 2026 \$'000	Variance \$'000
Income				
User charges and fees	1	233	136	(97)
Grants and contributions		15,821	15,953	132
Interest and distributions from managed funds	2	10	388	378
Total income		16,064	16,477	413
Expenses				
Employee expenses	3	11,776	10,504	1,272
Supplies and services	4	4,045	5,550	(1,505)
Grants and subsidies		10	-	10
Depreciation and amortisation		182	143	39
Other expenses		51	65	(14)
Total expenses		16,064	16,262	(198)
Operating result for the year		-	215	215

E2-1 Explanation of major variances - Statement of comprehensive income

1- The user fees and charges collected during the year were lower than original budget primarily due to the education team focusing on a review of the education strategy, resulting in a reduction in training session delivery.

2- Actual interest received was higher than budget, resulting in a favourable variance.

3- Employee expenses were lower than original budget due to the pause on the Respect at Work and Other Matters Amendment Act 2024 reforms, with the Commission adhering to cease all recruitment relating to the implementation.

4- Supplies and services were higher than original budget due to the Commission's investment in its core functions and supporting infrastructure through the delivery of multiple projects. This included the completion of the Brisbane and Cairns office moves, recruitment and onboarding of the temporary queue reduction team to reduce complaint wait times, and upgrades to ICT systems and platforms including the complaints handling system and external website.

Queensland Human Rights Commission
Notes to the Financial Statements
for the year ended 30 June 2026

E3 BUDGET TO ACTUAL COMPARISON - STATEMENT OF FINANCIAL POSITION

	Variance note	Original Budget 2026 \$'000	Actual 2026 \$'000	Variance \$'000
Current Assets				
Cash and cash equivalents	5	4,421	6,111	1,690
Receivables	6	281	106	(175)
Other current assets		64	113	49
Total Current Assets		4,766	6,330	1,564
Non-Current Assets				
Plant and equipment	7	826	999	173
Intangible assets	8	348	32	(316)
Total Non-Current Assets		1,174	1,031	(143)
Total Assets		5,940	7,361	1,421
Current Liabilities				
Payables	9	159	311	152
Accrued employee benefits	10	757	1,102	345
Other liabilities	11	391	-	(391)
Total Current Liabilities		1,307	1,413	(106)
Total Liabilities		1,307	1,413	(106)
Net Assets		4,633	5,948	1,315
Total Equity		4,633	5,948	1,315

E3-1 Explanation of Major Variances - Statement of Financial Position

5- Cash and cash equivalents were higher than original budget primarily due to the cash impact of accumulated operating surpluses over prior years.

6- Receivables are below original budget, primarily driven by lower outstanding trade debtor balances.

7- The Commission's plant and equipment balance is higher than original budget due to the capitalisation of both the Brisbane and Cairns office fitouts during year.

8- Intangible assets were lower than original budget due to the complaints management system being identified as Software-as-a-Service (SaaS) and therefore associated costs were not eligible for capitalisation.

9- Payables were higher than original budget primarily due to the accrual of outstanding goods and services received.

10- Accrued employee benefit obligations were higher than original budget, driven by annual leave balances carried forward and other employee entitlement accruals.

11- The variance in other liabilities is primarily due to budgeted unearned revenue being fully earned during the period.

E4 BUDGET TO ACTUAL COMPARISON - STATEMENT OF CASH FLOWS

	Original Budget 2026 \$'000	Actual 2026 \$'000	Variance \$'000
Cash flows from operating activities			
<i>Inflows:</i>			
User charges and fees	233	123	(110)
Grants and contributions	15,821	15,953	132
Interest and distribution from managed funds received	10	374	364
GST input tax credits from ATO	-	705	705
GST collected from customers	-	15	15
Other	-	14	14
<i>Outflows:</i>			
Employee expenses	(11,776)	(10,339)	1,437
Supplies and services	(4,045)	(5,754)	(1,709)
Grants and subsidies	(10)	-	10
GST paid to suppliers	-	(667)	(667)
GST remitted to ATO	-	(14)	(14)
Other	(51)	(65)	(14)
Net cash provided by operating activities	182	345	163
Cash flows from investing activities			
<i>Outflows:</i>			
Payments for plant and equipment	(88)	(1,040)	(952)
Net cash provided by (used in) investing activities	(88)	(1,040)	(952)
Cash flows from financing activities			
<i>Inflows:</i>			
Equity injections	-	-	-
Net cash provided by financing activities	-	-	-
Net increase (decrease) in cash and cash equivalents	94	(695)	(789)
Cash and cash equivalents - opening balance	4,327	6,806	2,479
Cash and cash equivalents - closing balance	4,421	6,111	1,690

Note - Explanations of Major Variances - Statement of Cash Flows has not been separately listed as major variances relating to that statement have been addressed in explanations of major variances in E2-1 and E3-1.

SECTION 6
OTHER INFORMATION

F1 KEY MANAGEMENT PERSONNEL (KMP) DISCLOSURES

Details of key management personnel

The Commission's responsible Minister is identified as part of the Commission's KMP, consistent with additional guidance included in the revised version of AASB 124 *Related Party Disclosures*. That Minister is the Attorney-General, Minister for Justice and Minister for Integrity.

The following details for non-Ministerial KMP reflect those positions that had authority and responsibility for planning, directing and controlling the activities of the Commission during 2025-26 and 2024-25. Further information about these positions can be found in the body of the Annual Report under the section relating to Executive Management.

Position	Position Responsibility
Human Rights Commissioner	Accountable officer responsible for leading the Commission in performing its functions under the Anti-Discrimination Act 1991 and the Human Rights Act 2019.
Deputy Commissioner	Provide high level advice to enhance the delivery of strategic and operational targets within a human rights framework.
Executive Director, Governance and Operations	This is a temporary position to strengthen the Commission's capacity for the imminent expansion of its responsibilities under Anti-Discrimination Act 1991.
Director, Enquiries and Dispute Resolution	Strategic management of complaints under a statutory complaints framework. This position is retitled from Director, Complaint Management as of October 2024.
Director, Corporate Services	Provide strategic advice and manage the delivery of corporate services within the Commission.
Director, Engagement and Communications	Lead, shape and drive community engagement and communications strategic framework of the commission. This position is retitled from Director, Community Engagement as of October 2024.

KMP remuneration policies

Ministerial remuneration entitlements are outlined in the Legislative Assembly of Queensland's Members' Remuneration Handbook. The Commission does not bear any cost of remuneration of Ministers. The majority of Ministerial entitlements are paid by the Legislative Assembly, with the remaining entitlements being provided by Ministerial Services Branch within the Department of the Premier and Cabinet. As all Ministers are reported as KMP of the Queensland Government, aggregate remuneration expenses for all Ministers is disclosed in the Queensland General Government and Whole of Government Consolidated Financial Statements for the 2025-26 financial year, which are published as part of Queensland Treasury's Report on State Finances.

Remuneration policy for the Commission's other KMP is set by the Queensland Public Sector Commission as provided for under the *Public Sector Act 2022*, with the exception of the Human Rights Commissioner who is appointed under the *Anti-Discrimination Act 1991*. Individual remuneration and other terms of employment (including motor vehicle entitlements) are specified in employment contracts.

Remuneration expenses for those KMP comprise the following components:

Short-term employee expenses include salaries, allowances and leave entitlements earned and expensed for the entire year, or for that part of the year during which the employee occupied a KMP position. Non-monetary benefit is provided to the Human Rights Commissioner - consisting of provision of parking together with FBT applicable to the benefit.

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

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

Termination benefits include payments in lieu of notice on termination and other lump sum separation entitlements (excluding annual and long service leave entitlements) payable on termination of employment or acceptance of an offer of termination of employment.

Performance payments

No KMP remuneration packages provide for performance or bonus payments.

Queensland Human Rights Commission
Notes to the Financial Statements
for the year ended 30 June 2026

F1 KEY MANAGEMENT PERSONNEL (KMP) DISCLOSURES (continued)

Remuneration expenses

The following disclosures focus on the expenses incurred by the Commission attributable to non-Ministerial KMP during the respective reporting periods. The amounts disclosed are determined on the same basis as expenses recognised in the statement of comprehensive income.

2025-26

Position	Short term employee expenses		Long term employee expenses	Post employment expenses	Termination benefits	Total
	Monetary Expenses \$'000	Non-Monetary Benefits \$'000	\$'000	\$'000	\$'000	\$'000
Human Rights Commissioner (Ceased 07/10/2025) (Appointed 30/01/2026)	200	3	5	23	0	231
Human Rights Commissioner (Acting from 08/10/2025 to 29/01/2026)	93	0	2	12	0	107
Deputy Commissioner (Acting from 01/02/2025 to 07/11/2025)	53	0	2	9	0	64
Deputy Commissioner (From 30/09/2024)	149	1	4	19	0	173
Director, Enquiries and Dispute Resolution	119	0	3	16	0	138
Director, Corporate Services	178	1	5	23	0	207
Director, Engagement and Communications	169	0	5	22	0	196

2024-25

Position	Short term employee expenses		Long term employee expenses	Post employment expenses	Termination benefits	Total
	Monetary Expenses \$'000	Non-Monetary Benefits \$'000	\$'000	\$'000	\$'000	\$'000
Human Rights Commissioner	268	3	7	33	0	311
Deputy Commissioner (Ceased 30/08/2024, Appointed 30/09/2024)	116	1	3	15	169	304
Deputy Commissioner (Acting from 01/02/2025)	81	0	2	9	0	92
Executive Director, Governance and Operations (To 29/07/2024, Vacant From 30/07/2024)	18	0	1	2	0	21
Director, Enquiries and Dispute Resolution (Formerly Director Complaint Management) (Appointed 30/9/2024)	132	0	3	16	0	151
Director, Corporate Services (Appointed on 07/04/2025, Vacant From 30/04/2024 To 06/04/2025)	43	1	1	5	0	50
Director, Engagement and Communications (Appointed from 03/03/2025, Acting from 19/08/2024 To 07/02/2025) (Formerly Director, Community Engagement, ceased 09/08/2024)	137	0	3	18	0	158

F2 RELATED PARTY TRANSACTIONS

Transactions with people/entities related to KMP

Based upon KMP declarations, there have been no transactions with related parties that have materially affected the Commission's operating result and/or financial position.

Transactions with other Queensland Government-controlled entities

The Commission's primary ongoing source of funding from Government for its services is, by way of a grant (Note B1-2), provided in cash via the Department of Justice.

The Commission receives property tenancy and maintenance services from the Department of Housing and Public Works (Note B2-2).

The Commission delivers education services to Government agencies on ordinary commercial terms.

The Commission has undertaken a review of certain policies and practices within the Queensland Police Service which was completed in 2024-25 (Note B1-1). The revenue received for this work reflected recovery of estimated costs such as employee costs and professional services.

F3 CLIMATE RISK DISCLOSURE

The State of Queensland, as the ultimate parent of the Commission, provides information and resources on climate related strategies and actions accessible at <https://www.treasury.qld.gov.au/policies-and-programs/climate/>

The Queensland Sustainability Report (QSR) outlines the Queensland Government's approach to managing key Environmental, Social and Governance (ESG) risks and opportunities, including governance structures, major commitments and policies, and how these risks and opportunities are measured, monitored and managed across government. The QSR is supported by comprehensive datasets and data dictionaries. The QSR is available via Queensland Treasury's website at <https://www.treasury.qld.gov.au/programs-and-policies/queensland-sustainability-report>

No adjustments to the carrying value of assets held by the Commission were recognised during the financial year as a result of climate-related risks impacting current accounting estimates and judgements. No other transactions have been recognised during the financial year specifically due to climate-related risks impacting the Commission.

Queensland Human Rights Commission
Management Certificate
for the year ended 30 June 2026

These general purpose financial statements have been prepared pursuant to s.62(1) of the *Financial Accountability Act 2009* (the Act), s.39 of the *Financial and Performance Management Standard 2019* and other prescribed requirements. In accordance with s.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 financial statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of the Queensland Human Rights Commission for the financial year ended 30 June 2026 and of the financial position of the Commission at the end of that year.

We acknowledge responsibility under s.7 and s.11 of the *Financial and Performance Management Standard 2019* for the establishment and maintenance, in all material respects, of an appropriate and effective system of internal controls and risk management processes with respect to financial reporting throughout the reporting period.

Anh Bui

Anh Bui
Director, Corporate Services

21 August 2026

Debbie Platz

Debbie Platz APM
Human Rights Commissioner

21 August 2026

INDEPENDENT AUDITOR'S REPORT

To the Commissioner of Queensland Human Rights Commission

Report on the audit of the financial report

Opinion

I have audited the accompanying financial report of Queensland Human Rights Commission.

The financial report comprises the statement of financial position as at 30 June 2026, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes to the financial statements including material accounting policy information, and the management certificate.

In accordance with s. 40 of the *Auditor-General Act 2009*, for the year ended 30 June 2026:

- a) I received all the information and explanations I required.
- b) I consider that, the prescribed requirements in relation to the establishment and keeping of accounts were complied with in all material respects.
- c) In my opinion, the financial report:
 - i. gives a true and fair view of the entity's financial position as at 30 June 2026, and its financial performance and cash flows for the year then ended
 - ii. complies with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards.

Basis for opinion

I conducted my audit in accordance with the *Auditor-General Auditing Standards*, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report.

I am independent of the entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including independence standards)* (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code and the *Auditor-General Auditing Standards*.

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

Responsibilities of the Commissioner for the financial report

The Commissioner is responsible for:

- the preparation of the financial report that gives a true and fair view in accordance with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards, and such internal control as they determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error

- the establishment and keeping of accounts in accordance with prescribed requirements
- assessing the entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless it is intended to abolish the entity or to otherwise cease operations.

Auditor's responsibilities for the audit of the financial report

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of my responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at:

www.auasb.gov.au/auditors_responsibilities/ar4.pdf

A further description of my responsibilities under the *Auditor-General Act 2009* and *Auditor-General Auditing Standards* is located at the Queensland Audit Office website at:

www.qao.qld.gov.au/audit-program/audit-standards

These descriptions form part of my auditor's report.



D J Toma
as delegate of the Auditor-General

25 August 2026
Queensland Audit Office
Brisbane

Appendix A: Compliance checklist

Summary of requirement		Basis for requirement	Annual report reference
Letter of compliance	A letter of compliance from the accountable officer or statutory body to the relevant Minister/s	ARRs – section 7	Page 5
Accessibility	- Table of contents - Glossary	ARRs – section 9.1	Pages 3, 102
	Public availability	ARRs – section 9.2	Page 2
	Interpreter service statement	<i>Queensland Government Language Services Policy</i> ARRs – section 9.3	Page 2
	Copyright notice	<i>Copyright Act 1968</i> ARRs – section 9.4	Page 2
	Information Licensing	<i>QGEA – Information Licensing</i> ARRs – section 9.5	Page 2
General information	Introductory Information	ARRs – section 10	Page 9
Non-financial performance	Government's objectives for the community and whole-of-government plans/specific initiatives	ARRs – section 11.1	Page 16
	Agency objectives and performance indicators	ARRs – section 11.2	Appendix B
	Agency service areas and service standards	ARRs – section 11.3	Appendix B
Financial performance	Summary of financial performance	ARRs – section 12.1	Page 72
Governance – management and structure	Organisational structure	ARRs – section 13.1	Pages 11-15 Appendix D
	Executive management	ARRs – section 13.2	Pages 11-15
	Government bodies (statutory bodies and other entities)	ARRs – section 13.3	Not applicable
	Public Sector Ethics	<i>Public Sector Ethics Act 1994</i> ARRs – section 13.4	Page 66

Summary of requirement		Basis for requirement	Annual report reference
	• Human Rights	<i>Human Rights Act 2019</i> ARRs – section 13.5	Page 66
	• Queensland public service values	ARRs – section 13.6	Page 67
Governance – risk management and accountability	• Risk management	ARRs – section 14.1	Page 67
	• Audit committee	ARRs – section 14.2	Page 67
	• Internal audit	ARRs – section 14.3	Page 69
	• External scrutiny	ARRs – section 14.4	Page 69
	• Information systems and recordkeeping	ARRs – section 14.5	Page 69
	• Information Security attestation	ARRs – section 14.6	Not applicable
Governance – human resources	• Strategic workforce planning and performance	ARRs – section 15.1	Pages 71
	• Early retirement, redundancy and retrenchment	Directive No.04/18 <i>Early Retirement, Redundancy and Retrenchment</i> ARRs – section 15.2	Page 71
Open Data	• Statement advising publication of information	ARRs – section 16	Pages 2, 71
	• Consultancies	ARRs – section 31.1	https://data.qld.gov.au
	• Overseas travel	ARRs – section 31.2	https://data.qld.gov.au
	• Queensland Language Services Policy	ARRs – section 31.3	https://data.qld.gov.au
	• Charter of Victims' Rights	<i>VCSVRB Act 2024</i> ARRs – section 31.4	https://data.qld.gov.au
Financial statements	• Certification of financial statements	FAA – section 62 FPMS – sections 38, 39 and 46 ARRs – section 17.1	Pages 96-98
	• Independent Auditor's Report	FAA – section 62 FPMS – section 46 ARRs – section 17.2	Pages 97-98

Appendix B: Performance statement

Human rights and anti-discrimination

Objective

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

Description

Promotion and protection of human rights and building a culture within the Queensland public sector of respect for human rights.

Service standards	2025-26 Target/ Estimate	2025-26 Actual	2026-27 Target/ Estimate
Effectiveness measures			
Percentage of accepted Anti-Discrimination Act 1991 (ADA) complaints resolved by conciliation	50%	35%	50%
Percentage of accepted ADA complaints not referred to a tribunal and finalised within the Commission	70%	71%	70%
Percentage of accepted Human Rights Act 2019 (HRA) complaints resolved by conciliation	30%	23%	30%
Clients' overall satisfaction with complaint handling service ¹	85%	46%	85%
Clients' overall satisfaction with training sessions	95%	93%	95%
Percentage of clients whose understanding of rights and responsibilities under anti-discrimination and/or human rights law increased following training	85%	98%	85%
Efficiency measure			
Clearance rate for accepted complaints dealt with under the ADA and the HRA ²	100%	76%	100%

Notes:

1. The variance between the 2025-26 Target/Estimate and the 2025-26 Actual is due to increasing complaint volumes impacting wait times and overall customer satisfaction.
2. The variance between the 2025-26 Target/Estimate and the 2025-26 Actual is largely driven by the higher complaint numbers the QHRC has received in 2025-26.

Appendix C: Glossary

Term	Description
ADA, AD Act	<i>Anti-Discrimination Act 1991 (Qld)</i>
ARC	QHRC's audit and risk committee
ARR, ARRs	Annual report requirements for Queensland Government agencies
Commission	Queensland Human Rights Commission (formerly Anti-Discrimination Commission Queensland)
E&C	QHRC's engagement and communications directorate
EDR	QHRC's enquiries and dispute resolution directorate
EMC	QHRC's executive management committee
FAA	<i>Financial Accountability Act 2009 (Qld)</i>
FPMS	Financial and Performance Management Standard 2019
FTE	Full time equivalent, the ratio of an individual's working hours to the relevant award full-time standard hours for the work being performed.
HRA, HR Act	<i>Human Rights Act 2019 (Qld)</i>
ICT	Information and communications technology
IP Act	<i>Information Privacy Act 2009 (Qld)</i>
LGBTIQA+	Lesbian, gay, bisexual, transgender, queer, intersex, asexual and/or aromantic, with the + representing other identities that don't quite fit other labels, or identities that we don't quite have the language to describe yet
MOHRI	Minimum Obligatory Human Resource Information, the data Queensland Government agencies must provide for the Queensland public sector workforce profile report
P&P	QHRC's performance and people directorate
PPP	QHRC's public policy and prevention directorate
ORIC	Office of the Registrar of Indigenous Corporations
QAO	Queensland Audit Office
QCAT	Queensland Civil and Administrative Tribunal
QHRC	Queensland Human Rights Commission (formerly Anti-Discrimination Commission Queensland)
QGEA	Queensland Government Enterprise Architecture
QIRC	Queensland Industrial Relations Commission
SBFAA	<i>Statutory Bodies Financial Arrangements Act 1982 (Qld)</i>
VCSVRB	<i>Victims' Commissioner and Sexual Violence Review Board Act 2024</i>



Appendix D: Our organisational structure

Office of the Commissioner			
Public policy and prevention	Enquiries and dispute resolution	Performance and people	Engagement and communications
This directorate includes the legal and policy, education and prevention focused teams	This directorate responds to enquiries and provides complaints management and dispute resolution services	This directorate delivers corporate support functions including ICT, finance, people & culture and corporate governance	This directorate delivers engagement & communication services and includes Yirmba First Nations Unit

Appendix E: Our functions

We have legislated functions under the *Anti-Discrimination Act 1991* and *Human Rights Act 2019*. Our primary functions under each Act are as follows.

<i>Anti-Discrimination Act 1991</i>	<i>Human Rights Act 2019</i>
Inquire into complaints and, where possible, to effect conciliation and carry out investigations relating to contraventions of the Act. (section 235(a) and (b))	Deal with human rights complaints. (section 61(a))
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. (section 235(d))	Provide education about human rights and this Act. (section 61(f)) Make information about human rights available to the community. (section 61(e))
Consult with various organisations to ascertain means of improving services and conditions affecting groups that are subjected to contraventions of the Act. (section 235(e))	Review public entities' policies, programs, procedures, practices and services in relation to their compatibility with human rights. (section 61(c))
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. (section 235(c))	If asked by the Attorney-General, to review the effect of Acts, statutory instruments and the common law on human rights and give the Attorney-General a written report about the outcome of the review. (section 61(b))
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. (section 235(f))	Assist the Attorney-General in reviews of this Act under sections 95 and 96. (section 61(g))
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. (section 235(j))	Advise the Attorney-General about matters relevant to the operation of this Act. (section 61(h)) Intervene in and be joined as a party to a proceeding before a court or tribunal in which a question of law arises that relates to the application of this Act; or a question arises in relation to the interpretation of a statutory provision in accordance with this act. (section 51)
Promote an understanding and acceptance, and the public discussion, of human rights in Queensland. (<i>Anti-Discrimination Act 1991</i> section 235(i); <i>Human Rights Act 2019</i> section 61(d))	