



# ANNUAL REPORT 2024-25



Queensland  
**Human Rights**  
Commission

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# Annual report 2024-25

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# Letter of compliance

28 August 2025

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 2024-2025 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 [www.qhrc.qld.gov.au](http://www.qhrc.qld.gov.au).

Yours sincerely,

A handwritten signature in black ink, appearing to read "S. McDougall", enclosed within a thin black rectangular border.

**Scott McDougall**  
Commissioner  
Queensland Human Rights Commission

# Commissioner's foreword

As my term as Commissioner approaches its end in October 2025, I am mindful of the privilege it has been to lead an organisation of such dedicated public servants and that the significant achievements of the Commission in 2024/2025 represent the culmination of work by many people over many years.

Major highlights this year included the passage of the *Respect At Work and Other Matters Amendment Act 2024* (RAW Act amendments) in September, implementing many of the recommendations of the review of the *Anti-Discrimination Act 1991* outlined in our 2022 *Building Belonging* report.

The RAW Act amendments include important protections from discrimination for people who need it most, including victim-survivors of domestic and family violence and people experiencing homelessness.

The amendments also include key reforms for Queensland, marking a fundamental change in how the Commission approaches its purpose of protecting and promoting freedom, respect, equality and dignity for all people in Queensland.

In our *Building Belonging* report, we identified the need to move the Commission's primary focus away from reacting to complaints toward preventative action to eliminate discrimination. Arguably, the most important of the RAW Act amendments to the *Anti-Discrimination Act 1991* (ADA) was the introduction of a positive duty on organisations to take reasonable and proportionate measures to address discrimination and sexual harassment. Without a positive duty, the Act relies on individuals who have experienced discrimination to carry the burden of enforcement. Positive duties are a useful regulatory tool used in many areas of public policy, including, for example aged care, and have been adopted in several discrimination jurisdictions, including at the Commonwealth and State and Territory levels.

With the passage of the amendments in September 2024, the Commission set about preparing for the commencement of the laws on 1 July 2025, including by drafting clear guidelines to assist duty holders to meet their obligations under the Act. The Commission engaged in wide consultations and was close to publishing draft guidelines for public feedback when, on 14 March 2025, the Attorney-General announced that, in accordance with an election commitment of the incoming government, the amendments would be 'paused' pending further consultation. Subsequently, on 30 April 2025, amendments were made to delay the legislated changes. These important reforms will therefore only happen if the Government fixes a date of commencement by proclamation.

As of August 2025, the Attorney-General is yet to provide any details of the nature and scope of the intended consultations.

In December 2024, we published a report, *Strengthening the Service*, which provided an independent review of workplace equality in the Queensland Police Service (QPS).

The report was the result of a recommendation from the 2022 Commission of Inquiry into QPS responses to domestic and family violence that QPS engage the Commission to review recruitment and retention practices with a view to increasing diversity and inclusion of QPS members. In 2023 the Commission and QPS signalled their commitment to effecting meaningful change by agreeing to a 3-phase, 4-year review with a robust methodology requiring sophisticated research and close collaboration across all levels of the QPS.

In December 2024, Phase 1 of the Review was completed with the publishing of our *Strengthening the Service* report, which made 36 recommendations aimed at transformative change. The Advisory Panel provided expertise and guidance in preparing the recommendations and thousands of police officers engaged in various ways on the report.

In March 2025, QPS published a formal response to the review recommendations, which did not support, or supported subject to funding, several of the report's key recommendations. As noted by Commissioner Gollschewski in the foreword of the report, "This work will not happen in isolation but will progress in conjunction with a focus on transforming organisational culture and improving the wellbeing of our members." The Commission will complete the final phase of the review following an 18-month implementation period to assess the extent to which QPS has met the Commission of Inquiry's '*call for change*.'

Over the past year, the Commission has made substantial progress in developing and overhauling its corporate services functions, including through the establishment of an Audit and Risk Committee and a Portfolio Management Office. With strengthened processes and technological uplift, renewed strategic direction, and increased human resources, the Commission is increasingly well-positioned to promote and protect human rights across the state.

The Commission, along with many other complaints bodies across Australia, has received high levels of complaints and enquiries since the COVID-19 pandemic. This year, the Commission received 1,529 complaints and finalised 1,628 complaints. The Commission continues to seek ways to reduce extended waiting times for assessing complaints after lodgement, with an Enquiries & Dispute Resolution team that is committed and efficient.

The Commission continued its efforts to increase awareness through education, engagement and communication activities. The Education team delivered 174 training sessions (in person and via video conference) to 2,844 people across Queensland, and provided online learning to an additional 22,883 Queenslanders, reaching 25,727 people in total. Education is an essential element of prevention. This year, the Commission undertook a comprehensive review of its education services to ensure our offerings are tailored and targeted appropriately.

The Commission hosted the Bandarran Marra'Gu (Gathering Strength) Summit, in partnership with the Queensland Family & Child Commission and the Australian Human Rights Commission. This significant event, which brought Aboriginal and Torres Strait Islander community members together from across Queensland, provided an opportunity to consider the status of the United Nations Declaration on the Rights of Indigenous People in the context of continuing over-representation of First Nations people in the criminal justice and child protection systems. 2025 also marked the 20<sup>th</sup> anniversary of the Mabo Oration, which was held in partnership with the Queensland Performing Arts Centre (QPAC) in Gimuy (Cairns) for the first time.

This year's Annual Report reflects the dedication of the strong team that makes up the Commission, and the strength of the partnerships we've built across sectors and communities. It provides insight into both the progress made and the challenges we continue to confront in realising freedom, respect, equality and dignity across Queensland.

I extend my sincere thanks to all those who have contributed to this work – individuals, organisations, advocates, and public officials – whose commitment to human rights makes this progress possible. Together, we are building a more inclusive, equitable, and just society.

**Scott McDougall**

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 strategic objectives are:

- Supporting justice and self-determination for Aboriginal and Torres Strait Islander peoples
- Promoting access and inclusion
- Working toward safer communities
- Increasing institutional transparency

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 their background, circumstances, or vulnerabilities – 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 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 four sections of this report: Dispute resolution and enquiries; Education and training; Legal and policy; 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 47-52 of this report.

# Organisational structure and management

## Organisational structure

A chart showing the Commission's organisational structure 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. The current Commissioner is appointed until October 2025, which will mark the end of this seven-year term.

The executive management committee (EMC) was formed in October 2024 and replaced the executive leadership committee (ELC).

The EMC is responsible for the development of the strategic plan and setting the overall strategic direction for the organisation. It is accountable for setting and achieving the Commission's long-term objectives, providing leadership and direction that upholds the Commission's values, and delivering services in line with strategic objectives, 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 2025 are Scott McDougall, Brenna Booth-Marxson, 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.

### **Scott McDougall, Queensland Human Rights Commissioner (Chair)**

Scott McDougall is the Queensland Human Rights Commissioner.

On 8 October 2018 he 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 (from January 2025)**

Brenna Booth-Marxson is the Acting Deputy Commissioner, Public Policy and Prevention at the Queensland Human Rights Commission, a role she has held since January 2025.

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. She was previously 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 (to January 2025)**

Jane Vasey joined the Queensland Human Rights Commission in 2021, and became Deputy Commissioner, Public Policy and Prevention in 2024. In this role, she leads the Public Policy and Prevention directorate, which brings together the Commission's policy and legal, education, and prevention focused teams.

Jane has extensive experience working in strategy, legal policy and leadership roles within statutory bodies and public inquiries. Before joining the Commission, Jane held a senior position at the Disability Royal Commission and has also worked for the Queensland Ombudsman and the Royal Commission into Institutional Responses to Child Sexual Abuse. Prior to this, Jane practised as a social justice lawyer in Victoria.

### **Clair Perkins, Director, Enquiries and Dispute Resolution**

Clair joined the Commission in 2021 and became Director, Enquiries and Dispute Resolution (EDR) in January 2024.

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.

In 2024, Clair led the EDR team through a restructure and a shift to a more flexible approach to statutory dispute resolution and conciliation. Clair holds a Bachelor of Arts, Bachelor of Laws, Graduate Diploma in Legal Practice and is an admitted solicitor in the Supreme Court of Queensland.

### **Alison Bock, Director, Engagement and Communications**

(from March 2025)

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** (from April 2025)

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

Anh has extensive experience in leading and managing teams across government and non-government organisations, working collaboratively to help people find their unique talents.

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 inaugural 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.

- The Public Policy and Prevention (PPP) directorate brings together the Commission's legal, policy and education functions. The directorate is focussed on maximising these functions to build knowledge, influence law and policy, and guide and encourage duty holders to create improved outcomes for Queenslanders. Before the announcement of the pause of the *Respect at Work and other Amendments Act 2024* reforms in March 2025, the PPP directorate also held responsibility for the Commission's proposed preventative function, including the positive duty and the work associated with preparing for, implementing and operationalising that function.
- The Enquiries and Dispute Resolution (EDR) directorate provides information and referrals to the public about discrimination and human rights. The directorate also provides dispute resolution services to the public in relation to complaints received by the Commission under the *Anti-Discrimination Act 1991* and the *Human Rights Act 2019*, including early resolution and conciliation services.
- The Engagement and Communications (E&C) directorate delivers engagement and communication services, including strategy, content creation, media management, stakeholder and community engagement and crisis communications. The Yirmba First Nations Unit provides support for Aboriginal and Torres Strait Islander peoples across Queensland, including through complaint support, community and stakeholder engagement, and training and capacity building.
- The Performance & People (P&P) directorate provides a range of corporate services which support the delivery of the Commission's strategic and operational priorities. These services include ICT, finance, people and culture, corporate governance, procurement and facilities.

Until its replacement by the EMC in October 2024, the ELC was responsible for the strategic direction of the Commission and comprised:

- Scott McDougall, Human Rights Commissioner (Chair)
- Neroli Holmes, Deputy Commissioner (until August 2024)
- Jane Vasey, Deputy Commissioner, Public Policy and Prevention (from August 2024)
- Jane Vasey, Director, Independent Reviews and Special Projects (until August 2024)
- Clair Perkins, Director, Complaint Services (retitled to Director, Enquiries and Dispute Resolution from October 2024)
- Anne Franzmann, Acting Director, Community Engagement (until January 2025)
- Nathan Hall, Acting Executive Director, Corporate Services (until July 2024)



# 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 harm and protecting human rights and addressing discrimination, we drive greater access to essential services, supports economic participation, and helps deliver better health, housing, and employment outcomes for all Queenslanders.
- **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

## Initial efforts to implement the *Anti-Discrimination Act 1991* reforms

On 10 September 2024, the *Respect at Work and other Amendments Act 2024* was passed, with a commencement date of 1 July 2025. The Government signalled its intention to pause these reforms in March 2025, at which point implementation activities ceased. These reforms would have been significant and would have affected the day-to-day work of nearly every part of the Commission.

In addition, we commenced preparation of internal processes to support what would have been a new regulatory and compliance function. This was to support a shift towards a greater preventative focus because the reforms imposed a positive duty to prevent harmful conduct on businesses, organisations and government agencies. The duty would have required entities to take reasonable steps to prevent, as far as possible, discrimination, sexual harassment, vilification, and other conduct prohibited by the *Anti-Discrimination Act 1991*.

In readiness for the amendments, we made internal organisational changes and began preparing a guideline for the positive duty.

### Internal work

We were undertaking the following when the pause was announced on 14 March 2025:

- resourcing an Implementation Group, the members of which were responsible for ensuring their respective teams were ready for the amendments
- ensuring good governance around the implementation of amendments including by agreeing on guiding principles
- researching the effect of each of the amendments
- training staff on the amendments
- amending templates for dispute resolution
- updating the dispute resolution management system to deal with new and updated attributes and protections
- auditing public facing materials to ascertain which would require updating
- creating communications and engagement plans to ensure information was going to be available for the public when needed
- updating policies and procedures and internal training materials.

## Drafting a guideline on the positive duty to prevent discrimination

The reforms to modernise the *Anti-Discrimination Act 1991* proposed to place a proactive obligation on businesses, organisations and government agencies to prevent discrimination and other conduct prohibited by the Act. This is called a 'positive duty'.

As part of the reforms, we were required to prepare guidelines for Queensland businesses, organisations and government agencies about how to prevent discrimination and promote substantive equality through meeting their positive duty obligations.

We commenced planning to develop the positive duty guidelines in January 2025. The development process included consultation to make the positive duty guidelines fit-for-purpose for Queensland duty holders. Through February and early March 2025, the Commission held targeted consultations with key stakeholders, including business peak groups, unions and community stakeholders. We also began preparing for wider public consultation.

## Pause of reforms

On 14 March 2025, the Queensland Government announced that legislated changes to Queensland's *Anti-Discrimination Act 1991* would not commence on 1 July 2025 and that commencement would be paused subject to further consultation and an implementation date to be fixed by proclamation.

The Queensland Government requested the Commission suspend any planned future recruitment activities or implementation activities which related to the RAW Act reforms. We acted swiftly and in good faith to comply with that request.

On 30 April 2025 the *Crime and Corruption (Restoring Reporting Powers) and Other Legislation Amendment Act 2025* was passed by Parliament, including amendments to postpone commencement of the RAW Act reforms to a date to be fixed by proclamation. The automatic commencement provisions under the Acts Interpretation Act were also displaced.

Should the RAW Act reforms commence in the future, the Commission will be well placed to build on the existing efforts and materials.

# Bandarran Marra'Gu Gathering Strength Summit 2025

On 19 and 20 May 2025, the Commission, together with the Australian Human Rights Commission and the Queensland Family and Child Commission, hosted the Bandarran Marra'Gu Gathering Strength Summit - an opportunity for over 100 Aboriginal and Torres Strait Islander community members in Queensland to come together and consider how to uphold, promote and protect their human rights.

Summit participants considered new and positive ways forward through the promotion and protection of human rights and identified paths forward on high-priority issues discussed at the Summit.

Participants developed and released the Bandarran Marra'Gu Gathering Strength Statement following the Summit, with a powerful message: Rights are not negotiable. The Statement from participants delivered a powerful call to government to listen to the combined voices and experience of First Nations elders, and all generations, to promote, protect and uphold their human rights. The priority focus must be protecting First Nations children and young people.

## Mabo Oration

Friday 30 May 2025 marked a historic milestone as the Mabo Oration celebrated its 20th anniversary and the first-ever staging in Cairns. The Oration was powerfully delivered by Katie Kiss, the national Aboriginal and Torres Strait Islander Social Justice Commissioner. Titled *One Land – Two Laws – It's Black and White*, the Oration honoured the enduring legacy of Eddie Koiki Mabo and inspired renewed commitment to justice and self-determination for First Nations peoples.

The evening was emceed by C'Zarke Maza, Meriba Omasker Kaziw Kazipa Commissioner, and brought together community, leaders, and advocates in a spirit of reflection and celebration, reaffirming the importance of truth-telling, cultural pride, and the ongoing fight for First Nations rights in Australia. Special guest speaker and daughter of Eddie Koiki Mabo, Gail Mabo, also delivered a moving and inspirational response to the Oration.

# Queensland Police Service review: Strengthening the Service

On 10 December 2024 the Commission successfully completed Phase 1 of the review into the QPS to improve diversity and inclusion, through the publishing of our initial report, '*Strengthening the Service*'.

*Strengthening the Service* contained 36 recommendations to drive equality across the QPS, including:

- that QPS have 3 months to respond to the report and 6 months to complete a comprehensive action plan for implementing the recommendations;
- a review of their minimum diversity targets and how they are reported to ensure they are effective;
- an external expert review of QPS recruitment standards to ensure they reflect genuine occupational requirements and don't unlawfully discriminate;
- consideration of ways its performance management system can be improved, including better equipping leaders to have difficult conversations;
- key performance indicators for leaders and managers to hold them to account for helping improve workplace equality;
- increasing QPS's capacity to prevent discrimination before it occurs and making sure those who experience discrimination can safely report issues and seek support;
- an audit of policies and procedures, including promotion and job selection criteria to ensure they are equitable and not discriminatory, and
- a trial of different forms of flexible work in different operational environments.

In March 2025, QPS responded, accepting around three-quarters of the recommendations – though some key measures aimed at increasing accountability, like diversity targets, were only partially accepted or declined. Responsibility for implementation now sits with the Minister for Police and Emergency Services.

Phase 2 of the review will allow the QPS two years to implement the accepted recommendations made by the Commission before concluding in December 2026.

Phase 3 will commence beginning of January 2027, where the Commission will return to evaluate and deliver a public report on how much change has been achieved and areas for future improvement.

# Dispute resolution services

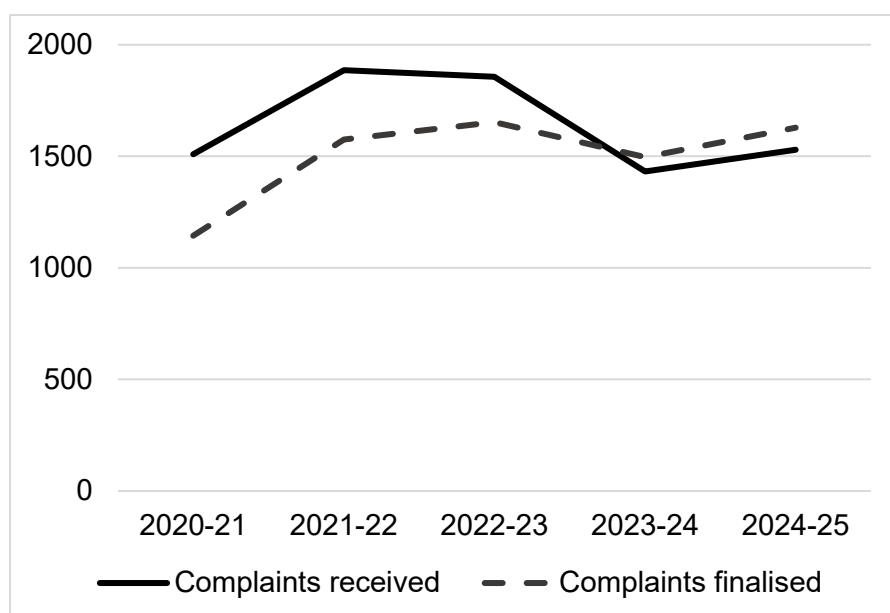
Our functions under the *Anti-Discrimination Act 1991* and the *Human Rights Act 2019* include impartial dispute resolution of complaints.

## Complaints we received and resolved

This year, we received 1,529 complaints, an increase on the 1,432 complaints received in 2023-24.

The Commission finalised 1,628 complaints, again, significantly more than the previous year, where we finalised 1,496 complaints. This continued the trend from 2024-25 where we finalised more complaints than we received.

**Figure 1: Total complaints received 2020-21 to 2024-25**



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

## Complaints we deal with

We deal with complaints about:

- discrimination, sexual harassment, victimisation, vilification, and other contraventions of the *Anti-Discrimination Act 1991*;
- 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; and
- unreasonable limitations of human rights by public entities under the *Human Rights Act 2019*.

## Our dispute resolution process

Once lodged, a dispute resolution officer assesses each complaint to see if it is a complaint covered by our governing legislation. 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 are not able to deal with or attempt to resolve every complaint made to us. Reasons for this can include 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 or not 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. With the broad range of people engaging with our complaints service, we ensure flexibility in our dispute resolution services so they reflect modern expectations and are fit for purpose for all parties.

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

*"The dispute resolution officer was fantastic to work with, we felt heard and understood, and appreciated [their] open and honest feedback throughout the process. We also appreciated not being treated as though we were the enemy and feel this helped the process move forward." – Respondent in an early resolution complaint*

The *Human Rights Act 2019* is more flexible and empowers 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 dispute resolution officer from the Commission. 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 will 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 all 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 is not conciliable, 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.

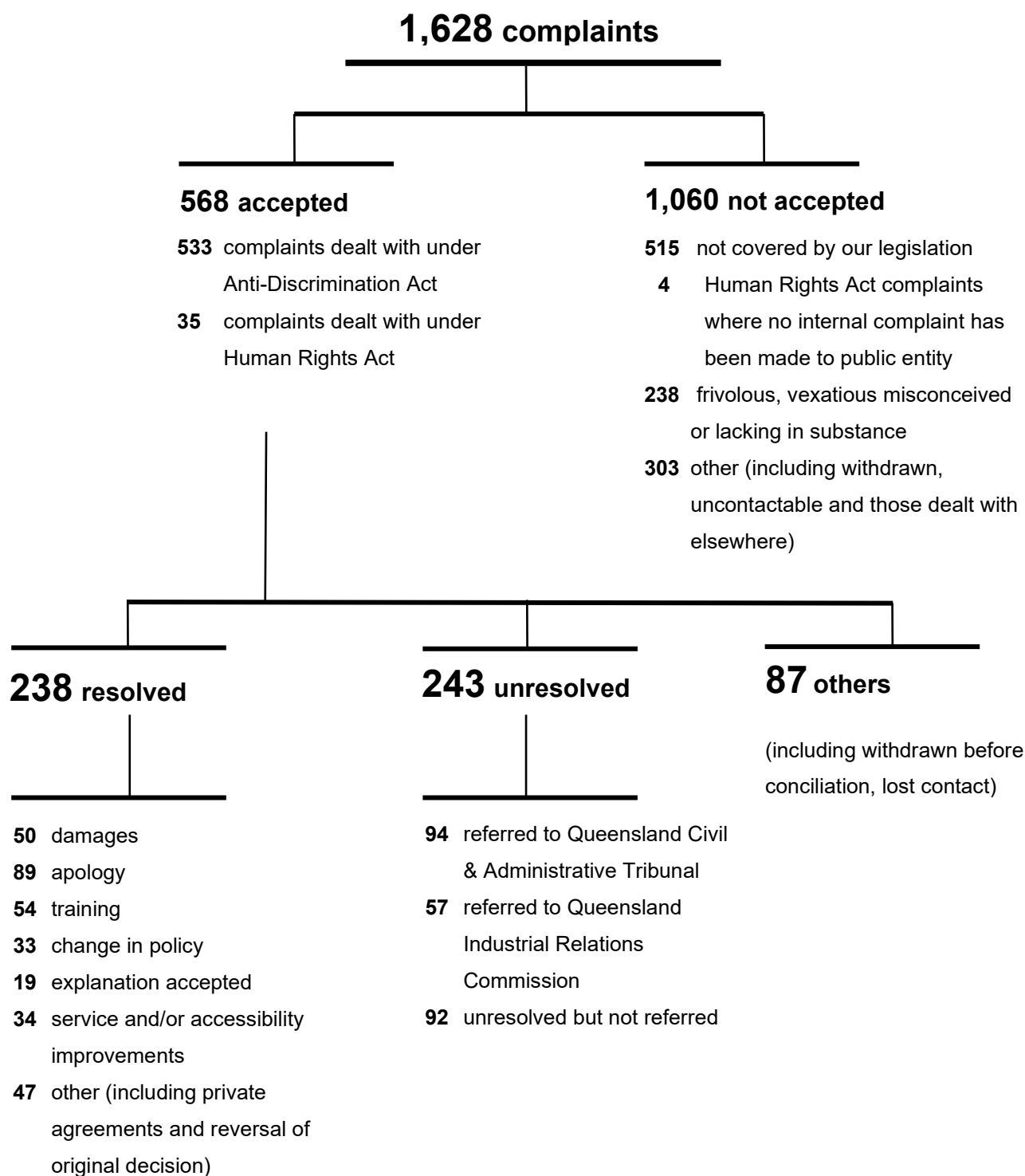
## Complaints we finalised

We finalised 1,628 complaints this year, compared to 1,496 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 file for another reason.

The continuing high numbers of complaints being lodged with the Commission 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 2024-25**





# 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 listed 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 305 accepted complaints this year. This is slightly fewer compared to 368 in 2023-24, although the overall percentage of impairment discrimination complaints increased from 59 per cent to 63 per cent of the total accepted and finalised complaints. This year 99 of the complaints of impairment discrimination were in the area of work. We received fewer complaints about disability discrimination in education than 2023-24, but significantly more about accommodation.

Complaints about religious belief or activity increased significantly this year, largely driven by complaints relating to the Queensland Government's mandatory vaccination directives.

The percentage of complaints about age discrimination increased from 5 per cent to 7 per cent.

*"It really does help when you have someone who is neutral and friendly in tone...by being unbiased."*  
– **Respondent in our process**

Sex work was decriminalised in Queensland on 2 August 2024. As part of this law reform, the protections for sex workers under the *Anti-Discrimination Act 1991* have changed so that the new protected attribute is 'sex work activity,' which is defined as providing sexual services, or being a person who provides or used to provide sexual services.

## Areas

Under the Act, for discrimination to be unlawful it must take place in one of nine 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 shows 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 **42%** of accepted discrimination complaints arose in the workplace or when seeking work, down from **51%** last year.*

Goods and services, state laws and programs, and education were the next most common areas, as was the case last year. We also saw higher numbers of complaints in the areas of accommodation than previous years.

## COVID-19 related complaints

In previous years, the Commission has received large numbers of complaints about issues arising from or relating to the COVID-19 pandemic. In 2023, due to the very high volumes of complaints about work-related vaccine mandates, the Commission stayed over 250 complaints alleging discrimination and/or human rights breaches due to vaccine mandates, pending the outcome of several "test cases" that complainants had asked the Commission to refer to the Queensland Industrial Relations Commission. The Commission received a significant amount of further COVID-19-related complaints that were not stayed.

Several cases in 2024 provided tribunal and judicial guidance on the issues relating to work-related vaccine mandates, so the Commission lifted the stay on these complaints and assessed and finalised over 400 of them, leaving a small number still to be finalised.

The Commission established a project team dedicated to this work, which due to its complexity and volume, required substantial resources.

The Commission accepted a small proportion of these complaints as alleging a breach under the Acts, and the large number of these complaints that were finalised was a significant factor in the Commission accepting a lower percentage of complaints this year compared to last year.

**Table 1: Accepted and finalised discrimination complaints by attribute and area  
2024-25**

<b>Attribute</b>	<b>Work</b>	<b>Goods &amp; services</b>	<b>State laws &amp; programs</b>	<b>Education</b>	<b>Accommo- dation</b>	<b>Super &amp; insurance</b>	<b>Club member- ship &amp; affairs</b>
Impairment	99	91	61	44	30		2
Sex	54	8	7	2	3		
Race	26	12	10	3	4		1
Religion	18		18	4			
Age	17	5	4	1	6	1	1
Family responsibility	17	7	2	1	1		
Pregnancy	14	2					
Sexuality	7	3	2		1		
Trade union activity	3						
Gender identity		2	4		1		
Political belief/activity	3	3	1	1			
Parental status	1						
Relationship status	1	1					
Breastfeeding	1	1					
Sex work activity*					2		

Note: Each complaint can identify more than one breach.

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

Attribute	% of accepted discrimination complaints alleging this breach
Impairment	63
Sex	15
Race	11
Religion	7
Age	7
Family responsibility	6
Pregnancy	3
Sexuality	3
Trade union activity	1
Gender identity	1
Political belief/activity	1
Parental status	<1
Relationship status	<1
Breastfeeding	<1
Sex work activity*	<1

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 2024-25**

Area	% of accepted discrimination complaints alleging this breach
Work	42
Goods & services	25
State laws & programs	20
Education	11
Accommodation	8
Super & insurance	<1
Club membership & affairs	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 **81 complaints** about sexual harassment this year, down from 95 in 2023-24.*

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 even 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 68 per cent of sexual harassment complaints we dealt with this year, and this has been the case for several years.

This year 16 per cent of sexual harassment complaints did not occur in any prescribed area, a significant increase compared to previous years. This may include sexual harassment that occurs for example in public or in the context of personal relationships.

### Vilification

*There were **22** accepted complaints of vilification in 2024-25, compared with 28 last year.*

Public vilification is through a public act, encouraging others to hate, severely ridicule or have severe contempt for a person or group of people on the basis of their race, religion, sexuality, sex characteristics or gender identity.

**Table 4: Number of accepted vilification complaints by attribute 2024-25**

Attribute	Number of accepted complaints
Race	13
Gender identity	4
Sexuality	3
Religious belief or activity	3
Sex characteristics	1
<b>Total</b>	<b>24</b>

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 being involved in a complaint.

We dealt with 93 victimisation complaints this year, a decrease from 111 in the prior year.

As with sexual harassment, most accepted victimisation complaints were in relation to the workplace. The continuing relationship between the employer and their employees 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.

We also dealt with a larger number of victimisation complaints occurring in the goods and services area (13) and accommodation (11) compared to five in each area the previous year.

## 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 55 complaints about unnecessary requests for information in 2024-25, a decrease from 65 last year and a change after small but steady increases in these complaints over the past five years.

## Reprisal for public interest disclosure

Complainants alleging they have been caused 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 relatively steady at five complaints this year.

*“Your guidance, professionalism, and steady advocacy made a real difference in navigating what was a very difficult situation for us. I appreciate the time and effort you put into making sure [complainant]’s voice was heard, and I’m truly grateful for the positive outcome we’ve reached” – Complainant’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.

*“[Dispute resolution officer]’s conduct was exceptional. He ensured I was able to attend the conciliation; he valued and was mindful of the impact of my disability and at all times made me feel understood. He gave me confidence I was in a safe space. He explained everything in a manner that was easy to connect with. I was so incredibly impressed with the kindness, understanding and commitment to providing me with information shown by the conciliator.”*  
– **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 nearly double the number of complaints alleging a breach of the right to protection from torture and cruel, inhuman or degrading treatment, with 63 accepted and finalised complaints about this right compared to 35 last year. Complaints about the right to humane treatment when deprived of liberty, and the right to liberty and security of person also increased.

These included complaints about:

- Correctional centres and youth detention centres – including access to medications, treatment by staff and conditions in prisons
- Mental health services – treatment when under mental health orders including access to medication and contact with family
- Queensland Police Service – including allegations of excessive use of force, poor treatment by officers, lack of action or response to reported crimes or breaches of Domestic Violence Orders
- Children being held in watchhouses for extended periods of time without proper access to adequate nutrition, education, light and exercise and a safe and clean environment
- Hospital and Health Services – including allegations of poor or negligent treatment by health professionals
- Housing services including allegations of untreated vermin infestations

We also accepted and finalised an increased number of complaints about the right to freedom of thought, conscience, religion and belief and taking part in public life compared to 2023-24.

*“This was the first time that I found myself in this type of a situation. I found the engagement of [dispute resolution officer] to be exceptional. Her support, guidance, clarity, transparency and overall service was outstanding. I’m extremely thankful.”*

**– Complainant in our process**



**Table 5: Accepted and finalised human rights complaints by right 2024-25**

<b>Right</b>	<b>% of accepted and finalised human rights complaints</b>	<b>Total number of accepted and finalised complaints alleging a breach of this right</b>	<b>Dealt with under <i>Human Rights Act 2019</i></b>	<b>Dealt with under <i>Anti-Discrimination Act 1991</i></b>
Recognition and equality before the law	85%	200	9	191
Privacy and reputation	28%	66	12	54
Protection from torture & cruel, inhuman or degrading treatment	27%	63	10	53
Humane treatment when deprived of liberty	14%	33	9	24
Protection of families and children	13%	31	9	22
Freedom of expression	12%	29	11	18
Right to education	12%	28	2	26
Freedom of thought, conscience, religion and belief	11%	25	0	25
Taking part in public life	10%	24	1	23
Right to liberty and security of person	9%	20	5	15
Right to health services	6%	15	4	11
Property rights	4%	9	3	6
Freedom of movement	4%	9	2	7
Cultural rights – Aboriginal people & Torres Strait Islander peoples	3%	7	3	4
Cultural rights – general	3%	6	1	5
Right to life	2%	4	2	2
Fair hearing	<1%	1	0	1
Rights in criminal proceedings	<1%	2	2	0
Protection of children in the criminal process	<1%	2	1	1
Peaceful assembly and freedom of association	<1%	1	0	1
Right not to be tried or punished more than once	0%	0	0	0
Protection from retrospective criminal laws	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 2024-25**

<b>Sector</b>	<b>Total number of accepted and finalised complaints alleging a human rights breach</b>
Work	62
Other	38
Education	35
Corrections	32
Police	23
Health	16
Councils	13
Transport	11
Accommodation/housing	10
Disability	6
Child Safety	5
Court services	1
<b>Total</b>	<b>252</b>

## Accepted complaints: outcomes

Conciliators 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, which includes conciliation as well as other steps that can be taken to resolve the complaint. The absence of legislated timeframes for administrative steps within the *Human Rights Act 2019* is another reason processes are more flexible than those for *Anti-Discrimination Act 1991* complaints.

*“[Dispute resolution officer] was amazing. Very well spoken, explained things for me to understand. Took his time with the process and listened to me.”*  
**– Complainant in our process**

The 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.

Just under **42%** of accepted and finalised complaints were resolved through our dispute resolution process in 2024-25.

Resolution rates differ depending on the type of complaint.

**Table 7: Resolution rates for ADA, HRA and piggyback complaints 2024-25**

Type of complaint	Conciliated percentage 2024-25	Conciliated percentage 2023-24
<i>Anti-Discrimination Act 1991</i>	54%	47%
Combined <i>Anti-Discrimination Act 1991</i> and <i>Human Rights Act 2019</i> ("piggyback")	24%	27%
<i>Human Rights Act 2019</i>	34%	27%

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

Complaints alleging discrimination or other breaches of the *Anti-Discrimination Act 1991* against public entities (dealt with as "piggyback" complaints) were far less likely to resolve than both other types of complaints.

There are several possible factors which may impact the difference in resolution rates, including 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.

The early resolution process was a factor in the increase of resolution of discrimination complaints.

## 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 (89 complaints this year), payment of damages or other financial compensation (58), a policy change (33), training (54), or other measures to resolve the complaint (100). Multiple outcomes to resolve the same complaint can be agreed upon during the resolution process.

Most complaints were resolved through conciliation (168) with an increased number of complaints resolved through early resolution (69) this year compared to last year.

*“[Dispute resolution officer] was fantastic to work with, we felt heard and understood and appreciated his open and honest feedback throughout the process. We also appreciated not being treated as though we were the enemy and feel this helped the process move forward positively.” – 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 (57 complaints this year); all other complaints are referred to the Queensland Civil and Administrative Tribunal (94 complaints).

Complainants may choose not to pursue a determination at tribunal, and unresolved complaints accepted under the *Human Rights Act 2019* are unable to proceed to a tribunal. There were 73 unresolved *Anti-Discrimination Act 1991* complaints not referred to tribunal this year, and 19 unresolved *Human Rights Act 2019* complaints.

## 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 35-64, accounting for 71 per cent of finalised complaints where the complainant’s age was recorded. 33 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 15 complaints from non-binary people and 8 where people described their gender in another way.
- 99 complainants (11.5%) of those who provided this information identified as First Nations people. This is a significant decrease from the two previous years. 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. One of the priorities of Yirmba First Nations Unit is to ensure a comprehensive schedule of community visits to increase accessibility for First Nations people. Through increased accessibility, the Yirmba First Nations Unit aims to increase First Nations engagement with the Commission, and its dispute resolution services, in culturally safe ways.

- Around 1 in 5 complainants who provided their country of birth were born overseas, and almost 73 speak a primary language other than English.

*“Thank you All. As an 83-year-old...of Australian Aboriginal Ancestry, I was treated with respect and dignity as an “elder” of my community. Every aspect was 100 per cent, for which I thank all those QHRC Team Members involved.”*  
**– Complainant in our process**

*“Allowed me to have a phone mediation [that suited my needs]. I’m happy I was listened to with respect and my complaint was looked at and listened to fairly. I was highly surprised and impressed with being given help with a Legal Aid appointment prior to the mediation. I wish all government organisations were as fair and genuine”.*  
**– Complainant in our process**

## Feedback from complaint parties

Of those people who completed an evaluation form in 2024-25, 62 per cent were satisfied or very satisfied with the overall complaint handling process compared with 55 per cent last year.

The overall satisfaction rate increased this year. The evaluation responses indicated that ongoing extended wait times due to high demand for our services are still impacting overall satisfaction with our complaint handling service.

Once complaints were allocated to a dispute resolution officer, complaint parties identified the Commission’s commitment to efficiency, independence, understanding and facilitating a safe environment for resolution as key positives. Complaint party satisfaction rates where the complaint was managed through our early resolution process were particularly positive, with 88 per cent of early resolution participants reporting they were satisfied or very satisfied.

Complainants were more likely to be satisfied or very satisfied with the complaint handling service, compared to respondents, where responses were evenly split between satisfied and unsatisfied. 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.

The dispute resolution team continues to expand the types of complaints assessed as suitable for early resolution. We also provide as much flexibility within our complaints process as possible within the bounds of the legislation, to ensure our conciliation process is tailored to the needs of the parties and the complexity of the complaint.

*"Our needs as a family were met in every way. From start to finish the support and kindness we received from our dispute resolution officer was exemplary. I was...blown away by the level of attention to detail and thoroughness she displayed. The [Dispute resolution officer] was also very friendly and engaging."*

**– Parent advocate for child complainant**

*"[The Dispute resolution officer]'s approach got to the heart of the matter quickly and efficiently. She was a very capable negotiator who was able to get each party to see the other's view and ultimately negotiate an acceptable settlement."*

**– Respondent's lawyer**

*"The QHRC provided a fair and impartial service and were trauma informed and compassionate during all interactions."*

**– Complainant in our process**

## Conciliated complaints

### ***Newspaper published apology for columnist comments***

A newspaper published an opinion piece by a columnist, which contained several phrases that were offensive and derogatory to transgender people and the LGBTIQ+ community. A transgender woman who read the piece brought a complaint about public vilification on the basis of gender identity. The Commission facilitated early resolution discussions between the parties, and the newspaper agreed to make a public apology, which was published in the print and online versions of the newspaper.

### ***Racist comments made on newspaper's social media pages***

A number of racist and offensive comments were made about First Nations people on a newspaper's Facebook social media page. The complainant made a complaint of racial vilification, and the Commission accepted the complaint against the newspaper. The respondents expressed embarrassment and concern and asked to engage in early discussions to resolve the complaint. The respondents provided an apology during the conciliation conference, and took action including removing the posts, blocking the authors of the comments from the pages, and implementing a new moderation policy across the newspaper's publishing group where the respondent would be more proactive in monitoring public comments. The complainant agreed to resolve the complaint on this basis.

### ***Complainant with certain communication needs not provided with appropriate support***

The complainant has autism spectrum disorder, which they explained is characterised by severe challenges in communication and inflexible behaviour. In previous interactions at a government agency, the complainant explained staff had allowed the complainant to arrange a support worker to be

with her. On this occasion several staff members attended the complainant's home and did not allow the complainant to have a support person, causing significant ongoing distress and trauma. The parties resolved the complaint through constructive discussions, with the respondent agency agreeing to provide a statement of regret, to put a note on their internal database to explain staff members acted inappropriately, to support the complainant in the future, and agreeing to pay \$1,000 towards the complainant's counselling treatment.

### ***Child refused enrolment at out-of-catchment school***

A 12-year-old boy and his mother both made complaints. The son had not been attending school as there was no accessible transport to his catchment school, and it was a 2 kilometre walk to the required bus stop. His mother applied to an out of catchment school which had a bus that stopped near their home. The school denied the out of catchment application and allegedly told the mother that she should leave her job so she could take her son to school. The complainant mother needed her job to support her family and keep the family in their housing. The complaint was resolved through our early resolution process, with the out of catchment school accepting the son's enrolment and he was able to start school at the start of the following term.

### ***Job offer withdrawn when complainant disclosed her pregnancy***

The complainant was offered a job as a team leader with the respondent organisation. On verbally accepting the role, the complainant informed the organisation she was pregnant, and the job offer was withdrawn. The complainant was offered a lower-level role, with the organisation citing the operational need of the business, which could not be accommodated by the pregnancy and a parental leave period. When the complainant complained of discrimination, the lower-level role offer was also withdrawn. Following a conciliation conference, the parties resolved the complaint on the basis that the respondent provided a written apology including measures the respondent was taking to address discrimination and \$40,000 compensation.

### ***Sex worker asked to leave hotel because of her profession***

Sex work was decriminalised in Queensland on 2 August 2024, and protections for sex workers under the *Anti-Discrimination Act 1991* were expanded to cover a broader range of sex workers under the newly named attribute of sex work activity (replacing the previous attribute of lawful sexual activity).

The complainant was staying at the respondent hotel and at a time when she was not working as a sex worker, she was asked by the manager if she was a sex worker. When she said she was, the manager said she needed to leave the hotel as she didn't want "people like her" at the hotel and threatened to call the police if the complainant did not leave. The respondent charged the

complainant for changing the locks on the hotel room door, which the complainant denied had actually been done. The complaint was resolved through the Commission's early resolution process, on the basis that the respondent provided a written apology, reimbursement of costs and for a qualified organisation to provide training to all hotel staff on sex worker awareness.

### ***Employee in same-sex partnership refused flexible working arrangements***

The complainant is the non-birthing parent of her two children that she has with her same-sex partner. She worked for a state public entity organisation and alleged her flexible working arrangement (FWA) request was denied on the basis she is not the primary carer for the children. Several months later she made another FWA request for the period after the second child's birth, which was denied because she was not the birthing parent. The complainant alleged that she was treated less favourably because of her sexuality and family responsibilities. The parties resolved the complaint on the basis that the respondent provided a written apology and \$8,000 compensation.

## **Complaints referred to the Tribunal**

Complaints that are not resolved through conciliation in the Commission may be referred to the relevant tribunal for hearing and determination. For work-related matters, 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 the Commissioner can provide a written notice that the complaint cannot be resolved through conciliation.

A respondent may ask for a complaint to be referred if it has not been finalised within six months.

The decisions summarised below offer insight into how complaints can be dealt with by Tribunals.

### ***Vilification on the ground of race and sexuality<sup>1</sup>***

A man complained that a female neighbour in a set of 12 public housing units directed profanities towards him that were heard by people in the woman's unit and other neighbours.

The tribunal found that the woman's words were public acts as they had been heard or capable of being heard by the woman's son and boyfriend,

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<sup>1</sup> *Wilson v Stevens* [2024] QCAT 471.



neighbours, and other members of the public. The tribunal considered that in using offensive homophobic and racist slurs, the woman incited hatred towards, serious contempt for, or severe ridicule of the man on the grounds of his race and sexuality.

The tribunal said the woman's behaviour, which included spraying a chemical on the man and his dog and spitting at him, is inexcusable and her threatening behaviour and language is offensive to community standards and particularly hurtful to the man. The man had been subjected to ongoing and sustained abuse in his own home.

The tribunal did not order the woman to make an apology because she had not engaged in the proceedings, suggesting it was unlikely she would comply and enforcing such an order would be problematic. The tribunal did order the woman to not, by a public act, incite hatred towards, serious contempt for, or severe ridicule of applicant on the grounds of his race or sexuality.

The tribunal ordered compensation of \$10,500.

### ***Impairment discrimination<sup>2</sup>***

A woman applied to the Brisbane City Council under the *Right to Information Act 2009* and *Information Privacy Act 2009* (the RTI legislation) for access to documents.

After a decision was made on an application, the woman asked for extra time to request an internal review of the decision because she has various disabilities and medical conditions that limit her ability to apply with the timeframe. The Council refused to allow the woman extra time. Consequently, the woman self-harmed and experienced emotional distress. The tribunal accepted that although the woman did make the request for an internal review within the timeframe, she did so suffering serious disadvantage.

In attending to paperwork tasks, the medical conditions meant the woman would check documents multiple times, become anxious that she missed something, and she was unable to move on to other tasks until her checking compulsion was completed. This resulted in the tasks taking her much longer than someone without her conditions.

Given the Council's reasons for not allowing more time and that the RTI legislation allows an agency to give extra time, the tribunal held that the requirement to comply with a 20-business day timeframe was not reasonable, and that the Council had indirectly discriminated against the woman on the basis of her impairments.

The tribunal ordered the Council to make a private written apology to the woman and to pay her compensation of \$13,848.

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<sup>2</sup> *JVM v Brisbane City Council & Ors* [2024] QCAT 578.

### ***Costs ordered against a complainant<sup>3</sup>***

This was a complaint of discrimination and victimisation made by a lawyer who worked for Legal Aid Queensland (LAQ). After five years of the complaint in the tribunal, the complainant filed a request to discontinue the proceedings, and the respondents sought to be heard on the question of costs.

There is a general policy that each party bears their own costs in the tribunal, however there are specific provisions that allow the making of costs orders in proceedings under the *Anti-Discrimination Act 1991*.

The respondents gave evidence that they had incurred costs of over \$370,000 in the protracted proceedings, however they sought only costs ‘thrown away’ by the application to discontinue and the costs of the present application, which amounted to \$41,233.

The complainant submitted that LAQ has a merit test for grants of aid that includes the ‘prudent, self-funded litigant’ test. The complainant said she made a non-financial offer to settle in October 2018 when the complaint was still at the Commission stage, and that later she had made an offer to settle for \$20,000.

The tribunal discussed at length the submissions of the parties about the strength of the complaints of impairment discrimination and victimisation. The complainant did not provide any explanation as to why she decided to discontinue the matters only weeks before the scheduled hearing so it was not something the tribunal could take into consideration.

One of the factors that weighed in favour of an order for costs was the impact on the named respondents in circumstances where the matter will not be heard. The respondents have been named in published decisions and media reports and in discontinuing the complaint the respondents have been denied a right of reply. The complainant’s legal training is a factor that the tribunal took into consideration.

The tribunal ordered that the proceeding was discontinued and the complainant to pay the respondents’ costs of \$41,233.

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<sup>3</sup> *Mohr-Edgar v State of Queensland (Legal Aid Queensland) & Ors* (No. 3) [2025] QIRC 052.

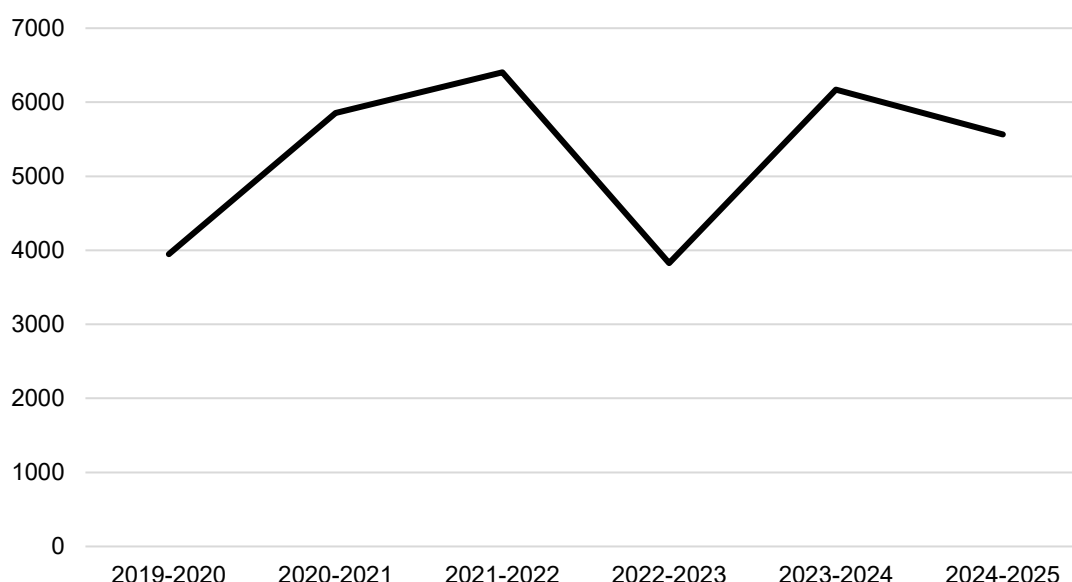
# Enquiries

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 5,563 enquiries, a comparable number to last year's figure of 6,172, as we continue to experience high demand for our enquiries service.

**Figure 3: Enquiries received by year, 2019-20 to present**



As in previous years, most enquirers (93 per cent) 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, and small numbers of people seeking policy advice or enquiring about the application of the *Human Rights Act 2019*.

We ask enquirers to provide demographics on a voluntary basis. Where the gender of the enquirer was recorded, women made a larger number of enquiries (56 per cent) to men (43 per cent), with just over 1 per cent of enquiries from non-binary people and other genders. Of enquiries where the age was recorded, those between 35 and 54 made 653 enquiries, compared to people under 25 who made less than 50 enquiries. This broadly reflects the age of people who go on to make a complaint.

Around 80 per cent of enquiries were dealt with by phone, consistent with previous years. 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, LGBTIQ+ 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 2024-25 we received 301 enquiries through this service, a significant increase from last year's 143.



# 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:

- “live” sessions (delivered in person, virtually or a hybrid of both), comprising private training sessions and public training sessions; and
- online learning via self-paced modules.

## Education services review

In January 2025, we commenced a comprehensive review of our education and training services delivered for the three calendar years to December 2024. 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 is due to be finalised in September 2025, with the findings to inform the Commission’s education strategy for the calendar years 2026 -2028. The new strategy is anticipated to re-orientate our education programming to move beyond a legal knowledge model towards increasing the capability of key organisational influencers and leaders to uphold their obligations. The Commission is planning significant improvement of our operational systems and processes, and modernised educational courses, content and resources.

## Private and public training sessions

In 2024-25, 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 2024-25. During this period, we delivered 174 “live” training sessions to almost 3,000 people across Queensland.

*"I had little knowledge of this area before, and this training has given me an excellent starting point for future enquiries and a grounding for HRA complaint decision making."*

**– Training participant**

**Table 8: Delivery of private and public training sessions by sector 2022-23 through to 2024-25**

	No. sessions (2024-25)	No. sessions (2023-24)	No. sessions (2022-23)
Private sessions - private sector	18	27	89
Private sessions - public sector	124	183	125
Private sessions - community sector	14	43	31
Public sessions	18	51	30
<b>Total</b>	<b>174</b>	<b>304</b>	<b>275</b>

**Table 9: Public and private training sessions delivered by topic 2023-24 to 2024-25**

Course	Sessions (2024-25)	Sessions (2023-24)
Queensland's <i>Anti-Discrimination Act 1991</i>	29	41
Queensland's <i>Human Rights Act 2019</i>	28	45
Sexual harassment	63	111
Unconscious bias*	2	24
Contact officer	25	27
<i>Anti-Discrimination Act 1991</i> for managers	7	9
Gender identity and discrimination	1	5
Using the <i>Human Rights Act 2019</i>	10	11
Tailored training	5	30
<i>Human Rights Act 2019</i> for legal advocates	1	1
Contact officer - refresher	3	0
<b>Total</b>	<b>174</b>	<b>304</b>

\*Delivery of the Unconscious Bias course was discontinued in February 2024, but these 2 trainings were delivered on request.

Our participant satisfaction rate for our “live” training sessions was 97.2 per cent in 2024-25. 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 transfer of information was logical to set a good foundation that was built upon during the day. I thought that the practical exercises were really valuable.”*  
– **Training participant**

## Online learning

We offer standalone online modules 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 six individual modules called Diversity Awareness.

Our online training modules are designed to provide accessible, alternative learning options. They are self-paced and can be completed at a time which suits participants. Group subscription rates are available, with options for organisations to embed modules on their existing learning management system, providing a cost-effective training solution for larger workplaces.

In 2024-25 we received over 20,000 new enrolments to undertake our online training modules.

*“The use of case studies and scenarios made the training interactive and enjoyable.”*  
– **Training participant**

# Legal and policy

The Commission provides informed comments on draft laws and discussion papers to influence public policy in Queensland so human rights are protected and promoted.

In addition, the Commission can intervene in certain relevant court proceedings that raise human rights issues.<sup>4</sup>

## Submissions to parliamentary inquiries and other reviews and consultations

We regularly participate in the development of legislation and government policy through contributing to parliamentary inquiries and other consultation processes and reviews. Our work in this area aims to ensure that Queensland legislation and policy protects and promotes human rights.

We often appear before parliamentary committees conducting inquiries, particularly where proposed legislation may limit human rights. Under the *Human Rights Act 2019*, parliament has a responsibility to scrutinise new legislation for compatibility with human rights. The appearance of a Commission officer before parliamentary committees gives members of parliament the opportunity to ask questions of the Commission and builds understanding of the intersection between the Act and other legislation.

In 2024-25, the Commission made 27 submissions to parliamentary committees and other bodies on the development of government policies and legislation. We generally publish these on our website, if they are not confidential.

The 27 submissions made provided commentary on the effect proposed changes would have on Queenslanders. Human rights are engaged across a broad range of policy areas, so the themes and subject matter of submissions is wide ranging. In this period, criminal justice has been a significant theme cutting across several pieces of legislation, specifically how it is applied to young people in Queensland.

We made submissions covering a broad range of human rights and anti-discrimination themes and issues. These included:

- Preventing sexual harassment;
- Supporting people who have disability;
- Promoting child safety;
- Improving practices within corrective services;
- The treatment of children in watch houses;

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<sup>4</sup> See section 51 of the *Human Rights Act 2019* and section 235(j) of the *Anti-Discrimination Act 1991*.



- Reforming police practices and the criminal system;
- Children and the criminal justice system;
- Treatment and practices of people suffering from mental ill-health;
- First Nations rights in determining mining leases;
- Access to education;
- Preventing elder abuse;
- Providing consistency in relation to assistance animals; and
- Accessible housing and universal design.

## Examples of submissions – social policy

The following are summaries of selected submissions on social policy issues.

### ***Disability Services (Restrictive Practices) and Other Legislation Amendments Bill 2024***

Restrictive practices are interventions that limit a person's rights or freedom of movement. In a disability services setting, these practices are used to manage behaviours that could pose a risk to themselves or others. This Bill's purpose included promoting the reduction and elimination of the use of restrictive practices.

Because these practices limit human rights, the Commission's submission centred on the need to ensure there are proper limitations placed on the use of such practices. The Commission's submission recommended:

- the 3-year review of the amendments should consider broadening the scope of reforms to other areas in which restrictive practices occur such as aged care, hospitals, and schools;
- seclusion of children should be a prohibited restrictive practice;
- there should be additional minimum standards for seclusion that align with minimum standards of treatment for people in correctional facilities;
- criteria and considerations for authorising restrictive practices should be strengthened;
- consideration be given to cultural rights of Aboriginal and Torres Strait Islander peoples in identifying the resources needed by the senior practitioner to carry out its functions and in developing guidelines about restrictive practices;
- the senior practitioner should have discretion to cancel authorisations that focus on the person's health and wellbeing; and
- powers of the senior practitioner should be strengthened to deal with complaints and functions to identify systemic improvements.

At the hearing, the Commission also supported the Public Advocate's call to include an offence provision for the use of unauthorised restrictive practices.

The Committee recommended that the Bill be passed with amendments which strengthened oversight and consequences for non-compliance.

### ***Inquiry into Elder Abuse***

In December 2024 the Education, Arts and Communities Committee commenced this inquiry and called for submissions.

The inquiry sought views on the nature and extent of elder abuse, and the effectiveness and cohesiveness of responses, including in relation to civil and criminal protections and human rights protections.

Our submission advocated for enhanced human rights protections by:

- specifying that all aged care providers are ‘public entities’ under the *Human Rights Act 2019* (this recommendation was also made in the first independent review of the *Human Rights Act 2019*<sup>5</sup>);
- improving civil and criminal protections by implementing the recommendations made by the Building Belonging report<sup>6</sup>, including to take a preventative approach to eliminating discrimination (noting ageism is a driver of abuse) and improving protections against age-based vilification; and
- suggesting government develop a cohesive approach to restrictive practices.

The Committee is due to report back in December 2025.

## **Examples of submissions – criminal justice**

The Queensland Government has made significant reforms related to law and order, the criminal justice system, and police powers and responsibilities. The Commission has made submissions on the human rights impact of these legislative reforms, with a focus on the impact on children, particularly Aboriginal and Torres Strait Islander children.

The following are summaries of selected submissions that relate to criminal justice issues.

### ***Making Queensland Safer Bill 2024***

This Bill was introduced in November 2024 to enact an election commitment to make possible prison sentences the same for both children and adults. This

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<sup>5</sup> Susan Harris Rimmer, *Placing People at the Heart of Policy: First Independent Review of the Human Rights Act 2019* (Qld) Final Report, 41.

<sup>6</sup> Queensland Human Rights Commission, *Building Belonging: Review of Queensland's Anti-Discrimination Act 1991* Report, 214-227.

was the first tranche of reforms known as the Adult Crime, Adult Time reforms.

The reforms make children who commit particular offences subject to the same mandatory minimum and maximum sentences as adults. In addition, they remove the principles that detention should be a last resort and that a community-based order is more likely to lead to successful reintegration.

The Government recognised that this Bill was incompatible with human rights, declaring it as such in the accompanying Statement of Compatibility.<sup>7</sup> It was recognised that the Bill would lead to sentences ‘more punitive than necessary to achieve community safety’ and would result in more children in extended watch house detention, which limits the right to protection from cruel, inhuman to degrading treatment and the right to humane treatment when deprived of liberty.<sup>8</sup>

The Commission’s submission opposed the Bill on the basis that the measures were harmful to children, discriminatory, expensive and counter-productive to public safety and victim rights.

The Commission recommended the Bill not be passed due to incompatibility with human rights. Further, the Commission recommended that were the Bill to be passed, it should be amended to apply only in a limited manner - to children 14 years and above, and only for violent offending.

The Commission also recommended:

- an independent review of the cumulative effect of all legislative changes since 2020 in one year’s time; and
- the establishment of a coordinating agency in the Department of Premier and Cabinet to oversee and monitor the effective implementation of whole of government plan to address children’s rights, health and wellbeing, to address the causes of youth offending.

The Bill passed on 12 December 2024. The recommendations of the Commission were not adopted.

### ***Making Queensland Safer (Adult Crime, Adult Time) Amendment Bill 2025***

The second tranche of the Adult Crime, Adult Time reforms was introduced in March 2025. This Bill expanded the ‘adult crime, adult time’ policy to include additional offences.

The Commission submitted that these additional reforms were incompatible with human rights and should not be passed. The Commission recommended that, were the Bill to be passed:

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<sup>7</sup> Statement of Compatibility, Making Queensland Safer Bill 2024 (Qld) 4.

<sup>8</sup> Ibid 5.

- the Bill and the *Making Queensland Safer Act 2024* should be amended to include an exception for offences that are committed without violence and to ensure the principles of detention as a last resort and preference for non-custodial orders are retained in relation to non-violent offences.
- the Bill and *Making Queensland Safer Act 2024* should be amended so that the increased maximum and mandatory penalties apply only to children aged 14 years and above.

The Commission also recommended that the Government develop a youth justice strategy based on the wealth of available evidence for reducing youth crime and rehabilitating children who offend.

The Bill passed on 21 May 2025. The recommendations of the Commission were not adopted.

### ***Youth Justice (Monitoring Devices) Amendment Bill 2024***

The Bill proposed to extend the trial of electronic monitoring as a condition of bail for children by one year to allow for a further review to inform government decisions about continued use of electronic monitoring.

The Commission submitted that the limitations placed on children's and families' rights by the Bill were not justified, as:

- electronic monitoring of children on bail places substantial limits on the rights of children and families;
- after almost four years, the electronic monitoring trial had not produced evidence that it is effective in preventing further offending indicating that extending the trial was unlikely to reduce crime and enhancing community safety;
- there is evidence that electronic monitoring does not have a statistically significant effect on crime.

Additionally, the Commission raised concerns that electronic monitoring for children on bail has a net widening effect because children subjected to electronic monitoring are exposed to greater penalties than those who are not, possibly leading to further contact with the criminal justice system and increased risks of further offending. The Commission also raised concerns about the impacts of stigma on a child required to wear an electronic monitor.

The Bill passed on 2 April 2025. The recommendations of the Commission were not adopted.

### ***Police Powers and Responsibilities (Making Jack's Law Permanent) Amendment Bill 2025***

Jack's Law was first introduced in Queensland after a knife attack resulted in the tragic death of a young man on the Gold Coast in 2019. A trial of these laws began in 2021, which allowed police to use metal detecting handheld scanners without a warrant in specified public areas. These powers were expanded in September 2024 to include several other public areas.

This Bill sought to expand Jack's Law further by making handheld scanners permanently available to police, removing some senior officer oversight and no longer requiring the QPS to publish notices about the use of handheld scanners.

The Commission submitted that:

- the use of handheld scanners without warrant or reasonable suspicion places substantial limits on human rights;
- the use of handheld scanners in this manner was unlikely to achieve the legitimate purpose of minimising the risk of physical harm caused by knife crime.

After almost four years of operation, there was insufficient evidence that using handheld scanners were effective in reducing violent crime. Further, the Commission was unable to identify any domestic or international evidence that the use of handheld scanners is effective in reducing violent crime.

The Commission was also concerned that the expanded use of handheld scanners would have a disproportionate impact on minority communities, particularly Aboriginal and Torres Strait Islander communities, leading to further erosion of trust in the police and creating substantial risks for individuals, communities, and the police.

Additionally, the expanded use of handheld scanners would have a net widening effect, leading to substantial additional pressures on a criminal justice system that is already at breaking point.

The Bill was passed on 11 June 2025. The recommendations of the Commission were not adopted.

### ***Queensland Police Service watch house review consultation***

The Queensland Police Service (QPS) watch house review was initiated in August 2024 in response to inflated watch house occupancy rates, an increase in complaints and serious concerns around the treatment of individuals, particularly children, being held in these facilities.

The Commission submitted that the review presented an opportunity to strengthen systems so that watch houses are only used for their intended purpose, that is, holding people for the shortest period of time necessary, and only holding children for more than a night in exceptional circumstances.

The Commission recommended consideration be given to watch house conditions for children in prolonged detention to minimise their exposure to harm. Further recommendations included the development of minimum standards for children held in detention, implemented alongside specialised training for watch house staff and the QPS.

The QPS published their report on 10 July 2025.

## Courts and tribunals

### Intervention in proceedings under the *Human Rights Act 2019*

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<sup>9</sup> or in other courts, such as the Coroners Court. In 2024-25 the Commission commenced or continued to be involved in 12 proceedings under the *Human Rights Act*.

A guideline outlining factors we consider when deciding whether to intervene in proceedings under the *Human Rights Act 2019* is published on our website.

In 2024-25, we received 27 notifications or requests to intervene under the *Human Rights Act 2019*. In the period, we intervened in two matters in the Court of Appeal and three matters in the Coroners Court.

Many of the interventions are not yet finalised or are awaiting decisions. The following case summaries are illustrations of our work during this period.

#### ***The Tafaifa Inquest (Death in Custody)***

The Commission intervened in the inquest into the death of Ms Salesa Tafaifa, a female prisoner who died in custody wearing a spit hood. The Commission made submissions about how the *Human Rights Act 2019* applies to coronial inquests, as well as drawing attention to relevant human rights, including the rights to life and equality.

The Commission is awaiting the findings from this inquest.

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<sup>9</sup> The Commission has functions under section 235(j) of the *Anti-Discrimination Act 1991* to intervene in a proceeding that involves human rights, if the Commission considers it appropriate and with the leave of the court hearing the proceeding. In 2024-25, the Commission did not intervene in any matters under this function.

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

The Commission intervened in a matter concerning a 70-year-old prisoner with serious health issues challenging a Restricted Prisoner Declaration that blocked his ability to apply for parole for eight years and six months.

The applicant sought judicial review on the grounds that the President of the Parole Board should have considered the applicant's right to dignity in determining the 'public interest' as required by the legislation, and a 'piggy-back' claim under the *Human Rights Act 2019*.

The submissions made by the Commission outlined the relationship between a judicial review application based on human rights grounds and a 'piggy-back' claim under section 59 of the *Human Rights Act 2019*, the meaning of 'public interest' in light of human rights, and the obligation to give proper consideration to, and act compatibly with human rights. The Commission also asked the court to consider the scope of the rights to liberty and security, to humane treatment, to protection from cruel, inhuman and degrading treatment, and of access to health services.

The court found the President of the Parole Board failed to consider the applicant's human rights—particularly his right to dignity—when setting the length of the order. Her Honour found that this was an error of law under the *Judicial Review Act 1991* and the term was also unlawful for failure to give proper consideration to human rights under s 58(1) of the *Human Rights Act 2019*.

### **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 to lapse a complaint where the Commissioner has formed the opinion that the complainant had lost interest in continuing with the complaint.

There was one application to a tribunal for review under section 169 in the period. The Commission provided all relevant material to the tribunal, however the applicant did not comply with the tribunal directions and the tribunal dismissed the application.

## Judicial review of decisions

Decisions of the Commissioner may be judicially reviewed by the Queensland Supreme Court under the *Judicial Review Act 1991*.

Two applications for judicial review were made in the current period. An application for review of a decision not to accept a complaint made outside the time limit for making a complaint was withdrawn and then appealed and then withdrawn again. An application for review of a decision to accept a complaint notwithstanding a prior settlement agreement has been set down for hearing in September 2025. An application made in the previous period for review of a decision to reject a complaint was resolved by orders setting aside the decision.

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 brief summary.

## Exemption applications

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 five exemption applications, two to the QCAT and three to the QIRC. We made submissions on the two applications to the QCAT and two applications to the QIRC and we participated in a directions hearing and consultation ordered by the QIRC for the third application.

During the period, five decisions of the QIRC were published, and in four of those cases exemptions were granted.

Two of the exemptions granted were to 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.<sup>10</sup>

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<sup>10</sup> *Re: Ascent Pty Ltd [2024] QIRC 234* (23 September 2024) and *Re: Saab Australia Pty Ltd [2025] QIRC 021* (24 January 2025)



The QIRC also granted exemptions that allow:

- (a) a family to engage only male support workers for an adult with severe to profound intellectual disability and who is non-verbal, as the person does not respond well to females<sup>11</sup>
- (b) a Native Title Representative Body that assists members and traditional owners to pursue native title claim to recruit only Indigenous Australians for the role of First Nations Engagement Officer.<sup>12</sup>

The QIRC refused an exemption to allow an organisation that provides safe shelter and assistance to women and children affected by domestic violence to discriminate on the basis of gender identity as it was too broad for the purposes of the organisation. Existing exemptions in the Act would allow the applicant to discriminate on the basis of sex by employing only women to deliver its services.<sup>13</sup>

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 Commissioner<sup>14</sup>
- hearing and determining applications for exemptions<sup>15</sup>
- hearing and determining applications for interim orders before referral of a complaint<sup>16</sup>
- considering applications for review of a decision that a complainant has lost interest<sup>17</sup> and
- providing opinions about the application of the Act.<sup>18</sup>

For examples of tribunal decisions related to matters referred from the Commission, see pages 53-54.

There were 50 decisions of the tribunals published or notified for the period, made up as shown in Table 10.

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<sup>11</sup> *Re: Team Blake Pty Ltd* [2024] QIRC 163 (3 July 2024)

<sup>12</sup> *Re: North Queensland Land Council Native Title Representative Body Aboriginal Corporation* [2024] QIRC 221 (6 September 2024)

<sup>13</sup> *Re: Sera's Women's Shelter Incorporated* [2024] QIRC 199 (13 August 2024)

<sup>14</sup> *Anti-Discrimination Act 1991* s 175.

<sup>15</sup> *Anti-Discrimination Act 1991* s 113.

<sup>16</sup> *Anti-Discrimination Act 1991* s 144.

<sup>17</sup> *Anti-Discrimination Act 1991* s 169.

<sup>18</sup> *Anti-Discrimination Act 1991* s 228.

**Table 10: Tribunal decisions 2024-25**

	<b>QIRC</b>	<b>QCAT</b>	<b>Total</b>
Final hearings	0	8	8
Dismiss/strike out	4	6	10
Produce/disclose documents	2	2	4
Legal representation	5	1	6
Interim orders before referral (s144)	0	1	1
Non-publication	0	1	1
Amend complaint	1	1	2
Costs	2	1	3
Miscellaneous process/Other	8	2	10
Exemption applications	5	0	5
<b>Total</b>	<b>27</b>	<b>23</b>	<b>50</b>



# Engagement & 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

This year marked a significant milestone for the Commission, with the establishment of the Yirmba First Nations Unit. Created to embed cultural leadership across the Commission, the Unit's core goals are to provide internal cultural advice, ensure culturally safe engagement with First Nations communities and people, enable greater access to, and knowledge of Commission's services for First Nations peoples, and to build long-term, genuine partnerships with First Nations communities. The Yirmba First Nations Unit has become an essential part of the Commission's structure, championing a rights-based approach that honours self-determination and community-led perspectives in all aspects of the Commission's work.

A major focus for the Unit's first year has been the recruitment of a strong, experienced First Nations team with deep cultural knowledge and expertise in culturally safe education and community engagement, human rights, and systems change.

The foundation team has led and supported several high-profile events across the state, including public forums, cultural consultations, and community gatherings that brought First Nations voices to the forefront of human rights conversations. The work of the Yirmba First Nations Unit has already begun to transform the way we operate, embedding cultural safety and accountability into our services and internal practices. The Unit has laid strong foundations for a future defined by respect, strong relationship building, and allowing First Nations voices to be heard.

## 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 2024-25, significant engagement efforts supported workers' protections and preparation for the *Anti-Discrimination Act 1991* reforms.

## Workers' rights

We presented information to government agencies and community partners to assist equip vulnerable workers' groups with clear, accessible anti-discrimination guidance. Activities included supporting:

- Skilled migrants through a partnership with Migration Queensland in the creation of a video module on workers' rights for their "Introduction to Queensland" online platform targeting new skilled migrants in managerial roles.
- CALD Workers' rights champions by collaborating with Multicultural Australia and Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) with their Workers' Rights Education and Support program, delivering targeted information sessions in Cairns and Toowoomba for community leaders.
- Trainees with disabilities and migrant trainees by collaborating with Community Living Association to present tailored guidance on *Anti-Discrimination Act 1991* protections, ensuring that trainees are aware of their legal rights as they become ready to enter the workforce. In addition to this program based in Brisbane, we also collaborated with Centacare, providing a short session to their trainee program participants in Cairns.

## Preparation for *Anti-Discrimination Act 1991* reforms and broader stakeholder engagement

Substantial efforts were made in preparation for the *Anti-Discrimination Act 1991* reforms, which were paused in March 2025. This involved dissemination of information and the development and distribution of resources in preparation for the reforms as well as developing engagement plans with key stakeholders.

We also maintained cross-community connections and ensuring the Commission's relevance across diverse sectors and locations, including engagement activities with:

- Interfaith and faith organisations, with a focus on protections against religious discrimination, including updates on vilification laws
- LGBTIQ+ advocates and youth support services
- Community legal centres
- Justice groups, with a special focus on justice groups located in Far North Queensland, by building regional alliances, closing gaps in collaboration and distributing relevant information.

# Communications

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

Proactive, targeted media and social media plans were developed and implemented for key events, including: the Bandarran Marra'Gu Gathering Strength Summit in May; Mabo Oration in Gimuy-Cairns in May; Commissioner's advocacy at key human rights events; report releases including the review on workplace equality in the QPS and detention of a child in a watch house report; and the anti-discrimination law reforms.

The Commission's first podcast, Rights Made Real – Gathering Strength series, was produced in May and June 2025 with participation from several First Nations community members and leaders. A promotional plan was developed to launch the podcast across several channels during NAIDOC Week. Public engagement in human rights has been supported through media and social media activities which have increased significantly in 2025, in particular during the two major First Nations events held in May 2025, which resulted in widespread reach.

We have now commenced work on redeveloping the Commission's website, which will continue throughout 2025 to bring it in line with audience needs and expectations. Key audiences were analysed, and content and architecture were reviewed, to guide the development of the new website.

# Corporate governance

## Structure and management

Information about the Commission's organisational structure and management can be found earlier in this report at pages 10-14.

### 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

As Queensland's leading human rights agency, our core 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 2024-25:

- 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 2024-25, none 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 2024-2025.

## Risk management and accountability

### Risk management

The Commission is committed to good corporate governance and has invested in an uplift of its governance arrangements to ensure a culture of effectively managing risk and encouraging continuous improvement. Consistent with its governance framework, this has included building out its three lines of defence model through the establishment of the audit and risk committee, engagement of internal auditors and uplifting the frameworks and policies 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.

### Interim audit and risk committee

The interim audit and risk committee (ARC) was established in April 2025 and comprises of two independent members. The interim 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 interim 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 interim 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 interim ARC are remunerated and appointed for a term of three years. The members of the interim ARC for 2024-25 are:

<b>Name</b>	<b>Committee role</b>	<b>Status</b>	<b>Remuneration 2024-25</b>
David Heley	Chair	Independent	\$2,000
Michael Dobbie-Bridges	Member	Independent	\$2,000

Note: Amounts are inclusive of GST where applicable

The interim ARC has an annual work plan and meeting schedule. The interim ARC meet quarterly, and in 2024-25 two meetings were held in April 2025 and June 2025 with all ARC members 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 interim 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.

## 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 records management policy. Records are retained and disposed of in line with the appropriate legislation and retention and disposal requirements.

QHRC maintains paper-based records and an electronic records management system 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.

Considerable work has been undertaken in readiness for amendments to the *Information Privacy Act 2009 (Qld)* (IP Act) which came into effect on 1 July 2025. All Commission staff have undergone training on the new policies and

processes established in preparation for the changes, led by the Commission's Privacy Officer.

During the financial year:

- the Commission has had no serious breaches of information security or privacy which could indicate weaknesses in the reliability, sustainability or security of recordkeeping systems.
- the Commission has not transferred any records to Queensland State Archives, to another public authority; or lost or damaged 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. The Townsville office was closed in February 2025.

As at 30 June 2025, we had 67 paid permanent and temporary staff, equating to 61.74 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
- the provision of wellbeing rooms
- provision of accessible office spaces where possible
- appointment of Equity Contact Officers
- LGBTIQA+ and Aboriginal and Torres Strait Islander liaison officers
- update of performance management policies in line with amendments to the *Public Sector Act 2022*, including the introduction of positive performance management principles
- professional development of all staff on a continuing basis.

**Table 11: Workforce profile data, 2024-25**

<b>Gender</b>	<b>Number (headcount)</b>	<b>Percentage of total workforce</b>
Woman	49	73%
Man	18	27%
Non-binary	0	0
<b>Diversity groups</b>	<b>Number (headcount)</b>	<b>Percentage of total workforce</b>
Women	49	73%
Aboriginal peoples and Torres Strait Islander peoples	5	7%
People with disability*	<5	<7%
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)	5	7%
<b>Role classification</b>	<b>Women (headcount)</b>	<b>Percentage of total leadership cohort</b>
Senior Officers <sup>^</sup>	4	100%
Senior Executive Service and Chief Executives <sup>^</sup>	1	50%

Source: Minimum Obligatory Human Resource Information (MOHRI) data collection June 2025; 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.

<sup>^</sup> Women in leadership are defined as those in classified roles or on s122 or s155 contracts. Contracts (s122 and s155) includes senior executives and chief executives and equivalents contracted under the Public Sector Act 2022 or similar provisions in other relevant Acts. It also, includes employees on common law contracts. Such contracts established under the *Public Sector Act 2008 (Qld)*, are referred to as s122 contracts. Contracts established under the *Public Service Act 2022 (Qld)*, are referred to as s155 contracts.

## Early retirement, redundancy, and retrenchment

In 2024-25, 4 employees received redundancy packages at a cost of \$0.529 million.

## Open data

The Commission publishes annual data on consultancies, overseas travel, language 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*.

## Financial summary 2024-25

This summary provides an overview of the Commission's financial performance for 2024-25 and a comparison with 2023-24. A detailed view of the financial performance for 2024-25 is provided in the audited financial statements included in Appendix F of this annual report.

The Commission's operating result for 2024-25 was a surplus of approximately \$1.102 million. This is primarily attributed to the pause in the implementation of the RAW Act amendments, leading to an underspend of grant funding income in the year.

## 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 training and advisory and consultancy services. Interest is received on cash balances held by the Commission's financial institution.

Training revenue in 2024-25 decreased by \$0.165 million (40% 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. To prioritise this initiative, the number of public training sessions, regional travel, and tailored training engagements were significantly reduced to allow the education team to focus on the review.

The Commission received \$0.380 million for costs recovered from a Queensland public sector duty holder for an independent review that commenced in 2023-24. The first stage of the independent review was completed in December 2024.

Interest and other revenue increased by \$0.094 million (27% increase), which is due to interest received on a higher cash balance. The increased cash

balance reflects the accumulation of prior year operating surpluses and the underspend of grant funding received in 2024-25.

**Table 12: Statement of comprehensive income**

	<b>2024-25</b>	<b>2023-24</b>
	<b>\$'000</b>	<b>\$'000</b>
Training sessions	247	412
Professional services	380	606
Grants and other contributions	14,589	11,455
Interest and other revenue	441	347
<b>Total income from continuing operations</b>	<b>15,657</b>	<b>12,820</b>
Employee expenditure	9,542	8,896
Supplies and services	4,774	2,926
Grants and subsidies	-	2
Depreciation and amortisation	177	224
Other expenses	62	45
<b>Total expenditure from continuing operations</b>	<b>14,555</b>	<b>12,093</b>
<b>Operating result for the year</b>	<b>1,102</b>	<b>727</b>

## Expenditure

Employee expense represented 66% of total expenditure in 2024-25, with this cost category increasing by \$0.646 million (7% increase) on prior year. This increase was due to a change in FTE and redundancy payments as part of the organisational restructure supporting the implementation of RAW Act amendments. The Commission's paid FTE increased from 59 as at 30 June 2024, to 62 as at 30 June 2025.

The second largest expense category, supplies and services, represented 33% of total expenditure in 2024-25. This expense category increased by \$1.848 million (63% increase) on prior year because of initiatives undertaken to prepare for expanded responsibilities under the RAW Act amendments. These initiatives included the establishment of a "three lines of defence" governance model, completion of the Information Privacy and Other Legislation Amendment (IPOLA) compliance review, implementation of a new document management system, delivery of the discovery and roadmap phase for the organisational structure review, and partial implementation of the RAW Act amendments, including workforce expansion.

Table 13 sets out the Commission's net assets (being assets minus liabilities) and equity. On 30 June 2025, the Commission's net assets were \$5.733 million, an increase of \$1.452 million (34% increase) due to the current year operating surplus.

This year, the Commission's total assets increased to \$7.157 million, up \$1.574 million (28% increase) from 2023-24. This growth is due to the additional grant funding received to support implementation of the RAW Act amendments, however in March 2025, implementation activities ceased, leading to an underspend of grant funding and a corresponding increase in cash balances.

The Commission's current liabilities increased by \$0.122 million (9% increase) to \$1.424 million since 2023-24. This total comprises employee leave entitlements of \$0.951 million (67%) and payables of \$0.473 million (33%).

**Table 13: Statement of financial position**

	<b>2024-25</b>	<b>2023-24</b>
	<b>\$'000</b>	<b>\$'000</b>
Current assets	7,023	5,272
Non-current assets	134	311
<b>Total assets</b>	<b>7,157</b>	<b>5,583</b>
Current liabilities	1,424	1,302
<b>Total liabilities</b>	<b>1,424</b>	<b>1,302</b>
Net assets	5,733	4,281
<b>Total equity</b>	<b>5,733</b>	<b>4,281</b>

## Comparison to budget<sup>19</sup>

Budget and actual performance for 2024-25, 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 [www.qhrc.qld.gov.au](http://www.qhrc.qld.gov.au).

<sup>19</sup> 2024-25 Queensland State Budget – Service Delivery Statements – Queensland Human Rights Commission

## Independent auditor's report

The independent auditor's report accompanies the annual report or can be viewed at [www.ghrc.qld.gov.au](http://www.ghrc.qld.gov.au).

# Appendix A: Compliance checklist

Summary of requirement		Basis for requirement	Annual report reference
<b>Letter of compliance</b>	A letter of compliance from the accountable officer or statutory body to the relevant Minister/s	ARRs – section 7	Page 4
<b>Accessibility</b>	Table of contents	ARRs – section 9.1	Page 2-3
	Glossary		Appendix C
	Public availability	ARRs – section 9.2	Page 1
	Interpreter service statement	<i>Queensland Government Language Services Policy</i> ARRs – section 9.3	Page 1
	Copyright notice	<i>Copyright Act 1968</i> ARRs – section 9.4	Page 1
	Information licensing	<i>QGEA – Information Licensing</i> ARRs – section 9.5	Page 1
<b>General information</b>	Introductory information	ARRs – section 10	Page 8-14
<b>Non-financial performance</b>	Government's objectives for the community and whole-of government plans/specific initiatives	ARRs – section 11.1	Page 15
	Agency objectives and performance indicators	ARRs – section 11.2	Appendix B
	Agency service areas and service standards	ARRs – section 11.3	Appendix B
<b>Financial performance</b>	Summary of financial performance	ARRs – section 12.1	Page 67-69
<b>Governance – management and structure</b>	Organisational structure	ARRs – section 13.1	Page 10-14
	Executive management	ARRs – section 13.2	Page 10-14
	Government bodies (statutory bodies and other entities)	ARRs – section 13.3	N/A
	Public sector ethics	<i>Public Sector Ethics Act 1994</i> ARRs – section 13.4	Page 61



Summary of requirement		Basis for requirement	Annual report reference
<b>Governance – risk management and accountability</b>	Human rights	<i>Human Rights Act 2019</i>  ARRs – section 13.5	Page 61
	Queensland public service values	ARRs – section 13.6	Page 62
	Risk management	ARRs – section 14.1	Page 62
	Audit committee	ARRs – section 14.2	Page 62
	Internal audit	ARRs – section 14.3	Page 63
	External scrutiny	ARRs – section 14.4	Page 63
	Information systems and recordkeeping	ARRs – section 14.5	Page 63
	Information security attestation	ARRs – section 14.6	Not applicable
<b>Governance – human resources</b>	Strategic workforce planning and performance	ARRs – section 15.1	Page 65-66
	Early retirement, redundancy and retrenchment	Directive No.04/18 Early Retirement, Redundancy and Retrenchment  ARRs – section 15.2	Page 66
<b>Open Data</b>	Statement advising publication of information	ARRs – section 16	Page 66
	Consultancies	ARRs – section 31.1	<a href="https://data.qld.gov.au">https://data.qld.gov.au</a>
	Overseas travel	ARRs – section 31.2	<a href="https://data.qld.gov.au">https://data.qld.gov.au</a>
	Queensland Language Services Policy	ARRs – section 31.3	<a href="https://data.qld.gov.au">https://data.qld.gov.au</a>
	Charter of Victims' Rights	<i>VCSVRB Act 2024</i> ARRs – section 31.4	<a href="https://data.qld.gov.au">https://data.qld.gov.au</a>
<b>Financial statements</b>	Certification of financial statements	FAA – section 62  FPMS – sections 38, 39 and 46  ARRs – section 17.1	Page 69, Appendix F

Summary of requirement		Basis for requirement	Annual report reference
	Independent auditor's report	FAA – section 62 FPMS – section 46 ARRs – section 17.2	Page 70, Appendix



# 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	2024–25 Target	2024–25 Actual	2025–26 Target
<b>Effectiveness measures</b>			
Percentage of accepted <i>Anti-Discrimination Act 1991</i> (ADA) complaints resolved by conciliation*	50%	42%	50%
Percentage of accepted <i>Human Rights Act 2019</i> (HRA) complaints resolved by conciliation	40%	34%	30%
Clients' overall satisfaction with the complaint handling service	85%	62%	85%
Clients' overall satisfaction with training sessions	95%	97%	95%
Percentage of clients whose understanding of rights and responsibilities under anti-discrimination and/or human rights law increased following training	85%	97%	85%
Percentage of accepted ADA complaints not referred to a tribunal and finalised within the Commission	70%	71%	70%
<b>Efficiency measure</b>			
Clearance rate for accepted complaints dealt with under the ADA and the HRA	100%	106%	100%

\* Percentage of accepted Anti-Discrimination Act 1991 (ADA) complaints resolved by conciliation includes complaints where human rights allegations were "piggy-backed" onto ADA allegations, and the complaint was dealt with under the ADA.

## Appendix C: Glossary

Term	Description
ADA, AD Act	<i>Anti-Discrimination Act 1991</i> (Qld)
ARC	QHRC's audit and risk committee
ARR	Annual report requirements for Queensland Government agencies
Commission	Queensland Human Rights Commission (formerly Anti-Discrimination Commission Queensland)
ELC	QHRC's executive leadership committee, superseded by the EMC in October 2024
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</i> (Qld)
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</i> (Qld)
ICT	Information and communications technology
IP Act	<i>Information Privacy Act 2009</i> (Qld)
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
RAW Act amendments	<i>Respect At Work and Other Matters Amendment Act 2024</i> (Qld)
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)
QIRC	Queensland Industrial Relations Commission
QPS	Queensland Police Service
SBFAA	<i>Statutory Bodies Financial Arrangements Act 1982</i> (Qld)



## 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 the 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.

Anti-Discrimination Act 1991	Human Rights Act 2019
Inquire into complaints and, where possible, to effect conciliation and carry out investigations relating to contraventions of the Act.	Deal with human rights complaints.
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.	Provide education about human rights and this Act.  Make information about human rights available to the community.
Consult with various organisations to ascertain means of improving services and conditions affecting groups that are subjected to contraventions of the Act.	Review public entities' policies, programs, procedures, practices and services in relation to their compatibility with human rights.
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.	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.
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.	Assist the Attorney-General in reviews of this Act under sections 95 and 96.
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.	Advise the Attorney-General about matters relevant to the operation of this Act.  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.
Promote an understanding and acceptance, and the public discussion, of human rights in Queensland.	



## Appendix F: Certified financial statements



Queensland  
**Human Rights**  
Commission

**Financial Statements**  
**for the financial year ended**  
**30 June 2025**



**Queensland Human Rights Commission Financial Statements**  
For the Year Ended 30 June 2025

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**Queensland Human Rights Commission**  
**Statement of Comprehensive Income**  
Year ended 30 June 2025

	Note	2025 \$'000	2024 \$'000
<b>Income</b>			
User charges and fees	B1-1	627	1,018
Grants and contributions	B1-2	14,589	11,455
Other revenue	B1-3	441	347
<b>Total revenue</b>		<b>15,657</b>	<b>12,820</b>
<b>Total income</b>		<b>15,657</b>	<b>12,820</b>
<b>Expenses</b>			
Employee expenses	B2-1	9,542	8,896
Supplies and services	B2-2	4,774	2,926
Depreciation and amortisation		177	224
Other expenses	B2-3	62	47
<b>Total expenses</b>		<b>14,555</b>	<b>12,093</b>
<b>Operating result for the year</b>		<b>1,102</b>	<b>727</b>
<b>TOTAL COMPREHENSIVE INCOME</b>		<b>1,102</b>	<b>727</b>

*The accompanying notes form part of these statements.*

**Queensland Human Rights Commission  
Statement of Financial Position**

as at 30 June 2025

	Note	2025 \$'000	2024 \$'000
<b>Current assets</b>			
Cash and cash equivalents	C1	6,806	4,929
Other current assets	C2	217	343
<b>Total current assets</b>		<u>7,023</u>	<u>5,272</u>
<b>Non-current assets</b>			
Plant and equipment	C3	85	168
Intangible assets	C4	49	143
<b>Total non-current assets</b>		<u>134</u>	<u>311</u>
<b>Total assets</b>		<u>7,157</u>	<u>5,583</u>
<b>Current liabilities</b>			
Payables	C5	473	154
Accrued employee benefits	C6	951	757
Other current liabilities	C7	-	391
<b>Total current liabilities</b>		<u>1,424</u>	<u>1,302</u>
<b>Total liabilities</b>		<u>1,424</u>	<u>1,302</u>
<b>Net assets</b>		<u>5,733</u>	<u>4,281</u>
<b>Equity</b>			
Contributed equity	C8	887	537
Accumulated surplus		4,846	3,744
<b>Total equity</b>		<u>5,733</u>	<u>4,281</u>

*The accompanying notes form part of these statements.*

**Queensland Human Rights Commission**  
**Statement of Changes in Equity**  
for the year ended 30 June 2025

	Contributed equity	Accumulated surplus	TOTAL
	\$'000	\$'000	\$'000
<b>Balance as at 1 July 2023</b>	537	3,017	3,554
Operating result for the year	-	727	727
<b>Balance as at 30 June 2024</b>	<b>537</b>	<b>3,744</b>	<b>4,281</b>
<b>Balance as at 1 July 2024</b>	537	3,744	4,281
Operating result for the year	-	1,102	1,102
Equity Injection	350	-	350
<b>Balance as at 30 June 2025</b>	<b>887</b>	<b>4,846</b>	<b>5,733</b>

C8

*The accompanying notes form part of these statements.*

**Queensland Human Rights Commission**  
**Statement of Cash Flows**  
for the year ended 30 June 2025

	Note	2025 \$'000	2024 \$'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<i>Inflows:</i>			
User charges and fees		845	900
Grants and contributions		14,589	11,455
GST input tax credits from ATO		413	280
GST collected from customers		30	39
Other		441	347
<i>Outflows:</i>			
Employee expenses		(9,364)	(8,838)
Supplies and services		(4,852)	(2,530)
GST paid to suppliers		(477)	(290)
GST remitted to ATO		(36)	(37)
Other		(62)	(47)
<b>Net cash provided by operating activities</b>	CF-1	<u><b>1,527</b></u>	<u><b>1,279</b></u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
<i>Inflows:</i>			
Equity injections		350	-
<b>Net cash provided by financing activities</b>		<u><b>350</b></u>	<u><b>-</b></u>
<b>Net increase in cash and cash equivalents</b>		<b>1,877</b>	<b>1,279</b>
<b>Cash and cash equivalents - opening balance</b>		4,929	3,650
<b>Cash and cash equivalents - closing balance</b>	C1	<u><u><b>6,806</b></u></u>	<u><u><b>4,929</b></u></u>

*The accompanying notes form part of these statements.*

**Queensland Human Rights Commission  
Statement of Cash Flows**

for the year ended 30 June 2025

**NOTES TO THE STATEMENT OF CASH FLOWS**

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

	<b>2025</b>	<b>2024</b>
	<b>\$'000</b>	<b>\$'000</b>
Operating surplus	1,102	727
<i>Non-cash items included in operating result:</i>		
Depreciation and amortisation expense	177	224
<i>Change in assets and liabilities:</i>		
(Increase)/decrease in receivables	132	(74)
(Increase)/decrease in prepayments	(6)	54
Increase/(decrease) in accounts payable	319	(44)
Increase/(decrease) in accrued employee benefits	194	7
Increase/(decrease) in unearned revenue	(391)	385
<b>Net cash provided by operating activities</b>	<b><u>1,527</u></b>	<b><u>1,279</u></b>

**SECTION 1**  
**ABOUT THE COMMISSION AND THIS FINANCIAL REPORT**

**A1 BASIS OF FINANCIAL STATEMENT PREPARATION**

**A1-1 GENERAL INFORMATION**

The Queensland Human Rights 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 head office and principal place of business of the Commission is Level 20, 53 Albert Street, BRISBANE QLD 4000.

**A1-2 COMPLIANCE WITH PRESCRIBED REQUIREMENTS**

The Queensland Human Rights 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 2024.

The Queensland Human Rights 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.

**A1-3 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.

**Comparatives**

Comparative information reflects the audited 2023-24 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 BASIS OF FINANCIAL STATEMENT PREPARATION (continued)**

### **A1-4 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.

### **A1-5 BASIS OF MEASUREMENT**

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.

#### **Net realisable value**

Net realisable value represents the amount of cash or cash equivalents that could currently be obtained by selling an asset in an orderly disposal.

### **A1-6 THE REPORTING ENTITY**

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

## **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 training workshops, and advisory and consultancy services.



**SECTION 2**  
**NOTES ABOUT OUR FINANCIAL PERFORMANCE**

**B1 REVENUE**

**B1-1 USER CHARGES AND FEES**

	2025 \$'000	2024 \$'000
<b>User Charges and Fees</b>		
Sale of services		
Training sessions	201	412
Professional services	380	606
Saleable publications	46	-
<b>Total</b>	<b>627</b>	<b>1,018</b>

**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. Consideration received upfront is recognised as contract liabilities - other (refer to Note C7).

In July 2023, the Commission entered into a Memorandum of Understanding agreement with the Queensland Police Service (QPS), at the recommendation of the Commission of Inquiry, to review the policies and practices within the QPS aimed at increasing the recruitment and retention of women, culturally and linguistically diverse and First Nations members. Upon signing the agreement, the Commission received \$988,000 in September 2023 for the labour component of Phase 1 and 2 of the 4 phase project. Consistent with AASB 15 Revenue from Contracts with Customers, this amount is recognised as a contract liability. Revenue is recognised over time as the respective performance obligations, i.e. outputs per this agreement, are met progressively. The project has been completed in the 2024-25 financial year and all amounts have been recognised as revenue.

**B1-2 GRANTS AND CONTRIBUTIONS**

	2025 \$'000	2024 \$'000
Recurrent grant from Department of Justice	14,589	11,455
<b>Total</b>	<b>14,589</b>	<b>11,455</b>

**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. Special purpose capital grants are recognised as unearned revenue when received, and subsequently recognised progressively as revenue as the Commission satisfies its obligations under the grant through construction of the asset.

**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.

**B1-3 OTHER REVENUE**

	2025 \$'000	2024 \$'000
Interest received	382	266
QGIF claims recoveries	-	4
Other revenue	59	78
<b>Total</b>	<b>441</b>	<b>347</b>

**Queensland Human Rights Commission**  
**Notes to the Financial Statements**

for the year ended 30 June 2025

**B2 EXPENSES**

**B2-1 EMPLOYEE EXPENSES**

	<b>2025</b>	<b>2024</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Employee benefits</b>		
Wages and salaries	6,401	6,492
Annual leave expense	851	760
Employer superannuation contributions	912	956
Termination benefits	529	-
Long service leave levy	158	167
Other employee benefits	46	34
<b>Employee related expenses</b>		
Workers' compensation premium	50	35
Payroll tax	384	388
Other employee related expenses	211	64
<b>Total</b>	<b>9,542</b>	<b>8,896</b>

	<b>2025</b>	<b>2024</b>
	<b>No.</b>	<b>No.</b>
Full-Time Equivalent (FTE) Employees at 30 June:	62	59

**Accounting policy - Wages, salaries and annual leave**

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 an unconditional right to defer settlement of the annual leave beyond 12 months after the reporting date, annual leave is classified as a current liability, with the liability recognised at their undiscounted values (refer to Note C6).

**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.

**Accounting policy - Workers' compensation premiums**

The Commission pays premiums to WorkCover Queensland in respect of its obligations for employee compensation. Workers' compensation insurance is a consequence of employing employees, but is not counted in an employee's total remuneration package. It is not employee benefits and is recognised separately as employee related expenses.

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 2025

**B2 EXPENSES (continued)**

**B2-2 SUPPLIES AND SERVICES**

	<b>2025</b>	<b>2024</b>
	<b>\$'000</b>	<b>\$'000</b>
Office accommodation	719	708
Property outgoing	159	156
Computing and telephone	675	650
Operating level agreement	300	328
Legal fees	130	117
Contractors	1,997	333
Travel	158	93
Plant & Equipment <\$5,000	91	86
Consultants	95	286
Other	450	169
<b>Total</b>	<b>4,774</b>	<b>2,926</b>

**Accounting policy – Distinction between grants and procurement**

For a transaction to be classified as supplies and services, the value of goods or services received by the Commission must be of approximately equal value to the value of the consideration exchanged for those goods or services. Where this is not the substance of the arrangement, the transaction is classified as a grant.

**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.

	<b>2025</b>	<b>2024</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>B2-3 OTHER EXPENSES</b>		
External audit fees **	32	30
Other	30	17
<b>Total</b>	<b>62</b>	<b>47</b>

**Audit fees**

\*\* Total audit fees quoted by the Queensland Audit Office relating to the 2024-25 financial statements are \$32,000 (2024: \$30,000). There are no non-audit services included in this amount.

**SECTION 3**  
**NOTES ABOUT OUR FINANCIAL POSITION**

**C1 CASH AND CASH EQUIVALENTS**

	2025	2024
	\$'000	\$'000
Imprest accounts	-	1
Cash at bank	6,806	4,928
<b>Total</b>	<b>6,806</b>	<b>4,929</b>

**Accounting policy - Cash and cash equivalents**

For the purposes of the statement of financial position and the statement of cash flows, cash assets include all cash and cheques received but not banked at 30 June as well as deposits at call with financial institutions.

**C2 OTHER CURRENT ASSETS**

	2025	2024
	\$'000	\$'000
Receivables	147	279
Prepayments	70	64
<b>Total</b>	<b>217</b>	<b>343</b>

**Accounting policy - Receivables**

Receivables are measured at amortised cost which approximates their fair value at reporting date.

Trade debtors are recognised at the amounts due at the time of sale or service delivery i.e. the agreed purchase/contract price.

Settlement of these amounts is required within 30 days from invoice date.

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

**Accounting Policy - Impairment receivable**

The loss allowance for trade and other debtors reflects lifetime expected credit losses and incorporates reasonable and supportable forward-looking information, including forecast economic changes expected to impact QHRC's debtors, along with relevant industry and statistical data where applicable.

**Disclosure - Credit risk exposure of receivables**

The maximum exposure to credit risk at balance date for receivables is the gross carrying amount of those assets. No is held as security and there are no other credit enhancements relating to QHRC's receivables.

No loss allowance is recorded for receivable on the basis of materiality.

### C3 PLANT, EQUIPMENT AND DEPRECIATION EXPENSE

#### C3-1 CLOSING BALANCES AND RECONCILIATION OF CARRYING AMOUNT

Plant and equipment reconciliation	Plant and equipment	
	2025	2024
	\$'000	\$'000
Gross	964	1,223
Less: Accumulated depreciation	(879)	(1,055)
<b>Carrying amount at 30 June</b>	<b>85</b>	<b>168</b>
<i>Represented by movements in carrying amount:</i>		
Carrying amount at 1 July	168	298
Acquisitions	-	-
Disposals	-	-
Transfers between classes	-	-
Depreciation	(83)	(130)
<b>Carrying amount at 30 June</b>	<b>85</b>	<b>168</b>

#### C3-2 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.

#### C3-3 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.

### C3 PLANT, EQUIPMENT AND DEPRECIATION EXPENSE (continued)

#### C3-4 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.

**Key Judgement:** Straight-line depreciation is used as that is consistent with the even consumption of service potential of these assets over their 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.

Assets under construction (work-in-progress) are not depreciated until construction is complete and the asset is put to use or is ready for its intended use, whichever is the earlier. These assets are then reclassified to the relevant class within plant and equipment.

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	5 - 16 years
Office equipment	4 - 5 years
Leasehold improvements	2 - 10 years

#### C3-5 IMPAIRMENT

##### Accounting policy

All plant and equipment assets are assessed for indicators of impairment on an annual basis. If an indicator of possible impairment exists, the Commission determines the asset's recoverable amount under AASB 136 *Impairment of Assets*. Any amount by which the asset's carrying amount exceeds the recoverable amount is recorded as an impairment loss.

Recoverable amount is determined as the higher of the asset's fair value less costs to sell and its value-in-use.

An impairment loss is recognised immediately in the statement of comprehensive income.

Where an impairment loss subsequently reverses, it is recognised as income.

#### C4 INTANGIBLES AND AMORTISATION EXPENSE

##### C4-1 CLOSING BALANCES AND RECONCILIATION OF CARRYING AMOUNT

	Software internally generated	
	2025	2024
	\$'000	\$'000
Gross	1,045	1,045
Less: Accumulated amortisation	(996)	(902)
<b>Carrying amount at 30 June</b>	<b>49</b>	<b>143</b>
<i>Represented by movements in carrying amount:</i>		
Carrying amount at 1 July	143	237
Amortisation	(94)	(94)
<b>Carrying amount at 30 June</b>	<b>49</b>	<b>143</b>

##### C4-2 RECOGNITION AND MEASUREMENT

###### Accounting policy

Intangible assets of the Commission comprise purchased software and internally developed software. Intangible assets with a historical cost or other value equal to or greater than \$100,000 are recognised in the financial statements. Items with a lesser value are expensed. Any training costs are expensed as incurred.

There is no active market for any of the Commission's intangible assets. As such, the assets are recognised and carried at historical cost less accumulated amortisation and accumulated impairment losses.

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

Costs associated with the internal development of computer software are capitalised and amortised under the amortisation policy below.

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

##### C4-3 AMORTISATION EXPENSE

###### Accounting policy

All intangible assets of the Commission have finite useful lives and are amortised on a straight-line basis over their estimated useful life to the Commission. Straight-line amortisation is used reflecting the expected consumption of economic benefits on a progressive basis over the intangible's useful life. The residual value of all the Commission's intangible assets is zero.

###### Useful Life

**Key Estimate:** Useful life for each class of intangible assets:

Class	Useful Life
Intangible assets:	
Software internally generated	15 Years

#### **C4 INTANGIBLES AND AMORTISATION EXPENSE (continued)**

##### **C4-4 IMPAIRMENT**

###### **Accounting policy**

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

Intangible assets are principally assessed for impairment by reference to the actual and expected continuing use of the asset by the Commission, including discontinuing the use of the software. Recoverable amount is determined as the higher of the asset's fair value less costs to sell and its value-in-use.

##### **C4-5 OTHER DISCLOSURES**

###### **Intangible assets**

At 30 June 2025 the Commission holds two internally generated software assets being: the Complaints, Training and Contact Management System that has been fully depreciated and has a zero carrying value; and the QHRC website that has a carrying value of \$49,080 and a remaining amortisation period of 3 years.

##### **C5 PAYABLES**

	2025	2024
	\$'000	\$'000
Current		
Trade creditors	468	152
Other	5	2
<b>Total</b>	<b>473</b>	<b>154</b>

###### **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.

##### **C6 ACCRUED EMPLOYEE BENEFITS**

	2025	2024
	\$'000	\$'000
Current		
Wages outstanding	87	-
Annual leave	814	711
Annual leave levy payable	50	46
<b>Total</b>	<b>951</b>	<b>757</b>

###### **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*.

##### **C7 OTHER CURRENT LIABILITIES**

	2025	2024
	\$'000	\$'000
Current		
Contract liabilities	-	391
<b>Total</b>	<b>-</b>	<b>391</b>

###### **Disclosure – Contract liabilities**

Contract liabilities arise from contracts with customers under AASB 15 *Revenue from Contracts with Customers*.

The full amount of the contract liabilities at 30 June 2024 has been recognised as revenue in 2024-25.

The contract liability balance at 30 June 2024 comprises \$380k for the remaining performance obligations for phases 1 and 2 of the Queensland Police Service (QPS) review project, and training fees of \$11k received prior to the sessions being delivered. Performance obligations for these contract liabilities are delivered and recognised as revenue in 2024-25.

Note B1-1 and B1-2 contain further information about the arrangements with the QPS and the application of AASB 15 *Revenue from Contracts with Customers*. There were no receipts during the year.

##### **C8 CONTRIBUTED EQUITY**

The \$350K for QHRC's CRM system upgrade was received as a non-appropriated equity transfer from the Department of Justice.



**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.

<b>Financial assets</b>	<b>Note</b>	<b>2025 \$'000</b>	<b>2024 \$'000</b>
Cash and cash equivalents	C1	6,806	4,929
Financial assets at amortised cost:			
<i>Receivables</i>	C2	147	279
<b>Total financial assets</b>		<b>6,953</b>	<b>5,208</b>
<b>Financial liabilities</b>			
Financial liabilities at amortised cost:			
<i>Payables</i>	C5	473	154
<b>Total financial liabilities</b>		<b>473</b>	<b>154</b>

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 COMMITMENTS**

(a) Office Accommodation

The Department of Housing and Public Work provides the Commission with access to office accommodation under government-wide frameworks. From 1 July 2019, these arrangements are now categorised as procurement of services rather than as leases because DHPW has substantive substitution rights over the assets. The related service expenses are include in Note B2-2.

(b) Other Expense Commitments

Other expenditure commitments of the Commission (inclusive of non-recoverable GST input tax credits) contracted for at the reporting date but not recognised in the accounts are payable as follows:

Not later than 1 year	150	134
	<b>150</b>	<b>134</b>

**D3 CONTINGENCIES**

The Commission has no material contingencies as at 30 June 2025.

**D4 EVENTS OCCURRING AFTER THE REPORTING DATE**

No post balance date events have been identified.

**D5 FUTURE IMPACT OF ACCOUNTING STANDARDS NOT YET EFFECTIVE**

At the date of authorisation of the financial report, the Australian accounting standards and interpretations with future effective dates are either not applicable to the Queensland Human Rights Commission's activities, or have no material impact on the Commission.

**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 2024-25 financial results and the original budget presented to Parliament.

**E2 BUDGET TO ACTUAL COMPARISON - STATEMENT OF COMPREHENSIVE INCOME**

	Variance note	Original Budget 2025 \$'000	Actual 2025 \$'000	Variance \$'000
<b>Income</b>				
User charges and fees	1	227	627	400
Grants and contributions	2	10,720	14,589	3,869
Other revenues	3	10	441	431
<b>Total income</b>		<b>10,957</b>	<b>15,657</b>	<b>4,700</b>
<b>Expenses</b>				
Employee expenses	4	8,095	9,542	(1,447)
Supplies and services	5	2,637	4,774	(2,137)
Depreciation and amortisation		182	177	5
Other expenses		43	62	(19)
<b>Total expenses</b>		<b>10,957</b>	<b>14,555</b>	<b>(3,598)</b>
<b>Operating result for the year</b>		<b>-</b>	<b>1,102</b>	<b>1,102</b>

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

1- The positive variance reflects higher-than-budgeted cost recovery, primarily attributable to funds received from Strengthening the Service, an independent review of workplace equality in the Queensland Police Service (QPS). This was partially offset by a reduction in training sessions due to the commencement of the Education Review.

2- The positive variance in Grants and Contributions reflects additional grant funding received. In September, following the passage of the Respect at Work and Other Matters Amendment Act 2024 (RAW Act amendments)—which implements many of the recommendations from the review of the Anti-Discrimination Act 1991 as outlined in our 2022 Building Belonging report—QHRC was granted additional funding to support implementation of the RAW Act amendments.

3- The positive variance is predominately due to higher than anticipated interest received.

4- Employee costs are higher than budget mainly due to the increase in FTE and redundancy payment associated with the organisational restructuring for the implementation of RAW Act amendments.

5- Supplies and services costs were above budget as a result of initiatives undertaken to prepare for expanded responsibilities under the forthcoming Respect at Work legislation. While recruitment for permanent roles was underway, contractors and labour hire were engaged to fill critical gaps. Initiatives include establishment of an internal audit function, completion of the IPOLA compliance review, SharePoint implementation, delivery of the discovery and roadmap phase for the organisational structure review, and partial implementation of the Respect at Work legislative reforms, including workforce expansion.

**E3 BUDGET TO ACTUAL COMPARISON - STATEMENT OF FINANCIAL POSITION**

	Variance note	Original Budget 2025 \$'000	Actual 2025 \$'000	Variance \$'000
<b>Current Assets</b>				
Cash and cash equivalents	6	3,955	6,806	2,851
Other current assets	7	325	217	(108)
<b>Total Current Assets</b>		<b>4,280</b>	<b>7,023</b>	<b>2,743</b>
<b>Non-Current Assets</b>				
Plant and equipment	8	143	85	(58)
Intangible assets	9	442	49	(393)
<b>Total Non-Current Assets</b>		<b>585</b>	<b>134</b>	<b>(451)</b>
<b>Total Assets</b>		<b>4,865</b>	<b>7,157</b>	<b>2,292</b>
<b>Current Liabilities</b>				
Payables		200	473	273
Accrued employee benefits		754	951	197
Other liabilities	10	5	-	(5)
<b>Total Current Liabilities</b>		<b>959</b>	<b>1,424</b>	<b>(465)</b>
<b>Total Liabilities</b>		<b>959</b>	<b>1,424</b>	<b>(465)</b>
<b>Net Assets</b>		<b>3,906</b>	<b>5,733</b>	<b>1,827</b>
<b>Total Equity</b>		<b>3,906</b>	<b>5,733</b>	<b>1,827</b>

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

6 - The positive variance against the budgeted bank balance is primarily attributable to the cash impact of accumulated operating surplus variances. Additionally, in March 2025 the Government signalled its intention to pause the implementation of the reforms. As a result, implementation activities ceased at that point, leading to an underspend of the grant funding provided.

7- The negative variance in other current assets reflects a reduced number of training sessions delivered due to the diversion of resources to the delivery of a comprehensive review of our education and training services (the Education Review) from January 2025. To prioritise resources for this initiative, the number of public training sessions, regional travel, and tailored training engagements was significantly reduced from early 2025, allowing the education team to focus on the review.

8 - The negative variance is due to the Townsville office close. Assets related to Townsville offices were written off.

9- The negative variance is due to CRM being identified as Software-as-a-Service (SaaS) and therefore the associated costs are not eligible for capitalisation.

10- The positive variance is due to the timing of cost recovery processes relating to the QPS review.

**E4 BUDGET TO ACTUAL COMPARISON - STATEMENT OF CASH FLOWS**

	Original Budget 2025 \$'000	Actual 2025 \$'000	Variance \$'000
<b>Cash flows from operating activities</b>			
<i>Inflows:</i>			
User charges and fees	227	845	618
Grants and contributions	10,720	14,589	3,869
Interest and distribution from managed funds received	10	-	(10)
GST input tax credits from ATO	-	413	413
GST collected from customers	-	30	30
Other	-	441	441
<i>Outflows:</i>			
Employee expenses	(8,095)	(9,364)	(1,269)
Supplies and services	(2,637)	(4,852)	(2,215)
Grants and subsidies	(10)	-	10
GST paid to suppliers	-	(477)	(477)
GST remitted to ATO	-	(36)	(36)
Other	(33)	(62)	(29)
<b>Net cash provided by operating activities</b>	<u>182</u>	<u>1,527</u>	<u>1,345</u>
<b>Cash flows from investing activities</b>			
<i>Outflows:</i>			
Payments for plant and equipment	(380)	-	380
<b>Net cash provided by (used in) investing activities</b>	<u>(380)</u>	<u>-</u>	<u>380</u>
<b>Cash flows from financing activities</b>			
<i>Inflows:</i>			
Equity injections	-	350	350
<b>Net cash provided by financing activities</b>	<u>-</u>	<u>350</u>	<u>350</u>
<b>Net increase (decrease) in cash and cash equivalents</b>	<b>(198)</b>	<b>1,877</b>	<b>2,075</b>
Cash and cash equivalents - opening balance	3,803	4,929	1,126
<b>Cash and cash equivalents - closing balance</b>	<u><u>3,605</u></u>	<u><u>6,806</u></u>	<u><u>3,201</u></u>

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 and Minister for Justice, Minister for the Prevention of Domestic and Family Violence.

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 2024-25 and 2023-24. 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.
Director, Independent Reviews and Special Projects	Deliver high level and strategic reviews within a human rights framework. This position ceased to be a non-ministerial KMP in 2024-25.
Manager, Strategic Communications	Provide strategic advice and management of the Commission's internal and external communication. This position ceased to be a non-ministerial KMP in 2024-25.
Manager, First Nations Unit	Provide strategic advice and management of the Commission's internal and external communication. This position ceased to be a non-ministerial KMP in 2024-25.

**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 2024-25 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.

**Queensland Human Rights Commission**  
**Notes to the Financial Statements**  
for the year ended 30 June 2025

**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.

**2024-25**

Position	Short term employee expenses		Long term employee expenses	Post employment expenses	Termination Payment	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

The positions of Director, Independent Reviews and Special Projects, Manager, Strategic Communications and Manager, First Nations Unit ceased to be a non-ministerial KMP in 2024-25.

**2023-24**

Position	Short term employee expenses		Long term employee expenses	Post employment expenses	Total
	Monetary Expenses \$'000	Non-Monetary Benefits \$'000	\$'000	\$'000	\$'000
Human Rights Commissioner	262	3	7	32	304
Deputy Commissioner	148	0	4	21	173
Executive Director, Governance and Operations (from 29/01/2024)	110	0	3	13	126
Director, Complaint Management (to 30/11/2023 and from 8/01/2024)	122	0	3	16	141
Director, Corporate Services (to 29/03/2024)	114	0	3	17	134
Director, Community Engagement	163	0	4	21	188
Director, Independent Reviews and Special Projects	142	0	4	17	163
Manager, Strategic Communications (from 8/01/2024)	37	0	1	4	42
Manager, First Nations Unit (from 4/03/2024)	50	0	1	6	57

**Termination payments**

No termination payments were made to KMP in 2023-24.

## **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.

The Commission delivers training courses to Government agencies on ordinary commercial terms.

The Commission is undertaking a review of certain policies and practices within the Queensland Police Service (Note B1-1). The revenue received for this work reflected recovery of estimated costs such as employee costs and professional services.

## **F3 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 2023-24 had any material impact on the financial statements.

### **Accounting standards early adopted**

No Australian Accounting Standards have been early adopted for 2024-25.

## **F4 TAXATION**

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

## **F5 CLIMATE RISK DISCLOSURE**

### Whole-of Government climate-related reporting

The State of Queensland, as the ultimate parent of the Queensland Human Rights Commission, has published a wide range of information and resources on climate related risks, strategies and actions accessible at <https://www.energyandclimate.qld.gov.au/climate> and <https://www.treasury.qld.gov.au/energy-and-climate/>

The Queensland Sustainability Report (QSR) outlines how the Queensland Government measures, monitors and manages sustainability risks and opportunities, including governance structures supporting policy oversight and implementation. To demonstrate progress, the QSR also provides time series data on key sustainability policy responses. The QSR is available via Queensland Treasury's website at <https://www.treasury.qld.gov.au/programs-and-policies/queensland-sustainability-report>

### Commission accounting estimates and judgements - climate-related risks

The Commission considers climate related risks when assessing material accounting judgements and estimates used in preparing its financial report. Key estimates and judgements identified include the potential for changes in asset useful lives, changes in the fair value of assets, impairment of assets, the recognition of provisions or the possibility of contingent liabilities.

No adjustments to the carrying value of assets 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.

The Commission continues to monitor the emergence of material climate-related risks that may impact the financial statements of the Commission, including those arising under the Queensland Government's Clean Economy Pathway, and other Queensland Government climate-related policies or directives.

**Queensland Human Rights Commission  
Management Certificate**

for the year ended 30 June 2025

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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 2025 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**  
Director, Corporate Services

**15 August 2025**



**Scott McDougall**  
Human Rights Commissioner

**15 August 2025**



## 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 2025, 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 my opinion, the financial report:

- a) gives a true and fair view of the entity's financial position as at 30 June 2025, and its financial performance and cash flows for the year then ended; and
- b) 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 entity 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 for such internal control as the Commissioner determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

The Commissioner is also responsible for 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:

[https://www.auasb.gov.au/auditors\\_responsibilities/ar4.pdf](https://www.auasb.gov.au/auditors_responsibilities/ar4.pdf)

This description forms part of my auditor's report.

### **Report on other legal and regulatory requirements**

#### **Statement**

In accordance with s.40 of the *Auditor-General Act 2009*, for the year ended 30 June 2025:

- 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.

#### **Prescribed requirements scope**

The prescribed requirements for the establishment and keeping of accounts are contained in the *Financial Accountability Act 2009*, any other Act and the Financial and Performance Management Standard 2019. The applicable requirements include those for keeping financial records that correctly record and explain the entity's transactions and account balances to enable the preparation of a true and fair financial report.



D J Toma  
as delegate of the Auditor-General

19 August 2025  
Queensland Audit Office  
Brisbane