



**Community
Legal Centres
Queensland**

Human Rights Act 2019 Toolkit

25 October 2019

Acknowledgement of country

Community Legal Centres Queensland acknowledges the traditional owners of the land on which we are holding this presentation.

We pay our respects to their elders, past, present and emerging, and acknowledge the important role Aboriginal and Torres Strait Islanders continue to play in our society.



Aim for today

- Introduce a first draft of the *Human Rights Act 2019* CLC Toolkit
- Consider the various strategies & how they may be relevant to your CLC
- Information sharing about what you are currently doing & what you are thinking of doing



The *Human Rights Act 2019*

- The Act comes into force on 1 January 2020.
- Includes 23 human rights drawn from international conventions.
- Includes comprehensive complaint mechanisms, through the Queensland Human Rights Commission.
- Seeks to achieve a culture change in Queensland, to make decisions using a human rights lens.
- Prescribes public and functional public entities who must comply with the Act when making decisions.



Are CLC's functional public entities?



The Toolkit

- Developed by CLCQ and Human Rights Consultant Ben Schokman.
- Provides tools and decision making ideas for ensuring your CLC is compliant with the Act.
- So many CLC's undertake a human rights approach to their work; very little change (if any!) is required.
- Embeds a human rights & cultural change approach in our work.



Using the *Human Rights Act* in your CLC

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Organisational Strategy

- Analyse strategies, missions, values and forward planning to consider any gaps
- Human rights baseline/impact assessment
- Incorporate human rights into annual reports, newsletter, communications and business planning.

Policies and procedures

- Policy gap analysis
- Review Codes of Conduct, Eligibility Criteria and other documents through a human rights lens
- Consider whether existing complaints mechanisms are reflective of human rights

Building a human rights culture

- Review staff performance reviews, position descriptions, volunteer guidelines and recruitment strategies
- Consider existing internal and external communication strategies to ensure a human rights approach is embedded

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Measuring impact & continuous improvement

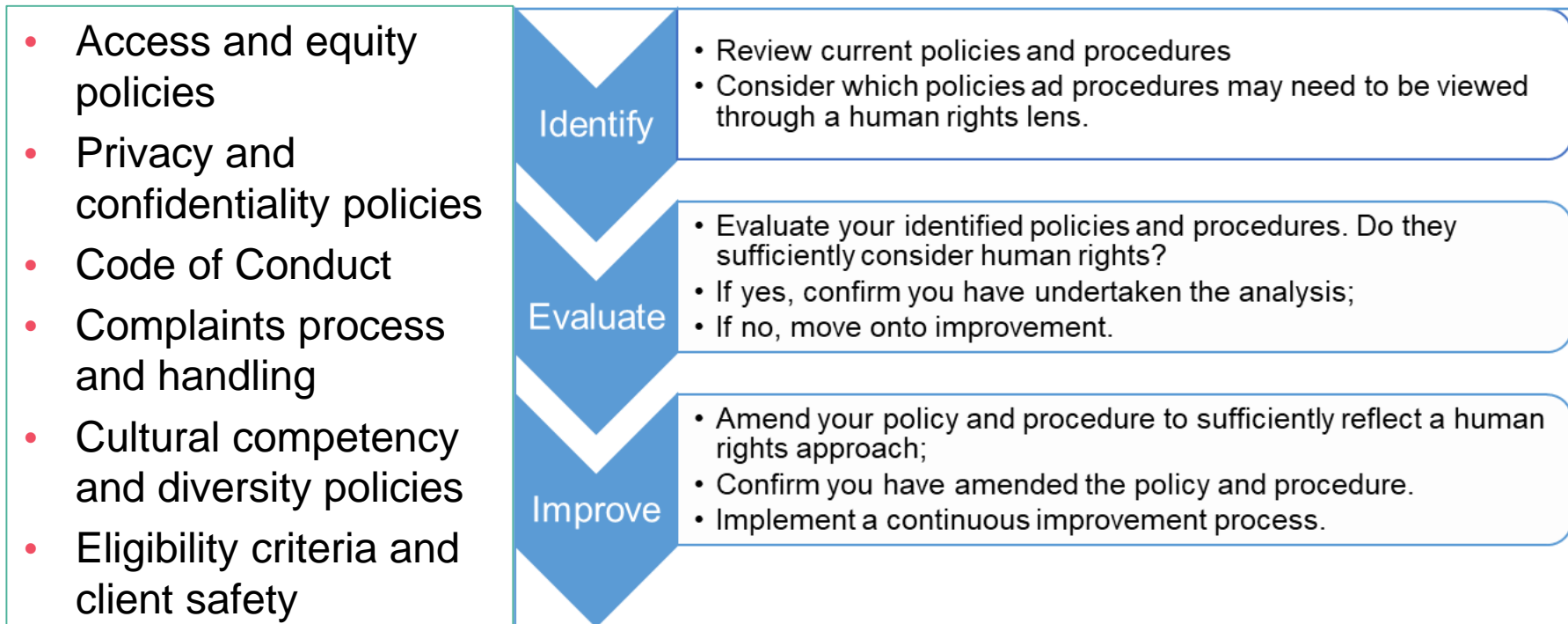
- Reporting on performance e.g. annual report
- Using complaints to continually improve
- Indicators of success



Breakout: Strategies

- How does your centre currently reflect human rights in your overarching strategy e.g. strategic plan or mission statements?
- What else could your centre do to embed a human rights approach in strategy?
- Report back: What's the one big idea from your table you'd like to share?

Policies and procedures



Breakout: Building culture

- What is your centre currently doing to build a human rights culture
- What ideas have you had about growing a human rights culture at your centre?
- What's the one big idea from your table you want to share?

Continuous improvement

- It's important to stop and reflect on what we've done, and how we could improve.
- Some ideas mentioned in the toolkit include:
 - Using the CLCQ theory of change to find outcomes to measure
 - Using staff or client feedback
 - Key indicators to show success
- Using complaints to improve

Next steps & questions

- We'd love your feedback on the Toolkit and any suggested improvements (Janelle@communitylegalqld.org.au)
- Human Rights Webinar: 13th November.
- Other webinars ...
- Training and CLE in 2020.

Thank You!





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Thank you.

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