

Human Rights Policy

| | |
|--------------------|----------------|
| Policy Identifier: | GOV-022-P |
| Approved by: | Council |
| Date of Approval: | 21 August 2024 |
| Effective Date: | 21 August 2024 |
| Review Date: | 21 August 2027 |
| Version: | 1 |

Head of Power

The *Human Rights Act 2019 (Qld)* (HRA) requires all public sector entities to ensure decisions that are made are compatible with human rights. Redland City Council (Council) is committed to ensuring that it delivers services to the public and its employees which are compliant with the HRA.

This policy applies to elected members, all staff, including managers and supervisors, full-time, part-time or casual, temporary or permanent staff, job candidates, student placements, apprentices, contractors, sub-contractors and volunteers.

Policy Objective

This policy applies to:

- The way in which Council provides services to staff, customers and how it interacts with other members of the public.
- All aspects of employment, recruitment and selection; conditions and benefits; training and promotion; task allocation; shifts; hours; leave arrangements; workload; equipment and transport.
- On-site, off site or after-hours work, work related social functions; conferences – whenever and wherever staff may be as a result of their Council duties.
- Staff treatment of other staff, and of other members of the public encountered in the course of their Council duties.

In adopting this policy, Council is also ensuring that all policies, procedures and decisions of Council are made with consideration of the 23 human rights outlined by the State of Queensland in the HRA, and in accordance with the requirements of the HRA. The HRA applies to all public entities, which includes local governments.

The 23 human rights of the HRA are:

1. Recognition and equality before the law
2. Right to life
3. Protection from torture and cruel, inhuman or degrading treatment
4. Freedom from forced work
5. Freedom of movement
6. Freedom of thought, conscience, religion and belief
7. Freedom of expression
8. Peaceful assembly and freedom of association
9. Taking part in public life
10. Property rights
11. Privacy and reputation
12. Protection of families and children

Human Rights Policy

13. Cultural rights – generally
14. Cultural rights – Aboriginal peoples and Torres Strait Islander peoples
15. Right to liberty and security of person
16. Humane treatment when deprived of liberty
17. Fair hearing
18. Rights in criminal proceedings
19. Children in the criminal process
20. Right not to be tried or punished more than once
21. Retrospective criminal laws
22. Right to education
23. Right to health services

The application of Human Rights may be subject to reasonable limitations to take into account competing rights and interests in accordance with section 13 of the *Human Rights Act 2019*.

Council is committed to ensuring that it meets its responsibilities in respect of internationally recognised human rights standards, both as an employer and as a service provider to the community. Australia is a party to the seven major human rights treaties of the United Nations:

- The International Covenant on Civil and Political Rights
- The International Covenant on Economic, Social and Cultural Rights
- Convention Against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment
- Convention on the Rights of the Child
- The International Convention on the Elimination of All Forms of Racial Discrimination
- Convention on the Elimination of All Forms of Discrimination against Women
- Convention on the Rights of Persons with Disabilities

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to providing a safe, flexible and respectful environment for staff and members of the public free from all forms of discrimination, bullying and sexual harassment, and one in which human rights are respected and promoted.

All Council staff are required to treat others with dignity, courtesy and respect.

Council acknowledges that by adopting a Human Rights Policy it contributes towards:

- Providing a basis for embedding the responsibility to respect human rights through all business functions.
- Responding to internal and external stakeholder expectations.
- Identifying the policy gaps and initiating a process that alerts the organisation to new areas of human rights risk.
- Elaborating on the organisation's commitment to respect and support human rights.
- Building on increased trust with external stakeholders and to start to understand and address their concerns.

Human Rights Policy

- Fostering the development of in-house learning, management capacity and leadership on human rights issues.
- Demonstrating good business practice.

Definitions

| Term | Definition |
|--------------------|---|
| Workplace Bullying | Repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety. |
| Sexual Harassment | Meaning given in Chapter 3 of the <i>Anti-Discrimination Act 1991</i> |
| Discrimination | Meaning given in section 10 of the <i>Anti-Discrimination Act 1991</i> |

Associated Documents

- CDV-012-P Customer Experience Policy ([A196669](#))
 GOV-014-P Complaints Management Policy ([A6408218](#))
 PAC-001-SD Employee Code of Conduct ([A196608](#))
 GOV-022-001-G Human Rights Guideline ([A5027215](#))
 GOV-022-002-G Human Rights and Employee Conduct Guideline ([A5030705](#))
 CDV-012-001-G Managing Unreasonable Complainant/Customer Conduct Guideline ([A3169271](#))
 CDV-012-002-G Redland City Council Customer Charter Guideline ([A3993691](#))
 CDV-012-003-G Customer Service Standards Guideline ([A5602918](#))
 GOV-004-004-G Acceptable Requests Priority Guideline ([A3169496](#))
 CDV-012-005-G After Hours Response Guideline ([A3554761](#))
 CDV-012-007-G Redland Water Customer Service Commitment Statement ([A3879733](#))
 CDV-012-001-001-PR Customer Request Management Procedure ([A3927917](#))
 CDV-012-001-002-PR Customer Requests Closure Procedure ([A3927900](#))
 CDV-012-001-003-PR Customer Request Answer Backs Procedure ([A3927913](#))

[Code of Conduct for Councillors in Queensland](#)

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

This policy will be reviewed on an annual basis to ensure it remains fit for purpose and is achieving the purpose of which it has been adopted.

Version Control

| Version number | Date | Key Changes |
|----------------|-------------|-------------|
| 1 | August 2024 | New Policy |