

Our governance

Risk management

QCAT complies with the Department of Justice and Attorney-General's Risk Management Policy which was endorsed by the Audit and Risk Management Committee in 2008.

Tomorrow's Queensland Ambitions

Toward Q2 is the government's vision for Queensland and outlines five ambitions (strong, green, smart, healthy and fair) and 10 targets to achieve this vision by 2020. The guiding principle that QCAT operates under is *Fair - supporting safe and caring communities*.

Outputs	Output objectives	Principal activities
Court and tribunal services	Support safe and secure communities through the resolution of civil and criminal matters and improve services to vulnerable people.	Court, tribunal and prosecution services; coronial services, and justice models for early intervention and diversionary strategies.
Human rights protection services	Safeguard vulnerable people through the protection of the rights and interests of adults with impaired decision making capacity, children and victims of crime.	Guardianship and systems advocacy; review of decision made about children and young people in care; and compensation to victims of crime.
Policy, legislation and legal services	Provide justice policy advice, legislative development and law reform services and protect the community through the regulation of legal practitioners.	Leadership role in law reform; independent legal services for public sector agencies; justice policy advice and legislative development; and model litigant for the state.
Community justice services	Promote community safety, security, fairness and equity by protecting people's identity, property and rights and providing community justice services.	Registration and certification services for life events; justices of the peace programs; a penalties enforcement framework; and non-adversarial conflict resolution methods and local justice solutions.

Table 11: QCAT outputs and objectives against Fair

Public Sector Ethics Act 1994

The Department of Justice and Attorney-General's code of conduct provides a clear understanding of the standard of conduct required to be achieved in performing the role as a public official. This is based upon the ethics identified in the *Public Sector Ethics Act 1994* which are: respect for persons, integrity, respect for the law and system of government, diligence, economy and efficiency.

Staff are made aware of the code of conduct initially as part of the QCAT induction program and then on an annual basis. The coming year will see all staff attend ethical decision-making training provided through the Department of Justice and Attorney-General to ensure compliance with the updated Act.

Whistleblowers Protection Act 1994 and Public Interest Disclosure Act 2010

No public interest disclosures were made by QCAT staff in 2010-11.

Carer's (Recognition) Act 2008

The *Carer's (Recognition) Act 2008* formally recognises carers and the important contribution they make to the people they care for and to the community more generally.

Carers play a significant role in some QCAT jurisdictions – particularly guardianship and administration for adults and children and young people's matters.

We engaged with the Office of Carers in the development of the *Queensland Government Carer Action Plan 2006-2010* and support the principles of the Queensland Government Carer Recognition Policy and the Queensland Carers Charter.