

# ANNUAL REPORT

2017-2018



### Public availability of report

This Annual Report is available on our website at:

<https://www.communities.qld.gov.au/about-us/our-organisation/publications/annual-report/annual-report-2017-18>.

For further information on how to contact us – refer to Appendix 7 on page 148.

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Office of the  
**Director-General**

Department of  
**Communities, Disability  
Services and Seniors**

21 September 2018

The Honourable Coralee O'Rourke MP  
Minister for Communities and  
Minister for Disability Services and Seniors

Dear Minister O'Rourke

I am pleased to submit for presentation to the Queensland Parliament, the 2017–18 Annual Report and Financial Statements for the Department of Communities, Disability Services and Seniors.

This Annual Report is prepared on the basis of the current administrative arrangements for this department applying for the whole of the 2017–18 financial year. That is, it reflects the structure, operations and performance of the department as it now exists.

I certify that this Annual Report complies with the:

- ▶ prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*
- ▶ detailed requirements set out in the *Annual Report requirements for Queensland Government agencies*.

A checklist outlining the annual reporting requirements can be accessed at Appendix 4 of this Annual Report.

Yours sincerely

Clare O'Connor  
**Director-General**

1 William Street  
Brisbane Queensland 4000  
GPO Box 806 Brisbane  
Queensland 4001 Australia

## Machinery-of-government

As a result of machinery-of-government changes that came into effect on 12 December 2017, the former Department of Communities, Child Safety and Disability Services was renamed the Department of Communities, Disability Services and Seniors.

## Incoming and outgoing divisions or functions

The following table outlines those divisions or functions that joined the department and those that left:

Joined the department	Left the department on 12 /12/2017
Nil.	Adoption
	Child Protection Services
	Prevention of Domestic and Family Violence
	Office for Women
	Youth Affairs
	Multicultural Affairs

## Related annual reports

The following tables outline where the non-financial performance information and Financial Statements for the incoming and outgoing divisions or functions can be located and the periods of reporting that are covered.

### Incoming divisions – Financial Statements

Division/function and reporting period	Related annual report
Not applicable	Not applicable

## Outgoing divisions or functions – non-financial performance information

Division/function and reporting period	Related annual report
Adoption (1 July 2017 to 30 June 2018)	Department of Child Safety, Youth and Women
Child Protection Services (1 July 2017 to 30 June 2018)	Department of Child Safety, Youth and Women
Prevention of Domestic and Family Violence (1 July 2017 to 30 June 2018)	Department of Child Safety, Youth and Women
Office for Women (1 July 2017 to 30 June 2018)	Department of Child Safety, Youth and Women
Youth Affairs (1 July 2017 to 30 June 2018)	Department of Child Safety, Youth and Women
Multicultural Affairs (1 July 2017 to 30 June 2018)	Department of Local Government, Racing and Multicultural Affairs

## Incoming and outgoing agencies

As a result of the machinery-of-government changes, the Department of Communities, Disability Services and Seniors was transferred to The Honourable Coralee O'Rourke's portfolio from 12 December 2017.

The Department of Communities, Disability Services and Seniors is required to produce its own Annual Report.

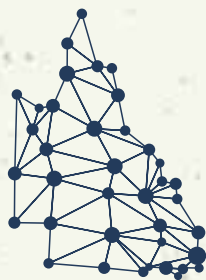
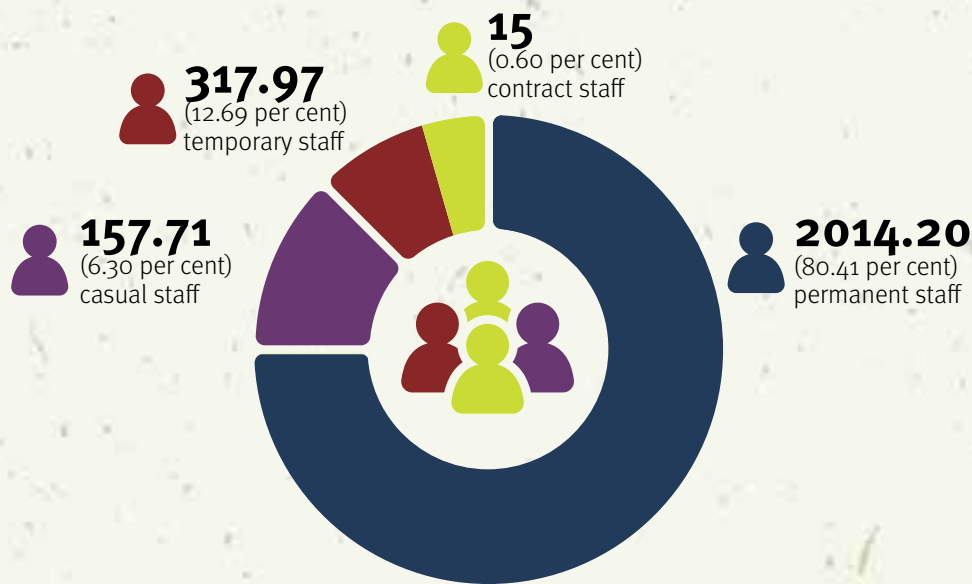
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# WHO WE ARE

## 2017–18 Snapshot

Department of Communities, Disability Services and Seniors



**Aboriginal peoples and Torres Strait Islander peoples** make up **2.43%** of the department's workforce

**2107.81 staff** distributed across the state in our regional cities, towns and centres



**\$114.923 million** in other grants and subsidies to **NGO** partners



**397.07** in **central office** areas



**\$2.132 billion** revenue

**990** contracted **service providers** in 2017–18



**\$1.429 billion** invested in services delivered by the **Disability and Community Services industry**



## Director-General's message

I am pleased to present the 2017–2018 Annual Report for the Department of Communities, Disability Services and Seniors.

The department is focused on creating thriving Queensland communities where people of all ages, backgrounds and abilities can participate, are included and resilient, and enjoy high levels of social and economic wellbeing.

This vision drives the development of our initiatives and provides the focus we need to change the lives of Queensland's most vulnerable people. But we cannot realise our vision alone.

We will continue working with communities, sector partners and other government agencies to develop solutions based on the different needs and aspirations of communities. We will also work with advisory groups, who provide valuable insight and advice into matters affecting vulnerable Queenslanders, including seniors and people with disability.

Through collaboration and on-the-ground services, we will continue the state's excellent progress in creating Queensland communities that thrive and prosper.

I am proud of the incredible work that is being done across the department by our dedicated staff, and I am excited about the challenges that are ahead for us as we transition to a new way of delivering more for vulnerable Queenslanders.

A summary of some of our achievements for 2017–18 across the three areas of the department is showcased as follows.

**Clare O'Connor**  
Director-General

## Community Services

- ▶ 33,314 Queenslanders around the State received Community Care services from an investment of over \$140 million
- ▶ provided funding of \$3.9 million to 14 organisations across 29 services to deliver individual support and community development programs in the most severely affected communities that were impacted by Severe Tropical Cyclone Debbie
- ▶ continued to provide people with access to information and connect with a range of services through our network of 124 funded Neighbourhood Centres, committed to build an additional two Neighbourhood Centres, and replace or refurbish a further six
- ▶ invested \$6.5 million for the Financial Resilience Program, a key plank of the Queensland Financial Inclusion Plan
- ▶ supported the expansion of the successful School Breakfast Program across an additional 70 schools, with a \$1 million commitment over four years
- ▶ continued to lead the Queensland Government commitment to Logan Together, a collective impact place-based approach to improve development outcomes for children aged zero to eight years of age, and commenced development of a nationally applicable evaluation framework for place-based approaches in partnership with the Commonwealth Department of Social Services and in consultation with Logan Together partners



- ▶ released and commenced implementation of the *Partnering for the future: advancing Queensland's community services industry 2017–2025* strategy to strengthen and support the community services industry
- ▶ completed a review of services and liaised with young people prior to the appointment of a North West Community Resilience Manager and Youth Navigator. This position is based in the hub in Mount Isa, to work with service providers and communities in the province to deliver social elements of the Strategic Blueprint for Queensland's North West Minerals Province.

## Seniors

- ▶ improved services and access to information about concessions through a convenient 'one-stop shop' ([www.qld.gov.au/seniors](http://www.qld.gov.au/seniors)), and helped seniors meet cost of living expenses by administering over \$367 million in concessions and rebates, including the *Electricity Asset Ownership Dividend* to all Queensland households
- ▶ launched Advancing Queensland: an age-friendly community grants program
- ▶ worked with all states and territories and the Commonwealth Government to develop a national plan to address elder abuse, and provided \$4.6 million for elder abuse prevention and response. This included funding the Elder Abuse Prevention Unit to operate the state-wide Elder Abuse Helpline, and expansion of specialist support services for older people experiencing or at risk of elder abuse to Gladstone, Rockhampton, Gold Coast, Sunshine Coast and Mackay.

## Disability services

- ▶ continued to lead whole-of-government planning and support to implement the National Disability Insurance Scheme (NDIS)
- ▶ reduced the number of people on the Register of Need to zero in those areas that have fully transitioned
- ▶ helped to bring forward the start date of the NDIS in Ipswich, Bundaberg and Rockhampton, enabling 1150 existing clients to transition sooner
- ▶ launched All Abilities Queensland: opportunities for all (state disability plan 2017–20). The plan will have positive outcomes for people with disability
- ▶ facilitated extensive public consultation to help Queenslanders have their say on a new disability plan
- ▶ supported WorkAbility Queensland to lead workforce planning and engagement for the rollout of the NDIS
- ▶ hosted a jobs expo in Townsville that attracted almost 700 jobseekers and connected them to organisations needing new staff
- ▶ conducted extensive state-wide consultation with service providers and recipient representatives to assist the development of continued community care support arrangements for eligible people whose needs are not intended to be met by the NDIS.

## Organisational improvements

- ▶ successfully maintained White Ribbon accreditation and delivered a Domestic and Family Violence workplace package to strengthen support for affected employees
- ▶ implemented the *Aboriginal and Torres Strait Islander Workforce Strategy 2016–2018* to drive better employment, capability and career development outcomes for Aboriginal and Torres Strait Islander employees
- ▶ developed the LGBTQI+ Strategy and Action Plan to help ensure everyone's behaviour models a workplace culture of inclusion and safety
- ▶ undertook a series of initiatives to help our frontline staff deliver quality services, including the implementation of red-tape reduction strategies, building capability in areas of key practice and customer service
- ▶ created a new Community Services directorate to lead the work of thriving communities through the advocacy and leveraging of cross-government commissioning, program development and sector leadership
- ▶ supported the NDIS transition by placing Townsville, Mount Isa, Mackay and Ipswich staff affected by changes into new roles within the department and government. 195 staff have successfully been placed to date.
- ▶ finalised improvements to the Community Recovery systems and operating procedures.



# PART 1

## ABOUT US

## DEPARTMENTAL OVERVIEW

The department contributes to the Queensland Government's objectives for the community of delivering quality frontline services; building safe, caring and connected communities; and creating jobs and a diverse economy.

It does so by investing in social services and infrastructure, and leveraging community efforts to create pathways to jobs and assist with cost of living pressures. Together with other government investments, this helps to reduce inequalities in opportunity and prosperity.

In addition, the department advances strategies that enable social and economic opportunities for seniors, people with disability and their families, and values the important role of volunteers.

The department will continue to deliver quality disability services, including providing accommodation support and respite services and basic community care services for people whose needs are not intended to be met by the NDIS, while also supporting the transition of our clients into the NDIS. This will include delivering the agency's Disability Services reform and readiness initiatives, leading and facilitating whole-of-government NDIS transition planning and implementation, and progressing the NDIS Workforce Transition Strategy.

Following this year's disaster season, the department will continue its work to strengthen disaster readiness and resilience and support community recovery. This will include strategies and initiatives to support and enable disaster resilience at individual, household and service provider levels, and strategies to develop

our Ready Reserve workforce so that we can continue to provide an enhanced recovery response to the community.

The department will continue to partner with stakeholders to implement a community services industry strategy, and support social innovation and enterprise, service improvement and integration initiatives in conjunction with non-government organisations and other strategic partners.

We will also support the implementation of the Queensland Government's *Strategic Blueprint for Queensland's North West Minerals Province* that is aimed at facilitating a strong and prosperous future for the region.

Community inclusion, participation and resilience strategies implemented by the department will benefit seniors, people with disability and volunteers. The department will facilitate and implement the whole-of-government financial inclusion plan and resilience package, support Neighbourhood Centres and community hub initiatives, improve outcomes for young people, and stimulate opportunities for Queensland to be an age-friendly community.

### Our vision 2017–2021

Our vision is for Queenslanders to thrive in safe, fair, resilient and prosperous communities.

We listen to the voices of citizens, customers and stakeholders, and invest and deliver services to enable people, families and communities to thrive.

We do this by:

- ▶ engaging collaboratively and building strong partnerships

- ▶ providing great service
- ▶ investing, innovating and working smartly
- ▶ leading and demonstrating our values
- ▶ learning from practice, feedback, evidence and reviews
- ▶ enabling our workforce and industry.

## Our values

The annual report summarises our performance for the financial year ending 30 June 2018. The annual report reviews our performance against:

- ▶ key deliverables and performance indicators aligned to our Strategy 2017–21
- ▶ service areas and service standards in the 2017–18 Department of Communities, Disability Services and Seniors' Service Delivery Statements.

The report also shows how we demonstrated whole-of-government values in 2017–18:



**Customers first**



**Ideas into action**



**Unleash potential**



**Be courageous**



**Empower people**

## Our purpose

We are committed to contributing to a Queensland where:

- ▶ Queenslanders experiencing vulnerability can participate fully in our economy and their communities
- ▶ community services are capable, diverse, sustainable and connected
- ▶ Queenslanders with disability have choice, control and opportunities in their lives
- ▶ communities are cohesive and inclusive
- ▶ community services provide rewarding jobs and careers
- ▶ communities celebrate and maximise the benefits of our diversity
- ▶ Queenslanders are resilient, and recover well from disasters
- ▶ Queenslanders are recognised for caring, volunteering, giving and social responsibility
- ▶ community services contribute to our state's equity, productivity and prosperity.

## Our performance

We will better account for the public value we create, including measuring our performance on:

- ▶ citizen/customer results
- ▶ citizen/customer experience
- ▶ stakeholder experience
- ▶ staff experience
- ▶ capability and diversity
- ▶ investment
- ▶ productivity
- ▶ governance.

We will actively manage key risks related to:

- ▶ managing the smooth and timely transfer of disability services clients to the NDIS
- ▶ implementing safeguards to ensure that people in our care receive quality and reliable services
- ▶ commissioning and investing in services that represent value for money
- ▶ ensuring our resourcing and capability supports the delivery of services within an environment of change
- ▶ increasing demand and expectations
- ▶ the increasing complexity of needs and vulnerability of clients
- ▶ the scale and pace of changes impacting social services
- ▶ the impacts of natural disasters and other events
- ▶ public expenditure and the accountabilities of funded agencies
- ▶ our capabilities and capacities.



## CASE STUDY

Gin Gin Neighbourhood Centre is often regarded as the hub of the town, providing a safe and non-judgemental environment to those in need:

- ▶ People come to the centre for information on available services in the local areas.
- ▶ Clients are also referred to appropriate services to meet their ongoing needs.
- ▶ Additional activities for the disability sector, including NDIS pre-planning workshops, have also been provided to prepare community members for the NDIS rollout in September 2017.
- ▶ Staff use a person-centred approach to develop working relationships with clients and service providers and promote available services in the area.
- ▶ Families and individuals are encouraged to participate in social activities and events to reduce social isolation, which has a flow-on effect of improving their quality of life.

## COMMUNITY SERVICES

In 2017–18, we committed to:

- ▶ continue to implement strategies for seniors
- ▶ facilitate responses to the Advisory Taskforce on Residential Transition for Ageing Queenslanders
- ▶ continue to fund and support social and human recovery in disaster-impacted communities and improve community recovery operations
- ▶ facilitate and implement the operation of Neighbourhood Centres, and support community hub initiatives and community development
- ▶ coordinate the implementation of *Queensland: an age-friendly community action plan*, including Advancing Queensland: an age-friendly community grants program
- ▶ establish an LGBTQI+ Roundtable to inform government engagement with the LGBTQI+ community.

Our 2017–18 achievements include:

### Services delivered by non-government organisations

- ▶ Invested more than \$1.429 billion through service agreements to deliver disability, child and family, and community services via 990 community organisations and government agencies across the state
- ▶ Enhanced existing services, including for Neighbourhood Centres, community recovery and financial inclusion
- ▶ Supported a variety of individual support services for people affected by financial hardship, problem gambling, natural disasters or alcohol abuse
- ▶ Continued funding to assist communities impacted by drought events.
- ▶ Processed and approved of 285 applications from new NDIS providers having completed quality assurance requirements for NDIS registration

## Place-based initiatives

- ▶ Partnered with Queensland Council of Social Service (QCOSS) to deliver Thriving Communities Roundtables in Brisbane and Townsville to share and develop a better understanding of place-based approaches and their potential to support communities to thrive.
- ▶ Continued to contribute funds to the Logan Together initiative, and lead a ‘one government’ approach for Queensland Government contributions to Logan Together Roadmap priorities for service and investment reform, to improve outcomes for children, families and community.
- ▶ Allocated funds to appoint a Community Resilience Project Manager and Youth Navigator in the place-based implementation team in Mt Isa to develop and implement a Community Resilience Strategy and Action Plan across the north west, and deliver improved service integration for young people to connect to education, training and employment.
- ▶ Commenced negotiations with the Australian Government for joint funding of another place-based initiative in Queensland (in addition to Logan Together).
- ▶ Led cross-Queensland Government engagement to identify reform directions and actions to improve place-based approaches across Queensland.
- ▶ Partnered with the Commonwealth Department of Social Services and Logan Together stakeholders to commence development of a nationally applicable evaluation methodology for place-based approaches.

## Community resilience

- ▶ Held the second Queensland Community Recovery Forum in October 2017 to engage the business community in how it can play a role to improve resilience and recovery.
- ▶ Implemented the remaining recommendations of the 2015 Community Recovery Review.
- ▶ Established a standing offer arrangement for human and social services as part of community recovery reforms to better target investment and strengthen the resilience of individuals, families and communities to disaster events.
- ▶ Partnered with Community Services Industry Alliance (CSIA) to develop the Disaster Management and Recovery Toolkit and related resources to build capabilities (including business continuity/resilience) and promote inclusion of community-based organisations in community recovery governance and service delivery.
- ▶ Developed a toolkit of strategies and resources to support organisations, including local governments, to implement the People with Vulnerabilities framework and develop effective local responses to reduce the impact of disasters on vulnerable people or those who may become vulnerable, and build more resilient communities.



## Concessions

- ▶ As at 30 June 2018, 1,043,356 concession recipients benefited from a State government concession.
- ▶ Made it easy for people to connect to information about services and access concessions and rebates through a convenient 'one-stop shop' [www.qld.gov.au/seniors](http://www.qld.gov.au/seniors)

## Financial resilience

- ▶ Launched two Good Money stores, operated by Good Shepherd Microfinance, in Cairns and Southport, to assist people experiencing financial pressures to access safe and affordable financial products. During the first 12 months, Queensland Good Money stores issued 855 no interest and low interest loans.
- ▶ Continued to support the network of 27 financial resilience workers and financial counsellors.
- ▶ Continued to support the network of No Interest Loan Scheme providers.
- ▶ Supported expansion of eligibility for the Electricity Rebate Scheme to Commonwealth Health Care Card holders and asylum seekers effective from 1 January 2017. In 2017–18, the rebate of up to \$341 per household per year assisted approximately 560,691 low income households.
- ▶ The *Queensland Financial Inclusion Plan* aims to improve the financial resilience and financial inclusion experienced by Queenslanders. A total of 51 of the 55 actions have now been completed.

## Cohesive communities

- ▶ Invited Neighbourhood Centres to apply for a one-off grant from a pool of \$550,000 through the Thriving Queensland Communities grants.
- ▶ Topped up emergency relief funding with a total of \$100,000 to 20 of our smallest providers.
- ▶ Extended the existing drought relief arrangements to drought-affected communities.
- ▶ Expanded the successful School Breakfast Program across an additional 70 schools.
- ▶ Continued delivering Community Connect to link neighbourhood centre clients experiencing significant difficulties with emergency and specialist support services.
- ▶ Supported Carers Queensland Inc., including to hold events during Carers Week in October 2017.

- ▶ Supported Volunteering Queensland Inc., including to hold the second Queensland Volunteering Awards during National Volunteer Week.
- ▶ Continued funding of GIVIT to help distribute donated goods to people in need.
- ▶ Acquired land for the Moranbah Community Youth Hub.
- ▶ Held the inaugural LGBTQI+ Roundtable on 23 April 2018. The roundtable membership comprises 11 community members and senior executive officers from key government departments, and aims to ensure policy, programs and services are responsive to the needs of LGBTQI+ Queenslanders and their families.
- ▶ Provided a \$3.3 million boost to continue the delivery of the Safe Night Precinct Support Services across the state to continue delivering safer nights out for Queenslanders through services such as mobile patrols and rest and recovery hubs. These services form a key component of the Palaszczuk Government's Tackling Alcohol Fuelled Violence Program.

## Sector and industry

- ▶ Partnered with stakeholders to implement community services strategy and:
  - » continued to roll out and embed the Human Services Quality Framework for organisations funded by the Department of Communities, Disability Services and Seniors
  - » teamed up with the QCOSS to survey organisations implementing the Human Services Quality Framework for the first time to obtain feedback and identify opportunities for improvement.
- ▶ Appointed new members to the Queensland Carers Advisory Council for the next two-year term to:
  - » contribute to advancing the interests of carers and promote compliance by public authorities with the carers charter
  - » make recommendations on enhancing compliance by public authorities with the carers charter
  - » provide advice on improving recognition and support, as well as general advice on matters relating to carers.
- ▶ Worked with key stakeholders from the Community Services Partnership Forum to finalise and release the *Partnering for the Future: advancing Queensland's community services industry 2017–2025* strategy to support the community services industry.

- ▶ Worked with stakeholders from the community services industry and across government to deliver priorities under the Partnering for the future Action Plan 2017–2018 including:
  - » workforce development in the disability and child safety sectors
  - » delivery of workshops in regional and city locations to support building innovation capacity and capability
  - » leading a series of forums in regional and city locations to identify technology priorities for the industry and link stakeholders to available resources.
- ▶ Invested more than \$8 million in peak services to build sector capability, support research and deliver vital support to non-government organisations. Organisations included: Council on the Ageing Queensland Ltd, Create Foundation Ltd, Foster Care Queensland Inc., Micah Projects Ltd, National Disability Services Ltd, PeakCare Queensland Inc., Queensland Aboriginal and Torres Strait Islander Child Protection Peak Ltd, Queensland Council of Social Services Ltd, Queensland Families and Communities Association Inc., Ethnic Communities Council of Queensland Ltd and Volunteering Queensland Inc.

## SENIORS

In 2017–18 we committed to:

- ▶ continue to implement strategies for seniors
- ▶ facilitate responses to the Advisory Taskforce on Residential Transition for Ageing Queenslanders
- ▶ coordinate the implementation of *Queensland: an age-friendly community action plan*, including Advancing Queensland: an age-friendly community grants program.

Our 2017–18 Achievements include:

### Services delivered by non-government organisations

- ▶ Through the Advancing Queensland: an age-friendly community grants program, awarded funding for 12 innovative age-friendly grants in the Transport, Outdoor Spaces and Buildings, and Housing age-friendly domains, including innovative housing projects.
- ▶ Continued to support the Tech Savvy Seniors program in partnership with Telstra and the State Library to increase digital literacy, with free digital training to seniors. The program was delivered to 30 local government areas where 9842 seniors participated in 2173 training sessions.

- ▶ Through Council on the Ageing Queensland, provided subsidies to 114 organisations to hold their event during Queensland Seniors Week from 19–27 August 2017.
- ▶ Delivered 44 older people’s services across the state aimed at reducing social isolation.
- ▶ Commenced five additional Seniors Legal and Support Services through Relationships Australia Queensland in Rockhampton, Mackay, Gladstone, Maroochydore and Robina.

## Age-friendly Queensland

- ▶ Implemented the government’s response to recommendations of the *Parliamentary Inquiry into the adequacy of financial protections for Queensland seniors*.
- ▶ Continued to implement the recommendations of the Advisory Taskforce on Residential Transition for Older Queenslanders.
- ▶ Worked with all states and territories and the Commonwealth Government to develop a national plan to address elder abuse.
- ▶ Continued to deliver the Seniors and Carers Business Discount Schemes, enabling seniors to easily access discounts and information about relevant services and products.
- ▶ Opened the Advancing Queensland: an age-friendly community grants program for 2018–19 from 15 May to 25 June 2018, focusing on the age-friendly domains of civic participation and employment, community support and health services, and respect and social inclusion.
- ▶ Celebrated Seniors Week in August 2017 with 723 registered events across Queensland.
- ▶ Celebrated Grandparents Day on 29 October 2017, which encourages children and families to acknowledge the love and support provided by grandparents.
- ▶ Raised awareness of elder abuse through the ‘There’s no excuse for abuse’ prevention campaign, launched on World Elder Abuse Awareness Day, 15 June 2018. The campaign aimed to break down the social stigma that creates a barrier to reporting elder abuse.

## CASE STUDY

### Shaping the technology priorities for the community services industry

Technology is recognised in the *Partnering for the future strategy* as a key enabler for the future of the industry. A key focus for 2017–18 was gaining an understanding of the technology priorities for the industry.

To gain this understanding, a series of forums were held in Townsville, Cairns, Brisbane, Rockhampton and Toowoomba in June 2018 to hear directly from the community services industry, technology providers and government about the barriers and challenges faced by the industry in relation to the adoption of technology. The workshops also provided an opportunity to connect industry to existing technology resources and support.

Initial results from the survey and consultations highlighted the following key challenges:

- ▶ staff skills and training
- ▶ funding and costs
- ▶ limited knowledge of what's available and keeping up with rapid rate of change.

The results from these consultations will be analysed to inform focus areas of support required to assist with technology adoption and adaptation in the industry.



## Our response to the 2017–18 disaster events

**March-April  
2017**

Severe Tropical Cyclone Debbie Community Recovery Fund for longer-term recovery:

- ▶ \$3.9 million as a joint Commonwealth/state 50:50 investment under the Natural Disaster Relief and Recovery Arrangements (NDRRA) funding arrangements to fund 29 services (14 organisations) to deliver Individual Support and Community Development Programs in the most severely affected communities.
- ▶ Financial counsellors have assisted households with budgeting, financial planning and debt management.
- ▶ Generalist counsellors worked with individuals to improve their quality of life. Where appropriate, clients were also referred to other existing support services.
- ▶ Community Development Officers have delivered a range of engagement and capability building projects that aim to support, not only recovery from this event, but also resilience to future disasters, such as disaster preparedness and psychological first aid workshops.

**October 2017**

Central Coast severe weather:

- ▶ Personal Hardship Assistance Scheme (PHAS) and Essential Services Safety and Reconnection Scheme (ESSRS) activated under joint state/Commonwealth NDRRA in a defined area of the Gladstone region.
- ▶ 326 Emergency Hardship Assistance grant applications received.
- ▶ \$211,825 paid across all grants, assisting 712 people.

<b>March 2018</b>	<p>North Queensland flooding:</p> <ul style="list-style-type: none"> <li>▶ PHAS and ESSRS activated under NDRRA in Hinchinbrook Shire on 10 March 2018 and the Cassowary Coast in defined locations on 12 March 2018.</li> <li>▶ 3836 Emergency Hardship Assistance grant applications received.</li> <li>▶ \$1.5 million paid across all grants, assisting 7022 people.</li> </ul>
	<p>Severe Tropical Cyclone Nora and its aftermath:</p> <ul style="list-style-type: none"> <li>▶ PHAS and ESSRS activated under NDRRA in Pormpuraaw, Kowanyama and Mapoon on 27 March 2018, Etheridge Shire (defined locations) on 11 April 2018 and Mareeba Shire (defined locations) on 14 April 2018.</li> <li>▶ 872 Emergency Hardship Assistance grant applications received.</li> <li>▶ \$369,725 paid across all grants, assisting 1614 people.</li> </ul>
<b>Panama Banana Disease</b>	<ul style="list-style-type: none"> <li>▶ Funding was approved for the Tully Support Centre to engage a part-time generalist counsellor and part-time community development officer to support local farmers, workers and their families impacted by Panama Banana Disease, and to work with the broader community on becoming more resilient and adapting to the new socio-economic environment. A portion of the funding can be used to broker access to services and supports to address crisis needs.</li> </ul>

## Future directions

In 2018–19 we will:

- ▶ develop and implement the online Veterans portal
- ▶ work with the Community Services Industry Alliance to build awareness of, promote and further explore user-led business continuity planning in community-based organisations
- ▶ support the 14 organisations across 29 services to deliver individual support and community development programs as part of the Severe Tropical Cyclone Debbie Community Recovery Fund
- ▶ continue funding the engagement of a part-time generalist counsellor and part-time community development officer by the Tully Support Centre to support affected local farmers, workers and their families impacted by Panama Banana Disease, and to work with the broader community on becoming more resilient and adapting to the new socio-economic environment
- ▶ complete and release the first edition of the nationally applicable framework for place-based evaluation (in partnership with the Department of Social Services)
- ▶ complete and plan for implementation of the Logan Together evaluation plan
- ▶ support implementation of the Queensland Government 2018–20 contributions to the Logan Together Roadmap
- ▶ continue to lead and support engagement activities to finalise the Queensland Government place-based reform direction and actions
- ▶ progress work in relation to the completion of the Bundaberg Central Men's Shed
- ▶ deliver a Thriving Communities annual forum in partnership with QCOSS
- ▶ continue to negotiate with the Australian Government to deliver another jointly funded place-based initiative in Queensland, including consideration of the Griffith University strategic analysis of Gladstone
- ▶ continue to work with the community to progress the construction of the Kallangur Community Centre
- ▶ commence consultancy to support development of a North West Minerals Province Community Resilience Strategy and 10 local community action plans to secure the long-term future of the region and its communities
- ▶ work with industry, government and other partners to deliver priorities under the *Partnering for the future: advancing Queensland's community services industry 2017–2025* strategy
- ▶ invest in strong communities by building an additional two Neighbourhood Centres and replacing or refurbishing a further six
- ▶ continue to work closely with key partners to monitor and build the success of the School Breakfast Program across regional Queensland
- ▶ expand the Human Services Quality Framework as a multi-agency scheme in response to interest from other Queensland Government agencies
- ▶ continue to transition organisations funded by the Department of Communities, Disability Services and Seniors and the Department of Child Safety, Youth and Women to the Human Services Quality Framework.



- ▶ implement an online assessment tool for new NDIS sole traders to assist and embed quality and safeguard requirements in practice and prepare for quality certification
- ▶ finalise the LGBTQI+ Roundtable work plan and deliver a range of actions to ensure policy, programs and services are responsive to the needs of LGBTQI+ Queenslanders and their families
- ▶ continue to implement the *Queensland: an age-friendly community action plan* and grants program
- ▶ continue to work with all states and territories and the Commonwealth Government to develop a national plan to address elder abuse.



## CASE STUDY

Community Recovery support is delivered in a number of ways — one is through case-management support:

- ▶ Finalising the repair of homes remains a challenge for some residents, including some who were insured, following a natural disaster. The challenges include insurance issues and personal circumstances.
- ▶ Case management assists people with information and advocacy, links them with community and government services, and helps in managing the payment of contractors who are undertaking home repairs on behalf of the affected homeowner.
- ▶ Following Cyclone Debbie, there were a number of uninsured households whose repair costs exceeded the financial assistance available to them. The Salvation Army, St Vincent de Paul Society and Red Cross were able to provide additional financial assistance to the majority of these households from donated funds.
- ▶ Other local community organisations and businesses provided in-kind services, cost-price materials, free labour or monetary contributions.
- ▶ Because of the generosity of these organisations, including GIVIT, which matched donated goods to household needs, many people were in a much better financial position to pay for all necessary repairs to their home.

# DISABILITY SERVICES

In 2017–18, we committed to:

- ▶ lead and facilitate whole-of-government NDIS transition planning and implementation
- ▶ continue to deliver the department's reforms and initiatives that support the implementation of the NDIS
- ▶ continue to deliver direct high-quality disability services in the lead-up to transition into the NDIS
- ▶ continue to fund and support disability and community care services delivered by non-government organisations during the transition into the NDIS
- ▶ lead and facilitate the *National Disability Strategy 2010–2020* in Queensland, along with *All Abilities Queensland: opportunities for all* (state disability plan 2017–20)
- ▶ operate Accommodation Support and Respite Services
- ▶ continue to plan for the commencement of the *NDIS Quality and Safeguarding Framework*.

Our 2017–18 Achievements include:

## NDIS transition

- ▶ Successfully completed year two of the NDIS transition in Queensland
- ▶ Ipswich, Bundaberg and Rockhampton areas transitioned during 2017–18. By the end of year two:
  - » 17,041 participants with an NDIS approved plan were residing in Queensland
  - » 475 children were being supported through the Early Childhood Early Intervention pathway
- ▶ Made over 15,000 contacts with people with disability and their service providers to help people move successfully to the NDIS
- ▶ Of those Queenslanders with approved plans, supported 10,037 people who were previously state clients to transition to the NDIS
- ▶ Negotiated the Inter-governmental Agreement on NDIS Worker Screening as part of preparing for the transition to the NDIS Quality and Safeguarding Framework from 1 July 2019
- ▶ Invested over \$4 million in readiness activities to support sector and participant transition to the NDIS, to:
  - » continue the participant readiness initiative
  - » assist with provider readiness
  - » support program implementation.

- ▶ Allocated \$5.85 million from the Commonwealth's NDIS Sector Development Fund to support:
  - » provider readiness activities in thin market areas
  - » participant readiness activities in hard to reach cohorts
  - » workforce readiness targeting specific areas of need to continue to build Queensland's workforce supply and capability to meet demand under the NDIS
- ▶ Continued to review and coordinate business processes to support the quality assurance and safeguards working arrangements for transition to the NDIS in Queensland
- ▶ Provided \$334.517 million as the Queensland Government contribution to the NDIS in 2017–18
- ▶ Supported WorkAbility Qld to attract and facilitate workforce planning and engagement for the rollout of the NDIS
- ▶ Committed to funding 14 organisations to deliver advocacy services to people with disability, and have committed to fund these through to 30 June 2021
- ▶ Led projects to support capacity building in challenging markets, including rural and remote locations, and with Aboriginal and Torres Strait Islander communities
- ▶ Received an initial payment of \$52.8 million under the terms of the *National Partnership Agreement on DisabilityCare Australia Fund Payments: Initial Payment*
- ▶ Continued to contribute to the National Disability Insurance Agency's review of the Participant and Provider Pathway to improve the experience of people transitioning to the scheme
- ▶ Contributed to national work towards resolving policy positions on the NDIS mainstream interface with transport, health, mental health, education, child protection and justice.

## Service delivery

- ▶ Funded disability support to 483 young people leaving school and 59 young people with disability who have left the care of the state.
- ▶ Invested in capital and operating funding to support 38 younger people with disability to move from public health facilities to more appropriate accommodation in the community.
- ▶ Provided positive behaviour support and other evidence-based best practice training to over 1000 staff of disability organisations.
- ▶ Allocated in excess of \$487 million to accommodation support provided by non-government services.

- ▶ Provided funding to assist 10 people with newly acquired spinal cord injury to return home from the Spinal Injuries Unit, Princess Alexandra Hospital.
- ▶ Provided support to more than 2800 Queenslanders to receive aids, equipment and vehicle modifications.
- ▶ Provided funding to 38 organisations to hold events to celebrate Disability Action Week or International Day of People with Disability.
- ▶ Delivered therapeutic programs to Forensic Disability Service clients and community-based clients to meet their treatment needs.

## All Abilities Queensland

- ▶ On 26 July 2017, launched *All Abilities Queensland: opportunities for all* — (state disability plan 2017–2020) to guide actions across the Queensland Government, for working in partnership with state and local governments, businesses, community organisations and individuals to create a future that enables Queenslanders with disability to have the same access to opportunities as every other Queenslander
- ▶ Led and assisted the development of DSPs for 2017–20 in all Queensland Government departments, consistent with All Abilities Queensland and the *Disability Services Act 2006*.
- ▶ *All Abilities Queensland* focuses on five key areas — communities for all, lifelong learning, employment, everyday service and leadership and participation.
- ▶ *All Abilities Queensland's* goal is that people with disability are welcomed, valued and respected members of their community, and have the same opportunities to access education and employment, housing and transport, and community activities like sport, arts, tourism and recreation.
- ▶ *All Abilities Queensland: opportunities for all* is being implemented through each government agency's Disability Service Plan (DSP). Actions to date include:
  - » The Queensland Government has continued listening to the lived experience of people with disability. The release of the *Building Plan 2017* recognises the importance of inclusive communities and now includes actions to make public toilet facilities accessible for adults with disability, including the provision of a hoist or swing rail, appropriate changing facilities and continence bins.
  - » Queensland successfully hosted the Gold Coast Commonwealth Games by enabling the equitable participation of people and athletes with disability in sport and enabling accessible places and spaces.
  - » The Department of Housing and Public Works is working on the National Construction Code to develop a Queensland Development Code that will improve the amenity and quality of life for people with profound disability.

- » A clear target has been set that by 2022, eight per cent of the Queensland Public Service workforce will comprise people with disability. The department is working closely with the Public Service Commission and other departments to achieve the government's inclusive employment target through a number of actions such as:
  - › The Department of Agriculture and Fisheries is working with the Anti-Discrimination Commission Queensland to develop Unconscious Bias Training, which will roll out across Queensland to staff involved in recruitment and selection panels.
  - › The Department of State Development, Manufacturing, Infrastructure and Planning is incorporating additional requirements for reasonable adjustment in its recruitment and selection policies, staff education and training.
- ▶ In 2017–18, the Skilling Queenslanders for Work initiative was expanded to provide funding to Queensland community organisations to deliver programs to assist jobseekers with disability to gain nationally recognised skills and qualifications.

### Specialist disability supports

- ▶ Supported 362 people with disability aged over 65 years living in Ipswich, Bundaberg, Rockhampton, Maryborough, Brisbane, Gold Coast and Far North Queensland to continue to receive specialist disability supports through the Commonwealth Department of Health Continuity of Support Programme for Older People with Disability, following transition to the NDIS.
- ▶ Supported 33,314 service users through Queensland Community Care.
- ▶ Conducted extensive state-wide consultation with Queensland Community Care service providers and recipient representatives to look at how best to redesign the program to meet the needs of service users who are ineligible for the NDIS. The future program of providing community care services will commence from 1 July 2019, in line with the full scheme commencement of the NDIS.
- ▶ Funded not-for-profit community services organisations, Carers Queensland and Youth Funding Scheme, to advise and assist Queensland Community Care service providers as they supported clients' transition to the NDIS.

## CASE STUDY

There are many examples where guide, hearing or assistance dogs are making a difference to the lives of people with disability.

- ▶ One example relates to Hamish and his assistance dog Boots.
- ▶ They are a certified handler and dog team.
- ▶ Because Hamish is a child, his parents are the alternative handlers under the *Guide, Hearing and Assistance Dogs Act*.
- ▶ Nine-year-old Hamish is on the autism spectrum and is largely non-verbal.
- ▶ He has sleep issues and can feel overwhelmed in social situations, causing him to freeze or wander off.
- ▶ Following seven months of task-specific training, golden retriever Boots was placed with Hamish and his family.
- ▶ Within a few days of getting Boots, Hamish started putting short sentences together.
- ▶ Boots acts as an anchor to reduce Hamish's repetitive behaviours and alert the family when Hamish wanders off.
- ▶ Two years on, Hamish now sleeps through the night, he accepts touch and cuddles from Boots that he cannot accept from people, and his improved socialisation has increased family community outings.



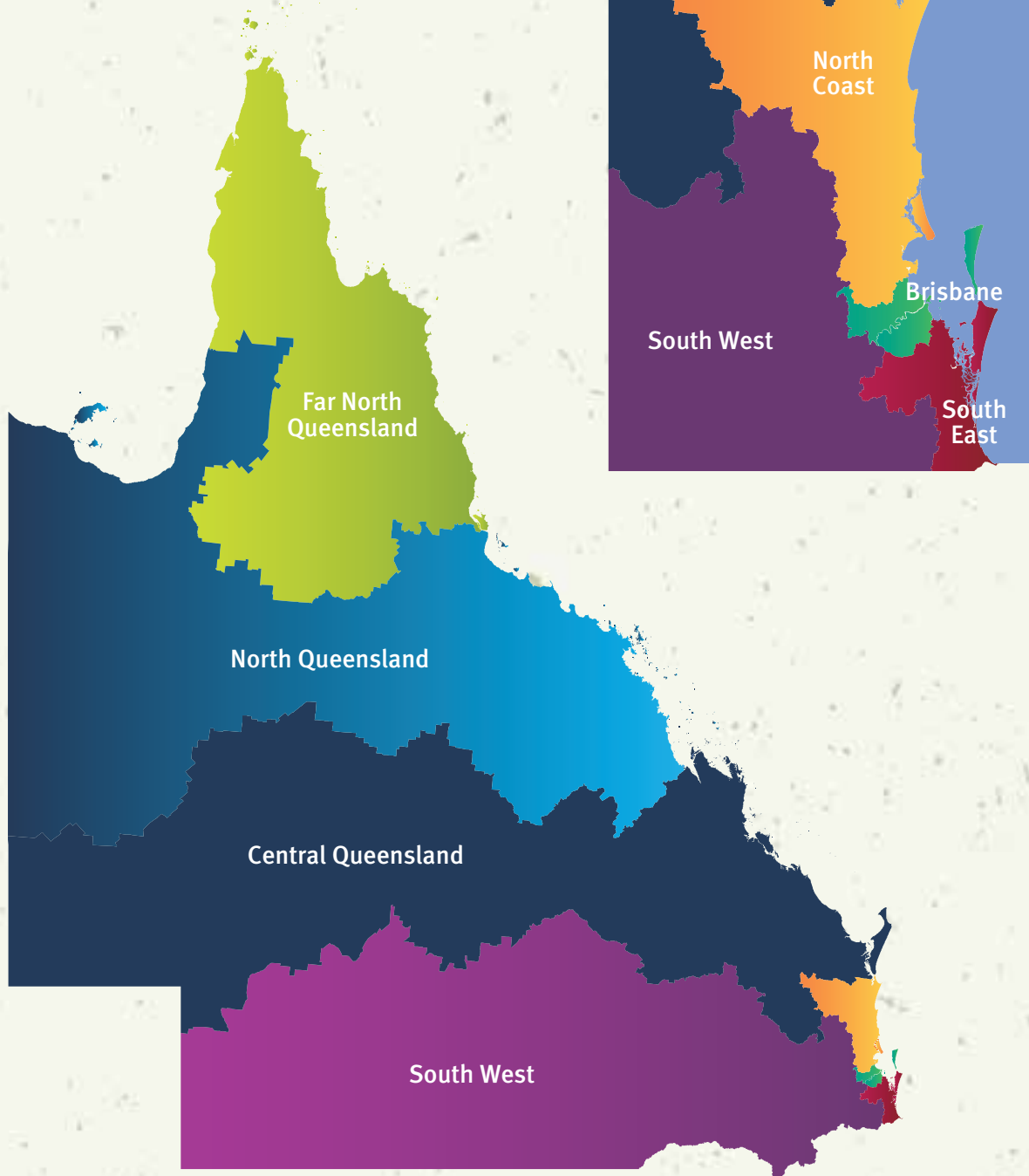
## Future directions

In 2018–19, we will:

- ▶ progress development of a strategy on the future arrangements for Disability Services including Community Care Services, Forensic Disability Services and the policy and intergovernmental role of the state
- ▶ reach agreement with the Commonwealth for a full scheme arrangement for the NDIS
- ▶ agree on a National Partnership Agreement for Queensland's remaining share of the DisabilityCare Australia Fund (DCAF)
- ▶ continue the implementation of the *All Abilities Queensland: opportunities for all* action plan
- ▶ undertake a whole-of-government legislation review to ensure Queensland has the necessary laws in place to support full scheme implementation of the NDIS
- ▶ allocate funding of \$750,000 to Queenslanders with Disability Network for peer-to-peer advocacy support for people with disability who are yet to enter the NDIS
- ▶ continue investment in workforce development activities
- ▶ continue to assist eligible people in the Spinal Injuries Unit, Princess Alexandra Hospital, with newly acquired spinal cord injury to return home to areas not yet transitioned to the National Disability Insurance Scheme
- ▶ allocate funding of \$6.2 million for aids and equipment and vehicle modifications to assist people with disability to access and participate in their community
- ▶ invest to assist providers to build capacity to transition to the NDIS
- ▶ continue to support the second implementation plan, *Driving Action 2015–2018*, of the 2010–2020 National Disability Strategy with the Australian Government and other jurisdictions.

## Regional highlights

We deliver services across seven regions:





## Brisbane and South West Region

Disability Service Centres	Number of actual FTE staff	Total population – 1,554,702				
		Aboriginal & Torres Strait Islander people	Seniors	Families	Young people 0–15	Young people 16–25
3	1224.07	34,940	173,532	190,003	337,100	245,674

### 2017–18 achievements

- ▶ In the lead up to the NDIS rollout, the region developed resources and undertook intensive client planning and collaboration in preparation for transition. A comprehensive person-centred NDIS planning document was developed locally and became a valuable tool for internal and external stakeholders and agencies. The tool was successfully used with a large number of regional clients to identify needs and prioritise goals in preparation for planning meetings.
- ▶ Three young clients with critical and complex care needs, experiencing long-term instability in their home environments, were supported to move into a newly established support arrangement. This was a significant and complex piece of work, from initial planning until the young people moved into their new home.
- ▶ The region has been working alongside the Neighbourhood Centres in the Ipswich area by facilitating quarterly neighbourhood centre meetings. The meetings provide much needed opportunity for departmental and neighbourhood centre staff to come together to share information and provide updates on issues within their communities. Guest speakers often attend to inform the group on latest local developments and initiatives, increasing the capacity of Neighbourhood Centres to connect people with the right services and build strong, resilient and connected communities.
- ▶ Disability Services, the National Disability Insurance Agency (NDIA) and an external agency worked collaboratively in the successful completion of specialist disability assessments for six clients, which are a requirement for meeting NDIS Supported Independent Living criteria. The NDIA provided training and consultation to Disability Services occupational therapists who undertook the assessments with individual clients, while the supporting agency played a key role in facilitating the overall process.
- ▶ Disability Services established a Getting on the Grid Project team to support people residing in Level Three Supported Accommodation to access the NDIS. Individuals were assisted to complete access requests, contact the National Access Team, obtain diagnostic and functional evidence, and undertake pre-planning. The project team will continue to support the 280 clients residing in Level Three Supported Accommodation sites across the Brisbane Region in their transition to the NDIS.
- ▶ Age-friendly community grants were provided to fund community projects including:
  - » The Ageing Revolution — The Care Journal — supporting seniors to stay at home longer
  - » Queensland University of Technology — Cool and Covered — effectively designed shade for age-friendly places
  - » Horizon Housing Company — My Home My Place rural housing project in the Maranoa region.

## North and Far North Queensland Region

Disability Service Centres	Number of actual FTE staff	Total population – 672,639				
		Aboriginal & Torres Strait Islander people	Seniors	Families	Young people 0–15	Young people 16–25
1	145.69	68,209	74,026	72,125	153,343	90,308

### 2017–18 achievements

- ▶ The region worked closely with the NDIA, other government agencies, disability service providers, people with disability, families and the broader community to make sure the region was fully prepared for its transition to the NDIS. The region is particularly focused on supporting the best possible transition to the NDIS for people living in remote and discrete Indigenous communities.
- ▶ In 2017–18, the region coordinated extensive human and social recovery efforts following Severe Tropical Cyclone Debbie in the Whitsundays and Mackay, Tropical Cyclone Nora in Pormpuraaw, Kowanyama and Mapoon, and flooding across the Ingham, Cassowary Coast, Croydon, and Etheridge and Mareeba districts. These efforts assisted affected Queenslanders to recover from the impacts of the weather events, regain their resilience, restore their normal routines, and in some cases rebuild or replace their dwellings.
- ▶ The region successfully advocated for accessible accommodation options for people with disability in the Torres Strait. The Thursday Island Disability Housing Project was an initiative of the department in partnership with the Department of Housing and Public Works (DHPW), and involved the construction of two co-located accessible two-bedroom units within the social housing portfolio of properties. People with disability will have priority access to the units. The property was jointly funded by the department and DHPW, and is close to completion, with handover anticipated in August 2018.
- ▶ In North Queensland, progress continued throughout the year towards the establishment of the new Moranbah Youth and Community Centre, with Economic Development Queensland transferring ownership of the approved site to the department. A partnership with BHP Billiton Mitsubishi Alliance and Isaac Regional Council, the project will provide a centralised location to assist the community and individuals to access a range of activities, support and services from the one site. The department and the Department of Child Safety, Youth and Women will continue to work collaboratively with project partners to bring the project to fruition.
- ▶ In the Far North, the department continued to support communities in the development of two new community centres. In partnership with Tablelands Regional Council and Community Services Tablelands, the Atherton Community Centre project progressed, with land secured and documentation and design funded and almost completed. In 2018–19, the project will move from the completed design and development approval processes towards funding procurement. On Thursday Island, property was secured and consultation commenced for the Thursday Island Community Centre. The design phase of this project will occur in the second half of 2018.
- ▶ Age-friendly community grants provided funding to local government to fund the Townsville City Council for the Magnetic Island seniors fitness trail, the Hinchinbrook Shire Council for new age-friendly seating, and the Tablelands Regional Council for a new age-friendly fitness area.

## Central Queensland Region

Disability Service Centres	Number of actual FTE staff	Total population – 450,507				
		Aboriginal & Torres Strait Islander people	Seniors	Families	Young people 0–15	Young people 16–25
1	205.77	21,010	70,067	46,563	98,035	52,327

### 2017–18 achievements

- ▶ The Minister announced a \$3.3 million boost to continue the delivery of the Safe Night Precinct Support Services across the state. Rockhampton, Gladstone and Bundaberg received funding to continue delivering safer nights out for Central Queenslanders through services such as mobile patrols and rest and recovery hubs. These services form a key component of the Palaszczuk Government's Tackling Alcohol Fuelled Violence Program.
- ▶ In the lead-up to the NDIS transition, 45 Participant Readiness workshops were held across Central Queensland in conjunction with various peak bodies and agencies connected to the sector.
- ▶ Transition to the NDIS commenced in Bundaberg, Rockhampton and Gladstone, with full transition occurring by 30 June 2018. Fraser Coast, North Burnett, South Burnett and Cherbourg locations, which are serviced by the Maryborough Service Centre, will commence transition on 1 July 2018.
- ▶ The Central Queensland region supported Disability Action Week and International Day of People with Disability through funding community events. Once again, the Beach Day Out in Emu Park, and A Day in the Bay at Hervey Bay, which are free, inclusive, family-friendly events, provided accessible activities for the communities, with important information about the NDIS provided to those attending. Six events were funded across Central Queensland in 2017–18.
- ▶ The region finalised four 12-month contracts for services to support Central Queenslanders to recover from the impacts of Severe Tropical Cyclone Debbie. The contracts saw delivery of financial counselling and generalist counselling services to individuals impacted, and community development activities across Rockhampton and Yeppoon. This assisted in building community capacity, preparedness and resilience to deal with future events.
- ▶ One-off funding was provided for the Drought Support – Flexible Financial Hardship service to assist drought-affected communities across the Fraser Coast, Bundaberg, North Burnett and South Burnett.
- ▶ The department supported Seniors Week 2018 funded events through Council on the Ageing Queensland in Central Queensland region. This year, funding supported seniors to participate in events that encourage an active, healthy and happy lifestyle, and celebrate the valuable contribution made by seniors in their communities.
- ▶ Funding was provided to Hervey Bay Neighbourhood Centre Inc to assist in the development of an outreach model to support the prevention of elder financial abuse.

## North Coast Region

Disability Service Centres	Number of actual FTE staff	Total population – 730,643				
		Aboriginal & Torres Strait Islander people	Seniors	Families	Young people 0–15	Young people 16–25
3	289.97	14,376	115,322	91,204	168,892	92,848

### 2017–18 achievements

- ▶ In the lead up to the NDIS rollout, the region developed resources and undertook client planning and collaboration in preparation for the transition. This included implementing and stabilising support arrangements for 372 individuals.
- ▶ One-off funding was provided for the Drought Support – Flexible Financial Hardship service to assist drought-affected communities in the Gympie area.
- ▶ The Minister announced a \$3.3 million boost to continue the delivery of the Safe Night Precinct Support Services across the state. Sunshine Coast received funding to continue delivering safer nights out for central Queenslanders through services such as mobile patrols and rest and recovery hubs. These services form a key component of the Palaszczuk Government’s Tackling Alcohol Fuelled Violence Program.
- ▶ In 2017–2018, the department has set aside funds for a land purchase for the Kallangur Community Centre. Across 2018–2021, \$3.5 million in capital funding has been allocated for the centre’s construction. On building completion, the department will allocate approximately \$110,000 per annum for centre operations.
- ▶ The Queensland Government is trialling the placement of Community Connect workers in high need communities to facilitate support and referrals for individuals and families to specialist services such as those that support people with complex needs and people affected by domestic and family violence. The two-year trial aims to promote and encourage resilience in vulnerable individuals, families and communities. Community Connect trials are being conducted from existing Neighbourhood Centres in a range of locations, including Gympie.
- ▶ Age-friendly community grants funded:
  - » Sunshine Coast Regional Council for the development of mobility maps and a best practice guideline to improve the accessibility of public spaces
  - » Sundale Ltd for Better Together: safe house sharing and support on the Sunshine Coast
  - » Active Plus Lifestyle Options Ltd for Driving on – seniors driving program on the Fraser Coast
  - » Maleny Neighbourhood Centre for innovative solutions for ageing in place in Maleny.

## South East Region

Disability Service Centres	Number of actual FTE staff	Total population – 911,229				
		Aboriginal & Torres Strait Islander people	Seniors	Families	Young people 0–15	Young people 16–25
2	242.31	16,565	125,087	118,579	214,789	134,665

### 2017–18 achievements

- ▶ The region actively supported clients to prepare for their transition to the NDIS by providing access to eligibility information, supporting complex clients with planning meeting preparation and support at planning meetings. The region continues to see clients with complex and critical needs emerge, and is responding appropriately by putting emergency services in place and arranging for their NDIA planning sessions to be expedited.
- ▶ The Service Access teams continued to assist clients who had recently exited the care of Child Safety to prepare for the NDIS. This resulted in supports for 46 clients being reviewed, and 40 clients transitioned from non-recurrent to recurrent funding allocated to young adults exiting the care of the state.
- ▶ The region continued to collectively progress work contributing to Logan Together by:
  - » supporting neighbourhood and community services provided by non-government organisations through Neighbourhood Centres to provide essential social infrastructure and responsive place-based solutions to meet diverse needs of children and families in Logan
  - » supporting the trial placement of a Community Connect worker at Eagleby Family Centre to facilitate support and referrals for families to specialist services
  - » facilitating cross-agency regional governance mechanisms for Queensland Government agencies operating in the SER to support place-based initiatives including Logan Together
  - » contributing to design and planning processes to develop a collaborative service delivery model for the Yarrabilba Family and Community Place due for soft launch in September 2018
  - » contributing to the co-design and development of an overarching place-based evaluation framework and an evaluation strategy and plan for Logan Together.
- ▶ The department continued to coordinate recovery efforts after the region was impacted by Severe Tropical Cyclone Debbie, with the case coordination of complex cases continuing through the Category C funded agencies and local councils working with community members and impacted areas to build resilience. The region managed funding to provide for three Community Development Officers, one employed at each local council. In addition, the funding resourced a generalist static counselling service, a generalist mobile counselling service and a financial counselling service in each LGA.
- ▶ The Commonwealth Games were held in April 2018, and the region undertook significant planning and activity to ensure regional clients experienced no essential service disruption. The region's Contract Management team held a forum for all Gold Coast funded NGOs to establish risk management plans to ensure they were ready for and could continue to provide a service to funded clients in the lead up to, during and in the bump out period of the Games.
- ▶ The following organisations were funded by age-friendly community grants:
  - » Village Community Services Inc. — We'll get you there — individualised transport support service for seniors on the Gold Coast
  - » Marsden Families Program — living arrangements transition pilot to support older residents to age in place.

## Operating environment

Prior to December 2017, our functions were delivered under the Department of Communities, Child Safety and Disability Services, accountable to three Ministers:

- ▶ Minister for Communities, Women and Youth, Minister for Child Safety and Minister for the Prevention of Domestic and Family Violence
- ▶ Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland
- ▶ Minister for Employment and Industrial Relations, Minister for Racing and Minister for Multicultural Affairs.

## Our budget

In 2017–18, we worked to:

- ▶ ensure value for money and return on social investment in services
- ▶ manage our budget effectively
- ▶ identify efficiencies through service and business innovation
- ▶ ensure investment is targeted towards services that support the most vulnerable.

The adjusted operational budget for the department in 2017–18 was \$2.067 billion.

The department administered a budget of \$903.9 million on behalf of the state for:

- ▶ concessions to eligible pensioners, seniors and veterans for rates, electricity, water, reticulated natural gas and electricity, and for settlements for racial discrimination claims
- ▶ payments by the department for the transition of clients to the NDIS and other required payments in relation to the Bilateral Agreement between the Commonwealth and Queensland for the transition to the NDIS
- ▶ payments for natural disasters on behalf of the Queensland Government and the Australian Government, for example, Immediate Hardship Assistance Grants, Essential Household Contents Grants, Structural Assistance Grants and the Essential Services Safety and Reconnection Scheme.

Financial statements can be found in the Financial Statements section (page 72).

A financial summary is also included on page 58 of this report.

## CASE STUDY

### Good Money Stores 1

A young family required assistance through the No Interest Loan Scheme (NILS) to buy items in preparation for the birth of their baby. A loan was approved and items purchased. Staff explained that if the client experienced any difficulty in making the loan repayments, she should advise them as soon as possible so they could assist her. The client phoned the store to advise that she had been contacted by a debt collector regarding an old debt she had forgotten about, and had been forced into a repayment plan. The client was worried she would not be able to make the NILS repayment as a consequence, as it would leave her without money for food and bills. Staff referred her to a financial counsellor who successfully managed to have her debt waived. The client has not missed a NILS repayment.

### Good Money Stores 2

A client had three separate debts to Radio Rentals, meaning she was unable to afford her prescription medication. The financial counsellor assisted her to negotiate with Radio Rentals to exit the contracts. The client received a NILS loan to purchase the required items. Staff assisted her to create an appropriate budget to ensure she could afford her medication. The client is reportedly very happy with the result.





# PART 2

## GOVERNANCE



# GOVERNANCE

## Organisational structure



# EXECUTIVE MANAGEMENT



## Our Minister

The Honourable Coralee O'Rourke MP, State Member for Mundingburra, is Minister for Communities and Minister for Disability Services and Seniors.

Minister O'Rourke previously was Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland.

Her portfolio vision is for an inclusive Queensland where communities are vibrant, with participation and input from all.

The vision is inspired from her earlier career when she was the director of a community-based early learning centre in Townsville before entering Parliament following the January 2015 Queensland election.

Her passion is family and community, and she believes that working together is when a community can effect great change for the better.

## Our governing legislation

The Minister, through the department, administers a number of Acts of Parliament (more details are contained in Appendix 1 on page 121):

- ▶ *Carers (Recognition) Act 2008*
- ▶ *Community Services Act 2007*
- ▶ *Disability Services Act 2006*
- ▶ *Forensic Disability Act 2011*
- ▶ *Guide, Hearing and Assistance Dogs Act 2009.*

## Our Board of Management

The Department of Communities, Disability Services and Seniors' Board of Management is the key strategic governing body for the department.

The Board's key focus areas include:

- ▶ building and maintaining strategic partnerships
- ▶ the department's strategic performance (financial and non-financial)
- ▶ emerging issues, including ministerial requirements and critical incident management and monitoring.

## Membership includes:

*Clare O'Connor*  
*Chair and*  
*Director-General*

*Bachelor*  
*of Arts and*  
*Master of Arts*  
*Public Sector*  
*Leadership*  
*(Policy)*

Clare was appointed Director-General, Department of Communities, Disability Services and Seniors in May 2018 after acting in the position from December 2017.

She is an experienced Director-General, with many years in the senior executive service, having led the Policy and Performance Divisions of five Queensland Government agencies during periods of major reforms.

She has extensive experience in designing and delivering community and disability services, as well as Aboriginal and Torres Strait Islander services.

She is committed to serving all Queensland communities, particularly those that are vulnerable or need additional support.

*Kathy Dunning*  
*Deputy Director-*  
*General, Corporate*  
*Services*

*Bachelor of*  
*Business*  
*(Accounting)*

Kathy commenced in the role of Deputy Director-General, Corporate Services in the former Department of Communities in November 2009.

Previously, Kathy was Acting Deputy Director-General of Community and Youth Justice Services from March to November 2009, and General Manager, Service Delivery, Department of Communities from March 2007 to March 2009.

Prior to this, Kathy was in senior management roles over a 12-year period in Disability Services Queensland. She held the position of Executive Director, Programs and Community Specialist Services for six years, and various Regional Director positions.

*Tony Hayes*  
*Deputy Director-  
General, Disability  
Services*

*Bachelor of  
Business  
(Accountancy),  
Grad. Dip.  
Exec. Mgmt.,  
M. Admin., CGEIT,  
AFCHSE, CHE,  
FACS, FCPA, FIIA*

Tony has extensive experience across the Queensland public sector in many line departments and central agencies.

He has specialist experience and skills in strategic management and planning, organisational review and business process improvement, information and business strategy development, change management and project management.

Tony is also an adjunct professor and Chair of the Business Information Systems Advisory Council to The University of Queensland's School of Business, Economics and Law. He is a current board member and past International President of ISACA, a global professional association for IT and business professionals based in Chicago, USA.

*Helen Ferguson*  
*Assistant Director-  
General, Strategic  
Policy and Legislation*

*Bachelor  
of Social  
Work, GAICD,  
Registered  
Nursing  
qualifications*

Helen's public service career spans over 20 years across the full spectrum of human services – community services, housing, homelessness, disability services, domestic and family violence, health and child safety – and she has held senior executive positions for over 10 years.

Prior to her public service career, Helen had extensive experience in NGO service delivery, – particularly supporting at-risk young people, and in participatory research, and organisational and governance development while she was in private practice.

*Danny Field*  
*A/Assistant Director-  
General, Community  
Services*

*Bachelor of  
Economics,  
Grad Dip Public  
Policy PMIIA  
(CAE)*

Danny has worked in social policy and central agencies across the Queensland and Australian governments for over 20 years.

Danny has experience in policy development and program management across a range of human services areas, as well as financial management and internal audit functions.

*Matthew Lupi*  
*Senior Executive  
Director, Disability  
Accommodation,  
Respite Services  
& Forensic Disability  
Service*

*Bachelor of  
Science (Psych),  
Grad Dip Soc Sci,  
Grad Cert Mgmt.,  
GAICD*

Matthew has worked in the social and human services in Queensland for over 25 years, spending the last 18 years with the Queensland Public Service. Matthew has held senior executive roles since 2004, and has led significant reform in child safety and community services since that time. Matthew is currently the Senior Executive Director, Disability Accommodation, Respite and Forensic Services and is leading the service delivery of the state-wide Accommodation Support and Respite Services and guiding the service through the transition to an NDIS service provider.

Matthew has held numerous senior executive roles in government across policy, program and service delivery. Matthew has led service delivery in a number of locations including Sunshine Coast and Brisbane North, North Queensland and South West Queensland.

*Narinder Singh*  
*Chief Finance Officer,  
Corporate Services*

*Bachelor of  
Science (Hons),  
CPA, ACMA,  
CGMA*

Narinder was appointed Chief Finance Officer in August 2018, and has more than 10 years experience in the Queensland Government, including five years experience in senior management roles.

Prior to this, Narinder had over 10 years experience of working in the private sector, primarily in the financial services industry in a variety of senior finance roles for a number of blue chip organisations. These roles provided Narinder with the opportunity to manage national and international teams.

Over his career, Narinder has held positions that have provided experience in financial management and governance, business planning, commercial pricing, organisational redesign and change, shareholder relations and financial risk management.

*Neil Smith*  
*Chief Human  
Resource Officer,  
Corporate Services*

*M. Health  
Science. Grad  
Dip (OHS)*

Neil was appointed the Chief Human Resource Officer of Human Resources and Ethical Standards, Department of Communities, Child Safety and Disability Services in August 2009. He first joined the former Department of Communities in 2004 and went on to hold senior officer and executive roles.

Neil has extensive experience as a human resources professional, having worked in central and line agencies in the Queensland Public Service, as well as in private sector heavy engineering and construction. Neil has a passion for leading major organisational reform and change.

## Government bodies

The following government bodies, boards and panels were active during 2017–18 with reporting arrangements to the department:

- ▶ Queensland Carers Advisory Council
- ▶ Queensland National Disability Insurance Scheme Transition Advisory Group (QTAG)
- ▶ Queensland Disability Advisory Council
- ▶ Regional Disability Advisory Councils

Additional information about government bodies can be found in Appendix 3 from page 131 and at:

<https://governmentbodies.premiers.qld.gov.au/departmentssearch.aspx> by searching Department of Communities, Disability Services and Seniors.



# PART 3

## PEOPLE

# ORGANISATIONAL CAPABILITY AND AGILITY

## Workforce profile

Our 2504.88 full-time equivalent (FTE) staff were distributed across two service areas: Community and Seniors Services and Disability Services.

In 2017–18, we continued our strong focus on client service, with 93 per cent of all staff employed in providing direct services to the public or providing support to those who do.

Of our total staff, 2014.20 were permanent (80.41 per cent), 317.97 were temporary (12.69 per cent), 157.71 were casual (6.30 per cent) and 15 were contract staff (0.6 per cent).

## Workforce capability strategy

Learning and development across the department is guided by the *2017–20 Workforce Capability Plan*. It outlines key principles that underpin our approach to staff development. This includes shared accountability for building capability, and the importance of relationships between staff members and their supervisors to work together to identify development needs and opportunities.

The Workforce Capability Plan outlines key staff development programs to:

- ▶ build effective and responsive leadership at all levels
- ▶ establish a positive and supportive high performance workplace culture
- ▶ grow new and strengthened capabilities.

It will be reviewed and revised in 2018–19.

## Employee relations

During 2017–18, the department continued to implement the provisions of the *State Government Entities Certified Agreement 2015*. The department will be involved in discussions for a replacement agreement in 2018–19.

We also worked to embed legislative change resulting from the *Industrial Relations Act 2016*, which commenced in early 2017 with complementary amendments to the *Public Service Act 2008* and the *Holidays Act 1983*.

Our Agency Consultative Framework continues to enable management and union representatives to meet regularly to discuss a broad range of issues impacting on the workforce. Consultative forums regularly convene at department and service levels.

## Employee surveys

Like all Queensland Government agencies, the department participates in the annual *Working for Queensland Employee Opinion Survey* to obtain a measure of organisational culture, and identify ways to improve business processes and workplace engagement.



The former department's staff response rate for the 2017 survey was 62 per cent, representing a significant portion of employees.

The results of the 2017 survey were slightly up on 2016 results. The department compared well with the Queensland public sector, being above average on all 10 factors and seven workplace indices.

Key observations from the 2017 survey results include:

- ▶ improvement in the factor of Organisational Leadership, up four percentage points from 2016 (58 per cent) and seven percentage points higher than the Queensland public sector
- ▶ our high results for agency engagement (60 per cent) and innovation (64 per cent) reflected slight increases on 2016 results
- ▶ we continued to perform well across the organisation in job empowerment (74 per cent) and 'my workgroup' (79 per cent)
- ▶ our results for cultural capability (49 per cent) and awareness of domestic and family violence issues (84 per cent) showed significant positive increases since baseline data was collected in 2016, up 17 and nine percentage points respectively.

## Learning and development

Well-prepared staff are the foundation for providing effective service delivery, and we have continued to invest strongly in capability development for staff.

While some training programs are tailored for specific frontline service delivery roles, all staff are encouraged to seek and participate in development opportunities. These may

be formal, work based or independently undertaken. Staff are encouraged to use the department's supervision and performance planning processes to identify their development needs and strategies for addressing them.

In the 2017–18, employees participated in a range of key programs.

Topic	Employee participations
Community recovery	84
Corporate programs	617
Disability Services	15,538
Financial and strategic procurement	573
Leadership and management development	256
Information, records management and privacy	783
Regionally coordinated training	782
<b>Total</b>	<b>18,633</b>

## Staff performance development

The department's Achievement and Capability Planning process has continued to be critical in establishing measures for staff performance and identifying development needs.

Staff negotiate an Achievement and Capability Plan with their supervisor. Discussions between staff and supervisors consider an individual's current role, as well as their future career ambitions, and opportunities for development.

The department's approach to staff performance development will be reviewed and revised in 2018–19.

## Induction

In addition to the role-specific induction provided to Residential Care Officers and Forensic Disability Workers, we aim to provide all new staff with a consistent and comprehensive corporate induction. This includes information on:

- ▶ the system of government
- ▶ an online induction program
- ▶ *Starting the Journey* — our revised cultural capability development program
- ▶ ethical decision-making and code of conduct
- ▶ introduction to records management
- ▶ information privacy
- ▶ information security awareness
- ▶ *Recognise, Respond, Refer: Domestic and Family Violence* online learning program.

In 2018–19, the department will revise our induction program and seek to provide an even better on-boarding experience for new staff.

## Workforce diversity and inclusion

The department is committed to diversity and embedding it into our work practices.

This helps create and sustain a workplace that values and respects all employees, assists retention and improves service delivery.

Our diversity and inclusion initiatives were underpinned by a number of strategies, including:

- ▶ *Respectfully Journey Together: Aboriginal and Torres Strait Islander Cultural Capability Action Plan.*
- ▶ *Aboriginal and Torres Strait Islander Workforce Strategy 2016–18*
- ▶ Lesbian, Gay, Bisexual, Transgender, Queer, Intersex+ (LGBTQI+) Strategy and Action Plan
- ▶ Disability Service Plan 2017–20
- ▶ Strategic Workforce Plan 2017–21.

In 2017–18, we:

- ▶ implemented the *Aboriginal and Torres Strait Islander Workforce Strategy 2016–18* to drive better employment, capability and career development outcomes for Aboriginal and Torres Strait Islander employees
- ▶ improved the attraction and retention of Aboriginal and Torres Strait Islander employees
- ▶ commenced implementation of an Indigenous Career Development program
- ▶ developed the LGBTQI+ Strategy
- ▶ continued to promote and encourage flexible work arrangements
- ▶ continued to participate in the Queensland Inclusion Champions of Change network
- ▶ exceeded the Queensland public sector benchmarks in all four diversity target groups, and continued to work toward Queensland public sector 2022 diversity targets

- ▶ drafted a Diversity and Inclusion Strategy 2018–2020 to capture the department’s diversity agenda for its workforce.

**Table 1: Percentage of staff by equal opportunity group as at 30 June 2018**

Equal opportunity group	Our department	Queensland public sector average
People with disability	4.4%	2.6%
People from a non-English speaking background	13.3%	9.7%
Aboriginal and Torres Strait Islander	2.4%	2.1%
Women	71.5%	69.4%

## Raising cross-cultural awareness

Our *Respectfully Journey Together* Cultural Capability Action Plan has given clear direction on embedding Aboriginal and Torres Strait Islander cultures into every aspect of the department’s activities. This goes beyond a simple awareness of culture. It is part of our core business and is critical to our ongoing success, and will be refreshed in 2018–19.

Our approach includes a range of training opportunities for staff to grow a deep understanding of Aboriginal and Torres Strait Islander culture and the cultures of other communities, so they can interact with clients respectfully and competently.

In 2017–18:

- ▶ 726 staff completed either the foundational *Starting the Journey* Aboriginal and Torres Strait Islander Cultural Capability program or attended face to face sessions
- ▶ 21 staff undertook intensive training in Aboriginal and Torres Strait Island Cultural Capability, now titled *Continuing the Journey*.

The department’s focus is on developing staff capability in provision of culturally responsive services for culturally and linguistically diverse clients and their communities. These approaches in 2017–18 included delivery of face-to-face sessions and acquiring the online Special Broadcasting Services (SBS) Cultural Competence program, which has been recently launched to build capability in cultural diversity in the workplace, and in the delivery of culturally responsive services:

- ▶ 100 staff completed face-to-face sessions in *Working with diverse people*
- ▶ 18 staff completed the online SBS Cultural Competence program.

## Workplace health and safety

We are committed to working with all employees to create a positive work culture, and a work environment that is healthy and safe and contributes to the wellbeing of our employees.

In 2017–18, we undertook the following activities to ensure safe workplaces for our employees:

- ▶ supported Health and Safety Representatives (HSRs) to strengthen consultation and communication on health and safety matters with frontline staff
- ▶ dedicated health and safety support at a local level to enable employees to return safely to work following a work-related or personal injury or illness
- ▶ provided early intervention support to maintain individual employees at work who were facing health issues impacting on their ability to satisfactorily perform their duties
- ▶ monitored workers' compensation performance through regular reporting
- ▶ provided on-site employee assistance services for Disability Services staff impacted by change resulting from transition to the NDIS.

## Code of Conduct and public sector ethics

The department is committed to protecting vulnerable Queenslanders from corrupt conduct and misconduct. We promote a culture that reflects the department's Integrity Framework for practice.

Departmental employees are obliged to adhere to the values in the *Public Sector Ethics Act 1994*, outlined in the Queensland Public Service Code of Conduct. The ethics principles and values contained in the Code of Conduct are reflected in departmental policy, procedures and plans. They also appear in each employee's achievement and capability plan.

The department regularly provided ethical decision-making education to all employees,

and ensured all new employees undertook ethics-related training as part of the mandatory induction process.

During 2017–18, 898 departmental employees completed ethical decision-making and Code of Conduct training.

## Management of suspected corrupt conduct and misconduct

When conduct matters involving a departmental employee are reported to Ethical Standards, the matter is assessed with consideration given to the definition of corrupt conduct outlined within section 15 of the *Crime and Corruption Act 2001*. At the same time, the complaint is considered by the Ethical Standards unit in line with the *Public Interest Disclosure Act 2010*.

Ethical Standards notifies the Crime and Corruption Commission if the matter reasonably raises a suspicion of corrupt conduct. This is consistent with the requirements of the *Crime and Corruption Act 2001*. The Crime and Corruption Commission assesses issues of concern and, in some instances, refers matters back to the department for appropriate management. Ethical Standards investigates all corrupt conduct matters.

Matters that do not reach the corrupt conduct threshold are managed within the Public Service Commission's Conduct and Performance Excellence framework. They are either investigated by Ethical Standards or sent to the appropriate region for management action.

During 2017–18, the department managed 19 corrupt conduct matters and 68 misconduct matters.

## Culture and leadership

As we negotiate the transition to the NDIS and the reshaping of our organisation, effective leadership is critical to ensuring we have a positive and supportive workplace culture focused on high performance, innovation and continuous improvement.

In 2017–18, we continued to invest in the development of our current and future leaders through a range of leadership and professional development programs aligned to the department's REACH leadership framework. The REACH framework is founded on five key elements of leadership competency:

- ▶ Relationships
- ▶ Ethics
- ▶ Acumen
- ▶ Core practice
- ▶ Health.

During the year, 174 staff participated across the suite of REACH programs, including fundamental, advanced and team workshops and self-paced online learning modules.

The department also continued to deliver Supervision for Tomorrow in every Position and Stream (STEPS). STEPs is our development program for aspiring leaders, which provides foundational learning for those commencing their leadership journey. 15 staff participated in STEPs during 2017–18.

We have also built on our commitment to growing a coaching and mentoring culture, with our Mentor Connect program. This aims to build leadership capability and strengthen networks between leaders by linking experienced senior leaders with aspirants.

Thirteen staff participated in in Mentor Connect during 2017–18.

The department also supported eight staff to participate in the range of Public Service Commission leadership programs, including *People Matters*.

The department's approach to leadership development will be reviewed and revised in 2018–19.

## White Ribbon workplace accreditation

As a White Ribbon Australia accredited workplace, the department continues to support staff to create a safe and respectful workplace through promotion, policy and capability development.

As one of the first three Queensland Government agencies to gain accreditation by White Ribbon Australia, the department is now officially recognised as a national leader in contributing to cultural change to prevent and respond to violence against women.

## NDIS workforce transition

NDIS-impacted staff have employment security via the Queensland Government's Employment Security policy. The department assisted NDIS-impacted staff to find alternative employment in Queensland Government through intensive case management, in addition to providing information sessions, job readiness workshops, and access to the Employee Assistance Program.

As at 30 June 2018, 399 of the 415 staff who have commenced transition have been placed in their preferred pathway, which includes alternative placement internally within the department, alternative employment in the Queensland Public Service, employment with the NDIA or accepting an offer of an employee-initiated voluntary redundancy package.

## Voluntary redundancy and voluntary medical retirement

Due to the NDIS transition in 2017–18, 184 employees requested and received redundancy packages at a cost of \$11.976 million.

Further voluntary redundancies at employee request will be available in 2018–19 as the department continues its transition to full NDIS implementation.

No staff members were retrenched in 2017–18.

The Voluntary Medical Retirement scheme is a compassionate employee-initiated option for staff with significant health issues. In 2017–18, the department approved 22 voluntary medical retirements at a total cost of over \$1 million.

## Workforce attraction, recruitment and retention

Due to the impact of machinery-of-government changes, annual separation and retention rates for permanent staff are not able to be calculated for the 2017–18 report.

In 2017–18, we:

- ▶ reviewed and developed a new iteration of the Strategic Workforce Plan 2017–21
- ▶ continued to prepare and support our disability services workforce to transition to the NDIS
- ▶ continued to implement and increase uptake of flexible work arrangements
- ▶ worked towards achieving 2022 foundation diversity targets
- ▶ developed and implemented the Lesbian, Gay, Bisexual, Transgender, Queer, Intersex (LGBTQI+) Strategy and Action Plan 2017–18
- ▶ reviewed and revised the Workforce Capability Plan 2017–20
- ▶ expanded the range of cultural capability training opportunities across the department.

## How we performed during the year

The department's strategic direction in 2017–18 was guided by our Strategy 2017–21. The strategy is referenced throughout the Annual Report.

## Organisational Improvements

In 2017–18, our key achievements include:

- ▶ completed the implementation of the *Aboriginal and Torres Strait Islander Workforce Strategy 2016–2018*, which resulted in improved attraction and retention of this workforce over three years

- ▶ promoted a wide range of diversity and inclusion initiatives relating to employment of women, people with disability, culturally and linguistically diverse people and younger people
- ▶ continued to engage staff and enable them to participate in priority reform programs, innovations and improvement initiatives, and to showcase their work and achievements
- ▶ addressed the results of the 2017 Employee Opinion Survey and the 2017 stakeholder survey
- ▶ continued to support staff during the transition to the NDIS
- ▶ implemented internal red-tape reduction initiatives
- ▶ promoted inclusion and diversity initiatives
- ▶ continued to build workforce capability
- ▶ implemented *Our Future Ways of Working — Blueprint for a digitally enabled department*
- ▶ streamlined information and data sharing between agencies and partner organisations to deliver better outcomes for clients, using data analytics and customer insights to contribute to the evidence base on effective and efficient social services
- ▶ implemented a performance architecture
- ▶ implemented new agency operational and organisational arrangements as the transition to the NDIS continues.

## Supporting frontline staff

We undertook a series of initiatives to help our frontline staff deliver quality services.

### To fully value staff and engage them in reform programs we:

- ▶ implemented industrial relations reforms under the *Industrial Relations Act 2016*, including review and revision of all human resources policies and practices
- ▶ supported the NDIS transition by placing Townsville, Mount Isa, Mackay and Ipswich staff affected by changes into new roles within the department and government. 195 staff successfully placed to date.

### To address the results of the 2017 Employee Opinion Survey we:

- ▶ developed local action plans in response to the results
- ▶ embedded the REACH leadership framework into local practice
- ▶ provided information, resources and training to assist career planning
- ▶ delivered the Qualifications Pathway Program, which resulted in 246 staff from across the state completing their requirements for Certificate IV in Business Administration, Certificate IV in Community Services, Certificate IV in Disability, Certificate IV in Human Resources, Certificate IV in Leadership and Management, Certificate IV in Project Management Practice, Certificate IV in Training and Assessment, Diploma of Business, Diploma of Business Administration, Diploma of Community Services, Diploma of Leadership and

### Management and Diploma of Project Management

- ▶ provided a stronger focus on cultural capability across the organisation
- ▶ addressed domestic and family violence as a workplace issue.

### To implement red-tape reduction we:

- ▶ used a new online portal for community recovery grants relating to Severe Tropical Cyclone Debbie so that people could apply for assistance without having to visit a Recovery Hub and could elect to have payment made via EFT
- ▶ provided the option to Accommodation Support and Respite Services shift work staff (without Aurion Employee Self Service access) of having their fortnightly payslip emailed to their home email address rather than receiving a hard copy payslip by the traditional Australia Post method. This has reduced the time for staff to receive their payslip by approximately one week.

### To implement the Aboriginal and Torres Strait Islander Cultural Capability Action Plan within the department we:

- ▶ updated our range of training opportunities for staff to grow a deep understanding of Aboriginal and Torres Strait Islander culture, including the online cultural capability training program, *Starting the Journey*
- ▶ implemented the Aboriginal and Torres Strait Islander Workforce Strategy 2016–2018

### To build capability in key practice areas and customer service we:

- ▶ invested heavily in staff capabilities, including financial and contract management, disability support services, community recovery deployment preparation and career planning
- ▶ expanded development opportunities for our current and future leaders with a range of leadership and professional development programs aligned to the department's REACH leadership framework
- ▶ provided training to managers to help them respond appropriately to the impacts of domestic and family violence in the workplace as part of our ongoing commitment to maintain White Ribbon accreditation.

### To better understand our performance and customers we:

- ▶ started developing a strategic executive dashboard to support overall performance management.

## Future directions

In 2018–19, we will:

- ▶ develop a Strategic Workforce Plan 2018–22
- ▶ develop and begin implementation of a Diversity and Inclusion Strategy 2018–20 encompassing and including all target groups
- ▶ establish a revised and tailored workforce policy platform for the department
- ▶ develop and embed a leadership charter
- ▶ review and revise recruitment strategies, induction and leadership programs.





# PART 4

## FINANCIAL PERFORMANCE

## Summary

Section 77(2)(b) of the *Financial Accountability Act 2009* requires the Chief Finance Officer of the Department of Communities, Disability Services and Seniors to provide the accountable officer with a statement on whether the department's internal financial controls are operating efficiently, effectively and economically.

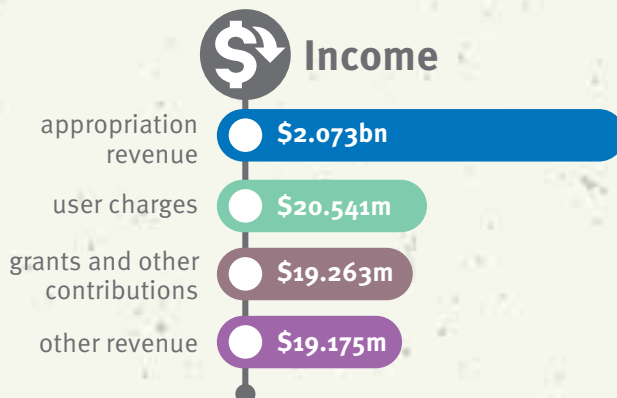
The 2017–18 Statement of Assurance provided to the Director-General satisfies all requirements of section 42 of the *Financial and Performance Management Standard 2009*. The statement was also provided to the department's Audit and Risk Committee.

It indicated no deficiencies or breakdowns in internal controls that would impact adversely on the department's financial governance or financial statements for the year.

## Income

Our income in 2017–18 was **\$2.132 billion**, with the major sources of income being the Queensland and Australian governments for the provision of services.

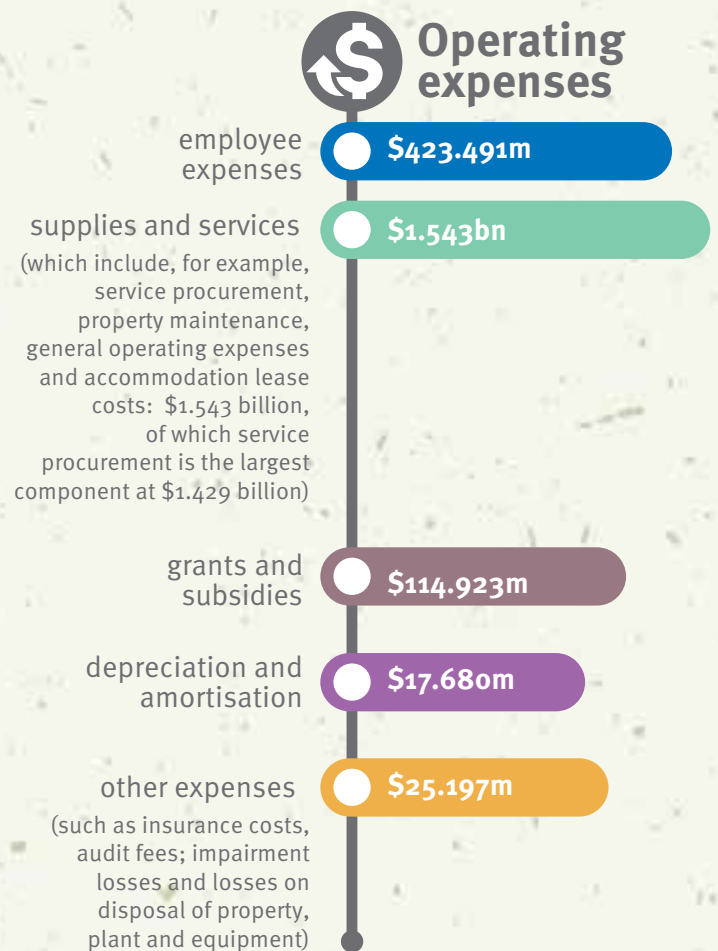
During 2017–18, we received our income from:



## Operating expenses

Our department provides a wide range of services to the community, delivered by contracted non-government organisations and through direct service delivery. As a result, our two largest expense categories are supplies and services and employee expenses.

Our total operating expenses for 2017–18 were **\$2.124 billion**, including:



In 2017–18, the department had an operating surplus of \$8.218 million, related largely to the revaluation and gifting of assets.

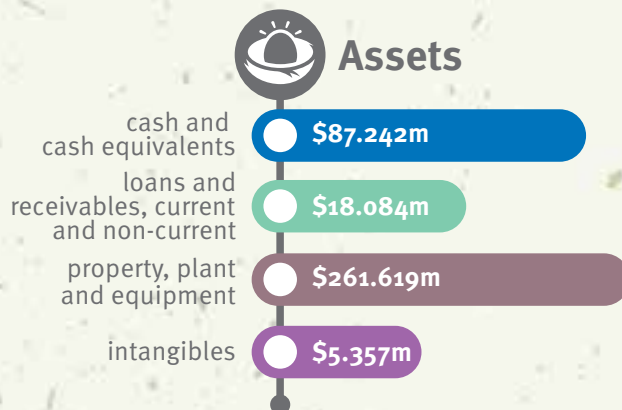
## Assets

Our total assets as at 30 June 2018 were **\$372.302 million**. The primary assets held by our department were properties used to:

- ▶ support people with disability, including accommodation and respite services
- ▶ strengthen our communities, including multipurpose and Neighbourhood Centres.

The department's assets also include intangible assets, primarily internally generated software and systems.

The value of our assets by category was:



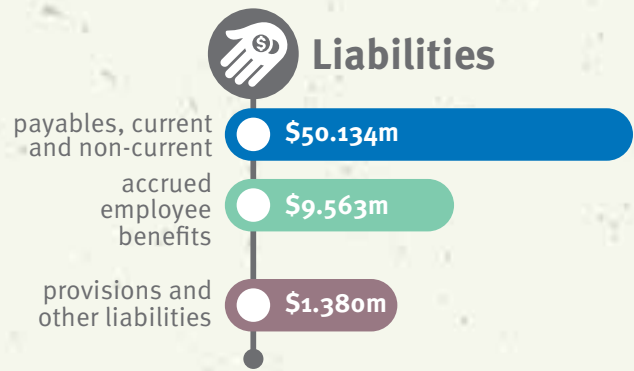
The department's cash at bank balance includes a cash-fund investment established with Queensland Treasury Corporation for the Elderly Parent Carer Innovation Initiative. The balance of the cash-fund investment as at 30 June 2018 was \$2.174 million.

## Liabilities

Our liabilities consist primarily of payables for service procurement, trade creditors and provisions for employee entitlements.

Our total liabilities as at 30 June 2018 were \$61.077 million.

Liabilities by category were:



## National Disability Insurance Scheme

2017–18 was the second full year of transition to the NDIS during which Ipswich, Lockyer, Scenic Rim, Somerset, Bundaberg, Rockhampton, Gladstone and west to the borders all transitioned to the NDIS.

## Payments

In 2017–18, on behalf of the Queensland Government, we administered total payments of \$817.019 million including:

- ▶ concession payments of \$367.592 million for electricity and reticulated natural gas, rates and water subsidies, electricity life support, home energy emergency assistance and asset ownership electricity dividend
- ▶ payments of \$368.519 million for the transition of clients to the NDIS
- ▶ payments of \$7.226 million for natural disasters on behalf of the Queensland and Australian governments for grants for emergency assistance, essential household contents, structural assistance, and the Essential Services Safety and Reconnection Scheme.

Income and expenditure on these items is accounted for separately from our operating accounts. Variances between budget and actual results are explained in the Financial Statements.

We manage financial risks and liabilities by reviewing our financial performance through our corporate governance framework. To help us manage risks, the department's Audit and Risk Committee oversees audit activities, audit recommendations, financial reporting, internal controls and compliance. For more information on our financial performance, please see our financial statements (page 72).

## Service Delivery Statement measures

The following scorecards summarise our performance (quantifiable measures and qualitative achievements) against the performance indicators in the department's Service Delivery Statement 2017–18.

Disability Services	Notes	2017–18 Target/estimate	2017–18 Actual
Effectiveness measures — number of Queenslanders with disability accessing departmental delivered and/or funded specialist disability support services	1	15,000 to 17,000	17,500
Rate per 1000 population users of community care services <ul style="list-style-type: none"> <li>▶ All users</li> <li>▶ Aboriginal and Torres Strait Islander people aged 39 years and under</li> <li>▶ People born in non-English speaking countries aged 64 years and under</li> </ul>	2	6 to 9 5 to 8 5 to 8	8.0 8.0 5.0
Efficiency measure – total estimated expenditure per service user receiving department's administered specialist disability services	3	\$45,000 to \$47,000	\$67,400

### Notes:

1. *This measure records the total number of clients expected to receive specialist disability support services delivered and/or funded by the department during the relevant financial year. The number of service users is anticipated to decline following the transition of clients with disability to the National Disability Insurance Scheme (NDIS). The Target/estimates are based on the anticipated transition of people to the NDIS as proposed under the Bilateral Agreement between the Queensland Government and the Commonwealth Government.*
2. *This measure is broken into three population specific cohorts using a 'rate per 1000' of the relevant population as the unit of measure to allow for changes in population to be taken into account from year to year. The wording and calculation method of this measure is consistent with national data reported as part of the Report on Government Services (RoGS). The number of community care service users is anticipated to decline following the transition of clients with disability to the NDIS.*  
  
*A range is provided for 2017–18 due to current uncertainty regarding the number of community care clients who will transition to the NDIS and those who will remain as a state funded responsibility. All Target/estimates are based on the anticipated transition of people to the NDIS as estimated under the Bilateral Agreement between the Queensland Government and the Commonwealth Government.*
3. *Disability service users can receive multiple services. The overall cost per user is for those services, regardless of service type, delivered and/or funded by the department, and does not include services or expenditure delivered by other Queensland Government departments or the Commonwealth Government. The wording and calculation method of this measure is consistent with national data reported as part of RoGS. The number of service users is anticipated to decline following the transition of clients with disability to the NDIS.*

Community Services	Notes	2017-18 Target/estimate	2017-18 Actual
Efficiency measures — percentage of senior and carer cards issued within 20 working days of application	1	90%	100%

**Notes:**

1. Each year the department issues or renews senior and carer cards, providing financial benefits to users. Monitoring the time to issue a card maintains service standards to the community. Measuring the average time to issue cards, and percentage issued within timeframes, monitors the efficiency with which card applications are processed and cards distributed. In 2017-18, all senior and carer cards issued in the year were provided within the benchmark 20 working days.

Discontinued measures	Notes	2017-18 Target/estimate	2017-18 Actual
Effectiveness measures — non-government organisations are satisfied with their engagement with the department	1	88%	Discontinued measure
Effective engagement of stakeholders in the development of policies, programs and legislation	1	75%	Discontinued measure

**Notes:**

1. This service standard has not been measured in 2017-18 owing to the reduced sample size following machinery-of-government changes in which child and family, multicultural, youth, domestic and family violence and women's service organisations surveyed as part of the former Department of Communities, Child Safety and Disability Services were transferred to other Queensland Government departments. The sample size reduction means the survey is no longer a reliable measure of departmental performance.



# PART 5

## OPEN DATA

## Open Data

Additional information for a number of departmental initiatives and measures is reported on the department's website [www.communities.qld.gov.au](http://www.communities.qld.gov.au) and the Queensland Government Open Data website <https://data.qld.gov.au/organization/communities-disability-services-and-seniors>.

Under the Open Data initiative, the department provides the public with access to key government information and generates market opportunities.

During 2017–18, the department published 19 datasets, with a total of 257 resources.

The department publishes and regularly updates data on the Open Data website, including information about:

- ▶ disability and community care services
- ▶ disability applications and tools
- ▶ funding for people with disability
- ▶ non-government grants and funding
- ▶ services for seniors
- ▶ community recovery.

The department has an Open Data governance process which involves extensive risk assessment of datasets prior to publication, to ensure identifiable data is not published.

Service procurement and grant funding provided to organisations in 2017–18 is reported through the Queensland Government Open Data website <https://data.qld.gov.au/> and the Queensland Government Investment Portal <https://www.qld.gov.au/about/how-government-works/state-budget-economy/investment>.

Additional reporting information (including consultancies, overseas travel, Queensland Language Services Policy) for 2017–18 can be found at <https://data.qld.gov.au/organization/communities-disability-services-and-seniors>.





# PART 6

## RISKS AND LIABILITIES

## Risk management

The *Financial Accountability Act 2009* requires all accountable officers and statutory bodies to establish and maintain appropriate systems of internal control and risk management.

The department's risk management program is designed to ensure that risks are identified and managed, in an effective, structured and coordinated way.

To achieve this objective, the department applies the following principles to risk management:

- ▶ **Integral part of planning, performance and accountability** — the department is controlled and governed effectively to achieve its strategic objectives and risk management is undertaken at strategic and operational levels.
- ▶ **Ongoing oversight by senior management and Executive Governance Boards** — departmental risks and risk matters are discussed and considered by senior governance forums, to provide assurance to the Director-General on the identification, monitoring, control and treatment of departmental risks.
- ▶ **It creates and protects value** — risk management contributes to the achievement of the department's objectives and improving performance in governance, project management, security and the health and safety of our staff and clients.
- ▶ **It forms part of decision-making** — risk management helps decision-makers to make informed choices, prioritise actions and identify the appropriate course of action.

- ▶ **It is systematic, structured and timely** — risk is managed while achieving consistent, comparable and reliable results for the department.
- ▶ **It is based on the best available information** — risk assessments are based on historical data, experience, stakeholder feedback, forecasts and expert judgement, data limitations and differing opinions.
- ▶ **Aligned with environmental context** — risk management takes account of the department's internal and external operating environment and its risk profile.
- ▶ **Transparent and inclusive** — there is timely involvement of appropriate stakeholders at all levels.
- ▶ **Responsive to change** — risk management takes account of internal and external events, changes to the environmental context, results of monitoring and reviewing activities, new risks that emerge and risks that change or disappear.

Our framework aligns with the *AS/NZS ISO 31000:2009 Risk management — Principles and guidelines* and other best practice risk and resilience methodologies.

The department regularly reviews and updates its strategic risks throughout the year as an assurance that controls remain effective.

## Audit and Risk Committee

The Audit and Risk Committee provides independent assurance and assistance to the Director-General on the risk, control and compliance frameworks, the department's external accountability responsibilities, and other matters relevant to the duties and responsibilities of the committee as set out below, and as prescribed in the *Financial Accountability Act 2009*, the *Financial Accountability Regulation 2009*, and the *Financial and Performance Management Standard 2009*.

The Audit and Risk Committee operates within its approved charter, which is in line with best practice Audit Committee Guidelines.

Further information about the Audit and Risk Committee can be found at Appendix 2 on page 123 – Governance boards and committees.

## Internal audit

The department has an internal audit function, which is independent of management and external auditors. The internal audit function is undertaken in accordance with a strategic internal audit plan approved by the Director-General. The Internal Audit Charter is consistent with relevant legislation, better practice guides and international internal auditing standards.

## External scrutiny

The department is subject to a number of external reviewers, including the Queensland Audit Office, Coroners, Crime and Corruption Commission, the Queensland Ombudsman, and the Public Guardian and Public Advocate.

Significant external audits and reviews of the department during the 2017–18 financial year include:

### Queensland Audit Office (QAO) reports tabled in the Queensland Parliament

The following reports released in 2017–18 are applicable to the department. For a complete list of tabled reports to the Queensland Parliament in the 2017–18 financial year visit <https://www.qao.qld.gov.au/reports-resources/parliament>.

#### **Report 6:** Fraud risk management

This audit assessed if agencies appropriately identify and assess fraud risks, and apply appropriate risk treatments and control activities to adequately manage their exposure to fraud risks. It also assessed if the agencies' risk management plans effectively targeted and addressed fraud risks and if there were any obvious omissions from risk registers.

The department has established a Fraud and Corruption Control Committee under the Audit and Risk Committee to provide operational oversight of the department's fraud and corruption prevention program, assurance around the effectiveness of the fraud and corruption control plan and fraud risk mitigation.

#### **Report 8:** Confidentiality and disclosure of government contracts

This report examined the use of confidentiality provisions in Queensland Government contracts. It also assessed whether selected departments met contract disclosure requirements. The department has reviewed

all policies and procedures, which all include the required clauses about confidentiality and disclosure of information. Work is continuing on the establishment of an enhanced contracts register.

**Report 14:** The National Disability Insurance Scheme (NDIS)

The objective of the audit was to assess how effectively the Queensland Government is managing the transition to the NDIS and how well prepared it is to oversee services after the transition.

The QAO assessed the effectiveness of the governance arrangements and program management of the transition. It also assessed how effectively two state-funded mainstream services are integrating with the new NDIS operating model.

The department is actioning a coordinated response to the QAO's report across all member agencies of the Queensland NDIS Reform Leaders Group. This will help ensure the Queensland Government's response to the QAO's work is well understood, integrated and consistent across transition projects during year three.

The department's preparation for year three aligns with the QAO's advice and is being progressed across key areas:

- ▶ internal and external governance
- ▶ information sharing and communication
- ▶ mainstream agency readiness.

## Complaints management

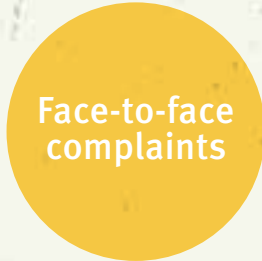
Our framework for managing complaints:



Telephone complaints



Written complaints



Face-to-face complaints



Stage  
1

### Complaints management

Frontline staff are empowered with clear delegations to resolve less serious complaints (low complexity complaints) wherever possible at first contact.

Serious complaints (medium and high complexity complaints) are referred to either a regional office or the Complaints Unit.

All complaints are entered into the department's electronic complaints management tool.



Stage  
2

### Internal review

If a complainant is dissatisfied with the management of a complaint, an internal review can be requested within 12 months of the outcome being provided to the complainant and conducted by the Complaints Unit.



Stage  
3

### External review

If a complainant is dissatisfied after progressing through Stages 1 and 2, they can pursue external options, e.g. alternative dispute resolution; complaints agency, such as the Queensland Ombudsman; or other avenues of appeal or review.

The department takes service feedback, concerns and complaints seriously, and provides a complaints management system as per Section 219A of the *Public Service Act 2008*.

This system provides the department's clients and the general public with an opportunity to voice their satisfaction or dissatisfaction with our services.

The department endeavours to address all concerns in a timely, fair and meaningful way, and to learn lessons that can help improve our customer service, and our laws, policies and practices.

Where possible we will try and resolve the complaint at the local or regional level in the first instance, as we believe it is best to have the matter addressed closest to where the service was delivered.

The complaints management system is overseen by the Queensland Ombudsman as per the *Ombudsman Act 2001*, and is aligned with the *Australian/New Zealand Standard AS/NZS 10002:2014 – Guidelines for complaints management in organisations*.

The department's complaints management model is a three-stage process. Complaints are managed within service centres, regional offices or by the central Complaints Unit, depending on their complexity. The process includes the option of an external review.

Complaints are assessed in accordance with various laws, policies and procedures. These can be found at: <https://www.communities.qld.gov.au/about-us/our-organisation/legislation>.

In accordance with Section 219A of the *Public Service Act 2008*, information on the:

- ▶ number of customer complaints received by the department in the year
- ▶ number of those complaints resulting in further action
- ▶ number of those complaints resulting in no further action

can be found at <https://www.communities.qld.gov.au/about-us/customer-service-compliments-complaints>.

## Our achievements:

- ▶ Finalisation of all recommendations of the 2016 Queensland Ombudsman review of complaints management.
- ▶ Launching the new consolidated RESOLVE system on 1 March 2018, including training and support to staff across the state.
- ▶ Ongoing discussions and collaboration with the Office of the Public Guardian with respect to the development of a memorandum of understanding for the formal escalation and referral of disability complaints to the department.
- ▶ During transition to the NDIS, ongoing management of complaints about NDIS providers of prescribed services.

Market and Communications Research conducted a survey of the department's complainants in May 2018 to understand the overall client satisfaction with the complaint process.

The sample size consisted of 22 complaint management cases between January and December 2017, across the following regions:

CBD	14
Brisbane	2
South West	0
South East	0
North Coast	4
Central Queensland	2
North Queensland	0
Far North Queensland	0
<b>Total</b>	<b>22</b>

The final survey results for 2018 were:

Overall satisfaction (n=22)	2.41
The friendliness of staff	3.43
The respect shown to you by staff	3.57
The professionalism of staff	3.05
How easy it was to get in touch with the staff looking after your complaint	2.65
That your concerns were properly understood by staff	2.74
The timeliness with which staff responded to your enquiries	2.57
That your complaint was assessed fairly and objectively	2.89
The updates you received on the progress of your complaint	2.24

*Mean score (on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied)*

## Information systems and record-keeping

As a Queensland Government agency, we meet the accountability requirements of the *Public Records Act 2002*, as well as other whole-of-government policies and standards, including *Information Standard 40: Recordkeeping* and *Information Standard 31: Retention and disposal of public records*.

During 2017–18, the department demonstrated its commitment to compliant record-keeping practices by:

- ▶ ensuring the life-cycle management of all departmental public records was undertaken in accordance with legislative requirements
- ▶ continuing data cleansing of record-keeping systems to ensure quality and integrity of records captured
- ▶ providing timely and effective state-wide record-keeping awareness and process support
- ▶ providing training to departmental staff on information management privacy, and right to information
- ▶ providing ongoing record-keeping support to departmental staff
- ▶ continuing and progressing the Destination Information project, which will create a single repository for departmental records, reducing the administrative burden and improving information sharing within and across the sector.

## Future directions

In 2018–19, we will:

- ▶ continue implementing self-auditing across all areas managing complaints
- ▶ provide management and systems (RESOLVE) training for all staff managing complaints
- ▶ maintain ongoing management of complaints about NDIS providers of prescribed services.





# FINANCIAL STATEMENTS

Department of Communities, Disability Services and Seniors  
 Financial Statements  
 for the year ended 30 June 2018

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Department of Communities, Disability Services and Seniors  
Statement of Comprehensive Income - Controlled  
for the year ended 30 June 2018

	Note	Actual 2018 \$'000	Adjusted Budget <sup>A</sup> 2018 \$'000	Budget Variance 2018 \$'000	Actual 2017 \$'000
<b>Income from Operations</b>					
Appropriation revenue	B1-1	2,073,427	2,049,694	23,733	2,783,412
User charges and fees		20,541	10,981	9,560	24,857
Grants and other contributions		19,263	4,819	14,444	11,332
Interest		79	48	31	136
Reversal of revaluation decrement	C4-4	3,994	-	3,994	13,404
Other revenue	B1-2	15,102	1,553	13,549	14,223
<b>Total Revenue</b>		<b>2,132,406</b>	<b>2,067,095</b>	<b>65,311</b>	<b>2,847,364</b>
Gains on disposal		-	-	-	48
<b>Total Income from Operations</b>		<b>2,132,406</b>	<b>2,067,095</b>	<b>65,311</b>	<b>2,847,412</b>
<b>Expenses from Operations</b>					
Employee expenses	B2-1	423,491	439,033	(15,542)	571,847
Supplies and services	B2-2	1,542,897	1,521,039	21,858	1,981,446
Grants and subsidies	B2-3	114,923	91,153	23,770	176,311
Depreciation and amortisation	C4-4*	17,680	18,713	(1,033)	26,974
Impairment losses		133	500	(367)	(52)
Revaluation decrement	C4-4	-	-	-	2,627
Other expenses	B2-4	25,064	3,476	21,588	56,652
<b>Total Expenses from Operations</b>		<b>2,124,188</b>	<b>2,073,914</b>	<b>50,274</b>	<b>2,817,806</b>
<b>Operating Result from Operations</b>		<b>8,218</b>	<b>(6,819)</b>	<b>15,037</b>	<b>29,607</b>
<b>Operating Result for the Year</b>		<b>8,218</b>	<b>(6,819)</b>	<b>15,037</b>	<b>29,607</b>
<b>Total Comprehensive Income</b>		<b>8,218</b>	<b>(6,819)</b>	<b>15,037</b>	<b>29,607</b>

<sup>A</sup> These figures represent budgeted figures as published in the latest Service Delivery Statement tabled in Parliament.

\* Also refer to note C5-3.

The accompanying notes form part of these financial statements.

Department of Communities, Disability Services and Seniors  
Statement of Comprehensive Income by Major Departmental Services - Controlled  
for the year ended 30 June 2018

	Child and Family Services *		Disability Services		Community and Seniors Services		General - Not Attributed <sup>A</sup>		Total	
	2018 \$'000	2017 \$'000	2018 \$'000	2017 \$'000	2018 \$'000	2017 \$'000	2018 \$'000	2017 \$'000	2018 \$'000	2017 \$'000
<b>Income from Operations</b>										
Appropriation revenue	558,381	1,025,423	1,355,500	1,542,967	159,546	215,023	-	-	2,073,427	2,783,412
User charges and fees	999	598	7,018	4,365	9,195	10,734	3,329	9,129	20,541	24,857
Grants and other contributions	388	578	11,472	4,630	5,438	5,124	1,965	-	19,263	11,332
Interest	-	-	79	136	-	-	-	-	79	136
Reversal of revaluation decrement	-	746	1,997	5,165	1,997	7,494	-	-	3,994	13,404
Other revenue	648	992	13,981	12,788	472	443	1	-	15,102	14,223
<b>Total Revenue</b>	<b>560,416</b>	<b>1,028,337</b>	<b>1,390,047</b>	<b>1,570,081</b>	<b>176,648</b>	<b>239,818</b>	<b>5,295</b>	<b>9,129</b>	<b>2,132,406</b>	<b>2,847,364</b>
Gains on disposal	-	-	-	13	-	35	-	-	-	48
<b>Total Income from Operations</b>	<b>560,416</b>	<b>1,028,337</b>	<b>1,390,047</b>	<b>1,570,094</b>	<b>176,648</b>	<b>239,853</b>	<b>5,295</b>	<b>9,129</b>	<b>2,132,406</b>	<b>2,847,412</b>
<b>Expenses from Operations</b>										
Employee expenses	144,932	252,628	244,371	276,336	31,504	37,174	2,694	5,709	423,491	571,847
Supplies and services	338,341	607,240	1,071,741	1,185,545	130,205	175,242	2,610	3,420	1,542,897	1,981,446
Grants and subsidies	69,961	133,931	39,188	31,841	5,795	10,740	1	-	114,923	176,311
Depreciation and amortisation	6,594	13,262	9,133	11,165	1,653	2,517	-	-	17,680	26,974
Impairment losses	12	56	108	(107)	12	(1)	1	-	133	(52)
Revaluation decrement	-	3,308	(5)	(162)	5	(529)	-	-	-	2,627
Other expenses	576	15,905	22,642	38,759	1,846	2,997	-	-	25,064	58,652
<b>Total Expenses from Operations</b>	<b>560,416</b>	<b>1,027,381</b>	<b>1,387,156</b>	<b>1,553,187</b>	<b>171,320</b>	<b>228,130</b>	<b>5,296</b>	<b>9,129</b>	<b>2,124,188</b>	<b>2,817,895</b>
<b>Operating Result from Operations</b>	-	976	2,891	16,907	5,328	11,723	-	-	8,218	29,607
<b>Operating Result for the Year</b>	-	976	2,891	16,907	5,328	11,723	-	-	8,218	29,607
<b>Total Comprehensive Income</b>	-	976	2,891	16,907	5,328	11,723	-	-	8,218	29,607

\* Transactions for Child and Family Services are for 1 July to 31 December 2017 due to the Machinery-of-Government changes.

A Transactions are related to the Memorandum of Understanding in providing services to the Department of Aboriginal and Torres Strait Islander Partnerships, the Department of Justice and Attorney-General and the Department of Child Safety, Youth and Women.

Department of Communities, Disability Services and Seniors  
 Balance Sheet - Controlled  
 as at 30 June 2018

	Note	Actual 2018 \$'000	Adjusted Budget <sup>A</sup> 2018 \$'000	Budget Variance* 2018 \$'000	Actual 2017 \$'000
<b>Current Assets</b>					
Cash and cash equivalents	C1	87,242	97,626	(10,384)	204,270
Loans and receivables	C2	14,234	8,733	5,501	23,022
Other current assets		-	3,046	(3,046)	5,873
		101,476	109,405	(7,929)	233,165
Non-current assets classified as held for sale	C3	-	-	-	820
<b>Total Current Assets</b>		<b>101,476</b>	<b>109,405</b>	<b>(7,929)</b>	<b>233,985</b>
<b>Non-Current Assets</b>					
Loans and receivables	C2	3,850	1,473	2,377	5,237
Property, plant and equipment	C4	281,819	238,647	22,972	305,164
Intangibles	C5	5,357	22,261	(16,904)	31,709
<b>Total Non-Current Assets</b>		<b>270,826</b>	<b>262,381</b>	<b>8,445</b>	<b>342,110</b>
<b>Total Assets</b>		<b>372,302</b>	<b>371,786</b>	<b>516</b>	<b>576,095</b>
<b>Current Liabilities</b>					
Payables	C6	46,284	8,168	38,096	79,935
Accrued employee benefits	C7	9,563	13,430	(3,867)	26,016
Provisions		480	21	459	208
Other current liabilities		497	947	(450)	1,688
<b>Total Current Liabilities</b>		<b>56,824</b>	<b>22,566</b>	<b>34,238</b>	<b>107,847</b>
<b>Non-Current Liabilities</b>					
Payables	C6	3,850	-	3,850	5,237
Provisions		403	774	(371)	1,972
<b>Total Non-Current Liabilities</b>		<b>4,253</b>	<b>774</b>	<b>3,479</b>	<b>7,209</b>
<b>Total Liabilities</b>		<b>61,077</b>	<b>23,360</b>	<b>37,717</b>	<b>115,056</b>
<b>Net Assets</b>		<b>311,225</b>	<b>348,426</b>	<b>(37,201)</b>	<b>461,039</b>
<b>Equity</b>					
Contributed equity		309,334	365,390	(56,056)	467,366
Accumulated surplus		1,891	(16,964)	18,855	(6,327)
<b>Total Equity</b>		<b>311,225</b>	<b>348,426</b>	<b>(37,201)</b>	<b>461,039</b>

\* An explanation of major variances is included at Note E1-1.

<sup>A</sup> These figures represent budgeted figures as published in the latest Service Delivery Statement tabled in Parliament.

The accompanying notes form part of these financial statements.

Department of Communities, Disability Services and Seniors  
Statement of Assets and Liabilities by Major Departmental Services - Controlled  
as at 30 June 2018

	Child and Family Services*		Disability Services		Community and Seniors Services		General - not attributed <sup>†</sup>		Total	
	2018 \$'000	2017 \$'000	2018 \$'000	2017 \$'000	2018 \$'000	2017 \$'000	2018 \$'000	2017 \$'000	2018 \$'000	2017 \$'000
<b>Current Assets</b>										
Cash and cash equivalents	-	44,615	77,663	121,948	9,579	37,707	-	-	87,242	204,270
Loans and receivables	-	9,877	11,673	12,392	1,440	1,753	1,121	-	14,234	23,022
Other current assets	-	2,343	-	2,467	-	1,063	-	-	-	5,873
Non-current assets classified as held for sale	-	55,935	89,336	136,807	11,019	40,523	1,121	-	101,476	233,165
-	-	310	-	270	-	240	-	-	-	820
<b>Total Current Assets</b>	-	58,145	89,336	137,077	11,019	40,763	1,121	-	101,476	233,985
<b>Non-Current Assets</b>										
Loans and receivables	-	1,416	3,427	3,434	423	397	-	-	3,850	5,237
Property, plant and equipment	-	46,238	164,113	168,046	97,507	60,890	-	-	261,619	305,164
Intangibles	-	21,086	3,273	7,919	2,084	2,704	-	-	5,367	31,709
<b>Total Non-Current Assets</b>	-	68,740	170,813	179,399	100,014	63,971	-	-	270,826	342,110
<b>Total Assets</b>	-	124,885	260,149	316,476	111,033	134,734	1,121	-	372,302	576,095
<b>Current Liabilities</b>										
Payables	-	30,648	41,201	43,427	5,062	5,660	3	-	46,284	79,935
Accrued employee benefits	-	11,164	9,370	13,361	194	1,461	-	-	9,563	26,016
Provisions	-	-	480	208	-	-	-	-	480	208
Other current liabilities	-	1,548	-	-	498	140	(1)	-	497	1,888
<b>Total Current Liabilities</b>	-	43,360	51,051	57,026	5,774	7,461	2	-	56,824	107,847
<b>Non-Current Liabilities</b>										
Payables	-	1,416	3,464	3,434	386	387	-	-	3,850	5,237
Provisions	-	1,367	343	545	69	60	1	-	403	1,972
<b>Total Non-Current Liabilities</b>	-	2,783	3,807	3,979	445	447	1	-	4,253	7,209
<b>Total Liabilities</b>	-	46,143	54,858	61,005	6,219	7,908	3	-	61,077	115,056

\* There is no balance for Child and Family Services at 30 June 2018 due to the Machinery-of-Government changes.

† Transactions are related to the Memorandum of Understanding in providing services to the Department of Aboriginal and Torres Strait Islander Partnerships, the Department of Justice and Attorney-General and the Department of Child Safety, Youth and Women.

Department of Communities, Disability Services and Seniors  
Statement of Changes in Equity - Controlled  
for the year ended 30 June 2018

	Contributed Equity \$'000	Accumulated surplus \$'000	Total \$'000
<b>Balance as at 1 July 2016</b>	<b>494,903</b>	<b>(35,934)</b>	<b>458,969</b>
<i>Operating Result</i>			
Operating result from continuing operations	-	29,607	29,607
<b>Total Comprehensive Income for the Year</b>	<b>-</b>	<b>29,607</b>	<b>29,607</b>
<i>Transactions with Owners as Owners</i>			
- Net equity withdrawals (Note C8-2)	(22,390)	-	(22,390)
- Other	(5,147)	-	(5,147)
<b>Net Transactions with Owners as Owners</b>	<b>(27,537)</b>	<b>-</b>	<b>(27,537)</b>
<b>Balance as at 30 June 2017</b>	<b>467,366</b>	<b>(6,327)</b>	<b>461,039</b>
<i>Operating Result</i>			
Operating result from continuing operations	-	8,218	8,218
<b>Total Comprehensive Income for the Year</b>	<b>-</b>	<b>8,218</b>	<b>8,218</b>
<i>Transactions with Owners as Owners</i>			
- Net equity withdrawals (Note C8-2)	(45,929)	-	(45,929)
- Net transfers in/(out) from other Queensland Government entities - other (Note C8-1)	(112,103)	-	(112,103)
<b>Net Transactions with Owners as Owners</b>	<b>(158,032)</b>	<b>-</b>	<b>(158,032)</b>
<b>Balance as at 30 June 2018</b>	<b>309,334</b>	<b>1,891</b>	<b>311,225</b>

The accompanying notes form part of these financial statements.

Department of Communities, Disability Services and Seniors  
Statement of Cash Flows - Controlled  
for the year ended 30 June 2018

	Note	Actual 2018 \$'000	Adjusted Budget <sup>A</sup> 2018 \$'000	Budget Variance* 2018 \$'000	Actual 2017 \$'000
<b>Cash Flows from Operating Activities</b>					
Service appropriation receipts		2,032,433	2,053,605	(21,172)	2,780,900
User charges and fees		9,469	4,394	5,075	22,333
Grants and other contributions		18,080	4,819	11,261	9,336
GST input tax credits received from ATO		167,744	-	167,744	186,286
GST collected from customers		8,365	-	8,365	3,474
Interest receipts		79	48	31	136
Other		15,656	254,436	(238,780)	13,671
<b>Outflows:</b>					
Employee expenses		(430,794)	(443,644)	13,050	(569,234)
Supplies and services		(1,521,457)	(1,755,942)	234,485	(1,977,804)
Grants and subsidies		(114,343)	(89,506)	(24,837)	(175,899)
GST paid to suppliers		(166,397)	-	(166,397)	(187,057)
GST remitted to ATO		(8,365)	-	(8,365)	(3,474)
Other		(7,385)	(5,680)	(1,705)	(1,917)
<b>Net Cash Provided by Operating Activities</b>	CF-1	<b>1,084</b>	<b>22,330</b>	<b>(21,246)</b>	<b>100,751</b>
<b>Cash Flow from Investing Activities</b>					
<i>Inflows:</i>					
Sales of property, plant and equipment		762	860	(98)	8,667
<i>Outflows:</i>					
Payments for property, plant and equipment		(8,531)	(16,683)	8,152	(14,586)
Payments for intangible assets		(2,453)	-	(2,453)	(4,301)
<b>Net Cash Used in Investing Activities</b>		<b>(10,222)</b>	<b>(15,823)</b>	<b>5,601</b>	<b>(10,220)</b>
<b>Cash Flows from Financing Activities</b>					
<i>Inflows:</i>					
Equity injections		2,800	-	2,600	30
<i>Outflows:</i>					
Equity withdrawals		(47,573)	(8,335)	(39,238)	(22,945)
<b>Net Cash used in Financing Activities</b>		<b>(44,973)</b>	<b>(8,335)</b>	<b>(36,638)</b>	<b>(22,915)</b>
Net increase (decrease) in cash and cash equivalents		(54,111)	(1,828)	(52,283)	67,616
Increase (decrease) in cash and cash	A3	(62,917)	(43,228)	(19,689)	-
Cash and Cash Equivalents - Opening balance		204,271	142,682	61,589	136,654
<b>Cash and Cash Equivalents - Closing balance</b>	C1	<b>87,243</b>	<b>97,626</b>	<b>(10,383)</b>	<b>204,270</b>

\* An explanation of major variances is included at Note E1-2.

<sup>A</sup> These figures represent budgeted figures as published in the latest Service Delivery Statement tabled in Parliament.

The accompanying notes form part of these financial statements.



Department of Communities, Disability Services and Seniors  
Statement of Cash Flows - Controlled  
for the year ended 30 June 2018

Notes to the Statement of Cash Flows

CF-1 Reconciliation of Operating Result to Net  
Cash Provided by Operating Activities -

	2018 \$'000	2017 \$'000
Operating Result for the Year	8,218	29,607
<i>Non-cash items included in operating result</i>		
Reversal of revaluation decrement	(3,994)	(13,404)
Revaluation decrement	-	2,626
Depreciation and amortisation expense	17,680	26,974
Donated assets and services received	(3,300)	(1,978)
Loss (gain) on disposal of non-current assets	130	1,018
Impairment losses	-	-
<i>Change in assets and liabilities</i>		
(Increase) decrease in GST input tax credits receivable	1,347	(771)
(Increase) decrease in receivables	(28,976)	1,423
(Increase) decrease in other assets	354	35
Increase (decrease) in payables	16,236	50,071
Increase (decrease) in accrued employee benefits	(3,779)	1,685
Increase (decrease) in other liabilities	(2,842)	3,465
<b>Net Cash Provided by Operating Activities</b>	<b>1,084</b>	<b>100,751</b>

Department of Communities, Disability Services and Seniors  
Statement of Comprehensive Income - Administered  
for the year ended 30 June 2018

	Note	Actual 2018 \$'000	Adjusted Budget <sup>^</sup> 2018 \$'000	Budget Variance* 2018 \$'000	Actual 2017 \$'000
<b>Income from Continuing Operations</b>					
Administered appropriation revenue	G1-1	801,007	891,501	(90,494)	416,504
Grants and other contributions		29,934	12,409	17,525	30,130
<b>Total Income from Continuing Operations</b>		<b>830,941</b>	<b>903,910</b>	<b>(72,969)</b>	<b>446,634</b>
<b>Expenses from Continuing Operations</b>					
Employee expenses		2,753	-	2,753	3,945
Supplies and services	G1-2	6,037	-	6,037	12,180
Grants and subsidies	G1-3	743,337	900,851	(157,514)	395,502
Impairment losses		-	-	-	1
Other expenses	G1-4	64,892	-	64,892	53,658
<b>Total Expenses from Continuing Operations</b>		<b>817,019</b>	<b>900,851</b>	<b>(83,832)</b>	<b>465,284</b>
<b>Operating Result from Continuing Operations</b>		<b>13,922</b>	<b>3,059</b>	<b>10,863</b>	<b>(18,650)</b>
<b>Operating Result for the Year</b>		<b>13,922</b>	<b>3,059</b>	<b>10,863</b>	<b>(18,650)</b>
<b>Total Comprehensive Income</b>		<b>13,922</b>	<b>3,059</b>	<b>10,863</b>	<b>(18,650)</b>

<sup>^</sup> These figures represent budgeted figures as published in the latest Service Delivery Statement tabled in

\* An explanation of major variances is included at Note G1-9

The accompanying notes form part of these financial statements.

Department of Communities, Disability Services and Seniors  
 Balance Sheet - Administered  
 as at 30 June 2018

	Note	Actual 2018 \$'000	Adjusted Budget <sup>a</sup> 2018 \$'000	Budget Variance <sup>a</sup> 2018 \$'000	Actual 2017 \$'000
<b>Current Assets</b>					
Cash and cash equivalents		111,158	2,838	108,320	75,596
Receivables	G1-5	1,613	463	1,150	-
<b>Total Current Assets</b>		<b>112,771</b>	<b>3,301</b>	<b>109,470</b>	<b>75,596</b>
<b>Total Assets</b>		<b>112,771</b>	<b>3,301</b>	<b>109,470</b>	<b>75,596</b>
<b>Current Liabilities</b>					
Payables	G1-6	128,626	19,161	109,465	104,009
Provisions	G1-7	-	1	(1)	1,364
<b>Total Current Liabilities</b>		<b>128,626</b>	<b>19,162</b>	<b>109,464</b>	<b>105,373</b>
<b>Total Liabilities</b>		<b>128,626</b>	<b>19,162</b>	<b>109,464</b>	<b>105,373</b>
<b>Net Assets</b>		<b>(15,855)</b>	<b>(15,861)</b>	<b>6</b>	<b>(29,777)</b>
<b>Equity</b>					
Contributed equity		-	-	-	-
Accumulated surplus (deficit)		(15,855)	(15,861)	6	(29,777)
<b>Total Equity</b>		<b>(15,855)</b>	<b>(15,861)</b>	<b>6</b>	<b>(29,777)</b>

<sup>a</sup> These figures represent budgeted figures as published in the latest Service Delivery Statement tabled in Parliament.

<sup>a</sup> An explanation of major variances is included at Note G1-9.

The accompanying notes form part of these financial statements.

Department of Communities, Disability Services and Seniors  
Statement of Changes in Equity - Administered  
for the year ended 30 June 2018

	Accumulated Surplus/(Deficit) \$'000	Total \$'000
Balance as at 1 July 2016	(11,127)	(11,127)
<i>Operating Result</i>		
Operating result from continuing operations	(18,650)	(18,650)
<i>Total Comprehensive Income for the Year</i>	(18,650)	(18,650)
Balance as at 30 June 2017	(29,777)	(29,777)
<i>Operating Result</i>		
Operating result from continuing operations	13,922	13,922
<i>Total comprehensive income for the year</i>	13,922	13,922
Balance as at 30 June 2018	(15,855)	(15,855)

The accompanying notes form part of these financial statements.

Department of Communities, Disability Services and Seniors  
 Statement of Cash Flows - Administered  
 for the year ended 30 June 2018

	Note	Actual 2018 \$'000	Actual 2017 \$'000
<b>Cash Flows from Operating Activities</b>			
<i>Inflows:</i>			
Administered appropriation revenue		747,704	417,857
Grants and other contributions		29,935	30,130
GST input tax credits received from ATO		12,000	16,536
GST collected from customers		(99)	562
<i>Outflows:</i>			
Employee expenses		(3,852)	(2,845)
Supplies and services		(8,882)	(9,334)
Grants and subsidies		(725,153)	(369,115)
GST paid to suppliers		(13,616)	(15,185)
GST remitted to ATO		(1,112)	650
Revenue transfer to government		-	-
Other		(288)	(1,228)
<b>Net Cash Provided by Operating Activities</b>	CF-2	<b>36,637</b>	<b>68,028</b>
Net increase (decrease) in cash and cash equivalents		36,637	68,028
Increase (decrease) in cash and cash equivalents from restructuring	A3	(1,075)	-
Cash and Cash Equivalents - Opening balance		75,596	7,568
<b>Cash and Cash Equivalents - Closing balance</b>		<b>111,158</b>	<b>75,596</b>

The accompanying notes form part of these financial statements.

Department of Communities, Disability Services and Seniors  
Statement of Cash Flows - Administered  
for the year ended 30 June 2018

Notes to the Statement of Cash Flows - Administered

CF-2 Reconciliation of Operating Result to Net Cash Provided by  
Operating Activities - Administered

	2018 \$'000	2017 \$'000
Operating Result for the Year	13,922	(18,650)
Provisions	252	
<i>Change in assets and liabilities</i>		
(Increase) decrease in GST input tax credits receivable	(1,613)	1,351
(Increase) decrease in receivables	(494,601)	1,353
(Increase) decrease in other assets	-	-
Increase (decrease) in payables	26,928	82,538
Increase (decrease) in accrued employee benefits	(1,099)	1,098
Increase (decrease) in provisions	494,080	(874)
Increase (decrease) in GST payables	(1,212)	1,212
<b>Net Cash Provided by Operating Activities</b>	<b>36,637</b>	<b>68,028</b>

## A1 Basis of Financial Statement Preparation

### A1-1 The Reporting Entity

The Department of Communities, Disability Services and Seniors (the department) is a Queensland Government department established under the Public Service Act 2008 and controlled by the State of Queensland, which is the ultimate parent.

The head office of the department is 1 William Street, Brisbane QLD 4000.

The department has considered its power over funded non-government organisations, its exposure or rights (eg protective and substantive rights) to variable returns from its involvement with those entities and the ability to use its power to affect return amounts (eg ability to direct relevant major activities). The department has not entered into any contractual arrangements which involve the sharing of control or significant influence over another entity. As a result, the department has determined that it does not control any other entity and has no interests in unconsolidated structured entities.

The financial statements include the value of all revenues, expenses, assets, liabilities and equity of the department.

The major departmental services undertaken by the department are disclosed in the Statement of Comprehensive Income by Major Departmental Services - Controlled, and are further detailed in Note A2 Departmental Objectives.

### A1-2 Compliance with Prescribed Requirements

The department has prepared these financial statements in compliance with section 42 of the *Financial and Performance Management Standard 2009*. The financial statements comply with Queensland Treasury's Minimum Reporting Requirements for reporting periods beginning on or after 1 July 2017.

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

New accounting standards applied for the first time in these financial statements are outlined in Note A1-8.

### 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 2016-17 financial statements. The current year is not comparable to the previous year due to the Machinery-of-Government changes. Refer to Note A3.

#### *Current/Non-Current Classification*

Assets and liabilities are classified as either 'current' or 'non-current' in the Balance Sheet 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 department does not have an unconditional right 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)**

**A1-3 Presentation (continued)**

*Measurement*

The historical cost convention is used unless fair value is stated as the measurement basis.

**A1-4 Authorisation of Financial Statements for Issue**

The financial statements are authorised for issue by the Director-General and Chief Finance Officer at the date of signing the Management Certificate.

**A1-5 Controlled and Administered Transactions and Balances**

Transactions and balances are controlled by the department where they can be deployed for the achievement of the departmental objectives.

The department administers, but does not control, certain activities on behalf of the Government. In doing so, it has responsibility for administering those activities (and related transactions and balances) efficiently and effectively, but does not have the discretion to deploy those resources for the achievement of the department's own objectives.

The department has elected to report the administered transactions and balances as discrete financial statements within the agency's overall financial statements.

Accounting policies applicable to administered items are consistent with the equivalent policies for controlled items, unless stated otherwise.

The department's administered ledger is used to administer community recovery disaster costs and the subsequent reimbursement of those costs from the Queensland Reconstruction Authority (QRA) under federal-state Natural Disaster Relief and Recovery Arrangements (NDRAA) guidelines and associated state government programs. Revenues associated with disaster recovery claims are recognised as grants and other contributions. Administered transactions also include the payment of concessions (such as electricity rebates) to eligible recipients (refer to Note G1-3).

The Queensland Government's contribution to the National Disability Insurance Agency (NDIA) and the department's intergovernmental repayments under the Bilateral Agreement are recognised as grant payments in the administered ledger (refer to Note G1-3).

**A1-6 Taxation**

The department 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 department. GST credits receivable from, and GST payable to, the ATO are recognised (refer to Note C2).

**A1-7 Accounting Estimates and Judgments**

Critical judgements, estimates and assumptions that have a potential significant effect are outlined in the following financial statement notes:

Note C4-5	Fair Value Measurement
Note C4-6	Basis For Fair Values of Assets
Note G1-7	Administered - Provisions and Contingencies



**A1 Basis of Financial Statement Preparation (continued)**

**A1-8 First Year Application of New Accounting Standards or Change in Accounting Policy**

The department did not voluntarily change any of its accounting policies during 2017-18.

No Australian Accounting Standards have been early adopted for 2017-18.

**Accounting Standards Applied for the First Time**

AASB 2016-4 Amendments to Australian Accounting Standards – Recoverable Amount of Non-Cash Generating Specialised Assets for not-for-Profit Entities simplified and clarified the impairment testing requirements under AASB 136 *Impairment of Assets* for non-cash generating assets held by NFP entities. This amendment has not changed any reported amounts. References to the Depreciated Replacement Costs have been replaced with Current Replacement Cost in line with these amendments.

**A2 Departmental Objectives**

The department is committed to enabling vulnerable Queenslanders to improve their lives by investing in and providing effective and innovative services.

The department's key objectives are:

- for our clients: improve wellbeing, resilience, safety and participation;
- for communities: improve liveability, inclusion and cohesion;
- for our partners: improve capability, sustainability and productivity of social service systems in Queensland.

The major services delivered by the department and through funded non-government organisations are as follows:

- **Disability Services:** enables Queenslanders with disability to have choice, control and opportunities in their lives through access to disability services and support such as personal care, accommodation and carer support, respite, community access, therapy and learning and skill development. Disability Services supports the transition to the National Disability Insurance Scheme (NDIS).
- **Child and Family Services:** enables families to safely care for their children and to provide services to ensure the safety, belonging and well-being of children and young people not able to be cared for by their families and leads and facilitates the delivery of family support, child protection and adoption services.
- **Community Services:** enables vulnerable individuals, families and groups including seniors, carers, women, young people, people from culturally and linguistically diverse backgrounds to access services and participate in their communities, and invests in services for people impacted by domestic and family violence. Community Services is responsible for social and human recovery in disaster-impacted communities.

**A2 Departmental Objectives (continued)**

The department is funded for the departmental services it delivers principally by parliamentary appropriations. It also provides the following on a fee for service basis:

- Various corporate services functions provided to the Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP) and the Department of Justice and Attorney-General (DJAG) via a Memorandum of Understanding agreement.

The Department of Community, Child Safety and Disability Services (DCCSDS) was renamed to the Department of Communities, Disability Services and Seniors (DCDSS). Functions related to child safety, youth and women were transferred from DCCSDS to the new Department of Child Safety, Youth and Women (DCSYW) and functions related to Multicultural Affairs were transferred from DCCSDS to the Department of Local Government, Racing and Multicultural Affairs (DLGRMA). These transfers were published in the Public Service Departmental Arrangements Notice (No. 4) dated 21 December 2017 with an effective date of transfers from 1 January 2018.

**A3 Machinery-of-Government Changes**

*Transfers out - Controlled Activities*

Details of Transfer: The Adoption, Child Protection Services, Prevention of Domestic and Family Violence, and Women's Policy and Office for Women functions were transferred from DCCSDS to DCSYW.

Multicultural Affairs Queensland (MAQ) unit was transferred from DCCSDS to the Department of Local Government, Racing and Multicultural Affairs (DLGRMA).

The assets and liabilities transferred as a result of this change were as follows:

	DLGRMA \$'000	DCSYW \$'000
<b>Assets</b>		
<i>Current</i>		
Cash	29	62,916
Receivables	122	20,130
Other current assets	13	5,508
<i>Non-Current</i>		
Receivables	-	1,473
Property, plant and equipment	-	49,616
Intangible assets	-	20,541
	<u>164</u>	<u>160,384</u>
<b>Liabilities</b>		
<i>Current</i>		
Payables	5	32,222
Accrued employee benefits	134	12,673
Other current liabilities	-	1,118
<i>Non-Current</i>		
Payables	25	1,472
Provisions	-	1,158
	<u>164</u>	<u>48,643</u>
<b>Net Assets</b>	<u>-</u>	<u>111,741</u>

The decrease in net assets of \$111.741M has been accounted for as a decrease in contributed equity and is disclosed in the Statement of Changes in Equity.

Budgeted appropriation revenue of \$676.058M and \$5.949M were reallocated to DCSYW and DLGRMA respectively from DCCSDS as part of the Machinery-of-Government changes.

**A3 Machinery-of-Government Changes (continued)**

*Transfers out - Administered Activities*

Details of Transfer: The provision for racial discrimination claims administered item was transferred from DCCSDS to DCSYW.

The assets and liabilities transferred as a result of this change were as follows:

	DCSYW \$'000
<b>Assets</b>	
Cash	1,075
<b>Liabilities</b>	
Provisions	1,075
<b>Net Assets</b>	-

No net assets have been accounted for in contributed equity and no amount is disclosed in the Statement of Changes in Equity.

No Administered budgeted appropriation revenue was reallocated from DCCSDS to DCSYW as part of the Machinery-of-Government changes.

**A4 National Disability Insurance Scheme**

The department is in the process of transitioning its services to the National Disability Insurance Scheme (NDIS).

The department is progressively withdrawing from the delivery of specialist disability services as most of its disability service clients transfer to the NDIA. As clients transition, existing service providers of the department will no longer be funded by the department to deliver services to eligible NDIS clients (refer to Note D3-4) and the department will experience a reduction in its workforce (refer to Note D2-2).

The department continues making payments to the NDIA for the NDIS pursuant to Section 179 *National Disability Insurance Act 2013* and in accordance with the Bilateral Agreement between the Commonwealth and Queensland. The Bilateral Agreement requires Queensland Government to pay money to the NDIA for the purpose of funding reasonable and necessary support for participants in the NDIS. These payments are recognised as administered grants and other contributions (refer to Note A1-5).

**B1 Revenue**

**B1-1 Appropriation Revenue**

	2018 \$'000	2017 \$'000
<b>Reconciliation of Payments from Consolidated Fund to Appropriation Revenue Recognised in Operating Result</b>		
Budgeted appropriation revenue	2,722,317	2,794,221
Transfers from/to other departments - redistribution of public business	(668,712)	27,856
Transfers to administered services	-	(28,135)
Lapsed appropriation revenue	(21,172)	(13,042)
<b>Total Appropriation Receipts (cash)</b>	<b>2,032,433</b>	<b>2,780,900</b>
Less: Opening balance of non-current appropriation revenue receivable	(5,237)	(9,071)
Adjustment for machinery of Government transfer	1,473	-
Plus: Closing balance of non-current appropriation revenue receivable	3,850	5,237
Plus: Opening balance of departmental services revenue payable	53,840	6,346
Adjustment for machinery of Government transfer	(3,936)	-
Add: Closing balance of departmental services revenue payable	(29,910)	(53,840)
<b>Net Appropriation Revenue</b>	<b>2,052,513</b>	<b>2,729,572</b>
Plus: Deferred appropriation refundable to Consolidated Fund (expense)	20,914	53,840
<b>Appropriation Revenue Recognised in Statement of Comprehensive Income</b>	<b>2,073,427</b>	<b>2,783,412</b>

Department of Communities, Disability Services and Seniors  
Notes to the Financial Statements  
for the year ended 30 June 2018

**B1 Revenue (continued)**

**B1-1 Appropriation Revenue (continued)**

Appropriations provided under the *Appropriation Act 2017* are recognised as revenue when received.

Amounts appropriated to the department for transfer to other entities in accordance with legislative or other requirements are reported as 'administered' appropriations (refer to Note G1-1).

<b>B1-2 Other Revenue</b>	<b>2018</b>	<b>2017</b>
	<b>\$'000</b>	<b>\$'000</b>
Bad debts recovered	-	37
Expenditure recoveries	19	138
Grant and service procurement refunds <sup>A</sup>	14,452	13,478
Other	631	570
<b>Total</b>	<b>15,102</b>	<b>14,223</b>

<sup>A</sup> These refunds relate to the return of prior year unspent funds by non-government organisations.

**B2 Expenses**

**B2-1 Employee Expenses**

	<b>2018</b>	<b>2017</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Employee Benefits</b>		
Wages and salaries	316,547	439,927
Employer superannuation contributions	40,407	57,011
Annual leave levy	33,082	46,192
Long service leave levy	6,675	9,189
Other employee benefits	16,282	7,154
	<b>414,993</b>	<b>559,473</b>
<b>Employee Related Expenses</b>		
Workers' compensation premium	6,729	9,612
Other employee related expenses	1,769	2,762
	<b>8,498</b>	<b>12,374</b>
<b>Total</b>	<b>423,491</b>	<b>571,847</b>

The number of employees on a full-time equivalent (FTE) basis under the Minimum Obligatory Human Resource Information (MOHRI) classification methodology is:

	<b>2018</b>	<b>2017</b>
Number of full-time equivalent employees:	2,505	5,918

The decrease in the number of employees was primarily due to the transfer of 3,290 employees to DCSYW and 28 employees to DLGRMA following the Machinery-of-Government restructure.

**Employee Benefits**

Employee benefits include employer superannuation contributions, annual leave levies and long service leave levies.

(i) *Wages, Salaries and Sick Leave*

Wages and salaries due, but unpaid at reporting date, are recognised in the Balance Sheet at the current salary rates. As the department expects such liabilities to be wholly settled within 12 months of reporting date, the liabilities are recognised at undiscounted amounts.

Sick leave is non-vesting. No liability for unused sick leave entitlements is recognised. An expense is recognised for this leave as it is taken.

**B2 Expenses (continued)**

**B2-1 Employee Expenses (continued)**

**Employee Benefits (continued)**

*(vi) Annual Leave and Long Service Leave*

The department is a member of the Queensland Government's Annual Leave and Long Service Leave Schemes. A levy is payable to these schemes to cover the cost of employees' annual leave (including leave loading and on-costs) and long service leave. These levies are expensed in the period in which they are payable. Amounts paid to employees for the leave taken are claimed from the scheme quarterly in arrears.

No provision for annual leave or long service leave is recognised as these liabilities are held and disclosed in the Report on State Finances of the Queensland Government pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*.

*(vii) Superannuation*

Post-employment benefits for superannuation are provided through defined contribution (accumulation) plans or the Queensland Government's QSuper defined benefit plan 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 Enterprise Bargaining Agreement 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 by the Treasurer on the advice of the State Actuary. Contributions are paid by the department at the specified rate following completion of the employee's service each pay period. The department's obligations are limited to those contributions paid.

*(viii) Workers' Compensation Premiums*

The department 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 included in an employee's total remuneration package. It is not considered an employee benefit and is recognised separately as employee related expenses.

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

Department of Communities, Disability Services and Seniors  
Notes to the Financial Statements  
for the year ended 30 June 2018

B2 Expenses (continued)

B2-2 Supplies and Services	2018 \$'000	2017 \$'000
Service procurement <sup>^</sup>		
Disability Services	876,786	992,810
Child and Family Services	296,274	532,990
Community Care	141,358	148,216
Communities, Women and Youth	72,708	113,326
Multicultural Affairs	1,362	2,596
Domestic and Family Violence	31,379	28,054
Seniors	8,989	7,961
Operating lease rentals <sup>*</sup>	37,977	50,337
Professional and technical fees	23,807	33,073
Computer operating costs	6,885	15,464
Outsourced corporate services	8,929	12,692
Repairs and maintenance	7,493	8,410
Property operational costs	7,064	9,722
Administration costs	2,217	4,189
Minor plant and equipment	1,322	3,892
Travel	3,700	6,042
Telecommunications	3,809	5,518
Consultancies	248	1,501
Other	10,570	4,653
<b>Total</b>	<b>1,542,897</b>	<b>1,981,448</b>

<sup>\*</sup> Property rental expenses in respect of operating leases are recognised on a straight line basis over the period of the lease term. Refer to Note D3-1 for the department's lease rental recognition policy.

B2-3 Grants and Subsidies <sup>^</sup>	2018 \$'000	2017 \$'000
Child and Family Services	69,930	133,886
Disability Services	33,431	31,571
Community Care	-	69
Communities, Women and Youth	9,111	7,713
Multicultural Affairs Queensland	261	1,342
Domestic and Family Violence	555	1,203
Seniors	1,338	246
Donations and gifts	297	281
<b>Total</b>	<b>114,923</b>	<b>176,311</b>

<sup>^</sup> For a transaction to be classified as service procurement, the value of goods or services received by the department 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 in Note B2-3.

Department of Communities, Disability Services and Seniors  
Notes to the Financial Statements  
for the year ended 30 June 2018

B2 Expenses (continued)

	2018	2017
	\$'000	\$'000
B2-4 Other Expenses		
Departmental appropriation adjustments#	20,914	53,840
Net losses on disposal of property, plant and equipment	130	1,066
Insurance premiums — Queensland Government Insurance Fund	1,235	1,815
External audit fees *	340	366
Special payments - Ex gratia payments	2,407	186
Special payments - Employee incentive scheme <sup>A</sup>	-	506
Other	38	874
<b>Total</b>	<b>25,064</b>	<b>58,652</b>

# Departmental appropriation adjustments are performed at year end to lapse or carry forward current year funding.

\* The Auditor-General of Queensland is the department's external auditor. Total external audit fees relating to the 2017-18 financial year are estimated to be \$0.340M (2016-17 \$0.375M). There are no non-audit services included in this amount.

<sup>A</sup> Special payments represent ex gratia expenditure and other expenditure that the department is not contractually or legally obligated to make to other parties. Special payments during 2017-18 include \$2.303M paid on behalf of a disability services provider that experienced financial difficulties to ensure continuity of service to the department's clients. Special payments during 2016-17 financial year include 24 payments totalling \$0.506M to employees who had transitioned to NDIA before the employee incentive scheme was approved.

C1 Cash and Cash Equivalents

	2018	2017
	\$'000	\$'000
Cash on hand	6	35
Cash at bank	87,236	204,235
<b>Total</b>	<b>87,242</b>	<b>204,270</b>

For the purposes of the Balance Sheet and the Statement of Cash Flows, cash assets include all cash and cheques received but not banked at 30 June.

Cash of \$86.457M is held in the bank account at 30 June to be transferred to DCSYW on 1 July 2018 for the Machinery-of-Government changes. This amount is not included in the above figure.

C2 Loans and Receivables

	2018	2017
	\$'000	\$'000
Current		
Trade and other debtors	8,182	5,323
Less: Allowance for impairment loss	(125)	(63)
	8,057	5,260
GST input tax credits receivable	2,569	6,139
Annual leave reimbursements	1,882	9,161
Long service leave reimbursements	1,726	2,462
<b>Total</b>	<b>14,234</b>	<b>23,022</b>

Trade debtors are recognised at the amounts due at the time of sale or service delivery. Settlement of these amounts is required within 30 days from invoice date. The collectability of receivables is assessed periodically with provision being made for impairment. All known bad debts were written-off as at 30 June.

	2018	2017
	\$'000	\$'000
Non Current		
Departmental appropriation adjustments	3,850	5,237
<b>Total</b>	<b>3,850</b>	<b>5,237</b>

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C3 Non-Current Assets Held for Sale	2018	2017
	\$'000	\$'000
Land held for sale	-	395
Buildings held for sale	-	425
Total	-	820

Non-current assets held for sale consist of those assets that management has determined are available for immediate sale in their present condition, for which their sale is highly probable within the next twelve months. When an asset is classified as held for sale, its value is measured at the lower of the asset's carrying amount and fair value less costs to sell. Such assets are no longer amortised or depreciated upon being classified as held for sale.

#### C4 Property, Plant and Equipment

##### C4-1 Recognition and Acquisition

Items of property, plant and equipment with a cost or other value equal to or in excess of the following thresholds are recognised as assets for financial reporting purposes in the year of acquisition:

Buildings	\$10,000
Land	\$1
Plant and equipment	\$5,000

Items with a lesser value are expensed in the year of acquisition.

Site improvements are included in the building class.

Expenditure is only added to an asset's carrying amount if it increases the service potential or useful life of the existing asset. Maintenance expenditure that merely restores original service potential (lost through ordinary wear and tear) is expensed.

The department has a comprehensive annual maintenance program for its property, plant and equipment.

##### C4-2 Measurement

Historical cost is used for the initial recording of all property, 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, including architect's fees and engineering design fees.

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

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date under current market conditions (i.e. an exit price) regardless of whether that price is directly derived from observable inputs or estimated using another valuation technique.

Land and buildings are measured at fair value in accordance with NCAPs. These assets are reported at their revalued amounts, being the fair value at the date of valuation, less any subsequent accumulated depreciation and impairment losses (refer to Note C4-6).

The cost of items acquired during the financial year have been judged by management to materially represent their fair value at the end of the reporting period.

Land and buildings are revalued on an annual basis either by appraisals undertaken by an independent professional valuer or by the use of appropriate and relevant indices.



#### C4 Property, Plant and Equipment (continued)

##### C4-2 Measurement (continued)

A comprehensive revaluation of the department's land and building assets was undertaken by independent professional valuers, Australian Pacific Valuers (APV) in 2015-16 and 2016-17. Indexations sourced from APV have been applied to these assets in 2017-18 (refer to Note C4-6).

Where assets have not been specifically appraised in the reporting period, their previous valuations are materially kept up-to-date via the application of relevant indices. APV supplies the indices and provides assurance of their robustness, validity and appropriateness for application to the relevant assets. Management assesses and confirms the relevance and suitability of indices provided by APV based on the department's own particular circumstances.

The fair values reported by the department are based on appropriate valuation techniques that maximise the use of available and relevant observable inputs and minimise the use of unobservable inputs.

The department depleted its asset revaluation reserve in the 2011-12 financial year and a \$201M revaluation decrement was recognised. The decrement was due to the revaluation of rental housing stock at fair value prior to the asset transfer to the the Department of Housing and Public Works. The fair value of the housing stock was significantly lower than the book value due to economic factors impacting on the property market at that time.

In accordance with accounting standards, the revaluation increment on the department's land and buildings in 2017-18 will be recognised as revenue in the Statement of Comprehensive Income, as a reversal of the revaluation decrement.

As at 30 June, the carrying amount of the asset revaluation decrements were \$74.943M (2016-17 \$76.155M) for land and \$81.690M (2016-17 \$84.482M) for buildings.

All property, plant and equipment assets are assessed for indicators of impairment on an annual basis or, where the asset is measured at fair value, for indicators of a change in fair value/service potential since the last valuation was completed. Where indicators of a material change in fair value or service potential since the last valuation arise, the asset is revalued at the reporting date under AASB 13 *Fair Value Measurement*. If an indicator of possible impairment exists, the department determines the asset's recoverable amount under AASB 136 *Impairment of Assets*. Recoverable amount is equal to the higher of the fair value less costs of disposal.

Separately identified components of assets are measured on the same basis as the assets to which they relate.

##### C4-3 Depreciation of Property, Plant and Equipment

Land is not depreciated as it has an unlimited useful life.

Property, plant and equipment is depreciated on a straight-line basis so as to allocate the net cost or revalued amount of each asset, progressively over its estimated useful life to the department. The remaining useful lives of buildings, plant and equipment are reviewed annually.

Assets under construction (work-in-progress) are not depreciated until they reach service delivery capacity.

The depreciable amount of improvements to or on leasehold land is allocated progressively over the estimated useful lives of the improvements or the unexpired period of the lease, whichever is the shorter. The unexpired period of a lease includes any option period where exercise of the option is probable.

The transition to the NDIS was considered when assessing the remaining useful lives of the department's improvement on leasehold assets.

C4 Property, Plant and Equipment (continued)

C4-3 Depreciation of Property, Plant and Equipment (continued)

For each class of depreciable asset the following depreciation useful lives are used:

Asset	Range of Useful Life	Average Useful Life
Buildings	5 - 165 years	65.61 years
Plant and Equipment	5 - 18 years	9.92 years

C4-4 Closing Balances and Reconciliations of Carrying Amount

Property, Plant and Equipment Reconciliation at 30 June 2018	2018 \$'000	2017 \$'000
<b>Land</b>		
– At fair value	77,200	85,168
<b>Buildings</b>		
– At fair value	216,609	228,089
Less accumulated depreciation	(40,219)	(39,585)
	176,390	188,504
<b>Plant and equipment</b>		
– At cost	20,148	95,121
Less accumulated depreciation	(16,779)	(71,818)
	3,369	23,303
<b>Capital works in progress</b>		
– At cost	4,660	8,189
<b>Total</b>	<b>261,619</b>	<b>305,164</b>

Represented by Movements in Carrying Amount:	Capital works in progress				
	Land \$'000	Buildings \$'000	Plant and equipment \$'000	Capital works in progress \$'000	Total \$'000
Carrying amount at 1 July 2016	94,824	174,043	29,478	9,508	307,853
Acquisitions (including upgrades)	450	1,529	1,935	11,216	15,130
Disposals	-	(234)	(720)	-	(954)
Transfers out to other Queensland Government entities	(782)	(4,365)	-	-	(5,147)
Assets reclassified as held for sale	(7,143)	(1,652)	-	-	(8,795)
Transfers between asset classes	446	9,231	2,858	(12,535)	-
Net revaluation increments/ (decrements) in operating surplus	(2,627)	13,404	-	-	10,777
Depreciation	-	(3,452)	(10,248)	-	(13,700)
Carrying amount at 30 June 2017	85,168	188,504	23,303	8,189	305,164
Acquisitions (including upgrades)	-	3,299	317	6,999	10,615
Disposals	-	(58)	-	-	(58)
Transfers out to other Queensland Government entities	(9,183)	(24,474)	(14,079)	(2,079)	(49,815)
Transfers between asset classes	13	10,015	(442)	(8,449)	1,137
Net revaluation increments/ (decrements) in operating surplus	1,202	2,792	-	-	3,994
Depreciation	-	(3,688)	(5,730)	-	(9,418)
Carrying amount at 30 June 2018	77,200	176,390	3,369	4,660	261,619

C4 Property, Plant and Equipment (continued)

C4-5 Fair Value Measurement

All assets of the department for which fair value is measured are categorised within the following fair value hierarchy:

- level 1 – represents fair value measurements that reflect unadjusted quoted market prices in active markets for identical assets;
- level 2 – represents fair value measurements that are substantially derived from inputs (other than quoted prices included within level 1) that are observable, either directly or indirectly; and
- level 3 – represents fair value measurements that are substantially derived from unobservable inputs - depreciated replacement cost where no market exists for similar assets.

None of the department's valuations of assets are eligible for categorisation into level 1 of the fair value hierarchy.

Categorisation of Assets Measured at Fair Value

	Level 2 \$'000		Level 3 \$'000		Total Carrying Amount \$'000	
	2018	2017	2018	2017	2018	2017
Land	73,937	81,863	3,263	3,305	77,200	85,168
Buildings	13,235	14,385	163,155	174,119	176,390	188,504

Level 3 Fair Value Measurement - Reconciliation

	Land		Buildings	
	2018 \$'000	2017 \$'000	2018 \$'000	2017 \$'000
Carrying amount at 1 July	3,305	61	174,119	147,525
Acquisitions (including upgrades)	-	-	3,297	1,529
Disposals	-	-	-	(234)
Transfers out to other Queensland Government entities	-	-	(22,731)	(4,365)
Assets reclassified as held for sale	(10)	-	-	(1,547)
Transfers between asset classes	(14)	2,640	9,781	6,200
Transfers into level 3 from level 2	-	-	-	15,129
Transfers out of level 3 to level 2	-	-	-	(932)
Net revaluation increments/ (decrements) in operating surplus	(18)	604	1,975	13,811
Depreciation	-	-	(3,285)	(2,997)
Carrying amount at 30 June	3,283	3,305	163,155	174,119

C4-6 Basis For Fair Values of Assets

Land and Buildings

The department's land and buildings were comprehensively revalued in 2015-16 and indexed for 2016-17 and 2017-18 reporting periods. The department applied indexation sourced from APV. Indices applied in 2017-18 were estimated based on price movements of recent actual costs, contract data for similar structures, cost guides, other relevant publications such as Rawlinson's rates for building and construction and APV's internal market research and costings. The effective date of the valuation is 31 March 2018. Management have confirmed there has been no significant shift in values since then.

C5 Intangibles

C5-1 Recognition and Measurement

Intangible assets of the department 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.

#### C5-1 Recognition and Measurement (continued)

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

All intangible assets are assessed for indicators of impairment on an annual basis. If an indicator of possible impairment exists, the department 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 department, including discontinuing the use of the software or patent. Recoverable amount is determined as the higher of the asset's fair value less costs to sell and its value-in-use.

#### C5-2 Amortisation Expense

All intangible assets of the department have finite useful lives and are amortised on a straight line basis over their estimated useful life to the department. 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 department's intangible assets is zero.

For each class of intangible asset the following amortisation useful lives are used:

Asset	Range of Useful Life	Average Useful Life
Software Purchased	-	-
Software Internally Generated	5 - 12 years	8.02 years

#### C5-3 Closing Balances and Reconciliations of Carrying Amount

	2018 \$'000	2017 \$'000
<b>Intangible Assets Reconciliation at 30 June 2018</b>		
<b>Purchased</b>		
- Software - purchased (at cost)	-	4,125
- Less accumulated amortisation	-	(3,485)
	-	640
<b>Internally Generated</b>		
- Software - internally generated (at cost)	43,386	157,339
- Less accumulated amortisation	(38,944)	(130,896)
	3,422	26,443
<b>Works in progress</b>		
- Software work in progress (at cost)	1,935	4,826
<b>Total</b>	<b>5,357</b>	<b>31,709</b>

Represented by Movements in Carrying Amount:	Software purchased \$'000	Software internally generated \$'000	Software work in progress \$'000	Total \$'000
Carrying amount at 1 July 2016	1,137	34,186	5,358	40,681
Acquisitions	-	-	4,302	4,302
Transfers between classes	-	5,034	(5,034)	-
Amortisation	(497)	(12,777)	-	(13,274)
Carrying amount at 30 June 2017	640	26,443	4,626	31,709
Carrying amount at 1 July 2017	640	26,443	4,626	31,709
Acquisitions	-	-	2,525	2,525
Transfers between classes	-	1,934	(1,934)	-
Transfers out to other Queensland Government entities	(431)	(16,830)	(3,281)	(20,543)
Amortisation	(209)	(8,125)	-	(8,334)
Carrying amount at 30 June 2018	-	3,422	1,936	5,357

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**C6 Payables**

Trade creditors are recognised upon receipt of the goods or services ordered and are measured at the agreed purchase or contract price. Amounts owing are unsecured.

	2018	2017
	\$'000	\$'000
<b>Current</b>		
Trade creditors and accruals	16,071	21,665
Grants and subsidies	213	2,389
Deferred appropriation payable to Consolidated Fund	29,910	53,840
Other	90	2,041
<b>Total</b>	<b>46,284</b>	<b>79,935</b>
<b>Non-Current</b>		
Deferred operating lease rent	3,850	5,237
<b>Total</b>	<b>3,850</b>	<b>5,237</b>

**C7 Accrued Employee Benefits**

	2018	2017
	\$'000	\$'000
Salaries and wages payable	5,629	11,152
Annual leave levy payable	2,810	12,259
Long service leave levy payable	1,124	2,605
<b>Total</b>	<b>9,563</b>	<b>26,016</b>

**C8 Equity**

**C8-1 Contributed Equity**

The following items are recognised as contributed equity by the department during the reporting and comparative years:

- Non-reciprocal transfers of assets and liabilities between wholly-owned Queensland State Public Sector entities as a result of Machinery-of-Government changes (refer Note A3); and
- Appropriations for equity adjustments (refer to Note C8-2 Appropriations Recognised in Equity).

The department has contributed \$0.267M to Department of Housing and Public Works (DHPW) for the delivery of crisis shelters as per recommendations from the Domestic and Family Violence Response Project.

The department has contributed \$0.075M to DHPW to construct mainstream social housing on Thursday Island suitable for people with a disability.

**C8-2 Appropriations Recognised in Equity**

Reconciliation of Payments from Consolidated Fund to Equity Adjustment	2018	2017
	\$'000	\$'000
Budgeted equity adjustment appropriation	(24,319)	(13,075)
Transfers from/to other departments - Redistribution of public business	16,409	-
Lapsed equity adjustment	(37,063)	(9,840)
<b>Equity Adjustment Receipts (Payments)</b>	<b>(44,973)</b>	<b>(22,915)</b>
Less: Opening balance of equity adjustment receivable	(956)	(431)
Plus: Closing balance of equity adjustment receivable	956	956
<b>Equity Adjustment Recognised in Contributed Equity</b>	<b>(45,929)</b>	<b>(22,380)</b>

**D1 Financial Risk Disclosures**

**D1-1 Financial Instruments**

Financial assets and liabilities are recognised in the Balance Sheet when the department becomes party to the contractual provisions of the financial instrument.

*Categorisation of Financial Instruments*

The department has the following categories of financial assets and financial liabilities:

	Note	2018 \$'000	2017 \$'000
<b>Financial Assets</b>			
Cash and cash equivalents	C1	87,242	204,270
Loans and receivables	C2	14,234	23,022
<b>Total</b>		<b>101,476</b>	<b>227,292</b>
<b>Financial Liabilities</b>			
Payables	C6	46,284	79,935
<b>Total</b>		<b>46,284</b>	<b>79,935</b>

**D1-2 Financial Risk Management**

Financial risk management is implemented pursuant to government and departmental policy. These policies focus on the unpredictability of financial markets and seek to minimise potential adverse effects on the financial performance of the department.

All financial risk is managed under policies approved by the department. The department provides written principles for overall risk management, as well as policies covering specific areas.

The department's activities expose it to a variety of non-material financial risks - interest rate risk, credit risk, liquidity risk and market risk.

The department measures risk exposure using a variety of methods as follows:

Risk Exposure	Measurement method
Credit risk	Ageing analysis, earnings at risk
Liquidity risk	Sensitivity analysis
Market risk	Interest rate sensitivity analysis

There are no material liquidity, market and credit risks for the department. A sensitivity analysis has not been undertaken for the interest rate risk of the department as it has been determined that the possible impact on income from fluctuations in interest rates is immaterial.

Cash and cash equivalents includes a cash fund held with the Queensland Treasury Corporation for the Elderly Parent Carer Innovation Initiative established in February 2013. The weighted average effective interest rate is 2.89% per annum.

## D2 Contingencies

### D2-1 Native Title Claims over Departmental Assets

As at 30 June 2018, a native title claim exists that covers departmental vacant land with a carrying amount of \$0.191M. A further native title claim exists on land the department leases with owned building and site improvements totalling \$2.550M. At reporting date it is not possible to make an estimate of any probable outcome of these claims, or any financial effects.

### D2-2 Redundancy Packages and Transfer Payments

The majority of redundancy payments relate to the endorsed NDIS Incentive Scheme. The department has offered interested employees a voluntary redundancy package under the endorsed NDIS Incentive Scheme with a termination date that meets the department's business continuity needs.

In 2017-18, 184 employees took a voluntary redundancy at a cost of \$11.976M. At 30 June 2018, a further 44 employees have accepted voluntary redundancy agreements at an estimated cost of \$3.270M. These agreements are subject to the employees completing their term of employment until the agreed separation date in 2018-19.

In addition, 66 employees transferred to the NDIA in 2017-18 under the first offer of employment arrangement covered by the NDIS Incentive Scheme at a cost of \$1.436M. This cost includes an incentive payment and the payment or transfer of accrued leave entitlements.

The costs incurred by the department under the NDIS Incentive Scheme are reimbursed by Queensland Treasury on validation of claims.

## D3 Commitments

### D3-1 Non-Cancellable Operating Lease Commitments

Commitments under operating leases at reporting date (inclusive of non-recoverable GST input tax credits) are payable as follows:

Payable	No later than one year		Later than one year and not later than five years		Longer than five years		Total	
	2018	2017	2018	2017	2018	2017	2018	2017
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Operating Lease - Office Accommodation	13,755	40,370	37,261	105,392	43,709	149,408	94,715	285,170
Operating Lease - Print & Imaging Service	-	1,197	-	3,854	-	-	-	5,051
<b>Total</b>	<b>13,755</b>	<b>41,567</b>	<b>37,261</b>	<b>109,246</b>	<b>43,709</b>	<b>149,408</b>	<b>94,715</b>	<b>300,221</b>

Operating leases are entered into as a means of acquiring access to office accommodation and storage facilities. Lease payments are generally fixed, but with inflation escalation clauses on which contingent rentals are determined. The lease term is generally for an initial fixed period with options to extend the lease for a further period or periods. No purchase options exist in relation to operating leases and no operating leases contain restrictions on financing or other leasing activities.

Each lease varies to some extent based on factors such as market conditions and concessions that can be negotiated with individual landlords and their agents.

The department has lease agreements where, upon cessation of the tenancy, it is required to return the office space to the condition it was in before it was leased (this is referred to as 'make good'). These obligations are recognised as provisions. Provisions for make good obligations on leases expected to expire in the next 12 months are classified as current liabilities. All other provisions are considered non-current liabilities. The value of the non-current provision has not been adjusted for the time value of money as it is considered immaterial.

**D3 Commitments (continued)**

**D3-1 Non-Cancellable Operating Lease Commitments (continued)**

Lease commitments have been adjusted due to the recognition of the deferred lease rent liability in 2017-18 for the department's material operating leases.

The department has progressively converted leases to short term tenures to align with the programmed roll-out of NDIS. This has contributed to the increase in commitments less than 12 months. The department has developed a high level strategy for each tenancy impacted by NDIS to minimise the department's lease commitments over the final years. The success of these strategies will be dependant on other factors such as local property markets and the location of tenancies (e.g. rural and regional areas, industrial areas).

The department commenced an operating lease arrangement in 2016-17 with Ricoh Australia Pty Ltd to provide print and imaging services to the department. This service is provided under the Memorandum of Understanding with DCSYW in 2018.

**D3-2 Capital Expenditure Commitments**

Commitments for capital expenditure at reporting date (inclusive of non-recoverable GST input tax credits) are payable as follows:

Payable	No later than one year		Later than one year and not later than five years		Longer than five years		Total	
	2018	2017	2018	2017	2018	2017	2018	2017
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Land and buildings	8,463	2,079	2	5,499	-	-	8,465	7,578
Plant and equipment	-	72	-	-	-	-	-	72
Intangibles	469	2,053	-	-	-	-	469	2,053
<b>Total</b>	<b>8,932</b>	<b>4,204</b>	<b>2</b>	<b>5,499</b>	<b>-</b>	<b>-</b>	<b>8,935</b>	<b>9,703</b>

**D3-3 Grants and Subsidies Commitments**

Commitments for grants and subsidies at reporting date (inclusive of non-recoverable GST input tax credits) are payable as follows:

Payable	No later than one year		Later than one year and not later than five years		Longer than five years		Total	
	2018	2017	2018	2017	2018	2017	2018	2017
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Disability Services	16,934	17,778	-	6,586	-	-	16,934	24,364
Community Care	-	-	-	-	-	-	-	-
Child and Family Services	-	200	-	716	-	-	-	916
Communities, Women and Youth	3,176	4,003	3,758	6,849	-	-	6,934	12,852
Multicultural Affairs	-	-	-	-	-	-	-	-
Seniors	85	165	-	83	-	-	85	248
<b>Total</b>	<b>20,195</b>	<b>22,146</b>	<b>3,758</b>	<b>16,234</b>	<b>-</b>	<b>-</b>	<b>23,953</b>	<b>38,380</b>



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D3 Commitments (continued)

D3-4 Service Procurement Commitments

Commitments for service procurement at reporting date (inclusive of non-recoverable GST input tax credits) are payable as follows:

Payable	No later than one year		Later than one year and not later than five years		Longer than five years		Total	
	2018	2017	2018	2017	2018	2017	2018	2017
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Disability Services	687,623	794,316	-	789,655	-	-	687,623	1,583,971
Community Care	142,196	147,930	-	147,930	-	-	142,196	295,860
Child and Family Services	-	368,787	-	384,872	-	-	-	753,659
Communities, Women and Youth	23,333	127,061	29,303	135,603	-	3,815	52,636	266,479
Multicultural Affairs	-	2,351	-	103	-	-	-	2,454
Seniors	3,769	7,941	144	3,767	-	-	3,913	11,708
<b>Total</b>	<b>858,921</b>	<b>1,448,386</b>	<b>29,447</b>	<b>1,461,930</b>	<b>-</b>	<b>3,815</b>	<b>886,368</b>	<b>2,914,131</b>

Service procurement and grant commitments for Disability Services and Community Care reflect current contracts and agreements with NGOs and individuals for the provision of services. These commitments will reduce as services transition under the NDIS rollout.

D4 Future Impact of Accounting Standards Not Yet Effective

At the date of authorisation of the financial report, the expected impacts of new or amended Australian Accounting Standards issued with future effective dates are set out below:

**AASB 1058 - Income of Not-for-Profit Entities and AASB 15 Revenue from Contracts with Customers**

These standards will first apply to the department for its financial statements for 2019-20.

The department has commenced analysing the new revenue recognition requirements under these standards and considers they are likely to have minimal impact on current recognition of revenue items as the department does not engage in a significant volume of revenue contracts.

- Special purpose grants received to construct non-financial assets controlled by the department will be recognised as a liability, and subsequently recognised progressively as revenue as the department satisfies its performance obligations under the grant. At present, such grants are recognised as revenue upfront. The department did not receive any grants during 2017-18.
- Under the new standards, other grants presently recognised as revenue upfront may be eligible to be recognised as revenue progressively as the associated performance obligations are satisfied, but only if the associated performance obligations are enforceable and sufficiently specific. The department is yet to evaluate the existing grant arrangements with the Commonwealth Government as to whether revenue from those grants could be deferred under the new requirements.

**D4 Future impact of Accounting Standards Not Yet Effective (continued)**

- Grants that are not enforceable and/or not sufficiently specific will not qualify for deferral, and continue to be recognised as revenue as soon as they are controlled. The department receives several grants from the Australian Government for which there are no sufficiently specific performance obligations and they are expected to continue being recognised as revenue upfront assuming no change to the current grant arrangements.
- Depending on the respective contractual terms, the new requirements of AASB 15 may potentially result in a change to the timing of revenue from sales of the department's goods and services such that some revenue may need to be deferred to a later reporting period to the extent that the department has received cash but has not met its associated performance obligations (such amounts would be reported as a liability in the meantime). The department is yet to complete its analysis of existing arrangements for sale of its goods and services and the impact, if any, on revenue recognition has not yet been determined.
- The department does not currently have any revenue contracts with a material impact for the period after 1 July 2018, and will monitor the impact of any such contracts subsequently entered into before the new standards take effect.
- A range of new disclosures will also be required by the new standards in respect of the department's revenue.

**AASB 9 Financial Instruments and AASB 2014-7 Amendments to Australian Accounting Standards arising from AASB 9 (December 2014)**

These standards will first apply to the department from its financial statements for 2018-19. The main impacts of these standards on the department are that they will change the requirements for the classification, measurement, impairment and disclosures associated with the department's financial assets. AASB 9 will introduce different criteria for whether financial assets can be measured at amortised cost or fair value.

The department has reviewed the impact of AASB 9 on the classification and measurement of its financial assets. The following summarises the estimated impact of AASB 9 to the categorisation and valuation of the amounts reported in Note D1-1.

- There will be no change to either the classification or valuation of the cash and cash equivalent item.
- Trade receivables will be classified and measured at amortised cost, similar to the current classification of loans and receivables. The department does not expect a material change in the reported value of trade receivables.
- All financial liabilities listed in Note D1-1 will continue to be measured at amortised cost. The department does not expect a material change in the reported value of financial liabilities.

**AASB 16 Leases**

This standard will first apply to the department from its financial statements for 2018-19. When applied, the standard supersedes AASB 117 *Leases*, AASB Interpretation 4 *Determining whether an Arrangement contains a Lease*, AASB Interpretation 115 *Operating Leases – Incentives* and AASB Interpretation 127 *Evaluating the Substance of Transactions Involving the Legal Form of a Lease*.

The department has analysed its existing operating lease commitments at Note D3-1 by type of lessor and type of lease to estimate the expected impacts on transition based on information available at 30 June 2018.

**D4 Future Impact of Accounting Standards Not Yet Effective (continued)**

Approximately 98% (\$92.807M) of the department's operating lease commitments comprise arrangements with other Queensland Government agencies as lessor (i.e. internal government leases). The remaining 2% (\$1.894M) of operating lease commitments are with lessors external to government.

The department's leases with internal-to-Government lessors are primarily for office accommodation through the Queensland Government Accommodation Office. At 30 June 2018, the department has operating lease commitments of \$94.715M and annual lease payments of approximately \$21.843 M per year for office accommodation.

Considering their operation and impact across the whole-of-government, the department is currently awaiting formal guidance from Queensland Treasury as to whether this arrangement should be accounted for on-balance sheet under AASB 16.

In the event this arrangement is to be accounted for on-balance sheet, the department estimates a right-of-use asset and lease liability on transition of approximately \$74.329M for office accommodation leases based on current operating lease commitments. There will be no material financial statement impact if this arrangement is not accounted for on-balance sheet.

The department also has a number of cancellable motor vehicle leases with QFleet that are not presently included as part of the operating lease commitments note as they do not constitute a lease under AASB 117 and Accounting Interpretation 4. The department is also awaiting confirmation from Queensland Treasury that QFleet arrangements will continue to fall outside the requirements of AASB 16 for on-balance sheet accounting.

The department has not yet quantified the impact on the Statement of Comprehensive Income or the Balance Sheet of applying AASB 16 to its current operating leases, including the extent of additional disclosure required. The exact impact will not be known until the year of transition.

All other Australian Accounting Standards and interpretations with future effective dates are either not applicable to the department's activities, or have no material impact on the department.

**E1 Budgetary Reporting Disclosures**

**E1-1 Explanation of Major Variances – Balance Sheet**

***Cash and cash equivalents***

Actual cash and cash equivalents balance at year end was \$10.384M (10.6%) higher than budget (\$97.526M) mainly due to appropriation revenue received for a number of programs to be delivered in 2018-19, an adjustment of \$7.728M to reflect 2016-17 actual closing balances as well as lower than expected capital expenditures in 2017-18 due to the rescheduling of the capital program across financial years.

***Property, plant and equipment***

The actual balance of property, plant and equipment at year end was \$22.972M (9.6%) greater than budget (\$238.647M) mainly due to the acquisitions transferred from work in progress (\$15.130M), incremental revaluation of departmental assets (\$3.994M) and capital contribution of a building at 76 Poinsettia Street Inala (\$3.300M) from the Edmund Rice Foundation.

***Payables (current)***

The actual balance of payables at year end was \$38.095M (465.3%) greater than budget (\$8.188M) mainly due to an adjustment (\$11.095M) to reflect 2016-17 actual closing balances and deferred appropriations payable (\$29.910M).

***Accrued employee benefits***

The actual accrued employee benefits balance at year end was \$3.867M (28.8%) lower than budget (\$13.430M) mainly due to budgetting on a different time period to actual expense.

E1 Budgetary Reporting Disclosures (continued)

E1-1 Explanation of Major Variances – Balance Sheet (continued)

*Payables (non-current)*

The actual balance of non-current payables at year end was \$3.850M (100%) greater than budget due to the recognition of operating lease liability on a straight-line basis in terms of AASB117 *Leases* due further than 12 months.

*Provisions (non-current)*

The actual balance of provisions at year end was \$0.371M (48.1%) less than budget (\$0.774M) mainly due to the transfer of make good provision from non-current to current for leases due to expire in less than 12 months.

*Equity*

The actual balance of total equity at year end was \$37.201M (10.7%) below budget (\$348.426M) mainly due to an increase in 2016-17 operating surplus combined with an increased 2017-18 operating surplus. Additional cash held is also being held resulting from appropriation revenue received for a number of programs to be delivered in 2018-19.

E1-2 Explanation of Major Variances – Statement of Cash Flows

*Sales of property, plant and equipment*

Cash inflows for sales of non-financial assets price was \$0.098M (11.4%) below budget (\$0.860M) mainly due to sales of assets is lower than expected.

*Payments for property, plant and equipment*

Cash outflows for payments for non-financial assets was \$8.152M (48.8%) less than budget (\$16.683M) was mainly due to the rescheduling of the capital program across financial years.

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F1 Key Management Personnel Disclosures

F1-1 Details of Key Management Personnel and Remuneration Expense

For the period from 1 July 2017 to 31 December 2017, the department's Ministers were the Honourable Shannon Fentiman MP, Minister for Communities, Woman and Youth and Minister for Child Safety and Minister for the Prevention of Domestic and Family Violence; the Honourable Corrine O'Rourke MP, Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier in North Queensland; the Honourable Grace Grace MP, Minister for Employment and Industrial Relations, Minister for Racing and Minister for Multicultural Affairs. From 1 January 2018, the department's Minister is the Honourable Corrine O'Rourke MP, Minister for Communities and Minister for Disability Services and Seniors.

The following details for non-Ministerial KMP reflect those departmental positions that had authority and responsibility for planning, directing and controlling the activities of the department during 2017-18 and 2016-17. Further information about these positions can be found in the body of the Annual Report under the section relating to Executive Management.

The following disclosures focus on the expenses incurred by the department 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.

Position Title	Short Term Employee Expenses			Other Employee Benefits		
	Monetary Expenses \$'000	Non-Monetary Benefits \$'000	Long Term Employee Expenses \$'000	Public Employment Expenses \$'000	Termination Benefits \$'000	Total Expenses \$'000
Director-General	205	4	-	27	-	271
Deputy Director-General (Strategy, Engagement and Innovation)	132	4	-	14	-	151
Deputy Director-General (Disability Services and Seniors, and Northern Cluster Operations)	145	4	-	15	-	163
Deputy Director-General (Service Delivery and Practice)	117	4	-	12	-	133
Deputy Director-General (Corporate and Executive Services)	117	4	-	12	-	133
Chief Finance Officer	120	4	-	12	-	136
Chief Information Officer	129	4	-	11	-	144
Chief Human Resources Officer	93	4	-	6	-	103
Regional Executive Director						
Far North Queensland Region	103	-	-	10	-	112
North Queensland Region	101	-	-	11	-	114
Central Queensland Region	108	-	-	11	-	119
North Coast Queensland Region	124	-	-	10	-	134
Brisbane Region - Current: From 4 August 2017 (Acting)	80	1	-	8	-	91
Brisbane Region - Former: To 3 August 2017 (Acting)	29	-	-	2	-	31
South East Queensland Region	120	-	-	11	199	320
South West Queensland Region - From 1 July 2017 (Acting)	114	-	-	13	-	127

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F1 Key Management Personnel Disclosures (continued)  
F1-1 Details of Key Management Personnel and Remuneration Expense (continued)

Position Title	Short Term Employee Expenses			Other Employee Benefits			Total Expenses \$'000
	Monthly Expenses \$'000	Non-Mandatory Benefits \$'000	Long Term Employee Expenses \$'000	Post-Employment Expenses \$'000	Termination Benefits \$'000	Total Expenses \$'000	
1 January 2018 - 30 June 2018							
Director-General	177	4	3	10	-	208	
Deputy Director-General (Disability Services)	143	4	3	17	-	187	
Deputy Director-General (Corporate Services)	125	4	3	13	-	144	
Assistant Director-General (Strategic Policy and Legislation)	114	4	3	13	-	133	
Assistant Director-General (Community Services) - from 9 April 2018	56	4	1	3	-	65	
Senior Executive Director (Accommodation Support and Respite Services and Forensic Disability Services) - from 2 April 2018	86	4	2	8	-	100	
Chief Finance Officer	121	4	2	11	-	138	
Chief Human Resources Officer	137	4	3	12	-	156	
1 July 2018 - 30 June 2017							
Position Title	Monthly Expenses \$'000	Non-Mandatory Benefits \$'000	Long Term Employee Expenses \$'000	Post-Employment Expenses \$'000	Termination Benefits \$'000	Total Expenses \$'000	
Director-General	441	-	0	161	-	602	
Deputy Director-General (Strategy, Engagement and Innovation)	262	-	5	26	-	293	
Deputy Director-General (Disability Services and Seniors, and Northern Cluster Operations)	285	-	5	31	-	321	
Deputy Director-General (Service Delivery and Practice)	191	-	5	27	-	223	
Deputy Director-General (Corporate and Executive Services)	222	-	4	20	-	246	
Chief Finance Officer	227	-	4	34	-	265	
Chief Information Officer	211	-	4	23	-	238	
Chief Human Resources Officer	183	-	3	22	-	208	
Regional Executive Director For North Queensland	203	-	4	22	-	229	
North Queensland	207	-	4	22	-	233	
Central Queensland	204	-	4	22	-	230	
North Coast Queensland	186	-	4	17	-	207	
Brisbane	215	-	4	22	-	241	
South East Queensland	207	-	4	22	-	233	
South West Queensland	218	-	4	22	-	244	

\* This position was vacant for part of the reporting period.  
 \* Some Key Management Personnel have been excluded from the table on the basis of being immaterial in relation to time in the role and dollar value.  
 \* The remuneration expenses disclosed include the substantive KMP's remuneration expenses as well as remuneration earned while holding an additional KMP position throughout the financial year on a short term basis. It does not include non-KMPs acting in the position less than six months.

## F1 Key Management Personnel (KMP) Disclosures (continued)

### F1-2 Remuneration Policies

Ministerial remuneration entitlements are outlined in the Legislative Assembly of Queensland's Members' Remuneration Handbook. The department 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 Financial Statements in 2017-18, which are published as part of Queensland Treasury's Report on State Finances.

Remuneration policy for the department's other KMP is set by the Queensland Public Service Commission as provided for under the *Public Service Act 2008*. Individual remuneration and other terms of employment (including motor vehicle entitlements and performance payments if applicable) are specified in employment contracts.

Effective from 1 September 2017, remuneration packages of KMP increased by 2.5% in accordance with government policy.

Remuneration expenses for those KMP comprise the following components:

- Short term employee expenses which 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;
- 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
- 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.

### F1-3 Performance Payments

No remuneration packages for KMP provide for any performance or bonus payments.

## F2 Related Party Transactions

### F2-1 Transactions with other Queensland Government-controlled entities

The department's primary ongoing sources of funding from government for its services are appropriation revenue and equity injections, both of which are provided in cash via Queensland Treasury.

The department's primary source of accommodation leases, motor vehicle leases and asset works and repairs are managed through the Department of Housing and Public Works and its controlled entities. Note B2-2 provides the relevant balance of transactions.

Note A3 outlines a transfer of assets and liabilities to DCSYW and DLGRMA arising from the Machinery-of-Government change in 2017-18.

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G1 Administered		
G1-1 Appropriation Revenue	2018 \$'000	2017 \$'000
<b>Reconciliation of Payments from Consolidated Fund to Administered Appropriation Revenue Recognised in Operating Result</b>		
Budgeted appropriation revenue	891,501	389,722
Lapsed administered appropriation revenue	(143,797)	-
Transfers from departmental services	-	28,135
<b>Total Appropriation Receipts (cash)</b>	<b>747,704</b>	<b>417,857</b>
Less: Opening balance of appropriation revenue receivables	-	(1,353)
Plus: Closing balance of appropriation revenue receivables	-	-
Plus: Opening balance of appropriation revenue payable	53,303	-
Less: Closing balance of appropriation revenue payable	-	(53,303)
<b>Net Appropriation Revenue</b>	<b>801,007</b>	<b>363,201</b>
Plus: Deferred appropriation refundable to Consolidated Fund (expense)	-	53,303
<b>Administered Appropriation Revenue recognised in Statement of Comprehensive Income *</b>	<b>801,007</b>	<b>416,504</b>
* This appropriation revenue is provided in cash via Queensland Treasury and funds activities and expenses that the department administers on behalf of the Government (refer to Note A1-5).		
<b>G1-2 Supplies and Services</b>	<b>2018 \$'000</b>	<b>2017 \$'000</b>
Disaster recovery	6,037	12,034
Other	-	146
<b>Total</b>	<b>6,037</b>	<b>12,180</b>
<b>G1-3 Grants and Subsidies</b>	<b>2018 \$'000</b>	<b>2017 \$'000</b>
Disaster recovery – Personal hardship assistance scheme	3,517	30,506
Disaster recovery – Grants	3,709	2,290
Grants - National Disability Insurance Agency	368,519	114,892
Concession – Asset ownership electricity dividend	98,759	-
Concession – Electricity	183,271	162,865
Concession – Rates	53,747	52,695
Concession – Water	17,846	18,023
Concession – Home energy emergency assistance	7,868	8,281
Concession – Natural gas	2,399	2,398
Concession – Life support	2,235	2,258
Concession – Medical cooling and heating electricity	1,467	1,294
<b>Total</b>	<b>743,337</b>	<b>395,502</b>
<b>G1-4 Other Expenses</b>	<b>2018 \$'000</b>	<b>2017 \$'000</b>
Departmental appropriation adjustments	64,892	53,303
Discrimination damages	-	353
<b>Total</b>	<b>64,892</b>	<b>53,656</b>
<b>G1-5 Receivables</b>	<b>2018 \$'000</b>	<b>2017 \$'000</b>
<i>Current</i>		
GST input tax credits receivable	1,613	-
<b>Total</b>	<b>1,613</b>	<b>-</b>



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G1 Administered (continued)

G1-6 Payables	2018 \$'000	2017 \$'000
Service concessions payable	28,310	20,227
Appropriation revenue payable	64,892	53,303
Trade creditors and accruals	2	4,059
Employee expenses payable	-	1,099
Grants and subsidies payable	37,422	25,321
<b>Total</b>	<b>128,626</b>	<b>104,009</b>

G1-7 Provisions and Contingencies

Provision - legal settlements	-	1,364
<b>Total</b>	<b>-</b>	<b>1,364</b>

The provision for legal settlements recognised for the 2016-17 financial year is for racial discrimination claims that transferred to DCSYW as a result of the Machinery-of-Government changes.

The provision is for racial discrimination claims made to the Australian Human Rights Commission (AHRC) alleging there was indirect racial discrimination against indigenous children who were placed under aboriginal protection laws. Each settlement includes an amount comparable with amounts paid on similar cases through the Redress Scheme. Expenses settled in the current financial year have been offset against the provision raised in the 2016-17 financial year.

Settlements for racial discrimination claims are not managed through the Queensland Government Insurance Fund.

The movement in provision is due to the transfer to DCSYW as a result of the Machinery-of-Government changes.

Movements in Provisions	2018 \$'000	2017 \$'000
<u>Current</u>		
Carrying amount at 1 July	1,364	2,238
Additions due to recognition		491
Reductions arising from payments	(1,364)	(1,365)
Carrying amount at 30 June	-	1,364

G1 Administered (continued)

G1-8 Financial Instruments

*Categorisation of Financial Instruments*

The department has the following categories of financial assets and financial liabilities:

Category	Note	2018 \$'000	2017 \$'000
<b>Financial Assets</b>			
Cash and cash equivalents		111,158	75,596
Receivables	G1-5	1,813	-
<b>Total</b>		<b>112,771</b>	<b>75,596</b>
<b>Financial Liabilities</b>			
Payables	G1-6	128,826	104,009
<b>Total</b>		<b>128,826</b>	<b>104,009</b>

The department does not consider that there are any material financial management risks associated with the above financial assets and liabilities.

G1-9 Budgetary Reporting Disclosures

a) Explanation of Major Variances – Statement of Comprehensive Income

*Grants and other contributions*

Grants and other contributions balance at year end was \$17.525M (141.2%) higher than budget (\$12.409) mainly due to additional funding received from Queensland Reconstruction Authority (QRA) for Cyclone Debbie.

b) Explanation of Major Variances – Balance Sheet

*Cash and cash equivalents*

Actual cash and cash equivalents balance at year end was \$108.320M (3816.8%) greater than budget (\$2.838M) mainly due to appropriation revenue received for a number of programs to be delivered in 2018-19 and costs of Cyclone Debbie, not yet claimed and recovered from Queensland Reconstruction Authority (QRA).

*Receivables*

Receivables balance at year end was \$1.150M (248.3%) more than budget (\$0.463M) due to GST receivable on payments made in June.

*Payables*

The actual balance of payables at year end was \$109.465M (571.3%) higher than budget (\$19.161M) mainly due to adjustment to the 2017-18 budgeted opening balances to reflect 2016-17 actual closing balance.

*Equity*

The actual balance of total equity at year end was \$28,752 (181.3%) higher than budget (\$15.861M) mainly due to the adjustments for Cyclone Debbie.

**CERTIFICATE OF THE DEPARTMENT OF COMMUNITIES, DISABILITY SERVICES AND SENIORS**

These general purpose financial statements have been prepared pursuant to s.62(1) of the *Financial Accountability Act 2009* (the Act), section 42 of the *Financial and Performance Management Standard 2009* 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 Department of Communities, Disability Services and Seniors for the financial year ended 30 June 2018 and of the financial position of the department at the end of that year; and
- c) these assertions are based on an appropriate system of internal controls and risk management processes being effective, in all material respects, with respect to financial reporting throughout the reporting period.



Narinder Singh ACMA CGMA CPA BSc (Hons)  
Chief Finance Officer

24 August 2018



Clare O'Connor BA MA  
Director-General

24 August 2018

## INDEPENDENT AUDITOR'S REPORT

To the Accountable Officer of the Department of Communities, Disability Services and Seniors

### Report on the audit of the financial report

#### Opinion

I have audited the accompanying financial report of the Department of Communities, Disability Services and Seniors.

In my opinion, the financial report:

- a) gives a true and fair view of the department's financial position as at 30 June 2018, and its financial performance and cash flows for the year then ended
- b) complies with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2009 and Australian Accounting Standards.

The financial report comprises the balance sheet and statement of assets and liabilities by major departmental services as at 30 June 2018, the statement of comprehensive income, statement of changes in equity, statement of cash flows and statement of comprehensive income by major departmental services for the year then ended, notes to the financial statements including significant accounting policies and other explanatory information, and the management certificate.

#### Basis for opinion

I conducted my audit in accordance with the *Auditor-General of Queensland 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 department in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (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 of Queensland Auditing Standards*.

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

#### Key audit matters

Key audit matters are those matters that, in my professional judgement, were of most significance in my audit of the financial report of the current period. I addressed these matters in the context of my audit of the financial report as a whole, and in forming my opinion thereon, and I do not provide a separate opinion on these matters.

## Valuation of Specialised Buildings \$163.155 million and depreciation expense \$3.286 million

Refer to notes C4-2, C4-5 and C4-6

Key audit matter	How my audit procedures addressed this key audit matter
<p>The Department of Communities, Disability Services and Seniors building assets were valued using a market value approach where relevant and current replacement cost method where the market value approach could not be used. Buildings reported at current replacement cost represented 92.5% of the total building assets.</p> <p>The Department's assets were valued on an annual basis according to the valuation methodology adopted for each category by comprehensively valuing the assets at regular intervals and applying indices in the years between comprehensive valuations.</p> <p>The Department derived the gross replacement cost of its specialised buildings at balance date using unit prices that required significant judgements for:</p> <ul style="list-style-type: none"> <li>• identifying the components of buildings with separately identifiable replacement costs (known as unit categories)</li> <li>• developing a unit rate for each of these components, including:               <ul style="list-style-type: none"> <li>○ estimating the current cost for a modern substitute (including locality factors and oncosts), expressed as a rate per unit</li> <li>○ identifying whether the existing building contains obsolescence or less utility compared to the modern substitute, and if so estimating the adjustment to the unit rate required to reflect this difference</li> </ul> </li> <li>• indexing unit rates for subsequent increases in input costs.</li> <li>• forecasting the remaining useful lives of assets.</li> </ul>	<p>My procedures included, but were not limited to:</p> <ul style="list-style-type: none"> <li>• Assessing the adequacy of management's review of the valuation process.</li> <li>• Assessing the appropriateness of the building components used for measuring gross replacement cost with reference to the Department's asset management plans, and common industry practices</li> <li>• For unit rates:               <ul style="list-style-type: none"> <li>○ Assessing the competence, capability and objectivity of the experts used by the entity to develop the models.</li> <li>○ Obtaining an understanding of the methodology used and assessing its appropriateness with reference to common industry practices.</li> <li>○ On a sample basis, evaluating the relevance, completeness and accuracy of source data used to derive the unit rate of the:                   <ul style="list-style-type: none"> <li>▪ modern substitute (including locality factors and on-costs)</li> <li>▪ adjustment for excess quality or obsolescence.</li> </ul> </li> </ul> </li> <li>• Evaluating whether unit rates were current at balance date by:               <ul style="list-style-type: none"> <li>○ Evaluating the reasonableness of the index used for changes in cost inputs with reference to the current years comprehensive results.</li> <li>○ Recalculating the index.</li> </ul> </li> <li>• Evaluating useful life estimates for reasonableness by:               <ul style="list-style-type: none"> <li>○ Reviewing management's annual assessment of useful lives.</li> <li>○ Assessing the remaining useful life calculated to determine that it is a fair reflection of the remaining useful life of the components</li> </ul> </li> </ul>

The significant judgements required for gross replacement cost and useful lives are also significant for calculating annual depreciation expense.

- Reviewing that no component still in use has reached or exceeded its useful life.
- Reviewing formal asset management plans, and enquiring of management about whether these plans remain current
- Reviewing for assets with an inconsistent relationship between condition and remaining useful life.
- Where changes in useful lives were identified, evaluating whether the effective dates of the changes applied for depreciation expense were supported by appropriate evidence.

### Responsibilities of the department for the financial report

The Accountable Officer 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 2009 and Australian Accounting Standards, and for such internal control as the Accountable Officer determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

The Accountable Officer is also responsible for assessing the department'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 department 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 aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for expressing an opinion on the effectiveness of the department's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the department.
- Conclude on the appropriateness of the department's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the department's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. I base my conclusions on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the department to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Accountable Officer regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

#### Report on other legal and regulatory requirements

In accordance with s.40 of the *Auditor-General Act 2009*, for the year ended 30 June 2018:

- a) I received all the information and explanations I required.
- b) In my opinion, the prescribed requirements in relation to the establishment and keeping of accounts were complied with in all material respects.



John Welsh  
as delegate of the Auditor-General

31 August 2018

Queensland Audit Office  
Brisbane



# APPENDICES



## Appendix 1

### Our legislation

The Department of Communities, Disability Services and Seniors' functions and powers are derived from administering the following Acts of Parliament, in accordance with the relevant Administrative Arrangements Orders.

Our Director-General, on behalf of our Minister, is responsible for administering these Acts.

The statutory objectives for each Act are outlined below.

Legislation	Description
<i>Carers (Recognition) Act 2008</i>	<p>The objects of this Act are to:</p> <ul style="list-style-type: none"><li>▶ recognise the valuable contribution by carers to the people they care for</li><li>▶ recognise the benefit, including the social and economic benefit, provided by carers to the community</li><li>▶ provide for the interests of carers to be considered in decisions about the provision of services that impact on the role of carers</li><li>▶ establish the Carers Advisory Council.</li></ul>
<i>Community Services Act 2007</i>	<p>The main object of this Act is to safeguard funding for the delivery of products or services to the community that:</p> <ul style="list-style-type: none"><li>▶ contribute to Queensland's economic, social and environmental wellbeing</li><li>▶ enhance the quality of life of individuals, groups and communities.</li></ul>
<i>Disability Services Act 2006</i>	<p>The objects of this Act are to:</p> <ul style="list-style-type: none"><li>▶ acknowledge the rights of people with disability, including by promoting their inclusion in the life of the community generally</li><li>▶ ensure that people with disability have choice and control in accessing relevant disability services</li><li>▶ ensure that disability services funded by the department are safe, accountable and respond to the needs of people with disability.</li></ul>

Legislation	Description
<p><i>Disability Services Act 2006</i></p> <p><i>continued</i></p>	<ul style="list-style-type: none"> <li>▶ safeguard the rights of adults with an intellectual or cognitive disability, including by regulating the use of restrictive practices by funded service providers in relation to those adults:               <ul style="list-style-type: none"> <li>» only where it is necessary to protect a person from harm</li> <li>» with the aim of reducing or eliminating the need for use of the restrictive practices.</li> </ul> </li> </ul>
<p><i>Forensic Disability Act 2011</i></p>	<p>The purpose of this Act is to provide for the involuntary detention, and the care and support and protection, of forensic disability clients, while at the same time:</p> <ul style="list-style-type: none"> <li>▶ safeguarding their rights and freedoms</li> <li>▶ balancing their rights and freedoms with the rights and freedoms of other people</li> <li>▶ promoting their individual development and enhancing their opportunities for quality of life</li> <li>▶ maximising their opportunities for reintegration into the community.</li> </ul>
<p><i>Guide, Hearing and Assistance Dogs Act 2009</i></p>	<p>The objects of this Act are to:</p> <ul style="list-style-type: none"> <li>▶ assist people with disability who rely on guide, hearing or assistance dogs to have independent access to the community</li> <li>▶ ensure the quality and accountability of guide, hearing and assistance dog training services.</li> </ul>

## Appendix 2 – Governance boards and committees

<b>Board of Management</b>	
Description	The role of the Board of Management is to maintain a sharp focus on the department's strategic activities, performance and partnerships, and respond quickly and strategically to emerging issues.
Membership	<p>Director-General (chair)</p> <p>Deputy Director-General, Disability Services</p> <p>Deputy Director-General, Corporate Services</p> <p>Assistant Director-General, Strategic Policy and Legislation</p> <p>Assistant Director-General, Community Services</p> <p>Senior Executive Director, Accommodation Support and Respite Services and Forensic Disability Services</p> <p>Chief Human Resources Officer</p> <p>Chief Finance Officer</p>
Meeting frequency	Fortnightly
Achievements in 2017–18	<p>From January to June 2018, the Board of Management:</p> <ul style="list-style-type: none"> <li>▶ guided and advised on the implementation of machinery-of-government changes to establish the new department</li> <li>▶ facilitated communication with staff and stakeholders on a range of key organisational changes during this period</li> <li>▶ oversaw development of the department's strategic vision, priorities and risks for 2018–22.</li> </ul>

## Disability Services Performance and Reform Committee

Description	<p>The Disability Services Performance and Reform Committee fulfils a dual role as part of the department’s governance arrangements. This is to oversee the department’s:</p> <ul style="list-style-type: none"> <li>▶ transition to the NDIS</li> <li>▶ performance and ‘business as usual’ matters.</li> </ul> <p>The committee has decision-making authority for matters within its scope.</p>
Membership	<p>Deputy Director-General, Disability Services (chair)</p> <p>Assistant Director-General, Strategic Policy and Legislation</p> <p>Executive Director, Disability Services Commissioning</p> <p>Executive Director, Whole-of-Government NDIS Implementation</p> <p>Executive Director, Disability Practice and Service Improvement</p> <p>Chief Finance Officer, Corporate Services</p> <p>Chief Human Resource Officer, Corporate Services</p> <p>Director, Investment, Performance and Reform</p> <p>Regional Director, Disability and Community Services, Far North Queensland Region</p> <p>Regional Director, Disability and Community Services, Central Queensland Region</p> <p>Regional Director, Disability and Community Services, North Coast Region</p> <p>Regional Director, Disability and Community Services, Brisbane Region</p> <p>Regional Director, Disability and Community Services, South East Region</p> <p>Head of Internal Audit and Compliance Services (standing guest)</p>
Meeting frequency	<p>Monthly or as required by the chair</p>

## Achievements in 2017–18

In 2017–18, the committee oversaw the department's:

- ▶ successful transition of existing state disability service users to the NDIS in Ipswich, Bundaberg and Rockhampton
- ▶ continuity of support arrangements for existing clients who may be ineligible for the NDIS
- ▶ building the capacity of rural and remote communities, Aboriginal and Torres Strait Islander communities and culturally and linguistically diverse communities to participate in the NDIS
- ▶ quality and safeguards for participants during transition
- ▶ sector and market readiness, including provider and participant capacity building
- ▶ funding reconciliation and transfer process.

## Finance and Budget Committee

### Description

The Finance and Budget committee is responsible for overseeing budget investment decisions and allocation processes for ensuring that appropriate financial controls are in place and providing financial and budget advice to the Board of Management.

The primary role of the committee is to:

- ▶ provide endorsement of budget strategies and responsibilities, including all major budget milestones during the financial year
- ▶ oversee the preparation of the department's budget submissions
- ▶ monitor and endorse adjustments to the department's budget for Director-General approval
- ▶ review whole-of-department financial performance, including monitoring of actual financial performance and position against budgets and overseeing the development of strategies in response to emerging issues
- ▶ review and monitor the financial performance in relation to the department's strategic capital planning and associated outlays to optimise use and expenditure of available funds
- ▶ provide direction and endorsement of budget pressures requiring funding and allocation of savings.

<p>Description <i>continued</i></p>	<p>The committee will undertake its role from a cross-organisational perspective, and ensure there is cohesiveness in its considerations and decisions, particularly in respect of departmental change and innovation activities.</p> <p>The committee will also ensure that the principles of the Queensland Government’s cultural capability framework are an inherent part of the core business and decision-making outcomes.</p>
<p>Membership</p>	<p>Deputy Director-General, Corporate Services (chair)</p> <p>Chief Finance Officer</p> <p>Deputy Director-General, Disability Services</p> <p>Assistant Director-General, Community Services</p> <p>Assistant Director-General, Strategic Policy and Legislation</p> <p>Senior Executive Director, AS&amp;RS and Forensic Disability Services</p> <p>Director, Funding Services</p> <p>Director-General (standing guest)</p>
<p>Meeting frequency</p>	<p>Monthly or as required by the chair</p>
<p>Achievements in 2017-18</p>	<p>In 2017–18, the committee:</p> <ul style="list-style-type: none"> <li>▶ reviewed and monitored financial performance</li> <li>▶ applied the fiscal strategy and budget rules and ensured these were adopted by all organisational units</li> <li>▶ monitored budget pressures and evaluated and prioritised the use of savings to address budget pressures</li> <li>▶ identified strategies to maximise the availability of departmental funds in the current and future years</li> <li>▶ provided leadership and direction in the financial management and performance of the department</li> <li>▶ reviewed and provided direction on the overall ICT-enabled portfolio for strategic alignment, value and benefit delivery.</li> </ul>

## Workforce and Capability Steering Committee

<p>Description</p>	<p>The Workforce and Capability Steering Committee provides strategic and operational direction on human resource and workforce management issues. It is a decision-making committee and its primary role is to:</p> <ul style="list-style-type: none"> <li>▶ oversee the implementation of human resource and workforce management strategies, policies and procedures</li> <li>▶ provide direction and develop strategies to support the achievement of departmental goals in areas such as workforce diversity, capability development, performance planning, career development, succession planning, equal employment opportunity/anti-discrimination, and workplace health and safety</li> <li>▶ guide the department’s workforce planning</li> <li>▶ oversee and monitor the implementation of the human resource management agenda and achievements</li> <li>▶ lead the implementation of the learning and development framework and priorities</li> <li>▶ provide direction to the development of the department’s culture</li> <li>▶ focus on the workforce effects of reforms and enable a cohesive approach to our shifting workforce</li> </ul>
<p>Membership</p>	<p>Deputy Director-General, Corporate Services (chair)  Assistant Director-General, Strategic Policy and Legislation  Chief Human Resource Officer, Human Resources and Ethical Standards  Executive Director, Whole-of-Government NDIS Implementation  Executive Director, Stakeholder Engagement and Communication  Regional Executive Director, Far North Queensland Region  Regional Executive Director, North Queensland Region  Regional Executive Director, Central Queensland Region  Regional Executive Director, North Coast Region  Regional Executive Director, Brisbane Region  Regional Executive Director, South East Region  Regional Executive Director, South West Region  Director, Workforce Capability, Human Resources and Ethical Standards</p>

Meeting frequency	Bimonthly
Achievements in 2017-18	<p>In 2017–18, the committee:</p> <ul style="list-style-type: none"> <li>▶ endorsed the Safety, Wellbeing and Injury Management (SWIM) Musculoskeletal Disorder Action Plan 2017–18</li> <li>▶ endorsed the Temporary Employment Policy, Process and Flowchart</li> <li>▶ endorsed the Workforce Capability Plan for 2017–20</li> <li>▶ endorsed the release of the audit report to regional SWIM teams to enable collaboration on agreed actions and further planning.</li> </ul>
<b>Audit and Risk Committee</b>	
Description	The Audit and Risk Committee’s primary role is to advise the Director-General on assurance-related matters, and assist in the discharge of the Director-General’s financial management responsibilities under the <i>Financial Accountability Act 2009</i> , <i>Financial Accountability Regulation 2009</i> and the <i>Financial and Performance Management Standard 2009</i> .
Membership	<p>Ms Karen Prentis, external independent chair – from January 2017</p> <p>Ms Leith Brown, external independent member, Deputy Director-General, Corporate, Department of Agriculture and Fisheries – from January 2017</p> <p>Deputy Director-General, Corporate Services, Department of Communities, Disability Services and Seniors (member)</p> <p>Assistant Director-General, Strategic Policy and Legislation, Department of Communities, Disability Services and Seniors (member)</p> <p>Head of Internal Audit, Internal Audit and Compliance Services (invitee)</p> <p>Chief Finance Officer, Corporate Services, Department of Communities, Disability Services and Seniors (invitee)</p> <p>Audit Managers, Queensland Audit Office (invitee)</p> <p>Director-General (special invitee)</p>
Total remuneration payments and on costs	In 2017–18, the external independent chair received total remuneration of \$10,000.



Meeting frequency	The committee met five times in 2017–18.
Achievements in 2017–18	<p>In 2017–18, the committee:</p> <ul style="list-style-type: none"> <li>▶ monitored completion of the Strategic Internal Audit Plan and the implementation of recommendations arising from internal audit reports</li> <li>▶ provided guidance on, and endorsed, the 2018–19 Strategic Internal Audit Plan</li> <li>▶ reviewed and endorsed the annual financial statements</li> <li>▶ reviewed the department’s risk management, compliance and internal control frameworks</li> <li>▶ reviewed and endorsed the Chief Finance Officer Assurance Report.</li> </ul>

### Information and Innovation Committee

Description	<p>The Information and Innovation Committee is a decision-making committee that provides ICT governance to DCDSS and DCSYW, also supporting DATSIP.</p> <p>The committee ensures strategic alignment to the agencies’ ICT investment by maximising the value derived from the ICT portfolio, and approving the release of funds to initiatives within the annual portfolio program of work.</p> <p>The Information and Innovation Committee (formerly Information Steering Committee) was formed as a result of the machinery-of-government changes in December 2017, when the former Department of Communities, Child Safety and Disability Services (DCCSDS) was renamed the Department of Communities, Disability Services and Seniors (DCDSS) under the Administrative Orders. A new agency was formed, the Department of Child Safety, Youth and Women (DCSYW), with some functions of the former department DCCSDS transferred to the new department DCSYW. The former ISC was the governance committee for ICT matters within DCCSDS.</p>
Membership	<p>Deputy Director-General, Corporate Services, DCDSS</p> <p>Assistant Director-General, Corporate Services, DCSYW</p> <p>Assistant Director-General and Chief Information Officer, II&amp;R, DCSYW</p> <p>Chief Finance Officer, DCDSS</p> <p>A/Assistant Director-General, Community Services, DCDSS</p> <p>Executive Director, Disability Services Commissioning, DCDSS</p>

<p>Membership <i>continued</i></p>	<p>Executive Director, Strategy and Delivery Performance, Strategy, DCSYW Executive Director, Practice Connect, Service Delivery DCSYW Director, Transition, Youth Justice, DCSYW Regional Executive Director – rotating between regions every 12 months Regional Director – rotating between regions every 12 months</p>
<p>Total remuneration payments and on costs</p>	<p>N/A – There are no external/non-government members on the IIC</p>
<p>Meeting frequency</p>	<p>Bimonthly</p>
<p>Achievements in 2017-18</p>	<ul style="list-style-type: none"> <li>▶ Oversaw the delivery of ICT services across the former DCCSDS and the post-MoG supported agencies, DCDSS, DCSYW and DATSIP</li> <li>▶ Reviewed and approved the 2017–18 Program of Work for DCCSDS portfolio projects</li> <li>▶ Monitored the security risks and controls for the supported agencies</li> <li>▶ Monitored the management of records across the supported agencies</li> <li>▶ Reviewed and updated current, as well as introduced a number of new departmental ICT policies and procedures, including the Child Safety Data Governance Framework Policy</li> <li>▶ Reviewed the annually updated ICT Service Catalogue and Service Level Agreement for the agencies.</li> </ul>

## Appendix 3 – Government bodies

Queensland National Disability Insurance Scheme Transition Advisory Group (QTAG)						
Act or instrument	Not applicable					
Functions	QTAG provides strategic advice to the Minister and the Queensland Government about issues and challenges in relation to Queensland's transition to the NDIS. Members represent the views of people with disability, families, carers, service providers and peak bodies.					
Achievements	<p>Members have provided valuable strategic advice on issues such as:</p> <ul style="list-style-type: none"> <li>▶ strategies specific to Aboriginal and Torres Strait Islander peoples</li> <li>▶ NGO sector workforce</li> <li>▶ participant and provider readiness</li> <li>▶ rural and remote strategies</li> <li>▶ interpreters for NDIS participants from culturally and linguistically diverse backgrounds</li> <li>▶ mental health services under the NDIS</li> <li>▶ transport.</li> </ul>					
Financial reporting	Not applicable					
Remuneration: no meeting fees are provided						
Position	Name	Meetings/ sessions attendance	Approved annual, sessional or daily fee	Approved subcommittee fees if applicable	Actual fees received	
Chair	Hon Coralee O'Rourke	2	N/A	N/A	N/A	
Deputy Chair	Paige Armstrong	2	N/A	N/A	N/A	
Member	Sharon Boyce	2	N/A	N/A	N/A	
Member	Brett Casey	2	N/A	N/A	N/A	
Member	Karni Liddell	2	N/A	N/A	N/A	

Member	Debra Cottrell	2	N/A	N/A	N/A
Member	Margaret Rodgers	2	N/A	N/A	N/A
Member	Maureen Fordyce	2	N/A	N/A	N/A
Member	Kris Trott	2	N/A	N/A	N/A
Member	Adrian Carson	2	N/A	N/A	N/A
Member	Richard Nelson	2	N/A	N/A	N/A
Member	Rhys Kennedy	2	N/A	N/A	N/A
Member	Peter Selwood	2	N/A	N/A	N/A
Member	Joanne Jessop	1	N/A	N/A	N/A
Member	Alan Smith	2	N/A	N/A	N/A
Member	Peter Stewart	2	N/A	N/A	N/A
Member	Jodi Wolthers	2	N/A	N/A	N/A
Member	Jennifer Cullen	2	N/A	N/A	N/A
Member	Belinda Drew	2	N/A	N/A	N/A

No. of scheduled meetings/sessions: 2 (28 August 2017, 23 April 2018)

Total out of pocket expenses: \$1907.21 for catering and AUSLAN interpreting costs, met within existing departmental budget

## Queensland Carers Advisory Council

*Act or instrument*

*Carers (Recognition) Act 2008*

Functions

The functions of the council are to:

- ▶ work to advance the interests of carers and promote compliance by public authorities with the carer charter
- ▶ make recommendations to the Minister on enhancing compliance by public authorities with the carers charter
- ▶ provide general advice to the Minister on matters relating to carers
- ▶ carry out other functions as directed by the Minister.

Achievements	During the previous term, the Council gave advice on a range of initiatives and policies such as the NDIS and the implications for carers of the changes; and the Multicultural Policy and Action Plan regarding the role of young carers looking after people from non-English speaking backgrounds. The Council also provided input into other strategies including the <i>Age-friendly Community Strategy</i> , <i>Queensland Youth Strategy</i> , and a discussion paper for the <i>Queensland Housing Strategy</i> .				
Financial reporting	Not applicable				
Remuneration as per below					
Position	Name	Meetings/ sessions attendance*	Approved annual, sessional or daily fee	Approved subcommittee fees if applicable	Actual fees received
Chairperson	Wayne Briscoe Clare O'Connor	1 1	N/A	N/A	N/A
Carer representative	Teresa Plibeam Louise Jessop Semah Mokak-Wischki Kirsty Buckley Sue Campbell	2 1 1 1 1	\$150 per half day sitting	N/A	\$350 in total \$150 in total \$150 in total N/A \$150 in total
Carer organisation representative	Gary Bourke Debra Cottrell Sarah Mitchell	2 2 1	N/A	N/A	N/A
Government representative	Jay Silver Kevin Phillips Shayna Smith Carmel Ybarlucea	1 2 2 0	N/A	N/A	N/A
No. of scheduled meetings/sessions: 2. The Queensland Government election and caretaker mode prevented the scheduled third meeting from occurring, as set out in the Council's Terms of Reference.					
Total out of pocket expenses: \$750					

\* Maximum 4 in attendance per meeting including Chairperson.

## Queensland Disability Advisory Council and Regional Disability Advisory Councils

Act or instrument	<i>Disability Services Act 2006</i> (Qld), sections 222 and 223
Functions	<p>The Queensland Disability Advisory Council and seven Regional Disability Advisory Councils provide the Minister with independent and timely advice about important disability matters that have a regional, state-wide or national impact.</p> <p>Members were appointed to the councils for a three-year term through to June 2019 to coincide with Queensland's transition to the NDIS.</p> <p>In 2017–18, council members had a specific focus on two key priorities:</p> <ul style="list-style-type: none"> <li>▶ supporting Queenslanders to prepare for and transition to the NDIS</li> <li>▶ promoting a socially inclusive Queensland and promoting the state disability plan <i>All Abilities Queensland</i>.</li> </ul> <p>All council members are representative of their communities and include people with disability, family members, carers, advocates and academics, as well as members from community organisations, businesses, local government and disability service providers.</p> <p>The 11-member Queensland Disability Advisory Council comprises the chairs of the seven regional councils and four additional members with specialist expertise or knowledge. The seven regional councils support the Queensland council. Each regional council has between seven and 10 members.</p> <p>At 30 June 2018, there were 68 disability advisory council members across the state.</p>
Achievements	<p>Each of the councils meets quarterly.</p> <p>In 2017–18, council members actively engaged with their networks and communities about the NDIS, providing new information, clarifying processes, raising issues and sharing experiences.</p> <p>Members played a significant role in advising government about the benefits and impacts of the NDIS, including the positive changes that people with disability were experiencing through their NDIS plans and opportunities to further improve the NDIS planning processes and information for participants. Members highlighted the impact from the delay in appointing local area coordinators, and worked with government to identify interim solutions and share these with their networks.</p>

Achievements <i>continued</i>	<p>In 2017–18, members worked with their local councils to improve access for people with disability in their communities, including doorways, ramps, footpaths and accessible toilets in parks.</p> <p>Members participated in workshops with Queensland Government departments to provide advice on practical actions that they can include in their disability service plans that will make a real difference to the way people with disability access their services.</p> <p>Council members also act as a consultative forum when the government or Minister requests disability stakeholder views. Members provided input on a broad range of issues, including transport standards and parking reviews, support for people with disability in hospitals, better connecting the range of mental health services, and improved training for staff in corrective services to better identify and understand disability and support people’s needs.</p>
Financial reporting	The transactions of the councils are accounted for in the department’s financial statements.
No. scheduled meetings/sessions	<p>During 2017–18, the Queensland Disability Advisory Council met four times for a total of eight days.</p> <p>Each of the seven regional councils met four times for a total of 28 days in 2017–18.</p> <p>Council members were also invited to attend other ad hoc meetings throughout the year to represent the views of Queenslanders with disability, including national meetings and workshops with Queensland Government departments.</p>

### 1. Queensland Disability Advisory Council

Position	Name	Meetings/sessions attendance	Approved annual, sessional or daily fee	Approved subcommittee fees if applicable	Actual fees received
Chair	Sharon Boyce	6	\$17,160 pa + \$520 daily	N/A	21,580
Deputy Chair	Anita Veivers	6	\$400 daily	N/A	3000
Member	Bernard McNair	5	\$400 daily	N/A	3000
Member	Paul Larcombe	5.5	\$400 daily	N/A	2200
Member	Harry McConnell	4	\$400 daily	N/A	0

Member	Ken Parker	8	\$400 daily	N/A	4700
Member	Barry Skinner	8	\$400 daily	N/A	3600
Member	Peter Gurr	3	\$400 daily	N/A	0
Member	Pam Spelling	6	\$400 daily	N/A	2800
Member	Laurence Bray	8	\$400 daily	N/A	3400
Member	Semah Mokak-Wischki	8	\$400 daily	N/A	3200
Member	Benjamin Keast	2	\$400 daily	N/A	1000
Member	Simon Wright	2	\$400 daily	N/A	800
Member	Robert Hannaford	5.5	\$400 daily	N/A	2400
Member	Laura Scurr	2	\$400 daily	N/A	800
Member	Gillian Costabeber	2	\$400 daily	N/A	1000
Total actual fees paid					\$53,940
Total out of pocket expenses: \$29,962.91					

## 2. Far North Queensland Regional Disability Advisory Council

Position	Name	Meetings/ sessions attendance	Approved annual, sessional or daily fee	Approved subcommittee fees if applicable	Actual fees received
Chair	Anita Veivers	3	\$390 daily	N/A	975
Member	Arnold Budd	4	\$300 daily	N/A	900
Member	Benjamin Keast	4	\$300 daily	N/A	945
Member	Felicia Bowen	0	\$300 daily	N/A	0
Member	James Gegg	0	\$300 daily	N/A	0
Member	Peter Lenoy	2	\$300 daily	N/A	0
Member	Rosemary Iloste	3	\$300 daily	N/A	600
Member	Sandra Kelly	3	\$300 daily	N/A	750
Member	Sharon Carter	4	\$300 daily	N/A	1050
Member	Sue Tomasich	4	\$300 daily	N/A	900
Total actual fees paid					\$6120
Total out of pocket expenses: \$3831.88					



### 3. North Queensland Regional Disability Advisory Council

Position	Name	Meetings/ sessions/ attendance	Approved annual, sessional or daily fee	Approved subcommittee fees if applicable	Actual fees received
Chair	Bernard McNair	4	\$390 daily	N/A	1560
Member	Anne Hodge	1	\$300 daily	N/A	300
Member	Liza Clews	3	\$300 daily	N/A	900
Member	Gillian Costabeber	4	\$300 daily	N/A	1200
Member	Vicky Saunders	1	\$300 daily	N/A	0
Member	Carmel Dargan	2	\$300 daily	N/A	600
Member	Ann Greer	2	\$300 daily	N/A	600
Member	John Lovi	2	\$300 daily	N/A	900
Member	Debra King	0	\$300 daily	N/A	0
Member	Thomas Block	3	\$300 daily	N/A	900
Total actual fees paid					\$6960
Total out of pocket expenses: \$5013.11					

### 4. Central Queensland Regional Disability Advisory Council

Position	Name	Meetings/ sessions/ attendance	Approved annual, sessional or daily fee	Approved subcommittee fees if applicable	Actual fees received
Chair	Ken Parker	4	\$390 daily	N/A	2145
Member	Raelene Ensby	3	\$300 daily	N/A	1200
Member	Tracey Alexander	3	\$300 daily	N/A	1050
Member	Desmond Quinn	2	\$300 daily	N/A	900
Member	Shari Guinea	4	\$300 daily	N/A	2250
Member	John Weir	1	\$300 daily	N/A	300
Member	Edward Thorburn	1	\$300 daily	N/A	300
Member	Michael Mahon	0	\$300 daily	N/A	0
Member	Helen Jarvis	3	\$300 daily	N/A	1050
Total actual fees paid					\$9195
Total out of pocket expenses: \$6510.28					

### 5. North Coast Regional Disability Advisory Council

Position	Name	Meetings/ sessions attendance	Approved annual, sessional or daily fee	Approved subcommittee fees if applicable	Actual fees received
Chair	Barry Skinner	4	\$390 daily	N/A	1560
Member	Jennifer Buchanan	1	\$300 daily	N/A	300
Member	Kerrie Green	3	\$300 daily	N/A	900
Member	Kay Maclean	1	\$300 daily	N/A	0
Member	Carol Thorne	4	\$300 daily	N/A	1200
Member	Leanne Walsh	4	\$300 daily	N/A	1200
Member	Cathy White	0	\$300 daily	N/A	0
Member	Matthew McCracken	1	\$300 daily	N/A	300
Member	Sharon Bourke	3	\$300 daily	N/A	900
Member	Darcy Cavanagh	2	\$300 daily	N/A	600
Member	John Weir	1	\$300 daily	N/A	300
Total actual fees paid					\$7260
Total out of pocket expenses: \$830.48					

### 6. Brisbane Regional Disability Advisory Council

Position	Name	Meetings/ sessions attendance	Approved annual, sessional or daily fee	Approved subcommittee fees if applicable	Actual fees received
Chair	Paul Larcombe	4	\$390 daily	N/A	975
Member	Simon Wright	4	\$300 daily	N/A	1050
Member	Helene Frayne	4	\$300 daily	N/A	795
Member	Maria Hoogstrate	4	\$300 daily	N/A	750
Member	Michael DeLacey	2	\$300 daily	N/A	450
Member	Kathleen Ellem	3	\$300 daily	N/A	450
Member	John Mayo	2	\$300 daily	N/A	300
Member	Wendy Lovelace	4	\$300 daily	N/A	900
Member	Pamela Burgess	3	\$300 daily	N/A	450
Member	Cathy White	1	\$300 daily	N/A	300
Total actual fees paid					\$6420
Total out of pocket expenses: \$1180.98					

### 7. South West Regional Disability Advisory Council

Position	Name	Meetings/ sessions/ attendance	Approved annual, sessional or daily fee	Approved subcommittee fees if applicable	Actual fees received
Chair	Sharon Boyce	4	\$390 daily	N/A	1560
Member	Kerrie Grice	2	\$300 daily	N/A	600
Member	Michael Deutscher	0	\$300 daily	N/A	0
Member	Laura Scurr	4	\$300 daily	N/A	2100
Member	Peter Tully	3	\$300 daily	N/A	900
Member	Lyndel Bunter	4	\$300 daily	N/A	1200
Member	Paul Devine	3	\$300 daily	N/A	900
Member	Therese Crisp	2	\$300 daily	N/A	600
Member	Paul Wilson	3	\$300 daily	N/A	900
Member	Sonja Gilchrist	1	\$300 daily	N/A	300
Total actual fees paid					\$9060
Total out of pocket expenses: \$3469.44					

### 8. South East Regional Disability Advisory Council

Position	Name	Meetings/ sessions/ attendance	Approved annual, sessional or daily fee	Approved subcommittee fees if applicable	Actual fees received
Chair	Harry McConnell	3	\$390 daily	N/A	0
Member	Phia Damsma	4	\$300 daily	N/A	1050
Member	Helen Steinhardt	3	\$300 daily	N/A	0
Member	Savannah Hunt	3	\$300 daily	N/A	900
Member	Josephine McMahon	2	\$300 daily	N/A	600
Member	Peter Rhodes	2	\$300 daily	N/A	0
Member	Christine Saunders	3	\$300 daily	N/A	900
Member	Robert Hannaford	3	\$300 daily	N/A	1050
Member	Daniel Bedwell	1	\$300 daily	N/A	0
Member	Eva Hallam	0	\$300 daily	N/A	0
Total actual fees paid					\$4500
Total out of pocket expenses: \$1270.74					

## Appendix 4

### Compliance Checklist

Summary of requirement		Basis for requirement	Annual report page number reference
Letter of compliance	A letter of compliance from the accountable officer or statutory body to the relevant Minister/s	ARRs – section 7	3
Accessibility	Table of contents	ARRs – section 9.1	6
	Glossary	ARRs – section 9.1	146
	Public availability	ARRs – section 9.2	2
	Interpreter service statement	<i>Queensland Government Language Services Policy</i> ARRs – section 9.3	2
	Copyright notice	<i>Copyright Act 1968</i> ARRs – section 9.4	2
	Information licensing	<i>QGEA – Information Licensing</i> ARRs – section 9.5	2
General information	Introductory information	ARRs – section 10.1	7
	Machinery-of-government changes	ARRs – section 31 and 32	4
	Agency role and main functions	ARRs – section 10.2	12
	Operating environment	ARRs – section 10.3	12

Summary of requirement		Basis for requirement	Annual report page number reference
Non-financial performance	Government's objectives for the community	ARRs – section 11.1	12
	Other whole-of-government plans/specific initiatives	ARRs – section 11.2	144
	Agency objectives and performance indicators	ARRs – section 11.3	61
	Agency service areas and service standards	ARRs – section 11.4	61
Financial performance	Summary of financial performance	ARRs – section 12.1	58
Governance – management and structure	Organisational structure	ARRs – section 13.1	41
	Executive management	ARRs – section 13.2	42
	Government bodies (statutory bodies and other entities)	ARRs – section 13.3	131
	<i>Public Sector Ethics Act 1994</i>	<i>Public Sector Ethics Act 1994</i> ARRs – section 13.4	52
	Queensland public service values	ARRs – section 13.5	13

Summary of requirement		Basis for requirement	Annual report page number reference
Governance – risk management and accountability	Risk management	ARRs – section 14.1	66
	Audit committee	ARRs – section 14.2	67
	Internal audit	ARRs – section 14.3	67
	External scrutiny	ARRs – section 14.4	67
	Information systems and recordkeeping	ARRs – section 14.5	72
Governance – human resources	Strategic workforce planning and performance	ARRs – section 15.1	54
	Early retirement, redundancy and retrenchment	Directive No.16/16 <i>Early Retirement, Redundancy and Retrenchment</i> (from 20 May 2016 to 10 May 2018)  <i>Directive No 4/18 Early Retirement, Redundancy and Retrenchment</i> (from 11 May 2018 to current)  ARRs – section 15.2	54
Open Data	Statement advising publication of information	ARRs – section 16	64
	Consultancies	ARRs – section 33.1	64
	Overseas travel	ARRs – section 33.2	64
	Queensland Language Services Policy	ARRs – section 33.3	64

Summary of requirement		Basis for requirement	Annual report page number reference
Financial statements	Certification of financial statements	FAA – section 62 FPMS – sections 42, 43 and 50 ARRs – section 17.1	115
	Independent Auditor's Report	FAA – section 62 FPMS – section 50 ARRs – section 17.2	116

FAA

*Financial Accountability Act 2009*

FPMS

*Financial and Performance Management Standard 2009*

ARRs

*Annual report requirements for Queensland Government agencies*

## Appendix 5

### National Partnership on DisabilityCare Australia Fund Payments: Initial Payment

From 1 July 2014, the Commonwealth Government increased the Medicare levy from 1.5 to 2 per cent to help pay for the NDIS.

The DisabilityCare Australia Fund, which comprises these funds, was established to reimburse states, territories and the Commonwealth for expenditure incurred in relation to NDIS package costs or other NDIS costs agreed through a bilateral agreement with the Commonwealth.

On 30 June 2017, the Queensland Premier and the Prime Minister signed the National Partnership on DisabilityCare Australia Fund Payments: Initial Payment, which provides an initial one-off payment to jurisdictions from DisabilityCare Australia Fund.

An initial payment of \$52.8 million was received on 9 October 2017 under the terms of this agreement, reimbursing Queensland for its financial contribution to the NDIS in 2015–16 and 2016–17.

### National Disability Agreement

The agreement affirms the commitment of all governments to work in partnership with stakeholders, including people with disability, their families and carers, to improve outcomes for people with disability.

Priority areas under the National Disability Agreement include providing greater opportunities for choice and control, enhancing

family and carer capacity, and maintaining flexible support models for people with complex needs.

Queensland invested in a wide range of disability services to enable people with disability to live as independently as possible and participate in the community. These services included accommodation support, community participation and life skills development, and early intervention to give children with disability the best start in life.

An additional 414 people took up opportunities for greater choice and control by self-directing their support through the Your Life; Your Choice initiative.

Queensland continued to respond to carers' needs by investing in respite services and funding carer support organisations, and stimulating the development of innovative options so that elderly parent carers can secure accommodation for their adult children with disability.

In light of the significant policy changes since the agreement commenced, including the introduction of the NDIS and the implementation of the *National Disability Strategy*, the Productivity Commission is conducting a review of the agreement and will report to the Commonwealth Government in 2019.



## Bilateral Agreement between the Commonwealth and Queensland: Transition to a National Disability Insurance Scheme (Bilateral Agreement)

On 16 March 2016, the Queensland and Commonwealth governments signed the Bilateral Agreement for the transition to the NDIS in Queensland.

The Bilateral Agreement and associated schedules detail roles and responsibilities of the Queensland and Commonwealth governments during the transition in Queensland, between 1 July 2016 to 30 June 2019.

The schedules cover implementation matters including (but not limited to) funding, phasing and support arrangements, quality and safeguarding arrangements, and how the NDIS will interface with mainstream services.

## National Partnership Agreement for pay equity for the social and community services sector

This agreement was introduced in 2013 and contributes to assisting the social and community services sector with additional wage costs arising from pay equity orders.

In 2017–18, the department made payments of \$44 million to approximately 292 organisations delivering specialist disability services.

## National Partnership Agreement on Transitioning Responsibilities for Aged Care and Disability Services

The agreement's objective is to implement Schedule F of the National Health Reform Agreement, which agreed on budget-neutral funding responsibilities for a range of services for people over and under the age of 65.

The previous specific Schedule F financial arrangements have now been incorporated into the broader funding agreements within the NDIS Bilateral Agreement and associated schedules.

## Appendix 6

### Glossary

#### **Carer**

Someone who provides, in a non-contractual and unpaid capacity, ongoing care or assistance to another person who, because of a disability, frailty, chronic illness or pain, requires assistance with everyday tasks.

#### **Community care**

Provides low-intensity support services to people under 65 years of age who have a disability or a condition that restricts their ability to carry out activities of daily living. Core activities of daily living include dressing, bathing or showering, preparing meals, house cleaning and maintenance, and using public transport.

#### **Community inclusion**

Occurs when all people are given the opportunity to participate fully in political, cultural, civic and economic life to improve their living standards and their overall wellbeing.

It aims to remove barriers for people or for areas that experience a combination of linked problems such as unemployment, poor skills, low incomes, poor housing, high crime environments, bad health and family breakdown.

#### **Community recovery**

Coordination of support for the restoration of emotional, social and physical wellbeing. It includes developing financial assistance packages for individuals, families and non-government organisations to help people recover from a disaster as quickly as possible.

#### **Corporate governance**

The framework of rules, relationships, systems and processes within, and by, which authority is exercised and controlled within organisations. It encompasses the mechanisms by which organisations, and those in authority, are held to account.

#### **Disability**

A person's condition that is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment, or a combination of impairments, and results in a substantial reduction of the person's capacity for communication, social interaction, learning, mobility, self-care or management.

#### **Human Services Quality Framework**

A system for assessing and improving the quality of human services that applies to organisations delivering services under a service agreement with the department or other specified arrangements.

#### **National Disability Insurance Agency**

The National Disability Insurance Agency is an independent statutory agency whose role is to implement the National Disability Insurance Scheme, which will support a better life for Australians with a significant and permanent disability and their families and carers.

#### **National Disability Insurance Scheme**

Australian Government scheme that will support people with permanent and significant disability, and their families and carers. The NDIS will provide reasonable and necessary supports to people to live an ordinary life.

### **National partnership agreement**

National partnership agreements are agreements between the Commonwealth of Australia and state and territory governments. The agreements contain objectives, outcomes, outputs and performance indicators, and roles and responsibilities that will guide the delivery of services across relevant sectors.

### **Non-government organisation**

Community-managed, not-for-profit organisations that receive government funding specifically for the purpose of providing community support services.

### **Policy**

A general principle by which government, a company or an organisation is guided in its management.

### **Red tape**

Excessive bureaucratic regulation or rigid conformity to formal rules considered redundant.

### **Reform**

The transformation of government to be more efficient, achieve value for money, and ultimately deliver better outcomes.

### **Respite services**

Services that provide short-term, temporary relief to those who are caring for family members who might otherwise require permanent placement in a facility outside the home.

### **Restrictive practices**

Interventions such as: containment or seclusion; chemical restraint, mechanical restraint and physical restraint; or restricting access (for example, to objects by locking

cupboards). These practices are required for adults with intellectual or cognitive disability who exhibit behaviour that places themselves or others at risk of harm.

### **Service provider**

A business or organisation that supplies expert care or specialised services rather than an actual product.

### **Social investment**

The voluntary contribution of funding, skills and resources to projects that deliver benefits to local communities and society. This includes a loan or other financial investment that aims to make a positive economic, social or environmental impact in a community.

### **Stakeholders**

Individuals and organisations that are actively involved in a project, or whose interests may be positively or negatively affected as a result of a project's execution/completion.

### **Therapeutic support**

Encompasses a range of services provided to vulnerable members of the community to assist them in their lives. This support is provided by government and non-government health and education providers.

### **Whole-of-government**

Denotes public service agencies working across portfolio boundaries to achieve a shared goal and an integrated government response to particular issues.

## Appendix 7

### Contact details

The department works to strengthen and protect the wellbeing of Queenslanders, particularly those most in need of support.

Information about the department's supports and services can be accessed through:

- ▶ our service centres
- ▶ the 13 QGOV telephone number
- ▶ Queensland Government Service Centres
- ▶ Queensland Government website.

### Service centres

We deliver services at service centres located in communities throughout Queensland. Dedicated community and disability service centres provide services from everyday support for families and individuals through to organising specialised services in emergencies.

### 13 QGOV

The 13 QGOV (13 74 68) telephone number provides a single entry point to the Queensland Government for customers. It operates 24 hours a day, 365 days a year.

### Queensland Government Service Centres

At a Queensland Government Service Centre you can access a range of Queensland Government services, advice and information from a single location. You can also make payments over the counter for a variety of government services, irrespective of which department offers the service.

Along with the face-to-face counter service, Queensland Government Service Centres have self-service computer kiosks and a telephone linked to Smart Service Queensland's Integrated Contact Centre.

Service Centres are in addition to the Queensland Government Agent Program offices in regional locations across Queensland. These offices provide government information about transactional services for people in their local community.

### Queensland Government website

The Queensland Government website is designed to present information based on relevance to customer groups so people can find information in one place, regardless of which department provides the service.

## Our locations

### Central office

Address: 1 William Street, Brisbane Qld 4000  
Post: GPO Box 806, Brisbane Qld 4001  
Phone: 13 QGOV (13 74 68)  
Website: [www.communities.qld.gov.au](http://www.communities.qld.gov.au)

### Regional offices

#### **Brisbane and South West Regions**

Address: Ground Floor, 55 Russell Street,  
South Brisbane Qld 4101  
Post: PO Box 3022 BC, South Brisbane Qld 4101  
Phone: 07 3109 7007  
Fax: 07 3895 3040

#### **North and Far North Queensland Regions**

Address: Level 2, William McCormack Place 1,  
5B Sheridan Street, Cairns Qld 4870  
Post: PO Box 8054, Cairns Qld 4870  
Phone: 07 4047 5745  
Fax: 07 4039 8023

#### **North Coast Region**

Address: Level 3, 12 First Avenue,  
Maroochydore Qld 4558  
Post: PO Box 972, Maroochydore Qld 4558  
Phone: 07 5352 7298  
Fax: 07 5352 7260

#### **Central Queensland Region**

Address: 271 Albert Street  
Maryborough Qld 4650  
Post: PO Box 130, Maryborough Qld 4650  
Phone: 07 4121 1432  
Fax: 07 4121 1440

#### **South East Region**

Address: Ground Floor, 100 George Street,  
Beenleigh Qld 4207  
Post: PO Box 1170, Beenleigh Qld 4207  
Phone: 07 3884 7400  
Fax: 07 3884 7428

Further contact details, including details for Disability Service Centres, are located on our website at [www.communities.qld.gov.au](http://www.communities.qld.gov.au) under 'Contact us'.

