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

2019–2020 ANNUAL REPORT



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
* For further information on how to contact us — refer to Appendix 6 on page 115. International Standard Serial Number (ISSN) 2209-7716

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Cultural acknowledgement

We acknowledge Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of this country and recognise their connection to land, wind, water and community. We pay our respect to them, their cultures, and to Elders both past and present.

Queensland Government crest
Office of the Director-General
Department of Communities, Disability Services and Seniors
9 September 2020
The Honourable Coralee O’Rourke MP
Minister for Communities and Minister for Disability Services and Seniors
GPO Box 806
BRISBANE QLD 4001
Dear Minister O’Rourke
I am pleased to submit for presentation to the Parliament the Annual Report 2019–2020 and financial statements for the Department of Communities, Disability Services and Seniors. 
I certify that this Annual Report complies with:
• the prescribed requirements of the Financial Accountability Act 2009 and the Financial and Performance Management Standard 2019, and
• the detailed requirements set out in the Annual report requirements for Queensland Government agencies. 
A checklist outlining the annual reporting requirements is provided at page 118 of the annual report. 
Yours sincerely
Clare O’Connor
Director-General
1 William Street
Brisbane Queensland 4000
GPO Box 806 Brisbane
Queensland 4001 Australia


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## Message from the Director-General

### Clare O’Connor

The 2019–20 financial year was a challenging year for the Department of Communities, Disability Services and Seniors, for Queensland, and for the nation.

The impact of the COVID-19 pandemic saw this agency significantly re-focus its services in the second half of the financial year to lead human and social community recovery for Queensland.

This is a frontline department delivering vital disability and community services. I am proud of the way in which the department, and our staff, have responded and risen to the challenges posed by this pandemic.

Our response to COVID-19 has been swift, with the quick activation of supports for Queenslanders, including seniors and people with disability.

Through the Community Recovery Hotline and the Care Army initiatives, tens of thousands of vulnerable Queenslanders were supported during isolation with telephone support services, psychosocial supports and the delivery of essential food, household items and medications.

We worked extensively with the disability and community sectors to ensure the continuity of essential services for people with disability and seniors, and the availability of accessible information about COVID-19.

It is important for us to recognise the exceptional work the department has continued to deliver.

From supporting Queensland communities as they recover from devastating bushfires, to helping more Queenslanders with disability to access the National Disability Insurance Scheme, and expanding our network of neighbourhood and community centres, we are committed to supporting communities to thrive.

We have invested in capital works projects supporting local construction jobs in our communities.

I acknowledge the engagement and effort demonstrated across the agency in responding to COVID-19 while maintaining high-quality services for Queensland’s communities.

The next 12 months will pose more challenges for us as a department and as a state. We will continue to rise to the occasion and deliver for Queenslanders.

Clare O’Connor  
**Director-General**

# ABOUT US

## Strategic overview

### Our vision

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.

### Our objectives

The Department of Communities, Disability Services and Seniors will respect, protect and promote human rights in our decision-making and actions to:

* improve the wellbeing of individuals requiring disability, community and seniors services
* strengthen communities and help them thrive
* invest in quality responsive services and supports
* demonstrate leading and responsive approaches in our management and governance.

### Our purpose

To improve the social and economic wellbeing of people and places by delivering quality targeted support.

### Our values

These values guide the services we deliver for Queensland:

* customers first
* ideas into action
* unleash potential
* be courageous
* empower people.

They underpin our efforts and decision-making and drive our vision for thriving Queensland communities. We are a passionate and productive workplace that puts the people of Queensland first, values each community and advances the disability and community services industries.

### Our strategic priorities

All areas of the department will work with stakeholders and communities to achieve our strategic priorities:

* **Put Queenslanders first** — increase the social and economic participation of all Queenslanders, and build relationships and inclusion to support communities.
* **Value Queensland communities** — invest in local community services and place-based responses to assist communities to thrive and increase resilience.
* **Champion the disability and community services industries** — recognise the community services industry as a progressive, high-performing industry, delivering jobs and quality services in the regions.
* **Lead in public sector management and governance** — innovate our approaches to improve the capacity, capability and resilience of clients, communities, stakeholders and staff.

## Organisational structure

Organisational structure





Director-General


Office of the Director-General


Internal Audit





Assistant Director-General, Disability Connect Queensland


Royal Commission


Positive Behaviour Support and Restrictive Practices


Safeguards


Inclusion, Engagement and Assurance


Disability Connect and Outreach Program





Assistant Director-General, Disability Accommodation, Respite and Forensic Services


Forensic Disability Service


Northern Accommodation Support and Respite Services


South West Accommodation Support and Respite Services


South East Accommodation Support and Respite Services


Accommodation Support and Respite Services — Services Support





Assistant Director-General, Community Services and Seniors


Community Services and Statewide Operations


Community Recovery





Executive Director, Strategic Policy and Legislation


Policy and Legislation


NDIS State Legislation


NDIS National Policy





Assistant Director-General, Corporate Services


Human Resources and Ethical Standards


Strategic Projects and Communications


Governance


Finance, Procurement and Property Services 

## Our Minister

### The Honourable Coralee O’Rourke MP

**State Member for Mundingburra, Minister for Communities and Minister for Disability Services and Seniors**

The Minister for Communities and the Minister for Disability Services and Seniors is passionate about creating thriving communities right across Queensland.

This means building vibrant places where all Queenslanders, regardless of their age, ability or personal circumstances, are able to participate and be included, are resilient and enjoy social and economic wellbeing.

The Minister has a strong belief that when we all work together we can create positive change to benefit all Queensland families, our seniors and the communities we live in.

## Executive management

### Clare O’Connor

#### Director-General

Bachelor of Arts and Master of Arts Public Sector Leadership

Clare has been the Director-General, Department of Communities, Disability Services and Seniors, since late 2017, after previously serving as Director-General to another social services agency. Clare has extensive experience in community and disability services, delivering the National Disability Insurance Scheme to Queensland, as well as progressing other transformational social service reforms. She has led community recovery in natural disasters and now in a pandemic, including leading the government and community and disability sector in human and social recovery work during COVID-19. Clare is the very proud Government Champion for Cherbourg Aboriginal Community.

### Katie Holm

#### Assistant Director-General, Community Services and Seniors

Bachelor of Laws, Grad Cert. Public Sector Management, GAICD

Katie joined the department in July 2018 as the Assistant Director-General, Community Services Statewide.

Katie has 30 years’ experience working in the government and private sectors including roles with Disability Services Queensland, Queensland Public Service Commission and the Department of Aboriginal and Torres Strait Islander Partnerships, as well as roles as a Presiding Member with the then New South Wales Guardianship Tribunal, and the Consumer, Trader and Tenancy Tribunal.

### Matthew Lupi

#### Assistant Director-General, Disability Accommodation, Respite and Forensic Services

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

Matthew is currently the Assistant-Director General, Disability Accommodation, Respite and Forensic Services. He is leading the service delivery of the Accommodation Support and Respite Services as an NDIS service provider.

Matthew has worked in social and human services in Queensland for over 25 years, spending the last 19 years with the Queensland Public Service. Matthew has held a variety of senior executive roles across policy, program and service delivery throughout the state.

During the government’s response to the COVID-19 pandemic, Matthew led the whole-of-government seniors support strategy and the establishment of the Queensland Care Army.

### Max Wise

#### Assistant Director-General, Disability Connect Queensland

Master of Business Administration, Bachelor of Laws, Certificate of Corporate Investigations

Max is the inaugural Assistant Director-General of Disability Connect Queensland, a new division of the department. Max led the establishment of Disability Connect Queensland and also oversaw the completion of Queensland’s transition to the NDIS.

Max has worked across a number of Queensland Government portfolios, initially in regulatory roles within the justice, consumer protection and health sectors, before moving on to lead the implementation of new functions in the child protection and youth justice systems.

### Matthew Nye

#### Assistant Director-General, Corporate Services

Master of Business (Professional Accounting), Bachelor of Business (Public Relations)

Matthew commenced with the department in September 2019 in the role of Assistant Director-General, Corporate Services. Matthew has more than 25 years’ experience in the Queensland Public Service, including the past 10 years in senior executive positions.

Matthew has extensive experience and skills in business strategy, service delivery, planning, and project delivery to lead organisations through transformational change. Most recently, Matthew held roles as General Manager at Smart Service Queensland and, prior to that, as Executive Director, Finance Services at Queensland Shared Services.

### 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 11 years’ experience in the Queensland Government, including five years’ experience in senior management roles.

Prior to this, Narinder worked in the private sector, primarily in the financial services industry in a variety of senior finance roles for a number of blue chip organisations. 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

Master of Health Science, Graduate Diploma (OHS), GAICD

Neil was appointed as the department’s Chief Human Resource Officer of Human Resources and Ethical Standards 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.

### Elizabeth Bianchi

#### Executive Director, Strategic Policy and Legislation

Bachelor of Arts, Bachelor of Laws

Elizabeth has been working in the Queensland Public Service for over 15 years in a variety of roles within a social policy context, including currently as the department’s Executive Director, Strategic Policy and Legislation. Prior to joining the Queensland Public Service, Elizabeth was employed as a solicitor in private practice.

During her time in the public service, Elizabeth has led a number of key social policy and legislative reform projects, across a range of portfolios, including disability services, child protection, community services, and domestic and family violence prevention.

#### The following senior officers retired from the department in 2019:

**Helen Ferguson**

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

Bachelor of Social Work, GAICD, Registered Nursing qualifications

**Tony Hayes**

**Deputy Director-General, Disability Services**

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

# Community Services

Community Services delivers strategies, programs and initiatives that support thriving Queensland communities. The department, through its role as lead agency for social cohesion, has as a priority the preservation and promotion of social cohesion and resilience of Queensland communities. This includes supporting Queenslanders during disasters, targeting investment to create positive outcomes for Queenslanders and improve their social and economic wellbeing.

## Community Recovery

The department is the functional lead agency for Human and Social Recovery, known as community recovery. During 2019–20, our Community Recovery team led human and social relief and recovery activities, including our response to the COVID-19 pandemic, floods across North Queensland, bushfires in eastern and southern Queensland, a traumatic domestic violence incident, and an explosion at the Moranbah mine.

The Queensland Government’s ready reserve is a whole-of-government surge workforce that is coordinated by the Department of Communities, Disability Services and Seniors to assist in delivering community recovery services. Staff from across the public sector are deployed to work with other government and non-government service providers in supporting and enabling the social, emotional, psychological, and physical health and wellbeing of individuals and communities following a disaster or significant community incident.

In addition to the usual activities carried out, such as working in recovery hubs and providing outreach visits following a bushfire or severe weather event, the Community Recovery Ready Reserve has provided other services during the COVID-19 pandemic. Ready reserve volunteers were deployed as COVID Safe Ambassadors, providing support to Queenslanders who were quarantined, as well as international travellers in hotel quarantine, and promoting social distancing requirements at local government election polling booths.

Key strategies delivered by Community Recovery are outlined in the following sections.

## Top achievements 2019–20

1. Queensland Community Support Scheme

The Queensland Community Support Scheme (QCSS) commenced on 1 July 2019. It is a program underpinned by a person-centred and capacity-building approach providing in‑home and community connection supports to enable independence and wellbeing. The scheme is an important part of the department’s ongoing commitment to support people who may experience long-term disability, chronic illness, poor mental health or another condition that has an ongoing impact on their day-to-day living and ability to participate in their community. While the scheme builds on the strengths of previous home support programs, it allows for holistic care and more responsive and integrated service delivery.

During the COVID-19 pandemic, the key focus for the program was to ensure continuity of services for QCSS participants. Access to the scheme was not interrupted.

1. Neighbourhood and community centres

Neighbourhood and community centres are fundamental social services infrastructure that support healthy and thriving communities. They offer many programs and services to assist a wide range of people and the community.

The department invested $5.74 million to construct new neighbourhood and community centres located at Kallangur and Thursday Island. The existing New Farm Neighbourhood Centre was given a major upgrade. Replacement centres were completed in July 2019 at Inala and East Murgon. Other replacement centres are planned for Wilsonton and Bowen neighbourhood centres while suitable land sites were identified at Ripley and Yarrabilba for planned new neighbourhood centres in those two locations.

1. COVID-19 community services response

The department administers a variety of funded programs that maintained business and service continuity throughout the COVID-19 pandemic. These services supported individuals and families and played a vital role in supporting Queenslanders during the pandemic.

The department worked in partnership with organisations, supporting them to make the necessary modifications to adhere to public health directions. The department committed $3.7 million in funding to community organisations to deliver activities and respond statewide to the impacts of COVID-19.

1. Financial literacy and resilience services

During 2019–20, 13,847 people accessed a financial literacy and resilience service. These people were shown how to improve their financial management skills, which helped them build resilience and better manage their money to prioritise essential living needs.

Good Money Stores assisted 6,819 people. Loans were issued to 1,269 people under the No Interest Loan Scheme to a total value of $1.4 million. Loans of up to $1,500 were offered for household items such as furniture, fridges, washing machines, stoves, freezers, heaters, medical or dental expenses, car repairs and tyres, and essential education goods such as laptops and textbooks.

## Delivered objectives

### Be a responsive government

* Partnered with industry and government to continue delivery of the *Partnering for the Future: advancing Queensland’s community services industry 2017–2025 strategy.*
* Drove performance and service delivery improvements aligned to the government’s priorities, through evaluations, reviews, data and feedback.
* Delivered the development and publication of the Queensland Disability Inclusive Disaster Risk Reduction Framework (DIDRR) and toolkit and, in partnership with the Community Services Industry Alliance (CSIA), continued to build business continuity capability of community organisations.
* Supported Volunteering Queensland to raise awareness, build capacity within the sector and operate the Emergency Volunteering Community Response to Extreme Weather (during natural disasters).
* Distributed $8.8 million in Flexible Funding Grants and provided additional funding of $2.8 million for 12 Community Development Officers in communities significantly impacted by the monsoon floods and central Queensland bushfires under the Commonwealth-State Disaster Recovery Funding Arrangements — Category C.
* Provided over $2.5 million under the Commonwealth-State Disaster Recovery Funding Arrangements to Queenslanders affected by the 2019 Queensland Bushfires.

### Create jobs in a strong economy

* Invested in quality responsive services and supports through:
* engaging with industry networks and alliances
* partnering with peak organisations to support industry in responding to reforms.
* Provided targeted quality services for people during times of need, such as wellbeing support, emergency relief, generalist counselling, gambling support and concessions.
* Assisted vulnerable Queenslanders to enhance social and economic participation in their communities through the Queensland Community Support Scheme and community transport.
* Funded a statewide network of 125 Neighbourhood and Community Centres to assist individuals and families and respond to the needs and priorities of their local communities.
* Assisted eligible Queenslanders to receive cost-of-living aid through the available concessions and the Carer Business Discount Card and Companion Card discounts.

### Give all our children a great start

* Supported and participated in place-based approaches with other Queensland Government agencies and stakeholders to support communities to design and deliver local solutions.
* Supported and expanded the School Breakfast Program to 131 locations.
* Supported carers through programs such as the Carer Business Discount Card scheme.
* Funded community connect workers in locations of high demand to support individuals and families to connect with domestic and family violence programs and services, counselling, parenting help, financial literacy and other specialist programs.
* Supported families in financial hardship through funding contributions to organisations specialising in emergency relief, food rescue and sourcing essential household items.

### Keep Queenslanders healthy

* Funded supported transport options to ensure that vulnerable Queenslanders have access to required and essential health and wellbeing services.
* Supported people not eligible for the NDIS who may experience long-term disability, chronic illness, poor mental health or another condition that has an ongoing impact on their daily living and ability to participate in their community.
* Supported Meals on Wheels organisations to continue essential supports to vulnerable Queenslanders including through the COVID-19 pandemic.
* Funded programs and services that supported Queenslanders with practical, psychosocial and emotional support to deal with issues such as financial hardship, harmful alcohol consumption and other wellbeing concerns.

### Keep communities safe

* Developed a second Social Cohesion Action Plan to preserve and strengthen Queensland’s social cohesion: *Thriving Cohesive Communities: Action Plan for Queensland 2019–2021 (Stage 2)*.
* Partnered with peak agencies to assist individuals with a heightened risk of vulnerability and/or the community sector to prepare and respond to the impacts of the COVID-19 pandemic.
* Funded programs and services that prevent unnecessary incarceration due to public intoxication, and to break the cycle of harmful alcohol use.
* Funded services to assist people who are vulnerable to violence and harm due to detrimental alcohol use in late-night entertainment precincts.
* Hosted lesbian, gay, bisexual, transgender and intersex roundtables to influence policy and legislation across government to address specific needs and areas of discrimination.

## Future directions

### Improve the wellbeing of individuals requiring community services

* Facilitate the Queensland Carers Advisory Council meetings to seek advice on carer issues and recognise and advance the interests of carers.
* Lead and coordinate multi-agency disaster relief and recovery following a disaster or a critical community incident.
* Provide community care services to vulnerable Queenslanders who are not eligible for the NDIS.
* Implement improvements to the community transport program.
* Examine partnership opportunities with other departments to improve supports for people with harmful alcohol use and risk of incarceration due to public intoxication.
* Implement improvements to services that assist people vulnerable to violence and harm in late-night entertainment precincts.

### Strengthen communities and help them thrive

* Support Volunteering Queensland to build capacity, raise awareness, promote and support volunteering activities in Queensland.
* Partner with all levels of government and industry to develop new tools and resources to increase human and social resilience in local communities.
* Implement the *Thriving Cohesive Communities: Action Plan for Queensland 2019–2021* *(Stage 2)* to strengthen social cohesion and minimise anti-social behaviour and associated violence.
* Continue to promote and embed disability-inclusive disaster management practices to reduce risk and improve resilience.
* Continue to support Foodbank Queensland’s food rescue service and school breakfast program.

### Invest in quality responsive services and supports

* Engage and partner with industry networks, alliances and peak associations to help build a stronger, more sustainable community services sector.
* Ensure that communities are co-design partners for local initiatives designed to promote, welcome and enable social connectedness and acceptance.
* Continue to lead and coordinate quality services for people during times of need, such as emergency relief, counselling and wellbeing supports.
* Continue to invest in community connect workers to respond quickly and effectively to support complex individual and family needs.

# Seniors

Queensland seniors are supported through services and programs that reduce the cost of living, enhance wellbeing, support participation, and prevent and address elder abuse. Developing age-friendly communities supports seniors to be active and connected, and contribute economically, socially and culturally to their communities.

## Top achievements 2019–20

1. **Supporting seniors during the COVID-19 pandemic**

During the COVID-19 pandemic, a number of key initiatives were implemented which included:

* + Supported Queensland seniors through the peak of the COVID-19 pandemic by helping them access essential food and medications through the Community Recovery Hotline.
  + Launched the Care Army on 1 April 2020, to assist Queensland seniors to safely isolate at home during the peak of the COVID-19 pandemic.
  + Established the COVID-19 Seniors Taskforce to coordinate the Care Army and lead the COVID-19 response for Queensland seniors.

The Care Army was set up to protect and support Queenslanders who were most at risk during the pandemic including:

* all Queenslanders over 70 years of age
* Queenslanders over 65 years of age with underlying health issues
* Indigenous Queenslanders over the age of 50 with chronic disease
* other vulnerable Queenslanders who are quarantined or self-isolating.

Care Army volunteers assisted with a range of tasks, including delivering food and supplies, stocking shelves and calling isolated Queenslanders who were in need of social connection. More than 100,000 Queensland seniors were phoned during the COVID-19 pandemic to check on their welfare and asked if they needed support.

The department worked to connect Care Army volunteers with non-government organisations to enable them to continue delivering services. At its peak, almost 28,500 Queenslanders of all ages from across the state registered with the Care Army to help others.

* + Provided funding to Uniting Care Queensland to provide specialist telephone support to seniors through the Seniors Enquiry Line during the peak of the COVID-19 pandemic.

1. **Seniors Legal and Support Service**

Getting timely and affordable access to legal support can be difficult for vulnerable seniors. To support seniors who need legal advice to deal with elder abuse, 11 Seniors Legal and Support Services are funded across Queensland to provide free legal advice and support.

This year, the department undertook a review of the program to ensure it was meeting the needs of Queensland seniors. The review found the services were working well, providing seniors with safety and support when they needed it most. The review also identified potential enhancements to future service provision to be further explored in collaboration with service providers.

1. **Affiliate membership of the Global Network of Age-friendly Cities and Communities**

The Queensland Government, through the department, worked with the World Health Organisation to progress Affiliate membership of the Global Network of Age-friendly Cities and Communities. This work will continue to support the development of age-friendly communities to 2023 by working collaboratively with local governments, community organisations and businesses.

1. ***B.OLD 2020: be B.OLDer* short film competition**

The *B.OLD 2020: be B.OLDer* short film competition aims to challenge negative perceptions of ageing. Queenslanders were invited to tell their stories that celebrated the diverse capabilities and contributions of older people who are active and engaged in community life as volunteers, athletes, artists, entrepreneurs or employees.

Of the 67 stories received, 10 were selected by a panel of expert judges and matched with production teams to plan and coordinate filming. The resulting short documentary films will be distributed for community screenings throughout Queensland.

## Delivered objectives

### Be a responsive government

* Supported actions to increase housing options for older people through the Housing Chats line funded by the department and delivered by the Seniors Enquiry Line.
* Delivered Seniors Savings Pop-Ups to give seniors an opportunity to talk face-to-face to the Queensland Government about the Queensland Seniors Card, concessions and finding further opportunities for cost-of-living support. These were delivered at the Ekka and 19 shopping centre locations.
* Supported funded service providers to continue to deliver services flexibly through online service delivery where possible during the COVID-19 pandemic.
* Convened the Queensland Carers Advisory Council to provide a forum for carers to advise the Minister about carer issues.

### Create jobs in a strong economy

* Assisted eligible Queenslanders to receive cost-of-living aid through the available concessions and the Seniors Card, Seniors Business Discount Card and Companion Card discounts. More than $768 million in concessions and rebates were paid to eligible Queenslanders.
* Provided targeted quality services for seniors during times of need, such as wellbeing support, counselling and concessions.

### Give all our children a great start

* Supported carers through programs such as the Carers Business Discount Card scheme.
* Invested in the Time for Grandparents program to support grandfamilies — where grandparents are the primary carer for their grandchildren.
* Supported grandparent carers through the Queensland Carers Advisory Council.

### Keep Queenslanders healthy

* Implemented the *Queensland: an age-friendly community* strategy and action plan.
* Contributed to the Queensland Parliamentary Inquiry into aged care, end-of-life and palliative care and voluntary assisted dying.
* Delivered the age-friendly community grants program 2019–2020 by funding 18 community groups to a value of $931,545.
* Supported older people through advice and referral services including elder abuse prevention, Seniors Legal and Support Services, and programs that reduced social isolation.
* Improved the wellbeing of individuals requiring seniors services through the provision of programs and services that supported financial resilience of individuals.

### Keep communities safe

* Progressed implementation of the national plan to respond to the abuse of older Australians.
* Supported seniors to prevent and respond to elder abuse through the Elder Abuse Prevention Unit and Seniors Legal and Support Services.
* Partnered with the community services sector to deliver 11 seniors legal and support services across Queensland to protect the legal and financial interests of older Queenslanders.

## Future directions

### Improve the wellbeing of individuals requiring seniors services

* Promote opportunities that enable community participation for Queenslanders regardless of age, background or ability.
* Continue to partner with the community services sector to protect the legal and financial interests of older Queenslanders.
* Deliver programs and services to reduce social isolation of seniors, and improve access to information and support including against fraud, abuse and scams.
* Continue to implement the national plan to respond to the abuse of older Australians.
* Support seniors to improve their digital literacy, reduce social isolation and increase access to government information through the Tech Savvy Seniors program.

### Strengthen communities and help them thrive

* Provide guidance to seniors on how to access events during Seniors Week 2020.
* Screen the *B.OLD 2020: be B.OLDer* short documentary films to challenge negative stereotypes of older people.
* Engage with carers through the Queensland Carers Advisory Council to receive advice about carer-related issues and how to increase recognition of carers, and as required represent their interests to the Commonwealth Government on behalf of carers to ensure their specific support needs are met.
* Continue to support eligible seniors and carers with cost-of-living pressures through available concessions.

### Invest in quality responsive services and supports

* Prevent and respond to elder abuse through services including the Queensland Elder Abuse Helpline and Seniors Legal and Support Services.

# Disability Services

Disability Services delivers and funds services and supports that help provide all abilities communities where Queenslanders with disability can reach their full potential. This includes finalising implementation of the National Disability Insurance Scheme (NDIS) in Queensland and providing accommodation and respite services to enable people with intellectual disability and high-support needs to live as independently as possible.

During 2019–20, Accommodation Support and Respite Services provided in-home accommodation support to 501 clients and 334 clients accessed respite services.

The department also has responsibility for the Forensic Disability Service which is a small, specialist, medium-security residential rehabilitation facility for up to 10 clients with complex needs. All clients of the Forensic Disability Service are subject to a forensic order (disability).

## Top achievements 2019–20

1. NDIS transition

During 2019–20, the department played a key role in the monitoring and governance of the NDIS in Queensland leading to improved outcomes and increased participation in the NDIS through robust reporting and governance frameworks.

At 30 June 2020, there were over 80,000 Queenslanders in or actively seeking access to enter the scheme, an increase of almost 25,000 participants with an NDIS plan since 30 June 2019.

Ninety-six per cent of former Disability Services clients who actively sought access to the NDIS were successful; and almost 30,000 Queenslanders with disability are receiving funded disability supports for the first time.

1. Project agreement to improve NDIS participant transition in Queensland

The Queensland Government negotiated with the Commonwealth a $20 million investment over three years to 2022 to increase the number of new NDIS participants in Queensland, particularly those from priority cohorts identified as experiencing additional barriers to accessing the NDIS.

The Assessment and Referral Team (ART) launched in February 2020 and provides individual support through intensive case management and clinical assessments to people with disability through the NDIS application process. Targeted outreach commenced in March 2020 to help identify potential participants.

In its first six months of operation, the Assessment and Referral Team assisted almost 200 people to enter the NDIS. The team will continue to roll out throughout 2020–21 to support more Queenslanders to access the supports they need through the NDIS.

1. Provision of disability supports outside of the NDIS

The NDIS has been available to all Queenslanders from 1 July 2019 for eligible people with disability aged up to 65 years.

Under the Queensland Government mandate for the continuity of services, Accommodation Support and Respite Services, in conjunction with Queensland Health, provide accommodation and coordination of ongoing specialist disability supports for clients aged over 65 years.

Accommodation Support and Respite Services supports 38 clients who have been residing with the service for many years and, due to their age, are not eligible for the NDIS.

Services and supports provided by the Forensic Disability Service and key strategies delivered are outlined in the following sections.

1. Implementation of key reforms

The department continued working with Queensland Government agencies to progress implementation of 93 actions under the All Abilities Queensland: opportunities for all state disability plan 2017–2020. These actions are improving access and inclusion as a whole-of-community responsibility across Queensland. The progress report is available at: [www.communities.qld.gov.au/resources/dcdss/disability/state-plan/progress-report2.pdf](http://www.communities.qld.gov.au/resources/dcdss/disability/state-plan/progress-report2.pdf)

Following a Queensland Ombudsman’s report in August 2019, the Forensic Disability Service reviewed its service model and operating structure. After extensive consultation, an effective, efficient and outcomes-focused service delivery model was developed. In December 2019, the service’s roadmap was shared with staff and a revised mission and vision communicated to relevant stakeholders and clients.The department, in consultation with the Director Forensic Disability have completed 48 of the 49 recommendations set out in the Ombudsman’s report.

During 2019–20, the Forensic Disability Service collaborated with other agencies to assist in the successful transition of clients back into the community. We engaged with clients and their representatives to ensure targeted support was provided in the transition into their chosen communities.

The Forensic Disability Service has supported Aboriginal and Torres Strait Islander clients to attend cultural exhibits, participate in the Gamarada peer group, and engage with Elders, men’s yarning groups and Aboriginal health services.

1. COVID-19 response

Managing the immediate impacts of a business interruption that could compromise the client care and support presented as a significant challenge for Disability Accommodation Respite and Forensic Services. To ensure quality care was provided to all clients throughout the COVID-19 pandemic, a detailed business continuity plan was implemented. The plan minimised the potential impact of business interruption to client care and support, and identified resources and support models to assist clients to ensure continuity of support. Client-focused preparation and planning allowed Disability Accommodation, Respite and Forensic Services to maintain services without any disruption and, as of Tuesday 30 June 2020, no clients were infected with COVID-19.

As part of our response, a dedicated team responded and monitored COVID-19 issues impacting people with disability and the sector in Queensland more broadly. The team addressed 252 issues.

## Delivered objectives

### Be a responsive government

* Continued to focus on meeting legislative obligations under the *Forensic Disability Act 2011* (Qld), while ensuring clients received individualised supports and services that met their disability and forensic needs.
* Delivered the development and publication of the Queensland Disability Inclusive Disaster Risk Reduction Framework (DIDRR) and toolkit and in partnership with the Community Services Industry Alliance (CSIA) continued to build business continuity capability of community organisations.
* Established the department’s capacity to engage with the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.
* Continued to support former Disability Services clients to enter the NDIS.
* Partnered with the NDIS Quality and Safeguards Commission in providing safe service environments for NDIS participants, through criminal history screening and regulating the use of restrictive practices.
* Delivered a new online worker screening portal to assist employers to lodge applications electronically as part of the transition to a new national worker screening system for the NDIS.
* Partnered with other government agencies to ensure continuity of care for Disability Accommodation, Respite and Forensic Services clients throughout the COVID-19 pandemic.
* Partnered with Queensland Health to provide urgent accommodation to free up acute hospital beds.

### Create jobs in a strong economy

* Employed 265 new residential care officers to ensure Accommodation Support and Respite Services clients continued to receive continuous and quality care.
* Implemented a revised structure for the Forensic Disability Service that ensured strong clinical focus on client rehabilitation.
* Promoted Disability Action Week highlighting employment of people with disability.
* Secured, through the Disability Reform Council, a pilot in North Queensland for a more flexible approach to the delivery of the NDIS in areas where the market has not responded as expected.

### Give all our children a great start

* At 30 June 2020, over 34,000 Queensland children have NDIS plans of funded supports or are receiving initial supports through the Early Childhood Early Intervention pathway.

### Keep Queenslanders healthy

* Continued to provide holistic health and wellbeing support to clients of Disability Accommodation, Respite and Forensic Services. Staff were provided with a suite of policies and procedures related to the health and wellbeing of clients.
* Maintained the safety and wellbeing of clients and staff during the COVID-19 pandemic through Disability Accommodation, Respite and Forensic Services developing enhanced practices in line with Queensland Health directives. This included increased vigilance in hygiene standards and cleaning practices.
* Procured personal protective equipment recommended for the management of COVID-19 and delivered statewide infection control training to assist staff in supporting our vulnerable clients of Disability Accommodation, Respite and Forensic Services.
* Implemented visitation protocols to mitigate any potential risk to clients and staff in client Accommodation Support and Respite Services houses.
* Supported all Forensic Disability Service clients to ensure NDIS plans had effective support levels to assist in meeting their ongoing habitation needs and successful transition to community-based services.
* Increased the number of Limited Community Treatments events Forensic Disability Service clients were able to participate in by 200 per cent. This assisted in achieving their health and wellbeing goals and effective transition.
* Increased program participation for Forensic Disability Service clients leading to improved literacy, personal and psycho-social skills and increased capacity to live with reduced dependency on support staff.
* Conducted regular comprehensive individual client reviews in relation to Forensic Disability Service clients. The reviews, included individual development plans and Mental Health Review Tribunal reports, adopt a ‘whole-of-life’ approach to supporting clients with their health and wellbeing.

### Keep communities safe

* Implemented a clinical and risk management framework to ensure the effective and safe treatment, care and support of clients.
* Maintained up-to-date and effective risk management strategies and positive behaviour support plans, where required.
* Developed and implemented an emergency services protocol with Queensland Police in relation to the safety of Forensic Disability Service clients and staff.
* Managed the short-term approval of restrictive practices in accordance with the *Disability Services Act 2006* and supported the safety and wellbeing of people with disability through the development of positive behaviour support plans.
* Provided criminal history and related screening for workers and volunteers supporting people with disability so they can live free from abuse, neglect and exploitation.

## Future directions

### Improve the wellbeing of individuals requiring disability services

* Continue to provide accommodation support and respite services to people with disability.
* Maintain systems to ensure quality of disability services for Queenslanders, including the Human Services Quality Framework.
* Maintain continuity of support for people with disability over the age of 65 years who do not meet the access criteria for the NDIS.
* Work with the Commonwealth Department of Health to ensure people with disability over the age of 65 years receiving specialist disability supports continue to receive disability services and supports.
* Formalise the relationship with Queensland Health regarding the review of client health and wellbeing at the Forensic Disability Service.
* Continue the Assessment and Referral Team’s (ART) assistance to Queensland Health and the NDIA to support people with disability exit long-term hospital and health facilities to appropriate community settings during the COVID-19 pandemic.
* Implement a new national worker screening system for NDIS workers and volunteers to support people with disability to live free from abuse, neglect and exploitation.

### Strengthen communities and help them thrive

* Continue to enhance and develop collaborative connections with the Aboriginal and Torres Strait Islander communities to help ensure clients re-connect and stay connected to the community.
* Deliver culturally appropriate training to Disability Accommodation, Respite and Forensic Services staff.
* Support clients of the Forensic Disability Service to create and maintain positive linkages with their community.
* Continue to embed the *All Abilities Queensland: opportunities for all state disability plan 2017–2020* and commence preparations for developing a new state disability plan.
* Improve NDIS access in Queensland as part of the Commonwealth Government’s $20 million investment through:
* a project commencing in January 2021 to support Aboriginal and Torres Strait Islander corporations and individuals to become registered NDIS providers in rural, regional and remote communities
* the department’s contribution to a study into plan underutilisation by NDIS participants.
* Continue to work with the NDIA and Commonwealth Government to improve the NDIS market in Queensland, especially in the state’s remote and very remote regions, so participants can access all the supports funded in their NDIS plans.

### Invest in quality responsive services and supports

* Implement an effective, efficient and outcomes-focused structure that ensures positive outcomes for clients.
* Conduct regular record-keeping audits and effectively use the Forensic Disability Act Information System to ensure a central source of truth with regards to the care, treatment and support of Forensic Disability Service clients.
* Continue to work with the NDIA and Commonwealth Government to make access to the NDIS easier for Queenslanders with disability who are eligible for the scheme.
* Advocate for more meaningful NDIS data to be made publicly available to stimulate market growth and build the disability sector in Queensland.
* Consult with the disability sector and finalise Queensland’s NDIS Assurance Framework to monitor outcomes for NDIS participants and ensure that Queensland achieves the social and economic benefits of its $2.1 billion investment in the NDIS.
* Continue to work with the NDIS Quality and Safeguards Commission in the regulation and monitoring of the use of restrictive practices within the disability sector.
* Ensure workers are screened for criminal histories, so people with disability can live free from abuse, neglect and exploitation.

# Strategic Policy and Legislation

Strategic Policy and Legislation works across the department, Queensland Government and nationally to deliver contemporary and evidenced policy, legislation and intergovernmental relations.

## Top achievements 2019–2020

1. Negotiation of NDIS Full Scheme Agreement

On 9 July 2019, the Queensland and Commonwealth Governments signed Queensland’s NDIS Full Scheme Agreement with full scheme funding arrangements to commence in 2020–21. Signing the Full Scheme Agreement also gave Queensland access to its share of the DisabilityCare Australia Fund from 1 July 2019 to 2023–24, which is a total of $1.95 billion, including back-pay of $838.6 million owed from 1 July 2014.

1. Legislation to support the NDIS transition

Amendments to the *Disability Services Act 2006* (DSA) and the *Disability Services Regulation 2017* commenced on 1 July 2019 to support commencement of the NDIS Quality and Safeguards Commission in Queensland, and ensure the DSA operates effectively with Commonwealth NDIS legislation to provide a strong quality and safeguards framework, including in relation to worker screening and authorising the any use of restrictive practices.

On 18 June 2020, the [*Disability Services and Other Legislation (Worker Screening) Amendment Bill 2020*](https://www.legislation.qld.gov.au/view/html/bill.first/bill-2019-070) was introduced into Parliament by the the Honourable Coralee O'Rourke, Minister for Communities and Minister for Disability Services and Seniors. This Bill will strengthen and streamline disability worker screening in Queensland, including by implementing nationally consistent NDIS worker screening and continuing operation of the state disability worker screening system for certain disability services provided outside of the NDIS.

1. COVID-19 response

Urgent time-limited amendments to the DSA and *Forensic Disability Act 2011* were progressed to assist Queensland’s disability sector to operate safely and effectively, as required, during the COVID-19 pandemic.

In addition, the department advocated for the rights of people with disability to be considered as a priority as part of the development of the response to COVID-19 pandemic at both state and Commonwealth levels.

1. Representing the views and interests of Queenslanders with disability

As the lead agency supporting the shareholding Minister for the NDIS, the department worked to ensure the views and interests of people with disability and the disability sector were at the forefront of intergovernmental negotiations and inquiry processes. In 2019–20, the department continued to support the Minister to advocate for improvements under the NDIS to ensure Queenslanders with disability can access necessary supports. In addition, submissions were made to key inquiry processes such as the 2019 review of the NDIS Act.

## Delivered objectives

### Be a responsive government

* Introduced the *Disability Services and Other Legislation (Worker Screening) Amendment Bill* 2020. The Bill, which the Minister for Communities and Minister for Disability Services and Seniors introduced into Parliament on 18 June 2020, streamlines and strengthens the legislative framework for disability worker screening in Queensland. It also implements nationally consistent NDIS worker screening in Queensland and enables the implementation of an online and automated application process with an extended validity period to reduce red tape. In addition, the Bill will enable a joint online application process with the blue card system to streamline processes for people who work with children with disability.

### Create jobs in a strong economy

* Led Queensland Government participation in NDIS governance arrangements to advocate for the best interests of Queenslanders on matters of disability policy and in the design and implementation of the NDIS, including supporting the development of the NDIS market and an NDIS workforce plan.

### Give all our children a great start

* Contributed to foundational work to develop a new National Disability Strategy, to commence in 2021 to ensure all Queenslanders have access to disability supports to help them live their best lives, including early intervention for Queensland children.

### Keep Queenslanders healthy

* Contributed to the Queensland Health response to COVID-19 pandemic to ensure that Queenslanders with disability continued to receive critical health and disability supports. The contribution ensured the interests of Queenslanders were represented at the Council of Australian Governments Disability Reform Council as part of considerations regarding the national response to COVID-19 pandemic for people with disability, including NDIS participants.

### Keep communities safe

* Led the Queensland Government’s engagement with and response to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.
* Amended urgently the *Disability Services Act 2006* and *Forensic Disability Act 2011*, through the *Justice and Other Legislation (COVID-19 Emergency Response) Amendment Act 2020*, to assist Queensland’s disability sector to operate safely and effectively, if required, in response to the COVID-19 public health emergency.

## Future directions

### Improve the wellbeing of individuals requiring community, disability and senior support

* Undertake a statutory review in 2020–21 to consider the current framework in Queensland for authorising the use of restrictive practices with a view to achieving greater national consistency and effective alignment with the NDIS Quality and Safeguarding framework.
* Lead the Queensland Government contribution to the development of a new National Disability Strategy, to commence in 2021.
* Continue to lead the Queensland Government engagement with, and response to, the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.
* Review state and territory legislation to identify gaps in safeguarding provisions, as per Initiative 5.1 in the *National Plan to Respond to the Abuse of Older Australians (Elder Abuse) 2019–2023.*

### Strengthen communities and help them thrive

* Ensure continued participation in national governance arrangements to ensure maximum opportunities for people with disability to access supports under the NDIS to help them live their best life.

### Invest in quality responsive services and supports

* Continue to ensure Queensland legislation provides a robust quality and safeguarding framework for Queenslanders with disability that compliments and works effectively with the systems under the NDIS, including worker screening and restrictive practices.

### Demonstrate leading and responsive approaches in our management and governance

* Progress amendments required to improve compatibility of portfolio legislation with the *Human Rights Act 2019*.
* Continue to lead Queensland Government participation in NDIS governance arrangements to advocate for the best interests for Queenslanders on matters of disability policy and in the design and implementation of the NDIS.
* Continue to work with Queensland Government agencies and the disability sector to implement Queensland’s roles and responsibilities under Queensland’s Full Scheme Agreement for the NDIS.

# MANAGEMENT AND ACCOUNTABILITY

## Our people

### Workforce profile

The department is a thriving workplace where people of all ages, backgrounds and abilities feel safe, valued and respected, and where the principles of employee inclusion and embracing differences are strongly reflected in our culture and values. The tables below provide an overview of the workforce profile.

The service delivery breakdown of full-time equivalent employees as at 30 June 2020 is highlighted below:

| **Service delivery** | **Department total** | **Department total** |
| --- | --- | --- |
| Frontline and frontline support | 1,653.07 | (93.56%) |
| Corporate | 113.81 | (6.44%) |
| **Total** | **1,766.88** | (100%) |

A breakdown of our full-time equivalent employment status is as follows:

| **Profile** | **Department**  **total** | **Department total** |
| --- | --- | --- |
| Permanent staff | 1,456.75 | (82.45%) |
| Temporary staff | 175.79 | (9.95%) |
| Casual staff | 120.34 | (6.81%) |
| Contract staff | 14 | (0.79%) |
| **Total** | **1,766.88** | (100%) |

The department’s employment diversity (as at 30 June 2020) compared to the Queensland Public Sector (QPS) benchmark average (as at 31 March 2020) is detailed below:

| **Profile** | **Department** | **QPS average** |
| --- | --- | --- |
| Gender diversity — women | 67.2% | 69.48% |
| Culturally and linguistically diverse | 14.00% | 10.02% |
| Aboriginal and/or Torres Strait Islander | 2.45% | 2.48% |
| Staff with disability | 4.55% | 2.84% |

### Strategic workforce planning

The department’s strategic workforce plan is reviewed each year and, in November 2019, the Director-General approved the *Strategic Workforce Plan 2019–2023*. This plan provides a framework for all key workforce activities, strategies and performance measures.

#### Contemporary strategies to attract, recruit and retain

Attracting and retaining a diverse talent pool drawn from all sections of the community is crucial to the department’s ability to deliver effective services that reflect the community and its expectations.

The department offers a range of career paths and benefits to support and retain a skilled and capable workforce. This includes offering competitive salary and working conditions to enable a work-life balance. The span of learning and development opportunities available demonstrates the department’s continued commitment to developing capabilities and providing career pathways for our workforce.

In 2019–20, the department focussed on strategies to support frontline service delivery roles to attract and retain casual residential care officers within Accommodation Support and Respite Services. This included centralised recruitment strategies, workshops and training programs.

#### Induction and probation

The department provides a comprehensive induction process to support and orientate new employees to their environment and be productive with meaningful work as quickly as possible.

The department’s induction program supports compliance requirements and integrates diversity and inclusion. A range of mandatory modules are provided. Additional role-specific training is delivered for key frontline staff including residential care officers and forensic officers.

#### Learning and development

Learning and development is delivered through a comprehensive departmental induction program and flexible training programs to enable staff to access and complete training or qualifications for role requirements.

The department has delivered a range of flexible training programs including the Qualifications Pathways Program which resulted in 89 staff completing a range of qualifications, including Certificate IV in Community Services, Certificate IV in Disability, Certificate IV in Project Management Practice, Diploma of Business, Diploma in Community Services, Diploma of Project Management, and Diploma in Leadership and Management.

#### Leadership development

Effective leadership is critical to ensure we have a positive and supportive workplace culture focused on high performance, innovation and continuous improvement.

The department’s approach to leadership development is underpinned by our leadership charter and the public service leadership competencies for Queensland. Our charter is based on the five leadership values of: Partnership, Integrity, Recognition, Respect and Innovation. In 2019–20, 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 Queensland public service leadership competencies.

During the year, 25 staff participated in LEAD4QLD, with a further 69 staff supported to participate in the Public Service Commission’s leadership programs. In addition, the department supported two staff members to commence the Public Sector Management Program in 2020.

The department also participated in ANZSOG Executive Fellows program and Executive Master of Public Administration Program.

#### Supporting work–life balance

The department ensured all staff who were able to perform their roles remotely were able to do so during the COVID-19 pandemic. Remote working will continue to be part of the pandemic response in 2020–21. The department has also broadened its spread of hours and developed options for flexible working arrangements.

As part of our commitment to diversity, we seek to support employees of all ages, life stages, backgrounds and abilities to maintain an optimal balance of work and life through offering a range of flexible work options. A range of options are provided, including flexible work arrangements, compressed work hours, flexible start and finish times, telecommuting and distributed work centres.

#### Employee performance management

Employees and supervisors proactively engage in a performance management process with regular, meaningful and supportive conversations about performance expectations and capability.

Performance and development agreements between an employee and their line manager establishes agreed role objectives and performance indicators, and identifies capability development actions. The agreement also provides an opportunity for two-way feedback between the employee and line manager.

#### Recognition

Recognition is an integral part of proactive performance management.

The department held the second annual staff awards on 26 November 2019. Awards included the Director-General’s Award for Excellence, Client Focus Award, Collaboration Award, Innovation Award and a new category of Leadership Award.

The department recognises departmental officers’ service to the Queensland Public Service twice a year by providing 15-year certificates and 25-year service medals. Plaques are provided to staff who leave the department after 30-plus years of service.

### Agency policies and activities

The department:

* aligned its policies and procedures with Queensland’s new human rights legislation, applicable from 1 January 2020
* reviewed its human resources delegations and authorisations
* ensured, and will continue to ensure, its policies and procedures are consistent with public service directives and guidelines.

#### Industrial and employee relations framework

The department has effectively engaged with staff and unions on matters involving organisational change, consolidation of the new organisational structure, the COVID-19 pandemic and enterprise bargaining. More regular meetings occurred with unions to address staff concerns and problem solve during the pandemic, which included a focus on business continuity plans and staff support.

The department also actively participated in finalising enterprise bargaining claims with unions and contributed to the development of the State Government Entities Certified Agreement 2019 (Core Agreement).

#### Workplace health, safety and wellbeing

The *Strategic Workforce Plan 2019–2023* identifies the department’s commitment to supporting employees’ health, safety and wellbeing.

We continually invest in a range of measures to support employee wellbeing and safety, including access to wellbeing programs, flu vaccination programs, and dedicated health and safety roles.

During the COVID-19 pandemic, staff were provided with a range of supports and resources to assist employees through the pandemic. This included enhanced hygiene practices, social distancing, flexible work arrangements and providing additional fact sheets around personal protective equipment.

#### Code of Conduct and public sector ethics

The department continued to support the principles identified in the Public Sector Ethics Act 1994. The department is committed to the highest standard of ethical conduct and promotes a culture that embeds integrity and accountability into our day-to-day business. The department regularly provided ethical decision-making education to employees, and ensured all new employees undertook ethics-related training as part of the mandatory induction process. During 2019–2020, 555 employees completed ethical decision-making and code of conduct training.

#### Management of suspected corrupt conduct and misconduct

Allegations of corrupt conduct, or a breach of the *Code of Conduct for the Queensland Public Service* involving a departmental employee, are reported to Ethical Standards. The matter is assessed with consideration given to the definition of corrupt conduct outlined in section 15 of the Crime and Corruption Act 2001 and the Public Interest Disclosure Act 2010.

During 2019–20, the department received 123 referrals, 26 were assessed as corrupt conduct matters and 97 as misconduct matters.

#### Employee opinion survey

In 2019, the department’s response rate to the employee opinion survey was 44 per cent, with 926 responders. Our results showed we are committed to being an inclusive organisation that welcomes diversity of views and experience. The survey results across the department also highlighted ongoing opportunities for developing our leadership, learning and wellbeing.

Staff continued to feel the impacts of change, with 69 per cent of responders agreeing that our workforce had undergone significant change in the past 12 months, which was 20 per cent higher than the Queensland public sector score.

#### Early retirement, redundancy and retrenchment

In 2019-20, a total of 59 employees received severance redundancy payments totalling $4.4M.

Employees who did not initiate and accept an offer of a redundancy were offered case management and support to find alternative employment placements.

### Human rights

The department undertook awareness-raising activities regarding human rights legislation with non-government organisations and public entities. This is in addition to providing staff with training and regular communication about the legislation.

Regional awareness-raising training in partnership with the Queensland Human Rights Commission, and the Department of Child Safety, Youth and Women, occurred from October to December 2019 at nine locations across the state. More than 500 representatives from non-government organisations attended these sessions.

Mandatory human rights training was made available on the department’s online training website in November 2019. All staff with network access were automatically enrolled in the program. As at 30 June 2020, 86.43 per cent of staff had completed the first stage of the awareness training online. Flexible and role-specific options were developed and released to support delivery of training for Accommodation Support and Respite Services, Forensic Disability Services, Community Recovery and Disability Connect Queensland.

The department undertook reviews of policies, procedures, decision-making frameworks and complaint-handling procedures across the agency and continue to monitor compatibility through a business as usual approach.

The department also consulted with the Queensland Human Rights Commission, Office of the Public Advocate, Queenslanders with Disability Network and Office of the Public Guardian. Advice received from these stakeholders informed the final policy and procedure implemented by the department.

During the COVID-19 pandemic, the department continued to provide essential services to its clients consistent with the human rights of Queenslanders.

The department moved quickly to recommend legislative changes to ensure people with intellectual or cognitive disability subject to public health directions during COVID-19 were provided the same safeguards and protections as already provided within the *Disability Services Act 2006*.

Number of complaints received

* One customer complaint assessed by the department as implicating the *Human Rights Act 2019.*
* One customer complaint made by the complainant and assessed as implicating the *Human Rights Act 2019.*

Outcomes of complaints received

* One customer complaint resolved between agency and complainant.
* One apology made by the department to the complainant.
* The department is not aware of any matter having progressed to Queensland Human Rights Commission.

Ethical Standards also assessed internal matters received for any implications regarding the *Human Rights Act 2019* to identify areas for improvement.

### Aboriginal and Torres Strait Islander cultural capability action plan

The department recognises that the cultural capability of all staff is integral to achieving our vision of thriving Queensland communities and creating an inclusive workplace. Accordingly, the *Aboriginal and Torres Strait Islander* *Cultural Capability Action Plan 2019–22* sets out the department’s approach and commitment to growing the cultural capability of our staff.

The department’s plan was reviewed and redeveloped in early 2019, and published in this reporting period.

The refreshed plan aligns with the Queensland Government Aboriginal and Torres Strait Islander Cultural Capability Framework and Reconciliation Action Plan.

### NDIS workforce transition

During 2019–20, the department continued to help Queenslanders join the NDIS by providing additional support through its Assessment and Referral Team (ART).

NDIS-impacted staff have employment security through the Queensland Government’s Employment Security Policy. The department assisted NDIS-impacted staff to find alternative pathways with intensive case management, information sessions, job readiness workshops and access to the Employee Assistance Program.

As at 30 June 2020, there remains only a few NDIS-impacted staff to be placed in their preferred pathway. All other NDIS-impacted staff were successfully placed in their preferred pathway, which includes placement within the department, employment in the Queensland Public Service or with the National Disability Insurance Agency, or accepting an offer of an employee-initiated voluntary redundancy package.

### Future directions

* Continue to implement the workforce strategy for COVID-19. The strategy focuses on workforce capability, and employee safety and wellbeing, to ensure the department continues to deliver quality services during and after the pandemic.
* Achieve a workforce target of people with disability representing eight per cent of the departmental workforce, with the target to be exceeded in both leadership and staffing in Disability Connect Queensland.
* Complete the NDIS workforce transition processes, including successful pathways for the small number of remaining staff requiring placement.
* Ensure efficient workforce attraction and development opportunities for the department’s Accommodation Support and Respite Services employees who perform the majority of service delivery roles.
* Analyse the Working for Queensland 2020 Employee Opinion Survey data and implement improvements in key identified areas.
* Continue to implement the revised performance development processes.
* Develop a new diversity and inclusion strategy with a view to progressing towards the Queensland Public Sector 2022 foundation targets for key target groups.
* Review and update the Strategic Workforce Plan 2019–2023 to reflect future priorities and workforce needs for the department.

## 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 effective, structured and coordinated ways.

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

During 2019–20, the department continued to embed the contemporary evidence-based risk management framework adopted in 2018–19. The focus throughout the year has been on identifying and capturing performance data that supports the effective management and mitigation of the department’s risks and the reporting to governance committees and senior executives. The department reviewed and updated its enterprise risks each quarter as an assurance that controls remained effective and continued to align with the department’s strategic objectives. The department developed a suite of resource materials to promote a strong risk culture and further support the new framework through increased knowledge and understanding across all staff.

## 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 related to the duties and responsibilities of the committee as set out in the Audit and Risk Committee Terms of Reference and as prescribed in the *Financial Accountability Act 2009*, the *Financial Accountability Regulation 2009* and the *Financial and Performance Management Standard 2019*.

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 (Governance boards and committees).

## Internal Audit

Internal Audit, which is part of the department, 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 reviews, including those undertaken by the Queensland Audit Office (QAO), Coroners, Crime and Corruption Commission, Queensland Ombudsman, the Public Guardian and Public Advocate. Significant external audits and reviews of the department during 2019–20 include QAO reports tabled in the Queensland Parliament, such as the following:

### Report 3: 2019–20 Managing cyber security risks

The audit’s objective was to assess whether Queensland Government departments effectively manage their cyber security risks.

The report recommended that each Queensland Government department:

* develop a framework for managing cyber security risks consistent with the information security policy (IS18:2018)
* develop and implement policies and procedures to identify and classify information assets, to effectively manage all information assets that are at risk
* develop and implement a methodology for identifying and assessing cyber security risks to information assets.

In response to the recommendations, the department, through its memorandum of understanding with the Department of Child Safety, Youth and Women, implemented an information security management system according to the Queensland Government Chief Information Office (QGCIO) requirements.

In 2019, the management system was validated through an independent assessment conducted by an external provider to ensure compliance with the QGCIO requirements. It incorporates a risk management approach to managing cyber security where threat and risk assessments are conducted as part of the project management gating assurance process.

For a complete list of tabled reports to the Queensland Parliament in the 2019–20 financial year, visit: www.qao.qld.gov.au/reports-resources/parliament.

## Information systems and recordkeeping

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 the Records Governance Policy, which was released by the Queensland State Archives to replace the Information Standard 31: Retention and disposal of public records and Information Standard 40: Recordkeeping policies.

During 2019–20, the department demonstrated its commitment to compliant recordkeeping practices by:

* ensuring the life-cycle management of all departmental public records was undertaken in accordance with legislative requirements
* continuing data cleansing of recordkeeping systems to ensure quality and integrity of records
* providing timely and effective recordkeeping awareness and process support to both central and regional staff
* providing training and ongoing recordkeeping support to departmental staff.

## Open data

The following data sets are published on the open data website at Open Data website <https://www.data.qld.gov.au/organization/communities-disability-services-and-seniors>:

* consultancies
* language services
* overseas travel.

# FINANCIAL PERFORMANCE

## Summary of financial performance

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 2019-20 Statement of Assurance provided to the Director-General satisfies all requirements of the *Financial and Performance Management Standard 2019*. 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 2019-20 was $406.008 million, with the major sources of income being the Queensland and Australian governments for the provision of services.

During 2019-20, we received our income from:

* appropriation revenue – $358.744 million
* user charges – $7.424 million
* grants and other contributions – $14.920 million
* other revenue – $24.920 million  
  (such as grant and service procurement refunds and other cost recoveries).

### 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 2019–20 were $398.561 million, including:

* employee expenses — $193.782 million
* supplies and services — $163.852 million

(which include service procurement expenses of $114.479 million, outsourced corporate service expenses of $15.599 million, property and other lease expenses of $11.461 million, property support, repairs and maintenance expenses of $8.904 million, professional and technical fees of $9.256 million, and other general operating expenses of $4.153 million)

* grants and other subsidies — $31.112 million
* depreciation and amortisation — $5.907 million
* other expenses — $3.908 million   
  (such as insurance costs, audit fees, loss on sale of property, plant and equipment and impairment losses).

In 2019-20, the department had an operating surplus of $7.447 million, related largely to the recognition of a number of non-cash items including reversal of the revaluation decrement of $6.410 million offset by a net loss on disposal of property, plant and equipment of $1.328 million.

The surplus also includes $1.190 million in revenue received from the Commonwealth (Continuity of Support accommodation management grant) for the refurbishment of residential supported accommodation, recognised as capital expenditure. In addition, the department received greater non-appropriated revenue of $1.175 million.

### Assets

Our total assets as at 30 June 2020 were valued at $366.461 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:

* cash and cash equivalents — $72.041 million
* receivables, current and non-current — $4.841 million
* property, plant and equipment — $283.925 million
* intangibles — $3.226 million
* other assets — $2.428 million.

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 2020 was $0.381 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 2020 were $42.770 million. Liabilities by category were:

* payables, current and non-current — $32.599 million
* accrued employee benefits — $7.619 million
* provisions — $2.501 million
* lease liabilities – $0.051 million.

### National Disability Insurance Scheme

The NDIS has been available to all Queenslanders from 1 July 2019 for eligible people with disability aged up to 65 years.

### Administered Payments

In 2019-20, on behalf of the Queensland Government, we administered total payments of $2,339.769 million including:

* concession payments of $682.904 million for electricity and reticulated natural gas, rates and water subsidies, electricity for life support, home energy emergency assistance and asset ownership electricity dividend
* payments of $85.920 million for electricity concessions to small and medium businesses impacted by the COVID-19 pandemic
* payments of $1,544.285 million for the transition of clients to the NDIS
* payments of $15.108 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
* administrative costs of $11.552 million directly attributable to Community Recovery activities.

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.

### Financial Risk Management

The department manages financial risks and liabilities by reviewing financial performance through the corporate governance framework. To assist in managing the department’s risks, the departmental Audit and Risk Committee oversees audit activities, audit recommendations, financial reporting, internal controls and compliance. For more information on our financial performance, refer to the financial statements.

### 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 2019–20.

| **Disability Services** | **Notes** | **2019–20**  **Target/estimate** | **2019–20**  **Actual** |
| --- | --- | --- | --- |
| Service standards  Effectiveness measure  Number of people with a disability receiving departmental accommodation support services | (1) | 1070 | 881 |
| Efficiency measure  Percentage of approved accommodation support places used | (2) | 80% | 82% |

**Notes:**

1. *The variance between the 2019***–***20 target/estimate and the 2019***–***20 actual was based on the available capacity negotiated with the Commonwealth during the transition to the National Disability Insurance Scheme. Once transition occurred, Disability Accommodation Respite and Forensic Services saw a decline in the number of people with disability accessing ongoing respite services due to exercising choice and control and use of funding flexibility to access a wide range of services not provided by the department, such as in home respite. The target for this measure has been reviewed for future years in order to take in this downward trend.*
2. *The actual result for 2019***–***20 was satisfied with the number of people receiving accommodation support services as an estimated proportion of the number of approved places, including shared living arrangements and short-term accommodation support (or respite). Usage rates below full capacity are required to enable people to trial, and enter and exit accommodation places that are well-maintained and re-equipped between usage, to ensure the wellbeing of clients and staff. Rates below full capacity are also expected as a) market growth in the number and range of supports is encouraged with the implementation of the NDIS meaning that, in particular, people may choose different types of services that provide a respite-type effect for carers (other than short-term accommodation support) and b) the department operates within the principle of competitive neutrality*.

| **Community Services** | **Notes** | **2019–20**  **Target/estimate** | **2019–20**  **Actual** |
| --- | --- | --- | --- |
| Service standards  Effectiveness measure  Percentage of eligible Seniors with a Seniors Card | (1) | 88% | 89% |
| Percentage of Community Recovery Emergency Hardship Assistance applications processed for payment within 24 hours | (2) | 75% | 82% |
| Efficiency measures  Percentage of contracted service capacity for in-home and community connection support used | (3)(4) | Baseline | 51% |

1. *This is a proxy measure of the effectiveness in promoting the Seniors Card scheme to applicable stakeholders and forms part of the cost-of-living strategy. The percentage of eligible seniors with a Seniors Card is calculated by the total number of active cardholders divided by the estimated resident population of seniors within Queensland. The estimated resident population is sourced from the Australian Bureau of Statistics, Report 3101.0* Australian Demographic Statistics*. Estimated Resident Population By Single Year Of Age, Queensland. TABLE 53.*
2. *This service standard measures how quickly the department responds to applications for Emergency Hardship Assistance under the Personal Hardship Assistance Scheme to approved applicants impacted by a declared disaster event. The method for distributing the financial assistance will be determined by the nature of the disaster event in consultation with local disaster management leaders. Timely financial relief is important to reduce the levels of financial hardship and psychological distress that can occur as a result of a disaster event. Timeframes for payments may be impacted by the size of the disaster event. This measure will not be reported in years where the department does not administer the Emergency Hardship Assistance grant (that is, the Personal Hardship Assistance Scheme is not activated in response to a disaster event in 2019***–***20).*
3. *This is a utilisation measure that records the number of services accessed as a proportion of the number of services contracted or purchased for use under the Queensland Community Support Scheme. Service usage is an indicator of the efficiency of the scheme’s access point in linking eligible clients to available services and of the return on the investment in service types and locations that best respond to demand for assistance (that is, allocative efficiency). The first year of operation in 2019***–***20 will establish a baseline for a future target/estimated.*
4. *The baseline percentage for 2019***–***20 is lower than expected due to the lockdown restrictions for COVID-19 which allowed only essential services and modification to and a reduction in community connection support. It is expected that results for this measure will increase in the future.*

## Annual Financial Statements 2019–20

* Refer to separate document for the Annual Financial Statements 2019-20.

# APPENDICES

## Appendix 1. Details of key management personnel

The department’s responsible Minister is identified as part of the department’s key management personnel. For the period from 1 July 2019 to 30 June 2020, the department’s Minister is the Honourable Coralee O’Rourke, Minster for Communities and Minister for Disability Services and Seniors.

The following details for non-ministerial key management personnel reflect those departmental positions with authority and responsibility for planning, directing and controlling the activities of the department during 2019–20. Further information about these positions can be found in the body of the Annual Report under the section relating to Executive Management.

| **Position** | **Position responsibility** |
| --- | --- |
| Director-General | Responsible for the efficient, effective and economic administration of the department. |
| Assistant Director-General, Community Services and Seniors | Responsible for providing strategic and operational leadership in managing the delivery of and investment in programs and initiatives that support Queensland communities and seniors. |
| Assistant Director-General, Disability Accommodation, Respite and Forensic Services | Responsible for providing strategic leadership in the direct service delivery and support to Queenslanders with disability and clients of the Forensic Disability Service. |
| Assistant Director-General, Disability Connect Queensland | Responsible for providing strategic leadership and management of advocating for people with disability and partnering with the disability sector to create an all-abilities Queensland. This role is also responsible for monitoring the NDIS to ensure it delivers the expected outcomes for Queenslanders with disability. |
| Assistant Director-General, Corporate Services | Responsible for providing strategic and operational leadership and management of the department’s corporate services functions and providing support to all service delivery areas of the department. |
| Chief Finance Officer | Responsible for providing strategic leadership and operational direction for the financial administration of the department. |
| Chief Human Resource Officer, Corporate Services | Responsible for providing strategic leadership, direction and advice on human resource management initiatives, policy, organisational capability, workforce planning and systems, employee and industrial relations and ethical standards. |
| Executive Director, Strategic Policy and Legislation | Responsible for providing strategic leadership and direction of policy, legislation and intergovernmental relations. This position also provides key advice to the Director-General and Executive Management Team on complex legal and public administration matters. |

## Appendix 2. **Governance boards and committees**

### Board of Management

#### 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

* Director-General (chair)
* Assistant Director-General, Community Services and Seniors
* Assistant Director-General, Disability Accommodation, Respite and Forensic Services
* Assistant Director-General, Disability Connect Queensland
* Assistant Director-General, Corporate Services
* Executive Director, Strategic Policy and Legislation
* Chief Human Resource Officer
* Chief Finance Officer

#### Meeting frequency

* Fortnightly

### Audit and Risk Committee

#### Description

The role of the committee is to provide independent assurance and assistance to the Director-General on the risk, control and compliance frameworks and the department’s external accountability responsibilities, as well as other matters related to the duties and responsibilities of the committee.

#### Membership

* All appointments to the committee are at the discretion of the Director-General

#### Meeting frequency

* Quarterly, or as required by the chair

#### Achievements in 2019–20

* Reviewed and endorsed the departmental financial statements, including the Chief Finance Officer Assurance Statement.
* Reviewed and endorsed the Strategic Internal Audit Plan.
* Oversaw and monitored the progress of delivery against the Strategic Internal Audit Plan and implementation of recommendations by the department raised through internal audit reports.

### Fraud and Corruption Control Committee

#### Description

The Fraud and Corruption Control Committee is responsible for overseeing the department’s fraud and corruption prevention program and monitoring the effectiveness of internal controls and compliance with relevant legislation and government practice requirements.

The committee also provides an advisory role in relation to fraud and corruption control-related activities to the Audit and Risk Committee and other committees within the governance framework as appropriate.

#### Membership

* Chief Finance Officer (chair)
* Assistant Director-General, Disability Accommodation Respite and Forensic Service
* Executive Director, Community Services and Statewide Operations
* Manager, Financial Governance, Finance, Procurement and Property Services
* Manager, Ethical Standards
* Chief Procurement Officer
* Manager, Office of the Assistant Director-General, Disability Connect Queensland
* Director, Funding Services
* Director, Information, Innovation and Recovery, Department of Child Safety, Youth and Women

#### Meeting frequency

* Quarterly, or as required by the chair

### Financial Performance Committee

#### Description

The Financial Performance Committee is responsible for overseeing budget investment decisions and allocation processes, to ensure appropriate financial controls are in place and compliance with financial legislation and standards. The committee also provides financial and budget advice to the Board of Management.

#### Membership

* Assistant Director-General, Corporate Services (chair)
* Director-General (or nominee)
* Chief Finance Officer
* Assistant Director-General, Disability Connect Queensland
* Assistant Director-General, Disability Accommodation, Respite and Forensic Services
* Assistant Director-General, Community Services and Seniors
* Executive Director, Strategic Policy and Legislation
* Chief Human Resource Officer
* Director, Funding Services
* Director, Finance

#### Meeting frequency

* Monthly, or as required by the chair

### Workforce and Capability Committee

#### Description

The committee’s role is to provide strategic and operational direction on human resource and workforce management issues. It is a decision-making committee.

#### Membership

* Assistant Director-General, Corporate Services (chair)
* Chief Human Resource Officer
* Assistant Director-General, Disability Connect Queensland
* Assistant Director-General, Disability Accommodation, Respite and Forensic Services
* Assistant Director-General, Community Services and Seniors
* Executive Director, Strategic Policy and Legislation

#### Meeting frequency

* Bi-monthly

### Priority Projects Oversight Group

#### Description

The Priority Projects Oversight Group will provide leadership for the implementation of identified priority projects, and oversight of key whole-of-government priorities and corporate governance matters.

#### Membership

* Assistant Director-General, Corporate Services (chair)
* Director-General (optional)
* Assistant Director-General, Disability Connect Queensland
* Assistant Director-General, Disability Accommodation, Respite and Forensic Services
* Assistant Director-General, Community Services and Seniors
* Executive Director, Strategic Policy and Legislation
* Chief Human Resource Officer
* Chief Finance Officer
* Director, Office of the Director-General

#### Meeting frequency

* Monthly, or as required by the chair

### Information Innovation Committee

#### Description

The role of the Information and Innovation Committee is to manage all ICT-enabled business initiatives and is the primary governance body by which the department — as well as the Department of Child Safety, Youth and Women, and Department of Youth Justice — ensures it maximises the value of its business investments that have an ICT-enabled component.

#### Membership

* Assistant Director-General and Chief Information Officer, Information, Innovation and Recovery, Department of Child Safety, Youth and Women
* Assistant Director-General, Corporate Services
* Assistant Director-General, Corporate Services, Department of Child Safety, Youth and Women
* Executive Director, Service Delivery, Practice Connect, Department of Child Safety, Youth and Women
* Chief Finance Officer
* Senior Executive Director, Strategy Performance, Department of Youth Justice
* Director, Practice Development, Department of Youth Justice
* Regional Director, South East Region, Department of Youth Justice
* Regional Director, Moreton Region, Department of Child Safety, Youth and Women
* Executive Director, Strategy and Performance, Department of Child Safety, Youth and Women
* Assistant Director-General, Community Services and Seniors
* Regional Executive Director, Far North Queensland Region, Department of Child Safety, Youth and Women
* Whole-of-government representative, Queensland Government Customer and Digital Group
* Head of Internal Audit
* Director, Enterprise Portfolio Management Office, Department of Child Safety, Youth and Women

#### Meeting frequency

* Bi-monthly, or as required by the chair
* Due to the COVID-19 pandemic, the March and May 2020 meetings were cancelled, with priority matters discussed out of session

### Data Governance Board

#### Description

The board champions the role and value of effective data governance. It also sets and monitors data governance-related strategies, goals, objectives and priorities. The board endorses changes to the data governance framework, standards, policies and procedures and promotes the creation and management of complete and robust data.

#### Membership

* Assistant Director-General, Corporate Services (chair)
* Assistant Director-General and Chief Information Officer, Information, Innovation and Recovery, Department of Child Safety, Youth and Women
* Assistant Director-General, Disability Accommodation, Respite and Forensic Services
* Director, Data and Application Operations
* Director, Human Resources, Systems and Reporting
* Executive Director, Community Recovery
* Assistant Director-General, Disability Connect Queensland

#### Meeting frequency

* Tri-annually

## Appendix 3. Our legislation

The department’s 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.

* *Carer’s (Recognition) Act 2008*
* *Community Services Act 2007*
* *Disability Services Act 2006*
* *Forensic Disability Act 2011*
* *Guide, Hearing and Assistance Dogs Act 2009.*

## Appendix 4. National partnership agreement

### National Disability Insurance Scheme (NDIS) Full Scheme Bilateral Agreement

On 9 July 2019, the Queensland and Commonwealth governments finalised the full scheme agreement for the NDIS, which puts in place long-term funding and governance arrangements between governments.

The agreement provides certainty for Queenslanders with disability that the NDIS will be there to support them into the future.

Governments have agreed to a temporary continuation of the terms of transition to a date to be negotiated in 2020–21, recognising that Queensland’s participant numbers are lower than estimated.

With approximately 80,000 participants in Queensland currently benefiting from the scheme, the National Disability Insurance Agency and its partners will focus on supporting more people with disability to access the NDIS throughout 2020–21.

The NDIS is now available in all areas in Queensland.

### National Partnership on DisabilityCare Australia Fund (DCAF) Payments

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 (DCAF), 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 9 July 2019, the Commonwealth and Queensland governments signed the National Partnership on DisabilityCare Australia (DCAF) Payments to access Queensland’s share of DCAF from 1 July 2014.

Under this national partnership, Queensland can access $1.95 billion in DCAF payments to 2023–24, including back-pay of $838.6 million owed from 1 July 2014. In 2019–20, Queensland’s total allocation is $547.4 million (including $350 million in back-pay). The remaining back-pay of $488.6 million will be paid in 2020–21.

## Appendix 5. Government bodies

### Queensland Carers Advisory Council (QCAC)

**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 carers 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 2019-20 financial year, QCAC focussed on two key areas:

1. Carer legislation and policy
2. Carer data collection and demographic information.

**Summary of actions:**

* The Queensland Government website has been updated to include information on:
* the social and economic contribution of carers
* practical suggestions on how carers can be supported
* supporting carers in the workplace, including links to resources for employers and employees.
* Government and non-government organisations’ support for carers and the people whom they care for were identified and shared with members.
* The Minister wrote to State and Australian Government Ministers on concerns raised by QCAC members including improving:
* support for grandparents who take on a primary role of carer for their grandchildren
* the health and wellbeing of carers through access to respite, bulk billing, and extending eligibility for carer financial support to grandparents who provide full time care for grandchildren.
* Establishment of a Grandparent working group, to discuss support for grandparents who look after grandchildren on a full-time basis through an informal family arrangement. Membership consists of QCAC and Queensland Government representatives.
* The Minister wrote to respective Australian Government Ministers asking that consideration be given to extending the collection of carer data and improve access to data.

**Financial reporting**

Not applicable

**Remuneration**

| **Position** | **Name** | **Meetings/ sessions attendance** | **Approved annual, sessional or daily fee** | **Approved sub-committee fees if applicable** | **Actual fees received** |
| --- | --- | --- | --- | --- | --- |
| Chairperson – Government representative | Katie Holm | 3 | N/A | N/A | N/A |
| Carer representative | Louise Jessop | 1 | $150 per meeting | N/A | $150 |
| Carer representative and Deputy Chairperson | Teresa Pilbeam | 3 | $150 per meeting | N/A | $450 |
| Carer representative | Semah Mokak-Wischki | 3 | $150 per meeting | N/A | $450 |
| Grandparent carer representative | Vacant | 0 | $150 per meeting | N/A | 0 |
| Carer organisation representative | Debra Cottrell | 3 | N/A | N/A | N/A |
| Carer organisation representative | Irene Clelland | 3 | N/A | N/A | N/A |
| Grandparent Carer organisation representative | Donna Shkalla | 3 | N/A | N/A | N/A |
| Carer organisation representative | Sarah Mitchell | 2 | N/A | N/A | N/A |
| Carer organisation representative | Kaylene Moore (proxy for Sarah Mitchell) | 1 | N/A | N/A | N/A |
| Government representative (Department of Education) | Carmel Ybarlucea | 1 | N/A | N/A | N/A |
| Government representative (Department of Education) | Cath Milles | 1 | N/A | N/A | N/A |
| Government representative (Department of Education) | Margaret (Meg) Quinn | 1 | N/A | N/A | N/A |
| Government representative (Queensland Health) | Hannah Cruickshank | 1 | N/A | N/A | N/A |
| Government representative (Queensland Health) | Ross Alcorn | 1 | N/A | N/A | N/A |

**No. scheduled meetings/ sessions**

3

**Total out of pocket expenses**

Not applicable

### Queensland Carers Advisory Council (QCAC)

**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 carers 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 2019-20 financial year, QCAC focussed on two key areas:

1. Carer legislation and policy
2. Carer data collection and demographic information.

**Summary of actions:**

* The Queensland Government website has been updated to include information on:
* the social and economic contribution of carers
* practical suggestions on how carers can be supported
* supporting carers in the workplace, including links to resources for employers and employees.
* Government and non-government organisations’ support for carers and the people whom they care for were identified and shared with members.
* The Minister wrote to State and Australian Government Ministers on concerns raised by QCAC members including improving:
* support for grandparents who take on a primary role of carer for their grandchildren
* the health and wellbeing of carers through access to respite, bulk billing, and extending eligibility for carer financial support to grandparents who provide full time care for grandchildren.
* Establishment of a Grandparent working group, to discuss support for grandparents who look after grandchildren on a full-time basis through an informal family arrangement. Membership consists of QCAC and Queensland Government representatives.
* The Minister wrote to respective Australian Government Ministers asking that consideration be given to extending the collection of carer data and improve access to data.

**Financial reporting**

Not applicable

**Remuneration**

| **Position** | **Name** | **Meetings/ sessions attendance** | **Approved annual, sessional or daily fee** | **Approved sub-committee fees if applicable** | **Actual fees received** |
| --- | --- | --- | --- | --- | --- |
| Chairperson – Government representative | Katie Holm | 3 | N/A | N/A | N/A |
| Carer representative | Louise Jessop | 1 | $150 per meeting | N/A | $150 |
| Carer representative and Deputy Chairperson | Teresa Pilbeam | 3 | $150 per meeting | N/A | $450 |
| Carer representative | Semah Mokak-Wischki | 3 | $150 per meeting | N/A | $450 |
| Grandparent carer representative | Vacant | 0 | $150 per meeting | N/A | 0 |
| Carer organisation representative | Debra Cottrell | 3 | N/A | N/A | N/A |
| Carer organisation representative | Irene Clelland | 3 | N/A | N/A | N/A |
| Grandparent Carer organisation representative | Donna Shkalla | 3 | N/A | N/A | N/A |
| Carer organisation representative | Sarah Mitchell | 2 | N/A | N/A | N/A |
| Carer organisation representative | Kaylene Moore (proxy for Sarah Mitchell) | 1 | N/A | N/A | N/A |
| Government representative (Department of Education) | Carmel Ybarlucea | 1 | N/A | N/A | N/A |
| Government representative (Department of Education) | Cath Milles | 1 | N/A | N/A | N/A |
| Government representative (Department of Education) | Margaret (Meg) Quinn | 1 | N/A | N/A | N/A |
| Government representative (Queensland Health) | Hannah Cruickshank | 1 | N/A | N/A | N/A |
| Government representative (Queensland Health) | Ross Alcorn | 1 | N/A | N/A | N/A |
| Government representative (Department of Justice and Attorney-General) | Shayna Smith | 2 | N/A | N/A | N/A |

**No. scheduled meetings/ sessions**

3

**Total out of pocket expenses**

N/A

### Queensland Social Cohesion Implementation Committee (QSCIC)

**Act or instrument**

Not applicable

**Functions**

The Queensland Social Cohesion Implementation Committee provides expert advice to the Queensland Government to inform whole-of-government and community initiatives that enhance social cohesion in our communities.

The committee oversees the development and implementation of action plans for Queensland, with priorities and related strategies that:

* promote the benefits of diversity in Queensland
* strengthen community cohesion and resilience
* reduce marginalisation
* address anti-social behaviour and behaviour that may lead to violence or physical harm to others.

The committee reports at least annually to the Queensland Security Cabinet Committee through the Premier and Minister for Trade, and the Minister for Communities.

**Achievements**

From July 2019 to June 2020, the committee:

* endorsed *Thriving Cohesive Communities: Action Plan for Queensland 2019-2021 (Stage 2*) as a second stage of work that built on the achievements of *Cohesive Communities: An action plan for Queensland 2016–18*
* shaped an approach to the implementation of the stage two action plan, including the development of the Thriving Cohesive Communities Grants and strategies to engage local government and non-government organisations as partners in project delivery
* met three times in September, November and May to oversee implementation of the stage two action plan
* monitored the impact of COVID-19 on community cohesion.

**Financial reporting**

Transactions of the committee are accounted for in the financial statements of the department’s Social Cohesion program.

**Remuneration**

| **Position** | **Name** | **Meetings/ sessions attendance** | **Approved annual, sessional or daily fee** | **Approved sub-committee fees if applicable** | **Actual fees received** |
| --- | --- | --- | --- | --- | --- |
| Chair | Mr Scott Stewart MP | 3 | N/A | N/A | N/A |
| Deputy Chair | Professor Lesley Chenoweth AO | 2 | N/A | N/A | N/A |
| Member | Mrs Josephine Aufai | 1 | N/A | N/A | N/A |
| Member | Mr Petero Civoniceva | 0 | N/A | N/A | N/A |
| Member | Ms Gail Ker AOM | 1 | N/A | N/A | N/A |
| Member | Mr Fahim Khondaker | 2 | N/A | N/A | N/A |
| Member | Miss Prudence Melom | 3 | N/A | N/A | N/A |
| Member | Ms Tammy Wallace | 1 | N/A | N/A | N/A |

**No. scheduled meetings/sessions**

3

**Total out of pocket expenses**

Not applicable

### Queensland Disability Advisory Council (QDAC)

**Act or instrument**

*Disability Services Act 2006* (Qld), sections 222 and 223

**Functions**

The Queensland Disability Advisory Council provides the Minister with independent and timely advice about important disability matters that have a regional, state wide or national impact.

Members were appointed to the council for a further one-year term through to June 2020 to coincide with Queensland’s transition to the National Disability Insurance Scheme (NDIS).

In 2019–20 council members had a specific focus on two key priorities:

1. supporting Queenslanders to prepare for and transition to the NDIS
2. promoting a socially inclusive Queensland and promoting state disability plan All Abilities Queensland.

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.

The 12-member Queensland Disability Advisory Council comprises the chairs of the seven former regional councils and five additional members with specialist expertise or knowledge.

**Achievements**

In 2019–20 council members actively engaged with their networks and communities about the NDIS, providing new information, clarifying processes, raising issues and sharing experiences.

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 successfully supported Queenslanders to prepare for and transition to the NDIS, and promoted a socially inclusive Queensland, in line with the priorities identified in All Abilities Queensland disability plan and National Disability Strategy.

Council members act as a consultative forum when the Government or Minister request disability stakeholder views. Members provided input on a broad range of issues, including Senate Select Committee on Autism, worker screening and single-use plastic product ban.

The Council provided advisory support to the Minister during the active and recovery phases of the COVID-19 pandemic.

**Financial reporting**

The transactions of the council are accounted for in the department’s financial statements.

**Remuneration**

| **Position** | **Name** | **Meetings/ sessions attendance** | **Approved annual, sessional or daily fee** | **Approved sub-committee fees if applicable** | **Actual fees received** |
| --- | --- | --- | --- | --- | --- |
| Chairperson | Sharon Boyce | 7  1 meeting over two days, Chair  1 meeting over two days, Member  5 teleconferences, Chair | $17,160 pa  plus $520 daily $260 teleconference |  | $20,300 |
| Deputy Chairperson | Anita Veivers | 7  1 meeting over two days, Member  1 meeting over two days, A/Chair  5 teleconferences, Member | $520 daily (if acting Chair) $400 daily $200 teleconference |  | $2,840 |
| Member | Laurence Bray | 7  2 meeting over two days  5 teleconferences | $400 daily $200 teleconference |  | $2,600 |
| Member | Ken Parker | 7  2 meeting over two days  5 teleconferences | $400 daily $200 teleconference |  | $2,600 |
| Member | Barry Skinner | 7  2 meeting over two days  5 teleconferences | $400 daily $200 teleconference |  | $2,600 |
| Member | Harry McConnell | 7  2 meeting over two days  5 teleconferences | N/A |  | $0 |
| Member | Peter Gurr | 5  1 meeting over two days  4 teleconferences | $400 daily $200 teleconference |  | $1,600 |
| Member | Semah Mokak-Wischki | 5  2 meeting over two days  3 teleconference | $400 daily $200 teleconference |  | $2,200 |
| Member | Pamela Spelling | 7  2 meeting over two days  5 teleconferences | $400 daily $200 teleconference |  | $2,600 |
| Member | Simon Wright | 7  2 meeting over two days  5 teleconferences | $400 daily $200 teleconference |  | $2,600 |
| Member | Gillian Costabeber | 4  1 meeting over two days  3 teleconferences | $400 daily $200 teleconference |  | $1,400 |
| Member | Paige Armstrong | 6  2 meeting over two days  4 teleconferences | $400 daily $200 teleconference |  | $2,400 |

**No. scheduled meetings/sessions**

During 2019-20, the Queensland Disability Council met seven times. Two of these meetings were in person over a four day period. A further five meetings were via teleconference due to the pandemic.

**Total out of pocket expenses**

$5,865

*Note: Two meetings were held as normal ($520 for the Chair, $400 for a Member). Due to the COVID-19 pandemic the five remaining meeting were held by teleconference, and fees were adjusted ($260 for the Chair, $200 for a Member)*

## Appendix 6. Contact details

**The department primarily operates out of 1 William Street and 111 George Street and delivers services through the structure outlined in the organisational chart.**

### Central office

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

### Community Services and Seniors contacts

**Address:** 111 George Street, Brisbane Qld 4000 **Postal:** GPO Box 806, Brisbane Qld 4001 **Phone:** 13 QGOV (13 74 68) **Email:** [communityservicesandseniors@communities.qld.gov.au](mailto:communityservicesandseniors@communities.qld.gov.au)

### Disability Connect Queensland contacts

**Address:** 111 George Street, Brisbane Qld 4000 **Postal address**: GPO Box 806, Brisbane Qld 4001  
**Phone:** 13 QGOV (13 74 68)  
**Email:** [feedback@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au)

### Disability Accommodation and Respite Forensic Services

**Address:** 111 George Street, Brisbane Qld 4000  
**Postal:** GPO Box 806, Brisbane Qld 4001  
**Phone:** 13 QGOV (13 74 68)

**There are a number of Accommodation Support and Respite Service (AS&RS) service locations across the state. For AS&RS contact details refer to:** [www.communities.qld.gov.au/accommodation-respite-forensic-services/accommodation-support-respite-services/rs-service-locations](file://///ebus.root.internal/dc/CES/Corporate%20Governance/Performance%20and%20Reporting/Annual%20Report/2019-20/Annual%20Report%20Content/Working%20Docs/www.communities.qld.gov.au/accommodation-respite-forensic-services/accommodation-support-respite-services/rs-service-locations)

## Appendix 7. Glossary

### Carer

Someone who provides ongoing care or assistance to another person who, because of a disability, impairment, 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 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 living standards and overall wellbeing. It aims to remove barriers for people that experience a combination of linked problems such as unemployment, poor skills, housing and health, low income, high crime environments 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.

### Customer

Person or organisation that receives a service. Note that a customer can be internal or external to the organisation. Synonyms include: client, consumer, end user, resident, retailer, beneficiary and purchaser.

### Disability

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

### 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.

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

### National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) is an 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 agreements

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

### Non-government organisations

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

### 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.

### Risk management framework

An agency’s policies, procedures, systems and processes concerned with managing risk.

### Service provider

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

## Appendix 8. Compliance checklist

| **Requirement** | **Summary of requirement** | **Basis for requirement** | **Annual report reference** |
| --- | --- | --- | --- |
| Letter of compliance | A letter of compliance from the accountable officer or statutory body to the relevant Minister/s | ARRs – section 7 | Page 3 |
| Accessibility | Table of contents | ARRs – section 9.1 | Page 4 |
| Accessibility | Glossary | ARRs – section 9.1 | Page 116 |
| Accessibility | Public availability | ARRs – section 9.2 | Page 2 |
| Accessibility | Interpreter service statement | *Queensland Government Language Services Policy*  ARRs – section 9.3 | Page 2 |
| Accessibility | Copyright notice | *Copyright Act 1968*  ARRs – section 9.4 | Page 2 |
| Accessibility | Information licensing | *QGEA –* Information Licensing  *ARRs – section 9.5* | Page 2 |
| General information | Introductory information | ARRs – section 10.1 | Page 5 |
| General information | Machinery-of-government changes | ARRs – 10.2, 31 and 32 (if applicable) | (not applicable) |
| General information | Agency role and main functions | ARRs – section 10.2 | Page 6, 108, 115 |
| General information | Operating environment | ARRs – section 10.3 | Pages 6, 12, 15, 16,18,19, 22, 24, 25 and 32 |
| Non-financial performance | Government’s objectives for the community | ARRs – section 11.1 | Page 6 |
| Non-financial performance | Other whole-of-government plans/ specific initiatives | ARRs – section 11.2 | Page 109 |
| Non-financial performance | Agency objectives and performance indicators | ARRs – section 11.3 | Page 6 |
| Non-financial performance | Agency service areas and service standards | ARRs – section 11.4 | Page 6 |
| Financial performance | Summary of financial performance | ARRs – section 12.1 | Page 36 |
| Governance, management and structure | Organisational structure | ARRs – section 13.1 | Page 7 |
| Governance, management and structure | Executive management | ARRs – section 13.2 | Page 9 |
| Governance, management and structure | Government bodies (statutory bodies and other entities) | ARRs – section 13.3 | Page 110 |
| Governance, management and structure | Public sector ethics | Public Sector Ethics Act 1994  ARRs – section 13.4 | Page 30 |
| Governance, management and structure | Human rights | Human Rights Act 2019  ARRs – Section 13.5 | Page 30 |
| Governance, management and structure | Queensland public service values | ARRs – section 13.6 | Page 6 |
| Governance —risk management and accountability | Risk management | ARRs – section 14.1 | Page 32 |
| Governance —risk management and accountability | Audit committee | ARRs – section 14.2 | Page 32 |
| Governance —risk management and accountability | Internal audit | ARRs – section 14.3 | Page 33 |
| Governance —risk management and accountability | External scrutiny | ARRs – section 14.4 | Page 33 |
| Governance —risk management and accountability | Information systems and recordkeeping | ARRs – section 14.5 | Page 33 |
| Governance —human resources | Strategic workforce planning and performance | ARRs – section 15.1 | Page 28 |
| Governance —human resources | Early retirement, redundancy and retrenchment | Directive No.04/18 Early Retirement, Redundancy and Retrenchment  ARRs – section 15.2 | Page 30 |
| Open data | Statement advising publication  of information | ARRs – section 16 | Page 34 |
| Open data | Consultancies | ARRs – section 33.1 | Page 34 |
| Open data | Overseas travel | ARRs – section 33.2 | Page 34 |
| Open data | Queensland Language Services Policy | ARRs – section 33.3 | Page 34 |
| Financial statements | Certification of financial statements | FAA – section 62  FPMS – sections 38, 39 and 46  ARRs – section 17.1 | Page 98 |
| Financial statements | Independent Auditor’s Report | FAA – section 62  FPMS – section 46  ARRs – section 17.2 | Page 99 |

FAA – Financial Accountability Act 2009

FPMS – Financial and Performance Management Standard 2019

ARRs – Annual report requirements for Queensland Government agencies

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