

2019–2020 ANNUAL REPORT



About our Annual report

The Department of Justice and Attorney-General's Annual report 2019–20 summarises its financial and corporate performance for 2019–20 and is an integral part of our corporate governance framework. It is a key tool in ensuring we are accountable to stakeholders, the Queensland Parliament and the community about our activities.

It has been prepared to meet the needs of stakeholders and the department's accountability requirements under the *Financial Accountability Act 2009*.

View our report online

This report and the information on Department of Justice and Attorney-General (DJAG) government bodies is available online: <https://www.justice.qld.gov.au/publications-policies/reports>

Several annual reporting requirements for 2019–20 are addressed by publishing information on the Queensland Government Open Data website. These are:

- › consultancies
- › overseas travel, and
- › Queensland language services policy.

More information on the department can be found on the Queensland Government Open Data website <https://data.qld.gov.au>

Acknowledgement of Country

The Department of Justice and Attorney-General acknowledges the traditional custodians of the lands across the State of Queensland, and pays our respects to the Elders past, present, and emerging. We value the culture, traditions and contributions that the Aboriginal and Torres Strait Islander people have contributed to our communities, and recognise our collective responsibility as government, communities, and individuals to ensure equality, recognition and advancement of Aboriginal and Torres Strait Islander Queenslanders in every aspect of our society.

Aboriginal and Torres Strait Islander people are advised that this publication may contain the names of deceased people.



The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds.

If you have difficulty in understanding the annual report, you can contact us on 13 QGOV (13 7468) and we will arrange an interpreter to effectively communicate the report to you.

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Our report, including additional information not reported in the published version, is available at www.justice.qld.gov.au/corporate-general-publications/annual-report/2019-20-djag-annual-report

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Letter of compliance



Department of
Justice and Attorney-General

28 September 2020

The Honourable Yvette D'Ath MP
Attorney-General and Minister for Justice
Leader of the House
1 William Street
BRISBANE QLD 4000

Dear Attorney-General

I am pleased to submit for presentation to Parliament the 2019–20 Annual report and financial statements for the Department of Justice and Attorney-General.

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 can be found on page 156 of this Annual report.

Your sincerely

A handwritten signature in black ink, appearing to read "David Mackie".

David Mackie
Director-General
Department of Justice and Attorney-General

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Director-General's message

I am proud to present the Department of Justice and Attorney-General (DJAG) 2019–20 Annual report. This report demonstrates our key service delivery achievements and their alignment to our vision to deliver justice for all through safe, fair and responsible communities.

While 2019–20 has changed our society's landscape, through experiencing natural disasters, floods, bushfires and the coronavirus pandemic (COVID-19), our unwavering commitment to service Queensland communities has required ingenuity and resilience.

Throughout this year, I have been consistently impressed by my staff who continue to strive to support criminal, civil, and community justice outcomes for our State. This was particularly evident in the steadfast support provided in the response and recovery for COVID-19.

This Annual report outlines the progress DJAG made in the 2019–20 financial year to strengthen our agenda, by focusing on improving justice outcomes for all Queenslanders through innovation and policy development. During the second half of the financial year there has been a significant focus on supporting our COVID-19 response and recovery.

DJAG continued to support industry through revised legislative and policy frameworks that adhered to current public health directions, enabling businesses to trade while keeping communities safe.

In April 2020, DJAG delivered the *COVID-19 Emergency Response Act 2020*, a significant legislative reform which allowed Parliamentary committees to meet using technology, gave authority to introduce safeguards for tenants and small businesses, and gave authority to amend legislative timeframes, processes and other requirements to ensure the fairness of processes and the safety of the community during COVID-19.

Increasing electronic engagement ensured the safety of people engaging with us, people conducting businesses in Queensland, consumers and for our staff.

This report demonstrates our key service delivery achievements and their alignment to our vision to deliver justice for all through safe, fair and responsible communities.

Some highlights supporting our key priorities and initiatives for 2019–20 include:

- › implementing the *Human Rights Act 2019* in Queensland and providing support and guidance to government and business regarding the impacts of the Human Rights reforms
- › continuing to invest in DFV reform initiatives in Queensland including upgrading of court facilities at Beenleigh and Townsville
- › continuing to respond to justice issues arising from the recommendations of the Royal Commission of Inquiry into Institutional Responses to Child Sexual Abuse
- › ensuring that there are appropriate diversion and intervention programs to support defendants in the criminal justice system to address the underlying causes of offending, including the permanent establishment of the Murri Court and continuation of the Drug and Alcohol Court and Court Link programs
- › implementing priority recommendations made by the Queensland Family and Child Commission regarding Blue Card Services and the Government election commitment for the ‘No Card, No Start’ application process
- › advocating for national laws to specifically protect new car buyers, including purchasers of ‘lemon’ vehicles
- › enhancing service delivery and access to justice services for vulnerable and disadvantaged Queenslanders such as victims of crime, adults with impaired capacity, children in need of protection, people with disability, and people over-represented in the justice system, and
- › supporting the Crime and Corruption Commission’s jurisdiction in addressing corrupt activity within the public sector.

Delivering our vision of justice for all through safe, fair and responsible communities is only possible due to the hard work of our 3,622 staff and our valued volunteers and I am proud of their commitment, dedication and achievements.

It is my privilege to lead the department and to share our achievements for 2019–20 with you.



David Mackie
Director-General

Summary of financial performance

The financial amounts summarised below reflect DJAG's operations (excluding administered activities).

For the year ended 30 June 2020 the department reported an operating surplus of \$7.386 million.

Income

DJAG's revenue totalled \$648 million against the budget of \$662 million.

2019–20 Income—where our funds come from

Revenue category	2019–20 Budget \$'000	2019–20 Actual \$'000	Variance \$'000
Appropriation revenue	554,440	534,504	(19,936)
User charges and fees	92,052	101,841	9,789
Grants and contributions	14,855	10,734	(4,121)
Other revenues	387	880	493
Total	661,734	647,959	(13,775)

The variance of \$13.775 million (2.1%) is mainly due to funding realigned to meet the operational needs of the department, inter-departmental transfers, reduced goods and services received below fair value. These are partially offset by additional professional fee revenue for legal services and revenue from an increased number of Blue Card applications.

The department's primary funding source is appropriation revenue provided by the Queensland Government to enable the department to carry out its services.

Expenses

DJAG's expenditure totalled \$641 million against the Budget of \$659 million resulting in a variance of \$18.563 million (2.8%).

2019–20 Expenditure—how our funds are spent

Expense category	2019–20 Budget \$'000	2019–20 Actual \$'000	Variance \$'000
Employee expenses	357,500	370,773	13,273
Supplies and services	226,299	194,558	(31,741)
Grants and subsidies	406	485	79
Depreciation and amortisation	73,129	73,618	489
Other expenses	1,802	1,139	(663)
Total	659,136	640,573	(18,563)

Employee expenses

Employee expenses for 2019–20 totalled \$370.773 million, which was \$13.273 million higher than the budget of \$357.500 million. The variance is primarily due to funding realigned between financial years and expenditure categories.

Supplies and services

Supplies and services expense represent the costs incurred from third parties for the department's daily operations during the financial year. The most significant supplies and services expenditure in 2019–20 was incurred for property utilities and maintenance to support the delivery of services.

The supplies and services expenditure for 2019–20 was \$194.558 million, a decrease of \$31.741 million compared to the budget of \$226.299 million. The decrease is primarily due to a realignment of funding to meet departmental operational needs in 2020–21, reduced expenditure for goods and services received below fair value, partially offset by increased expenditure corresponding to higher own-sourced revenue.

Depreciation and amortisation

Depreciation and amortisation are an estimate of the cost of property, plant and equipment and intangible assets consumed during the year.

Assets

At 30 June 2020, DJAG held assets valued at \$1.291 billion consisting mainly of land, buildings and construction work-in-progress. DJAG forecasted an asset balance of \$1.281 billion for the year.

The variance of \$9.794 million is primarily attributable to increased cash as a result of increased payables and current year surplus. This is partially offset by lower than anticipated revaluation increments from the annual non-current asset revaluation and reduced receivables.

Capital acquisitions for 2019–20 were \$47.903 million to complete upgrades of the Rockhampton, Beenleigh and Townsville courthouses, minor capital works and leasehold improvement projects, and for software projects including the implementation of an online Blue Card application system and the implementation of recording and transcription capabilities in Queensland Courthouses.

Projects ongoing in 2020–21 include the completion of ICT system projects, expanding the audiovisual capacity in the justice system and continuing capital works in the Queensland Courthouse building portfolio.

Liabilities

As at 30 June 2020, DJAG held liabilities of \$58.159 million which is \$18.352 million higher than the budget forecast of \$39.807 million. The variance is mainly due to the recognition of payables to government for end-of-year funding adjustments and increased employee entitlements. These increases are partially offset by a reduced level of trade creditors and a lower salary and wages payable at end of financial year.

Comparison of actual financial results with budget

Provision of these statements allows comparison of the actual financial results of the controlled operations of DJAG with the published budget in the *State Budget papers—2019–20 Service Delivery Statements*. This is consistent with the Queensland Government's commitment to more transparent financial reporting.

Comparison of actual Income and Expenses against original budget for the year ended 30 June 2020 is provided in Note E2 to DJAG's 2019–20 financial statements.

Chief Financial Officer statement

Corynne Scott, Executive Director, Financial Services is the appointed Chief Financial Officer (CFO) responsible for DJAG's financial administration.

In accordance with section 77(2)(b) of the *Financial Accountability Act 2009* (the Act), the CFO has provided the Director-General with a statement conforming with section 54 of the *Financial and Performance Management Standard 2019* attesting that DJAG's financial internal controls are operating efficiently, effectively and economically.

DJAG's CFO has fulfilled minimum responsibilities of the role as defined in section 77(1) of the Act.

About us

Our purpose

Our purpose is to provide services to the community, which is supported and enabled by our capability to achieve our vision: Justice for all through, safe, fair and responsible communities. Our service commitment is supported by Our Charter and the Queensland Government public service values.

Our role

DJAG is responsible for supporting the administration of justice in Queensland. DJAG also provides regulatory and consumer protection services, reducing the risk of harm from liquor and gambling, and supporting business, community and not-for-profit organisations.

DJAG operates under the *Administrative Arrangements Order (No. 2) 2020*. DJAG discharges its statutory obligations under the 207 Acts listed in Appendix 4 (see page 141). Progress in achieving these obligations is documented throughout this annual report, and where further information is available externally, links to the relevant websites are included.

Our vision

Justice for all through safe, fair and responsible communities

Our Charter

Our Charter is an aspirational document that embeds the approach, behaviour, and performance of DJAG staff in delivering accessible, timely, responsive and valuable services to the people of Queensland. Our Charter supports our Strategic Plan by focusing on strengthening the internal capability of our staff and strengthening collaborative relationships across all service areas.

Our staff at every level are expected to embrace and embody the principles outlined in Our Charter. Our Charter's principles and service commitments also support the Queensland Government public service values.

Our strategic objectives

We aim to deliver our vision through the following strategic objectives:

- › Safe communities
- › Fair communities
- › Responsible communities, and
- › Integrated services.

Each year we focus on priorities and initiatives which support us to meet our strategic objectives. Performance information against our strategic objectives is presented in detail within the performance chapters (chapters 1–4) of this Annual report.

Our achievements that contribute to Queensland's safe, fair and responsible communities

We are committed to driving the *Queensland Government's Our Future State: Advancing Queensland's Priorities*, as we contribute to Keep Communities Safe and Responsive Government through our criminal, civil and community justice outcomes.

In order to achieve our objectives, we have implemented and are committed to:

- › our robust criminal justice programs that increase community safety, including our specialist courts, focused on addressing the cause of offending and reducing recidivism
- › our civil justice services, aiming to create a harmonious society and empower community justice outcomes through our alternative dispute resolution and conciliation processes
- › minimising harm from alcohol and gambling across all communities by fostering social change. We continue to balance social costs and economic benefits demonstrated by:
 - › the enhanced requirements released for the responsible service of alcohol and supporting education regarding the Responsible Service of Alcohol policy
 - › our involvement in the Review of the Self-exclusion Gambling regime, and
 - › our continuing support of the www.gamblinghelpqld.org.au website and telephone service.
- › reducing the over-representation of Aboriginal and Torres Strait Islander people in the justice system by acknowledging the challenges facing Aboriginal and Torres Strait Islander communities through the codesigned and refocused Community Justice Groups model and by continuing the Murri Courts
- › providing protection for vulnerable Queenslanders through our frameworks that protect the safety, rights and interests of all vulnerable people through: The Office of the Director of Child Protection Litigation; Blue Card Services; the Office of the Public Guardian (OPG); and the Office of the Public Advocate, and
- › delivering legislation and providing measures to assist Queensland businesses and individuals suffering financial and operational stress due to COVID-19.

Our strategic challenges

Service demand pressures

Developing evidence-informed strategies to meet the increasing demand for our services will also assist with predicting service growth areas.

Meeting community expectations

Engaging with the community about our role in the justice system further builds community understanding and drives service enhancements.

Information security

Protecting our information and assets is essential to building community confidence and preventing cybercrime.

Digital disruption

Embracing new technology enables us to provide enhanced services and ensure the reliability, security and resilience of our ICT systems.

Our opportunities

- › Empowering our staff with skills and resources increases capability and capacity to meet community needs and expectations.
- › Digital transformation provides an opportunity to provide innovative and collaborative ICT strategies that are customer-centric and meet current and future demand.
- › Evaluating the impact of legislative reform continuously improves the effectiveness of policies and initiatives.

Our regions

While many of our primary locations are in Brisbane and South East Queensland, we provide services for all Queenslanders throughout rural, regional and remote locations.

Court services

Court Services Queensland provides all Queenslanders with direct access to the State's justice system. Queenslanders in regional areas also have access to other Government agencies for service and advice on state and federal government services.

The Queensland Courts Service includes a range of courts that hear both civil and criminal matters. The jurisdictions consist of the Supreme Court, the District Court, the Land Court, and the Magistrates Court and they occupy a total of 58 registries. Each jurisdiction can conduct circuits in regional and remote areas: Supreme Court to 7 locations; District Court to 24 locations; and Magistrates Court to 83 locations across Queensland. In addition, court services may be accessed at 32 Queensland Government Agency Program locations.¹

Additionally, we have dedicated specialist courts for DFV Specialist Court, Murri Court, and Drug Court. In addition to the courts, we have the Queensland Civil and Administrative Tribunal.

For a list of all courts in Queensland, please visit www.courts.qld.gov.au/courts

For further information on locations of courthouses throughout Queensland, including specific locations please visit www.courts.qld.gov.au/contacts/courthouses

Non-court services

With a focus on delivering services to all Queenslanders, the Justices of the Peace (JPs) in the Community program has more than 240 signing centres across the State.

For a full list of the signing centre locations across Queensland, please visit www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/about-justice-of-the-peace/search-for-your-nearest-jp-or-cdec

Victim Assist Queensland has officers located in a number of locations throughout the State to ensure victims of crime have access to the services they need.

For further information, please visit www.qld.gov.au/law/crime-and-police/victim-assist-queensland

The Office of the Director of Public Prosecutions (ODPP) has chambers located throughout Queensland to represent the State in criminal cases.

For further information, please visit www.justice.qld.gov.au/about-us/services/public-prosecutions

Liquor, Gaming and Fair Trading offers a range of licensing and regulation services in locations all across Queensland.

For further information, please visit: www.justice.qld.gov.au/about-us/services/liquor-gaming

www.justice.qld.gov.au/about-us/services/

1. In the 2018–19 DJAG Annual report, the number of court house locations was determined through the number of buildings that provided justice-related services. In the 2019–20 DJAG Annual report, the counting methodology has been revised to reflect the number of registry locations where court services may be offered.

Our service areas

We have three service areas each focusing on delivering our strategic objectives.

Justice Services

Justice Services contributes to safe, fair, and responsible communities by providing the community with fair, timely and accessible justice services through courts, tribunals, coronial, justice of the peace and civil and criminal mediation services.

By supporting victims of crime and protecting the rights and interests of vulnerable adults and children, it upholds the rights of Queenslanders and ensures they are treated fairly.

Births, deaths and marriages registration services protect access to individual legal and social rights through recognised identity documents.

Legal and Prosecutions

Legal and Prosecutions encompasses Crown Law, the Office of the Director of Public Prosecutions (ODPP), and the Office of the Director of Child Protection Litigation (ODCPL).

The DCPL is an independent statutory officer within the Department of Justice and Attorney-General portfolio.

Crown Law provides legal services to the Queensland Government under a self-funded business model, exemplifying model litigant principles. In addition, Crown Law develops and provides practical training workshops, briefings and manuals, tailored to the specific needs of Queensland Government agencies.

The ODPP is an independent authority responsible for the prosecution, on behalf of the State, of people charged with criminal offences in the High Court of Australia, Court of Appeal, Supreme Court of Queensland, District Court of Queensland, Childrens Court of Queensland, Magistrates Court (limited), and represents the State in matters before the Mental Health Court.

In addition to its criminal law prosecution function, the ODPP conducts the legal work on behalf of the Crime and Corruption Commission as the 'solicitor on the record' for confiscations proceedings under the *Criminal Proceeds Confiscation Act 2002*.

The role of the DCPL is to decide whether or not an application for a child protection order should be made for a child and the type of order that should be sought. If an application for a child protection order is made, the DCPL is responsible for conducting the legal proceeding in the Childrens Court.

The DCPL works collaboratively with the Office of the Child and Family Official Solicitor within the Department of Child Safety, Youth and Women to manage child protection order applications and proceedings to ensure applications and outcomes are dealt with efficiently by using evidence-based decision making.

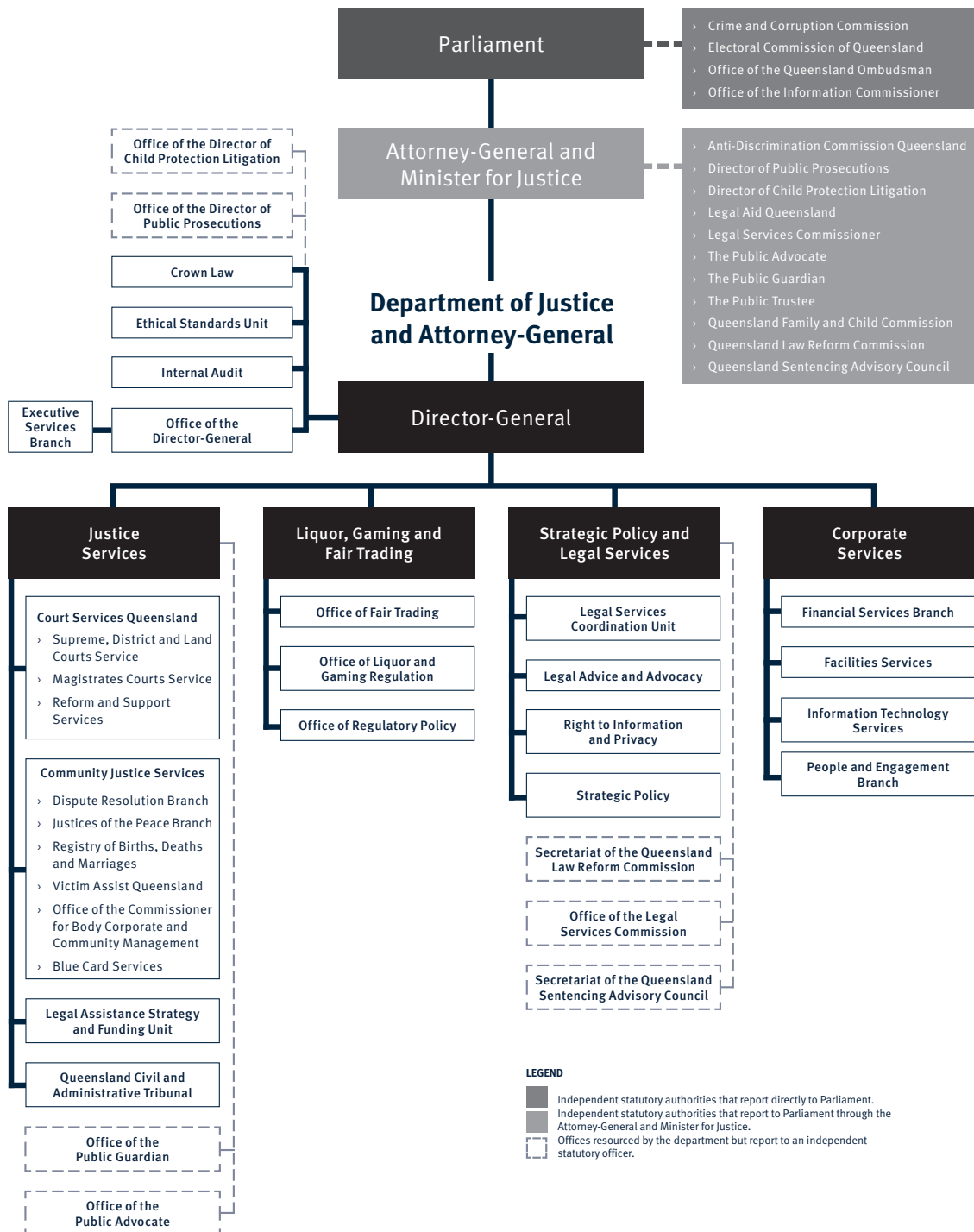
Liquor, Gaming and Fair Trading

Liquor, Gaming and Fair Trading provides regulatory and consumer protection services across the liquor, gaming, and general services sectors.

It encourages marketplace and industry integrity, fosters business and consumer confidence, and implements initiatives that reduce the risk of harm from liquor and gambling.

It also supports businesses, the community, and not-for-profit organisations by streamlining and modernising regulatory processes to make it easier to do business.

Organisational chart



Chapter 1

Safe Communities

To provide safe communities, DJAG is focused on:

- enabling Queenslanders to live in a safe and harmonious society
 - developing and enforcing legislation to ensure rights and safety
 - addressing offending and re-offending behaviour through proactive programs and initiatives.
-

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Child protection oversight and safety

We are committed to protecting the rights of vulnerable children through services provided by the ODCPL, Blue Card Services (BCS), and the Office of the Public Guardian (OPG).

Director of Child Protection Litigation

The Director of Child Protection Litigation (DCPL) receives referred child protection matters from the Chief Executive, Department of Child Safety, Youth and Women (DCSYW). DCSYW must refer a child protection matter to the DCPL if satisfied that a child needs protection, and a child protection order is appropriate and desirable for the child's protection.

In making decisions, the DCPL must ensure that the safety, wellbeing and best interests of the child, both through childhood and for the rest of their life, are paramount.

In 2019–20, DCPL continued to embed business improvements through considered office practices, including supporting the *Human Rights Act 2019* implementation.

Overview of workloads and performance

In 2019–20, the Director received more than 3,300 referred child protection matters, with each matter relating to an individual child. The DCPL in turn made over 3,200 child protection applications and managed the resulting child protection proceedings in the Childrens Court of Queensland across the State.

A full overview of the DCPL's workloads and performance is available in the *DCPL's Annual report*.

Serious physical injury and child death case reviews

The death of a child is a profound loss, impacting parents, family and close community as well as carers and professionals who have worked, either directly or indirectly, with the child and their family. Serious physical injuries to children are also accompanied by grief, and families recovering from such tragedies are entitled to compassion and dignity.

Where a child dies or sustains a serious physical injury, the DCPL has an obligation to undertake child death and other case reviews to facilitate ongoing learning and improvement in the provision of services and to promote accountability.

Reviews are carried out when a child dies or suffers a serious physical injury and either at the time of the death or injury, or within one year before the death or injury, the DCPL has performed a litigation function.

The ODCPL is committed to working in partnership with the other relevant agencies to review the way in which litigation functions were carried out, to build on identified strengths and recognise areas for improvement in service delivery.

Such reviews promote ongoing learning and improvement and collaboration across relevant agencies, and ensure a more responsive, accountable streamlined and robust child protection system.

In 2019–20, the DCPL completed two child death case reviews and three serious physical injury case reviews.

Queensland Family and Child Commission Reviews and ‘No Card, No Start’

During 2019–20, work has continued to respond to and address the 81 recommendations made in the Queensland Family and Child Commission report, *Keeping Queensland’s children more than safe: Review of the blue card system*. At 30 June 2020, five recommendations have been completed, six are nearly complete, a further 46 are in progress and the remainder are interdependent on other reform initiatives or still to be commenced.

On 1 July 2019, the first tranche of legislative amendments to strengthen the blue card system commenced. This included adding 17 offences to the list of offences that disqualify a person from applying for a blue card and establishing a new framework for dealing with charges and convictions for serious offences.

On 5 August 2019, amendments which established the register of home-based care services commenced. The purpose of the register is to serve as a portal for regulatory bodies, including the Queensland Police Service; Department of Education; the Office of the Public Guardian; and the Department of Child Safety, Youth and Women, to identify the blue card status of foster and kinship carers, family day educators, stand-alone care providers and adults who reside in these residences.

The register has improved the visibility of home-based care services (including co-located services), better informed decision-making and risk assessments, and facilitated information sharing between relevant government agencies to promote the safety of all children accessing these home-based care services.

In 2019–20, development work occurred to modernise the blue card application process, including the development of a stronger online identity check.

An online portal that allows organisations to more effectively manage their blue card system obligations was completed in April 2020. Organisations using the portal can access functionality, including access to a register of their linked applicants and cardholders, real-time checks of linked employees’ blue card status and the ability to notify Blue Card Services electronically when a person leaves their organisation.

Further streamlining will occur when ‘No Card, No Start’ commences on 31 August 2020 through the rollout of the online application solution and by allowing jobseekers to apply for and obtain a blue card before they are engaged by an organisation.

Reports under Section 395

Section 395 of the *Working with Children (Risk Management and Screening) Act 2000* (the Act) allows the Director-General, as our Chief Executive Officer, to provide reports to the Minister on the administration of the Act, including the Chief Executive Officer’s performance and exercise of functions and powers.

In 2019–20, BCS reported 40 cases to the Attorney-General as required by the Act.

Child Death Review Legislation Amendment Act 2020

The Child Death Review Legislation Amendment Act 2020 received assent on 13 February 2020 and will commence on 1 July 2020.

The Act implements the recommendation of the Queensland Family and Child Commission (QFCC)

report, *A systems review of individual agency findings following the death of a child* and gives effect to the Government's commitment to develop a new, independent model for reviewing child death cases in Queensland.

The new child death review model created under the Act:

- › expands the requirement to conduct an internal systems review following the death or serious physical injury of a child known to the Department of Child Safety, Youth and Women (CSYW) to other relevant government agencies with a focus on ongoing learning, accountability and collaboration, and
- › establishes a new independent Child Death Review Board (the Board), located within the QFCC, responsible for carrying out systems reviews following the death of a child connected to the child protection system.

The Board has a broad system focus and will identify opportunities for continuous improvement in systems, legislation, policies and practices across a range of government and non-government entities and identify preventative mechanisms to help protect children and prevent deaths that may be avoidable.

In addition to the Chairperson, the multi-disciplinary Board consists of non-government and government representatives from a range of disciplines and is required to have at least one Aboriginal or Torres Strait Islander member.

The Board will produce an Annual report on its operations, which may include systems recommendations and information about implementation of previous recommendations.

Blue Card Services

The blue card system helps keep Queensland children safe by assisting organisations to be child safe, and screening people who work with children.

In 2019–20, Blue Card Services:

- › processed 419,659 applications, renewals and authorisations (366,151 in 2018–19)
- › identified 3,586 cases where individuals represented a high risk and were prevented from working with children (3,606 in 2018–19)
- › monitored the continued eligibility of 796,470 as at 30 June 2020 individuals on a daily basis (769,283 as at 30 June 2019)
- › corresponded with 2,652 regulated businesses and organisations (compared with 2,765 in 2018–19) to provide information about legislative obligations and to increase compliance with blue card system requirements
- › undertook an industry-specific audit of organisations providing camping activities for school-aged children over the 2019–20 school holidays. The purpose of this audit was to ensure that organisations were complying with blue card requirements and that they have child-safe policies and procedures in place to keep children safe while they're having fun. Where serious

breaches were identified, these were referred to the Queensland Police Service (QPS) for investigation and possible prosecution

- › investigated and finalised 3,137 issues involving suspected non-compliance with blue card requirements and concerns reported by members of the public (compared to 2,338 in 2018–19), and
- › referred 310 matters to QPS (compared to 206 in 2018–19), involving a total of 552 potential breaches of blue card legislation (compared to 316 in 2018–19).

Royal Commission of Inquiry into Institutional Responses to Child Sexual Abuse

The Royal Commission into Institutional Responses to Child Sexual Abuse was established in January 2013.

The Royal Commission made 409 recommendations across its four reports released between August 2015 and December 2017. The Queensland Government released its response to all four reports on 15 June 2018.

DJAG is responsible for leading the implementation of 108 recommendations and contributed to the first Queensland Government Annual progress report—*Royal Commission into Institutional Responses to Child Sexual Abuse*, released in December 2018.

Working with Children Checks report

The *Working with Children Checks* report makes recommendations to strengthen the protection that children receive through working with children checks (known as the blue card system in Queensland). The QFCC took this report into account when undertaking its whole system review of the *Working with Children (Risk Management and Screening) Act 2000*.

As a minimum standard, the QFCC recommended that Queensland should adopt the Royal Commission's recommendations in relation to the working with children check process. However, stakeholders also supported that, where current safeguards in Queensland are stronger than the Royal Commission's recommendations, these be retained.

In November 2019, the *National Standards for Working with Children Checks* received final endorsement from all states and territories. The National Standards establish nationally consistent parameters for the screening of persons who propose to engage in child-related work.

The Queensland Government continues to work with the Federal Government regarding the development of a national database to exchange information about people who have been prohibited from working with children.

Redress and Civil Litigation report

The Queensland Government's response to a number of recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse in the *Redress and Civil Litigation Report* were delivered in previous reporting periods, including the commencement of Queensland's participation in the National Redress Scheme and the removal of the limitation periods for claims relating to personal injury resulting from sexual abuse of a person as a child.

The *Civil Liability and Other Legislation Amendment Act 2019*, which received assent on 30 October 2019, included further responses to the Royal Commission's Report recommendations, amending the *Civil Liability Act 2003* to:

- › introduce a new statutory duty under which institutions must prove they took all reasonable steps to prevent the sexual abuse and serious physical abuse of a child in their care, supervision, control or authority by a person associated with the institution in order to avoid liability for the abuse

- › establish a framework to:
 - › allow an unincorporated institution to nominate a proper defendant to defend claims and satisfy liability for sexual abuse, serious physical abuse and psychological abuse of the child perpetrated in connection with sexual abuse or serious physical abuse of the child, or
 - › if the unincorporated institution does not nominate a proper defendant, allow the court to appoint one, and
- › allow institutions (whether incorporated or unincorporated) to access associated trusts to satisfy liability arising from a judgment in, or a settlement of, an abuse claim.

The Amendment Act removes the limitation periods for commencing a civil action for damages for personal injury relating to serious child physical and psychological abuse connected with child sexual abuse and serious child physical abuse.

The Act allows for previously barred rights of action to be opened, with the court having discretion to set aside previous judgments and previously settled rights of action, if just and reasonable to do so.

Criminal Justice report

The Royal Commission's *Criminal Justice Report* is aimed at reforming the Australian criminal justice system to provide a fairer response to victims and people who experienced institutional child sexual abuse.

Since the *December 2018 First Annual Progress report*, several Criminal justice report recommendations have been accepted or agreed in-principle by the Queensland Government. The Criminal Code (Child Sexual Offences Reform) and Other Legislation Amendment Bill 2019 was introduced in the Queensland Legislative Assembly on 27 November 2019 and contains amendments to implement recommendations in the *Criminal Justice Report* relating to:

- › persistent child sexual abuse offences (recommendation 21)
- › grooming offences (recommendation 26)
- › limitation periods and immunities (recommendation 30)
- › third-party offences (recommendations 33-36)

- › reforming particular judicial directions (recommendation 65)
- › excluding good character as a mitigating factor (recommendation 74)
- › sentencing standards in historical cases (recommendation 76), and
- › intermediaries (recommendations 59 and 60).

Final report

The Royal Commission's Final report recommends comprehensive and systemic reform to the culture, services and systems set up to look after children. We are continuing work associated with the justice-related recommendations in the report.

The Criminal Code (Child Sexual Offences Reform) and Other Legislation Amendment Bill 2019

The Criminal Code (Child Sexual Offences Reform) and Other Legislation Amendment Bill 2019 was introduced into the Legislative Assembly on 27 November 2019. The Bill aims to improve the responsiveness of the criminal justice system to child sexual offending and the victims of child sexual offences by amending a range of legislation to:

- › implement recommendations of the *Criminal Justice Report* of the Royal Commission into Institutional Responses to Child Sexual Abuse
- › implement recommendations of the Queensland Sentencing Advisory Council's report on the Classification of child exploitation material for sentencing purposes (CEM Report), and
- › create new offences criminalising the possession, production and supply of anatomically correct, life-like child replicas used for sexual gratification and some other minor and technical amendments.

The Bill was referred to the Legal Affairs and Community Safety Parliamentary Committee for consideration. The Committee tabled its report in the Legislative Assembly on 7 February 2020, with the recommendation that the Bill be passed. Timing of the Bill's passage will be subject to the Parliamentary timetable and processes.

Protecting vulnerable children and adults

The Public Guardian

OPG provides a critical step in safeguarding some of Queensland's most vulnerable people, including adults with impaired decision-making capacity, adults at risk of abuse, and children and young people in the child protection system, youth justice and accommodated in disability and mental health services.

This includes advocating for the human rights and interests of its clients. Information regarding the OPG can be located at www.publicguardian.qld.gov.au/

Individual child advocacy

OPG provides an independent voice for children and young people to raise their concerns and express their views and wishes, while protecting and promoting their human and legal rights within the following key advocacy service functions:

- › the child community visitor function, and
- › the child advocacy function.

Community visitors monitor and advocate for children and young people staying at visitable locations, such as out of home care, and facilitates the identification, escalation and resolution of issues by and on behalf of children and young people. Community Visitors carry out advocacy where the rights and needs of children are not being met and seek to resolve any identified issues on their behalf.

Child advocates offer advocacy for children and young people in the child protection system.

During 2019–20, the OPG provided individual child advocacy through:

- › conducting 42,090 visits by community visitors to 10,074 children in visitable locations
- › 19,887 issues raised, of which 18,438 were closed by community visitors on behalf of vulnerable children in visitable locations
- › assisting 218 children and young people in the child protection system through child advocacy support and participating in 1,395 events including:

- › 680 direct contacts with children and young people
- › 431 court appearances
- › 117 stakeholder meetings
- › 72 family group meetings
- › 53 court-ordered conferences
- › 27 child meetings with magistrate
- › 4 QCAT hearings, and
- › 11 other court or QCAT meetings.

Protecting the rights of adults with impaired decision-making capacity

OPG has an important role in protecting and promoting the human and legal rights and interests of vulnerable adults with impaired decision-making capacity.

During 2019–20, OPG provided services to adults with impaired capacity through:

- › providing guardianship services to 3,590 adults, including 990 new guardianship appointments by QCAT
- › making 949 decisions as guardian for an adult with impaired capacity
- › commencing 294 new investigations, and closing 186 investigations into allegations of abuse, neglect or exploitation, or inappropriate or inadequate decision making
- › conducting 139 investigations involving elder abuse (of adults aged 65 years or over)
- › authorising the suspension of the powers of 19 attorneys
- › conducting 5,255 visits to adults in visitable sites by community visitors
- › providing guardianship services to 153 adults resulting in the finalisation of 177 legal matters, and
- › raising 2,329 issues and closing 1,910 issues by community visitors on behalf of adults at visitable sites.

Office of the Director of Public Prosecutions

The ODPP represents the State of Queensland in criminal matters.

To ensure safe communities, it is imperative that fair and transparent justice is administered so the guilty are brought to justice, and the innocent are not wrongly convicted.

The primary function of the ODPP is to prosecute criminal matters in the:

- › Magistrates Court (limited)
- › District Court
- › Supreme Court
- › Mental Health Court
- › Childrens Court of Queensland
- › Court of Appeal, and
- › High Court of Australia.

There are three aspects to the work of the ODPP:

- › legal preparation
- › court appearances, and
- › victim liaison.

The ODPP is structured into 15 criminal chambers and one civil litigation team. There are seven chambers based in Brisbane, eight chambers in major regional centres (Beenleigh, Southport, Ipswich, Toowoomba, Maroochydore, Rockhampton, Townsville, and Cairns), and the civil litigation team (Confiscations Unit), based in Brisbane.

Overview of Prosecution Performance

During 2019–20, the ODPP received 54,307 offences for prosecution, relating to 9,320 accused.

The ODPP prepared and conducted 1,462 committal matters in the Brisbane, Ipswich and Southport Magistrates Courts (limited), prepared and/or conducted trials in relation to 945 accused, and conducted sentences in relation to 5,654 accused in the Supreme, District and Childrens Court of Queensland.

The ODPP also appeared at 928 Supreme Court, District Court, and Childrens Court of Queensland bail applications, and finalised 549 appeals in the Court of Appeal, High Court of Australia and District Court jurisdictions.

Victim Liaison Service

The ODPP's obligations to victims are guided by the Charter of Victims' Rights established under the *Victims of Crime Assistance Act 2009*.

Under the Charter, victims have the right to be treated with courtesy, compassion, respect and dignity, to have their personal information protected, and to be provided with information about available services and remedies.

The ODPP employs victim liaison officers across the State to assist victims of violent crimes and/or their family members. These officers provide information to victims and families regarding the progress of their case through the criminal justice process.

In 2019–20, the ODPP:

- › continued to survey victims and families regarding the service provided. Feedback from the survey assists the ODPP to provide more effective and appropriate services to victims and their families, and
- › recorded 44,435 instances of contact with victims of crime or family members, either by telephone, correspondence or in person. This represents an increase of 6,506 instances of contact from the 2018–19 reporting period.

Dangerous Prisoners (Sexual Offenders) Act 2003

The *Dangerous Prisoners (Sexual Offenders) Act 2003* was established following rising concerns in the community about the risk of serious offenders committing further sexual offences after their release (at the end of their term of imprisonment).

This Act enables the Attorney-General to make an application for post-sentence preventative detention or supervision of serious sex offenders. The objective is to maintain the protection of the community through the care, control and treatment of sex offenders who are considered an unacceptable risk to the community by reoffending sexually or violently.

Crown Law plays an important role in administering this Act, working in consultation with Queensland Corrective Services on the Sex Offenders and Dangerous Offenders Assessment Committee to advise the Attorney-General on whether there is enough evidence for making an application under the Act. Crown Law represents the Attorney-General in these applications and appears at all stages of proceedings.

As at 30 June 2020, 336 cases have been assessed by the Attorney-General under the *Dangerous Prisoners (Sexual Offenders) Act 2003*, with 88.05 per cent of offenders placed on an order under the Act. A further 1.26 per cent of these cases are still pending determination by the court.

There are currently 122 offenders on supervision orders in the community under the Act, 120 of whom are fitted with ankle bracelets.

Organised crime

On 12 December 2018, the Council of Australian Governments (COAG) agreed to the National Strategy to Fight Transnational, Serious and Organised Crime.

Queensland developed national guiding principles for legislative responses to combat organised crime. The principles were endorsed by the Council of Attorneys-General on 8 June 2019. The Ministerial Council for Police and Emergency Management endorsed the principles before they were noted by COAG in March 2020.

DJAG continues to work with our colleagues in the Queensland Police Service, the Commonwealth, and other states and territories to ensure the integrity of the national legal response to organised crime.

Regulating during COVID-19

In March 2020, the Queensland Government directed all licensed venues to close in response to the COVID-19 pandemic.

Liquor, Gaming and Fair Trading (LGFT) responded quickly to the Chief Health Officer (CHO) Directives and has worked to assist a range of licensees with their closure and staged reopening. This included:

- › implementing a series of legislative changes to accommodate changed business operations
- › working with key industry bodies, including Clubs Queensland, Queensland Hotels Association, RSL and Services Clubs, as well as wagering and casino licensees, to respond to and develop COVID Safe Plans
- › timely and continuing communication via email, media, social media, and through industry bodies to help licensees navigate restrictions and the staged reopening of the sector
- › facilitating remote self-exclusion and developing awareness campaigns to minimise gambling harm due to potential increased risks as venues reopened
- › implementing the Government's financial assistance package which included:
 - › waiving 2020–21 liquor licensing fees for licensees as at 30 June 2020

- › deferring payment of March 2020 gaming machine taxes until February 2021
- › waiving certain application fees for liquor licensees, and
- › waiving renewal fees for registered inbound tourism operators.

A whole-of-government approach has been crucial to the department's response and LGFT worked closely with the Department of the Premier and Cabinet, Queensland Health (QH), the Department of Employment, Small Business and Training, Queensland Police Service and Workplace Health and Safety Queensland to share industry concerns and inform decision making.

LGFT staff were also redeployed as part of the Government's response to assist with exemption request enquiries, monitor people in quarantine and self-isolation and administer grants for financial assistance. LGFT compliance teams continue to work closely with the Queensland Police Service as licensed venues reopen.

Coronial reform

Significant progress has been made in implementing the Queensland Audit Office's (QAO) recommendations, following its 2018 performance audit of coronial services.

This audit assessed the efficiency and effectiveness of support provided to families and coroners by DJAG, Queensland Health and the Queensland Police Service.

Tabled in the Queensland Parliament in late 2018, *Delivering Coronial Services (Report 6: 2018 19)*, identified that a lack of governance and integration across the system, insufficient resourcing to keep up with current or future demand and inadequate case management practices were impeding service provision to families and coroners.

Seven recommendations were made by the QAO which collectively aim to improve service provision to families and coroners through improving the systems and legislation which support coronial service delivery, improving processes and practices across agencies, and establishing effective governance arrangements.

In 2019–20, achievements include the:

- › trial of a cross-agency second coronial registrar team to more effectively triage apparent natural cause deaths reported by the QPS

- › progression of legislative amendments to the *Coroners Act 2003*, to allow for preliminary examinations without express coronial consent, as well as a range of other provisions that aim to enhance system efficiency
- › development of a policy and updated procedures for the Burials Assistance Scheme, and a contract management framework for government undertakers, and
- › strengthening of the leadership structure within the Coroners Court of Queensland and other agencies, as well as the delivery of a range of enhancements to case management practices within the court.

The implementation of recommendations is being guided by the Coronial Services Governance Board, which includes the State Coroner, Deputy State Coroner and Chief Forensic Pathologist, as well as senior representatives from relevant government agencies.

Queensland Sentencing Advisory Council

The Queensland Sentencing Advisory Council (QSAC) provides independent research and advice, seeks public views, and promotes community understanding of sentencing matters.

QSAC's role is to:

- › inform the community about sentencing in Queensland through research and education
- › engage with Queenslanders to gather their views on sentencing, and
- › advise on sentencing matters.

Community-based sentencing orders, imprisonment and parole options

In October 2017, QSAC was asked to review community-based sentencing orders, imprisonment and parole options in response to recommendations of the *Queensland Parole System Review - Final Report* November 2016.

QSAC delivered its final report to the Attorney-General on 31 July 2019, and publicly released the report with 74 recommendations on 22 August 2019.

Penalties for assaults on public officers

In December 2019, the Council was asked to review penalties for assaults on police and other frontline emergency service workers, corrective services officers and other public officers. The Terms of Reference required the QSAC to consider:

- › the expectation of the community and government that public officers carrying out their duties should not be the subject of assault during the execution of their duties
- › the need for public officers to have confidence that the criminal justice system properly reflects the inherent dangers they face in the execution of their duties, and the negative impacts that such an assault can have on those workers, their colleagues and their families, and
- › the importance of the penalties provided for under legislation and sentences imposed for these offences being adequate to meet the purposes of sentencing under section 9(1) of the *Penalties and Sentences Act 1992*, while taking into account the individual facts and circumstances of the case, the seriousness of the offence concerned and offender culpability.

As part of the review QSAC was asked to:

- › analyse penalties and sentencing trends for offences sentenced under section 340 (Serious assaults) of the Criminal Code, including the impact of the 2012 and 2014 legislative amendments that introduced high maximum penalties, to determine whether they are in accordance with stakeholder expectations
- › provide advice about whether the current structure of section 340 of the Criminal Code should be retained as it currently stands, or whether such offending should instead be targeted in a separate provision or provisions, possibly with higher penalties, or through the introduction of a circumstance of aggravation
- › advise about whether the definition of 'public officer' in section 340 of the Criminal Code should be expanded to recognise other occupations, including public transport drivers
- › review related provisions in other legislation that targets the same offending to assess the suitability of retaining these separate offences, and provide advice about whether penalties for these other offences reflect stakeholder expectations
- › analyse the approach in other Australian and relevant international jurisdictions to address this type of offending and presentation of any evidence of the impact of any reforms introduced in these jurisdictions, and
- › identify ways to enhance community knowledge and understanding of the penalties for this type of offending.

An Issues Paper, released in April 2020 provided an opportunity for organisations and people to share their views about penalties for assaults on public officers. Public consultation was carried out during COVID-19 social distancing restrictions, with 17 meetings and consultation sessions held via video or teleconference to ensure stakeholder and staff safety.

QSAC received more than 32 submissions in response to the Issues Paper. QSAC's final report is due to be delivered to the Attorney-General by 31 August 2020.

Specialist courts

Court Link

Court Link is a generic integrated assessment, bail-based referral and support program, which aims to address the underlying factors contributing to offending. These may include homelessness or housing instability, lack of employment, mental or physical health issues and/or substance abuse.

The program targets defendants with a moderate to high risk of reoffending, with professionally qualified Court Link case managers assessing referred defendants. Judicial monitoring of the participant's progress is also an integral aspect of the program.

In 2018–19, DJAG received an additional \$6.886 million for 2018–22 for the expansion of Court Link to Southport, Ipswich, and Mount Isa, replacing the existing Queensland Integrated Courts Referrals program. This is in addition to sites already operating in Brisbane and Cairns. Court Link commenced operations in Southport and Ipswich in November 2018 and in Mount Isa in January 2020.

In 2019–20, \$6.6 million was provided to DJAG and Queensland Health to establish Court Link at Maroochydore, Redcliffe and Caboolture. In these locations Court Link has leveraged the existing resourcing for the Queensland Magistrates Early Referral Into Treatment (QMERIT) program. Court Link commenced operations in Maroochydore, Redcliffe and Caboolture in December 2019.

An external evaluation of Court Link is currently being undertaken. This external evaluation commenced in 2019 and will be completed by 2023.

In 2019–20, data to 30 June 2020 indicates that Court Link made 125 community referrals for defendants to receive treatment in the community, 341 participants were placed on the program for case management and a total of 204 participants completed 12 weeks on case management.

Queensland Drug and Alcohol Court

In 2017–18, DJAG was allocated \$11.6 million funding over four years to reinstate the Queensland Drug and Alcohol Court (QDAC) in Brisbane and establish the Court Link program. QDAC commenced in Brisbane on 29 January 2018 and provides an intensive and targeted response to adult offenders with severe drug and/or alcohol use directly associated with their offending.

Referrals to QDAC are assessed through a multi-agency assessment process. Suitable participants are sentenced as an alternative to imprisonment, to a Drug and Alcohol Treatment Order.

The Drug and Alcohol Treatment Order provides participants with three phases (treatment, supervision and support) to address their substance use and other factors contributing to offending. These three phases are expected to take approximately two years to complete.

The operation of QDAC relies on an integrated approach by the judiciary, DJAG, and other participating agencies including the Queensland Police Service, Queensland Corrective Services, Legal Aid Queensland, and Queensland Health. This ensures all QDAC participants receive the necessary supervision, treatment and interventions.

A component of the QDAC model is to provide culturally appropriate support to Aboriginal and Torres Strait Islander participants. A dedicated Aboriginal and Torres Strait Islander Cultural Liaison Officer works closely with participants throughout the assessment phase of the program and the Drug and Alcohol Treatment Order phases.

In May 2019, the QDAC reached capacity with 125 participants either undergoing assessment for, or sentenced to, a Drug and Alcohol Treatment Order. As a result, the program was unable to accept new referrals. Referrals reopened briefly in February 2020, but due to COVID-19 referrals were closed. Referrals will reopen in mid-2020.

An external evaluation of the QDAC is currently being undertaken. The external evaluation commenced in 2019 and is expected to be finalised by mid-2023. During the period of evaluation, DJAG will continue to work with agencies participating in QDAC to identify and implement opportunities for improving program delivery with a focus on supporting positive outcomes for participants and the broader community.

Murri Court

Murri Court is a Queensland Magistrates Court bail-based program which provides an opportunity for members of the Aboriginal and Torres Strait Islander community (including Elders and victims) to participate in the court process. The program requires defendants to take responsibility for their offending behaviour, whilst respecting and acknowledging Aboriginal and Torres Strait Islander culture.

Defendants considered eligible to participate in Murri Court can be referred by a magistrate for further assessment to determine their suitability. In addition to receiving support at court, participants can be referred to treatment and support services, as well as taking part in cultural activities including yarning circles and men's and women's groups.

Elders or Respected Persons from the community are in the courtroom to guide and encourage defendants, and help magistrates understand more about defendants' personal and cultural circumstances. Aboriginal and Torres Strait Islander flags and local artwork are displayed in the courtrooms.

Murri Courts operate in 15 locations: Maroochydore, Brisbane, Caboolture, Cairns, Cherbourg, Cleveland, Mackay, Mount Isa, Richlands, Rockhampton, St George, Toowoomba, Townsville, Ipswich and Wynnum.

In 2019–20, Murri Courts:

- › received 328 referrals into the program which resulted in 230 participants on the program (including participants who commenced in the previous financial year), and 146 finalisations.

Specialist domestic and family violence courts

Specialist DFV courts currently operate in five locations in Queensland - Southport, Beenleigh, Townsville, Mount Isa and Palm Island. The rollout of the specialist DFV courts delivers on the Queensland Government's commitment to a specialist court approach in dealing with DFV matters, as recommended by the *Not Now, Not Ever* report of the Special Taskforce on DFV.

Queensland's specialist DFV courts incorporate elements of other successful Australian and international specialist court models, and key features include:

- › a client-centred approach with a focus on victim safety and perpetrator accountability
- › multidisciplinary and collaborative in nature
- › dedicated magistrates and specialist prosecutors have a high degree of knowledge and experience of the complex legal framework underpinning DFV
- › the court is supported by a specialist court registry
- › duty lawyers are available to provide advice and representation in court for aggrieved and respondent parties, and
- › court support services are available for aggrieved and respondent parties.

Southport specialist DFV court receives the highest volume of initiating DFV applications across the State, and as the first specialist DFV court established, continues to be an innovation hub for other courts.

In determining if the Southport specialist DFV court is operating according to the intended model, a mid to long term evaluation commenced on 1 July 2019. This evaluation, once complete will identify areas for improvement in court responses to DFV, assess outcomes for victims, their families and for perpetrators and measure the social and economic impacts connected with the Court. The final Southport evaluation report is due to be delivered in 2020–21.

In 2019–20, the Townsville, Mount Isa and Beenleigh courts have transitioned to include civil and criminal lists in the DFV Specialist court, along with Southport and Palm Island. Related civil and criminal DFV court matters in these locations are heard in the Specialist DFV Court environment.

DJAG continues to work with partner agencies (such as the Queensland Police Service, Legal Aid Queensland, Queensland Corrective Services, Department of Child Safety, Youth and Women, and non-government service providers) to build on best practice in the delivery of the specialist DFV court.

Queensland Law Reform Commission

The Queensland Law Reform Commission (QLRC) is an independent statutory body and is constituted under the *Law Reform Commission Act 1968*. The QLRC is responsible for undertaking law reform reviews referred to it by the Attorney-General and making recommendations in law reform reports which are tabled in Parliament. The QLRC's members are appointed by the Governor in Council on the advice of the Attorney-General.

The Act provides that the QLRC must consist of at least three members, who may be full-time or part-time members. Currently, the QLRC has five part-time members, including the Chair. The QLRC is supported by a Secretariat of DJAG employees.

The QLRC has been asked to develop an appropriate legislative scheme for voluntary assisted dying for Queensland, and to present its recommendations and draft legislation to the Attorney-General by 1 March 2021.

Voluntary assisted dying

On 21 May 2020, the acting Attorney-General provided the QLRC with terms of reference to review Queensland's laws relating to voluntary assisted dying.

The terms of reference required the review to commence on 1 July 2020.

This reference was prompted by a recommendation of the *Health, Communities, Disability Services and Domestic and Family Violence Prevention Committee's Report No. 34, Voluntary assisted dying*, released on 31 March 2020 as part of its inquiry into aged care, end-of-life and palliative care and voluntary assisted dying.

The report recommended the Queensland Government implement a voluntary assisted dying scheme and suggested consideration of the draft legislation submitted to the inquiry by Professors Lindy Willmott and Ben White as the basis for the scheme.

Workplace surveillance

Under terms of reference dated 24 July 2018, the Attorney-General asked the Commission to undertake a review and investigation into the issue of privacy protections for workers in the context of current and emerging surveillance devices in workplaces.

Surveillance devices in workplaces most commonly, include optical surveillance in and around workplaces; data surveillance devices to monitor computer and internet use by employees, and tracking devices to monitor the location of employees.

Employers use these devices for several legitimate reasons, including to protect property and detect possible fraud, monitor employee performance and to ensure employee health and safety. The use of surveillance devices in workplaces must, however, be balanced against an employee's reasonable expectations of privacy.

The Commission's report is to include draft legislation based on its recommendations and is to be provided to the Attorney-General by 30 April 2021.

Queensland's laws relating to civil surveillance and the protection of privacy in the context of current and emerging technologies

The Attorney-General requested the QLRC to undertake a review and investigation into the issue of modernising Queensland's laws relating to civil surveillance and the protection of privacy in the context of current and emerging technologies.

With the advent of readily available technologies, including smartphones, drones fitted with cameras, and tracking and data surveillance devices, governments are increasingly expected to protect individuals from unreasonable intrusions on their privacy.

The need to regulate the use of surveillance devices and technologies to protect individuals against interferences with their privacy must be balanced against the legitimate uses of surveillance.

QLRC received 47 written submissions.

The Report (and a draft Surveillance Devices Bill 2020) was provided to the Attorney-General on 28 February 2020.

The Report (and draft Bill) was tabled in the Parliament on 29 June 2020.

Consent and the excuse of mistake of fact

In September 2019, the Attorney-General requested the QLRC to undertake a review of the operation and practical application of the definition of consent in section 348 and the operation of the excuse of mistake of fact under section 24 as it applies to rape and sexual assaults in Chapter 32 of the Criminal Code, and to recommend whether there is a need for reform.

In December 2019, the QLRC released a consultation paper outlining the key issues raised in the review and called for submissions on numerous specific questions to be provided by 31 January 2020.

The QLRC received and considered over 87 submissions from respondents including legal professional bodies, community legal centres, academics, individuals who had experienced sexual violence, organisations that support and represent victims and survivors of sexual violence, and members of the public.

In addition, the QLRC held a consultation workshop with representatives from organisations that support and represent victims and survivors of sexual violence, as well as victims and survivors who wished to attend.

The QLRC also analysed transcripts of criminal trials for rape and sexual assault completed in the 2018 calendar year. The QLRC also analysed relevant Court of Appeal decisions in rape and sexual assault matters between 2000 and 2019.

The Report (and a draft Criminal Code (Consent and Mistake of Fact) Amendment Bill 2020) was provided to the Attorney-General on 30 June 2020.

Criminal and Civil law reform

The *Justice and Other Legislation Amendment Act 2020*

The *Justice and Other Legislation Amendment Act 2020* (JOLAA) received assent on 25 May 2020. The JOLAA amended over 30 criminal and civil law Acts within the justice portfolio to provide for fairness, legislative clarity and operational efficiency in court and government processes.

Some of the more significant amendments are to:

- › the *Coroners Act 2003* to apply that Act to all future inquests, including where a death or disappearance occurred before the commencement of that Act
- › the *Dangerous Prisoners (Sexual Offenders) Act 2003* to clarify its operation with respect to prisoners returned to custody on parole suspensions and those serving periods of detention while being held in custody in a corrective services facility
- › the *District Court of Queensland Act 1967*, the *Magistrates Courts Act 1921* and the *Queensland Civil and Administrative Tribunal Act 2009* to clarify the treatment of interest when determining the jurisdictional monetary limit of the District and Magistrates Courts and the Queensland Civil and Administrative Tribunal
- › the *Land Court Act 2000* to clarify and improve the administration of the Land Court and its procedures and processes, and
- › the *Legal Profession Act 2007* to strengthen the provisions relating to directors of insolvent incorporated legal practices and corporations.

COVID-19 legislation

DJAG developed and coordinated two whole-of-government Bills to implement urgent legislative amendments to support the Government's response to the public health emergency declared by the Minister for Health and Minister for Ambulance Services on 29 January 2020, in response to the outbreak of COVID-19.

The *COVID-19 Emergency Response Act 2020*

The *COVID-19 Emergency Response Act 2020* received assent on 23 April 2020. The Act implemented amendments to:

- › enable meetings of the Legislative Assembly to take place, by whole or in part, via technology such as teleconferencing or videoconferencing during the current COVID-19 emergency; and to clarify that Members of Parliament may participate in parliamentary committee meetings via technological means
- › establish a power to make emergency regulations for the residential tenancy and rooming accommodation sectors to address the impacts of the COVID-19 emergency, including: imposing a moratorium on evictions for residential tenants and tenants suffering excessive hardship due to the impacts of the COVID-19 emergency; and removing obligations for owners and providers to undertake routine repairs and inspections where they are incompatible with social distancing and other community health objectives
- › facilitate implementation of the National Cabinet decision in relation to good faith leasing principles for relevant non-residential leases in Queensland
- › provide for the establishment of a temporary Queensland Small Business Commissioner to deliver expanded advocacy functions for Queensland small business and administer mediation services in relation to small business tenancy disputes, and

- › establish a legislative modification framework of general application across the statute book allowing legislative requirements to be modified in the following areas, should that be required:
 - › attendance at places or meetings, making and associated use of documents and physical presence requirements
 - › statutory timeframes for the doing or expiry of a thing, and
 - › proceedings of courts and tribunals.

The Justice and Other Legislation (COVID-19 Emergency Response) Amendment Act 2020

The *Justice and Other Legislation (COVID-19 Emergency Response) Amendment Act 2020* received assent on 25 May 2020. The Act amended over 20 different Acts across the Queensland statute book. Broadly, the amendments address the following issues in response to the COVID-19 emergency:

- › the safeguarding of the revenue streams for local governments and assisting in minimising the economic impacts of COVID-19 on the State
- › allowing affected registered workers to apply for payment of all or part of their long service leave
- › providing measures to assist Queensland businesses and individuals suffering financial and operational stress caused by the public health emergency
- › assisting Queensland's health and disability sectors to operate safely and effectively
- › ensuring there is an ability for COVID-19 testing of persons suspected of committing particular offences
- › assisting Queensland's adult corrective services and youth detention sectors to operate safely and effectively, and
- › clarifying the operation of the provisions for the modification of statutory time limits across the statute book relating to COVID-19.

COVID-19 Regulations

Justice Legislation (COVID-19 Emergency Response—Documents and Oaths) Regulation 2020

The *Justice Legislation (COVID-19 Emergency Response—Wills and Enduring Documents) Regulation 2020* commenced on 15 May 2020 and was subsequently amended by the *Justice Legislation (COVID-19 Emergency Response—Wills and Enduring Documents) Amendment Regulation 2020* on 22 May 2020.

These temporary regulations were made in reliance on sections 8 and 9 of the *COVID-19 Emergency Response Act 2020*.

The *Justice Legislation (COVID-19 Emergency Response—Documents and Oaths) Regulation 2020* (as it is now called) will help reduce face-to-face contact and protect the health, safety and welfare of Queenslanders during the COVID-19 emergency.

These temporary new laws provide modified arrangements for the making, signing and witnessing of wills, enduring powers of attorney, advance health directives, affidavits, statutory declarations, general powers of attorney and particular mortgages. The new laws also apply to how deeds can be made, and oaths can be administered.

Justice Legislation (COVID-19 Emergency Response - Proceedings and Other Matters) Regulation 2020

On 26 June 2020, the *Justice Legislation (COVID-19 Emergency Response - Proceedings and Other Matters) Regulation 2020* was made. In the context of the COVID-19 health emergency, the Regulation contains temporary modifications to provisions relating to:

- › the timeframe for the provision of the next annual report by the Domestic and Family Violence Death Review and Advisory Board
- › the presentation of indictments and entering nolle prosequi (where the prosecution informs the court of discontinuance of the indictment or charge)
- › the issuing of Crime and Corruption Commission (CCC) notices, pre-recorded evidence and the use of audiovisual links and audio links for CCC hearings and proceedings in the Magistrates Courts for adults appearing in response to a Notice to Appear issued by police, and
- › the place of settlement in relation to contracts for the sale of land.

Retail Shop Leases and Other Commercial Leases (COVID-19 Emergency Response) Regulation 2020

The *Retail Shop Leases and Other Commercial Leases (COVID-19 Emergency Response) Regulation 2020*, made on 28 May 2020, implements the National Cabinet approved code of conduct in relation to good faith leasing principles.

This is in response to the COVID-19 public health emergency and financial hardship being experienced by some commercial lease tenants due to business disruption, closures, restrictions on movement and social distancing.

The regulation applies to small business enterprises that are eligible for the Commonwealth Government's JobKeeper assistance and it:

- › requires the lessor and lessee under an affected lease to cooperate and act reasonably and in good faith
- › prohibits a lessor under an affected lease, from taking a prescribed action, such as recovery, termination of possession or charging interest on unpaid rent
- › provides structure for lessors and lessees on how rent payable and other conditions can be negotiated
- › provides for the Small Business Commissioner to refer eligible lease disputes to mediation and establishes procedures for mediation
- › provides for matters to be considered by a court or tribunal in the hearing and deciding of an eligible lease dispute, and
- › stays or suspends proceedings or actions for prescribed action in relation to "affected leases" that are started in the pre-commencement period but are unresolved, incomplete or not finalised prior to commencement of the regulation.

Looking forward — our focus for 2020–21

During 2020–21, DJAG will:

- › continue to deliver service delivery solutions and community focused legislation to ensure:
 - › services are accessible throughout the duration of the COVID-19 restrictions, and
 - › DJAG continues legislative reform in alignment with community expectations.
- › continue to provide legislative frameworks and service delivery solutions to keep children safe through:
 - › child protection litigation services delivered by ODCPL to vulnerable children
 - › BCS implementation of recommendations arising from the QFCC review, and
 - › completion of the *BCS Aboriginal and Torres Strait Islander Action Plan* and implementing the recommendations made within the Plan.

Chapter 2

Fair Communities

To provide fair communities, DJAG is focused on:

- providing fair and just court and tribunal services to uphold the rights of Queenslanders
 - resolving disputes and conflicts in a civil and peaceful manner, and
 - applying lawful decision making with ethics, transparency and integrity.
-

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Human Rights Act 2019

The *Human Rights Act 2019* commenced in full on 1 January 2020. Its main objects are to:

- › protect and promote human rights
- › help build a culture in the Queensland public sector that respects and promotes human rights, and
- › help promote a dialogue about the nature, meaning and scope of human rights.

The Act contains 23 sections which list the human rights protected by the Act, and places obligations on the public sector to take actions and make decisions compatibly with human rights.

In May 2019, DJAG established a Human Rights Unit (HRU) to help prepare Queensland Government departments and DJAG to embed human rights into their business as usual by providing leadership, coordination and support.

The HRU developed and distributed communication and awareness resources, factsheets, and guides, delivered education and training to policy and legislation officers, and supported departments in their reviews of legislation, policies and procedures for compatibility with human rights by providing resources, information and advice.

Building a human rights culture is a long-term process that requires an ongoing commitment to protect, respect and promote human rights.

Protect and promote human rights

In striving to provide justice for all through safe, fair and responsible communities, DJAG already protects and promotes many of the rights of Queenslanders, including human rights now specifically protected by the Act.

Complaints procedures for both external and internal complaints have been updated, along with guidance for persons wanting to make a human rights complaint. Staff who manage complaints have been trained on how to identify and handle such a complaint. Human rights complaints data can be found on page 69 of this report.

DJAG has developed resources to assist third parties understand their rights and obligations under the Act. For example, guides have been published for Justices of the Peace and Commissioners for Declarations to understand how human rights are relevant to the decisions they make.

Build a culture that respects and promotes human rights

In 2019–20, the DJAG Human Rights Working Group was established to share successes and challenges with implementation of the Act and drive efforts within the department to promote a human rights culture.

The *DJAG Strategic Plan 2018–22* has been updated to reflect the embedding of human rights into the culture of DJAG, and human rights are reflected throughout our objectives. This encourages a shared understanding of DJAG's commitment to human rights and identifies ways that we can work to protect and promote human rights of Queenslanders.

Promote a dialogue about human rights

DJAG has also actively worked to promote a dialogue about the nature, meaning and scope of human rights. For example, the Justices of the Peace Branch conducted two large Justice of the Peace Symposiums that included information sessions about the Act.

DJAG now provides a comprehensive human rights impact assessment in statements of compatibility and human rights certificates regarding limitations on human rights imposed by primary and subordinate legislation within DJAG's portfolio responsibility.

The HRU worked with the Queensland Human Rights Commission (QHRC) to run the Human Rights Month 2019 Speaker Series. Recordings of the events were made available on the QHRC website.

During Law Week 2020, a plain language guide to understanding human rights was published in English, Simplified Chinese, Vietnamese and Torres Strait Creole to help Queenslanders learn about the Act and the rights it protects.

Reviews of policies, programs, procedures, practices or services undertaken for compatibility with human rights

Business areas are continuing to progress reviews of policies and procedures, including internal operational procedures and decision-making frameworks and staff induction policies, to ensure compatibility with the Act.

Specific examples of work undertaken by business areas include:

- › a review completed of the Code of Conduct for Justices of the Peace and Commissioners for Declarations and relevant handbooks with updates underway to reference the Act
- › reviews conducted to reflect OPG's obligations under the Act (including of the Community Visitor induction framework, and the Community Visiting and Advocacy framework for making complaints on behalf of clients), and publishing a new human rights decision-making framework on the OPG website and intranet, and
- › reviews completed of policies and procedures of Court Services Queensland, which in turn increased awareness of existing resources which promote human rights, such as the interpreter hub and cultural diversity guide and resources for self-represented litigants.

Impact of COVID-19

The 1 January 2020 commencement of the *Human Rights Act 2019* was followed by the 29 January 2020 declaration of a public health emergency in response to COVID-19. The Act has played an important role in Queensland during this time, by requiring public entities to assess all actions, decisions and legislative provisions for human rights compatibility, ensuring that only reasonable and justified limitations have been imposed on Queenslanders in response to the emergency.

DJAG proactively took actions when responding to COVID-19 which protected and promoted human rights, including rights to life and security, by enabling justice services to be delivered while respecting social distancing measures. DJAG was particularly mindful of the impact that its actions and decisions could have on rights to a fair hearing, rights in criminal proceedings (including the rights for children), and the potential for disproportionate consequences on vulnerable persons.

Some examples of actions and decisions taken by DJAG in response to COVID-19 and their human rights impact include:

- › developing emergency legislation and subordinate legislation in response to issues arising because of COVID-19
- › adopting flexible responses in support of the heads of jurisdiction's practice directions, promoting flexible and virtual running of court and QCAT proceedings
- › adopting flexible responses to accommodate changes imposed by COVID-19. For example:
 - › the Heads of Jurisdiction issued various protocols and Practice Directions to promote flexibility with the continued running of court and QCAT proceedings in a manner protective of public health and safety. To support these approaches, Court Services Queensland developed and implemented technological solutions to facilitate virtual court attendance where appropriate. This allowed proceedings to be conducted through cloud-based video conferences, and defendants in custody could appear via video conference for sentencing.
- › following the suspension of face-to-face visiting, OPG staff connected with clients using alternative contact methods such as phone, email and teleconferencing
- › informing decision-making related to safeguards and protections for vulnerable Queenslanders, including those residing in aged care and people with disability, through advocacy by the Public Advocate. This work minimised the potential exposure of these individuals to COVID-19 while increasing the capacity of hospitals to cater for COVID-19 cases
- › proactively ensuring access to information and community education services. For example, BCCM provided updates on the COVID-19 impact on bodies corporate, including a video recording for those with language/learning issues to access the information, and the Public Advocate supported aged care providers to draw attention to issues associated with the interpretation of a Public Health Directive about family visits, and
- › supporting all staff to work from home, where work could be undertaken remotely. DJAG supported the wellbeing of staff working from home through maintaining regular contact.

Office of Fair Trading (OFT) — Protecting consumers against unsafe products and unethical behaviour

In 2019–20, OFT:

- › inspected 34,968 product lines during the state-wide consumer product safety program
- › conducted 8,908 proactive compliance checks and trust account audits
- › visited 915 traders to provide fair trading information and advice
- › provided information and advice to 23,564 people including business representatives and consumers, participating in education and engagement activities (presentations, forums, trader visits, events and stalls)
- › finalised 16,389 conciliated complaints and 2,344 investigations
- › initiated 2,583 enforcement actions
- › processed 21,606 new licence applications and 62,115 licence renewal applications
- › recorded 929 new associations and other registered organisations
- › processed 20,391 organisation's annual returns and renewals
- › was contacted for advice by phone 162,084 times by people using the Queensland Government call centre, and
- › responded to 83,963 enquiries (emails, social media, calls escalated by SSQ), providing information and advice about fair trading, occupational licensing and registration matters.

Product safety

OFT promotes safety in the supply and use of consumer products and ensures certain goods supplied in Queensland meet prescribed safety standards. The goal of the product safety program is to minimise the risk of product related injury to consumers.

Each year OFT conducts activities that aim to:

- › educate consumers and traders
- › identify emerging issues
- › ensure compliance with mandatory standards, and
- › prevent banned goods from being sold.

Compliance programs

A key part of OFT's work is its proactive compliance program, which helps to identify issues in the marketplace. Proactive compliance involves inspectors conducting targeted and random 'spot checks' at retail premises, warehouses, importers, and online.

In 2019–20, OFT:

- › conducted 1,387 product safety compliance spot checks, and
- › 72 enforcement actions were undertaken.

OFT effectively shifted its compliance activities in response to COVID-19, to focus on the change in existing national supply practices and platforms. OFT prioritised online marketplace surveillance, as many businesses that did not previously have an online presence, changed their sales delivery model during this time.

Consumer protection

Consumer redress

OFT works to protect the rights of Queenslanders by assisting consumers to obtain redress in their disputes with traders.

Redress is the financial payment, compensation, or in-kind value provided to a consumer to reimburse them for faulty goods or services, or to remedy the impacts of inappropriate trader conduct. Redress can be achieved through conciliation, investigations, prosecutions and from the Claim Fund established under the *Agents Financial Administration Act 2014*.

In 2019–20, more than 17,000 consumer complaints were received. This increase was primarily due to marketplace impacts of COVID-19 restrictions. In most cases, airlines and accommodation booking providers assisted their customers, generally providing refunds or credit notes.

However, in some instances, consumers were unable to obtain a satisfactory response from their travel provider and lodged a complaint with OFT.

In 2019–20, OFT obtained \$9.38 million redress for consumers. In the past three years, OFT has obtained more than \$25 million in redress for consumers, including \$7.6 million in 2018–19 and \$8.1 million in 2017–18.

COVID-19 and scams

During 2019–20, COVID-19 significantly impacted businesses and consumers resulting in an increase in the number of complaints to the OFT. The disruption and uncertainty saw scammers ramp up their activities to exploit and play on people's changed circumstances, fears, vulnerability and generosity.

At 30 June 2020, the national Scamwatch website managed by the ACCC had received more than 2,700 reports of COVID-19-related scam activities since the outbreak of the virus. Common scams included phishing for personal information, fake online stores, phone calls from scammers pretending to be from trusted organisations or government agencies, and superannuation scams.

To respond to the rapidly changing environment during COVID-19, consumer protection regulators nationally formed an Urgent Response Group to discuss issues requiring swift intervention, progression or discussion. The creation and ongoing operation of the group demonstrated the value of the 'one law, multiple regulator model' by enabling timely consideration of complex issues to achieve a nationally consistent approach to COVID-19's effect on the marketplace broadly, but particularly in relation to its effect on airlines, travel agents, accommodation providers and tour operators. It enabled a coordinated approach to consumer issues arising nationally and within each state and territory.

OFT advice to consumers and businesses impacted by COVID-19 related issues was provided across multiple channels to ensure broad distribution. Media releases were issued on a regular basis and OFT officers participated in numerous media interviews.

Social media, electronic newsletters and direct emails were used to provide time critical information, and consumer alerts were issued when door-to-door scammers were identified in particular suburbs or regions.

Business focused information was regularly updated via web pages and FAQs, providing comprehensive guidance to OFT regulated industries about their obligations and the impacts of changing restrictions put in place by the Chief Health Officer.

Consumer-focussed information was provided by web pages detailing rights around cancelled travel and events, price increases, miracle cures, scams, fake charities, itinerant traders, fees for fake jobs and investments, gyms, wedding and funeral restrictions, and frustrated contracts.

2019–20 QSAC community engagement

During 2019–20, QSAC conducted a range of community engagement activities.

- › In December 2019, QSAC launched Queensland's first *Court Reporting Guide for Journalists*. Developed in consultation with journalists from television, radio and print, the Supreme and District Courts and the Queensland Law Society, the Guide provides a simple, plain English overview of the courts to assist journalists to cover court proceedings accurately – supporting enhanced community understanding and confidence in Queensland courts and the criminal justice system.
- › In 2019–20, QSAC conducted 11 *Judge for Yourself* workshops for schools and community groups in south-east Queensland. Face-to-face Judge for Yourself sessions were not held after March 2020.
- › In response to the demand for *Judge for Yourself* resources, in lieu of regional school visits, QSAC has developed a series of four *Judge for Yourself* workbooks that align with the Legal Studies Year 11 and 12 curriculum, aimed at assisting legal studies secondary teachers to deliver *Judge for Yourself* sessions. The workbooks will be released in Term Four 2020, in preparation for the 2021 school year.
- › In February 2020, QSAC held a stakeholder consultative forum to share information and discuss sentencing research, policy and practice.
- › In April 2020, QSAC published the Stakeholder Engagement Framework. The Framework guides the Council's interactions with individuals and organisations and ensures its engagement is meaningful.
- › In 2019–20, QSAC worked with the Council's Aboriginal and Torres Strait Islander Advisory Panel and Murri Court Elders to support the creative development of an educational video about the Murri Court. The video will be released in September 2020 as part of the *Doing Justice Differently* series.

Sentencing Spotlights

The QSAC *Sentencing Spotlights* series presents data on sentencing outcomes for offences finalised in Queensland courts.

The *Sentencing Spotlights* summarise what sentences are being received by offenders (most usually focusing on a specific offence or offences) to help Queenslanders understand more about sentencing, including details about the offence itself, offender characteristics, the types of penalties imposed, and plea.

In 2019–20, *Sentencing Spotlights* were released on stalking, burglary, robbery and animal welfare offences.

Sentencing @ a glance

QSAC launched its *Sentencing @ a glance* fact sheets in November 2019. The fact sheets provide high level statistics about sentencing and are a handy resource for the community and media outlets.

The first fact sheet focused on arson, with additional fact sheets released on public nuisance and serious assault.

Case in Focus

Identifying the need to assist the community to better understand what guides sentencing, QSAC published the first summaries in an occasional series in June 2020. Titled *Case in Focus*, the series summarises points of law and sentencing principles discussed in recent high profile or interesting appellate court decisions in a simple and user-friendly format.

Doing Justice Differently

QSAC delivered two videos in its new educational series, *Doing Justice Differently* – designed to inform Queenslanders about the specialist courts and programs.

In creating *Doing Justice Differently* and working with the specialist courts, QSAC is putting a spotlight on the many ways the court system is working to invest in people and communities. The first video explored the Drug and Alcohol Court which provides an intensive and targeted response to adult offenders with severe drug and alcohol use directly associated with their offending.

The second production in the series looks at Court Link – a 12-week specialist bail-based support program.

Developed in response to findings from QSAC's Cunnamulla pilot project, the sentencing definition videos feature members of the Council's Aboriginal and Torres Strait Islander Advisory Panel and provide a simple spoken explanation of commonly used legal terms and a straightforward written definition.

With Aboriginal and Torres Strait Islander audiences in mind, the sentencing definition descriptions are short and easy to watch and are a handy resource for Queenslanders either going through, or interested in, the sentencing process.

With eight videos in the series available on the QSAC website, the first video explains *What is sentencing?*, with the additional videos covering definitions for *Suspended Sentence, Probation, Breach, Curfew, Intensive Correction Order, Bail and Community Service Order*.

Making sentencing terms easier to understand

Between April and June 2020, QSAC periodically released videos from a new series focused on making sentencing terms easier to understand.

Queensland Sentencing Guide

QSAC published a new edition of the *Queensland Sentencing Guide* in December 2019. With additional information on sentencing matters, including a section dedicated to Commonwealth offences that Queensland courts also hear, the guide remains a handy resource for people to turn to if they have a question about sentencing.

Magistrates' Bail benchbook

The *Magistrates' Bail benchbook* was developed by a retired judge, to support consistency of decision-making, guiding magistrates in exercising their discretion about whether to grant bail.

The benchbook outlines the law and procedure for bail in Queensland, including magistrates court bail, conditions of bail, variation or revocation of bail, youth bail, challenges to a refusal or grant of bail, warrants, alternatives to bail, breaches of bail, police bail and more.

The bail benchbook was launched at the Magistrates' Conference in October 2019 and is now available online with other benchbooks, including: the *Supreme and District Courts Benchbook*; the *Childrens Court Child Protection Proceedings Benchbook*; the *Domestic and Family Violence Protection Act 2012 Benchbook*; the *Equal Treatment Benchbook*; and the *Magistrates Court Criminal Law Benchbook*.

Refocused Community Justice Groups

Community Justice Groups (CJGs) are non-government organisations working within their local community to support Aboriginal and Torres Strait Islander people who have come into contact with the justice system. CJGs develop and maintain strong working relationships with non-government agencies to identify and promote referral pathways for Aboriginal and Torres Strait Islander defendants and link victims and defendants to appropriate support services.

DJAG funds 50 CJGs across Queensland, including 40 CJGs to support the operation of mainstream Magistrates Courts and/or Murri Courts (which operate in 15 locations), and 10 CJGs located on the outer Islands of the Torres Strait which support the operation of circuit courts.

The CJG Program provides community members with the opportunity to work collaboratively with the courts, police and staff from other government agencies to address criminal behaviour and provide support and assistance to victims of crime. This ensures that CJGs contribute to broader long-term goals of the justice system in the prevention of crime, reduction in recidivism and over-representation of Aboriginal and Torres Strait Islander people. In 2019, CJGs were re-established in the communities of Logan/Beenleigh and Hervey Bay.

In 2019–20, \$19.4 million over four years was provided to DJAG to increase the funding of CJGs and support the CJG program. Enhanced funding was provided to support:

- › the development of a grants management system
- › to ensure the CJGs are resourced adequately to deliver services to their communities, and
- › to develop, implement and evaluate a refocused model for the CJG Program.

The refocused CJG program model recognises the important role CJGs play in their communities and reflects the breadth of services and activities they deliver to address justice-related issues. In addition to CJGs' role in supporting Magistrates Courts and Murri Courts, the refocused model reflects the work CJGs do to support education, prevention and early intervention activities; people in custody and their families; and people returning to community after being in custody.

The implementation of the refocused model is supported by access to additional funding for CJGs to deliver community-specific activities.

Other Criminal and Civil law reform

Lemon Laws

On 1 September 2019, sections of the *Queensland Civil and Administrative Tribunal and Other Legislation Amendment Act 2019* commenced, which:

- › increased the jurisdiction of the Queensland Civil and Administrative Tribunal to hear claims about used motor vehicles under the *Motor Dealers and Chattel Auctioneers Act 2014* (MDCA Act) and breaches of the consumer guarantees under the Australian Consumer Law, from \$25,000 to \$100,000, and
- › increased the coverage of statutory warranties under the MDCA Act by reinstating a statutory warranty for older ‘class B’ used motor vehicles which existed under the repealed *Property Agents and Motor Dealers Act 2000*.

The amendments were made to implement a 2017 commitment of the Queensland Government to improve fairness and provide greater rights for Queenslanders buying a vehicle.

Residential Tenancies Disputes

QCAT is the tribunal responsible for determining dispute resolution applications made under the *Residential Tenancy and Rooming Accommodation Act 2008*.

On 24 April 2020, the *COVID-19 Emergency Response Act 2020* commenced. As a result of this Act, the *Residential Tenancies and Rooming Accommodation (COVID-19 Emergency Response) Regulation 2020* was enacted.

The Regulation provides for a moratorium on evicting tenants and residents who are suffering excessive hardship because of the COVID-19 emergency. The Regulation backdated the moratorium to the 29 March 2020 and provides for other protections for tenants, including protection for tenants experiencing domestic and family violence.

Since the introduction of the Regulation, QCAT has received 64 COVID-19 related applications with 181 of those matters being finalised as at 31 May 2020.

The Electoral and Other Legislation (Accountability, Integrity and Other Matters) Amendment Act 2020

In 2019–20, the *Electoral and Other Legislation (Accountability, Integrity and Other Matters) Amendment Act 2020* received assent on 30 June 2020, and implemented reforms to funding, expenditure and signage for State elections, and changes relating to dishonest conduct of State Government Ministers, councillors, and other local government matters.

The Act implemented changes to improve the actual and perceived integrity and public accountability of State elections and ensure public confidence in State Government Ministers and State electoral processes by introducing:

- › donation caps to reduce the risk that a single person or entity can have an improper, corrupting or undue influence on political parties and candidates involved in electoral campaigning
- › electoral expenditure caps to level the playing field for electoral campaigning and ensuring that an individual person or entity has a reasonable opportunity to communicate to influence voting in an election without being “drowned out” by the communication of others, and
- › restrictions on election signage displayed by a particular registered political party, candidate or third party engaged in campaigning at the entrances to pre-poll voting offices and ordinary polling booths, or the grounds in which they are located, to improve the fairness and equality of opportunities for communication with voters through such signage.

The Act will also:

- › increase the public funding available to eligible political parties and candidates to provide for proper public discussion and campaigning
- › prohibit the setup of electoral material at the premises to be used as an ordinary polling booth or its grounds prior to 5am on polling day to ensure that the ordinary use of such premises, and premises nearby, are not subject to interference.

The State electoral amendments generally commence from 1 August 2020 (for the 2020 State election), except the amendments related to election funding and caps on political donations which will apply from 1 July 2022 and amendments relating to policy development payments which will apply from 1 January 2022 (allowing the first payment to occur under new arrangements in July 2022).

The Act also implemented recommendations proposed by the CCC in September 2019 to ensure conflicts of interest are declared by State Government Ministers and reduce the risks of corruption. This included the creation of new criminal offences for Ministers who knowingly fail to disclose a conflict of interest with the intention to dishonestly gain a benefit for themselves, or cause detriment to another person, and changes to strengthen Cabinet processes to ensure conflicts of interest are managed more effectively.

Finally, the Act implements further reforms to improve transparency, integrity and consistency in the local government system, decision-making and local government elections.

The Electoral and Other Legislation Amendment Act 2019

The *Electoral and Other Legislation Amendment Act 2019* received assent on 30 October 2019. The Act implemented amendments to:

- › improve the integrity, transparency and public accountability of State elections by implementing the further legislative stage of the Government's response to certain recommendations in the Report of the CCC titled, *Operation Belcarra: A blueprint for integrity and addressing corruption risk in local government*
- › expand the statutory functions of the Electoral Commission of Queensland to include administering and promoting compliance with the election funding and financial disclosure provisions of the *Electoral Act 1992*
- › facilitate operational improvements and support efficiencies in the State electoral system by implementing the Government's response to the Independent Panel report, a review of the conduct of the 2016 local government elections, the referendum and the Toowoomba South by-election
- › ensure that provisions of the *Electoral Act 1992* and related legislation reflect the adoption of four-year fixed terms in Queensland, and
- › achieve improved consistency across the electoral system, including better alignment between State and local government elections and referendums, and make other minor improvements.

Body Corporate and Community Management legislative review

During 2019–20, LGFT progressed the review of the *Body Corporate and Community Management Act 1997*, undertaken by the Commercial and Property Law Research Centre, Queensland University of Technology (QUT) as part of its extensive review of Queensland property laws.

New regulation modules for the *Body Corporate and Community Management Act 1997*, will incorporate reforms to implement many of QUT's recommendations for modernising and streamlining administrative and procedural processes for bodies corporate. Drafts of the new regulation modules were released for public consultation in late 2019 and consultation feedback has been incorporated into the new regulation modules, which are expected to be made in 2020–21.

Policy analysis has also progressed on QUT's recommendations to improve governance arrangements for community titles schemes on the termination of schemes, body corporate debt recovery and by-laws.

Looking forward — our focus for 2020–21

During 2020–21, DJAG will:

- › continue to work with the Australian Government, and other state and territory consumer protection and fair trading agencies to deliver more effective national laws to specifically protect new car buyers, including purchasers of ‘lemon’ vehicles
- › produce educational resources and information to enhance community understanding of sentencing in Queensland
- › develop and consider options for a mandatory continuing professional development scheme for Queensland property agents, which will include considering issues arising as a result of COVID-19
- › provide regulatory oversight, compliance assessment and approvals to ensure the integrity of gaming for the Queen’s Wharf Brisbane development, and
- › continue to provide product safety regulatory frameworks, education and compliance actions through:
 - › development and implementation of strategies by OFT to prevent injuries and deaths to infants caused by sleeping products identified as unsafe
 - › support from OFT for revised regulatory options to prevent injuries and deaths to children caused by button batteries and proactive marketplace surveillance
 - › OFT actions to improve product safety in e-commerce through enhanced compliance commitments
 - › OFT assistance in preparing and implementing the national quad bike market surveillance plan including providing education and guidance material and market surveillance after each transitional period of the new mandatory standard
 - › the completion of the compulsory recall of vehicles with Takata airbags, and
 - › our continued focus on maintaining industry standards.

Chapter 3

Responsible Communities

To provide responsible communities, DJAG is focused on:

- applying regulatory models that encourage business growth, build community confidence and minimise harm
- supporting the most vulnerable and disadvantaged, and
- enabling access to information and resources to empower individuals, families, businesses and communities.

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Providing legal assistance services to vulnerable and disadvantaged Queenslanders

The Queensland Government allocates funds from the State Budget to Legal Aid Queensland (LAQ) and community organisations (mostly Community Legal Centres [CLCs]) for the delivery of legal assistance services across Queensland communities.

In 2019–20, LAQ provided close to 251,000 legal assistance services for State law matters, including:

- › legal information and referral services
- › advice and task assistance
- › duty lawyer services
- › grants of aid, and
- › legal representation.

LAQ provides detailed information about its service delivery in its annual report.

In 2019–20, community organisations provided over 248,000 legal assistance services with State and Commonwealth funds allocated by the Queensland Government.

Community organisations were allocated \$25.960 million in combined State and Commonwealth funding to provide free or low-cost legal services to vulnerable and disadvantaged Queenslanders. This included \$13.106 million of State funding and \$12.854 million of Commonwealth funding.

In May 2020, the Attorney-General announced the outcomes of the tender process to allocate Queensland and Commonwealth legal assistance service delivery funding over 2020–25.

Further information about legal assistance services can be found at Appendix 5 of this Annual report.

The Power of Community – 25th anniversary

Over the 25 years since its inception, the Gambling Community Benefit Fund (GCBF) has distributed more than \$932 million across 59,500 applications from community organisations.

When the fund commenced in 1994, the Queensland Government received 2,239 paper applications and the maximum grant was \$15,000. Fast forward to 2019, and 6,413 applications were received, with the maximum grant available now \$35,000, and an annual budget of more than \$58 million.

At the official event to celebrate 25 years of the GCBF, the Power of Community Conference held at QUT Gardens Point campus, Brisbane, in November 2019, brought together nearly 200 members of non-profit organisations to hear from industry leaders on storytelling, grant writing, marketing,

governance, fundraising and volunteer management. A joint initiative of the GCBF and QUT's Australian Centre for Philanthropy and Non Profit Studies, the conference was designed to celebrate and build upon the local impact of community organisations.

The conference focused on the power of partnerships, where many groups identified areas where they could work together to best serve their communities and discuss creative solutions to project challenges.

Revised policy framework to address problem gambling

The Queensland Government is revising its strategic policy framework for gambling to ensure regulatory and policy responses continue supporting a balanced approach to gambling and reflect issues relevant to current gambling environments.

The Government has committed to developing a revised framework to address problem gambling. In 2019–20, LGFT continued developing a draft revised policy framework for gambling and formed a working group through the Responsible Gambling Advisory Committee (a ministerial advisory committee) (RGAC) to develop an action plan for improving gambling harm minimisation across industry sectors. RGAC has commenced work on drafting the action plan.

The action plan demonstrates a renewed commitment and shared ownership by industry, community and government to ensure gambling environments prioritise customer wellbeing and support Queenslanders to gamble safely. It will include an emphasis on industry social responsibility and the adoption of technological, collaborative and systemic approaches to the minimisation of gambling-related harm.

Review of Queensland's gambling self-exclusion regime

LGFT has worked with the RGAC to review and identify options to improve Queensland's gambling self-exclusion regime.

In 2019–20, the Attorney-General approved progressing all the RGAC's recommendations. Overall, the recommendations supported a move towards a modernised gambling self-exclusion regime in Queensland that:

- › has a more streamlined registration process (including a centralised online multi-venue self-exclusion database)
- › enables exclusion from multiple venues in one step
- › is more flexible, and
- › is focused on minimising barriers to uptake.

Work has commenced on the first phase of the project, which focuses on streamlining the registration process to reduce both the time and paperwork required by venues and self-excluders; and exploring innovative options for a proposed centralised online multi-venue self-exclusion database.

In response to concerns about the impacts of the COVID-19 health emergency on problem gambling and vulnerable Queenslanders, LGFT worked with industry and Gambling Help counselling service providers to implement a revised, state-wide approach to processing remote multi-venue self-exclusion in the lead up to venues reopening for gaming.

Impacts of COVID-19, such as unemployment, financial stress, isolation, feelings of loneliness, anxiety or depression are risk factors for problem

gambling. These impacts, overlaid with existing mental health or alcohol or drug issues, also create further vulnerabilities to gambling harm.

The ability to self-exclude remotely, without physically attending a venue, and from multiple venues in one process, was identified by the committee as a critical element in supporting vulnerable Queenslanders in the lead up to, and following, venues reopening for gaming.

A consistent process was established to enable Gambling Help to manage remote multi-venue self-exclusions for patrons wanting to continue their break from gambling resulting from venue closure, or for individuals wanting to put preventative strategies in place to minimise the potential for harm.

LGFT also worked closely with stakeholders to develop a social media campaign to promote the availability of remote self-exclusion and the support available. This included being actively engaged with agencies such as the Queensland Mental Health Commission, to promote the messaging through their channels.

Legislative reviews

Co-operatives National Law Act 2020

Co-operatives are a vital part of Queensland's economy, supporting local jobs and small businesses in regional communities. Queensland co-operatives operate across a range of sectors including agriculture, dairy, water supply, groceries, hardware supplies, and Aboriginal and Torres Strait Islander arts.

During 2019–20, LGFT undertook policy and legislative development to support the introduction and passage of the Act by the Queensland Parliament. On 16 June 2020, the *Co-operatives National Law Act 2020* was passed.

The Act repeals Queensland's *Cooperatives Act 1997*, and in its place, apply the Co-operatives National Law (CNL) as a law of Queensland.

The CNL modernises and improves the regulatory framework for co-operatives in Queensland through nationally harmonised co-operatives legislation and aims to ensure the co-operative structure continues to be a viable, alternative business model.

The CNL delivers the following key reforms for Queensland co-operatives:

- › automatic mutual recognition making it easier for co-operatives to trade in other states and territories
- › simplified financial reporting and audit requirements for small co-operatives increased flexibility for co-operatives seeking to raise capital through the introduction of co-operative capital units, which can be issued to members and non-members of the co-operative, and
- › modernising directors' and officers' duties and responsibilities to a standard of corporate governance that is consistent with modern requirements under the *Corporations Act 2001 (Cwth)*.

Associations Incorporation and Other Legislation Amendment Act 2020

Not-for-profit associations provide a diverse range of services to Queensland communities including sporting bodies and facilities, fundraising for charities and a variety of safe, affordable activities for the elderly and young people. The *Associations Incorporation Act 1981* provides for the incorporation, administration and control of associations.

During 2019–20, LGFT progressed a review of not-for-profit legislation, undertaking policy and legislative development to support the introduction and passage of the *Associations Incorporation and Other Legislation Amendment Bill 2019* by the Queensland Parliament.

The *Associations Incorporation and Other Legislation Amendment Act 2020* received assent on 22 June 2020 and will commence in stages over the next two years.

The Amendment Act will modernise the *Associations Incorporation Act 1981*, reduce red tape, and maintain the integrity of incorporated associations to the benefit of the sector.

It immediately allowed incorporated associations to:

- › use communications technology for the conduct of meetings
- › adopt the model rules contained in the *Associations Incorporations Regulation 1999* at any time
- › voluntarily appoint an administrator under applied provisions of Commonwealth Corporations Law, and
- › voluntarily cancel incorporation on application to the chief executive.

Amendments commencing at a later date will exempt certain associations from the requirement to submit financial reports under not-for-profit legislation including where an organisation has already fulfilled a financial reporting obligation to the Australian Charities and Not-for-Profits Commission.

A public consultation process will commence in the first quarter of 2020–21 to identify amendments to subordinate legislation that are necessary to support the Amendment Act.

This will include the identification of a model rule grievance procedure that will apply to associations by default on commencement of the relevant laws. The consultation will also seek views on the existing adequacy and efficiency of the *Associations Incorporation Regulation 1999* and the prescribed model rules.

Tackling alcohol-fuelled violence

In 2016 and 2017, the Queensland Government introduced legislative reforms to support its comprehensive Tackling Alcohol-Fuelled Violence (TAFV) Policy. An independent evaluation of the TAFV Policy was commissioned and the final interim evaluation report was delivered to Government in April 2019.

The evaluation report made 38 recommendations for legislative and non-legislative reforms to enhance the TAFV Policy and reduce high levels of alcohol consumption, harm and alcohol-related violence in Queensland.

The Queensland Government tabled the *Queensland alcohol-related violence and nighttime economy monitoring final report* on 26 July 2019, supporting seven recommendations in principle, accepting 21 recommendations for further consideration, and not supporting 10 recommendations.

Broad consultation was undertaken with community, industry and government stakeholders. In late 2019,

legislation was passed to implement recommendations to streamline the ID scanning framework.

The amendments sought to achieve a more appropriate balance between addressing community safety concerns and impost on business by introducing: a venue re-entry pass system; removing mandatory ID scanning on Mondays to Thursdays for venues closing before 1am; and exempting community clubs from ID scanning obligations.

The Queensland Government is continuing to develop its final response to the evaluation report, expected for release in 2020–21.

Office of Liquor and Gaming Regulation achievements

The Office of Liquor and Gaming Regulation (OLGR) regulates Queensland's liquor and gaming industries, ensuring operator integrity and responsible industry while reducing harm, enhancing community safety and ensuring the industries are socially responsible.

While education to promote sustained compliance is favoured, enforcement action is taken where appropriate.

In 2019–20, the OLGR:

- › administered 9,021 liquor licences (up 19.9% over five years) and 8,817 gaming licences
- › completed 10,331 liquor investigations and inspections and 2,174 gaming investigations and inspections
- › monitored \$3.35B in player expenditure in the Queensland gambling market
- › granted 5 new gaming sites (4 new licences, 1 additional premise)
- › granted 1,639 various gaming licences with 140 refused or withdrawn
- › granted 655 new liquor licences with 26 refused or withdrawn
- › granted 11,590 various liquor applications with 1,314 refused or withdrawn
- › issued 222 liquor infringement notices
- › completed 252 probity investigations
- › collected \$616.9M in gaming machine revenue (taxes)
- › distributed \$44 million in Gambling Community Benefit Fund grants to 2,021 community organisations, and
- › had 14 successful prosecutions (involving 57 individual offences) with \$229,000 in fines being imposed by Queensland courts.

New training videos aim to minimise gambling-related harm

During 2019–20, OLGR launched four responsible service of gambling training videos to complement the previously popular *Behind the bar responsible service of alcohol* series.

The series, called *High stakes*, simulates real-life scenarios to encourage gaming staff to be aware of, and know, their role and options when identifying and approaching problem gamblers and providing support not only to them, but also to their friends and family.

Gambling problems are difficult to detect. Staff know their venue, the popular machines, regular patrons and their behaviour; so are in an ideal position to intervene and provide support.

Back-of-house posters were produced as part of the High stakes package to increase staff awareness of the signs of problem gambling and available support options.

These resources were developed from direct feedback provided by the Queensland Hotels Association, Clubs Queensland, and Gambling Help counselling services. It is hoped the videos will continue to build a culture across Queensland gaming venues that promotes the responsible service of gambling.

Looking forward — our focus for 2020–21

During 2020–21, DJAG will:

- › support vulnerable clients through the provision of funding to legal service providers
- › ensure all legislation and service delivery models reflect and promote the rights of individuals
- › implement and operationalise the *Associations Incorporation and Other Legislation Amendment Act 2020* reforms and progress any required subordinate legislation
- › review existing legislative frameworks to determine opportunities for reform in line with community expectations
- › continue to support a risk based approach to minimise alcohol-related harm, in anticipation of the release of the Queensland Government’s final response to the Tackling Alcohol-Fuelled Violence Policy final evaluation report
- › modernise and improve the regulatory framework for incorporated associations in Queensland, as well as for the formation, registration and management of co-operatives by joining the Co-operatives National Law, and
- › continue to support and deliver outcomes to minimise gambling-related harm in our community.

Chapter 4

Integrated services

Our integrated service delivery is focused on:

- providing services to the people of Queensland that support criminal, civil and community justice outcomes
- working collectively and collaboratively with stakeholders to deliver Government priorities and initiatives
- providing professional, high quality policy and legal services to the Queensland Government, and
- supporting service delivery through organisational excellence by providing timely, accessible, responsive services that are valued by the community.

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The Queensland Public Service Values



Customers first

- Know your customers
- Deliver what matters
- Make decisions with empathy



Ideas into action

- Challenge the norm and suggest solutions
- Encourage and embrace new ideas
- Work across boundaries



Unleash potential

- Expect greatness
- Lead and set clear expectations
- Seek, provide and act on feedback



Be courageous

- Own your actions, successes and mistakes
- Take calculated risks
- Act with transparency



Empower people

- Lead, empower and trust
- Play to everyone's strengths
- Develop yourself and those around you

2019 NAIDOC Week Flag Raising Ceremony

National Aborigines and Islanders Day Observance Committee (NAIDOC) provides us with a valuable opportunity to celebrate Aboriginal and Torres Strait Island cultures by building bridges between non-Indigenous Australians and Aboriginal and Torres Strait Islander communities.

To celebrate NAIDOC Week 2019, our department hosted the annual flag raising ceremony on 8 July 2019 outside the Queensland Courts precinct in George Street, Brisbane.

The ceremony was attended by the Attorney-General, the Director-General and members of the judiciary. The ceremony included a Welcome to Country by Shannon Ruska and performances by Shannon Ruska's Aboriginal Dance Group, the Malu Kiai Mura Buai Traditional Dance Company, and Aboriginal singer Emily Wurramura.

The 2019 theme was 'Voice, Treaty and Truth'. These are the three key elements to the reforms set out in the Uluru Statement from the Heart.

We were honoured with the presence of two guest speakers at the flag raising ceremony:

- › Aunty Lesley Williams, a Murri Elder and author, also known for her work on the Justice for Aboriginal workers campaign, and
- › Stephen Mam Jr, a member of the Uluru Statement from the Heart Working Group.

Our leaders

David Mackie Director-General

David was appointed Director-General of DJAG on 4 June 2015.

Over his 30 years in the Queensland Public Sector, David has held executive and senior management positions responsible for both the delivery of frontline services and corporate support services.

Having originally joined the department in 1990, David's career initially involved a range of roles in the areas of finance, policy and corporate governance, before holding executive positions as the head of corporate services areas within the Anti-Discrimination Commission Queensland (1996–2002), and the Commission for Children and Young People and Child Guardian (2004) respectively.

Returning to the department in 2006, David served as the Director of the Director-General's Office from 2006–07, Registrar-General of Births, Deaths and Marriages from 2007–08, Executive Director, Community Justice Services from 2008–12, Secretary (Executive Director) of the Commission of Inquiry into the Queensland Health Payroll System Implementation (2013), and Deputy Director-General, Justice Services from 2013–15, before being appointed to his current role in June 2015.

David is currently a member (non-judicial) of the National Judicial College of Australia, the Government Champion for Mossman Gorge Indigenous community and the Director-General Champion of the Queensland Chapter of the National Regulators Community of Practice.

David holds a Bachelor of Commerce with majors in Economics and Public Policy.

Jennifer Lang Deputy Director-General Justice Services

Jenny was appointed to the role of Deputy Director-General Justice Services in late 2016, having acted in the role since April 2015.

Jenny brings a broad range of skills and experience to this position from a career across both the private and public sectors. She is admitted as a solicitor of the Supreme Court of Queensland and High Court of Australia.

After working as a solicitor in a private legal firm for a number of years, Jenny commenced her career in the Queensland Public Sector, which has included extensive experience in senior and executive management positions in a number of agencies. Jenny has worked in the areas of project and program management, privacy, and policy and legal services.

As Deputy Director-General, Justice Services, Jenny has executive responsibility for frontline services delivered by a diverse range of business units, including the courts, tribunals and Commissioner for Body Corporate and Community Management, Dispute Resolution Branch, Justices of the Peace Branch, Blue Card Services, and Victim Assist Queensland.

Victoria Thomson Deputy Director-General Liquor, Gaming and Fair Trading

Victoria was appointed as Deputy Director General, Commissioner for Fair Trading, and Commissioner for Liquor and Gaming on 28 October 2019.

As Deputy Director-General of LGFT, Victoria is responsible for the regulatory policy and strategic direction of product safety, licensing, compliance and enforcement activities to protect market integrity and keep Queenslanders safe.

Joining the Queensland Government in 1998 as part of a graduate program, Victoria started out in the field as a workplace health and safety inspector. Over the next 15 years, she moved across a range of management positions responsible for frontline services, policy, partnerships and programs for high-risk industries such as construction, electrical, transport and agriculture.

After some time in the private sector providing expert services and advice to clients in relation to business systems and organisational governance, Victoria returned to the Queensland Public Sector.

Immediately prior to joining DJAG, Victoria was the Executive Director, Electrical Safety Office where she led the organisation through a period of tremendous change and drove significant policy and operational reform at both state and national level.

Victoria holds a Bachelor in Behavioural Science and Executive Masters in Public Administration.

Corynne Scott Executive Director Financial Services Branch Chief Financial Officer

Corynne was appointed Executive Director, Financial Services Branch, and Chief Financial Officer in April 2019.

Prior to this role, Corynne has held senior officer positions within several Queensland Government agencies including, DJAG, Department of Natural Resources Mines and Energy, Corporate Administration Agency, and Queensland Shared Services.

Corynne has over 22 years' experience in financial management within the public sector. Corynne has extensive experience in financial and management accounting, including internal and external budgeting, financial analysis, system implementation, statutory reporting, taxation compliance, governance and assurance processes.

Corynne holds a Bachelor of Business (Accountancy) and is a member of CPA Australia.

Greg Cooper
Crown Solicitor

Greg was appointed Queensland's 22nd Crown Solicitor on 1 November 2008.

Over his four decades in the Queensland Public Sector, Greg has accumulated a wealth of experience practising in public law, common law and constitutional law. Prior to his current appointment, Greg spent four years as Deputy Crown Solicitor of Crown Law's Litigation Branch. He has also held positions in the former Solicitor-General's Office and as Legal Counsel to the Parliamentary Committee on Subordinate Legislation, and deputised for the Solicitor-General at national meetings of the Standing Committee of Solicitors-General.

In his role as Crown Solicitor, Greg acts as the solicitor on the record for the State and provides independent legal advice to the Cabinet, the Premier, the Attorney-General, Ministers, Directors-General and departmental officers on matters of significance to the Government. Greg is also responsible for resolving conflicts of interest in any legal matter being handled by Crown Law, and is responsible for setting the professional and ethical standards of the Crown Law office.

Greg holds a Bachelor of Laws.

Leanne Robertson
Assistant Director-General
Strategic Policy and Legal
Services

Leanne was appointed Assistant Director-General, Strategic Policy and Legal Services in April 2018.

Leanne joined DJAG in 1994 as a Director in the then Policy and Legislation Division, leading a team tasked with a range of issues within the civil law sphere. Leanne was Acting Executive Director in Strategic Policy, Legal and Executive Services during 2011 and 2012, responsible for oversight of several discrete business units, including the Executive Services Branch, the Office of General Counsel, and the Legal Services Coordination Unit.

Leanne returned to policy and legislation work in 2012, leading a team responsible for delivery of a wide variety of legislation for successive Attorneys-General, before stepping into her current role.

Leanne holds a Bachelor of Laws and Bachelor of Arts.

Peter Cook
Assistant Director-General
Corporate Services

Peter was appointed Assistant Director-General, Corporate Services in May 2014.

Peter has worked in several departments, and he commenced with DJAG as a result of the 2007 machinery-of-government changes.

Peter held the position of the department's Executive Director of the Financial Services Branch and Chief Financial Officer.

Prior to commencing with the public sector in 1996, Peter worked in the banking and finance sector.

Peter is a Fellow of CPA Australia.

Carl Heaton QC
Director of Public
Prosecutions

Carl was appointed in June 2020 to the statutory position under the *Director of Public Prosecutions Act 1984* with powers, functions and responsibilities determined thereunder.

Carl commenced working in an administrative role in the Queensland ODPP in 1989. In his time with the ODPP Carl has been based in Maroochydore, Cairns and Brisbane and has appeared in almost every centre in the State where the District and Supreme Courts are held.

In his role as Director, Carl regularly appears in all jurisdictional levels of Queensland courts as well as the High Court of Australia. He regularly conducts high profile and complex prosecutions and now has an almost exclusively appellate practice in the Court of Appeal and High Court of Australia as well as attending to many other requirements of his position.

Carl was appointed Senior Counsel in and for the State of Queensland in 2010, which was converted to the appointment of Queens Counsel in 2013. He obtained his Bachelor of Laws degree from the Queensland University of Technology in 1990. Carl is also a member of the Queensland Bar Association. Carl is a Member of the Board of the Australian Advocacy Institute and a senior Advocacy Trainer.

Governance and accountability

Effective governance policies and procedures enable DJAG to provide accessible, responsive, and integrated services to the community.

Our governance provides the frameworks for our objectives and the mechanisms to deliver our services. The collaborative relationships between our service areas govern and drive our outcomes. We deliver integrated services through robust governance arrangements that promote excellence in justice capability.

The Board of Management (BoM) is the department's principal policy-setting and decision-making authority, and supports the Director-General as the department's accountable officer, to ensure the department implements an appropriate governance framework.

Corporate governance arrangements are based on the principles of best practice outlined in the *Public Sector Governance: Better Practice Guide*, the *Australian Public Service Commission Building Better Governance Guide* and by the Australian National Audit Office.

Corporate governance arrangements are the principles, elements and mechanism used by the department to support a focus on effective governance through strong leadership, responsible and ethical decision-making, management and accountability, and performance improvement.

DJAG Leadership and Accountability

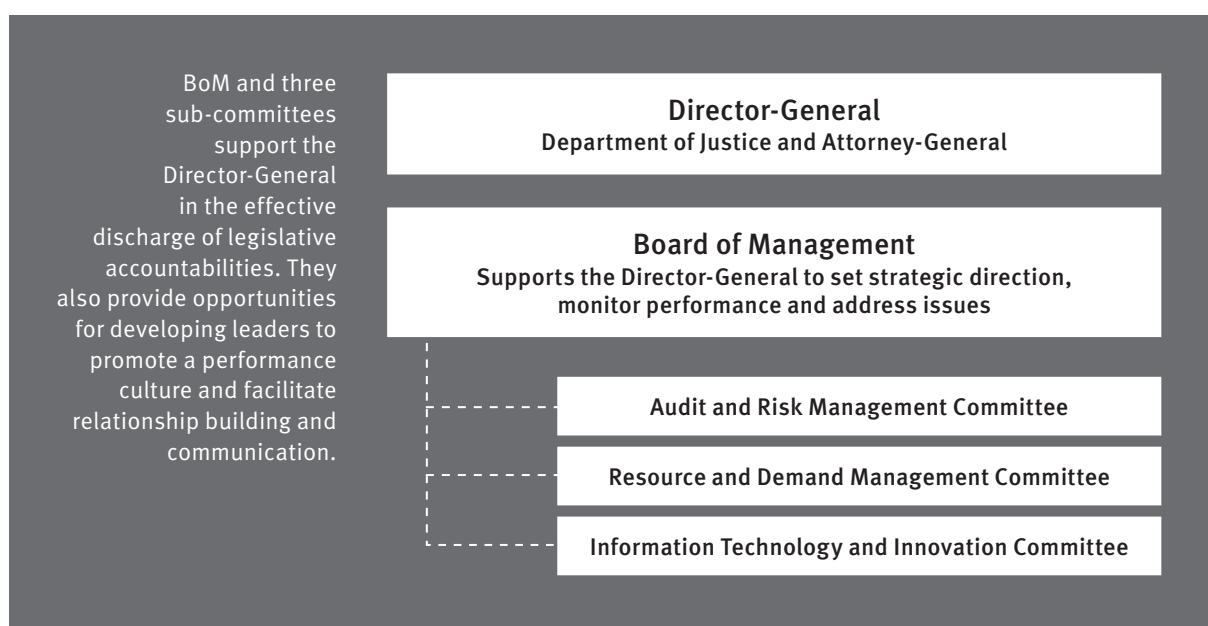


Table 1: Board of Management (BoM) as at 30 June 2020

Committee members and purpose statement

BoM meets monthly and is the primary governance body for DJAG. As well as decision-making responsibilities, BoM is informed about subcommittee outcomes in order to facilitate effective corporate governance.

The BoM's responsibilities include:

- › strategic planning, policy setting, risk management and resource allocation
- › performance management and reporting
- › effective and efficient service delivery
- › ensuring we are responsive to changing community needs and Government priorities
- › coordinating with other Government agencies for seamless service delivery, and
- › reviewing, monitoring and directing our governance committees.

Committee members

- Director-General (Chair)
- Deputy Director-General Justice Services
- Deputy Director-General Liquor, Gaming and Fair Trading
- Executive Director, Financial Services Branch, Chief Financial Officer
- Crown Solicitor
- Assistant Director-General, Strategic Policy and Legal Services
- Assistant Director-General, Corporate Services
- Director of Public Prosecutions

Table 2: Audit and Risk Management Committee (ARMC) as at 30 June 2020

Committee members and purpose statement

The ARMC is directly responsible to, and supports, the Director-General in the effective discharge of legislative accountabilities in the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*. The ARMC operates under an approved Terms of Reference, and, in accordance with legislative requirements, has due regard to *Queensland Treasury's Audit Committee Guidelines: Improving Accountability and Performance*.

Committee members

- Chair (external)—Len Scanlan
- Member (external)—Lisa Dalton
- Executive Director, Office of Regulatory Policy, Liquor, Gaming and Fair Trading
- Executive Director, Reform and Support Services, Queensland Courts Service
- Representatives from Corporate Services, Internal Audit and Queensland Audit Office attend ARMC meetings as Observers.

In 2019–20, the ARMC met on five occasions — four general meetings, and one special meeting to review DJAG's financial statements. The External Chair received remuneration totalling \$17,399 during the 2019–20 financial year. The External Member received remuneration totalling \$7,615 during the 2019–20 financial year. No other ARMC Standing Members or Observers received, nor were entitled to receive, any financial remuneration for their participation.

Key activities during 2019–20:

- › reviewed and endorsed the interim strategic and annual audit plan for approval by the Director-General
- › reviewed performance of the internal audit function against the annual audit plan
- › reviewed the content of internal audit reports
- › monitored progress of the implementation of internal and external audit recommendations
- › reviewed technical issues relating to the delivery of the annual financial statements
- › endorsed the 2018–19 financial statements for approval by the Director-General
- › monitored the department's Fraud and Corruption Control Framework, and
- › reviewed the quarterly Risk Reports.

Table 3: Resource and Demand Management Committee (RDMC) as at 30 June 2020**Committee members and purpose statement**

The RDMC was established by the BoM as part of the departmental governance framework. The Committee's oversight includes a focus on financial and non-financial corporate resources, including our people, information technology, and external communications data.

The purpose of RDMC is to ensure the approval and monitoring of the departmental budget process by:

- › ensuring our budget aligns to our strategic objectives and the whole-of-government objectives;
- › monitoring and reporting our financial and non-financial performance against departmental priorities and approved budgets, and
- › undertaking analytical reviews of our financial and non-financial resource allocation.

Committee members

- Director-General (Chair)
- Deputy Director-General, Justice Services (Deputy Chair)
- Deputy Director-General, Liquor, Gaming and Fair Trading
- Assistant Director-General, Corporate Services
- Assistant Director-General, Strategic Policy and Legal Services
- Executive Director, Crown Law
- Business Manager, Office of the Director of Public Prosecutions
- Executive Director, Financial Services Branch
- Executive Director, Information Technology Services

RDMC meets monthly (or as required) and provides monthly reports to the BoM. The Committee's Terms of Reference set out its authority and responsibility for effective functioning.

Key activities during 2019–20:

- › Set and approved funding allocations, budget adjustments, and appropriate resource allocation to support our strategic direction and Government priorities.
- › Oversight and monitoring of non-financial resources, including our people, information technology and communication data.
- › Monitored financial performance and capital expenditure against budget allocations on a monthly basis.
- › Monitored actual FTE positions against the approved budget FTE positions in accordance with Public Service Commission reporting guidelines.

Table 4: Information Technology and Innovation Committee (ITIC) as at 30 June 2020

Committee members and purpose statement

The ITIC was established by the BoM as part of its governance framework and in accordance with *Information Standard 2: ICT resources strategic planning policy 2017 (IS2)*.

Committee members

- Assistant Director-General, Corporate Services
- Deputy Director-General, Justice Services
- Assistant Director-General, Strategic Policy and Legal Services
- Deputy Director-General, Liquor, Gaming and Fair Trading
- Director of Public Prosecutions
- A representative nominated by the Judicial IT Users Group

Observers

- Executive Director, Information Technology Services
- Executive Director, Financial Services Branch

ITIC met four times during 2019–20 and dealt with other items out of session.

ITIC's Terms of Reference set out its authority and responsibility for effective functioning. ITIC's purpose is to oversee and monitor the information and communication technology (ICT) portfolio and innovation pipeline, practices and priorities and ensure requirements are met through effective business-centric solutions.

Key activities during 2019–20:

- › Updated the department's project reporting framework to provide more strategic oversight of projects, looking specifically at governance, risk, financial management, and assurance.
- › Provided oversight of key ICT programs and projects, to ensure their continued alignment to the department's strategies and standards.
- › Reviewed and endorsed multiple information and communication technology policies and plans.
- › Performed the role as DJAG's Information Security Steering Committee for the Information Security Management System (ISMS).

Risk management framework

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 DJAG risk management policy and framework, based on the international risk management standard *AS/NZS ISO 31000: 2018* and Queensland Treasury's risk management guidelines, ensure risks are managed consistently across the department and are minimised through a robust system of internal controls.

The framework encompasses threats and opportunities, reflecting the potential for either of these to impact positively or negatively on the department's strategic priorities and pursuit to deliver justice for all through safe, fair and responsible communities.

The department is committed to ensuring effective risk management, with a focus on enhancing the ability to monitor, report and address risks, in order to improve community outcomes and achieve the strategic objectives.

During 2019–20, the department:

- › exercised its business continuity and disaster recovery plans and implemented the DJAG Pandemic Planning Senior Leaders Working Group in response to the impacts of COVID-19. This has ensured a coordinated response to communication, maintaining service capability, and providing confidence in the ability of all areas to respond to the impact of COVID-19
- › created a new Fraud and Corruption Control Action Group, with the structure and functions to support identifying fraud & corruption risks, and to implement effective controls across all areas of the department, and
- › enhanced oversight of the department's highest risk change projects, through the introduction of an *Enterprise Risk Control Action Plan*, that is reported quarterly to the Audit & Risk Management Committee and the Board of Management.

Open data

We support the Queensland Government's commitment to effectively managing the release of Government data to optimise the use and reuse of open data for the benefit of the Queensland people. We comply with the principles contained in the Queensland Government Open Data Policy Statement.

Open data is non-sensitive data that is freely available, easily discovered and accessed, published in ways and with licence that allows easy reuse by anyone, anywhere, at any time. We have published more than 130 datasets. The Open Data initiative helps make Government more transparent and encourages individuals, businesses, researchers, and non-government organisations to develop innovative solutions for the improvement of public services.

Our commitment to open data is supported by our Open Data Strategy, which lists:

- › data collected by DJAG
- › timetables for its release, and
- › standards for data management.

It can be accessed via www.publications.qld.gov.au/dataset/open-data-strategy-justice-and-attorney-general

Our Open Data Strategy further supports the sharing of datasets with the community. To access further information and Government data please visit www.data.qld.gov.au

Internal Audit

Internal Audit is a key component of our corporate governance, providing independent assurance and advisory services to the Director-General and the ARMC. These services use a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, internal controls and governance activities within the department.

Internal Audit operates under the powers pursuant to section 61 of the *Financial Accountability Act 2009* and according to its approved charter, which incorporates the *International Standards for the Professional Practice of Internal Auditing*.

The ARMC monitors the internal audit function to ensure it operates ethically and professionally. The independence of Internal Audit is ensured by reporting directly to the Director-General, together with a subsidiary reporting relationship to the ARMC.

The program of work undertaken by the Internal Audit Unit was detailed in the *2019–20 Interim Audit Plan*. The Plan was developed in consultation with key stakeholders and considered our strategic and operational risks and priorities. The *2019–20 Interim Audit Plan* was endorsed by the ARMC and approved by the Director-General.

Output 1

Delivery of annual and strategic audit plans, and monitoring and improving financial accountability, internal control processes, and business practices within DJAG.

2019–20 performance achievements

- › Developed a risk-based annual plan of audits approved by the Director-General.
- › Provided advice and assistance on key projects and initiatives.
- › Monitored and reported on the implementation of audit recommendations to the ARMC.

Output 2

Review of the effectiveness of internal controls in mitigating risks.

2019–20 performance achievements

- › Conducted risk analysis as part of the annual audit planning process, together with assessments during specific audit engagements.
- › Supported management by providing advice on various corporate governance, fraud prevention, and risk management issues.
- › Utilised Computer Assisted Audit Techniques to analyse data extracted from key financial systems.

We are DJAG

Strategic workforce planning

DJAG is currently developing an organisational strategic workforce plan to empower, support and equip our people to continue to successfully deliver our services into the future.

We are working firstly with each of our divisions, so that the needs of our diverse workforce can be addressed with tailored strategies. Our organisational strategic workforce plan will align and integrate common workforce themes, challenges and solutions across our business and articulate a unified future vision for our workforce.

DJAG's strategic workforce plan is on track to be developed in 2020–21, and will include a focus on:

- › inclusion and diversity
- › domestic and family violence
- › flexible working, and
- › wellbeing.

Our workforce statistics outline our current state of diversity, as we are continually striving for an inclusive and dynamic workforce.

Table 5: DJAG's 2019–20 Workforce statistics ^{1,2,3}

FTEs (Full time equivalent employees)	3,622
Headcount number of staff	3,722
Percentage of permanent staff (headcount)	76%
Percentage of temporary staff (headcount)	17%
Percentage of casual staff (headcount)	5%
Percentage of contract staff (headcount)	2%
Percentage of male vs female FTEs	32% - 68%
Permanent employee separation rate (annual)	5.6%
Aboriginal and Torres Strait Islander People	1.6%
Non-English Speaking Background	7.0%
People with Disability	1.5%
Average age of permanent employees	44
Percentage of women occupying SO/SES positions	52%

1. Source: June 2020 MOHRI data

2. Active and Paid staff only

3. includes Statutory Appointments

Our workforce contribution to the pandemic response

DJAG employees contributed to the public service COVID-19 pandemic response by continuing to deliver essential services through responsive solutions, as outlined in the chapters of this report.

Staff performed diverse work within DJAG to help respond to the emerging need, including:

- › working with industry associations and other government agencies to assist licensees to prepare for re-opening, ensuring the staged reopening safety criteria were met
- › more than 90 OLGR compliance officers were appointed as emergency officers under the *Public Health Act 2005* and involved in monitoring compliance with Queensland Health Office directions at licensed and unlicensed venues
- › Justice Services staff redeployed to assist with frontline court operations, and
- › ongoing support for the business intelligence dashboard (developed by DJAG in conjunction with Queensland Health, Queensland Police Service and Queensland Shared Services) to assist in the monitoring of quarantine compliance
- › 37 staff registered with the whole-of-sector Queensland Government COVID-19 Employee mobilisation service, and 17 deployed to other agencies, such as Queensland Health and State Development, Tourism and Innovation to assist with contact tracing activities
- › 18 Ready Reserves deployed to more than 96 deployments to assist vulnerable Queenslanders and seniors' and perform operational support duties with Volunteering Queensland and Community Recovery, and
- › performing work, as part of a roster to assist in the State Disaster Coordination Centre (SDCC). DJAG coordinated a central reporting process and senior leaders working group to advise SDCC of service impacts and to support the communication of the COVID-19 response and management to statutory bodies across the Justice portfolio.

Leadership and Management Development program outcomes

In recognition of the vital role played by our leaders and managers in developing our people capability, an expanded program of work was delivered in the first half of 2019–20. The priorities for this year were developing people management skills for individual and team performance, and building a diverse, flexible, safe and healthy workplace culture.

In 2020 the challenges of COVID-19, and the requirement for social distancing, has impacted on the ability to deliver training in the traditional face to face format. DJAG became more innovative in continuing the development of its managers and leaders during this period. The use of technology has enabled learning and development to be delivered remotely with an increase in webinars and online training delivery.

The development needs of managers during this period also shifted, with greater focus on building their skills to manage remote teams, and to deliver outcomes in a challenging work environment.

Workforce engagement and performance

The Working for Queensland Survey (WFQ) is an annual survey which measures Queensland Public Sector employee perceptions of their work, manager, team and organisation. The results of the WFQ survey are used to drive positive workplace change across the organisation.

We measure our staff engagement through the WFQ. In 2019, 2,850 DJAG employees (80%) responded to the annual survey. Our results across all factors of the survey remained steady when compared to 2018, with very minor variances in positive, neutral and negative scores. The results indicated that we have very positive perceptions of our workgroups and immediate managers, resulting in a strong sense of job empowerment.

We are continuing actions to address key employee engagement focus areas and consolidating the improvements seen in previous surveys.

Inclusion and diversity

We want a workforce that reflects the diversity of our community and is committed to the public sector workforce diversity targets for:

- › Aboriginal and Torres Strait Islander people
- › culturally and linguistically diverse people

- › people with disability, and
- › women in leadership (SO/SES and equivalent) positions.

Our *Inclusion and Diversity Strategy 2018–22* embeds our plans for improving employment opportunities and outcomes for our target groups, and for youth and older people.

DFV workplace response

We are a workplace recognised as taking active steps to stop violence against women. We have continued to raise staff awareness and to support our staff affected by domestic and family violence (DFV) through leave entitlements, flexible work options, counselling, training programs for managers, staff, and promoting and participating in DFV prevention month. We continue to run our DFV Agency Working Group and our Navita Network to support departmental initiatives.

The DJAG leadership team renewed their DFV pledge - declaring that they are committed to doing all they can to end domestic and family violence in Queensland, with a commitment to promoting a respectful workplace culture to support those whose lives have been affected by DFV.

Early retirement, redundancy and retrenchment

During 2019–20, no DJAG employees received early retirement, redundancy or retrenchment packages.

Industrial and employee relations

We continue to ensure our employment and industrial relations policies, practices and processes reflect and support the Government's employment security and union engagement policies. Our Agency Consultative Committee (ACC) is our channel of communication with the union to engage on industrial issues impacting, or which may impact, our workforce.

The ACC has focused on permanent, temporary, casual employment, labour hire arrangements, right of entry with DJAG business units, Union Encouragement Policy, and organisational realignment.

Integrated services through digital transformation

A digital-first service delivery approach will provide the public and our sector partners with an optimised digital experience of our services. Business application modernisation will uplift the capabilities of our enterprise and divisional business applications to enable new levels of service delivery.

Information and Communications Strategy

The department's *Information and Communications Technology Strategy 2018–23* (ICT Strategy) sets the vision for our ICT. It recognises that ICT is a foundation element of providing integrated services to our business areas, and aligns with Our Charter to deliver accessible and timely services.

The ICT strategy describes how we use digital solutions to:

- › improve service outcomes
- › improve operational efficiency, and
- › address increasing operational risk, arising from outdated systems and superseded technology.

The ICT Strategy Implementation Program (ISIP) has been established to deliver the strategy and is aligned to DJAG's Strategic objective of Integrated Services. The program commenced in 2019 and initially focused on improving the department's readiness to drive organisational transformation through the commencement of business transformation planning, maturing of governance structures, setting of divisional obligations and completion of in-flight priority projects.

The program has tested, adapted, and proved the value of these capabilities by applying them in pilot projects that solve real business problems. Through this process, project delivery and governance processes continue to be uplifted.

The program has commenced a procurement process for enterprise ICT capabilities. Selected user cases, most notably juror management and civil case management will be used to prove the new capability. The procurement activity is nearing completion. Successful delivery of foundational enterprise capabilities will position us well to expand the use of these capabilities across DJAG.

The ICT Strategy program has already worked with Information and Technology Services (ITS) and Federated IT areas to implement pilot solutions for digital technologies including successful production release of the following products:

- › Secure framework for LGFT portal developed in a way that can be re-used for other authenticated online services across DJAG
- › new online portal for the fact of death service provided by the Registry of Births Deaths and Marriages
- › secure file exchange for the submission of Probates to the Supreme Court, and
- › COVID-19 Quarantine compliance dashboard using business intelligence tools in the Qld Data and Analytics Platform to produce insights from combined cross-agency datasets.

Development has commenced on more digital services, including critical functionality for the Magistrates Court to improve court event scheduling to better manage social distancing requirements.

Other notable achievements aligned to the ICT Strategy in 2019–20 have included the successful rollout of a Windows 10 managed operating environment with more than 4,500 devices upgraded with the latest operating system.

The implementation uses an 'evergreen' approach that progressively updates the system at regular intervals to minimise future disruptions. The rollout was carried out in almost 100 different locations, including metropolitan and regional areas and was achieved despite COVID-19 travel restrictions. The operating environment provides for improved digital collaboration through the Office 365 platform.

Electronic management of health, safety and wellbeing incidents and risks

We are committed to cultivating supportive workplaces that demonstrate a strong commitment to our people's health safety and wellbeing (HSW).

In 2019–20, we completed the implementation of the Salvus incident and hazard reporting and management modules throughout DJAG. The transition from a paper-based to electronic system provides DJAG managers with greater visibility of health, safety and wellbeing within their business areas. The workflow and escalation processes included in Salvus will foster accountability and assist us to deliver on our commitment to our people's health safety and wellbeing.

Throughout 2019–20, the HSW team continued the delivery of HSW starts with you! workshops to managers and workers throughout DJAG to build their HSW capability and promote a safety culture within

DJAG. The content of these workshops included a focus on risk management and developing and supporting the skills required to manage incidents and hazards.

During the last quarter of 2019–20, the HSW focus was on supporting DJAG to prepare for and manage the risks associated with COVID-19. The People and Engagement team staffed the COVID-19 helpdesk, responding to queries from staff and supervisors.

Guidance was provided via webinars, the DJAG intranet, and a SharePoint site to support the ongoing health safety and wellbeing of staff working in DJAG premises and remotely, and to ensure the provision of DJAG services to the public did not negatively impact on the health of clients and visitors to our sites.

District Court Scheduling Calendar

The Digital Transformation Unit (DTU) is leading the digital uplift and transformation for Justice Services through value adding product delivery and organisational enablement.

In 2019–20, DTU partnered with the District Court to deliver a bespoke scheduling application enabling significant business improvement and operational efficiencies.

Through this partnership, DTU worked closely with District Court staff to understand their problems and develop solutions using co-design and customer-focussed approaches. The process resulted in the development of a web based application which has transformed the District Court Scheduling Calendar from a legacy system to a customer-centred, innovative digital scheduling application.

The District Court scheduling application has reduced the costly administrative burden of the legacy system which was driven by time consuming and complex manual process. The application has improved accessibility and timeliness of scheduling services and provided enhanced reporting capability.

Adoption of this technology enables organisational transformation and results in seamless and improved user experience efficiencies.

Providing high-quality legal services to Government

Whole-of-government legal services panel

The new whole-of-government legal services panel commenced on 1 June 2020. The panel is a standing offer arrangement (SOA) between the State of Queensland and legal practices (suppliers) selected to provide legal services and/or legal resources to government departments and other entities (customers).

Over the course of 2019–20, a significant procurement process was undertaken to refresh the legal services panel to ensure continued provision of high quality legal services for untied work at a competitive rate to Government and other entities.

The initial term of the panel is due to end on 31 May 2024, with a further two-year extension option available. The Queensland Government may also conduct refresh processes at mid-term and prior to exercising extension options.

The panel is administered by the Legal Services Coordination Unit and provides value for money through:

- › better access to legal services by providing ready access to high quality legal services and a wide mix of legal firms, including small-medium law practices to facilitate better matching of legal resources to legal needs
- › better value for money through reduced tendering and procurement costs and efficient processes, providing competitive maximum rates, facilitating alternative fee arrangements in appropriate circumstances and helping to advance the government's economic, environmental and social objectives, and
- › better management of activity and expenditure through informed purchasing and active management of legal costs, consistent contractual arrangements, better performance management and reporting, and governance activities to continuously improve the panel arrangement.

Crown Law is a significant provider of legal services to the Queensland Government. Crown Law must provide legal services as outlined in the tied work guidelines. For untied work, Government departments may choose to engage Crown Law, a panel legal practice or barrister. The Public Trustee may also be used for property law matters.

Integrated services through robust governance practices

Public Sector Ethics

Public sector employees are bound by the *Public Service Act 2008 (PSA)*, the *Public Sector Ethics Act 1994 (PSEA)*, and the *Code of Conduct for the Queensland Public Service (Code of Conduct)*.

Four ethical principles contained in the PSEA are embedded in the Code of Conduct:

- › Integrity and impartiality
- › Promoting the public good
- › Commitment to the system of government, and
- › Accountability and transparency.

We have an Ethical Standards Unit (ESU), which is responsible for the development and implementation of a DJAG ethics awareness strategy. It also provides advice, education and training on ethical issues, including the Code of Conduct and DJAG's Workplace Policy. The ESU advises on ethical dilemmas, conflicts of interest, other employment, and provides general advice on ethical issues.

The ESU is also responsible for the investigation and reporting of misconduct and corrupt conduct, liaison with the Crime and Corruption Commission, and public interest disclosure protection. The objective of the ESU is to support our culture of integrity and accountability.

Procedures and practices

Under s.12L of the PSEA, our administrative procedures and management practices have proper regard to the values and principles of the Act. These are reflected in:

- › human resource management policies, practices and procedures, as well as Workplace Ethics training
- › business area plans that support the objectives of the strategic plan. In turn, staff performance effectiveness plans align with business area plans, the Strategic Plan, the Act's ethics principles, and the Code of Conduct.

Considerable effort continues to be invested in aligning the integrity and accountability processes of our diverse business areas to embed the Queensland Public Service culture and values and improve our justice capability.

Education and training

During 2019–20 the ESU ensured that DJAG complied with s.12K of the PSEA, by conducting face-to-face training in Workplace Ethics for new and existing employees.

We held 22 face-to-face Workplace Ethics training sessions across Queensland, attended by 350 staff. Additionally, there were four Tools of the Trade training sessions, dedicated to further strengthening the ethical decision making knowledge and skills of managers and supervisors, attended by 39 supervisors and managers.

The face-to-face Workplace Ethics training is supplemented by online refresher training available to all staff, and this was completed by 2,484 staff during 2019–20.

A further 14 ethics training sessions relating to specific areas of risk were delivered to 236 staff during 2019–20.

The ESU is strongly committed to delivering regular training sessions to all business areas and regions. These education and training initiatives and related ethics advisory services provided by the ESU have, over time, improved accountability and understanding by staff of their obligations under the Code of Conduct and the DJAG Workplace Policy.

Information systems and recordkeeping

Information is a critical asset that enables us to deliver our services effectively, efficiently, and consistently. We comply with the *Public Records Act 2002*, keeping complete and accurate records of our activities.

Information management is governed by the *Public Records Act 2002*, *Recordkeeping (IS40)* and *Retention and Disposal of Public Records (IS31)* Information Standards, as well as whole-of-government recordkeeping policies and guidelines issued by the Queensland State Archivist.

We have a recordkeeping policy which further defines the expectations of staff in appropriately undertaking their responsibilities.

We manage our records proactively and responsively to:

- › document our decision-making and actions
- › mitigate our exposure to risk, and
- › safeguard our departmental history and knowledge.

We maintain paper-based records and an electronic document and records management system to manage and secure our administrative and core business records effectively, both regionally and centrally.

This includes the correct scheduling and disposal of administrative records in accordance with the Queensland Government's General Records and Disposal Schedule, and State Archives approved retention and disposal schedules for core business records.

We have a number of areas working on Paper-lite and digitisation activities of existing paper-based records, such as Births, Deaths and Marriages and Crown Law. The ICT Strategy implementation program is also working on proving a number of capabilities which enable a 'born-digital, stay-digital' approach to recordkeeping, aligning with Our Charter to deliver integrated services.

We also use the whole-of-government systems SAP (for financial performance management) and Aurion (for human resource management).

Our Information Technology Services (ITS) branch provides advice, guidance, technical support, and security management of the recordkeeping and enterprise-wide information systems. The services provided by ITS support the confidentiality, integrity and availability of business information contained within our information systems.

We plan to continue improving our information systems and recordkeeping, as well as enhancing education and awareness materials on the topics of information management, including information security, and records management.

Future data and information management enhancements will enable secure access to and exchange of information in order to support a more seamless customer experience, streamlined business processes, better decision making and reporting.

External and Internal Scrutiny

Queensland Audit Office Reports

Throughout 2019–20, the Queensland Audit Office (QAO) conducted performance management system audits and whole-of-government audits.

The *QAO Report to Parliament No.3: 2019–20 Managing cyber security risks* was tabled in Parliament on 1 October 2019. DJAG was not reviewed, but findings required whole-of-government consideration.

The *QAO Report to Parliament No.8: 2019–20 State Government entities: 2018–19 results of financial audits* was tabled in Parliament on 27 November 2019. The report identified DJAG had user access deficiencies in limiting employee access to systems. The department responded to QAO feedback and actions were undertaken to address the identified matters. No further specific recommendations were made by QAO for DJAG to address.

Queensland Ombudsman Reports

In 2019–20, the Queensland Ombudsman released their report, *Management of child safety complaints – second report, An investigation into the management of child safety complaints within the Department of Child Safety, Youth and Women – March 2020*.

The report follows up on the 22 recommendations made to government in the 2016 report, including recommendations made to the Director General of DJAG, as the executive of the Office of the Public Guardian, and outlines the Ombudsman's current findings of how government has implemented the initial recommendations. Work has been commenced in response to the report's recommendations.

This report is the only Ombudsman report which references or focuses on DJAG deliverables during the 2019–20 period.

Queensland Coroner recommendations

Since 2008, DJAG has been reporting on the Queensland Government's progress in responding to recommendations made at coronial inquests that are directed to Government.

Responding to coronial recommendations is important, as it informs coroners, families of the deceased, and the community of the measures the Government is taking to prevent similar deaths in the future. The Government's responses are published on the Coroners Court website next to the Coroner's findings.

DJAG was not subject to new coronial recommendations in 2019–20. However, DJAG continues to report on three recommendations handed down in 2018–19.

The community is kept informed of the Government's progress in implementing recommendations, with twice yearly publication of implementation updates, until recommendations are delivered (or a decision is made not to support the recommendation).

Complaints management

We value all constructive feedback, including complaints. Feedback is an effective source of information, and an important tool for business and staff development. We use client feedback to identify areas for organisational improvement, which assists us in continually developing and delivering the integrated services we provide to the community.

We comply with s.219A of the *Public Service Act 2008*, requiring all Queensland Government departments to implement an effective complaints management system that complies with any Australian Standard concerning the handling of customer complaints.

Our Client complaint management policy and procedures have been developed according to:

- › the *Public Service Act 2008, Guidelines for complaint management in organisations—AS/NZS 10002:2014*, and
- › the *Queensland Ombudsman's Guide to Developing Effective Complaints Management Policies and Procedures (2006)*.

Our Client complaint management policy outlines how we manage and respond to client complaints. We publish our Client Complaints Annual Report by 30 September each year on our website at www.justice.qld.gov.au/about-us/contact/compliments-complaints.

All DJAG staff are required to complete mandatory client complaints training.

DJAG's Human Rights Complaints management and reporting

When assessing human rights complaints, we have an opportunity to reflect on whether a relevant operation or policy adequately protects and promotes the human rights of those impacted by the operations and policies.

We capture our Human Rights complaints and report from the following complaints management frameworks:

- › Client complaints management framework
- › People & Engagement's employee complaints management framework
- › Ethical Standards complaints, and
- › Right to information and Privacy complaints.

The 2019–20 reporting period has been defined by the commencement of the *Human Rights Act 2019*, with reporting timeframes commencing on 1 January 2020¹. All 2019–20 reporting timeframes for human rights incorporates 1 January 2020 to 30 June 2020. In 2020–21, Human Rights complaints will be captured for the full financial year.

¹ The *Human Rights complaints statistics for 2019–20* is not represented by a linear statistic, but is representative of the number of complaints dealt with by each business area responsible for reviewing Human Rights complaints using their complaints management frameworks.

DJAG Human Rights complaints 2019–20

All four DJAG complaint categories have provided statistics on complaints identified to have a Human Rights element between the 1 January 2020 and 30 June 2020.

Information and Privacy complaints	Ethical Standards complaints	Client complaints management complaints	People & Engagement statistics
3 received	4 received	28 received	2 received
<i>Outcomes</i>	<i>Outcomes</i>	<i>Outcomes</i>	<i>Outcomes</i>
1 – Referral	2 – Reviewed	18 – Finalised	2 – Finalised
1 – No Further Action	No Further Action	6 Further action	2 No Further Action
1 – Explanation	2 – Ongoing	12 No Further Action	Action
		10 – ongoing	

Looking forward — our focus for 2020–21

During 2020–21, DJAG will:

- › deliver high priority business solutions, by building on foundational capabilities and leveraging whole-of-government solutions, wherever possible
- › celebrate NAIDOC Week 2020, as the DJAG flag raising ceremony will be held on 9 November 2020
- › deliver learning and development programs to our staff by exploring how technology can be used to improve learning and development access to regional staff
- › commit to renewing its DFV Accreditation with the new provider, Communicare, and
- › provide support services for those experiencing DFV and continue to work with Government to sustain best practice in DFV prevention.

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Queensland Government

Department of **Justice and Attorney-General**

Financial Statements
for the financial year ended
30 June 2020

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL FINANCIAL STATEMENTS

For the Year Ended 30 June 2020

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DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL FINANCIAL STATEMENTS

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DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
Statement of Comprehensive Income
Year ended 30 June 2020

		2020	2019
OPERATING RESULT	Notes	\$'000	\$'000
Income from Continuing Operations			
Appropriation revenue	B1-1	534,504	489,336
User charges and fees	B1-2	101,841	96,433
Grants and contributions	B1-3	10,734	10,873
Other revenue		880	973
Total Revenue		647,959	597,615
Gains on remeasurement of assets	C2-1	-	322
Total Income from Continuing Operations		647,959	597,937
Expenses from Continuing Operations			
Employee expenses	B2-1	370,773	339,062
Supplies and services	B2-2	194,558	175,276
Grants and subsidies	B2-3	485	1,094
Depreciation and amortisation	B2-4	73,618	70,885
Impairment losses on financial assets	C2-1	42	279
Other expenses	B2-5	1,097	5,729
Total Expenses from Continuing Operations		640,573	592,325
Operating Result for the Year		7,386	5,612
OTHER COMPREHENSIVE INCOME			
<i>Items that will not be reclassified to Operating Result</i>			
Increase (decrease) in asset revaluation surplus	C9-3	6,068	40,119
Total for Items that will not be reclassified to Operating Result		6,068	40,119
TOTAL OTHER COMPREHENSIVE INCOME		6,068	40,119
TOTAL COMPREHENSIVE INCOME		13,454	45,731

The accompanying notes form part of these statements.

Department of Justice and Attorney-General - Statement of Comprehensive Income by Major Departmental Service
for the year ended 30 June 2020

	Justice Services		Legal and Prosecutions Services		Liquor, Gaming and Fair Trading Services		Inter-Departmental Service Eliminations		Total	
	2020	2020	2020	2020	2020	2020	2020	2020	2020	2020
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Continuing Operations										
Appropriation revenue	353,665		94,272		86,567		-		534,504	
User charges and fees	61,506		43,429		5,004		(8,098)		101,841	
Grants and contributions	5,160		4,776		798		-		10,734	
Other revenue	573		227		80		-		880	
Total Revenue	420,904		142,704		92,449		(8,098)		647,959	
Total Income from Continuing Operations	420,904		142,704		92,449		(8,098)		647,959	
Expenses from Continuing Operations										
Employee expenses	208,499		100,019		62,265		(10)		370,773	
Supplies and services	139,866		34,051		28,729		(8,088)		194,558	
Grants and subsidies	413		43		29		-		485	
Depreciation and amortisation	71,273		999		1,346		-		73,618	
Impairment losses on financial assets	15		24		3		-		42	
Other expenses	673		257		167		-		1,097	
Total Expenses from Continuing Operations	420,739		135,393		92,539		(8,098)		640,573	
Operating Result for the Year	165		7,311		(90)		-		7,386	
Other Comprehensive Income										
Increase (decrease) in asset revaluation surplus	6,068		-		-		-		6,068	
Total Comprehensive Income	6,233		7,311		(90)		-		13,454	

Department of Justice and Attorney-General - Statement of Comprehensive Income by Major Departmental Service

for the year ended 30 June 2020

	Justice Services	Legal and Prosecutions Services	Liquor, Gaming and Fair Trading Services	Inter-Departmental Service Eliminations	Total
	2019 \$'000	2019 \$'000	2019 \$'000	2019 \$'000	2019 \$'000
Income from Continuing Operations					
Appropriation revenue	321,773	86,938	80,625	-	489,336
User charges and fees	60,670	38,272	5,785	(8,294)	96,433
Grants and contributions	7,202	3,619	52	-	10,873
Other revenue	619	346	8	-	973
Total Revenue	390,264	129,175	86,470	(8,294)	597,615
Gains on remeasurement of assets	5	317	-	-	322
Total Income from Continuing Operations	390,269	129,492	86,470	(8,294)	597,937
Expenses from Continuing Operations					
Employee expenses	190,315	90,977	57,826	(56)	339,062
Supplies and services	126,893	30,438	26,183	(8,238)	175,276
Grants and subsidies	970	64	60	-	1,094
Depreciation and amortisation	68,276	1,117	1,492	-	70,885
Impairment losses on financial assets	10	268	1	-	279
Other expenses	3,450	1,369	910	-	5,729
Total Expenses from Continuing Operations	389,914	124,233	86,472	(8,294)	592,325
Operating Result for the Year	355	5,259	(2)	-	5,612
Other Comprehensive Income					
Increase (decrease) in asset revaluation surplus	40,119	-	-	-	40,119
Total Comprehensive Income	40,474	5,259	(2)	-	45,731

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
Statement of Financial Position
as at 30 June 2020

	Notes	2020 \$'000	2019 \$'000
Current Assets			
Cash and cash equivalents	C1	67,012	64,623
Receivables	C2	20,251	24,850
Inventories		267	313
Other current assets	C3	7,974	5,953
Total Current Assets		95,504	95,739
Non Current Assets			
Property, plant and equipment	C4	1,174,508	1,200,019
Intangible assets	C5	20,864	15,078
Other non current assets	C3	-	7,048
Total Non Current Assets		1,195,372	1,222,145
Total Assets		1,290,876	1,317,884
Current Liabilities			
Payables	C6	45,868	39,706
Accrued employee benefits	C7	11,757	15,057
Other current liabilities	C8	429	3,055
Total Current Liabilities		58,054	57,818
Non Current Liabilities			
Payables	C6	-	778
Other non current liabilities	C8	105	7,201
Total Non Current Liabilities		105	7,979
Total Liabilities		58,159	65,797
Net Assets		1,232,717	1,252,087
Equity			
Accumulated surplus		696,276	721,582
Asset revaluation surplus	C9-3	536,441	530,505
Total Equity		1,232,717	1,252,087

The accompanying notes form part of these statements.

Department of Justice and Attorney-General - Statement of Assets and Liabilities by Major Departmental Service

as at 30 June 2020

	Justice Services			Legal and Prosecutions Services			Liquor, Gaming and Fair Trading Services			Total
	2020	2019		2020	2019		2020	2019		
	\$'000	\$'000		\$'000	\$'000		\$'000	\$'000		\$'000
Current Assets										
Cash and cash equivalents	30,818	33,190		26,585	19,137		9,609	12,296		64,623
Receivables	7,535	10,225		10,257	11,923		2,459	2,702		20,251
Inventories	267	313		-	-		-	-		267
Other current assets	4,635	4,307		2,129	1,105		1,210	541		7,974
Total Current Assets	43,255	48,035		38,971	32,165		13,278	15,539		95,504
Non Current Assets										
Property, plant and equipment	1,168,265	1,196,069		3,701	2,172		2,542	1,778		1,174,508
Intangible assets	17,227	11,051		1,398	1,557		2,239	2,470		20,864
Other non current assets	-	6,475		-	573		-	-		-
Total Non Current Assets	1,185,492	1,213,595		5,099	4,302		4,781	4,248		1,195,372
Total Assets	1,228,747	1,261,630		44,070	36,467		18,059	19,787		1,317,884
Current Liabilities										
Payables	26,572	24,565		14,344	9,622		4,952	5,519		45,868
Accrued employee benefits	6,502	8,651		3,497	3,989		1,758	2,417		11,757
Other current liabilities	285	2,165		-	284		144	606		429
Total Current Liabilities	33,359	35,381		17,841	13,895		6,854	8,542		58,054
Non Current Liabilities										
Payables	-	307		-	240		-	231		-
Other non current liabilities	-	6,527		-	573		105	101		105
Total Non Current Liabilities	-	6,834		-	813		105	332		105
Total Liabilities	33,359	42,215		17,841	14,708		6,959	8,874		58,159

Department of Justice and Attorney-General - Statement of Changes in Equity
for the year ended 30 June 2020

	Contributed Equity \$'000	Accumulated Surplus \$'000	Asset Revaluation Surplus \$'000	TOTAL \$'000
Balance as at 1 July 2018	-	718,557	517,637	1,236,194
Operating Result				
Operating result for the year	-	5,612	-	5,612
Other Comprehensive Income				
- Increase/(Decrease) in asset revaluation surplus	-	-	40,119	40,119
Total Comprehensive Income for the Year	-	5,612	40,119	45,731
Transactions with Owners as Owners:				
- Appropriated equity injections (Note C9-2)	39,609	-	-	39,609
- Equity withdrawals (Note C9-2)	(65,560)	-	-	(65,560)
- Equity withdrawals non-appropriated	(3,531)	-	-	(3,531)
- Equity classification adjustment (Note C9-3)	29,838	(2,587)	(27,251)	-
- Involuntary asset transfer	(356)	-	-	(356)
Net Transactions with Owners as Owners	-	(2,587)	(27,251)	(29,838)
Balance as at 30 June 2019	-	721,582	530,505	1,252,087
Net effect of changes in accounting policies/prior year adjustments (Note G3-4)	-	1,321	-	1,321
Balance as at 1 July 2019	-	722,903	530,505	1,253,408
Operating Result				
Operating result for the year	-	7,386	-	7,386
Other Comprehensive Income				
- Increase/(Decrease) in asset revaluation surplus	-	-	6,068	6,068
Total Comprehensive Income for the Year	-	7,386	6,068	13,454
Transactions with Owners as Owners:				
- Appropriated equity injections (Note C9-2)	34,940	-	-	34,940
- Equity withdrawals (Note C9-2)	(63,627)	-	-	(63,627)
- Equity withdrawals non-appropriated	(5,458)	-	-	(5,458)
- Equity classification adjustment (Note C9-3)	34,145	(34,013)	(132)	-
Net Transactions with Owners as Owners	-	(34,013)	(132)	(34,145)
Balance as at 30 June 2020	-	696,276	536,441	1,232,717

The accompanying notes form part of these statements.

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
Statement of Cash Flows
for the year ended 30 June 2020

	Notes	2020 \$'000	2019 \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
<i>Inflows:</i>			
Service appropriation receipts		552,010	489,336
User charges and fees		102,848	113,146
Grants and other contributions		6,435	5,694
GST input tax credits from ATO		23,372	20,313
GST collected from customers		5,814	5,412
Interest receipts		11	130
Other		898	1,019
<i>Outflows:</i>			
Employee expenses		(376,822)	(339,571)
Supplies and services		(199,710)	(174,466)
Grants and subsidies		(485)	(1,093)
Insurance premiums		(671)	(668)
GST paid to suppliers		(23,196)	(20,977)
GST remitted to ATO		(5,728)	(5,334)
Other		(339)	(449)
Net cash provided by operating activities	CF-1	84,437	92,492
CASH FLOWS FROM INVESTING ACTIVITIES	CF-2		
<i>Outflows:</i>			
Payments for property, plant and equipment		(39,161)	(39,035)
Payments for intangibles		(8,742)	(3,056)
Net cash used in investing activities		(47,903)	(42,091)
CASH FLOWS FROM FINANCING ACTIVITIES	CF-2		
<i>Inflows:</i>			
Equity injections		34,940	39,609
<i>Outflows:</i>			
Equity withdrawals		(69,085)	(65,560)
Net cash used in financing activities		(34,145)	(25,951)
Net increase (decrease) in cash and cash equivalents		2,389	24,450
Cash and cash equivalents – opening balance		64,623	40,173
Cash and cash equivalents – closing balance	C1	67,012	64,623

The accompanying notes form part of these statements.

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
Statement of Cash Flows
for the year ended 30 June 2020

NOTES TO THE STATEMENT OF CASH FLOWS

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

	2020	2019
	\$'000	\$'000
Operating result	7,386	5,612
<i>Non-Cash items included in operating result:</i>		
Depreciation and amortisation expense	73,618	70,885
Loss on sale of property, plant and equipment	83	135
<i>Change in assets and liabilities:</i>		
(Increase)/decrease in appropriation revenue receivable	-	-
(Increase)/decrease in trade receivables	1,500	16,134
(Increase)/decrease in GST input tax credits receivable	262	(586)
(Increase)/decrease in long service leave reimbursement receivables	(119)	(368)
(Increase)/decrease in annual leave reimbursement receivables	1,006	(629)
(Increase)/decrease in equity injection receivable	1,944	(3,506)
(Increase)/decrease in other receivables	6	171
(Increase)/decrease in inventories	46	10
(Increase)/decrease in other current assets	(2,021)	(1,823)
(Increase)/decrease in other non current assets	7,048	(6,612)
Increase/(decrease) in accounts payable	6,157	3,299
Adjustment for straight-line and lease incentive reversals	1,321	-
Increase/(decrease) in non current accounts payable	(778)	778
Increase/(decrease) in accrued employee benefits	(3,300)	492
Increase/(decrease) in unearned revenue	(453)	(158)
Increase/(decrease) in lease incentive liability	(9,279)	8,658
Increase/(decrease) in security deposits	10	-
Net Cash Provided by Operating Activities	84,437	92,492

CF-2 Non-Cash Investing and Financing Activities

Assets and liabilities received or donated/transferred by the department are recognised as revenues (refer Note B1-3) or expenses (refer Note B2-3) as applicable.

SECTION 1
ABOUT THE DEPARTMENT AND THIS FINANCIAL REPORT

A1 BASIS OF FINANCIAL STATEMENT PREPARATION

A1-1 GENERAL INFORMATION

The Department of Justice and Attorney-General ('the department') is a Queensland Government department established under the *Public Service Act 2008* and controlled by the State of Queensland, which is the ultimate parent.

The head office and principal place of business of the department is 50 Ann Street, Brisbane Qld 4000.

A1-2 COMPLIANCE WITH PRESCRIBED REQUIREMENTS

The Department of Justice and Attorney-General has prepared these financial statements in compliance with section 38 of the *Financial and Performance Management Standard 2019*. The financial statements comply with Queensland Treasury's Minimum Reporting Requirements for reporting periods beginning on or after 1 July 2019.

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

New accounting standards early adopted and/or applied for the first time in these financial statements are outlined in Note G3.

A1-3 PRESENTATION

Currency and Rounding

Amounts included in the financial statements are in Australian dollars and rounded to the nearest \$1,000 or, where that amount is \$500 or less, to zero, unless disclosure of the full amount is specifically required.

Comparatives

Comparative information reflects the audited 2018-19 financial statements.

Current/Non-Current Classification

Assets and liabilities are classified as either 'current' or 'non-current' in the Statement of Financial Position and associated notes.

Assets are classified as 'current' where their carrying amount is expected to be realised within 12 months after the reporting date. Liabilities are classified as 'current' when they are due to be settled within 12 months after the reporting date, or the department does not have an unconditional right to defer settlement to beyond 12 months after the reporting date.

All other assets and liabilities are classified as non-current.

A1-4 AUTHORISATION OF FINANCIAL STATEMENTS FOR ISSUE

The financial statements are authorised for issue by the Director-General and the Executive Director, Financial Services at the date of signing the Management Certificate.

A1-5 BASIS OF MEASUREMENT

Historical cost is used as the measurement basis in this financial report except for the following:

- Land, buildings and heritage and cultural assets which are measured at fair value;
- Provisions expected to be settled 12 or more months after reporting date which are measured at their present value; and
- Inventories which are measured at the lower of cost and net realisable value.

A1 BASIS OF FINANCIAL STATEMENT PREPARATION (continued)

A1-5 BASIS OF MEASUREMENT (continued)

Historical cost

Under historical cost, assets are recorded at the amount of cash or cash equivalents paid or the fair value of the consideration given to acquire assets at the time of their acquisition. Liabilities are recorded at the amount of proceeds received in exchange for the obligation or at the amounts of cash or cash equivalents expected to be paid to satisfy the liability in the normal course of business.

Fair Value

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

- The *market approach* uses prices and other relevant information generated by market transactions involving identical or comparable assets, liabilities or a group of assets and liabilities, such as a business.
- The *cost approach* reflects the amount that would be required currently to replace the service capacity of an asset. This method includes the current replacement cost methodology.
- The *income approach* converts multiple future cash flow amounts to a single current (i.e. discounted) amount. When the income approach is used, the fair value measurement reflects current market expectations about those future amounts.

Where fair value is used, the fair value approach is disclosed.

Present Value

Present value represents the present discounted value of the future net cash inflows that the item is expected to generate (in respect of assets) or the present discounted value of the future net cash outflows expected to settle (in respect of liabilities) in the normal course of business.

Net Realisable Value

Net realisable value represents the amount of cash or cash equivalents that could currently be obtained by selling an asset in an orderly disposal.

A1-6 THE REPORTING ENTITY

The financial statements include all income, expenses, assets, liabilities and equity of the department. The department has no controlled entities.

A2 DEPARTMENTAL OBJECTIVES

The objective of the Department of Justice and Attorney-General is to provide justice-related services to the community, which are supported and enabled by our justice capability to achieve our vision: Justice for all through safe, fair and responsible communities.

The identity and purpose of the major departmental services undertaken by the department during the year are as follows:

- Justice Services contributes to a fair, safe and responsible Queensland, to provide the community with fair, timely and accessible justice services through courts and tribunals, coronial, civil and criminal mediation services. By protecting the rights and interests of vulnerable adults and children through court services and appropriate community protection and oversight, it upholds the rights of Queenslanders and ensures they are treated fairly and justly. Births, deaths and marriages registration services protect access to individual legal and social rights through validated identity documents.
- Legal and Prosecutions provides independent legal services for the department, public sector agencies and the state. This service area enables a resolution of serious criminal cases that bring the guilty to justice and safeguard the innocent from wrongful conviction; ensures the state is legally protected; builds safe communities and provides oversight of child protection.
- Liquor, Gaming and Fair Trading provides regulatory and consumer protection services across the liquor, gaming and general services sectors. It encourages marketplace and industry integrity, fosters business and consumer confidence, implements initiatives that reduce the risk of harm from liquor and gambling and supports business, the community, and not-for-profit organisations by streamlining and modernising regulatory processes to make it easier to do business.

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
Notes to the Financial Statements
for the year ended 30 June 2020

SECTION 2
NOTES ABOUT OUR FINANCIAL PERFORMANCE

B1 REVENUE

B1-1 APPROPRIATION REVENUE

	2020 \$'000	2019 \$'000
Reconciliation of payments from Consolidated Fund to appropriated revenue recognised in operating result		
Original budgeted appropriation	554,440	500,663
Supplementary amounts:		
Transfers from/to other headings (variation in headings)	(3,967)	-
Lapsed appropriation	-	(11,327)
Total appropriation received (cash)	550,473	489,336
Plus: Opening balance of deferred appropriation payable to Consolidated Fund	6,389	1,885
Less: Closing balance of deferred appropriation payable to Consolidated Fund	22,358	6,389
Net appropriation revenue	534,504	484,832
Plus: Deferred appropriation payable to Consolidated Fund (expense in 2018-19)	-	4,504
Appropriation Revenue recognised in Statement of Comprehensive Income	534,504	489,336
Variance between original budgeted and actual appropriation revenue	19,936	11,327

Accounting policy - Appropriation revenue

Appropriation provided under the *Appropriation Act 2019* is recognised as revenue when received. Where the department has an obligation to return unspent (or unapplied) appropriation receipts to Consolidated Fund at year end (a deferred appropriation repayable to Consolidated Fund), a liability is recognised with a corresponding reduction to appropriation revenue, reflecting the net appropriation revenue position with Consolidated Fund for the reporting period. Prior to 1 July 2019, any liability at the end of the financial year for deferred appropriation repayable was debited to expense under the requirements of the superseded AASB 1004 *Contributions* (refer Note B2-5). Capital appropriations are recognised as adjustments to equity, refer to Note C9-2.

Amounts appropriated to the department for transfer to other entities in accordance with legislative or other requirements are reported as 'administered' item appropriations - refer to Note F1-1.

B1-2 USER CHARGES AND FEES

Revenue from contracts with customers		
Sale of services	49,771	45,128
Sale of goods	13,213	13,572
Licence fees	183	174
Other user charges and fees		
Court and regulatory fees	38,430	37,316
Property rental	244	243
Total	101,841	96,433

Accounting policy – Sale of services, goods and licence fees

Sale of services

Revenue from sale of services principally comprises Crown Law services which are provided over 12 to 24 months, and customers simultaneously receive and consume the benefits provided during that period. The department does not invoice for services rendered until the end of the service delivery period. The department recognises revenue progressively as the services are provided each month and a contract asset representing the department's right to consideration for services delivered but not yet billed.

Sale of goods

Revenue from sale of goods which principally comprises the issuance of life event certificates and sale of Justice of the Peace manuals and materials, are recognised on transfer of the goods to the customer, which is the sole performance obligation. The adoption of AASB 15 *Revenue from Contracts with Customers* in 2019-20 did not change the timing of revenue recognition for most sale of goods. Based on the department's past experience, the amount of refunds for returned goods is not expected to be material, so the full selling price is recognised as revenue.

Licence fees

Revenue for all licence fees is recognised when the licence is issued. This has materially the same accounting outcome as the department's 2018-19 accounting treatment of recognising the revenue upon receipt of the licence fee.

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
Notes to the Financial Statements
for the year ended 30 June 2020

B1 REVENUE (continued)

B1-2 USER CHARGES AND FEES (continued)

Accounting policy – Property rental

Revenue from venue hire and employee housing is recognised on delivery or completion of each service. The accounting treatment is the same as used in 2018-19 under AASB 118 *Revenue*.

Fees and fines collected, but not controlled, by the department are reported as administered revenue – refer to Note F1-1.

B1-3 GRANTS AND CONTRIBUTIONS

	2020	2019
	\$'000	\$'000
Other grants and contributions		
State government grants	5,971	5,562
Commonwealth grants	33	319
Industry contributions	422	555
Goods and services received below fair value	4,307	4,437
Other	1	-
Total	10,734	10,873

Accounting policy – Grants and Contributions

Grants, contributions and donations revenue arise from non-exchange transactions where the department does not directly give approximately equal value to the grantor.

Where the grant agreement is enforceable and contains sufficiently specific performance obligations for the department to transfer goods or services to a third-party on the grantor's behalf, the transaction is accounted for under AASB 15 *Revenue from Contracts with Customers*. In this case, revenue is initially deferred (as a contract liability) and recognised as or when the performance obligations are satisfied.

Otherwise, the grant is accounted for under AASB 1058 *Income of Not-for-Profit Entities*, whereby revenue is recognised upon receipt of the grant funding, except for special purpose capital grants received to construct non-financial assets to be controlled by the department. Special purpose capital grants are recognised as unearned revenue when received, and subsequently recognised progressively as revenue as the department satisfies its obligations under the grant through construction of the asset.

Disclosure – Grants and contributions

The department has a number of grant arrangements with the Commonwealth and State Government that relate to funding of activity-based services. None of these arrangements have been identified as having sufficiently specific performance obligations under enforceable grant agreements. All grant revenues for the department are recognised upon receipt. The department has only one grant that is funded by the Commonwealth in the current financial year. All other grants are funded by the State Government.

Grants – recognised upfront

The department received \$5.971 million in 2019-20 from the State Government as grants and contributions. This funding has been recognised as revenue on receipt as the department's obligations are not sufficiently specific.

Noteworthy grants received by the department in 2019-20 are as follows:

\$3.591 million (2019: \$3.543 million) received from the Legal Assistance Service Program for the Legal Services Commission and associated disciplinary functions and \$1.192 million (2019: \$1.172 million) received from the Public Trustee of Queensland in accordance with section 63A of the *Public Trustee Act 1978* for the operations of the Office of the Public Guardian.

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
Notes to the Financial Statements
for the year ended 30 June 2020

B1 REVENUE (continued)

B1-3 GRANTS AND CONTRIBUTIONS (continued)

Accounting policy – Services received below fair value

Contributions of services are recognised only if the services would have been purchased if they had not been donated and their fair value can be measured reliably. Where this is the case, an equal amount is recognised as revenue and an expense.

Disclosure - Services received below fair value

		2020	2019
		\$'000	\$'000
** Received from	Goods/Services		
Department of Housing and Public Works	Archival services	4,306	4,437
Office of Industrial Relations	Labour costs	1	-
		<u>4,307</u>	<u>4,437</u>

B2 EXPENSES

B2-1 EMPLOYEE EXPENSES

Employee benefits

Wages and salaries *	290,083	264,897
Annual leave levy/expense	29,882	27,620
Employer superannuation contributions	38,077	35,440
Long service leave levy/expense	6,763	5,389
Termination benefits	888	617
Other employee benefits	1,397	1,473

Employee related expenses

Workers' compensation premium	1,325	1,240
Other employee related expenses	2,358	2,386
Total	<u>370,773</u>	<u>339,062</u>

* Wages and salaries includes \$4,108,867 of \$1,250 one-off, pro-rata payments for 3,287 full-time equivalent employees (announced in September 2019).

	2020	2019
Full-time equivalent employees	3,455	3,392

Accounting policy – Wages and salaries

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

Accounting policy - Sick leave

Prior history indicates that on average, sick leave taken each reporting period is less than the entitlement accrued. This is expected to continue in future periods. Accordingly, it is unlikely that existing accumulated entitlements will be used by employees and no liability for unused sick leave entitlements is recognised. As sick leave is non-vesting, an expense is recognised for this leave as it is taken.

Accounting policy - Annual leave

The Queensland Government's Annual Leave Central Scheme (ALCS) became operational on 30 June 2008 for departments, commercialised business units and shared service providers. Under this scheme, a levy is made on the department to cover the cost of employees' annual leave (including leave loading and on-costs). The levies are expensed in the period in which they are payable. Amounts paid to employees for annual leave are claimed from the scheme quarterly in arrears.

Accounting policy - Long service leave

Under the Queensland Government's Long Service Leave Scheme, a levy is made on the department to cover the cost of employees' long service leave. The levies are expensed in the period in which they are payable. Amounts paid to employees for long service leave are claimed from the scheme quarterly in arrears.

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
Notes to the Financial Statements
for the year ended 30 June 2020

B2 EXPENSES (continued)

B2-1 EMPLOYEE EXPENSES (continued)

Accounting policy - Superannuation

Post-employment benefits for superannuation are provided through defined contribution (accumulation) plans or the Queensland Government's QSuper defined benefit plan as determined by the employee's conditions of employment.

Defined Contribution Plans - Contributions are made to eligible complying superannuation funds based on the rates specified in the relevant EBA or other conditions of employment. Contributions are expensed when they are paid or become payable following completion of the employee's service each pay period.

Defined Benefit Plan - The liability for defined benefits is held on a whole-of-Government basis and reported in those financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*. The amount of contributions for defined benefit plan obligations is based upon the rates determined on the advice of the State Actuary. Contributions are paid by the department at the specified rate following completion of the employee's service each pay period. The department's obligations are limited to those contributions paid.

Accounting policy – Workers' compensation premiums

The department pays premiums to WorkCover Queensland in respect of its obligations for employee compensation. Workers' compensation insurance is a consequence of employing employees, but is not counted in an employee's total remuneration package. It is not employee benefits and is recognised separately as employee related expenses.

Key management personnel and remuneration disclosures are detailed in Note G1.

B2-2 SUPPLIES AND SERVICES

	2020	2019
	\$'000	\$'000
Property utilities and maintenance	32,834	30,010
Outsourced works	28,115	25,371
Office accommodation	24,596	25,440
Consultants and contractors	27,121	13,329
Computing expenses	16,609	16,101
Payment for shared services and other service contributions	9,744	10,321
Travel	6,118	7,421
Printing, postage and stationery	5,347	5,290
Telephone	4,858	3,966
Witness and juror fees	5,314	6,122
Police checks	6,638	5,989
Document archiving and destruction costs	5,331	5,377
Plant and equipment maintenance	3,216	2,991
Conveyance / burial of deceased persons	3,415	3,230
Other *	15,302	14,318
Total	194,558	175,276

* Supplies and services - other includes expenditure for engagement of external professionals by Crown Law, subscriptions, legal costs, motor vehicle expenses and purchases of portable and attractive items.

Accounting policy – Distinction between grants and procurement

For a transaction to be classified as supplies and services, the value of goods or services received by the department must be of approximately equal value to the value of the consideration exchanged for those goods or services. Where this is not the substance of the arrangement, the transaction is classified as a grant in Note B2-3.

Office accommodation

The Department of Housing and Public Works (DHPW) provides the department with access to office accommodation, employee housing and motor vehicles under government-wide frameworks. These arrangements are categorised as procurement of services rather than as leases because DHPW has substantive substitution rights over the assets.

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
Notes to the Financial Statements
for the year ended 30 June 2020

B2 EXPENSES (continued)

B2-3 GRANTS AND SUBSIDIES

	2020	2019
	\$'000	\$'000
Women's Legal Service Queensland	21	112
Community Legal Centres Queensland	90	-
Supreme Court Library Queensland	-	290
Environmental Defenders Office Queensland	-	133
National Coroners' Information System	107	107
National Judicial College of Australia	85	72
Australian Institute of Criminology	45	44
Australasian Institute of Judicial Administration	47	43
Australian and New Zealand School of Government	27	28
Australian Pro Bono Centre	20	20
LawRight Indigenous Legal Health Check Project	-	58
Child Protection Litigation Process Review Project	-	50
Other	43	137
Total	485	1,094

B2-4 DEPRECIATION AND AMORTISATION

Depreciation (Note C4-1 & C4-5)	70,698	68,010
Amortisation (Note C5-1 & C5-3)	2,920	2,875
Total	73,618	70,885

B2-5 OTHER EXPENSES

Deferred appropriation payable to Consolidated Fund	-	4,504
Insurance premium - Queensland Government Insurance Fund	671	667
External audit fees	323	310
Losses: Other	1	-
Public property	83	135
Special payments:		
Ex-gratia payments	1	106
Other	18	7
Total	1,097	5,729

Audit fees

Total audit fees quoted by the Queensland Audit Office relating to the 2019-20 financial statements are \$323,000 (2019: \$315,000). There are no non-audit services included in this amount.

Special payments

Special payments represent ex gratia expenditure and other expenditure that the department is not contractually or legally obligated to make to other parties. Special payments during 2019-20 did not include any payments over \$5,000.

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
Notes to the Financial Statements
for the year ended 30 June 2020

SECTION 3
NOTES ABOUT OUR FINANCIAL POSITION

C1 CASH AND CASH EQUIVALENTS

	2020 \$'000	2019 \$'000
Imprest accounts	41	43
Cash at bank	66,971	64,580
Total	67,012	64,623

Accounting policy - Cash and cash equivalents

For the purposes of the Statement of Financial Position and the Statement of Cash Flows, cash assets include all cash and cheques receipted but not banked at 30 June.

Departmental bank accounts grouped within the whole-of-Government set-off arrangement with the Queensland Treasury Corporation do not earn interest on surplus funds, except for Crown Law, which operates its own bank account and is still part of the Cash Management Incentives Regime and had a balance as at 30 June 2020 of \$21.1 million (2019: \$16.0 million). Interest earned on cash deposited with the Queensland Treasury Corporation earned up to 0.21% in 2020 (2019: 0.21% to 1.08%).

C2 RECEIVABLES

Trade debtors	5,397	6,486
Less: Allowance for impairment loss	(112)	(115)
	5,285	6,371
Contract assets	4,583	4,324
GST receivable	2,572	2,834
Long service leave reimbursements	1,552	1,433
Annual leave reimbursements	4,072	5,078
Equity injection receivable	1,562	3,506
Other	625	1,304
Total	20,251	24,850

Accounting policy - Receivables

Receivables are measured at amortised cost which approximates their fair value at reporting date.

Trade debtors are recognised at the amounts due at the time of sale or service delivery i.e. the agreed purchase/contract price. Settlement of these amounts is required within 30 days from invoice date.

Other debtors generally arise from transactions outside the usual operating activities of the department and are recognised at their assessed values. Terms are a maximum of three months, no interest is charged and no security is obtained.

Disclosure – Receivables

The balance of trade debtors arising from contracts with customers at 30 June 2020 is \$3.728 million (1 July 2019: \$4.065 million).

Disclosure – Contract assets

Contract assets arise from contracts with customers, and are transferred to trade debtors when the department's right to payment becomes unconditional, this usually occurs when the invoice is issued to the customer.

Accrued revenue that do not arise from contracts with customers are reported as part of Other.

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
Notes to the Financial Statements
for the year ended 30 June 2020

C2 RECEIVABLES (continued)

C2-1 IMPAIRMENT OF RECEIVABLES

Accounting policy - Impairment of receivables

The loss allowance for trade and other debtors reflects lifetime expected credit losses and incorporates reasonable and supportable forward-looking information, including forecast economic changes expected to impact the department's debtors, along with relevant industry and statistical data where applicable.

Where the department has no reasonable expectation of recovering an amount owed by a debtor, the debt is written-off by directly reducing the receivable against the loss allowance. This occurs when the debt is past due and the department has ceased enforcement activity. If the amount of debt written off exceeds the loss allowance, the excess is recognised as an impairment loss.

Disclosure – Credit risk exposure of receivables

The maximum exposure to credit risk at balance date for receivables is the gross carrying amount of those assets. No collateral is held as security and there are no other credit enhancements relating to the department's receivables.

The department uses a provision matrix to measure the expected credit losses on trade and other debtors. Loss rates are calculated separately for groupings of customers with similar loss patterns. In monitoring customer credit risk, customers are grouped according to their credit characteristics, including whether they are secured or unsecured and whether they are in a payment plan.

The calculations reflect historical observed default rates calculated using credit losses experienced on past sales transactions during the last 5 years preceding 30 June 2020 for each group. The historical default rates are then adjusted by reasonable and supportable forward-looking information for expected changes in macroeconomic indicators that affect the future recovery of those receivables. For the Department of Justice and Attorney-General, a change in the unemployment rate is determined to be the most relevant forward-looking indicator for all groups of receivables. Actual credit losses over the 5 years preceding 30 June 2020 have been correlated against changes in the unemployment rate and based on those results, the historical default rates are adjusted based on expected changes to that indicator.

Set out below is the credit risk exposure on the department's trade and other debtors broken down by customer groupings and by aging band.

Impairment group – Receivables from general debtors

	2020			2019		
	Gross receivables	Loss rate	Expected credit losses	Gross receivables	Loss rate	Expected credit losses
	\$'000	%	\$'000	\$'000	%	\$'000
Aging						
Current	223	0.09%	-	241	0.06%	-
1 to 30 days overdue	194	0.12%	-	122	0.16%	-
31 to 60 days overdue	4	0.45%	-	1	0.54%	-
61 to 90 days overdue	25	1.53%	-	-	1.30%	-
> 90 days overdue	47	3.70%	2	16	2.45%	-
Total	493		2	380		-

Impairment group – Receivables from employee debtors

	2020			2019		
	Gross receivables	Loss rate	Expected credit losses	Gross receivables	Loss rate	Expected credit losses
	\$'000	%	\$'000	\$'000	%	\$'000
Aging						
Current	3	18.35%	1	4	35.22%	2
31 to 60 days overdue	1	42.43%	-	-	46.97%	-
> 90 days overdue	38	61.35%	23	25	51.72%	13
Total	42		24	29		15

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
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C2 RECEIVABLES (continued)

C2-1 IMPAIRMENT OF RECEIVABLES (continued)

Impairment group – Legal Services Commission court cost receivables

	2020			2019		
	Gross receivables	Loss rate	Expected credit losses	Gross receivables	Loss rate	Expected credit losses
	\$'000	%	\$'000	\$'000	%	\$'000
Aging						
Current	73	37.78%	28	69	35.58%	25
1 to 30 days overdue	-	63.26%	-	47	43.29%	21
61 to 90 days overdue	-	65.31%	-	2	46.89%	1
> 90 days overdue	76	70.77%	54	95	53.37%	51
Total	149		82	213		98

Impairment group – Receivables from government debtors

	2020			2019		
	Gross receivables	Loss rate	Expected credit losses	Gross receivables	Loss rate	Expected credit losses
	\$'000	%	\$'000	\$'000	%	\$'000
Aging						
Current	3,139	0.00%	-	4,818	0.00%	-
1 to 30 days overdue	580	0.00%	-	372	0.00%	-
31 to 60 days overdue	384	0.00%	-	445	0.00%	-
61 to 90 days overdue	276	0.00%	-	156	0.00%	-
> 90 days overdue	334	0.00%	-	73	0.00%	-
Total	4,713		-	5,864		-

Disclosure - Movement in loss allowance for trade and other debtors

	2020 \$'000	2019 \$'000
Loss allowance as at 1 July	115	426
Increase/decrease in allowance recognised in the operating result	42	(43)
Amounts written-off during the year in respect of bad debts*	(45)	(268)
Loss allowance as at 30 June	112	115

* All known bad debts were written-off as at 30 June.

C3 OTHER ASSETS

Current

Prepayments	7,974	3,801
Lease incentive asset (Note G3-4)	-	2,152
Total	7,974	5,953

Non-Current

Lease incentive asset (Note G3-4)	-	7,048
Total	-	7,048

Department of Justice and Attorney-General
Notes to the Financial Statements
for the year ended 30 June 2020

C4 PROPERTY, PLANT AND EQUIPMENT AND DEPRECIATION EXPENSE

C4-1 CLOSING BALANCES AND RECONCILIATION OF CARRYING AMOUNT

30 June 2020	Land	Buildings	Heritage and Cultural Assets	Plant and Equipment	Work In Progress (WIP)	Total
	2020 \$'000	2020 \$'000	2020 \$'000	2020 \$'000	2020 \$'000	2020 \$'000
Gross	173,956	1,578,822	66,542	88,795	10,343	1,918,458
Less: Accumulated depreciation	-	(639,604)	(47,109)	(57,237)	-	(743,950)
Carrying amount at 30 June 2020	173,956	939,218	19,433	31,558	10,343	1,174,508
<i>Represented by movements in carrying amount:</i>						
Carrying amount at 1 July 2019	171,184	955,168	20,279	28,767	24,621	1,200,019
Acquisitions	-	-	100	121	38,940	39,161
Donations received / (made)	(13)	-	-	-	-	(13)
Disposals	-	-	(31)	(3)	-	(34)
Transfers between classes and intangible assets	-	41,067	575	11,576	(53,218)	-
Revaluation increments	2,868	3,078	205	-	-	6,151
Revaluation decrements	(83)	-	-	-	-	(83)
Assets not previously recognised	-	-	-	5	-	5
Depreciation expense	-	(60,095)	(1,695)	(8,908)	-	(70,698)
Carrying amount at 30 June 2020	173,956	939,218	19,433	31,558	10,343	1,174,508

Department of Justice and Attorney-General
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C4 PROPERTY, PLANT AND EQUIPMENT AND DEPRECIATION EXPENSE (continued)

C4-1 CLOSING BALANCES AND RECONCILIATION OF CARRYING AMOUNT (continued)

30 June 2019	Land	Buildings	Heritage and Cultural Assets	Plant and Equipment	Work In Progress (WIP)	Total
	2019 \$'000	2019 \$'000	2019 \$'000	2019 \$'000	2019 \$'000	2019 \$'000
Gross	171,184	1,532,832	65,535	84,347	24,621	1,878,519
Less: Accumulated depreciation	-	(577,664)	(45,256)	(55,580)	-	(678,500)
Carrying amount at 30 June 2019	171,184	955,168	20,279	28,767	24,621	1,200,019
<i>Represented by movements in carrying amount:</i>						
Carrying amount at 1 July 2018	165,977	970,537	21,041	25,751	3,912	1,187,218
Acquisitions	-	-	-	766	38,269	39,035
Disposals	-	(119)	-	(15)	-	(134)
Transfers between classes and intangible assets	-	8,462	141	11,104	(17,560)	2,147
Involuntary asset transfer	-	-	-	(356)	-	(356)
Revaluation increments	5,320	34,221	691	-	-	40,232
Revaluation decrements	(113)	-	-	-	-	(113)
Depreciation expense	-	(57,933)	(1,594)	(8,483)	-	(68,010)
Carrying amount at 30 June 2019	171,184	955,168	20,279	28,767	24,621	1,200,019

C4 PROPERTY, PLANT AND EQUIPMENT AND DEPRECIATION EXPENSE (continued)

C4-2 RECOGNITION AND ACQUISITION

Accounting policy – Recognition

Basis of capitalisation and recognition thresholds

Items of property, plant and equipment with a historical cost or other value equal to or exceeding the following thresholds in the year of acquisition are reported as property, plant and equipment in the following classes:

Buildings (including land improvements)	\$10,000
Land	\$1
Plant and Equipment	\$5,000
Other (including heritage & cultural)	\$5,000

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

Expenditure on property, plant and equipment is capitalised where it is probable that the expenditure will produce future service potential for the department. Subsequent expenditure is only added to an asset's carrying amount if it increases the service potential or useful life of that asset. Maintenance expenditure that merely restores original service potential (lost through ordinary wear and tear) is expensed.

Componentisation of complex assets

The department's complex assets are its special purpose courthouses.

Complex assets comprise separately identifiable components (or groups of components) of significant value, that require replacement at regular intervals and at different times to other components comprising the complex asset. Components are separately recorded and valued on the same basis as the asset class to which they relate. The accounting policy for depreciation of complex assets, and estimated useful lives of components, are disclosed in Note C4-5.

On initial recognition, the asset recognition thresholds outlined above apply to the complex asset as a single item. Where the complex asset qualifies for recognition, components are then separately recorded in line with the Department's complex asset component structures. The complex assets are componentised to ensure a more accurate recognition of depreciation expense.

When a separately identifiable component (or group of components) of significant value is replaced, the existing component(s) is derecognised. The replacement component(s) is capitalised when it is probable that future economic benefits from the significant component will flow to the department in conjunction with the other components comprising the complex asset and the cost exceeds the asset recognition thresholds specified above. Replacement components that do not meet the asset recognition thresholds for capitalisation are expensed.

Accounting policy – Cost of acquisition

Historical cost is used for the initial recording of all property, plant and equipment acquisitions. Historical cost is determined as the value given as consideration and costs incidental to the acquisition (such as architects' fees and engineering design fees), plus all other costs incurred in getting the assets ready for use.

Where assets are received free of charge from another Queensland Government entity (whether as a result of a machinery-of-Government change or other involuntary transfer), the acquisition cost is recognised as the carrying amount in the books of the other entity immediately prior to the transfer.

Assets acquired at no cost or for nominal consideration, other than from another Queensland Government entity, are recognised at their fair value at date of acquisition.

C4 PROPERTY, PLANT AND EQUIPMENT AND DEPRECIATION EXPENSE (continued)

C4-3 MEASUREMENT USING HISTORICAL COST

Accounting policy

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

C4-4 MEASUREMENT USING FAIR VALUE

Accounting policy

Land, buildings and heritage and cultural assets are measured at fair value as required by Queensland Treasury's Non-Current Asset Policies for the Queensland Public Sector. These assets are reported at their revalued amounts, being the fair value at the date of valuation, less any subsequent accumulated depreciation and subsequent accumulated impairment losses where applicable.

The cost of items acquired during the financial year has been judged by management of the Department of Justice and Attorney-General to materially represent their fair value at the end of the reporting period.

Property, plant and equipment classes measured at fair value are revalued on an annual basis by appraisals undertaken by an independent professional valuer, or by the use of appropriate and relevant indices. For financial reporting purposes, the revaluation process is managed by a team in the department's Financial Services Branch, who determine the specific revaluation practices and procedures. Financial Services Branch reviewed its revaluation practices to ensure compliance with AASB 13 and reported the revaluation outcomes to the department's Audit and Risk Management Committee.

Use of Specific Appraisals

Revaluations using independent professional valuer appraisals are undertaken at least once every five years. However, if a particular asset class experiences significant and volatile changes in fair value, that class is subject to specific appraisal in the reporting period, where practicable, regardless of the timing of the last specific appraisal. This is arranged by the Financial Services Branch in consultation with the Audit and Risk Management Committee.

The fair values reported by the department are based on appropriate valuation techniques that maximise the use of available and relevant observable inputs and minimise the use of unobservable inputs (as defined in Note D1-1). Materiality is considered in determining whether the difference between the carrying amount and the fair value of an asset is material (in which case revaluation is warranted).

Use of Indices

Where assets have not been specifically appraised in the reporting period, their previous valuations are materially kept up-to-date via the application of relevant indices. The Department of Justice and Attorney-General ensures that the application of such indices results in a valid estimation of the assets' fair values at reporting date. AssetVal Pty Ltd supplies the indices used for the various types of assets. Such indices are either publicly available, or are derived from market information available to AssetVal Pty Ltd. AssetVal Pty Ltd provides assurance of their robustness, validity and appropriateness for application to the relevant assets. Indices used are also tested for reasonableness by applying the indices to a sample of assets, comparing the results to similar assets that have been valued by an independent professional valuer or internal expert, and analysing the trend of changes in values over time. Through this process, which is undertaken annually, management assesses and confirms the relevance and suitability of indices provided by AssetVal Pty Ltd based on the departments' own particular circumstances.

Accounting for Changes in Fair Value

Any revaluation increment arising on the revaluation of an asset is credited to the revaluation surplus of the appropriate class, except to the extent it reverses a revaluation decrement for the class previously recognised as an expense. A decrease in the carrying amount on revaluation is charged as an expense, to the extent it exceeds the balance, if any, in the revaluation surplus relating to that asset class.

For specific appraisal asset revaluations using a cost valuation approach (e.g. current replacement cost) - accumulated depreciation is adjusted to equal the difference between the gross amount and carrying amount, after taking into account accumulated impairment losses. In the case of index based asset revaluations the accumulated depreciation is adjusted in line with the index applied. These valuations are referred to as the 'gross method'.

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C4 PROPERTY, PLANT AND EQUIPMENT AND DEPRECIATION EXPENSE (continued)

C4-5 DEPRECIATION EXPENSE

Accounting policy

Property, plant and equipment is depreciated on a straight-line basis so as to allocate the net cost or revalued amount of each asset, less any estimated residual value, progressively over its estimated useful life to the department.

Land and artwork are not depreciated as they have an unlimited useful life.

Key Judgement: Straight line depreciation is used as that is consistent with the even consumption of service potential of these assets over their useful life to the department.

Separately identifiable components of complex assets are depreciated according to the useful lives of each component, as doing so results in a material impact on the depreciation expense reported.

Any expenditure that increases the originally assessed capacity or service potential of an asset is capitalised and the new depreciable amount is depreciated over the remaining useful life of the asset to the department.

Assets under construction (work-in-progress) are not depreciated until construction is complete and the asset is put to use or is ready for its intended use, whichever is the earlier. These assets are then reclassified to the relevant class within property, plant and equipment.

Major spares purchased specifically for particular assets are capitalised and depreciated on the same basis as the asset to which they relate.

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

For the department's depreciable assets, the estimated amount to be received on disposal at the end of their useful life (residual value) is determined to be zero.

Depreciation Rates

Key Estimates : Depreciation rates for each class of depreciable asset (including significant identifiable components):

Class	Useful Life
Buildings – Courthouses:	
Fabric	50 - 60 years
Roof	25 - 30 years
Fixtures & Fittings	25 - 30 years
Air Conditioning	13 - 15 years
Fire Protection	13 - 15 years
Electric Light and Power	20 - 24 years
Communications	10 - 12 years
Lifts	15 years
Security	10 - 12 years
Infrastructure	50 - 60 years
Plant and equipment:	
Leasehold improvements	2 - 30 years
Audio equipment	2 - 24 years
Computer equipment	3 - 26 years
Office equipment	3 - 18 years
Electrical equipment	12 - 14 years
Furniture	7 - 21 years
Plant and machinery	7 years
Other	4 - 18 years

C4 PROPERTY, PLANT AND EQUIPMENT AND DEPRECIATION EXPENSE (continued)

C4-6 IMPAIRMENT

Accounting policy

Indicators of impairment and determining recoverable amount

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

- As a not-for-profit entity, certain property, plant and equipment of the department is held for the continuing use of its service capacity and not for the generation of cash flows. Such assets are typically specialised in nature. In accordance with AASB 136, where such assets are measured at fair value under AASB 13, that fair value (with no adjustment for disposal costs) is effectively deemed to be the recoverable amount. As a consequence, AASB 136 does not apply to such assets unless they are measured at cost.
- For other non-specialised property, plant and equipment measured at fair value, where indicators of impairment exist, the only difference between the asset's fair value and its fair value less costs of disposal is the incremental costs attributable to the disposal of the asset. Consequently, the fair value of the asset determined under AASB 13 will materially approximate its recoverable amount where the disposal costs attributable to the asset are negligible. After the revaluation requirements of AASB 13 are first applied to these assets, applicable disposal costs are assessed and, in the circumstances where such costs are not negligible, further adjustments to the recoverable amount are made in accordance with AASB 136.

For all other remaining assets measured at cost, and assets within the economic entity held for the generation of cash flows recoverable amount is equal to the higher of the fair value less costs of disposal and the asset's value in use.

Value in use is equal to the present value of the future cash flows expected to be derived from the asset, or where the department no longer uses an asset and has made a formal decision not to reuse or replace the asset, the value in use is the present value of net disposal proceeds.

Recognising impairment losses

For assets measured at fair value, the impairment loss is treated as a revaluation decrease and offset against the revaluation surplus of the relevant class to the extent available. Where no asset revaluation surplus is available in respect of the class of asset, the loss is expensed in the Statement of Comprehensive Income as a revaluation decrement.

For assets measured at cost, an impairment loss is recognised immediately in the Statement of Comprehensive Income.

Reversal of impairment losses

Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years.

For assets measured at fair value, to the extent the original decrease was expensed through the Statement of Comprehensive Income, the reversal is recognised in income, otherwise the reversal is treated as a revaluation increase for the class of asset through revaluation surplus.

For assets measured at cost, impairment losses are reversed through income.

C5 INTANGIBLES AND AMORTISATION EXPENSE

C5-1 CLOSING BALANCES AND RECONCILIATION OF CARRYING AMOUNT

	Software Purchased		Software Internally Generated		Software: Work In Progress		Total	
	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000
Gross	9,587	11,940	84,074	80,171	7,001	2,236	100,662	94,347
Less: Accumulated amortisation	(8,645)	(10,750)	(71,153)	(68,519)	-	-	(79,798)	(79,269)
Carrying amount at 30 June	942	1,190	12,921	11,652	7,001	2,236	20,864	15,078
<i>Represented by movements in carrying amount:</i>								
Carrying amount at 1 July	1,190	1,488	11,652	12,727	2,236	2,829	15,078	17,044
Acquisitions	-	-	-	-	8,742	3,056	8,742	3,056
Disposals	(36)	-	-	-	-	-	(36)	-
Transfers between classes and property, plant and equipment assets	74	119	3,903	1,383	(3,977)	(3,649)	-	(2,147)
Amortisation	(286)	(417)	(2,634)	(2,458)	-	-	(2,920)	(2,875)
Carrying amount at 30 June	942	1,190	12,921	11,652	7,001	2,236	20,864	15,078

C5 INTANGIBLES AND AMORTISATION EXPENSE (continued)

C5-2 RECOGNITION AND MEASUREMENT

Accounting policy

Intangible assets of the department comprise purchased software and internally developed software.

Intangible assets with a historical cost or other value equal to or greater than \$100,000 are recognised in the financial statements. Items with a lesser value are expensed. Any training costs are expensed as incurred.

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

Expenditure on research activities relating to internally-generated intangible assets is recognised as an expense in the period in which it is incurred.

Costs associated with the internal development of computer software are capitalised and amortised under the amortisation policy below.

No intangible assets have been classified as held for sale or form part of a disposal group held for sale.

C5-3 AMORTISATION EXPENSE

Accounting policy

All intangible assets of the department have finite useful lives and are amortised on a straight-line basis over their estimated useful life to the department. Straight-line amortisation is used reflecting the expected consumption of economic benefits on a progressive basis over the intangible's useful life. The residual value of all the department's intangible assets is zero.

Useful life

Key Estimate: For each class of intangible asset the following amortisation rates are used:

Intangible asset	Useful life
Software Purchased	5 - 22 years
Software Internally Generated	4 - 24 years

C5-4 IMPAIRMENT

Accounting policy

All intangible assets are assessed for indicators of impairment on an annual basis. If an indicator of possible impairment exists, the department determines the asset's recoverable amount. Any amount by which the asset's carrying amount exceeds the recoverable amount is recorded as an impairment loss.

Intangible assets are principally assessed for impairment by reference to the actual and expected continuing use of the asset by the department, including discontinuing the use of the software or patent. Recoverable amount is determined as the higher of the asset's fair value less costs to sell and its value-in-use.

C5-5 OTHER DISCLOSURES

Individually significant intangible assets

At 30 June the department holds the following significant intangible assets:

- Queensland Wide Integrated Courts (QWIC) that has a carrying amount of \$5.514 million and a remaining amortisation period of 5 years.
- Blue Card Services IT System that has a carrying amount of \$4.069 million and a remaining amortisation period of 5 years.

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
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C6 PAYABLES

	2020	2019
	\$'000	\$'000
Trade creditors	17,190	28,973
Deferred appropriation payable to Consolidated Fund	22,358	6,389
Accrued lease payments (Note G3-4)	-	464
Equity withdrawal payable	5,700	3,531
Other	620	349
Total	45,868	39,706
Non-Current		
Accrued lease payments (Note G3-4)	-	778
Total	-	778

Accounting policy - Payables

Trade creditors are recognised upon receipt of the goods or services ordered and are measured at the nominal amount i.e. agreed purchase/contract price, gross of applicable trade and other discounts. Amounts owing are unsecured.

C7 ACCRUED EMPLOYEE BENEFITS

Current

Wages outstanding	76	6,278
Annual leave levy payable	7,668	7,220
Long service leave levy payable	1,819	1,554
Judicial allowance	40	5
Superannuation payable	2,154	-
Total	11,757	15,057

Accounting policy – Accrued employee benefits

No provision for annual leave or long service leave is recognised in the department's financial statements as the liability is held on a whole-of-government basis and reported in those financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*.

C8 OTHER LIABILITIES

Current

Contract liabilities	143	83
Other unearned revenue	286	799
Lease incentive liability (Note G3-4)	-	2,173
Total	429	3,055

Non-Current

Lease incentive liability (Note G3-4)	-	7,106
Security deposits	105	95
Total	105	7,201

Disclosure – Contract liabilities

Contract liabilities arise from contracts with customers while other unearned revenue arise from transactions that are not contracts with customers.

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C9 EQUITY

C9-1 CONTRIBUTED EQUITY

Interpretation 1038 *Contributions by Owners Made to Wholly-Owned Public Sector Entities* specifies the principles for recognising contributed equity by the Department. The following items are recognised as contributed equity by the Department during the reporting and comparative years:

- Appropriations for equity adjustments (refer Note C9-2); and
- Non-reciprocal transfers of assets and liabilities between wholly-owned Queensland State Public Sector entities.

C9-2 APPROPRIATIONS RECOGNISED IN EQUITY

Reconciliation of payments from consolidated fund to equity adjustment

	2020	2019
	\$'000	\$'000
Original budgeted equity adjustment appropriation	(30,008)	(28,959)
Supplementary amounts:		
Transfers from/to other headings - variation in headings	3,897	-
Lapsed equity adjustment	-	(6,460)
Equity adjustment receipts (payments)	(26,111)	(35,419)
Less: Opening balance of equity adjustment receivable	3,506	-
Plus: Closing balance of equity adjustment receivable	1,562	3,506
Plus: Opening balance of equity adjustment payable	-	5,962
Less: Closing balance of equity adjustment payable	632	-
Equity adjustment recognised in Contributed Equity	(28,687)	(25,951)
Variance between original budgeted and actual equity adjustment appropriation	(1,321)	(3,008)

C9-3 REVALUATION SURPLUS BY ASSET CLASS

Accounting policy

The asset revaluation surplus represents the net effect of upwards and downwards revaluations of assets to fair value.

	Land	Buildings	Heritage and Cultural Assets	Total
	\$'000	\$'000	\$'000	\$'000
Balance 1 July 2018	125,393	378,533	13,711	517,637
Revaluation increments	5,320	34,221	691	40,232
Revaluation decrements	(113)	-	-	(113)
Equity classification adjustment*	(23,246)	(4,005)	-	(27,251)
Balance - 30 June 2019	107,354	408,749	14,402	530,505
Revaluation increments	2,868	3,078	205	6,151
Revaluation decrements	(83)	-	-	(83)
Equity classification adjustment*	2	(123)	(11)	(132)
Balance - 30 June 2020	110,141	411,704	14,596	536,441

* Equity reclassification between the asset revaluation surplus and accumulated surplus is due to the disposal of non-current assets which had previously been revalued.

SECTION 4
NOTES ABOUT RISK AND OTHER ACCOUNTING UNCERTAINTIES

D1 FAIR VALUE MEASUREMENT

D1-1 ACCOUNTING POLICIES AND INPUTS FOR FAIR VALUES

What is fair value?

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

Observable inputs are publicly available data that are relevant to the characteristics of the assets/liabilities being valued. Observable inputs used by the department include, but are not limited to, published sales data for land and general office buildings.

Unobservable inputs are data, assumptions and judgements that are not available publicly, but are relevant to the characteristics of the assets/liabilities being valued. Significant unobservable inputs used by the department include, but are not limited to, subjective adjustments made to observable data to take account of the characteristics of the department's assets/liabilities, internal records of recent construction costs (and/or estimates of such costs), assets' characteristics/functionality, and assessments of physical condition and remaining useful life. Unobservable inputs are used to the extent that sufficient relevant and reliable observable inputs are not available for similar assets/liabilities.

A fair value measurement of a non-financial asset takes into account a market participant's ability to generate economic benefits by using the asset in its highest and best use.

Fair value measurement hierarchy

The Department of Justice and Attorney-General does not recognise any financial assets or financial liabilities at fair value.

All assets and liabilities of the department for which fair value is measured or disclosed in the financial statements are categorised within the following fair value hierarchy, based on the data and assumptions used in the most recent specific appraisals:

Level 1	represents fair value measurements that reflect unadjusted quoted market prices in active markets for identical assets and liabilities;
Level 2	represents fair value measurements that are substantially derived from inputs (other than quoted prices included within level 1) that are observable, either directly or indirectly; and
Level 3	represents fair value measurements that are substantially derived from unobservable inputs

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

There were no transfers of assets between fair value hierarchy levels during the period.

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
Notes to the Financial Statements
for the year ended 30 June 2020

D1 FAIR VALUE MEASUREMENT (continued)

D1-2 BASIS FOR FAIR VALUES OF ASSETS AND LIABILITIES

Land

Asset Class	Basis of valuation		Last specific appraisals	Fair value measurement
	2019-20	2018-19		
Land - Court houses	Indexation	Indexation	31-Mar-16 *	Level 2

* Brisbane Magistrates Court and Brisbane Supreme and District Court were revalued through a desktop specific appraisal on 31 March 2018.

The department's Court House land assets were revalued in the current financial year by AssetVal Pty Ltd with an effective date of 31 March 2020.

The Market Approach is adopted for the specific appraisal of land assets. In determining the fair value of land, adjustments were made to take into account the location of the department's land, its size, street/road frontage and access, its topography, any significant restrictions and the valuer's professional judgement. As specific appraisal valuations are significantly based on sales market data with minimal professional judgement applied it is a Level 2 fair value measurement.

The market approach was also used for the index based valuations in the 2019-20 financial year. As indices were developed for the movements in each relevant property market based on the publicly available sales data over the last 12 months it is a Level 2 fair value.

AssetVal Pty Ltd advised there was no further material changes in 'fair value' as at 30 June 2020.

Buildings

Asset Class	Basis of valuation		Last specific appraisals	Fair value measurement
	2019-20	2018-19		
Buildings - Court houses	Indexation	Indexation	31-Mar-16 *	Level 3

* Brisbane Magistrates Court and Brisbane Supreme and District Court were revalued through a desktop specific appraisal on 31 March 2018.

All of the department's buildings and land improvements in respect of courthouses (including heritage buildings) have been assessed as specialised buildings and land improvements. The valuation of these assets is based on the fact that current use is highest and best use.

The department's Court Houses were revalued in the current financial year by AssetVal Pty Ltd with an effective date of 31 March 2020.

The buildings are valued using current replacement cost method, adjusting for the associated depreciation. As depreciation adjustments are considered as significant unobservable inputs in nature, specialised buildings are classified as Level 3 fair value measurements.

Specific appraisals require a site visit to determine the structural details of the buildings such as type and size of structure, construction material used, level of finish, fixtures installed and location of structure and assess the condition based on The Institute of Public Works Engineering Australian condition rating scores and effect on useful life model.

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Notes to the Financial Statements
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D1 FAIR VALUE MEASUREMENT (continued)

D1-2 BASIS FOR FAIR VALUES OF ASSETS AND LIABILITIES (continued)

Buildings (continued)

In a specific appraisal the current replacement cost is calculated based on a square metre rate applicable to similar building structures as determined by the valuer. The rate is based on recent construction data, Rawlinson's cost data and valuer's internal data base of unit rates. The replacement cost of the building is apportioned to the building components based on the specific building type.

The remaining useful life percentage as determined by the condition assessment determines the buildings component's remaining useful life and fair value for valuation purposes.

Indices applied in 2019-20 were estimated based on price movements of recent actual costs, contract data for similar structures, cost guides, other relevant publications such as Rawlinson's rates for building and construction and AssetVal's internal database of unit rates. The basis of derivation of these indices are consistent with the underlying data inputs adopted for the last specific appraisal.

AssetVal Pty Ltd advised there was no further material changes in 'fair value' as at 30 June 2020.

Heritage and cultural assets

Asset class	Basis of valuation		Last specific appraisals	Fair value measurement
	2019-20	2018-19		
Heritage buildings - Court house	Indexation	Indexation	31-Mar-16	Level 3

The department's heritage building assets were revalued in the current financial year by AssetVal Pty Ltd with an effective date of 31 March 2020.

The department's heritage courthouse buildings have been assessed as specialised buildings and revalued on the same basis as the department's non-heritage courthouse buildings by the same AssetVal Pty Ltd valuation team.

The valuation represents the cost of replacing the service potential of the building using Level 3 fair value measurements, however the heritage aspects of the building have not been valued.

AssetVal Pty Ltd advised there was no further material changes in 'fair value' as at 30 June 2020.

Asset class	Basis of valuation		Last specific appraisals	Fair value measurement
	2019-20	2018-19		
Artwork - all locations	Desktop	Desktop	31-Mar-17	Level 3

In respect of artwork, valuation is determined by a comparison to similar examples of the artist's work in existence throughout Australia and research on prices paid for similar examples offered at auction or through art galleries in recent years.

Independent valuations of the artworks were performed as at 31 March 2020 by Bettina MacAulay of MacAulay Partners, a registered valuer on the Australian Government Approved Valuers list. The valuer advised there was no further material changes in 'fair value' as at 30 June 2020. The fair value of artwork at 30 June 2020 is \$6.582 million (2019: \$6.351 million).

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
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D2 FINANCIAL RISK DISCLOSURES

D2-1 FINANCIAL INSTRUMENT CATEGORIES

Financial assets and financial liabilities are recognised in the Statement of Financial Position when the department becomes party to the contractual provisions of the financial instrument. The department has the following categories of financial assets and financial liabilities:

- Cash and cash equivalents - Note C1
- Receivables at amortised cost - Note C2
- Payables at amortised cost - Note C6

No financial assets and financial liabilities have been offset and presented on a net basis in the Statement of Financial Position.

The department does not enter into transactions for speculative purposes, nor for hedging.

D2-2 RISKS ARISING FROM FINANCIAL INSTRUMENTS

(a) Risk exposure

Financial risk management is implemented pursuant to government and departmental policy. The Department of Justice and Attorney-General's operational activities are not exposed to substantial financial risk. All financial risk is currently managed by the Financial Services Branch under policies approved by the department. The department provides written principles for overall risk management, as well as policies covering specific areas.

The Department of Justice and Attorney-General's activities expose it to a variety of financial risks as set out in the following table:

Risk exposure	Definition	Exposure
Credit risk	The risk that the department may incur financial loss as a result of another party to a financial instrument failing to discharge their obligation.	The department is exposed to credit risk in respect of its receivables (Note C2).
Liquidity risk	The risk that the department may encounter difficulty in meeting obligations associated with financial liabilities that are settled by delivering cash or another financial asset.	The department is exposed to liquidity risk in respect of its payables (Note C6).
Market risk	The risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. Market risk comprises three types of risk: currency risk, interest rate risk and other price risk. Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates.	The department does not trade in foreign currency and is not materially exposed to commodity price changes or other market prices. The department is exposed to interest rate risk through its cash deposited in interest bearing accounts (Note C1).

(b) Risk measurement and management strategies

The Department of Justice and Attorney-General measures risk exposure using a variety of methods as follows:

Risk exposure	Measurement method	Risk management strategies
Credit risk	Ageing analysis	The department manages credit risk through the use of a credit management strategy. This strategy aims to reduce the exposure to credit default by ensuring that the department monitors all funds owed on a timely basis. Exposure to credit risk is monitored on an ongoing basis.
Liquidity risk	Sensitivity analysis	The department manages liquidity risk by ensuring sufficient funds are available to meet employee and supplier obligations as they fall due. This is achieved by ensuring that minimum levels of cash are held within the various bank accounts so as to match the expected duration of the various employee and supplier liabilities.
Market risk	Interest rate sensitivity analysis	The department does not undertake any hedging in relation to interest risk and manages its risk as per the department's liquidity risk management strategy articulated in the department's Financial Management Practice Manual.

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
Notes to the Financial Statements
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D2 FINANCIAL RISK DISCLOSURES (continued)

D2-3 CREDIT RISK DISCLOSURES

Credit risk management practices

Financial assets that are over 30 days past due are considered to have a significant increase in credit risk. However as the department only has trade receivables (Note C2) as financial assets impacted by credit risk, its loss allowance is always measured at lifetime expected credit losses.

The department typically considers a financial asset to be in default when it becomes 90 days past due. However, a financial asset can be in default before that point if information indicates that the department is unlikely to receive the outstanding amounts in full. The department's assessment of default does not take into account any collateral or other credit enhancements.

The department's write off policy is disclosed in Note C2-1.

Credit risk exposure

Credit risk exposure relating to receivables is disclosed in Note C2-1.

D2-4 LIQUIDITY RISK – CONTRACTUAL MATURITY OF FINANCIAL LIABILITIES

Liquidity risk refers to the situation where the organisation may encounter difficulty in meeting obligations associated with financial liabilities that are settled by delivering cash or another financial asset.

There is a surplus of \$37.45 million (2019: \$37.921 million) in current assets to meet the obligations of current liabilities. Accordingly the liquidity risk is considered to be low.

D3 CONTINGENCIES

Litigation in progress

As at 30 June 2020, the following case was filed in the courts naming the State of Queensland acting through the Department of Justice and Attorney-General as defendant:

	2020 Number of cases	2019 Number of cases
Federal Circuit Court	1	-

It is not possible to make a reliable estimate of the final amount payable, if any, in respect of the litigation before the courts at this time.

Effective 1 July 2001, the Department of Justice and Attorney-General joined the Queensland Government Insurance Fund (QGIF). Under the QGIF, the department would be able to claim back, less a \$10,000 deductible, the amount paid to successful litigants. This includes any cases that existed as at 1 July 2001 and cases that have arisen since that date.

D4 COMMITMENTS

Capital expenditure commitments

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

	2020 \$'000	2019 \$'000
Buildings		
Not later than 1 year	7,450	11,641
	7,450	11,641
Intangibles		
Not later than 1 year	202	224
	202	224

D5 FUTURE IMPACT OF ACCOUNTING STANDARDS NOT YET EFFECTIVE

At the date of authorisation of the financial report, the expected impacts of new or amended Australian Accounting Standards and interpretations issued with future effective dates are either not applicable to the Department of Justice and Attorney-General's activities, or have no material impact on the department.

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
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for the year ended 30 June 2020

SECTION 5
NOTES ON OUR PERFORMANCE COMPARED TO BUDGET

E1 BUDGETARY REPORTING DISCLOSURES AND SIGNIFICANT FINANCIAL IMPACTS FROM COVID-19 PANDEMIC

This section contains explanations of major variances between the department's actual 2019-20 financial results and the original budget presented to Parliament, in respect of the department's Statement of Comprehensive Income, Statement of Financial Position and Statement of Cash Flows.

SIGNIFICANT FINANCIAL IMPACTS - COVID-19 PANDEMIC

During the 2019-20 financial year the COVID-19 pandemic did not have a significant financial impact on the department's operating statement and the balance sheet.

E2 BUDGET TO ACTUAL COMPARISON - STATEMENT OF COMPREHENSIVE INCOME (Controlled Activities)

		2020	2020	
	Variance	Actual	Original	Budget
	Notes	\$'000	Budget	Variance
			\$'000	\$'000
Income from Continuing Operations				
Appropriation revenue		534,504	554,440	(19,936)
User charges and fees	V1	101,841	92,052	9,789
Grants and contributions		10,734	14,855	(4,121)
Other revenue		880	387	493
Total Revenue		647,959	661,734	(13,775)
Expenses from Continuing Operations				
Employee expenses		370,773	357,500	13,273
Supplies and services	V2	194,558	226,299	(31,741)
Grants and subsidies		485	406	79
Depreciation and amortisation		73,618	73,129	489
Impairment losses on financial assets		42	-	42
Other expenses		1,097	1,802	(705)
Total Expenses from Continuing Operations		640,573	659,136	(18,563)
Operating Result for the Year		7,386	2,598	4,788
OTHER COMPREHENSIVE INCOME				
<i>Items that will not be reclassified to Operating Result</i>				
Increase (decrease) in asset revaluation surplus		6,068	-	6,068
Total for Items that will not be reclassified to Operating Result		6,068	-	6,068
TOTAL COMPREHENSIVE INCOME		13,454	2,598	10,856

E2-1 EXPLANATION OF MAJOR VARIANCES – STATEMENT OF COMPREHENSIVE INCOME

V1. The increase is mainly due to increased demand for Crown Law services (\$7.7 million) and an increased number of Blue Card applications (\$4.1 million). This is partially offset by a decrease in Queensland Court fees (\$1.4 million).

V2. The decrease primarily reflects funding re-aligned between financial years (\$17.6 million), expenditure category reclassifications (\$13 million), and reduced goods and services received below fair value (\$3 million). This is partially offset by increased expenditure corresponding to a higher level of own-source revenue (\$5.8 million).

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
Notes to the Financial Statements
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E3 BUDGET TO ACTUAL COMPARISON - STATEMENT OF FINANCIAL POSITION

		2020	2020	
	Variance	Actual	Original	Budget
	Notes	\$'000	Budget	Variance
			\$'000	\$'000
Current Assets				
Cash and cash equivalents	V3	67,012	32,842	34,170
Receivables	V4	20,251	34,685	(14,434)
Inventories		267	323	(56)
Other current assets		7,974	4,038	3,936
Total Current Assets		95,504	71,888	23,616
Non Current Assets				
Property, plant and equipment		1,174,508	1,187,278	(12,770)
Intangible assets		20,864	21,564	(700)
Other non current assets		-	352	(352)
Total Non Current Assets		1,195,372	1,209,194	(13,822)
Total Assets		1,290,876	1,281,082	9,794
Current Liabilities				
Payables	V5	45,868	23,499	22,369
Accrued employee benefits	V6	11,757	14,529	(2,772)
Other current liabilities		429	1,152	(723)
Total Current Liabilities		58,054	39,180	18,874
Non Current Liabilities				
Payables		-	(94)	94
Accrued employee benefits		-	119	(119)
Other non current liabilities		105	602	(497)
Total Non Current Liabilities		105	627	(522)
Total Liabilities		58,159	39,807	18,352
Net Assets		1,232,717	1,241,275	(8,558)

E3-1 EXPLANATION OF MAJOR VARIANCES – STATEMENT OF FINANCIAL POSITION

V3. The increase is primarily due to an increase in payables (\$22.4 million) and a decrease in receivables (\$14.4 million), and is partly offset by an increase in prepayments (\$3.9 million).

V4. The decrease is primarily due to lower opening balances for trade receivables (\$18.2 million) and is partially offset by increased equity injection receivable (\$3 million) and other debtors (\$0.7 million).

V5. The increase is mainly due to the recognition of payables to government for end-of-year funding adjustments (\$29.5 million) and is partially offset by a reduced level of trade creditors (\$7.2 million).

V6. The decrease is primarily due to a lower salary and wages payable at end of financial year (\$5.9 million), partially offset by an increase in employee entitlements (\$2.9 million).

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
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E4 BUDGET TO ACTUAL COMPARISON – STATEMENT OF CASH FLOWS

		2020	2020	
	Variance	Actual	Original	Budget
	Notes	\$'000	Budget	Variance
			\$'000	\$'000
Cash flows from operating activities				
<i>Inflows:</i>				
Service appropriation receipts		552,010	554,440	(2,430)
User charges and fees	V7	102,848	92,052	10,796
Grants and other contributions		6,435	7,358	(923)
GST input tax credits from ATO		23,372	11,394	11,978
GST collected from customers		5,814	5,652	162
Interest receipts		11	100	(89)
Other		898	287	611
<i>Outflows:</i>				
Employee expenses	V8	(376,822)	(357,492)	(19,330)
Supplies and services	V9	(199,710)	(218,802)	19,092
Grants and subsidies		(485)	(406)	(79)
Insurance premiums		(671)	-	(671)
GST paid to suppliers		(23,196)	(11,394)	(11,802)
GST remitted to ATO		(5,728)	(5,652)	(76)
Other		(339)	(1,802)	1,463
Net cash provided by operating activities		84,437	75,735	8,702
Cash flows from investing activities				
<i>Outflows:</i>				
Payments for property, plant and equipment	V10	(39,161)	(36,983)	(2,178)
Payments for intangibles	V11	(8,742)	(11,356)	2,614
		(47,903)	(48,339)	436
Net cash used in investing activities				
Cash flows from financing activities				
<i>Inflows:</i>				
Equity injections		34,940	33,924	1,016
<i>Outflows:</i>				
Equity withdrawals		(69,085)	(63,932)	(5,153)
Net cash provided by (used in) financing activities		(34,145)	(30,008)	(4,137)
Net increase (decrease) in cash and cash equivalents		2,389	(2,612)	5,001
Cash and cash equivalents - opening balance		64,623	35,454	29,169
Cash and cash equivalents - closing balance		67,012	32,842	34,170

E4-1 EXPLANATION OF MAJOR VARIANCES – STATEMENT OF CASH FLOWS

V7. The variance is mainly due to increased professional fees (\$7.7 million) and additional Blue Card Services application fees (\$4.1 million).

V8. The variance primarily relates to expenditure category re-classification adjustments (\$12.8 million), increased legal services provided by Crown Law (\$3.9 million) and increased employee entitlements (\$3.2 million).

V9. The decrease primarily reflects funding re-aligned between financial years (\$17.6 million), expenditure category reclassifications (\$13 million). This is partially offset by increased expenditure corresponding to a higher level of own-source revenue (\$5.8 million) and prepayments (\$4.1 million).

V10. The variance is primarily due to funding category reclassifications (\$2.3 million), partially offset by funding realigned between financial years (\$1 million).

V11. The variance is primarily due to funding realigned between financial years for the Blue Card 'No Card No Start Project'.

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
Notes to the Financial Statements
for the year ended 30 June 2020

SECTION 6
WHAT WE LOOK AFTER ON BEHALF OF WHOLE-OF-GOVERNMENT AND THIRD PARTIES

F1 ADMINISTERED ITEMS

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

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

F1-1 SCHEDULE OF ADMINISTERED INCOME AND EXPENDITURE

	Notes	Justice Services		Liquor, Gaming and Fair Trading Services		General Not Attributed		ADMINISTERED TOTAL	
		2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000
Administered Income									
Appropriation revenue *	F1-3	115,882	125,638	46,269	72,361	247,613	265,780	409,764	463,779
User charges and fees	F1-4	682	678	71,330	75,751	-	-	71,992	76,429
Royalties and land rents		-	-	8,000	8,000	-	-	8,000	8,000
Grants and contributions		-	-	-	-	2,293	1,730	2,293	1,730
Interest revenue - solicitor trusts		17,124	32,941	(22)	207	-	-	17,102	33,148
Other revenue		5,581	8,338	4,190	2,925	(571)	468	9,200	11,731
Total Administered Income		139,249	167,595	129,767	159,244	249,335	267,978	518,351	594,817
Administered Expenses									
Employee expenses	F1-5	79,416	77,127	-	-	-	-	79,416	77,127
Supplies and services		5,474	4,234	1,758	838	-	-	7,232	5,072
Grants and subsidies	F1-6	15,856	15,099	44,508	72,317	249,335	227,978	309,699	315,394
Benefit payments	F1-7	14,897	29,321	-	-	-	-	14,897	29,321
Impairment losses on financial assets		271	3,482	2,008	7,421	-	-	2,279	10,903
Other expenses **		64	-	1,450	651	-	40,000	1,514	40,651
Total Administered Expenses		115,978	129,263	49,724	81,227	249,335	267,978	415,037	478,468
Transfers of Administered Income to Government ***		23,271	38,332	80,043	78,017	-	-	103,314	116,349
Operating Surplus/(Deficit)		-	-	-	-	-	-	-	-

* Appropriation revenue is provided in cash via Queensland Treasury and funds activities / expenses that the department administers on behalf of the Government.

** Other expenses includes a special payment over \$5,000 to a judicial officer in respect of leave entitlements.

*** The department periodically transfers to Queensland Government the amount of all cash collected in respect of administered revenue itemised under "Administered Income" (excluding appropriation revenue).

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL

Notes to the Financial Statements

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F1 ADMINISTERED ITEMS (continued)

F1-2 SCHEDULE OF ADMINISTERED ASSETS AND LIABILITIES

	Notes	Justice Services			Liquor, Gaming and Fair Trading Services			General Not Attributed			ADMINISTERED TOTAL		
		2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000
Administered Assets													
<i>Current</i>													
Cash and cash equivalents		23,973	31,314	35,439	37,616					59,805		68,930	
Receivables	F1-8	47,147	44,515	(9,948)	(5,685)			393		42,413		78,830	
Prepayments		754	-	-	-			580		1,334		-	
Total Current Assets		71,874	75,829	25,491	31,931			6,187	40,000	103,552		147,760	
<i>Non Current</i>													
Prepayments - Queens Wharf		-	-	91,500	91,500			-		91,500		91,500	
Casino exclusivity licence fee		-	-	-	-			-		-		-	
Total Non Current Assets		-	-	91,500	91,500			-	-	91,500		91,500	
Total Assets		71,874	75,829	116,991	123,431			6,187	40,000	195,052		239,260	
Administered Liabilities													
<i>Current</i>													
Payables	F1-9	2,989	5,515	21,311	23,971			6,187		30,487		29,486	
Accrued employee benefits	F1-10	7,293	8,384	-	-			-		7,293		8,384	
Provisions	F1-11	12,800	12,799	-	-			-	40,000	12,800		52,799	
Unearned revenue		-	-	-	2,874			-		-		2,874	
Total Current Liabilities		23,082	26,698	21,311	26,845			6,187	40,000	50,580		93,543	
<i>Non Current</i>													
Accrued employee benefits	F1-10	6,301	5,886	-	-			-		6,301		5,886	
Provisions	F1-11	41,523	42,275	-	-			-		41,523		42,275	
Unearned revenue		-	-	91,500	92,408			-		91,500		92,408	
Total Non Current Liabilities		47,824	48,161	91,500	92,408			-	-	139,324		140,569	
Total Liabilities		70,906	74,859	112,811	119,253			6,187	40,000	189,904		234,112	
Net Administered Assets		968	970	4,180	4,178			-	-	5,148		5,148	

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
Notes to the Financial Statements
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F1 ADMINISTERED ITEMS (continued)

F1-3 RECONCILIATION OF PAYMENTS FROM CONSOLIDATED FUND TO ADMINISTERED INCOME

	2020	2019
	\$'000	\$'000
Original budgeted administered appropriation	435,068	417,090
Supplementary amounts:		
Treasurer's Transfer	70	-
Unforeseen expenditure	18,807	-
Lapsed administered appropriation	-	(4,959)
Total administered appropriation received (cash)	453,945	412,131
Less: Equity injection	2,592	968
Less: Opening balance of administered appropriation revenue receivable	72,452	19,836
Plus: Closing balance of administered appropriation revenue receivable	30,863	72,452
Administered appropriation revenue recognised in Note F1-1	409,764	463,779

F1-4 USER CHARGES AND FEES

Revenue from contracts with customers		
Licence fees	67,233	65,163
Sale of services	481	492
Other user charges and fees		
Other regulatory fees	4,278	10,774
Total	71,992	76,429

Licence fees

Revenue from licence fees principally comprises the issuance of liquor and gaming licences and fair trading occupational licences. Revenue for all licence fees is recognised when the licence is issued. This has materially the same accounting outcome as the department's 2018-19 accounting treatment of recognising the revenue upon receipt of the licence fee.

F1-5 EMPLOYEE EXPENSES

Employee Benefits

Wages and salaries	69,106	67,290
Employer superannuation contributions	4,719	4,600
Long service leave levy	868	763
Annual leave levy	3,381	2,991

Employee Related Expenses

Other employee related expenses	1,342	1,483
Total	79,416	77,127

	2020	2019
Full-Time Equivalent Employees	167	178

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Notes to the Financial Statements
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F1 ADMINISTERED ITEMS (continued)

F1-6 GRANTS AND SUBSIDIES

	2020	2019
	\$'000	\$'000
Legal Aid Queensland	166,494	154,328
Gambling Community Benefit Fund	43,898	71,107
Crime and Corruption Commission	63,924	56,842
Queensland Human Rights Commission	6,929	5,900
Office of the Information Commissioner	7,249	7,130
Queensland Family and Child Commission	12,692	11,879
Victim Assist Queensland	71	76
Legal Services Commission	3,591	3,543
Supreme Court Library Queensland	3,827	3,452
Bar Association Queensland	171	167
Safe Night Precinct Boards	298	970
Aboriginal and Torres Strait Islander Legal Service	484	-
COVID-19 Liquor licence fee refunds	71	-
Total	309,699	315,394

F1-7 BENEFIT PAYMENTS

Victim Assist Queensland payments	11,984	27,379
Appeal costs payments	2,913	1,942
Total	14,897	29,321

F1-8 RECEIVABLES

Trade debtors	15,955	4,941
Less: Allowance for impairment	(6,853)	(4,845)
	9,102	96
Monetary penalties receivable	6,414	10,820
Less: Allowance for impairment	(4,789)	(9,183)
	1,625	1,637
Pecuniary penalty orders receivable	15,703	16,631
Less: Allowance for impairment	(15,442)	(16,112)
	261	519
GST receivable	20	52
Appropriation receivable	30,863	72,452
Solicitors' Trust Account interest	174	2,428
Annual leave reimbursements	135	697
Long service leave reimbursements	178	238
Other	55	711
Total	42,413	78,830

Accounting policy - Penalties

Debtors in relation to penalties administered on a whole-of-government basis are recorded at the amount ordered by the Court. These debtors include pecuniary penalty orders, fines where a warrant has been issued as well as unenforceable debts, with impairment being provided based on an assessment of future recoverability. No interest is charged and no security is obtained.

Accounting policy - Impairment of Receivables

The loss allowance for administered debtors reflects lifetime expected credit losses and incorporates reasonable and supportable forward-looking information. The impact of economic changes and relevant industry data form part of the administered debtor's impairment assessment.

Where the department has no reasonable expectation of recovering an amount owed by a debtor, the debt is written-off by directly reducing the receivable against the loss allowance. This occurs when the department has ceased enforcement activity. If the amount of debt written off exceeds the loss allowance, the excess is recognised as an impairment loss.

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
Notes to the Financial Statements
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F1 ADMINISTERED ITEMS (continued)

	2020	2019
	\$'000	\$'000
F1-9 PAYABLES		
Trade creditors	7,157	15,166
Transfers to Government payable	23,228	14,235
Other	102	85
Total	30,487	29,486

F1-10 ACCRUED EMPLOYEE BENEFITS

Current

Wages outstanding	442	1,651
Annual leave levy payable	767	761
Long service leave levy payable	206	193
Expense of Office and Jurisprudential allowance	3,269	3,100
Judges' long leave	2,609	2,679
Total	7,293	8,384

Non current

Judges' long leave	6,301	5,886
Total	6,301	5,886

Accounting policy – Accrued employee benefits

In accordance with AASB 119 *Employee Benefits*, the State Actuary calculates the judges long leave liability by applying the gross discount rate which is the annually convertible yield of a notional duration matched Commonwealth Government nominal bond at the relevant date, as published by the Reserve Bank of Australia.

Accounting policy – Jurisprudential allowance

Liabilities for judicial allowances are recognised and measured as the amount due but unpaid at reporting date based on allowances prescribed by sections 16 to 22 of the *Judicial Remuneration Act 2007*. Allowances are permitted to accrue up to seven years and any unused portion beyond this period is no longer payable.

F1-11 PROVISIONS

Victim assistance claims	12,800	12,799
Wages and savings class action	-	40,000
Total	12,800	52,799

Non current

Victim assistance claims	41,523	42,275
Total	41,523	42,275

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Notes to the Financial Statements
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F1 ADMINISTERED ITEMS (continued)

F1-12 ADMINISTERED ACTIVITIES - BUDGET TO ACTUAL COMPARISON AND VARIANCE ANALYSIS AND SIGNIFICANT FINANCIAL IMPACTS - COVID-19 PANDEMIC

During the 2019-20 financial year the COVID-19 pandemic did not have a significant financial impact on the administered operating statement and the balance sheet.

		2020	2020	Budget
	Variance	Actual	Original	Variance
	Notes	\$'000	Budget	\$'000
			\$'000	\$'000
INCOME AND EXPENDITURE				
Administered Income				
Appropriation revenue	V1	409,764	432,136	(22,372)
User charges and fees		71,992	74,652	(2,660)
Royalties and land rents		8,000	8,000	-
Grants and contributions		2,293	1,555	738
Interest revenue	V2	17,102	27,723	(10,621)
Other revenue		9,200	5,783	3,417
Total Administered Income		518,351	549,849	(31,498)
Administered Expenses				
Employee expenses		79,416	77,465	1,951
Supplies and services	V3	7,232	4,691	2,541
Grants and subsidies		309,699	318,051	(8,352)
Benefit payments	V4	14,897	32,530	(17,633)
Impairment losses on financial assets		2,279	850	1,429
Other expenses		1,514	1,549	(35)
Total Administered Expenses		415,037	435,136	(20,099)
Transfers of Administered Income to Government		103,314	114,713	(11,399)
Operating Surplus/(Deficit)		-	-	-

Notes Explaining Major Variances for Administered Activities

V1. The variance mainly relates to the realignment of round 104 of the Gambling Community Benefit Fund grants to be paid in 2020-21 (\$14 million) and adjustments of appropriation for the Victim Assist Queensland payments provision (\$19 million). These decreases are partially offset by increased Commonwealth funding for COVID-19 legal assistance services (\$5.75 million) and an increase in judicial remuneration (\$3 million).

V2. The variance mainly relates to less interest revenue earned on clients' money held in Queensland solicitors' trust accounts (\$10.4 million).

V3. The variance mainly relates to court awarded monies regarding the Courts Suitor Fund (\$1.2 million) and an increase in payments to assessors and investigators for work performed on claims under the *Agents Financial Administration Act 2014* (\$0.805 million).

V4. The variance mainly relates to adjustments made to the provision for victims of crime financial assistance and compensation scheme (\$19 million).

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
Notes to the Financial Statements
for the year ended 30 June 2020

F1 ADMINISTERED ITEMS (continued)

F1-12 ADMINISTERED ACTIVITIES - BUDGET TO ACTUAL COMPARISON AND VARIANCE ANALYSIS AND SIGNIFICANT FINANCIAL IMPACTS - COVID-19 PANDEMIC (continued)

		2020	2020	
	Variance	Actual	Original	Budget
	Notes	\$'000	Budget	Variance
		\$'000	\$'000	\$'000
ASSETS AND LIABILITIES				
Administered Assets				
<i>Current</i>				
Cash and cash equivalents	V5	59,805	27,491	32,314
Receivables	V6	42,413	55,693	(13,280)
Prepayments		1,334	-	1,334
Other		-	3	(3)
Total Current Assets		103,552	83,187	20,365
<i>Non Current</i>				
Prepayments - Queens Wharf Casino exclusivity licence fee		91,500	91,500	-
Total Non Current Assets		91,500	91,500	-
Total Assets		195,052	174,687	20,365
Administered Liabilities				
<i>Current</i>				
Payables	V7	30,487	17,244	13,243
Accrued employee benefits	V8	7,293	8,171	(878)
Provisions	V9	12,800	12,384	416
Unearned revenue		-	2,910	(2,910)
Total Current Liabilities		50,580	40,709	9,871
<i>Non Current</i>				
Accrued employee benefits	V8	6,301	5,358	943
Provisions	V9	41,523	30,467	11,056
Unearned revenue		91,500	93,005	(1,505)
Total Non Current Liabilities		139,324	128,830	10,494
Total Liabilities		189,904	169,539	20,365
Net Administered Assets		5,148	5,148	-

Notes Explaining Major Variances for Administered Activities

V5. The variance mainly relates to an increase in the victims of crime financial assistance and compensation scheme provision (\$11.5 million) and a decrease in appropriation receivable (\$16.9 million).

V6. The variance predominantly relates to a decrease in appropriation receivable due to the realignment of round 104 of the Gambling Community Benefit Fund grants to be paid in 2020-21 (\$15.4 million) partially offset by Commonwealth COVID-19 legal assistance services (\$5.75 million).

V7. The variance mainly relates to an increase in transfers to government payable for Office of Liquor Gaming (\$13.3 million) and Commonwealth COVID-19 legal assistance services (\$5.75 million) partially offset by a reduction in Office of Fair Trading's debtors (\$7.1 million).

V8. The variance relates to a decrease in Judicial officers' accrued employee benefits.

V9. The variance relates to an increase in the victims of crime financial assistance and compensation scheme provision.

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
Notes to the Financial Statements
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F2 TRUST TRANSACTIONS AND BALANCES

F2-1 TRUST ACTIVITIES

As the department performs only a custodial role in respect of the transactions and balances of the trust funds identified below, they are not recognised in the financial statements but are disclosed in these notes for the information of users.
The Queensland Auditor-General performed the audit of the department's trust transactions for 2019-20.

	Total Revenue		Total Expenses		Net surplus/(deficit)		Total Current Assets		Total Current Liabilities		Net Assets	
	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000
Court Suitors Fund - <i>Court Funds Act 1973</i> s 5 - Holds money relating to the civil matters pending finalisation of the court action.	56,352	13,539	43,464	21,608	12,888	(8,069)	35,102	22,215	35,102	22,215	-	-
Crown Law - Holding account to remit settlement funds to recipients in accordance with instructions from Crown Law clients.	251,635	35,100	249,168	64,444	2,467	(29,344)	3,650	1,183	3,650	1,183	-	-
Queensland Civil and Administrative Tribunal - <i>Queensland Civil and Administrative Tribunal Act 2009</i> s 161 - Responsible for making decisions on a range of jurisdictions and reviewing decisions that have been previously made by a Queensland Government department, local government or regulatory authority.	-	1	-	42	-	(41)	18	1	18	-	-	1
Funeral Benefit Trust Fund - <i>Funeral Benefit Business Act 1982</i> s 9(1) - Holds money from contributors as a result of agreements that were made between 1940 and 1973.	84	141	68	81	16	60	5,310	5,284	31	21	5,279	5,263
Australian Coordinating Registry - <i>Births, Deaths and Marriages Registration Act 2003</i> s 39 - Holds money relating to the application, assessment and distribution of Fact of Death and Cause of Death matters.	1,476	947	971	939	505	8	1,373	869	-	-	1,373	869

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
Notes to the Financial Statements
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F2 TRUST TRANSACTIONS AND BALANCES (continued)

F2-2 PRESCRIBED SECURITIES FOR PUBLIC ACCOUNTANTS TRUST ACCOUNTS

The department holds securities in relation to moneys held in trust funds of public accountants operating pursuant to the *Trust Accounts Act 1973*.

Section 31 (2) of the *Trust Accounts Act 1973* requires a trustee to lodge with the department, prescribed security in relation to moneys held in the trust account of the public accountant.

As the department performs only a custodial role in respect of administering these securities, they are not recognised in the financial statements but are disclosed in these notes for the information of users.

The total value of securities held for 118 trustees as at 30 June 2020 is \$1,163,898(2019: \$1,163,898).

F2-3 AGENCY TRANSACTIONS

The department acts as an agent in the collection and distribution of unpaid infringement fines and court ordered monetary amounts for various external parties including other Queensland Government departments and agencies (such as the Motor Accident Insurance Commission), Commonwealth agencies, Local Government bodies, Universities and individuals.

Fees of \$0.11 million (2019: \$0.12 million) were earned by the department for providing these agency services. This amount is accounted for in controlled user charges (Note B1-2).

	2020	2019
	\$'000	\$'000
Balance 1 July	4,124	4,680
Collections	64,272	24,029
Distributions to principals	(65,078)	(24,585)
Balance 30 June	3,318	4,124

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
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SECTION 7
OTHER INFORMATION

G1 KEY MANAGEMENT PERSONNEL DISCLOSURES

Details of Key Management Personnel (KMP)

The department's responsible Minister is identified as part of the department's KMP, consistent with additional guidance included in the revised version of AASB 124 *Related Party Disclosures*. That Minister is the Attorney-General and Minister for Justice.

The following details for non-Ministerial KMP reflect those departmental positions that had authority and responsibility for planning, directing and controlling the activities of the department during 2019-20 and 2018-19. Further information on these positions can be found in the body of the Annual Report under the section relating to Board of Management.

Position	Position Responsibility
Director-General	The Director-General is responsible for the services delivered by the Department of Justice and Attorney-General, providing justice-related services to the community, which are supported and enabled by our justice capability to achieve the agency's vision: Justice for all through safe, fair and responsible communities.
Deputy Director-General, Justice Services	The Deputy Director-General is responsible for the efficient, effective and economic administration of justice services within the department and supports the achievement of the departmental objectives to improve the administration of Queensland's justice system and protect the rights and interests of Queenslanders.
Deputy Director-General, Liquor, Gaming and Fair Trading	The Deputy Director-General is responsible for the efficient, effective and economic administration of liquor, gaming and fair trading services within the department, ensuring the departmental objective to improve safety and fairness for Queensland businesses and consumers is met.
Assistant Director-General, Corporate Services	The Assistant Director-General is responsible for the efficient, effective and economic administration of corporate services supporting the department to meet its' goals and objectives.
Assistant Director-General, Strategic Policy and Legal Services	The Assistant Director-General is responsible for the efficient, effective and economic administration of strategic policy and legal services within the department.
Crown Solicitor	The Crown Solicitor is responsible for resolving conflict of interests when Crown Law is representing and setting the professional and ethical standards of the legal practice.
Director of Public Prosecutions	The Director of Public Prosecutions has the primary function of prosecuting on behalf of the State of Queensland people charged with criminal offences in the High Court of Australia, Court of Appeal, Supreme Court, District Court, Childrens Court of Queensland, Magistrates Court (Limited) and Mental Health Court.
Executive Director, Financial Services	The Executive Director, Financial Services is responsible for direction of the efficient, effective and economic financial administration of the department.

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
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G1 KEY MANAGEMENT PERSONNEL DISCLOSURES (continued)

KMP Remuneration Policies

Ministerial remuneration entitlements are outlined in the Legislative Assembly of Queensland's Members' Remuneration Handbook. The department does not bear any cost of remuneration of Ministers. The majority of Ministerial entitlements are paid by the Legislative Assembly, with the remaining entitlements being provided by Ministerial Services Branch within the Department of the Premier and Cabinet. As all Ministers are reported as KMP of the Queensland Government, aggregate remuneration expenses for all Ministers is disclosed in the Queensland General Government and Whole of Government Consolidated Financial Statements for the 2019-20 financial year, which are published as part of Queensland Treasury's Report on State Finances.

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

Remuneration expenses for those KMP comprise the following components:

Short-term employee expenses including:

- salaries, allowances and leave entitlements earned and expensed for the entire year, or for that part of the year during which the employee occupied a KMP position; and
- non-monetary benefits - consisting of provision of vehicle together with fringe benefits tax applicable to the benefit.

Long term employee expenses include amounts expensed in respect of long service leave entitlements earned.

Post-employment expenses include amounts expensed in respect of employer superannuation obligations.

Termination benefits include payments in lieu of notice on termination and other lump sum separation entitlements (excluding annual and long service leave entitlements) payable on termination of employment or acceptance of an offer of termination of employment.

Remuneration Expenses

The following disclosures focus on the expenses incurred by the department attributable to non-Ministerial KMP during the respective reporting periods. The amounts disclosed are determined on the same basis as expenses recognised in the Statement of Comprehensive Income.

2019-20

Position	Short Term Employee Expenses		Long Term Employee Expenses	Post Employment Expenses	Termination Benefits	Total Expenses
	Monetary Expenses \$'000	Non-Monetary Benefits \$'000	\$'000	\$'000	\$'000	\$'000
Director-General	447	2	10	56	-	515
Deputy Director-General, Justice Services	253	2	6	27	-	288
Deputy Director-General, Liquor, Gaming and Fair Trading (Appointed 28/10/2019)	175	2	4	15	-	196
Deputy Director-General, Liquor, Gaming and Fair Trading (Acting to 27/10/2019)	79	1	1	8	-	89
Assistant Director-General, Corporate Services	237	2	6	26	-	271
Assistant Director-General, Strategic Policy and Legal Services	222	2	5	24	-	253
Crown Solicitor	280	2	6	36	-	324
Director of Public Prosecutions (to 15/12/2019, appointed 19/6/2020)	252	24	6	32	-	314
Director of Public Prosecutions (Acting from 16/12/2019 to 18/6/2020)	234	1	5	16	-	256
Executive Director, Financial Services	196	2	4	20	-	222

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
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G1 KEY MANAGEMENT PERSONNEL DISCLOSURES (continued)

2018-19

Position	Short Term Employee Expenses		Long Term Employee Expenses	Post Employment Expenses	Termination Benefits	Total Expenses
	Monetary Expenses \$'000	Non-Monetary Benefits \$'000	\$'000	\$'000	\$'000	\$'000
Director-General	418	3	9	56	-	486
Deputy Director-General, Justice Services	247	3	5	27	-	282
Deputy Director-General, Liquor, Gaming and Fair Trading (Acting from 10/12/2018)	140	2	3	14	-	159
Deputy Director-General, Liquor, Gaming and Fair Trading (to 9/12/2018)	114	1	2	13	-	130
Assistant Director-General, Corporate Services	235	3	5	26	-	269
Assistant Director-General, Strategic Policy and Legal Services	219	3	5	24	-	251
Crown Solicitor	316	3	7	35	-	361
Director of Public Prosecutions	443	23	9	54	-	529
Executive Director, Financial Services (Acting from 25/3/2019 to 26/4/2019)	16	-	-	2	-	18
Executive Director, Financial Services (to 24/3/2019, appointed 27/4/2019)	185	2	4	19	-	210

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
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G2 RELATED PARTY TRANSACTIONS

Transactions with people/entities related to KMP

Based upon KMP declarations, there have been no transactions with related parties that have materially affected the agency's operating result and/or financial position.

Transactions with other Queensland Government-controlled entities

The department's primary ongoing sources of funding from Government for its services are appropriation revenue (Note B1-1) and equity injections (C9-1 and C9-2), both of which are provided in cash via Queensland Treasury.

The department provides grants to Legal Aid Queensland, Crime and Corruption Commission, Queensland Human Rights Commission, Office of the Information Commissioner and the Queensland Family and Child Commission (Note F1-6).

The department receives property tenancy and maintenance services from the Department of Housing and Public Works.

G3 FIRST YEAR APPLICATION OF NEW ACCOUNTING STANDARDS OR CHANGE IN ACCOUNTING POLICY

Accounting standards applied for the first time

Three new accounting standards with material impact were applied for the first time in 2019-20:

- AASB 15 *Revenue from Contracts with Customers*
- AASB 1058 *Income of Not-for-Profit Entities*
- AASB 16 *Leases*

The effect of adopting these new standards are detailed in notes G3-1 to G3-4. No other accounting standards or interpretations that apply to the department for the first time in 2019-20 have any material impact on the financial statements.

Accounting standards early adopted

No Australian Accounting Standards have been early adopted for 2019-20.

G3-1 AASB 15 REVENUE FROM CONTRACTS WITH CUSTOMERS

The department applied AASB 15 *Revenue from Contracts with Customers* for the first time in 2019-20. The nature and effect of changes resulting from the adoption of AASB 15 are described below.

1. New revenue recognition model

AASB 15 establishes a new five-step model for determining how much and when revenue from contracts with customers is recognised. The five-step model and significant judgments at each step are detailed below.

Step 1 – Identify the contract with the customer	Grant funding that the department receives may contain a contract with a customer and thus fall within the scope of AASB 15. This is the case where the funding agreement requires the department to transfer goods or services to third parties on behalf of the grantor, it is enforceable, and it contains sufficiently specific performance obligations.
Step 2 – Identify the performance obligations in the contract	<p>This step involves firstly identifying all the activities the department is required to perform under the contract, and determining which activities transfer goods or services to the customer.</p> <p>Where there are multiple goods or services transferred, the department must assess whether each good or service is a distinct performance obligation or should be combined with other goods or services to form a single performance obligation.</p> <p>To be within the scope of AASB 15, the performance obligations must be 'sufficiently specific', such that the department is able to measure how far along it is in meeting the performance obligations.</p>
Step 3 – Determine the transaction price	<p>When the consideration in the contract includes a variable amount, the department needs to estimate the variable consideration to which it is entitled and only recognise revenue to the extent that it is highly probable a significant reversal of the revenue will not occur.</p> <p>This includes sales with a right of return, where the amount expected to be refunded is estimated and recognised as a refund liability instead of revenue.</p>

G3 FIRST YEAR APPLICATION OF NEW ACCOUNTING STANDARDS OR CHANGE IN ACCOUNTING POLICY (continued)

G3-1 AASB 15 REVENUE FROM CONTRACTS WITH CUSTOMERS (continued)

1. New revenue recognition model (continued)

Step 4 – Allocate the transaction price to the performance obligations	When there is more than one performance obligation in a contract, the transaction price must be allocated to each performance obligation, generally this needs to be done on a relative stand-alone selling price basis.
Step 5 – Recognise revenue when or as the department satisfies performance obligations	Revenue is recognised when the department transfers control of the goods or services to the customer. A key judgement is whether a performance obligation is satisfied over time or at a point in time. And where it is satisfied over time, the department must also develop a method for measuring progress towards satisfying the obligation.

2. Other changes arising from AASB 15

AASB 15 applies to revenue from issuing of licences. The department has elected to apply the revenue recognition requirements in AASB 15 to all licences, including short-term and low value licences.

AASB 15 also specifies the accounting for incremental costs of obtaining a contract and costs directly related to fulfilling a contract.

The standard requires contract assets (accrued revenue) and contract liabilities (unearned revenue) to be shown separately and requires contract assets to be distinguished from receivables.

There are extensive new disclosures, which have been included in Notes B1-2 and B1-3.

3. Transitional impact

Transitional policies adopted are as follows:

- The department applied the modified retrospective transition method and has not restated comparative information for 2018-19, which continue to be reported under AASB 118 *Revenue*, AASB 111 *Construction Contracts*, and related interpretations.
- The department elected to apply the standard retrospectively to all contracts, including completed contracts, at 1 July 2019. Completed contracts include contracts where the department had recognised all of the revenue in prior periods under AASB 1004 *Contributions*.
- The department applied a practical expedient to reflect, on transition, the aggregate effect of all contract modification that occurred before 1 July 2019.

User charges and fees

To align with new terminology in AASB 15, accrued revenue and unearned revenue arising from contracts with customers have to be renamed as contract assets and contract liabilities respectively. They are separately disclosed in Note C2 and Note C8.

In respect of some goods and services, the department had previously recognised revenue over time on a straight-line basis. Under AASB 15, as no specific performance obligations were identified, revenue is recognised on receipt.

Licence fee revenue was previously recognised on issuing the licence. This has not changed under AASB 15 as the department's sole performance obligation is to issue the licence. The department has assessed that any expected refunds to be paid for the voluntary surrender of licences is not material to be recognised as a refund liability under AASB 15.

Grants and contributions

All significant grants for the department are accounted for under AASB 1058 *Income of Not-for-Profit Entities*, whereby revenue is recognised upon receipt of the grant funding.

G3 FIRST YEAR APPLICATION OF NEW ACCOUNTING STANDARDS OR CHANGE IN ACCOUNTING POLICY (continued)

G3-2 AASB 1058 INCOME OF NOT-FOR-PROFIT ENTITIES

The department applied AASB 1058 *Income of Not-for-Profit Entities* for the first time in 2019-20. The nature and effect of changes resulting from the adoption of AASB 1058 are described below.

1. Scope and revenue recognition under AASB 1058

AASB 1058 applies to transactions where the department acquires an asset for significantly less than fair value principally to enable the department to further its objective, and to the receipt of volunteer services.

The department's revenue line items recognised under this standard from 1 July 2019 include Appropriation revenue, Royalties and land rents, most Grants and other contributions and some Other revenue.

General revenue recognition framework

The revenue recognition framework for in-scope transactions, other than specific-purpose capital grants, is as follows.

1. Recognise the asset – e.g. cash, receivables, property, plant and equipment, a right-of-use asset or an intangible asset
2. Recognise related amounts – e.g. contributed equity, a financial liability, a lease liability, a contract liability or a provision; (grants and donations in many cases can have nil related amounts)
3. Recognise the difference as income upfront

Volunteer services

Under AASB 1058, the department will recognise volunteer services only when the services would have been purchased if they had not been donated, and the fair value of the services can be measured reliably. This treatment is the same as in prior years.

AASB 1058 optionally permits the recognition of a broader range of volunteer services, however the department has elected not to do so.

2. Transitional impact

Transitional policies adopted are as follows:

- The department applied the modified retrospective transition method and has not restated comparative information for 2018-19. They continue to be reported under relevant standards applicable in 2018-19, such as AASB 1004.
- The department elected to apply the standard retrospectively to all contracts, including completed contracts, at 1 July 2019. Completed contracts are contracts where the department had recognised all of the revenue in prior periods under AASB 1004.
- The department applied a practical expedient to not remeasure at fair value assets previously acquired for significantly less than fair value and originally recorded at cost.

Revenue recognition for the department's appropriations, royalties and most grants and contributions will not change under AASB 1058, as compared to AASB 1004. Revenue will continue to be recognised when the department gains control of the asset (e.g. cash or receivable) in most instances.

A few of the department's grants will fall within the scope of AASB 15 *Revenue from Contracts with Customers*, the transitional impacts are disclosed in Note G3-1 above.

G3-3 IMPACT OF ADOPTION OF AASB 15 AND AASB 1058 IN THE CURRENT PERIOD

There is no significant impact of adopting AASB 15 and AASB 1058 on the department's 2019-20 financial statements. The actual amounts reported are the same as the amounts that would have been reported if the previous revenue standards (AASB 1004, AASB 118, AASB 111 and related interpretations) had been applied in the current financial year.

G3 FIRST YEAR APPLICATION OF NEW ACCOUNTING STANDARDS OR CHANGE IN ACCOUNTING POLICY (continued)

G3-4 AASB 16 LEASES

The department applied AASB 16 *Leases* for the first time in 2019-20. The department applied the modified retrospective transition method and has not restated comparative information for 2018-19, which continue to be reported under AASB 117 *Leases* and related interpretations.

The nature and effect of changes resulting from the adoption of AASB 16 are described below.

1. Definition of a lease

AASB 16 introduced new guidance on the definition of a lease.

For leases and lease-like arrangements existing at 30 June 2019, the department elected to apply the practical expedient to grandfather the previous assessments made under AASB 117 and Interpretation 4 *Determining whether an Arrangement contains a Lease* about whether those contracts contained leases. However, arrangements were reassessed under AASB 16 where no formal assessment had been done in the past or where lease agreements were modified on 1 July 2019.

Amendments to former operating leases for office accommodation and employee housing

In 2018-19, the department held operating leases under AASB 117 from the Department of Housing and Public Works (DHPW) for non-specialised commercial office accommodation through the Queensland Government Accommodation Office (QGAO) and residential accommodation through the Government Employee Housing (GEH) program.

Effective 1 July 2019, the framework agreements that govern QGAO and GEH were amended with the result that these arrangements would not meet the definition of a lease under AASB 16 and therefore are exempt from lease accounting.

From 2019-20 onward, the costs for these services are expensed as supplies and services expenses when incurred. The new accounting treatment is due to a change in the contractual arrangements rather than a change in accounting policy.

2. Changes to lessee accounting

Previously, the department classified its leases as operating or finance leases based on whether the lease transferred significantly all of the risks and rewards incidental to ownership of the asset to the lessee.

This distinction between operating and finance leases no longer exist for lessee accounting under AASB 16. From 1 July 2019, all leases, other than short-term leases and leases of low value assets, are to be recognised on the balance sheet as lease liabilities and right-of-use assets. All departmental non-specialised, commercial office accommodation leases are exempt from lease accounting under AASB 16 as they are held under the DHPW through the QGAO and residential accommodation through the GEH program.

Short-term leases and leases of low value assets

The department has elected to recognise lease payments for short-term leases and leases of low value assets as expenses on a straight-line basis over the lease term, rather than accounting for them on balance sheet. This accounting treatment is similar to that used for operating leases under AASB 117.

3. Transitional impact

Former operating leases as lessee - No material transitional impact for the department as QGAO and GEH arrangements are exempt from AASB 16.

The following table summarises the on-transition adjustments to asset and liability balances at 1 July 2019 in relation to former operating leases.

	\$'000
Lease incentive asset	9,200
Lease incentive liability	(9,279)
Accrued lease payments (from straight-lining of operating lease expenses)	(1,242)
Accumulated surplus	(1,321)

G4 TAXATION

The department is a State body as defined under the *Income Tax Assessment Act 1936* and is exempt from Commonwealth taxation with the exception of Fringe Benefits Tax (FBT) and Goods and Services Tax (GST). FBT and GST are the only taxes accounted for by the Department of Justice and Attorney-General. GST credits receivable from, and GST payable to the ATO, are recognised (refer to Note C2).

G5 CLIMATE RISK DISCLOSURE

Climate Risk Assessment

The department addresses the financial impacts of climate related risks by identifying and monitoring the accounting judgements and estimates that will potentially be affected, including asset useful lives, fair value of assets, provisions or contingent liabilities and changes to future expenses and revenue.

The department has not identified any material climate related risks relevant to the financial report at the reporting date, however constantly monitors the emergence of such risks under the Queensland Government's Climate Transition Strategy.

Current Year Impacts

No adjustments to the carrying value of recorded assets or other adjustments to the amounts recorded in the financial statements were recognised during the financial year.

DEPARTMENT OF JUSTICE AND ATTORNEY-GENERAL
Management Certificate
for the year ended 30 June 2020

These general purpose financial statements have been prepared pursuant to s.62(1) of the *Financial Accountability Act 2009* (the Act), section 38 of the *Financial and Performance Management Standard 2019* and other prescribed requirements. In accordance with s.62(1)(b) of the Act we certify that in our opinion:

- (a) the prescribed requirements for establishing and keeping the accounts have been complied with in all material respects; and
- (b) the financial statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of the Department of Justice and Attorney-General for the financial year ended 30 June 2020 and of the financial position of the department at the end of that year.

The Director-General, as the Accountable Officer of the department, acknowledges responsibility under s.7 and s.11 of the *Financial and Performance Management Standard 2019* for the establishment and maintenance, in all material respects, of an appropriate and effective system of internal controls and risk management processes with respect to financial reporting throughout the reporting period.



Corynne Scott CPA
Executive Director, Financial Services

27 August 2020



David Mackie
Director-General

27 AUGUST 2020

INDEPENDENT AUDITOR'S REPORT

To the Accountable Officer of the Department of Justice and Attorney-General

Report on the audit of the financial report

Opinion

I have audited the accompanying financial report of the Department of Justice and Attorney-General.

In my opinion, the financial report:

- a) gives a true and fair view of the department's financial position as at 30 June 2020, and its financial performance and cash flows for the year then ended
- b) complies with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards.

The financial report comprises the statement of financial position and statement of assets and liabilities by major departmental service as at 30 June 2020, the statement of comprehensive income, statement of changes in equity, statement of cash flows and statement of comprehensive income by major departmental service for the year then ended, notes to the financial statements including summaries of significant accounting policies and other explanatory information, and the management certificate.

Basis for opinion

I conducted my audit in accordance with the *Auditor-General Auditing Standards*, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report.

I am independent of the department in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code and the *Auditor-General Auditing Standards*.

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

Key audit matters

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

Indexation Valuation of Land and Buildings (\$1.113.17 as at 30 June 2020)

Refer to notes C4-4 and C1-2 in the financial report.

Key audit matter	How my audit addressed the key audit matter
<p>Department of Justice and Attorney-General specialised buildings were measured at fair value at balance date using the current replacement cost method that comprises:</p> <ul style="list-style-type: none"> gross replacement cost, less accumulated depreciation. <p>The department performs a comprehensive revaluation of all building assets on a 5 year rotational basis using independent valuers and uses indexation in the intervening years.</p> <p>The department derived the gross replacement cost of its buildings at balance date using unit prices that required significant judgements for:</p> <ul style="list-style-type: none"> identifying the components of buildings with separately identifiable replacement costs (known as unit rate categories) developing a unit rate for each of these components, including: <ul style="list-style-type: none"> estimating the current cost for a modern substitute (including locality factors and on-costs), expressed as a rate per unit identifying whether the existing building contains obsolescence or less utility compared to the modern substitute, and if so estimating the adjustment to the unit rate required to reflect this difference. indexing unit rates for subsequent increases in input costs forecasting the remaining useful lives of assets. <p>The measurement of accumulated depreciation involved significant judgements for:</p> <ul style="list-style-type: none"> estimating residual values forecasting the remaining useful lives of assets. 	<p>My procedures for Land and Buildings included, but were not limited to:</p> <p>For assets indexed:</p> <ul style="list-style-type: none"> Assessing the adequacy of management's review of the valuation process. Obtaining an understanding of the methodology used and assessing its design, integrity and appropriateness using common industry practices. Assessing the competence, capability and objectivity of the experts used by the department. Evaluating the reasonableness of the indices used against other publicly available information about movements in values for replacement costs of similar assets. Ensuring indices have been correctly applied to the asset class. <p>For all assets:</p> <p>Evaluating useful life estimates for reasonableness by:</p> <ul style="list-style-type: none"> Reviewing management's annual assessment of useful lives At an aggregated level, reviewing for consistency between renewal budgets and the gross replacement cost of assets due to expire during the renewal budget period Reviewing formal asset management plans, and enquiring of management about whether these plans remain current Reviewing for assets with an inconsistent relationship between condition and remaining useful life.

Responsibilities of the department for the financial report

The Accountable Officer is responsible for the preparation of the financial report that gives a true and fair view in accordance with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards, and for such internal control as the Accountable Officer determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

The Accountable Officer is also responsible for assessing the department's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless it is intended to abolish the department or to otherwise cease operations.

Auditor's responsibilities for the audit of the financial report

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

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

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances. This is not done for the purpose of expressing an opinion on the effectiveness of the department's internal controls, but allows me to express an opinion on compliance with prescribed requirements.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the department.
- Conclude on the appropriateness of the department's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the department's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. I base my conclusions on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the department to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

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

From the matters communicated with the Accountable Officer, I determine those matters that were of most significance in the audit of the financial report of the current period and are therefore the key audit matters. I describe these matters in my auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, I determine that a matter should not be communicated in my report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Statement

In accordance with s.40 of the *Auditor-General Act 2009*, for the year ended 30 June 2020:

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

Prescribed requirements scope

The prescribed requirements for the establishment and keeping of accounts are contained in the *Financial Accountability Act 2009*, any other Act and the Financial and Performance Management Standard 2019. The applicable requirements include those for keeping financial records that correctly record and explain the department's transactions and account balances to enable the preparation of a true and fair financial report.



28 August 2020

John Welsh
as delegate of the Auditor-General

Queensland Audit Office
Brisbane

Appendix 2

2019–20 Annual report performance

Service standards and other measures	Notes	2015–16 Actual	2016–17 Actual	2017–18 Actual	2018–19 Actual	2019–20 Target	2019–20 Actual
Justice Services							
Service: Courts and Tribunals							
Supreme Court—Court of Appeal							
Backlog indicator (greater than 24 months) per cent							
Civil law	1	3.8%	0.7%	1.1%	0.8%	5%	3.8%
Criminal law	1	0%	2.5%	2.8%	1.8%	5%	2.1%
Clearance rate (finalisations/lodgements) per cent							
Civil law	2	127%	90.1%	125.7%	89.3%	100%	98.1%
Criminal law	2,3	106.6%	104.2%	90.9%	95.3%	100%	114.8%
Supreme Court—Trial Division							
Backlog indicator (greater than 24 months) per cent							
Civil law	-	7.6%	7%	7.2%	9.1%	5%	8.4%
Criminal law	-	1.3%	2.2%	3.1%	4.3%	5%	1.5%
Clearance rate (finalisations/lodgements) per cent							
Civil law	-	103.5%	93.5%	99.9%	97.9%	100%	99.2%
Criminal law	-	87.4%	87.5%	110.9%	100.5%	100%	99.1%
District Court							
Backlog indicator (greater than 24 months) per cent							
Civil law	-	3.9%	4.1%	4.2%	4.9%	5%	4.9%
Criminal law	-	4%	3.4%	4.4%	4.4%	5%	4.5%
Clearance rate (finalisations/lodgements) per cent							
Civil law	-	103.2%	99.7%	101%	106.4%	100%	97.4%
Criminal law	-	94.9%	97.6%	95.6%	98.8%	100%	97.9%
District Court—Appeals							
Backlog indicator (greater than 24 months) per cent							
Civil law	1,4	9.3%	17.5%	11.4%	17.1%	5%	18.7%
Criminal law	1	8.9%	8.3%	7%	9%	5%	9.1%
Clearance rate (finalisations/lodgements) per cent							
Civil law	2,5	97.5%	88.1%	90.9%	88.9%	100%	68.2%
Criminal law	2	103.7%	102.5%	100.5%	95.6%	100%	101.4%

Service standards and other measures	Notes	2015–16 Actual	2016–17 Actual	2017–18 Actual	2018–19 Actual	2019–20 Target	2019–20 Actual
Magistrates Court							
Backlog indicator (greater than 12 months) per cent							
Civil law	-	9.4%	8.2%	10.4%	10.6%	7.5%	12.17%
Criminal law	-	11.9%	14.5%	13%	13%	10.5%	9.84%
Clearance rate (finalisations/lodgements) per cent							
Civil law	-	102.9%	96.2%	103.6%	102.1%	100%	100.8%
Criminal law	6	95.9%	100.4%	101.1%	98.6%	100%	82.91%
Childrens Court							
Backlog indicator (greater than 12 months) per cent							
Civil law	7	11.8%	14.8%	17%	15%	8%	18.95%
Criminal law	-	8.3%	6.3%	4.1%	7.4%	7%	7.48%
Clearance rate (finalisations/lodgements) per cent							
Civil law	6	98.3%	91.9%	98.4%	91.3%	100%	92.3%
Criminal law	6	99.1%	95.6%	92.3%	98.9%	100%	86.8%
Coroners Court							
Backlog indicator (greater than 24 months) per cent	8	13.6%	16.6%	17.73%	17.58%	5%	14.81%
Clearance rate (finalisations/lodgements) per cent	-	100.5%	89.7%	93.14%	101.09%	100%	102.02%
Land Court and Tribunals							
Backlog indicator (greater than 24 months) per cent	9	7%	5%	14%	17%	5%	33.5%
Clearance rate (finalisations/lodgements) per cent	-	95%	105%	103%	103.7%	100%	107.7%
Queensland Civil and Administrative Tribunal							
Overall client satisfaction with services provided	-	82%	82%	81%	82%	80%	82%
Clearance rate (finalisations/lodgements) per cent	-	100%	96%	100%	96%	100%	97%
Body Corporate and Community Management							
Percentage of conciliations where an agreement has been reached	1	72.8%	70.5%	64.9%	68.5%	65%	64.8%
Clearance rate (finalisations/lodgements) per cent	2	102%	95%	103%	98%	95%	97%

Service standards and other measures	Notes	2015–16 Actual	2016–17 Actual	2017–18 Actual	2018–19 Actual	2019–20 Target	2019–20 Actual
Service: Dispute Resolution							
Agreement rate per cent							
Civil law —mandatory mediations for QCAT	1	57%	59%	61%	61%	60%	59%
Civil law —voluntary community mediations	1	88%	86%	80%	86%	85%	82%
Criminal law	1	100%	99%	98%	98%	95%	100%
Compliance with criminal law mediation agreements	1,10	-	-	95%	98%	80%	100%
Overall client satisfaction with court ordered conferencing (child protection)							
Parents	1	86%	87%	90%	91%	85%	92%
Professional	1,11	97%	94%	93%	94%	85%	95%
Percentage of matters finalised within target timeframes							
Civil mediations (40 days)	2	86%	83%	86%	84%	85%	83%
Criminal mediations (65 days)	2,12	57%	70.5%	68%	63%	70%	59%
Child protection conferencing (individual conference dates set by the courts)	2	99%	98%	99%	99%	95%	99%
Service: Registration of births, deaths, marriages and name changes							
Percentage of accurate registration of life events	1	97%	98%	99%	99%	100%	99%
Average time to register life events (days):							
Births	13	4.9	4.9	2.7	3.7	6	3.9
Marriages	14	4.3	2.9	2.3	3.1	5	3.7
Deaths	-	2.4	2.5	2.2	2.1	2	2.2
Changes of name	15	5.8	7.6	3.8	1.1	7	3.9
Average time to issue life event certificates (days)	-	5.5	4.4	4.0	4.2	4.5	4.0
Average cost per life event registration	16	-	-	-	\$35.06	\$38	\$40.88
Service: Victims of crime assistance							
Percentage of clients satisfied with the overall service for financial assistance and LinkUp	1	-	94%	93.01%	92.31%	90%	88.79%
Rate of internal reviews received for finalised assessments for the period	1	-	2%	1.60%	1.06%	<2%	2.08%
Average length of time (calendar days) for financial assistance applications to be assessed:							
Interim assessments	2,17	21.2	16.5	11.7	11.24	21	18
Funeral assessments	2,18	11.2	13.6	6.02	14.49	15	34
General assessments	2	51.8	64.9	64.31	54.94	80	82

Service standards and other measures	Notes	2015–16 Actual	2016–17 Actual	2017–18 Actual	2018–19 Actual	2019–20 Target	2019–20 Actual
Service: Public Guardianship							
Percentage of Community Visitor (adult) sites visited in accordance with the designated visiting schedule	19	88.7%	92.4%	91.6%	94.9%	90%	84.9%
Percentage of vulnerable children at visitable sites visited by Community Visitors (child) in accordance with the designated visiting schedule	-	81%	90.1%	85.5%	80.9%	90%	86%
Percentage of vulnerable children in visitable homes visited by Community Visitors (child) in accordance with the designated visiting schedule	-	-	84.4%	78.6%	82.8%	80%	84.9%
Percentage of guardianship decisions made in consultation with the client/ interested persons	-	-	98.2%	97.2%	96.8%	90%	98%
Percentage of investigations closed within 9 months from commencement for clients aged 65 or over	20	-	-	-	70.9%	80%	60.3%
Service: Blue Card Services							
Percentage of blue card holder overall satisfaction with blue card application process and service	-	-	-	-	93.24%	85%	93.57%
Percentage of Blue Card applications with no criminal history processed within 28 days	2,21	-	-	95.8%	99.35%	85%	98.86%
Average processing cost per outcome (excluding assessment of police or disciplinary information)	22	-	-	-	\$24.88	\$28.32	\$18.72
Percentage of Blue Card applications with criminal history processed within 4 months	2	-	-	91.39%	94.05%	90%	92.03%

NOTES

1. This measure was discontinued in the DJAG 2018–19 Service Delivery Statement as it was no longer considered a measure of effectiveness. It will be discontinued from the Annual report.
2. This measure was discontinued in the DJAG 2018–19 Service Delivery Statement as it was no longer considered a measure of efficiency. It will be discontinued from the Annual report.
3. The 2019–20 result is based on small numbers, and therefore subject to a high level of fluctuation.
4. The 2019–20 result is based on small numbers, and therefore subject to a high level of fluctuation.
5. The 2019–20 result is based on small numbers, and therefore subject to a high level of fluctuation.
6. The variance between the 2019–20 target and the 2019–20 actual result can be attributed to COVID-19 and the response and recovery processes put in place. The progression of matters in this jurisdiction was severely impacted, culminating in the end of year clearance rate being significantly lower than target.
7. There are many factors outside the court's control that can influence how long it takes for a civil matter to be resolved, including the availability of witnesses/legal representatives and the complexity of matters. The progression of civil matters is generally directed by the parties involved rather than the court.
8. Factors outside the court's control influence the court's ability to finalise cases which impact on the backlog of matters. Coroners rely on other agencies to provide reports, including autopsy, toxicology and police investigation reports. Coroners also await outcomes of other investigative processes (e.g. workplace health and safety investigations) and awaiting outcomes of criminal proceedings before proceeding to inquest.
9. The total pending caseload for the Land Court is 212 cases, with 71 of those cases greater than 24 months old. Of the 71 cases, a total of 51 were filed on the same date and either subject to the outcome of test cases or a Court of Appeal decision. The court is actively reviewing and case managing all pending cases.
10. Adult Restorative Justice Conferencing works with clients to ensure that outcomes agreed to in a Restorative Justice conference are generated by the clients, that they are meaningful and appropriate, and that the defendant can reasonably complete the outcomes within the agreed timeframe. As such, a high rate of compliance is expected.
11. Participants complete surveys at the end of the conference. This positive result for 2019–20 means that 95% of professionals find the conferences to be productive and impartial. This further highlights the professionalism and skills of the staff and convenors.
12. The variance between the 2019–20 target and the 2019–20 actual result can be attributed to the impact of COVID-19. Staff experienced increased difficulty in initiating and maintaining contact with clients, which made concluding files within a reasonable time more difficult. It is expected that results for this measure will return to the target in the future.
13. The benefits of online birth registration system continue to be favourable for this measure. In 2019–20, 94% of births were initiated online which contributed to the significant positive variance.
14. The Registry of Births, Deaths and Marriages saw a 60% drop in marriage registrations during the April to June period compared to the same period last year which had a significantly positive impact on this measure in 2019–20.
15. Enhanced reporting and improved communication to customers about non-compliant applications continues to have a favourable impact on this measure.
16. The variance between the 2019–20 target and the 2019–20 actual result can be attributed to the impact of COVID-19. A combination of increased costs and reduction in registrations had a negative impact on this measure. It is expected that results for this measure will return to the target in the future.
17. Victim Assist Queensland's new assessment process has resulted in greater response times to interim applications.
18. The variance is due to one application that was delayed substantially, affecting full year performance.
19. This variance is mostly due to the significant increase in the number of adult visitable sites resulting from an increase in National Disability Insurance Scheme participants, placing additional demand for visiting services on existing resources.
20. This significant negative variance is due to ongoing significant increases in referrals for investigation into the abuse, neglect and exploitation of adults with impaired decision-making capacity, particularly considering increasing community awareness of elder abuse. This has negatively impacted on the time taken to finalise investigations.
21. The significantly positive result is due to continual improvements and oversight of processes and proficiency in processing functions.
22. The positive variance is due an increase in applications and producing an increased number of cards using existing resources. Additionally, there has been a drop in unpaid cards which attributes to this significantly positive result.

Service standards and other measures	Notes	2015–16 Actual	2016–17 Actual	2017–18 Actual	2018–19 Actual	2019–20 Target	2019–20 Actual
Legal and Prosecutions							
Service: Legal services to government							
Overall client satisfaction with services provided (feedback rating 1–5)	-	4.5	4.6	4.7	4.65	4.6	4.63
Productivity for chargeable hours	-	98%	97%	100.4%	104%	100%	104.7%
Average revenue earned per day per professional author (lawyer)	-	-	\$1,329	\$1,345	\$1,398	\$1,400	\$1,467
Service: Prosecution services							
Conviction rate of defendants who are prosecuted on indictment by the ODPP	-	90.7%	91.8%	91.8%	91.8%	85%	92.1%
Percentage of indictments signed in under four months from committal	1	62.3%	59.2%	71.9%	73.8%	60%	82.6%
Service: Child protection legal services							
Rate of final child protection orders made by the Childrens Court when determining DCPL child protection applications	-	-	-	-	99.95%	99%	99.88%
Clearance rate (finalisations/lodgements) per cent of application for child protection order	2	-	-	-	-	100%	81.34%

NOTES

1. Additional resources and management intervention aimed at improving the Office of the Director of Public Prosecution's responsiveness has resulted in a significantly positive result in 2019–20.
2. The variance between the 2019–20 target and the 2019–20 actual result can be attributed to the impact of COVID-19 and the response and recovery, including adjourning applications for a minimum period of 3 months where possible. In response, there was a reduction in the rate of applications finalised over the remainder of the financial year. It is expected that results for this measure will return to target in the future.

Service standards and other measures	Notes	2015–16 Actual	2016–17 Actual	2017–18 Actual	2018–19 Actual	2019–20 Target	2019–20 Actual
Liquor, Gaming and Fair Trading							
Service: Fair trading							
Percentage of consumer complaints finalised with a positive outcome	-	91%	85%	82%	83%	80%	83%
Proportion of licensing applications and registration services processed within timeframes	-	99%	98.8%	96%	98%	90%	91%
Percentage of conciliated consumer complaints finalised within 30 days	-	83%	82%	80%	88%	80%	82%
Service: Liquor and gaming regulation							
Percentage of licensees found to have resolved identified issues of non-compliance at follow-up visit	-	-	-	88.3%	91.7%	80%	88.4%
Proportion of licensing applications processed within timeframes	-	88%	88%	88%	87%	85%	87%

Appendix 3

Government bodies (Statutory bodies and entities) and appointments^{1, 2, 3, 4, 5}

- › Appeal Costs Board
- › Council of the Queensland Law Society Incorporated²
- › Crime and Corruption Commission²
- › Crime Reference Committee
- › Director of Public Prosecutions²
- › Director of Child Protection Litigation²
- › Disaster Appeals Trust Fund Committee
- › Domestic and Family Violence Death Review and Advisory Board²
- › Electoral Commission of Queensland²
- › Gambling Community Benefit Committee²
- › Land Tribunal (Aboriginal)
- › Legal Aid²
- › Legal Aid Board²
- › Legal Practice Committee
- › Legal Practitioners Admissions Board²
- › Legal Services Commission²
- › Office of the Information Commissioner²
- › Professional Standards Council²
- › Public Advocate²
- › Public Guardian²
- › Public Interest Monitor^{2, 4}
- › Public Trustee of Queensland²
- › Public Trust Office Investment Board
- › Queensland Civil and Administrative Tribunal²
- › Queensland Family and Child Commission²
- › Queensland Human Rights Commission⁵
- › Queensland Law Reform Commission²
- › Queensland Ombudsman²
- › Queensland Sentencing Advisory Council²
- › Registrar-General (and Deputy) of Births, Deaths and Marriages
- › Responsible Gambling Advisory Committee
- › Solicitor-General
- › Supreme Court Library Committee²

1. Legislation establishing the portfolio's statutory bodies and authorities is listed in Appendix 4.
2. The statutory bodies/statutory appointments prepare their own Annual reports.
3. Additional government bodies information on functions, achievements and remuneration can be found online at <http://.governmentbodies.premiers.qld.gov.au>
4. The Public Interest Monitor sits under the responsibilities of the Minister for Police and Minister for Corrective Services in accordance with the *Police Powers and Responsibilities Act 2000*, although elements of the Public Interest Monitor function sit within the responsibilities of the Attorney-General and Minister for Justice under the *Crime and Corruption Act 2001*.
5. As of 1 July 2019, the Anti-Discrimination Commission Queensland became the Queensland Human Rights Commission, following the introduction of the *Human Rights Act 2019*.

Appendix 4

Legislation administered by DJAG

Area of responsibility:

Administration of Justice

Administrative Reform

Births, Deaths and Marriages

Censorship

Coroners

Criminal Justice Reform

Criminal Proceedings

Dispute Resolution

Elections and Referendums

Individual Rights and Freedoms

Judges and Magistrates

Justices of the Peace and Commissioners
for Declarations

Law Reform

Legal Advice and Services to Government

Legal Aid

Legal Profession

Substituted Decision Making

Working with Children Check

Acts administered:

- › *Aboriginal and Torres Strait Islander Communities (Justice, Land and Other Matters) Act 1984* Part 4, sections 18-25 (sections 4, 8, 64-67, 70 and 71 jointly administered with the Deputy Premier, Treasurer and Minister for Aboriginal and Torres Strait Islander Partnerships)
- › *Aboriginal Land Act 1991* (sections 62 to 73; Part 19; sections 286 and 294 as they apply to the provisions of the Act administered by the Minister and relevant sections relating to the Land Tribunal, Land Court, Land Appeal Court and Supreme Court)
- › *Acts Interpretation Act 1954*
- › *Adoption Act 2009 (Part 14A)*
- › *Anti-Discrimination Act 1991*
- › *Appeal Costs Fund Act 1973*
- › *Attorney-General Act 1999*
- › *Australia and New Zealand Banking Group Limited (NMRB) Act 1991*
- › *Australian Consular Officers' Notarial Powers and Evidence Act 1946*
- › *Bail Act 1980*
- › *Births, Deaths and Marriages Registration Act 2003*
- › *Body Corporate and Community Management Act 1997*
- › *British Probates Act 1898*
- › *Burials Assistance Act 1965*
- › *Carruthers Inquiry Enabling Act 1996*
- › *Cattle Stealing Prevention Act 1853*
- › *Childrens Court Act 1992*
- › *Choice of Law (Limitation Periods) Act 1996*
- › *Civil Liability Act 2003*
- › *Civil Partnerships Act 2011*
- › *Civil Proceedings Act 2011*
- › *Classification of Computer Games and Images Act 1995*
- › *Classification of Films Act 1991*
- › *Classification of Publications Act 1991*
- › *Commercial Arbitration Act 2013*
- › *Commissions of Inquiry Act 1950*
- › *Commonwealth Places (Administration of Laws) Act 1970*
- › *Commonwealth Powers (De Facto Relationships) Act 2003*
- › *Commonwealth Powers (Family Law-Children) Act 1990*
- › *Co-operative Schemes (Administrative Actions) Act 2001*
- › *Coroners Act 2003*
- › *Corporations (Administrative Actions) Act 2001*
- › *Corporations (Ancillary Provisions) Act 2001*
- › *Corporations (Commonwealth Powers) Act 2001*
- › *Corporations (Queensland) Act 1990*
- › *Court Funds Act 1973*
- › *Cremations Act 2003*
- › *Crime and Corruption Act 2001*

- › *Crimes at Sea Act 2001*
- › *Criminal Code Act 1899 (including Criminal Code)*
- › *Criminal Code Amendment Act 1922*
- › *Criminal Law Amendment Act 1892*
- › *Criminal Law Amendment Act 1894*
- › *Criminal Law Amendment Act 1945*
- › *Criminal Law (Historical Homosexual Convictions Expungement) Act 2017*
- › *Criminal Law (Rehabilitation of Offenders) Act 1986*
- › *Criminal Law (Sexual Offences) Act 1978*
- › *Criminal Proceeds Confiscation Act 2002*
- › *Crown Proceedings Act 1980*
- › *COVID-19 Emergency Response Act 2020*
- › *Dangerous Prisoners (Sexual Offenders) Act 2003*
- › *Defamation Act 2005*
- › *Director of Child Protection Litigation Act 2016*
- › *Director of Public Prosecutions Act 1984*
- › *Disposal of Unexecuted Warrants Act 1985*
- › *Dispute Resolution Centres Act 1990*
- › *District Court of Queensland Act 1967*
- › *Domicile Act 1981*
- › *Drugs Misuse Act 1986* (except to the extent administered by the Minister for Agricultural Industry Development and Fisheries)
- › *Electoral Act 1992*
- › *Electronic Transactions (Queensland) Act 2001*
- › *Evidence Act 1977*
- › *Evidence and Discovery Act 1867*
- › *Evidence (Attestation of Documents) Act 1937*
- › *Evidence on Commission Act 1988*
- › *Family and Child Commission Act 2014*
- › *Federal Courts (State Jurisdiction) Act 1999*
- › *Financial Transaction Reports Act 1992*
- › *Guardianship and Administration Act 2000*
- › *Human Rights Act 2019*
- › *Imperial Acts Application Act 1984*
- › *Information Privacy Act 2009*
- › *Invasion of Privacy Act 1971*
- › *Judges (Pensions and Long Leave) Act 1957* (except to the extent administered by the Deputy Premier, Treasurer and Minister for Aboriginal and Torres Strait Islander Partnerships)
- › *Judicial Remuneration Act 2007*
- › *Judicial Review Act 1991*
- › *Jurisdiction of Courts (Cross-vesting) Act 1987*
- › *Jury Act 1995*
- › *Justice and Other Information Disclosure Act 2008*
- › *Justices Act 1886*
- › *Justices of the Peace and Commissioners for Declarations Act 1991*
- › *Land Court Act 2000*
- › *Law Reform Act 1995*
- › *Law Reform Commission Act 1968*
- › *Legal Aid Queensland Act 1997*
- › *Legal Profession Act 2007*
- › *Limitation of Actions Act 1974*
- › *Magistrates Act 1991*
- › *Magistrates Courts Act 1921*
- › *Maintenance Act 1965*
- › *Neighbourhood Disputes (Dividing Fences and Trees) Act 2011*
- › *Oaths Act 1867*
- › *Ombudsman Act 2001*
- › *Peace and Good Behaviour Act 1982*
- › *Peaceful Assembly Act 1992*
- › *Penalties and Sentences Act 1992*
- › *Personal Injuries Proceedings Act 2002*
- › *Powers of Attorney Act 1998*
- › *Printing and Newspapers Act 1981*
- › *Prisoners International Transfer (Queensland) Act 1997*
- › *Prisoners (Interstate Transfer) Act 1982*
- › *Professional Standards Act 2004*
- › *Property Law Act 1974*
- › *Public Guardian Act 2014*
- › *Public Interest Disclosure Act 2010*
- › *Queensland Civil and Administrative Tribunal Act 2009*
- › *Recording of Evidence Act 1962*
- › *Referendums Act 1997*
- › *Regulatory Offences Act 1985*
- › *Retail Shop Leases Act 1994*
- › *Right to Information Act 2009*
- › *Solicitor-General Act 1985*
- › *Standard Time Act 1894*
- › *State Penalties Enforcement Act 1999* (to the extent that it is relevant to the prescription of offences as infringement notice offences)
- › *Status of Children Act 1978*
- › *Succession Act 1981*
- › *Succession to the Crown Act 2013*
- › *Supreme Court Library Act 1968*
- › *Supreme Court of Queensland Act 1991*
- › *Surrogacy Act 2010*
- › *Telecommunications Interception Act 2009*
- › *Terrorism (Commonwealth Powers) Act 2002*
- › *Torres Strait Islander Land Act 1991* (sections 190 and 197 as they apply to the provisions of the Act administered by the Minister and relevant sections relating to the Land Court and Supreme Court)
- › *Trust Accounts Act 1973*
- › *Trustee Companies Act 1968*
- › *Trusts Act 1973*
- › *Vexatious Proceedings Act 2005*
- › *Victims of Crime Assistance Act 2009*
- › *Witness Protection Act 2000*
- › *Working with Children Check (Risk Management and Screening) Act 2000*

Area of responsibility:

Casinos

Fair trading and consumer protection

Incorporation of associations and co-operatives

Liquor licensing

Lotteries, keno and wagering

Machine gaming

Occupational licensing including auctioneers, real estate agents, commercial agents, motor dealers, pawnbrokers and security providers

Registration of charitable and community purpose organisations

Acts administered:

- › *Agents Financial Administration Act 2014*
- › *All Saints Church Lands Act 1924*
- › *All Saints Church Lands Act 1960*
- › *Anglican Church of Australia Act 1895*
- › *Anglican Church of Australia Act 1895 Amendment Act 1901*
- › *Anglican Church of Australia Act 1977*
- › *Anglican Church of Australia Constitution Act 1961*
- › *Anglican Church of Australia (Diocese of Brisbane) Property Act 1889*
- › *Ann Street Presbyterian Church Act 1889*
- › *Associations Incorporation Act 1981*
- › *Bishopsbourne Estate and See Endowment Trusts Act 1898*
- › *Boonah Show Ground Act 1914*
- › *Breakwater Island Casino Agreement Act 1984*
- › *Brisbane Casino Agreement Act 1992*
- › *Building Units and Group Titles Act 1980* (Parts 4 and 5; sections 121 to 125; sections 127 to 132; Schedules 2, 3 and 4; sections 5, 5A, 119, 133 and 134 jointly administered with the Minister for Natural Resources, Mines and Energy)
- › *Business Names (Commonwealth Powers) Act 2011*
- › *Cairns Casino Agreement Act 1993*
- › *Casino Control Act 1982*
- › *Charitable and Non-Profit Gaming Act 1999*
- › *Charitable Funds Act 1958*
- › *Chinese Temple Society Act 1964*
- › *Churches of Christ, Scientist, Incorporation Act 1964*
- › *Collections Act 1966*
- › *Co-operatives National Law Act 2020*
- › *Credit (Commonwealth Powers) Act 2010*
- › *Credit (Rural Finance) Act 1996*
- › *Debt Collectors (Field Agents and Collection Agents) Act 2014*
- › *Disposal of Uncollected Goods Act 1967*
- › *Factors Act 1892*
- › *Fair Trading Act 1989*
- › *Fair Trading Inspectors Act 2014*
- › *Funeral Benefit Business Act 1982*
- › *Gaming Machine Act 1991* (except to the extent administered by the Deputy Premier, Treasurer and Minister for Aboriginal and Torres Strait Islander Partnerships)
- › *Guides Queensland Act 1970*
- › *Interactive Gambling (Player Protection) Act 1998*
- › *Introduction Agents Act 2001*
- › *Jupiters Casino Agreement Act 1983*
- › *Keno Act 1996*

- › *Land Sales Act 1984*
- › *Liquor Act 1992*
- › *Lotteries Act 1997*
- › *Mercantile Act 1867*
- › *Motor Dealers and Chattel Auctioneers Act 2014*
- › *Partnership Act 1891*
- › *Personal Property Securities (Ancillary Provisions) Act 2010*
- › *Personal Property Securities (Commonwealth Powers) Act 2009*
- › *Presbyterian Church of Australia Act 1900*
- › *Presbyterian Church of Australia Act 1971*
- › *Property Occupations Act 2014*
- › *Queen's Wharf Brisbane Act 2016* (except to the extent administered by the Minister for Innovation and Tourism Industry Development and Minister for the Commonwealth Games)
- › *Queensland Congregational Union Act 1967*
- › *Queensland Temperance League Lands Act 1985*
- › *Returned & Services League of Australia (Queensland Branch) Act 1956*
- › *Returned Servicemen's Badges Act 1956*
- › *Roman Catholic Church (Corporation of the Sisters of Mercy of the Diocese of Cairns) Lands Vesting Act 1945*
- › *Roman Catholic Church (Incorporation of Church Entities) Act 1994*
- › *Roman Catholic Church Lands Act 1985*
- › *Roman Catholic Church (Northern Lands) Vesting Act 1941*
- › *Roman Catholic Relief Act 1830*
- › *Sale of Goods Act 1896*
- › *Sale of Goods (Vienna Convention) Act 1986*
- › *Salvation Army (Queensland) Property Trust Act 1930*
- › *Scout Association of Australia Queensland Branch Act 1975*
- › *Sea-Carriage Documents Act 1996*
- › *Second-hand Dealers and Pawnbrokers Act 2003*
- › *Security Providers Act 1993*
- › *Storage Liens Act 1973*
- › *TAB Queensland Limited Privatisation Act 1999*
- › *Tattoo Parlours Act 2013*
- › *Tourism Services Act 2003*
- › *United Grand Lodge of Antient Free and Accepted Masons of Queensland Trustees Act 1942*
- › *Uniting Church in Australia Act 1977*
- › *Wagering Act 1998*
- › *Wesleyan Methodist Trust Property Act 1853*
- › *Wesleyan Methodists, Independents, and Baptists Churches Act 1838*
- › *Wine Industry Act 1994*

Area of responsibility:

Public Trustee

Acts administered:

- › *Public Trustee Act 1978*

Appendix 5

Funding for legal assistance services

Legal assistance services provided to vulnerable and disadvantaged Queenslanders

The Queensland Government allocates funds from the State Budget to Legal Aid Queensland (LAQ) and community organisations (mostly Community Legal Centres [CLCs]) for the delivery of legal assistance services across the State.

In 2019–20 LAQ provided close to 251,000 legal assistance services for State law matters, including legal information and referral services, advice and task assistance, duty lawyer services, grants of aid and legal representation. LAQ provides detailed information about its service delivery in its Annual report.

In 2019–20 community organisations provided over 248,000 legal assistance services, with State and Commonwealth funds allocated by the Queensland Government.

The shut down of offices over the period April – June 2020 due to COVID-19, has had an impact on the number services provided by both LAQ and community organisations. This is expected to continue in the next financial year.

Service delivery funding

Legal Aid Queensland

In 2019–20, LAQ received a total of \$137.738 million for service delivery, comprised of \$89.053 million of State funding and \$48.685 million of Commonwealth funding.¹

In 2020–21, LAQ will receive \$145.324 million, comprised of \$92.155 million of State funding and \$53.169 million of Commonwealth funding.²

Community Organisations

In 2019–20, community organisations were allocated \$25.960 million in combined State and Commonwealth funding to provide free or low-cost legal services to vulnerable and disadvantaged Queenslanders. This included \$13.106 million of State funding and \$12.854 million of Commonwealth funding.³

In 2020–21, community organisations will receive \$31.289 million, including \$15.305 million of State funding and \$15.985 million of Commonwealth funding.⁴

In May 2020, the Attorney-General announced the outcomes of the tender process to allocate Queensland and Commonwealth legal assistance service delivery funding over 2020–25.

24 community organisations were successful in the process and the Queensland Government allocated \$112.152⁵ million of Queensland and Commonwealth funding over 2020–25 to these organisations to provide free or low-cost legal services to vulnerable and disadvantaged Queenslanders. This includes:

- \$66.319 million in Queensland funding
- \$45.832 million in Commonwealth funding

A breakdown of this service delivery funding provided to individual community organisations is set out on the next page.

Community organisation	Queensland and Commonwealth 2020–25
Aboriginal and Torres Strait Islander Women's Legal Service NQ Inc	\$3,399,180
Aged and Disability Advocacy Australia Ltd	\$2,004,634
Basic Rights Queensland Inc	\$5,291,050
Cairns Community Legal Centre Inc	\$4,259,841
Caxton Legal Centre Inc ⁶	\$11,253,654
Central Queensland Community Legal Centre Inc	\$3,967,460
Encircle Ltd	\$3,695,072
Gold Coast Community Legal Centre and Advice Bureau Inc	\$6,431,861
HUB Community Legal	\$5,403,464
LawRight Inc	\$10,080,791
LGBTI Legal Service Inc	\$1,303,610
Mackay Regional Community Legal Centre Inc	\$2,396,817
North Queensland Women's Legal Service Inc	\$6,953,877
Northside Connect Inc (previously Nundah Community Support Group Inc)	\$1,498,813
Prisoners' Legal Service Inc	\$2,840,200
Queensland Advocacy Incorporated	\$3,367,800
Refugee and Immigration Legal Service Inc	\$5,042,077
Suncoast Community Legal Service Inc	\$2,602,521
TASC National Limited	\$9,887,997
Tenants Queensland Inc	\$1,817,098
Townsville Community Law Inc	\$2,808,538
Women's Legal Service Inc ⁷	\$10,037,174
Youth Advocacy Centre Inc	\$2,408,069
YFS Ltd	\$3,399,919
Total	\$112,151,517

NOTES

To preserve the quality and quantity of legal assistance services, community organisations are to receive indexation on all service delivery funding for the 2020–25 financial years.

1. The LAQ 2019–20 funding allocation includes funding provided from the Office of Fair Trading (OFT) of \$0.240 million and excludes funding that other agencies have provided to DJAG to administer to LAQ on their behalf (\$2.028 million from Youth Justice, comprising \$1.555 million from the Department of Child Safety Youth and Women [DCSYW] and \$0.473 million from the Department of Youth Justice (DYJ) following machinery of government changes).
2. The LAQ 2020–21 funding allocation includes funding provided from OFT of \$0.240 million and excludes funding that other agencies have provided to DJAG to administer to LAQ on their behalf (\$2.089 million from DYJ).
3. The community organisations 2019–20 funding allocation excludes funding that other agencies have provided to DJAG to administer to the community organisations on their behalf (\$21,000 from Queensland Corrective Services [QCS] for Women's Legal Service Inc, \$100,000 from DCSYW for HUB Community Legal, \$100,000 from the Department of Environment and Science [DES] for Environmental Defenders Office Queensland Inc and \$65,000 from DES for Environmental Defenders Office of Northern Queensland Inc).
4. The community organisations 2020–21 funding allocation excludes funding that other agencies have provided to DJAG to administer to the community organisations on their behalf (\$40,000 from QCS for Women's Legal Service Inc).
5. The Queensland Government also allocates funding to Community Legal Centres Queensland Inc (CLCQ) to deliver peak services. Over 2020–25, CLCQ will receive \$2.478 million.
6. A direct allocation to Caxton Legal Centre of \$1,165,825 over 2020–25 for additional statewide coronial legal assistance services subsequent to the tender process, has not been included in the above table.
7. QCS funding of \$200,000 over 2020–25 provided to DJAG to administer to Women's Legal Service Inc on their behalf, has not been included in the above table.

2020–21 funding

\$1.238 million was also directly allocated to five community organisations (listed below) to deliver services in 2020-21 in regions where there were no successful organisations. The direct allocations will mitigate service delivery gaps until a subsequent procurement process is undertaken.

Community organisation	Queensland and Commonwealth 2020–25
Bayside Community Legal Service Inc	\$143,763
Care Goondiwindi Ltd	\$147,964
Hervey Bay Neighbourhood Centre Inc	\$499,008
Moreton Bay Regional Community Legal Service Inc	\$144,129
Western Queensland Justice Network	\$302,940
Total	\$1,237,804

Direct allocations

The following community organisations were unsuccessful in the tender process to allocate Queensland and Commonwealth legal assistance service delivery funding over 2020-25. The Attorney-General allocated these organisations funding to enable them sufficient time to find an alternative funding source.

Community organisation	Funding term	Total Queensland funding
Carers Queensland Ltd	2020-21	\$293,955
Centacare	2020-21	\$186,890
Court Network Inc	2020-21	\$496,719
Environmental Defenders Office Ltd	2020-25	\$1,128,196
Total		\$2,105,760

Contingency funding

In 2019–20, \$317,000 was available under the legal assistance services program to address emerging community legal needs, with a total of \$306,067 being expended.

The following community organisations were allocated contingency funding:

- › Community Legal Centres Queensland Inc (\$5,000) – CLC COVID-19 online training.
- › Refugee and Immigration Legal Service Inc (\$77,592) – Temporary Protection Visa Expiry clinics.
- › HUB Community Legal (\$4,400) – Translation of brochures.
- › Basic Rights Queensland Inc (\$37,285) – Security and relocation costs.
- › Prisoners' Legal Service Inc (\$120,000) – Parole Board applications COVID-19 (3 months).
- › Gold Coast Community Legal Centre and Advice Bureau Inc (\$21,790) – Repair of premises.
- › Prisoners' Legal Service Inc (\$40,000) – Parole Board applications COVID-19 for a further month.

Project funding

The Queensland Government allocates funding for projects that have a legal assistance sector-wide focus or benefit. The projects produce a predetermined product or outcome, have no ongoing costs, and ideally involve collaboration between organisations.

In 2019–20, \$1,154,607 was available to be allocated from the Queensland Government for projects to be undertaken by community organisations. This was a combination of funding from both the 2018–19 and 2019–20 financial years, as well as residual funding from previous financial years.

A breakdown of the approved projects is set out below:

- › LawRight Inc – Law Yarn (Indigenous Legal Health Check) \$60,000 for a further six months to June 2020.
- › Digital strategy – Community Legal Centres Queensland Inc (CLCQ) \$113,000.
- › Digital basic hardware and software – \$262,299 to 27 community organisations (mostly CLCs).
- › Digital projects – \$350,000 (individual allocations yet to be finalised).
- › Research and evaluation projects – \$300,000 (individual allocations yet to be finalised).

Solicitors' trust account interest

The Queensland Government receives interest earned on funds held in solicitors' trust accounts in Queensland.

Interest revenue in 2019–20 totalled \$17.124 million, representing a significant decrease of \$15.817 million on 2018–19 interest revenue of \$32.941 million. This significant 48% reduction in interest revenue is due to a 90% fall in applicable interest rates over 2019–20, offset by changes in solicitors' trust account balances.

Appendix 6

Disbursement of funds - community benefit

Consumer Fund

Role and membership

The Consumer Fund holds money generated by fines imposed on financial institutions under the *Credit (Commonwealth Powers) Act 2010*. The OFT uses these funds to undertake consumer engagement, education, research and surveys.

\$31,002 was disbursed from the Fund. No revenue was received in 2019–20. The Fund balance was \$838,197 as at 30 June 2019 and \$807,195 as at 30 June 2020.

Activities

No revenue was received in 2019–20.

Achievements

The Consumer Fund supported the annual Buy Smart competition, the cornerstone of OFT youth engagement strategy. The 2019 competition received from more than 1,000 student entries from across Queensland.

Disaster Appeals Trust Fund Committee

Role and membership

The Disaster Appeals Trust Fund Committee is constituted under the *Collections Act 1966*. The committee comprises five members. The Public Trustee holds the position of ex officio and the remainder of the committee is appointed by the Governor in Council.

The committee manages the Disaster Appeals Trust Fund (the Fund), which is kept by The Public Trustee. Monies from defunct disaster relief appeals can be deposited into the Fund and allocated by the committee to current disaster relief, subject to the approval of the Governor in Council.

Activities

There was no activity during 2019–20.

Responsible Gambling Advisory Committee

Role and membership

The Responsible Gambling Advisory Committee is a non-statutory body that provides advice on responsible gambling issues to the Minister responsible for gambling regulation.

The committee also provides a forum for the community sector, gambling industry and the Queensland Government to work together to develop initiatives to minimise the negative impacts of gambling and ensure a socially responsible industry.

Membership includes support service providers, the gambling industry, community group representatives and Queensland Government representatives.

Gambling industry representation occurs through Clubs Queensland, the Queensland Hotels Association, Tabcorp Holdings Limited, and the Star Entertainment Group. Community sector representation is achieved through the Gambling Help Network, the Queensland Council of Social Service, Heads of Churches and the Ethnic Communities Council of Queensland.

The Queensland Government is represented by the Department of Communities, Disability Services and Seniors, Department of Health, and DJAG.

Activities

The committee held three meetings during 2019–20.

Achievements

The committee hosted local community and industry representatives from the Logan region, at its 17 October 2019 meeting, held at Beenleigh.

In 2019–20 the committee formed a working group to examine and improve gambling harm minimisation across industry sectors. The working group met twice in early 2020 and has commenced work on developing a draft action plan.

In late 2019, the Attorney-General approved all the recommendations from the committee's review of Queensland's self-exclusion regime, and work has commenced to progress recommendations.

Gambling Community Benefit Committee

Role and membership

The Gambling Community Benefit Fund (GCBF) was established in 1994 under the *Gaming Machine Act 1991*. The GCBF aims to enhance the capacity of community organisations to provide services and activities to Queenslanders.

The GCBF is administered by the Gambling Community Benefit Committee (the committee) which provides advice to the Attorney-General on how to distribute GCBF grants to community organisations. The independent committee reflects the diversity of the Queensland community.

The committee holds meetings and engagement sessions across Queensland providing information on eligibility and how to apply for funding. In 2019–20, the committee met with community groups and local government representatives in Ipswich, Rockhampton, Yeppoon, Winton and Stanthorpe to discuss issues and challenges facing the not-for-profit sector.

More targeted information sessions were conducted in Canungra, Stanthorpe and on the Sunshine Coast where communities were affected by bushfires. Organisations in these areas needed specific information to change existing grant approvals for items no longer a priority and assistance to quickly lodge new applications.

Activities

The committee held four meetings during 2019–20 to review grant applications.

Achievements

Three funding rounds were approved during 2019–20, awarding \$44,165,467.43 to 2,021 community groups

Appendix 7

Funding for legal profession regulation and law library services

Legal profession regulation and law library services

The Queensland Government allocates funds from the State Budget for the delivery of legal profession regulation and law library services.

A breakdown of the funding allocated for these services is set out below.

Specified entity	2019–20 Budget	2019–20 Actual	2020–21 Approved Budget
Legal Profession Regulation			
› Legal Services Commission	\$5.237 million	\$3.600 million	\$5.371 million
› Bar Association of Queensland	\$0.171 million	\$0.171 million	\$0.175 million
Supreme Court Library Queensland	\$3.827 million	\$3.827 million	\$3.922 million

Appendix 8

Glossary of Acronyms

ACL	Australian Consumer Law	DTU	Digital Transformation Unit
ADG	Assistant Director-General	DVO	Domestic Violence Order
ADR	Alternative Dispute Resolution	eDOCS	DJAG's electronic record management system (eDRMS)
AG	Attorney General	ESU	Ethical Standards Unit
ARMC	Audit and Risk Management Committee	FMPM	Financial Management Practice Manual
ATSILS	Aboriginal and Torres Strait Islander Legal Service	FSB	Financial Services Branch
BCCM	Body Corporate and Community Management	FTE	Full Time Equivalent
BCS	Blue Card Services	HR	Human Resources
BoM	Board of Management	HRU	Human Rights Unit
CCC	Crime and Corruption Commission	ICT	Information and Communication Technology
CCQ	Coroners Court of Queensland	ITIC	Information Technology and Innovation Committee
CDec	Commissioner for Declarations	ITS	Information Technology Services
CFO	Chief Financial Officer	JOLAA	Justice and Other Legislation Amendment Act
CGU	Corporate Governance Unit	JP	Justice of the Peace
CJG	Community Justice Groups	JS	Justice Services
COAG	Council of Australian Governments	LAQ	Legal Aid Queensland
COI	Commission of Inquiry	LASF	Legal Assistance Strategy and Funding Unit
COVID-19	Coronavirus, or the result of the Queensland Government restrictions implemented in 2020 to reduce the spread of the Coronavirus.	LGFT	Liquor, Gaming and Fair Trading
DATSIP	Department of Aboriginal and Torres Strait Islander Partnerships	LPITAF	Legal Practitioner Interest on Trust Accounts Funds
DCSYW	Department of Child Safety, Youth and Women	NDIS	National Disability Insurance Scheme
DCPL	Director of Child Protection Litigation	ODG	Office of the Director General
DDG	Deputy Director General	ODPP	Office of the Director of Public Prosecutions
DFV	Domestic and Family Violence	OFT	Office of Fair Trading
DG	Director General	OLGR	Office of Liquor, Gaming Regulation
DPSOA	Dangerous Prisoners (Sexual Offenders) Act 2003	OPA	Office of the Public Advocate
DRB	Dispute Resolution Branch	OPG	Office of the Public Guardian
ORP	Office of Regulatory Policy	QUT	Queensland University of Technology
PSC	Public Service Commission	RBDM	Registry of Births, Deaths and Marriages
QAO	Queensland Audit Office	RSA	Responsible Service of Alcohol
QDAC	Queensland Drug and Alcohol Court	RTI /RTI&P	Right to Information / Right to Information and Privacy
QFCC	Queensland Family and Child Commission	SMS	Short Message Service
QHRC	Queensland Human Rights Commission	SPLS	Strategic Policy and Legal Services
QGAP	Queensland Government Agency Program	TIP	Trauma-informed Practice
QLRC	Queensland Law Reform Commission	TSA	Trained Safety Advisor
QO	Queensland Ombudsman	VAQ	Victims Assist Queensland
QPS	Queensland Police Service		

Appendix 9

Glossary of Terms

Administrative Arrangements Order	On the advice of the Cabinet, the Governor of Queensland appoints Ministers, establishes Queensland Government departments and agencies, and allocates executive responsibility to Ministers through an Administrative Arrangements Order. It is a document issued under the Constitution of Queensland that specifies the responsibilities and legislation administered by Queensland Ministers as part of the ministerial portfolio.
Advocacy	People and/or organisations who speak and act on behalf of others who have common issues or needs and who are unable to speak or act effectively for themselves.
Alcohol-fuelled violence	Offensive, abusive or violent behaviour undertaken by a person who has a high-level of alcohol consumption and/or intoxication, and through whose actions, leads to the harm of another person or persons. Alcohol-fuelled violence can result in minor, moderate, serious or tragic consequences for both the victim and the perpetrator.
App or Application	A small, specialised software program designed to perform a specific function directly for the user, and which is downloaded onto mobile devices such as smartphones or tablets.
AS/NZ ISO 31000:2009	An international standard which provides principles and generic guidelines on risk management.
Blue Card system	Queensland's key prevention and monitoring system of people working with children and young people with the aim of minimising the risk of harm to children and young people by contributing to safe and supportive environments.
Cloud or cloud based	Applications, services or resources made available to users on demand via the Internet from a cloud computing provider's servers.
Coronavirus or COVID-19	Coronavirus or COVID-19 is the name given to a strain of virus in the coronavirus family that is named SARS CoV-2. COVID-19 was first identified in December 2019. On 29 January 2020, the Minister for Health and Minister for Ambulance Services declared a public health emergency in Queensland in response to COVID-19. This resulted in the Queensland Government issuing COVID-19 social distancing restrictions. On 11 March 2020, COVID-19 was declared a global pandemic by the World Health Organisation.
Council of Australian Governments	The Council of Australian Governments is the 'peak intergovernmental forum in Australia'. Comprising the federal government, the governments of the six states and two mainland territories and the Australian Local Government Association, it manages governmental relations within Australia's federal system.
Community Justice Groups	Community based groups providing support and delivering justice-related initiatives for Aboriginal and Torres Strait Islander defendants and victims involved in the justice system. CJGs currently operate in 49 communities throughout Queensland.
Corporate governance	The framework of rules, relationships, systems and processes within, and by which, authority is exercised and controlled within organisations, including Queensland Government departments. Corporate governance encompasses the mechanisms by which the departments and those in authority, are held to account.

Discrete Indigenous community	This term refers to the following 19 Aboriginal and Torres Strait Islander communities: Aurukun, Bamaga, Cherbourg, Doomadgee, Hope Vale, Injinoo, Kowanyama, Lockhart River, Mornington Island, Mapoon, Napranum, New Mapoon, Palm Island, Pormpuraaw, Seisia, Umagico, Woorabinda, Wujal Wujal, and Yarrabah.
Dispute Resolution Branch	The Dispute Resolution Branch promotes the development of dispute resolution services as an alternative to going to court, and provides independent assistance to people and/or groups engaged in constructive conflict resolution.
Domestic and family violence	When one person in an intimate, personal, familial or informal care relationship uses violence or abuse to maintain power and control over another person in the relationship.
Drug and Alcohol Court	A diversionary court integrating the principles of a drug court program into the existing sentencing framework for Queensland. Defendants deemed eligible and suitable for the Drug and Alcohol Court will be sentenced to a Treatment Order, which consists of two parts, being a custodial part which sentences the offender to up to four years imprisonment, and a rehabilitation part which involves a treatment program for at least two years.
Full time equivalents	A representative number that is calculated by assessing the hours worked over the financial year by all full-time and part-time employees, and converting this to a corresponding number of employees, as if all staff were full-time.
Impaired decision-making capacity	A person is not capable of fully understanding information that may be relevant to the decision, including the consequences; retaining such information, even for a short time; using information to make decisions; and/or communicating the decision to others.
Indigenous	A person who identifies to be of Aboriginal and/or Torres Strait Islander origin.
Information and Communication Technologies	Refers to applications, information and technology.
Justice system	The system of practices and institutions of government directed at upholding law and order in our communities, deterring and mitigating crime, and imposing criminal penalties (including sentences of imprisonment) and/or rehabilitation efforts upon those members of the community who violate laws.
Key Performance Indicator	A tracking indicator used to measure the achievement of outputs against goals— usually performance against the objectives set out in the strategic plan.
Machinery-of-government	The interconnected structures and processes of government, such as the functions and accountability of departments in the executive branch of government. A machinery of government change can be the result of a change to the Administrative Arrangements Order, or the movement of responsibilities and functions between government agencies. A machinery of government change can lead to the creation of a new government agency or department, the closure of a government agency or department, and/or the transfer of functions and responsibilities between one government agency or department to another government agency or department.
Murri Court	Provides an opportunity for members of the Aboriginal and Torres Strait Islander community (including Elders and victims) to participate in a court process that acknowledges and respects Aboriginal and Torres Strait Islander culture.
National Disability Insurance Agency	The National Disability Insurance Agency is an independent statutory agency whose role is to implement the National Disability Insurance Scheme which will support a better life for Australians with a significant and permanent disability, and for their families and carers.
National Disability Insurance Scheme	The Australian Government scheme that will support people with a permanent and significant disability, and support their families and carers. The NDIS will provide reasonable and necessary supports to people to live an ordinary life.
Not Now, Not Ever Report	The <i>Not Now, Not Ever: Putting an end to domestic and family violence in Queensland</i> Report by the Special Taskforce chaired by The Honourable Quentin Bryce, which examined Queensland's domestic and family violence support systems and made recommendations to the Premier on how the system could be improved, and future incidents of domestic violence could be prevented.

Open data	Data in its rawest form, made available free of charge to the general public by government departments.
Open data portal	A collection of agency-owned datasets that allows members of the public to find, access, and re-use raw data from the Queensland Government.
Operational plan	A document which translates agency objectives (in the strategic plan) into the services (outputs) that it will provide to its clients/stakeholders, and the standards for those services (performance measures).
Organised crime	Criminal activity involving indictable offences punishable upon conviction by a term of imprisonment of 7 years or more, undertaken by 2 or more persons with substantial planning and organisation or systematic and continuing activity, with the purpose to obtain profit, gain, power or influence.
Policy	A general principle by which government or an organisation is guided in its overall management.
Portfolio	The department, or group of departments (including statutory and/or government bodies), for which which a Minister is responsible.
Red tape	Excessive bureaucratic regulation or rigid conformity to formal rules considered redundant.
Reform	The transformation of government to be more efficient, achieve value for money, and better outcomes for stakeholders, through legislative, policy, and/or service delivery reform.
Residential care	Non-family based accommodation and support services funded by government or organisations to provide placement and support for vulnerable adults or children.
Restrictive practices	Any type of support or practice that limits the rights or freedom of movement of a person with a disability, or an older person (typically in aged care).
Senior executive service	An employee occupying a very senior position within the Queensland government, who is on a fixed term contract for up to five years between the employee and the Director-General. Their employment conditions are defined by a Directive of the Public Service Commission.
Serious crime	Refers to an indictable offence for which the maximum penalty is at least 5 years' imprisonment upon conviction.
Service Delivery Statement	Budget papers prepared annually on a portfolio basis by agencies reporting to each Minister and the Speaker of Parliament. It provides budgeted financial and non-financial information for the budget year. The SDS sets out the priorities, plans, and financial statements of agencies.
Service provider	A government agency, business or organisation that supplies expert care or specialised services rather than products.
Social investment	The voluntary contribution of funding, skills, and resources to projects that deliver benefits to local communities and society. This includes a loan or other financial investment that aims to make a positive economic, social or environmental impact in a community.
Specialist courts	Courts specifically dedicated to particular subject matters—such as drug and alcohol matters, or domestic and family violence matters. Only matters relating to the specialist area are heard by the court.
Stakeholders	Individuals, groups, or organisations with specific interest in and/or influence on the work of the department. Also those who are actively involved in a project or program, or whose interests may be positively or negatively affected as a result of the delivery of a project or program.
Strategic plan	The document which provides the department's purpose and direction. It outlines the department's overall objectives (including its contribution to whole-of-government objectives, ambitions and targets) and how the department will know if it has achieved those objectives (performance indicators).
Tied work	Legal work that Cabinet decides is to be done exclusively by Crown Law, such as constitutional law matters or specific types of litigation.
Traditional owners/custodians	Aboriginal and Torres Strait Islander people with a particular connection and relationship to land and/or water, and who have cultural and traditional obligations and custodial responsibility for that land and/or water.

Untied work	Legal work that Cabinet decides does not need to be tied to the State, such as commercial work, with exception of special policy or operational significance for a department or agency.
Validated identity document	For DJAG, this term refers to an official document relating to the registration of births, deaths, marriages, civil partnerships, change of name, and adoptions in Queensland which are issued by the Registry of Births, Deaths and Marriages.
Voice over Internet Protocol	Voice over Internet Protocol (VoIP), is a technology that allows you to make voice calls using a broadband Internet connection instead of a regular (or analogue) phone line. DJAG is one of many government departments transitioning to VoIP handsets due to the installation of NBN-ready, fibre optic cabling across Australia. VoIP handsets use the DJAG internet to transmit the speaker's voice rather than transmit it through old copper wires.
Vulnerable child/children	A person under the age of 18 years who lacks an appropriate parent, or primary caregiver and who is in need of care or protection.
Whole-of-government	This term refers to public sector agencies working across portfolio boundaries to achieve a shared goal and an integrated response to particular issues.
Wrap-around services	A philosophy of care with a customised and defined process used to build constructive relationships and support networks for individuals and their families who are within the justice system. Wrap-around services are generally community-based, culturally relevant, individualised, strength-based and family-centred. They are used primarily for the care of children and vulnerable adults.
Yarning circle	A harmonious, creative and collaborative way of communicating to encourage responsible, respectful and honest interactions between participants, building trusting relationships, fostering accountability, and provide a safe place to be heard and to respond.
Young People	People aged between 12–25 years. In terms of youth justice, a young person is someone aged 10–17 years at the time of committing an offence.

Appendix 10

Compliance checklist

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 1
Accessibility	› Table of contents	ARRs—section 9.1	Page 1
	› Glossary		
	› Public availability	ARRs—section 9.2	Appendix 8
	› Interpreter service statement	<i>Queensland Government Language Services Policy</i> ARRs—section 9.3	Inside front cover
	› Copyright notice	<i>Copyright Act 1968</i> ARRs—section 9.4	Inside front cover
	› Information Licensing	<i>QGEA—Information Licensing</i> ARRs—section 9.5	Inside front cover
General information	› Introductory Information	ARRs—section 10.1	Pages 2–11
	› Machinery of Government changes	ARRs—section 31 and 32 ARRs—section 10.2	n/a
	› Agency role and main functions	ARRs—section 10.2	Pages 6–8, 10
	› Operating environment	ARRs—section 10.3	Pages 11
Non-financial performance	› Government's objectives for the community	ARRs—section 11.1	Page 8
	› Other whole-of-government plans/specific initiatives	ARRs—section 11.2	Pages 11–71
	› Agency objectives and performance indicators	ARRs—section 11.3	Page 7
	› Agency service areas and service standards	ARRs—section 11.4	Page 10 Pages 134–139
Financial performance	› Summary of financial performance	ARRs—section 12.1	Pages 4–5 Appendix 1
Governance—management and structure	› Organisational structure	ARRs—section 13.1	Pages 4–5
	› Executive management	ARRs—section 13.2	Appendix 1
	› Government bodies (statutory bodies and other entities)	ARRs—section 13.3	Pages 4–5
	› <i>Public Sector Ethics Act 1994</i>	<i>Public Sector Ethics Act 1994</i> ARRs—section 13.4	Appendix 1 Page 73
	› Human Rights	<i>Human Rights Act 2019</i> ARRs—section 13.5	Pages 3, 33–34, 69,
	› Queensland public service values	ARRs—section 13.5	Pages 6 and 52

Summary of requirement		Basis for requirement	Annual report reference
Governance— risk management and accountability	› Risk management	ARRs—section 14.1	Pages 57 and 60
	› Audit committee	ARRs—section 14.2	Page 57
	› Internal audit	ARRs—section 14.3	Page 61
	› External scrutiny	ARRs—section 14.4	Pages 69–70
	› Information systems and recordkeeping	ARRs—section 14.5	Page 68
Governance— human resources	› Strategic workforce planning and performance	ARRs—section 15.1	Pages 62–63
	› Early retirement, redundancy and retrenchment	Directive No.04/18 <i>Early Retirement, Redundancy and Retrenchment</i> ARRs—section 15.2	Page 63
Open Data	› Statement advising publication of information	ARRs—section 16	Page 60
	› Consultancies	ARRs—section 33.1	https://data.qld.gov.au
	› Overseas travel	ARRs—section 33.2	https://data.qld.gov.au
	› Queensland Language Services Policy	ARRs—section 33.3	https://data.qld.gov.au
Financial statements	› Certification of financial statements	FAA—section 62 FPMS—sections 42, 43 and 50 ARRs—section 17.1	Appendix 1 Page 129
	› Independent Auditor's Report	FAA—section 62 FPMS—section 50 ARRs—section 17.2	Appendix 1 Page 130

ARRs *Annual report requirements for Queensland Government agencies*

FAA *Financial Accountability Act 2009*

FPMS *Financial and Performance Management Standard 2019*

