

ANNUAL REPORT

2017-2018



ABOUT THIS REPORT

This annual report provides information about the Department of Employment, Small Business and Training financial and corporate performance for 2017–18. The annual report plays an important role in fulfilling the department's commitment to accountability and transparency. It has been prepared in accordance with the *Financial Accountability Act 2009*.

Interpreter services



The Department of Employment, Small Business and Training is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty understanding the annual report, you can contact us on 131 450 and we will arrange an interpreter to effectively communicate the report to you.

Providing feedback

We continually strive to meet best practice reporting standards and value the views of our readers.

We invite you to provide feedback on this report by completing a survey on the *Get Involved* website <http://www.qld.gov.au/annualreportfeedback>

Copies of this publication can be obtained at <https://desbt.qld.gov.au/> by phoning 13 74 68, emailing corporate.stratgov@desbt.qld.gov.au or by contacting Corporate Strategic Governance, PO Box 15033, City East Qld 4002.

ISSN 2209-7902

© The State of Queensland (Department of Employment, Small Business and Training) 2018.

Published by the Department of Employment, Small Business and Training, September, 2018, 53 Albert Street, Brisbane Qld 4000.

Licence

This annual report is licensed by the State of Queensland (Department of Employment, Small Business and Training) under a Creative Commons Attribution (CC BY) 4.0 Australia licence.



CC BY Licence Summary Statement

In essence, you are free to copy, communicate and adapt this annual report, as long as you attribute the work to the State of Queensland (Department of Employment, Small Business and Training).

To view a copy of this licence, visit <http://creativecommons.org/licenses/by/4.0/>

Attribution

Content from this annual report should be attributed as:

The State of Queensland (Department of Employment, Small Business and Training) Annual Report 2017–2018.

CONTENTS

Letter of compliance.....	3
Message from the Director-General.....	4
About our Annual Report	6
Our department	7
Our contribution to government objectives for the community	8
Who we are	9
Our service performance	16
Training and Skills.....	16
Employment	30
Small Business	36
Our financial performance	43
Our governance.....	47
Organisational structure.....	47
Executive management	48
Governance framework.....	50
Governance and accountability	51
Governance – human resources.....	54
Financial statements	57
Compliance checklist	112