

# Appendices

## Appendix 1 – Compliance Checklist

Summary of requirement		Basis for requirement	Annual report reference
Letter of compliance	<ul style="list-style-type: none"> <li>A letter of compliance from the accountable officer or statutory body to the relevant Minister/s</li> </ul>	ARRs – section 7	5
Accessibility	<ul style="list-style-type: none"> <li>Table of contents</li> <li>Glossary</li> </ul>	ARRs – section 9.1	4 73
	<ul style="list-style-type: none"> <li>Public availability</li> </ul>	ARRs – section 9.2	3
	<ul style="list-style-type: none"> <li>Interpreter service statement</li> </ul>	Queensland Government Language Services Policy ARRs – section 9.3	3
	<ul style="list-style-type: none"> <li>Copyright notice</li> </ul>	Copyright Act 1968 ARRs – section 9.4	3
	<ul style="list-style-type: none"> <li>Information Licensing</li> </ul>	QGEA – Information Licensing ARRs – section 9.5	3
General information	<ul style="list-style-type: none"> <li>Introductory Information</li> </ul>	ARRs – section 10	9
Non-financial performance	<ul style="list-style-type: none"> <li>Government’s objectives for the community and whole-of-government plans/specific initiatives</li> </ul>	ARRs – section 11.1	10
	<ul style="list-style-type: none"> <li>Agency objectives and performance indicators</li> </ul>	ARRs – section 11.2	22-47
	<ul style="list-style-type: none"> <li>Agency service areas and service standards</li> </ul>	ARRs – section 11.3	74-76
Financial performance	<ul style="list-style-type: none"> <li>Summary of financial performance</li> </ul>	ARRs – section 12.1	18-20
Governance – management and structure	<ul style="list-style-type: none"> <li>Organisational structure</li> </ul>	ARRs – section 13.1	13
	<ul style="list-style-type: none"> <li>Executive management</li> </ul>	ARRs – section 13.2	58-59
	<ul style="list-style-type: none"> <li>Government bodies (statutory bodies and other entities)</li> </ul>	ARRs – section 13.3	81-84
	<ul style="list-style-type: none"> <li>Public Sector Ethics</li> </ul>	Public Sector Ethics Act 1994 ARRs – section 13.4	49
	<ul style="list-style-type: none"> <li>Human Rights</li> </ul>	Human Rights Act 2019 ARRs – section 13.5	66
	<ul style="list-style-type: none"> <li>Queensland public service values</li> </ul>	ARRs – section 13.6	9

Summary of requirement		Basis for requirement	Annual report reference
<b>Governance – risk management and accountability</b>	• Risk management	ARRs – section 14.1	61-65
	• Audit committee	ARRs – section 14.2	63-65
	• Internal audit	ARRs – section 14.3	61-62
	• External scrutiny	ARRs – section 14.4	62
	• Information systems and recordkeeping	ARRs – section 14.5	67-68
	• Information Security attestation	ARRs – section 14.6	67
<b>Governance – human resources</b>	• Strategic workforce planning and performance	ARRs – section 15.1	52-53
	• Early retirement, redundancy, and retrenchment	Directive No.04/18 <i>Early Retirement, Redundancy and Retrenchment</i> ARRs – section 15.2	54
<b>Open Data</b>	• Statement advising publication of information	ARRs – section 16	3
	• Consultancies	ARRs – section 33.1	3
	• Overseas travel	ARRs – section 33.2	3
	• Queensland Language Services Policy	ARRs – section 33.3	<a href="https://data.qld.gov.au">https://data.qld.gov.au</a>
<b>Financial statements</b>	• Certification of financial statements	FAA – section 62 FPMS – sections 38, 39 and 46 ARRs – section 17.1	See audited financial statements on p. 85
	• Independent Auditor's Report	FAA – section 62 FPMS – section 46 ARRs – section 17.2	See audited financial statements on p. 85

FAA Financial Accountability Act 2009  
 FPMS Financial and Performance Management Standard 2019  
 ARR Annual report requirements for Queensland Government agencies  
 QGEA Queensland Government Enterprise Architecture

## Appendix 2 – Glossary

<u>Acronym</u>	<u>Title</u>
ARC	Audit and Risk Committee
BCITF	Building and Construction Industry Training Fund
BoM	Board of Management
CIAF	Cairns Indigenous Art Fair Limited
COVID-19	Coronavirus Disease 2019
DESBT	Department of Employment, Small Business and Training
ELT	Executive Leadership Team
GST	Goods and services tax
GTO	Group Training Organisations
HRA	<i>Human Rights Act 2019</i>
ICT	Information Communication Technology
LGA	Local Government Area
MP	Member of Parliament
PwC	PricewaterhouseCoopers
Qld	Queensland
QSBM	Queensland Small Business Month
QSBC	Queensland Small Businesses Commissioner
QSBAC	Queensland Small Business Advisory Council
RTO	Registered Training Organisations
SATs	School-based Apprenticeships and Traineeships
SETP	Southbank Education Training Precinct Public Private Partnership
SQW	Skilling Queenslanders for Work
TAFE	Technical and Further Education
VET	Vocational Education and Training

## Appendix 3 – Service areas and standards

The department's vision is skilled Queenslanders and vibrant small businesses growing Queensland's economy.

The department's purpose is to support Queensland's future workforce by connecting all Queenslanders to learning opportunities through quality training, employment opportunities and by helping small businesses to start, grow and thrive.

In 2021-22, the department has been working towards its strategic objectives:

- Employment
- Small business
- Training and skills
- Our DESBT culture

<b>Employment</b>		
<b>Service standards</b>	<b>2021–22 Target/Est.</b>	<b>2021–22 Actual</b>
<b><i>Effectiveness measures</i></b>		
Overall customer satisfaction with employment programs.	90%	93.3%
<b><i>Efficiency measure</i></b>		
Administrative cost per \$1,000 of employment program support <sup>1</sup>	\$103.80	\$49.29

<b>Small Business</b>		
<b>Service standards</b>	<b>2021–22 Target/Est.</b>	<b>2021–22 Actual</b>
<b><i>Effectiveness measures</i></b>		
Percentage of new or existing businesses reporting increased capability, (including digital), as a direct result of participation in small business grant programs	98%	99.1%
Percentage of businesses assisted by small business programs that report a projected increase in either employment, turnover, or profitability	98%	95.0%
Average score out of 5 by customers for how easy it is to use the Business Queensland website	3.5	3.2
<b><i>Efficiency measure</i></b>		
Administrative cost per \$1,000 for program support <sup>2</sup>	\$130.60	\$27.02

<b>Training and Skills<sup>3</sup></b>		
<b>Service standards</b>	<b>2021–22 Target/Est.</b>	<b>2021–22 Est. Actual</b>
<b><i>Effectiveness measures</i></b>		
Proportion of all attempted competencies successfully completed	93%	90.4%
Proportion of all Queenslanders with higher qualifications	62%	64.9%
Proportion of vocational and education training (VET) graduates in employment or further study <sup>4</sup>	87%	79.1%
Number of completions – Apprenticeships <sup>5</sup>	11,500	10,300
Number of completions – Traineeships <sup>6</sup>	13,500	12,000
Number of completions – school-based apprenticeships and traineeships (SATs) <sup>7</sup>	5,000	4,300
Proportion of graduates satisfied with the overall quality of their training	89%	88.5%
Proportion of employers satisfied with graduates of - national accredited training <sup>8</sup>	85%	80.6%
Proportion of employers satisfied with graduates of - apprenticeships and traineeships <sup>9</sup>	83%	73.9%
<b><i>Efficiency measure</i></b>		
Average cost per competency successfully completed <sup>10</sup>	\$595	\$730

## **TAFE Queensland<sup>11</sup>**

<b>Service standards</b>	<b>2021–22 Target/Est.</b>	<b>2021–22 Est. Actual</b>
Proportion of attempted competencies successfully completed	91%	89.0%
Student post-training outcome (employed or in further study after training)	83%	83.9%
Proportion of graduates satisfied with the overall quality of their training	89%	89.9%
Proportion of employers satisfied with the overall quality of training	89%	92.1%
Average cost per competency	\$797	\$791

## Notes:

1. The variance between the 2021–22 Target/Estimate and 2021–22 Estimated Actual is due to delivery of two iterations of the Back to Work program in one year.
2. The variance between the 2021–22 Target/Estimate and the 2021–22 Estimated Actual is due to an increase in the amount of grants issued and includes the 2021 COVID-19 Business Support Grants.
3. The data figures recorded for Training and skills service area are Estimated Actuals as some data figures i.e., completion of traineeships/apprenticeships/SATs will not be finalised until later in the year. As such, measures will be updated early next year.
4. The variance between the 2021–22 Target/Estimate and the 2021–22 Estimated Actual reflects the significant effects of COVID-19 on respondents' employment levels. The 2021–22 Estimated Actual for this measure is based on survey results from 2020 graduates surveyed in mid—2021.
5. The variance between the 2021–22 Target/Estimate and the 2021–22 Estimated Actual is consistent with national results affected by COVID-19 global economic conditions impacting employers and their ability to retain apprentices and provide work.
6. The variance between the 2021–22 Target/Estimate and the 2021–22 Estimated Actual is consistent with national results with uptake and retention of new traineeships impacted by COVID-19.
7. The variance between the 2021–22 Target/Estimate and the 2021–22 Estimated Actual is directly related to changeable labour market conditions due to the impact of COVID-19. This has resulted in a softening of the school-based apprenticeship and traineeship market.
8. The variance between the 2021–21 Target/Estimate and the 2021–22 Estimated Actual reflects a national trend of lower satisfaction with nationally accredited training reported at 78.7 per cent nationally.
9. The variance between the 2021–22 Target/Estimate and the 2021–22 Estimated Actual reflects a national trend of lower satisfaction with apprenticeship training reported at 74.2 per cent nationally.
10. The variance between the 2021–22 Target/Estimate, the 2021–22 Estimated Actual and the 2022–23 Target/Estimate is due to COVID-19 related expenditure. The training budget was revised higher than the growth in successfully completed competencies.
11. The data figures recorded for TAFE Queensland are Estimated Actuals as some data figures are yet to be finalised and may not be available until later in the year.

## Appendix 4 – Statutory bodies

### TAFE Queensland

TAE Queensland was established by the *TAFE Queensland Act 2013* as a statutory body under the *Financial Accountability Act 2009* and the *Statutory Bodies Financial Arrangements Act 1982* on 1 July 2014. This legislation prescribes TAFE Queensland's objectives and functions – TAFE's primary role is to provide VET services in a way that is efficient, effective, and responsive to the needs of industry, students, and the general community.

TAFE Queensland is the state's largest and most experienced further education and training provider, delivering practical, industry-relevant courses. This year we provided training for over 125,000 students (including 6,253 international students from over 130 countries), across more than 400 programs that range from foundation skills to degree level, along with a series of micro-credentials, skill sets and short courses.

Further information regarding TAFE Queensland and its performance is available in the TAFE Queensland's Annual Report 2021–22, on its website: <https://tafeqld.edu.au>

### Jobs Queensland

Jobs Queensland is a statutory entity, established under the *Jobs Queensland Act 2015*. It is proud to be a trusted, independent advisor to the Queensland Government, providing independent expert advice to the Minister for Employment and Small Business and Minister for Training and Skills Development on future skills needs, workforce planning and development, and the apprenticeship and traineeship system.

Jobs Queensland's data and analytic expertise also helps deliver actionable relevant advice to industry, regions, and organisations across Queensland to identify future skills needs and opportunities to improve workforce planning and development.

In 2021–22, its flagship project – the Anticipating Future Skills series – released new employment projections for 2020–21 to 2024–25. This data provided the central evidence base for the Queensland Workforce Summit and the Queensland Workforce Strategy.

Jobs Queensland released several resources and reports to support and inform policy makers, regions, and industry to address current and future workforce challenges and help them plan for the future of work in Queensland. These included workforce planning tools for micro, small and medium-sized enterprises; a tailored suite of resources specifically for Agribusinesses, and the release of a second statewide NDIS report about the growth of the sector and its workforce.

Jobs Queensland's expertise has also informed other pieces of work delivered across government, including the Hydrogen Industry Workforce Foundational Scan which supported the development of the Hydrogen Industry Workforce Development Roadmap 2022–2032, and Apprenticeship, women and workplace culture: A literature review that informed the Queensland Training Ombudsman's systemic review of support provided to Queensland apprentices and trainees, with a focus on female apprentices in male dominated occupations.

Further information on Jobs Queensland and its performance is available in the Jobs Queensland's Annual Report 2021–22, on its website: <https://jobsqueensland.qld.gov.au>



## Queensland Training Ombudsman

The Queensland Training Ombudsman is a statutory position that reports directly to the Minister for Employment and Small Business and Minister for Training and Skills Development.

The main objective of the Office of the Queensland Training Ombudsman (the Office) is to enhance the quality and integrity of vocational education and training (VET) in Queensland by providing a free, confidential, and independent service to review and resolve enquiries and complaints from stakeholders in the VET system, including apprentices, trainees, students, employers, training providers and other parties.

The Queensland Government established the Queensland Training Ombudsman and supporting Office as part of its commitment to reinvigorate the state's VET sector. The Office commenced operation on 14 September 2015.

The Queensland Training Ombudsman provides a dedicated single point of contact to support consumers with advocacy, comprehensive advice, referral services and solutions. All complaints and investigations are conducted free of charge and in accordance with the principles of procedural fairness. Importantly, the Queensland Training Ombudsman also identifies systemic issues and recommends changes to the Minister to positively impact the provision of quality VET in Queensland.

The Queensland Training Ombudsman is also required to carry out promotional and educational activities related to Queensland VET as well as undertake reviews and research commissioned by the Minister.

The Office complies with the Queensland Government's Information Privacy Principles and *Human Rights Act 2019*.

Further information regarding the Queensland Training Ombudsman, and its performance is available in, Queensland Training Ombudsman's Annual Report 2021–22 on its website: <https://trainingombudsman.qld.gov.au>

## Queensland Small Business Commissioner

The Queensland Small Businesses Commissioner (QSBC) has continued to advocate for small business issues and assist small businesses under the *COVID-19 Emergency Response Act 2020* and Retail Shop Leases and Other Commercial Leases (COVID-19 Emergency Response) Regulation 2020.

On 3 May 2022, the QSBC transitioned to a permanent service under the *Small Business Commissioner Act 2022* with expanded functions to enhance the operating environment for small businesses in Queensland; and to reduce the time and costs associated with resolving disputes involving small businesses.

Since permanent commencement, the QSBC has continued to deliver a vital service for small business - providing a central point of contact in government to access information, support, and advice; and to seek assistance for small business disputes, including through informal resolution and mediation of retail tenancy disputes, small business lease disputes, small business franchise disputes, and COVID-19 affected lease disputes.

Further information regarding Queensland Small Business Commissioner and its performance is available in the Queensland Small Business Commissioner's Annual Report 2021–22, on the website: [www.business.qld.gov.au/running-business/support-assistance/qsbc/about](http://www.business.qld.gov.au/running-business/support-assistance/qsbc/about)

## Appendix 5 – Government Boards and Committees

This appendix forms the 2021–22 report for the Department of Employment, Small Business and Training’s (DESBT) boards and committees with reporting arrangements to the department.

<b>Jobs Queensland</b>	
<b>Act or instrument</b>	<i>Jobs Queensland Act 2015</i>
<b>Functions</b>	<p>Jobs Queensland was established as a statutory entity in January 2016 to provide independent advice to assist government on future skills needs, workforce planning and development, and apprenticeships and traineeships.</p> <p>Jobs Queensland brings together industry, employers and unions, regions, and communities to gather information to inform its advice to government. It works proactively across all levels of government to shape advice and priorities that will facilitate a cohesive and capable workforce for now and the future.</p>
<b>Achievements</b>	<p>Jobs Queensland has provided extensive advice to the Queensland Government on future skills needs, workforce planning and development, and apprenticeships and traineeships.</p> <p>During 2021–22, Jobs Queensland continued to undertake significant skills and workforce research, as well as workforce planning projects focused on a number of the state’s key employing industry sectors. Reports and resources that Jobs Queensland released on its website in 2021–22 included:</p> <ul style="list-style-type: none"> <li>• Strengthening Queensland’s NDIS workforce</li> <li>• Lifelong learning: The foundation of future work</li> <li>• Queensland Security Industry Workforce Development Plan 2020–2025</li> <li>• Workforce Planning Connect Toolkit for the Disability Sector, in partnership with WorkAbility</li> <li>• Workforce Planning Connect Workbook for the Disability Sector, in partnership with WorkAbility</li> <li>• Launch of the Anticipating Future Skills Series – Employment projects 2020–21 to 2024–25, which provided the evidence-base for the Queensland Workforce Summit held in March 2022</li> <li>• Workforce Planning Connect Guide: An introduction to workforce planning for SMEs</li> <li>• Workforce Planning Connect Toolkit: A workforce planning toolkit for small and medium-sized enterprises</li> <li>• Workforce Planning Connect Workbook: A practical guide for micro business and small enterprises</li> <li>• Strengthening Queensland’s NDIS Workforce 2021, in partnership with WorkAbility</li> <li>• Workforce Planning Connect Toolkit: A workforce planning toolkit for small and medium-sized enterprises in the Agriculture Industry, in partnership with Queensland Farmers Federation</li> <li>• Workforce Planning Connect Workbook: A practical guide for micro business and small enterprises in the Agriculture Industry, in partnership with Queensland Farmers Federation</li> <li>• Apprenticeships, women, and workplace culture: A literature review, which informed the Queensland Training Ombudsman’s systemic review.</li> </ul> <p>The findings and recommendations have provided the Queensland Government with vital direction on its employment, training and workforce programs and investment.</p> <p>Jobs Queensland also developed a Hydrogen Industry Workforce Foundational Scan to provide an evidence base of the work of the Ministerial Hydrogen Sub-Committee and support the development of the Hydrogen Industry Workforce Development Roadmap.</p>

<b>Financial reporting</b>	Jobs Queensland's costs are contained within the DESBT's financial statements.				
<b>Remuneration</b>					
<b>Position</b>	<b>Name</b>	<b>Meetings/sessions attendance</b>	<b>Approved annual, sessional, or daily fee</b>	<b>Approved sub-committee fees if applicable</b>	<b>Actual fees received</b>
Chair	<i>Donna Bonney</i>	<i>8 out of 8</i>	\$10,000	N/A	\$10,000
Member	<i>Peter Henneken</i>	<i>8 out of 8</i>	\$7,500	N/A	\$7,500
Member	<i>Tamilyn Brennan</i>	<i>8 out of 8</i>	\$7,500	N/A	\$7,500
Member	<i>Heidi Cooper</i>	<i>7 out of 8</i>	\$7,500	N/A	\$7,500
Member	<i>Brett Schimming</i>	<i>7 out of 8</i>	<i>Elected not to receive fees</i>	N/A	N/A
Member	<i>Rohan Webb</i>	<i>5 out of 8</i>	<i>Elected not to receive fees</i>	N/A	N/A
Member	<i>Jennifer Thomas</i>	<i>5 out of 8</i>	\$7,500	N/A	\$7,500
Member	<i>Daniel Gschwind</i>	<i>7 out of 8</i>	\$7,500	N/A	\$7,500
Member	<i>Cathy Janetzki</i>	<i>1 out of 8</i>	\$7,500	N/A	\$3,750
Member	<i>Kristine Skippington</i>	<i>3 out of 3 (resigned on 16 August 2021)</i>	\$956.25	N/A	\$956.25
No. scheduled meetings/sessions	Eight meetings were held during 2021–22.				
Total out of pocket expenses	Nil				

Queensland Small Business Advisory Council					
<b>Act or instrument</b>	Not applicable				
<b>Functions</b>	The Queensland Small Business Advisory Council (QSBAC) provides advice and solutions to the Minister on issues related to small business growth, sustainability, and employment. Ongoing engagement with small business underpinned delivery of the <i>Big Plans for Small Business Strategy 2021–23</i> . Through this work, the QSBAC not only identified the issues relevant to small business across Queensland but also actively worked to progress solutions and opportunities that impacted the small business operating environment.				
<b>Achievements</b>	<p>Key achievements of the QSBAC in 2021–22 included:</p> <ul style="list-style-type: none"> <li>QSBAC was reinvigorated both in terms of council membership and structure during 2021–22. The new Council has 10 small business representatives, the Queensland Small Business Commissioner as ex-officio member and a representative from Chamber of Commerce and Industry Queensland (CCIQ) as ex-officio member.</li> <li>Council membership reflects the breadth and depth of small business in Queensland, with members coming from a wide range of industries and locations. Membership also represents a balance of voices from women in business, Aboriginal and Torres Strait Islander business, Culturally and Linguistically Diverse business, and social enterprise. The reinvigorated QSBAC was announced on 5 May 2022 and held its first meeting on that day too, during Queensland Small Business Month.</li> </ul>				
<b>Financial reporting</b>	QSBAC costs are contained within DESBT's financial statements.				
<b>Remuneration</b> - No remuneration was paid to members for their time					
Position	Name	Meetings/sessions attendance	Approved annual, sessional, or daily fee	Approved sub-committee fees if applicable	Actual fees received
Chair	Di Famer MP	1 out of 1	N/A	N/A	\$0
Ex – Officio	Queensland Small Business Commissioner	1 out of 1	N/A	N/A	\$0
Ex – Officio	CCIQ nominee	1 out of 1	N/A	N/A	\$0
Member	Gerard Byrne	1 out of 1	N/A	N/A	\$0
Member	Tiffany English	1 out of 1	N/A	N/A	\$0
Member	Sarah Graham-Hooper	0 out of 1	N/A	N/A	\$0
Member	Laurie Johansen	1 out of 1	N/A	N/A	\$0
Member	Dipak Paudyal	1 out of 1	N/A	N/A	\$0
Member	Jennifer Qin	1 out of 1	N/A	N/A	\$0
Member	Murray Saylor	1 out of 1	N/A	N/A	\$0
Member	Tony Sharp	1 out of 1	N/A	N/A	\$0
Member	Alison Shaw	1 out of 1	N/A	N/A	\$0
Member	Petina Tieman	1 out of 1	N/A	N/A	\$0
No. scheduled meetings/sessions	During 2021–22, 1 QSBAC meeting was held.				
Total out of pocket expenses	\$1,581.79 (excluding GST) for reimbursement of members' travel (i.e., airfares, accommodation, mileage, and parking) costs.				

<b>The Building and Construction Industry Training Fund (BCITF) (Qld) Ltd Board</b>					
Act or instrument	<i>Building and Construction Industry (Portable Long Service Leave) Act 1991</i>				
Functions	Established on 1 January 1999 to assist in the acquisition and enhancement of the knowledge, skills, training, and education of workers in the building and construction industry. Trading as Construction Skills Queensland (CSQ).				
Achievements	A statement of CSQ operations and related budget is outlined in its Annual Training Plan, along with Output Reports, which are published on the CSQ website <a href="http://www.csq.org.au">www.csq.org.au</a>				
Financial reporting	BCITF financial statements are published on the CSQ website at <a href="http://www.csq.org.au/about-us/corporate-publications/">www.csq.org.au/about-us/corporate-publications/</a>				
<b>Remuneration*</b>					
Position	Name	Meetings/sessions attendance	Approved annual, sessional, or daily fee	Approved sub-committee fees if applicable	Actual fees received
Chair	Michael Kinnane	Board – 6 Committee: • Remuneration – 2 • Finance, Risk & Audit – 5 • Governance – 3	\$18,000 pa	\$1,500 pa	\$21,450
Director	Penny Cornah	Board – 6 Committee: Governance – 4	\$3,000 pa	\$1,000 pa	\$4,000
Director	Marina Chambers	Board – 6 Committee: Finance, Risk & Audit – 6	\$3,000 pa	\$1,000 pa	\$4,000
Director	Emma Eaves	Board – 5 Committee: Governance – 3	\$3,000 pa	\$1,000 pa	\$4,000
Director	Sue-Ann Fresneda	Board – 5 Committee: Governance – 4	\$2,750 pa	\$458 pa	\$3,208
Director	Steven Koch	Board – 6 Committee: Finance, Risk & Audit – 6	N/A	N/A	N/A
Director	Damian Long	Board – 6 Committee: • Finance, Risk & Audit – 6 • Remuneration – 2	\$3,000 pa	\$1,500 pa	\$4,500
Director	Rohan Webb	Board – 3 Committees: • Governance – 2 • Remuneration – 2	\$3,000 pa	\$1,500 pa	\$4,500
No. scheduled meetings/sessions	The following meetings were scheduled during 2021–22: • Board – 6 • Committees: o Finance, Risk & Audit – 6 o Governance – 4 o Remuneration – 2.				
Total out of pocket expenses	\$168 for reimbursement of travel costs.				

\* Note the actual fees paid presented in the table above may vary to the BCITF (Qld) reported financial figures due to the latter being reported as rounded up to the nearest thousand dollars.