

**2011–12**

# **Annual Report**

**Department of Communities, Child Safety and Disability Services**



**Queensland**  
Government

## Public availability of report

The Department of Communities, Child Safety and Disability Services' website is:

<http://www.communities.qld.gov.au>. This annual report is available on our website at: <http://www.communities.qld.gov.au/gateway/about-us/corporate-publications/annual-report>.

## Enquiries and further information

For enquiries or further information about this report, please contact the Director, Planning and Performance/Reporting:

telephone: 3224 6031

email: [corpgov@communities.qld.gov.au](mailto:corpgov@communities.qld.gov.au)

## Feedback

Help us improve our annual report by sharing your feedback with us using our feedback form, available with our online annual report at:

<http://www.communities.qld.gov.au/gateway/about-us/corporate-publications/annual-report>.

## Other languages and formats

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 74 68), and we will arrange an interpreter to effectively communicate the annual report to you.



Alternative formats (including large print) are available on request. If you would like another format, please contact us on 1800 177 120 (calls from mobile phones are charged at applicable rates).

## Copyright

© The State of Queensland (Department of Communities, Child Safety and Disability Services) 2012. Copyright protects this publication. Excerpts may be reproduced with acknowledgment of the State of Queensland (Department of Communities, Child Safety and Disability Services).

## Licence

This annual report is licensed by the State of Queensland (Department of Communities, Child Safety and Disability Services) under a Creative Commons Attribution (CC BY) 3.0 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 Communities, Child Safety and Disability Services).

To view a copy of this licence, visit: <http://creativecommons.org/licenses/by/3.0/au/deed.en>.

**Attribution:** Content from this annual report should be attributed as:

The State of Queensland (Department of Communities, Child Safety and Disability Services) Annual Report 2011–12.

**ISSN:** 2201-084X



Department of  
**Communities, Child Safety  
and Disability Services**

24 October 2012  
The Honourable Tracy Davis MP  
Minister for Communities, Child Safety and Disability Services

Dear Minister

I am pleased to present the Annual Report 2011–12 for the Department of Communities, Child Safety and Disability Services.

I certify that this annual report complies with:

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

This report is prepared on the basis of the current administrative arrangements for this department applying for the whole of the 2011–12 financial year. That is, it reflects the structure, operations and performance of the department as it now exists.

A checklist outlining the annual reporting requirements can be accessed at:  
<http://www.communities.qld.gov.au/gateway/about-us/corporate-publications/annual-report>.

Yours sincerely

**Margaret Allison**  
**Director-General**  
Department of Communities, Child Safety and Disability Services

# Contents

## Part one — Overview

Director-General’s message . . . . .	4
About us . . . . .	7
What we do . . . . .	7
Our clients . . . . .	8
Our budget. . . . .	8
Our people. . . . .	8
About this report . . . . .	9
Our operating environment . . . . .	9
Chief Finance Officer’s message . . . . .	10
Our structure . . . . .	13
Our key governing body . . . . .	15
The way we work . . . . .	18
Our performance overview . . . . .	19
Our regional highlights . . . . .	22
Far North Queensland Region . . . . .	22
North Queensland Region . . . . .	22
Central Queensland Region. . . . .	23
North Coast Region . . . . .	23
Brisbane Region . . . . .	24
South West Region. . . . .	24
South East Region . . . . .	25

## Part two — Delivering better services

Our highlights in 2011–12 . . . . .	28
Better services and pathways for our customers and clients . . . . .	29
Service centres . . . . .	29
Information systems . . . . .	30
A stronger service system that delivers better value . . . . .	31
Supporting non-government organisations . . . . .	31
More inclusive, active and safe communities . . . . .	32
Community recovery . . . . .	33
Future directions . . . . .	35

## Part three — Our services

<b>Child safety . . . . .</b>	<b>37</b>
Our highlights in 2011–12 . . . . .	38
Prevention and early intervention support services . . . . .	39
Supporting families . . . . .	39
Supporting Aboriginal and Torres Strait Islander children and families . . . . .	40
Improved wellbeing and development opportunities . . . . .	41
Supporting families at risk. . . . .	41
Supporting children in our care . . . . .	42
Supporting foster and kinship carers . . . . .	44
Adoptions. . . . .	44
Future directions . . . . .	44
<b>Community services . . . . .</b>	<b>46</b>
Our highlights in 2011–12 . . . . .	47
Supporting our youth . . . . .	48
Youth preventative support. . . . .	48
Youth development, leadership and engagement. . . . .	49
Domestic and family violence prevention and support services and perpetrator intervention programs. . . . .	51
Participation in local communities . . . . .	52
Supporting volunteers. . . . .	52
Better targeted services for seniors. . . . .	52
Whole-of-government initiatives for seniors . . . . .	53
Information and support services . . . . .	53
Support for grandparents . . . . .	54
Celebrating seniors . . . . .	54
Homelessness . . . . .	54
Homelessness strategy . . . . .	55
Homelessness programs and services . . . . .	55
Consultation. . . . .	56

More support for women . . . . .	56	Departmental frameworks . . . . .	84
Future directions . . . . .	57	Governance framework . . . . .	84
<b>Disability services . . . . .</b>	<b>58</b>	Planning and performance framework . . . . .	90
Our highlights in 2011–12 . . . . .	59	Program and project management framework . . . . .	90
Better access to services . . . . .	60	Risk management framework . . . . .	91
National disability policies and reforms . . . . .	60	Internal Audit . . . . .	91
Queensland's disability policies and reforms . . . . .	61	External scrutiny . . . . .	92
Specialist disability services . . . . .	63	Asset management . . . . .	92
Community care services . . . . .	67	Procurement planning . . . . .	93
More inclusive communities . . . . .	69	Future directions . . . . .	93
Support for carers . . . . .	69		
Disability information services . . . . .	69	<b>Part five — Financial statements</b>	
Community engagement . . . . .	70	Financial statements . . . . .	95
Future directions . . . . .	71		
<b>Part four — Corporate</b>		<b>Part six — Appendices</b>	
<b>Internal business processes, human and financial resource functions . . . . .</b>	<b>73</b>	Appendix 1 — Our legislation . . . . .	163
Our highlights in 2011–12 . . . . .	74	Appendix 2 — Statutory authorities . . . . .	166
Machinery-of-government changes . . . . .	75	Appendix 3 — Government boards and committees . . . . .	167
Our people . . . . .	75	Appendix 4 — Governance boards and committees . . . . .	171
Workforce profile . . . . .	75	Appendix 5 — Performance statement	179
Workforce planning . . . . .	76	Appendix 6 — National partnership agreements and national agreements . . . . .	184
Workforce attraction, recruitment and retention . . . . .	76	<b>Glossary . . . . .</b>	<b>190</b>
Work–life balance . . . . .	79	<b>Contact details . . . . .</b>	<b>195</b>
Employee performance management framework . . . . .	79		
Employee opinion survey . . . . .	81		
Code of conduct . . . . .	81		
Industrial and employee relations . . . . .	82		
Maintaining a safe workplace . . . . .	82		
Exiting the department . . . . .	83		

## Director-General's message

I am pleased to present the first annual report of the new Department of Communities, Child Safety and Disability Services. The department has a wide range of responsibilities — from its statutory involvement with children and their families, to supporting people with a disability and providing essential community services. Everything we do is focused on ensuring that human services are provided to individuals and communities who are vulnerable and most in need.

Over the past 12 months, the department has worked hard to strengthen Queensland through the provision of a wide range of human services and programs, which provide high-quality and responsive support for our clients.

### Delivering frontline services

Vulnerable Queenslanders are assisted through services delivered or funded by the department. In 2011–12, the number of people receiving disability services increased, although the level of unmet need remains high. We also delivered additional respite services to more than 500 families of young children aged up to 12 years. To support young people with a disability leaving school or the care of the state, we commenced the My Future: My Life initiative. This will assist up to 600 students with a disability.

Child protection notifications increased with 24,823 notifications in 2011–12. Of these, 7681 were substantiated. I would also like to recognise the importance of foster and kinship carers, who are the backbone of our child protection system. The number of approved carer families increased by 8.2 per cent this year.

During 2011–12, we also progressed a range of homelessness initiatives under the National Partnership Agreement on Homelessness, including five Street to Home services to assist more than 1552 clients who were experiencing primary homelessness to move into long-term housing.

Our department continued to play a key role in supporting communities recover from disasters. This year, the department provided community-level support to 13 Queensland local government areas through outreach services and community recovery centres.

### Supporting vulnerable people and communities across the state

We continued to support vulnerable people and communities across the state to improve their wellbeing, safety and participation. On behalf of the Queensland Government, we administered concessions for Queensland seniors, pensioners and veterans to reduce cost-of-living expenses.

This year saw the implementation of a new specialist disability service system, which aims to provide a fairer and more transparent way for Queenslanders with a disability to access support and specialist services. Although this system provides greater transparency of system capacity and a consistent approach to needs assessment, it is acknowledged that further work is required to streamline its approach, and to regionalise decision making.

### **Continuing to focus on early intervention**

We have continued to support and assist vulnerable Queenslanders through the provision of prevention and early intervention support services.

This year we established a new service, the Evolve Behaviour Support Service — Early Intervention which provides services for children with a disability whose families need support to manage their child at home.

Early findings suggest that our Helping Out Families pilot is making a difference in the Logan area, improving outcomes for families by connecting them with the right services at the right time, thus reducing demand on the tertiary child protection system. In 2011–12, the rate of re-reporting to Child Safety Services for clients engaging with Helping Out Families was approximately 11 per cent compared to 19 per cent for those who were referred to Helping Out Families but did not participate.

### **Working to implement government commitments**

In 2011–12, the department continued to care for our community through additional small grants to support hardworking community and volunteer groups to obtain the essential equipment required to help them support Queenslanders.

The department has prioritised preparations for the roll-out of a number of government commitments to:

- boost counselling services for victims of child abuse and sexual assault
- ensure children from regional areas have better access to telephone counselling
- commence a two-year trial of an intensive family intervention program to target neglect
- provide additional respite to people with a disability aged 16 to 25 years and their families
- support families to access support for newborns and young children primarily aged zero to six years born with or awaiting diagnosis of disability
- contribute to the government's fiscal repair task.

The budget challenges facing this department are significant, as we make an active contribution to the government's saving initiatives. In 2011–12, we developed a new, leaner organisational structure with reduced levels of management and increased spans of control, and reduced the number of temporary staff. Frontline service delivery continues to be our highest priority.



I thank all staff for their outstanding work throughout the past year to ensure our clients continue to receive high-quality services. I am excited to have the opportunity to work with the department, other departments and our community sector colleagues to address the challenges of delivering effective human services that contribute to Queensland's social development and better outcomes for all Queenslanders.



## About us

Following the Queensland state election in March 2012, the incoming government announced changes to the structure of portfolios and organisational units within the former Department of Communities, now the Department of Communities, Child Safety and Disability Services.

The Department of Communities, Child Safety and Disability Services was established on 3 April 2012 through the Governor in Council, under the authority of the *Public Service Act 2008* and the Queensland Government Gazette No. 77.

The establishment of the new department provides the opportunity to strengthen Queensland's commitment to providing disability, child safety and community services to individuals, families and communities.

As a result of the machinery-of-government changes, the following functions transferred from the former Department of Communities:

- Sport and recreation services, including the Queensland Academy of Sport, transferred to the Department of National Parks, Recreation, Sport and Racing.
- Multicultural Affairs transferred to the Department of Aboriginal and Torres Strait Islander and Multicultural Affairs.
- Aboriginal and Torres Strait Islander services transferred to the Department of Aboriginal and Torres Strait Islander and Multicultural Affairs.

- Social housing functions within the former Housing and Homelessness Services transferred to the Department of Housing and Public Works (excluding homelessness services).
- Residential Services Unit that manages the residential services' registration and accreditation process for private boarding houses, supported accommodation hostels or aged rental accommodation transferred to the Department of Housing and Public Works.
- Youth justice services transferred to the Department of Justice and Attorney-General.
- Community mental health services transferred to Queensland Health.

## What we do

We are the Queensland Government department responsible for developing and coordinating policies, programs and services across a wide spectrum of human services, including:

- child safety and family services
- disability and community care services and funding for people with disability and their families and carers
- specialist homelessness services
- adoption services
- funding for community services
- support for carers and volunteers
- services for youth, women, seniors and families
- community recovery activities.

Our services are delivered across the state through approximately 880 funded non-government organisations, and directly by the department through centralised statewide services and 90

service centres across seven regions. This is all supported by a central corporate office.

A strong legislative framework supports our department's work and is administered to fulfil our statutory obligations (more details are contained in appendix 1 from page 163).

We are accountable to the Minister for Communities, Child Safety and Disability Services.

Our current and former organisational structures are shown on pages 13 and 14.

**Our vision:** fair, cohesive and vibrant Queensland communities.

**Our purpose:** providing integrated community services that strengthen Queensland.

**Our values:** client focus, collaboration, diversity, innovation and professional integrity.

**Our objectives:**

- better services and pathways for our customers and clients
- a stronger service system that delivers better value
- more inclusive, active and safe communities.

For head office and regional office contact details, see page 195.

## Our clients

We assist vulnerable individuals, families and communities. Many have

long-term, multiple, chronic and complex disadvantages.

We share much of our client base with other health, human services and housing departments, and work closely with all levels of government and with non-government organisations to deliver responsive and holistic services.

We also assist seniors, carers, volunteers, young people, women, and people and communities affected by natural disasters.

## Our budget

With a budget of \$4.507 billion we deliver a variety of human services, including prevention, early intervention, intensive support and continuing care. These services are delivered to clients primarily through non-government service providers, with a range of statutory child protection as well as disability services delivered by the department.

The department also owns a property portfolio including over 220 dwellings or facilities, with a market value of approximately \$236.76 million.

## Our people

As at 30 June 2012, we had 6757.84 full-time equivalent staff. Many of these staff were employed in service delivery positions, including: child protection workers, residential care officers, therapists and other allied health professionals.

## About this report

This report is prepared on the basis of the current administrative arrangements for this department applying for the whole of the 2011–12 financial year. That is, it reflects the structure, operations and performance of the department as it now exists.

This report discloses our performance in 2011–12 against the commitments made in the former Department of Communities' 2011–2015 Strategic Plan, relevant to child safety, disability and community services. We report on:

- challenges facing Queensland communities and how we work to address them
- how we work with our non-government partners
- how we comply with legislative requirements
- how we organise and manage our organisation and support our staff
- our financial performance
- how we measure our performance
- how we improve our performance
- key priorities and challenges for the year ahead.

Financial information is reported differently in the report. Financial statements provide information on the former Department of Communities for the period 1 July 2011 to 30 April 2012 and the new Department of Communities, Child Safety and Disability Services for the period 1 May 2012 to 30 June 2012.

Due to the machinery-of-government changes resulting from the March 2012 state election, the corporate

governance framework was amended in late 2011–12 to align with the new priorities of the department. An interim framework was in place during the transition process. Both the former departmental corporate governance arrangements and the interim arrangements are reported.

## Our operating environment

A number of environmental factors affect our service delivery and shape our strategic direction. These include:

- population growth and changing demographics, including changes in family and social structures due to greater mobility and employment patterns
- increasing demand for, and cost of delivering, community services and facilities to a diverse and growing client base, comprising some of the most vulnerable and disadvantaged Queenslanders
- increasing expectations for better access to integrated, quality community services
- major national reforms, with significant investments and performance commitments agreed by the Council of Australian Governments
- the significant impact of natural disasters on a large number of Queenslanders; and on the state and national economies.

Economic factors have exacerbated some of these pressures and imposed resource constraints on all levels of government and the non-government sector.

## Chief Finance Officer's message

In accordance with my responsibilities as Chief Finance Officer under the *Financial Accountability Act 2009* and Financial and Performance Management Standard 2009, I have provided the Director-General with a statement that:

- the financial records of the department has been properly maintained throughout the year ended 30 June 2012 in compliance with prescribed requirements
- the risk management and internal compliance and control systems of the department relating to financial management have been operating efficiently, effectively and economically throughout the financial year
- since the balance date of 30 June 2012 there have been no changes that may have a material effect on the operation of the risk management and internal compliance and control systems of the department
- external service providers have given an assurance about their controls.

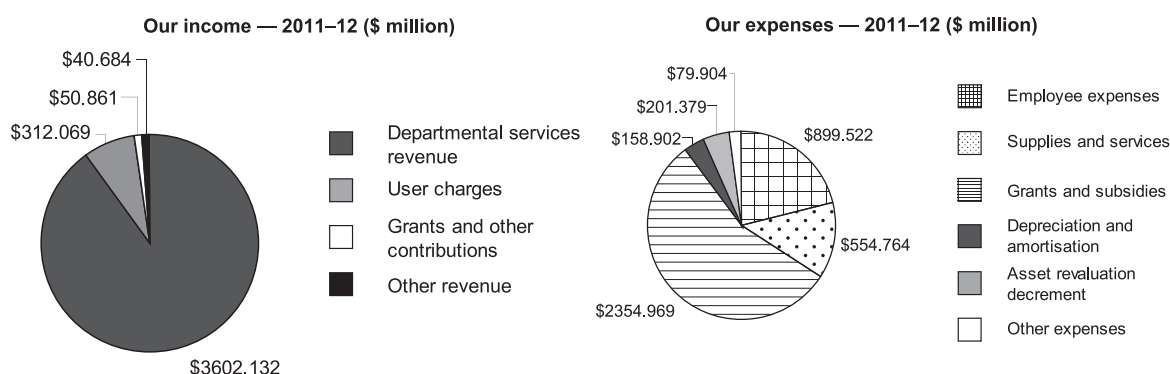
The Department of Communities, Child Safety and Disability Services' 2011–12 Statement of Assurance provided to the Director-General satisfies all requirements of section 57 of the Financial and Performance Management Standard 2009. It indicated no deficiencies or breakdowns in internal controls which would impact adversely on the department's financial governance or financial statements for the year.

As a result of the machinery-of-government changes and the transfer of the functions of the former Department of Communities to other agencies, the 2011–12 financial statements provided in this report include results for the former Department of Communities for the period 1 July 2011 to 30 April 2012 and the new Department of Communities, Child Safety and Disability Services for the period 1 May 2012 to 30 June 2012. As such, direct comparison cannot be made between results in the 2010–11 year and results in the 2011–12 year.

Our income in 2011–12 was \$4.006 billion, with the major sources of income provided by the Queensland and Australian governments for the provision of services. The other major component of revenue is user charges, which includes rental revenue of \$280.748 million received from tenants living in the department's social housing dwellings, as well as rent from dwellings leased to community organisations, local councils and other entities. The rental revenue received in 2011–12 relates to activities of the former department.

During 2011–12, we received our income from:

- services revenue: \$3.602 billion
- user charges: \$312.069 million
- grants and other contributions: \$50.861 million
- other revenue and net gains on financial assets: \$40.684 million.



Our department provides a wide range of services to the community, with services delivered largely by contracted non-government organisations and departmental staff. As a result, our two largest expense categories are grants to non-government organisations and employee expenses.

Our total operating expenses for 2011–12 were \$4.249 billion including:

- grants and subsidies: \$2.355 billion
- employee expenses: \$899.522 million
- supplies and services (for example, rates to local governments, property maintenance, general operating expenses and accommodation lease costs): \$554.764 million
- depreciation and amortisation expense: \$158.902 million
- asset revaluation decrement: \$201.379 million
- other expenses (such as inventory expenses (\$19.723 million), borrowing costs (\$15.449 million), asset impairment losses (\$9.683 million) and other expenses including insurance costs, audit fees, legal claims and losses and service revenue refundable (\$35.049 million) totalling \$79.904 million).

Our total assets as at 30 June 2012 were \$543.978 million. This asset position is net of assets transferred to other agencies as a result of machinery-of-government changes and only reflects the position of the new Department of Communities, Child Safety and Disability Services.

The primary assets held by our department were properties utilised to support people with a disability including Supported Accommodation and Positive Futures Accommodation for people with a disability and challenging behaviours, properties to support the safety of children including residential care facilities and therapeutic residential care facilities, and facilities that strengthen our communities including Multi-Purpose and Neighbourhood Community Centres and Safe Havens. The department's assets also include intangible assets primarily internally generated software and systems such as the Integrated Client Management System and the Disability Information System which relates to the Growing Stronger project.

The value of our assets by category is as follows:

- cash and cash equivalents (\$53.765 million)
- receivables (\$88.320 million)
- property, plant and equipment (\$314.117 million)
- intangible assets (\$80.192 million)
- other assets (\$7.277 million)
- non-current assets classified as held for sale (\$0.307 million)

Our total liabilities as at 30 June 2012 were \$103.539 million. Our liabilities consist primarily of trade creditors, grants payable, payables for service revenue refundable and provisions for employee entitlements. Liabilities reflect the new Department of Communities, Child Safety and Disability Services.

Liabilities by category are shown below:

- payables (\$79.883 million)
- accrued employee benefits (\$22.644 million)
- provisions (\$0.605 million)
- other liabilities (\$0.407 million).

In 2011–12, on behalf of the Queensland Government, we administered concession payments for electricity and reticulated natural gas; pensioner rail; rate and water subsidies; electricity life support and home energy emergency assistance as well as community recovery assistance. Income and expenditure on these activities is accounted for separately from our operating accounts.

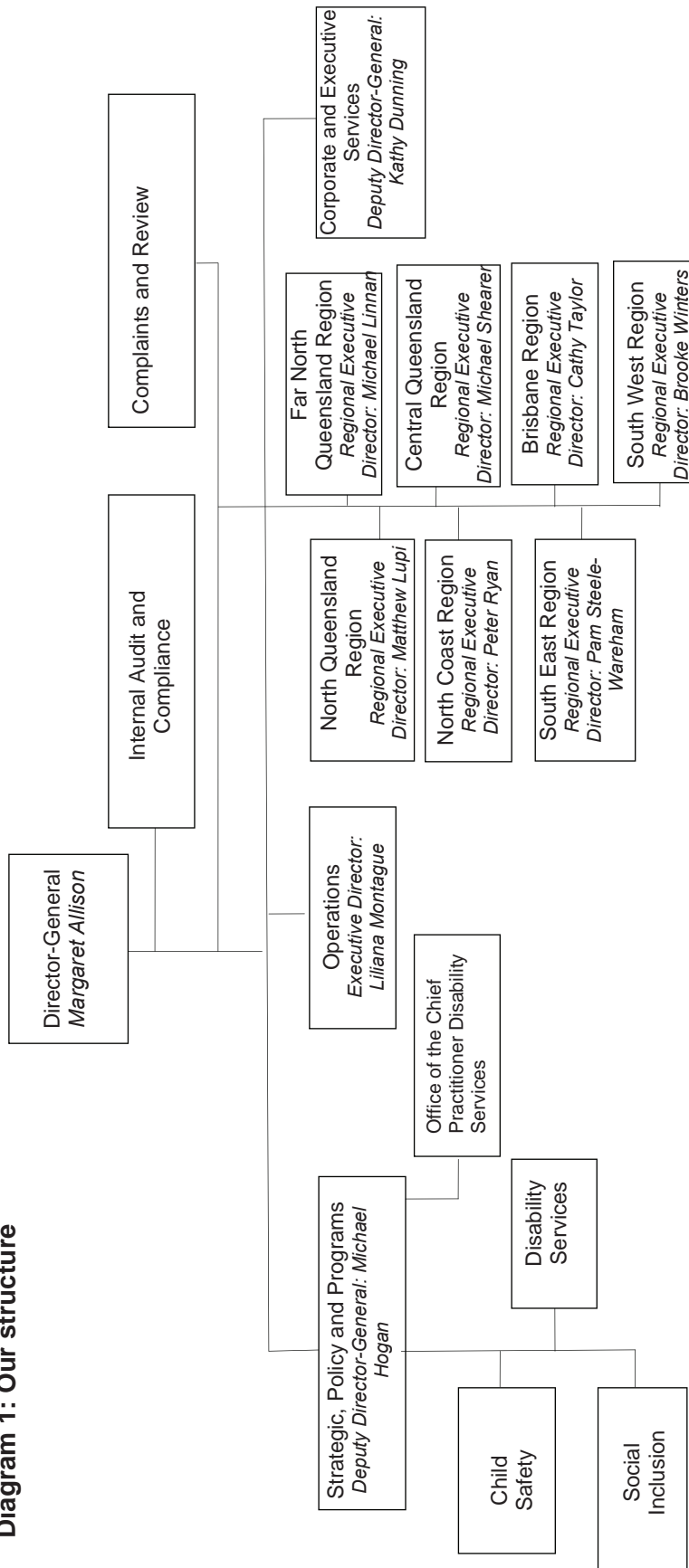
We remain committed to managing our financial performance and minimising our liabilities and risks. Our financial performance is closely monitored within our corporate governance framework which was amended in late 2011–12 to align with the new priorities of the department. To help us manage risks, the Audit Committee oversees audit activities, audit recommendations, financial reporting and compliance and risk management practices. For more information on governance committees see appendix 4.

We are operating in a tightening fiscal environment. It is imperative we make good financial decisions in resource allocation and expenditure. We will continue to review and improve our programs of service delivery to ensure they are achieving the most effective outcomes while delivering value for money.

For more information on our financial performance please see our financial statements provided from page 95.



**Diagram 1: Our structure**



**Corporate and Executive Services** provides strategic leadership and direction for the department's corporate systems, policies and practices. It also manages corporate risk and governance and assists the other divisions in achieving the department's vision and objectives as outlined in the strategic plan.

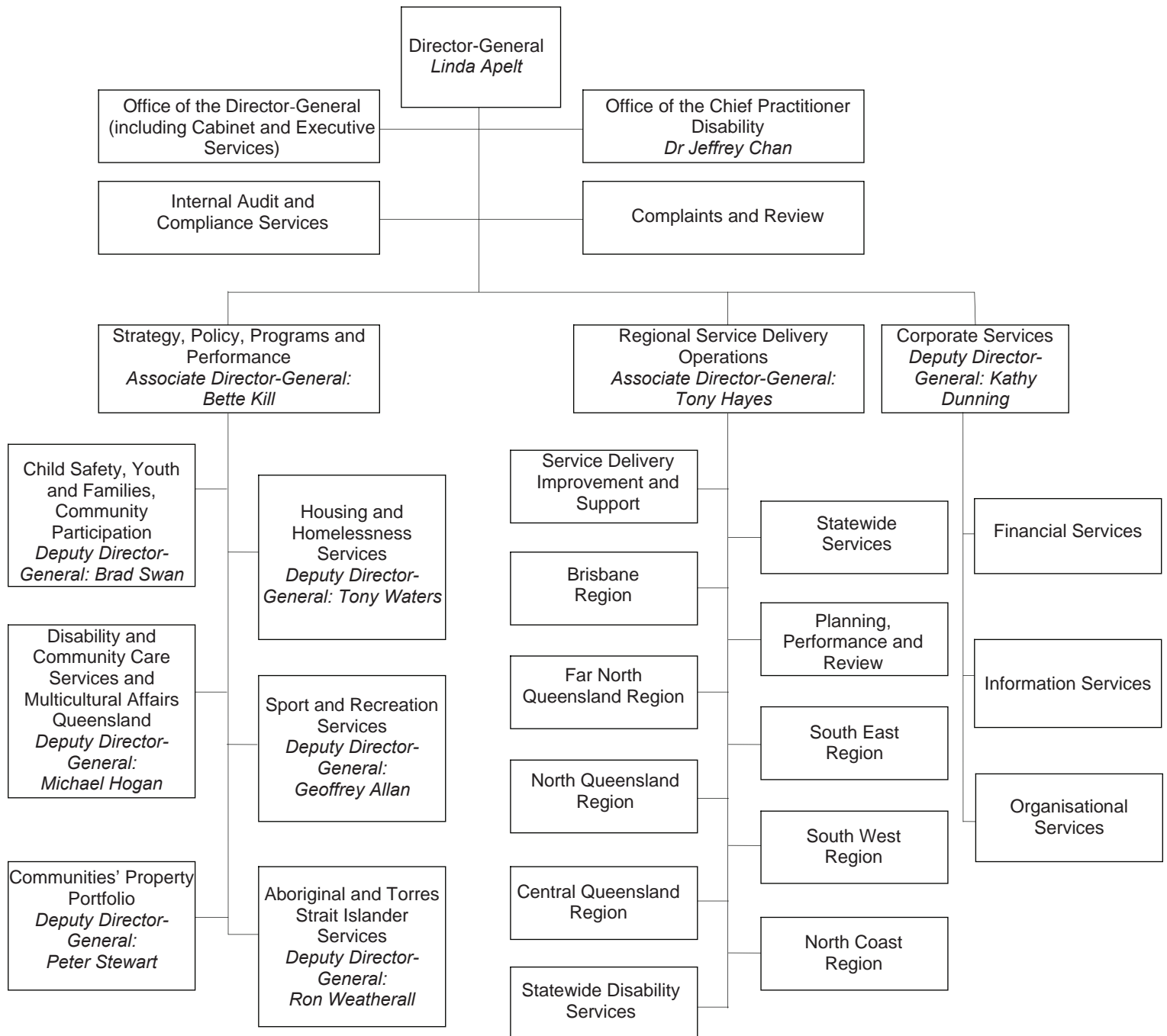
**Regional Services** includes the seven regions. They coordinate and deliver a range of client-centred services, and manage coordinated approaches to community services for clients and services provided by non-government organisations.

**Strategic Policy and Programs** leads the development of strategic policy, and program responses. It also leads the development of initiatives, and implementation of major reforms, to improve the sustainability of non-government organisations and innovation in the delivery of client services.

**Operations** provides a specialised response to critical operational issues in the department. It provides both direct service delivery functions and hosts project teams to respond to statewide issues. It is also a resource for regions to assist with statewide responses and implementation, as required.



**Diagram 2: Former department organisational chart**



## Our key governing body

The Board of Management was the key strategic governing body of the former Department of Communities. It was responsible for the overall strategic direction and management of performance, and oversaw the portfolio of programs and projects. Due to machinery-of-government changes, the Board of Management was replaced by the Executive Management Team in April 2012.

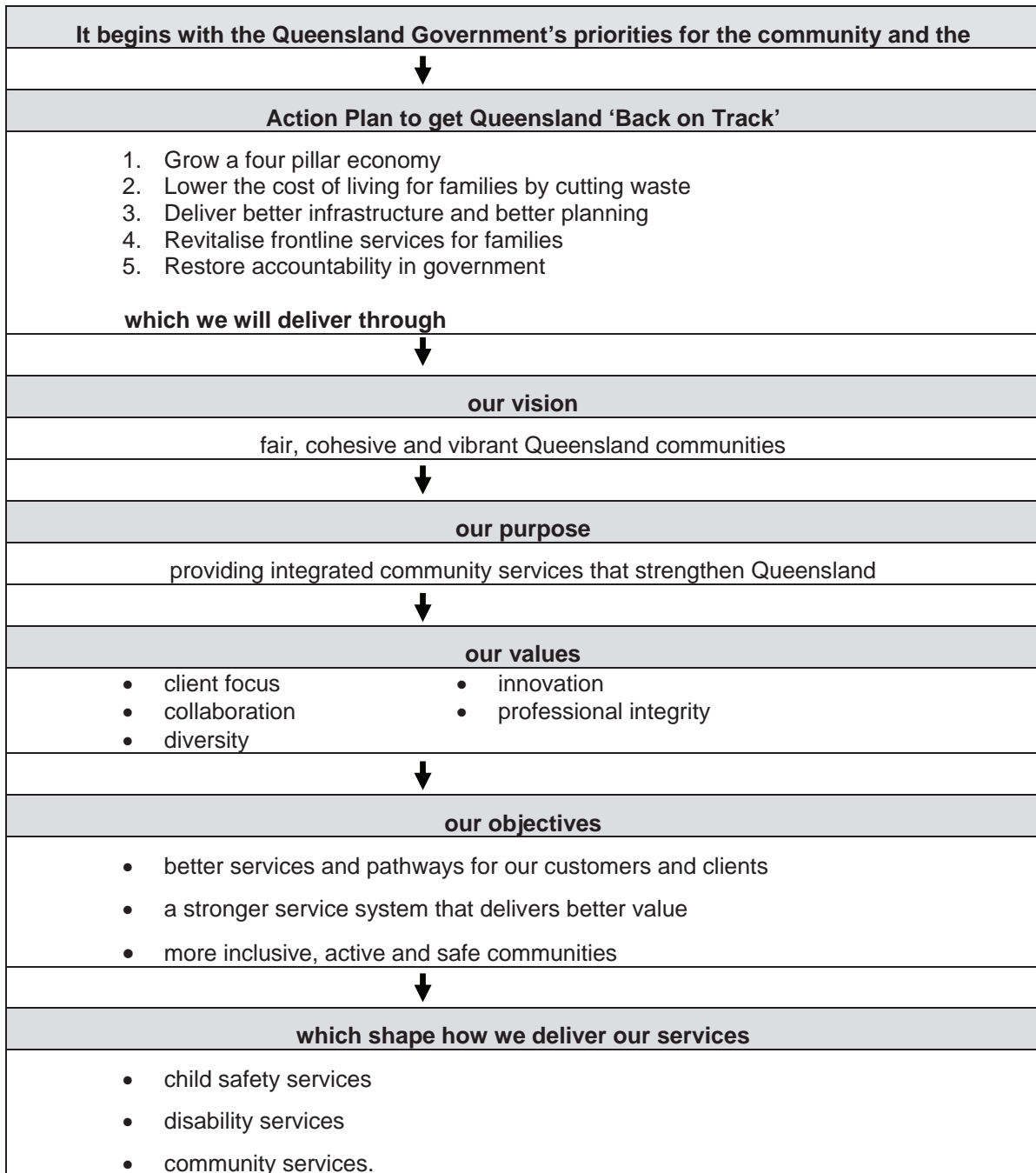
As with the previous Board of Management, the Executive Management Team is responsible for overall strategic direction and management of performance and overseeing the portfolio of programs and projects. Executive Management Team functions and achievements are outlined in appendix 4. Further information on our governance structure is provided in appendix 4 from page 171.

<b>Executive Management Team</b>	
<b>Name and position</b>	<b>Biography</b>
Margaret Allison, (Chair), Director-General B.SocWk, M. Pub. Ad FIPAA	<p>Margaret has had a diverse career spanning almost 35 years in the public sector in Queensland and New South Wales, in both local and state government. With a professional background in human services, she has led services and reforms in areas including youth justice, child protection, disability, legal aid, domestic and family violence, child care and customer services.</p> <p>Margaret took up her current role as Director-General for the Department of Communities, Child Safety and Disability Services in March 2012, following two years as the Public Service Commissioner.</p>
Kathy Dunning, (Member), Deputy Director-General, Corporate and Executive Services B.Bus. (Accounting)	<p>Kathy commenced the role of Deputy Director-General, Corporate Services, Department of Communities in November 2009. Previously, Kathy was Acting Deputy Director-General of Community and Youth Justice Services March – November 2009; and General Manager, Service Delivery, Department of Communities March 2007 – March 2009.</p> <p>Prior to this, Kathy was in senior management roles over a 12-year period in Disability Services Queensland. During this time, she held the position of Executive Director, Programs and Community Specialist Services for six years, along with various positions as a regional director.</p>
Michael Hogan, (Member), Deputy Director-General, Strategic Policy and Programs BA (Hons), LLB	<p>Michael has over 10 years' experience in the Queensland Public Service in senior executive positions, as well as significant experience at senior levels in the New South Wales government and in the community sector.</p>

<b>Executive Management Team</b>	
<b>Name and position</b>	<b>Biography</b>
	Within the Department of Communities, Michael has provided strong, strategic leadership in policy and programs for disability and community care services, Aboriginal and Torres Strait Islander services, multicultural affairs and community services.
Michael Linnan, (Member), Regional Executive Director, Far North Queensland Region Member Australian Property Institute	Michael has more than 36 years' experience in the public service. Michael started his career as a cadet valuer in the 1970s and held management and director roles in the Department of Lands; Department of Natural Resources and Mines; State Development and Tropical North Queensland TAFE prior to joining the Department of Communities in 2006.
Matthew Lupi, (Member), Regional Executive Director, North Queensland Region B.AppSc (Psych), Grad Dip (Counselling), Grad Cert Management	Matthew has worked in human services in Queensland for more than 22 years spending the last 12 years with the Queensland Public Service. Matthew has held senior executive roles since 2004, leading significant reform in child safety and community services since that time. Matthew has successfully led the North Queensland Region since 2010.
Michael Shearer, (Member), Regional Executive Director, Central Queensland Region B.Human Services	<p>Michael has over 25 years' experience in the human services sector having worked within several Queensland Government departments in a range of locations across the state. He has delivered, managed and led child protection; youth justice; social housing; disability; and community services throughout his career.</p> <p>He is an executive member of the Central Queensland Regional Managers Coordination Network, a key member of the Gladstone Region Community Development Committee and Chair of the Central Queensland Primary Care Partnership.</p>
Peter Ryan, (Member), Regional Executive Director, North Coast Region Bachelor of Arts, (Government and Sociology majors)	<p>Peter has more than 44 years' experience in the public service working primarily across a range of senior executive positions responsible for the delivery of departmental and regional human services.</p> <p>Since his appointment as Regional Executive Director in 2004, Peter has led the delivery of quality client-focused services in the North Coast Region.</p>
Cathy Taylor, (Member), Regional Executive Director, Brisbane Region LL.B, Grad Dip L.P., EMPA	Cathy was admitted as a solicitor in November 1987 and practised family law and children's law. Cathy has held positions as Registrar in the Family Court of Australia in 1994; Coordinator of Women's Legal Aid, Legal Aid Queensland in December 1995; and Director, Office of Child Protection in March 2000.

<b>Executive Management Team</b>	
<b>Name and position</b>	<b>Biography</b>
	Subsequent senior positions held in Queensland Public Service include: General Manager, Youth Justice and Youth Development; Executive Director, Child Safety, Youth and Families Policy and Performance; and Regional Executive Director, Brisbane Region.
Pam Steele-Wareham, (Member), Regional Executive Director, South East Region Grad Cert Education (Disability) and Cert Management	Pam has a broad range of professional experience in the private, non-government and government sectors across New South Wales, Northern Territory and Queensland. Prior to entering government, Pam led and managed non-government organisations in the disability sector.
Brooke Winters, (Member), Regional Executive Director, South West Region BA, Grad Cert Mngt, MA (Hons)	Brooke has been with the public service since 1985, and spent 19 years working in a wide range of fields within Corrective Services before joining the Department of Communities to run the Sir Leslie Wilson Youth Detention Centre and later the Brisbane Detention Centre. She became the Regional Executive Director for the former Moreton and South West regions in 2007. In 2012, Brooke was awarded the inaugural National Emergency Medal for services rendered during the floods.
Liliana Montague, (Member), Executive Director, Operations Grad Dip Marketing; CPM Grad Cert Exec Lead	Liliana was appointed Executive Director of Operations on 1 July 2012. Previously, Liliana was General Manager, Communication Services for the former Department of Communities from January 2008.  Liliana has a wealth of knowledge and skills acquired over 25 years through roles in the private sector such as: Chief Executive Officer, Surfers Paradise Management; Downtown Manager, Brisbane Marketing; Marketing Manager, Wintergarden; and Divisional Accountant, Kern Corporation Ltd.

## The way we work



## Our performance overview

In 2011–12, we continued to deliver quality human services to Queenslanders, particularly those who are vulnerable and most in need. Our provision of integrated community services that strengthen Queensland contributes to the government's five pledges in the following ways:

- grow a four pillar economy by:
  - improving financial management and eliminating waste by undertaking program reviews and transitioning to more cost-effective service delivery models
- lower the cost of living by:
  - providing concessions on electricity, gas, medical aids and electricity life support to eligible pensioners, seniors and veterans in Queensland
- invest in better infrastructure and use better planning by:
  - facilitating integrated community support services across the state by identifying and quantifying the immediate impact of services/programs delivered or funded
- revitalise frontline services by:
  - implementing relevant government election commitments
  - investing in effective and efficient community and volunteer groups
  - participating in national strategies and partnerships that benefit Queenslanders
- restore accountability in government by:
  - driving value for money and reducing red tape in government and non-government organisation human services, for example by implementing a single human services quality framework, and contract management reforms with non-government organisations
  - improving laws, and procurement and contracting processes for administering funding and other resources
  - supporting the review and audit of Queensland's child protection laws and practices.

Presented below is a snapshot of our performance against each of our strategic objectives in the former Department of Communities' 2011–2015 Strategic Plan. Analysis of our performance is provided throughout the main body of this document, with a comprehensive performance statement detailing service standards available at appendix 5.

<b>Strategic objective</b>	<b>Progress during 2011–12</b>
<p>Better services and pathways for our customers and clients</p> <p><i>Indicators of our progress:</i></p> <ul style="list-style-type: none"> <li>• Services match need</li> <li>• Improved access to services</li> </ul>	<ul style="list-style-type: none"> <li>• Delivered three web franchises — seniors, community support and youth — to make information about our services easier to find (see page 29).</li> <li>• Implemented the new specialist disability service system to provide consistent access and referral pathways to disability services, and fairer and more equitable processes (see page 61).</li> </ul>
<p>A stronger service system that delivers better value</p> <p><i>Indicators of our progress:</i></p> <ul style="list-style-type: none"> <li>• Service providers meet quality and legislative requirements</li> <li>• Improved service and provider mix</li> </ul>	<ul style="list-style-type: none"> <li>• Successfully trialled the Human Services Quality Framework and achieved a significant reduction in participants’ administrative burden and compliance costs (see page 32).</li> <li>• Streamlined assessment and administration of child safety care service licensing for Queensland services (see page 32).</li> </ul>
<p>More inclusive, active and safe communities</p> <p><i>Indicators of our progress:</i></p> <ul style="list-style-type: none"> <li>• Reduced barriers to social inclusion</li> <li>• Increased volunteering</li> <li>• Increased early intervention services</li> <li>• Improved safety and wellbeing</li> </ul>	<ul style="list-style-type: none"> <li>• Continued to support young people with complex and multiple needs and to address risk factors (see page 48).</li> <li>• Commenced the My Future: My Life initiative, which will assist up to 600 students with disability in Years 11 and 12 to plan for their transition from school to adult life (see page 66).</li> <li>• Continued to support Volunteering Queensland to provide referral services, and education and training and sector support to businesses, community organisations and volunteers (see page 52).</li> <li>• Established the Evolve Behaviour Support Service — Early Intervention, which provides support services for children with a disability who have complex behaviours and support needs and are at risk of being relinquished to the child protection system (see page 39).</li> <li>• Continued the Helping Out Families pilot, with early findings suggesting that the initiative contributes to improved outcomes for families by connecting them with the right services at the right time, thus reducing demand on the tertiary child protection system (see page 39).</li> </ul>



<b>Strategic objective</b>	<b>Progress during 2011–12</b>
	<ul style="list-style-type: none"> <li>• Successfully rolled out place-based regional Homelessness Community Action Plans across seven regions (see pages 55 and 56).</li> <li>• Coordinated large-scale community recovery activities across Queensland which included providing localised community-level support (see page 33).</li> </ul>
<p>Effective management of our key business processes and our human and financial resources</p> <p><i>Indicators of our progress:</i></p> <ul style="list-style-type: none"> <li>• Flexible property assets aligned to client and program needs</li> <li>• Flexible and robust ICT systems</li> <li>• Optimal workforce metrics</li> <li>• Effective strategy, policy and financial performance</li> </ul>	<ul style="list-style-type: none"> <li>• Implemented procurement strategies, which resulted in savings and cost avoidances of \$14.4 million (see page 93).</li> <li>• Enhanced whole-of-department information and communication technology systems to improve their functionality (see page 30).</li> <li>• Continued our strong focus on client service with 59.7 per cent of all staff employed in frontline services and 29.3 per cent in frontline support positions (see page 75).</li> <li>• Confirmed, through an independent review, that the department's project management controls, risk management and gating controls were operating effectively and were at a high-level of maturity (see page 91).</li> </ul>

## Our regional highlights

### Far North Queensland Region

The region covers 273,157.3 square kilometres — 15.8 per cent of the total area of the state — extending from the international border between Australia and Papua New Guinea in the north, to the Cardwell Range in the south, and to Croydon in the west.

The region provided services to the community through non-government organisations and directly by regional staff. This region has 335.15 full-time equivalent employees delivering services from:

- one regional office located in Cairns
- six child safety service centres, including service hubs in Cooktown, Thursday Island and Weipa
- one community service centre
- one disability service centre.

#### Achievements

- Implemented, in partnership with the Queensland Council of Social Service, the Cairns Homelessness Community Action Plan.
- Implemented 'think-tanks' to engage staff and other key stakeholders in innovative thinking around critical practice issues, resulting in improvements in child safety services.
- Expanded Local Area Coordination in Barron River, Cassowary Coast (Cardwell/Tully), Northern Peninsula Area and Yarrabah. Local Area Coordinators mostly work in rural

and remote communities across the state, linking people with a disability to a range of different support networks and services, depending on individual needs and interests.

- Trialled the use of iPads as a tool for engagement, assessment, interaction and therapy with clients with a disability.

### North Queensland Region

The region covers 539,581 square kilometres extending along the coast from Ingham in the north to St Lawrence in the south and extending west to the Queensland-Northern Territory border.

The region provided services to the community through non-government organisations and directly by regional staff. This region has 526.01 full-time equivalent employees delivering services from:

- one regional office located at Townsville with staff also based in regional satellite centres at Mackay and Mount Isa
- seven child safety service centres
- three community service centres
- four disability service centres.

#### Achievements

- Established a women's shelter, a child safe house and safe haven services to enhance safety for women and children on Mornington Island.
- Officially opened two new supported accommodation facilities in Townsville to provide sustainable specialist housing for people with a disability.

- Provided targeted and timely responses to those whose properties were devastated during an unprecedented Townsville weather event.
- Worked intensively with a target group of 102 Indigenous rough sleepers who had been chronically homeless for many years to successfully transition them into supportive housing, or return to family and community where appropriate supports were provided.

## Central Queensland Region

The region covers 494,966 square kilometres — or 28.5 per cent of the total area of the state — extending from Rockhampton in the north to Kingaroy in the south, and the Northern Territory border in the west to Hervey Bay in the east.

The region provided services to the community through non-government organisations and directly by regional staff. This region has 620.08 full-time equivalent employees delivering services from:

- one regional office located at Rockhampton
- seven child safety service centres
- two community service centres
- three disability service centres.

### Achievements

- Implemented the Air Your Dirty Laundry program in both the Fraser Coast and Gladstone, resulting in significant community involvement and awareness within the communities against domestic violence.

- Provided a Case Coordination Team and services as part of the Breaking the Cycle of Domestic and Family Violence trial in Rockhampton.
- Assisted Indigenous people who have been sleeping rough and who experience public intoxication issues through an outreach service in Rockhampton.
- Opened the All Abilities Playground in Blackwater in partnership with the Central Highlands Regional Council.
- Successfully held two Child Protection Week events in Bundaberg where more than 120 people attended a community breakfast at the RSL and hundreds of children attended Rainbow Day at the PCYC.

## North Coast Region

The region covers 12,036 square kilometres extending from Rainbow Beach in the north, to Gympie in the west, to Redcliffe and Samford in the south, and Woodford in the south-west.

The region provided services to the community through non-government organisations and directly by regional staff. This region has 562.96 full-time equivalent employees delivering services from:

- two regional offices located at Caboolture and Maroochydore
- six child safety service centres
- two community service centres
- five disability service centres.

### Achievements

- Awarded the 2011 Domestic and Family Violence Prevention

Partnership Award for the Partnership Responses at Domestic Occurrences initiative, which provides enhanced and integrated support for victims of domestic violence and their families.

- Implemented, in partnership with the Queensland Council of Social Service, a homelessness community action plan that focuses on Caboolture, Deception Bay and Morayfield areas.
- Provided targeted and timely community recovery responses following severe local weather events.

## Brisbane Region

The region covers 1220 square kilometres extending from Bracken Ridge in the north, Wacol in the south-west, to Wynnum in the south-east.

The region provided services to the community through non-government organisations and directly by regional staff. This region has 1211.56 full-time equivalent employees delivering services from:

- two regional offices located at South Brisbane and Windsor
- eight child safety service centres
- three community service centres
- seven disability service centres.

### Achievements

- Implemented, in partnership with the Queensland Council of Social Service, a homelessness community action plan that focuses on the inner city, the south-west corridor and the outer northern suburbs.

- Provided funding to non-government organisations to deliver personal support, advice and information to flood-affected residents.
- Developed a collaborative service delivery framework for implementation by disability services and child safety officers within the region, to enhance outcomes for children and young people with a disability subject to intervention by the department.

## South West Region

The region covers 406,752 square kilometres — 25 per cent of the state — extending from Beaudesert in the east to the Queensland–South Australia border in the west.

The region provided services to the community through non-government organisations and directly by regional staff. This region has 955.94 full-time equivalent employees delivering services from:

- two regional offices located at Ipswich and Toowoomba
- seven child safety service centres
- two community service centres
- two disability service centres.

### Achievements

- Provided coordination of recovery services to flood-affected residents in the communities of Charleville, Mitchell, Roma and St George as well as ongoing post-disaster support.
- Implemented, in partnership with the Queensland Council of Social Service, the Toowoomba

Homelessness Community Action Plan.

- Increased engagement with the non-government sector through the South West Action Table and participating in non-government forums.
- refer families to a service provider best placed to meet their needs.
- Continued to implement the Helping Out Families initiative, which has resulted in holistic, and innovative practices by funded service providers to address domestic and family violence.

## South East Region

The region covers 2830.2 square kilometres (0.2 per cent of the total area of the state) extending from Cleveland in the north to Coolangatta in the south.

The region provided services to the community through non-government organisations and directly by regional staff. This region has 734.11 full-time equivalent employees delivering services from:

- one regional office located at Beenleigh
- 10 child safety service centres
- one community service centre
- three disability service centres.

## Achievements

- Assisted smaller non-government agencies to make informed decisions regarding mergers with larger organisations, thereby generating efficiencies, while enabling increased access to resources and strengthening governance.
- Implemented the new child protection guide, in conjunction with external stakeholders. This is a decision-support tool assisting health and education professionals to report their child safety concerns to the appropriate agency, or to



# Delivering better services

*Part 2*

# Delivering better services

***The department's customers and clients can expect:***

- coordinated and seamless service pathways that result in easier access to appropriate services
- a targeted response that best matches need with available supply
- improved information about departmental, funded service providers' and other non-government organisations' services.

***Funded service providers will:***

- deliver on clearly defined outputs
- work collaboratively with government and other non-government organisations to identify and implement more effective and sustainable service delivery models
- contribute to the evaluation of client outcomes and their own performance
- have streamlined administrative and regulatory reporting requirements.

***Queensland communities can expect:***

- an increased focus on early intervention to build our client and customers' self-reliance and minimise the need for future intervention
- increased opportunities for vulnerable individuals, for families and for disadvantaged groups
- support to help communities to prepare for, respond to and recover from natural disasters.



## Our highlights in 2011–12

Our strategic objective	Our highlights for 2011–12
<b>Better services and pathways for our customers and clients</b>	<ul style="list-style-type: none"> <li>• Delivered three web franchises — seniors, community support and youth — in line with the whole-of-government ‘one-stop-shop’ approach.</li> </ul>
<b>A stronger service system that delivers better value</b>	<ul style="list-style-type: none"> <li>• Drove policy and service reform across the government and non-government sector to strengthen the human services workforce and its social and economic contributions to Queensland communities. These included:               <ul style="list-style-type: none"> <li>– streamlining assessment and administration of child safety care service licensing for Queensland services</li> <li>– trialling the Human Services Quality Framework, which resulted in a significant reduction in participants’ administrative burden and compliance costs</li> <li>– undertaking business model reviews for funded services, which identified several areas for reform.</li> </ul> </li> </ul>
<b>More inclusive, active and safe communities</b>	<ul style="list-style-type: none"> <li>• Coordinated large-scale community recovery activities across Queensland, which included providing community-level support to 13 Queensland local government areas through outreach services and community recovery centres.</li> </ul>
<b>Effective management of our key business processes and our human and financial resources</b>	<ul style="list-style-type: none"> <li>• Successful releases in key business systems to support delivery of frontline services including the Disability Services Business Information System; Child Safety Services Integrated Client Management System; Forensic Disability Services Information System; and Homelessness Information Management System.</li> </ul>

## Better services and pathways for our customers and clients

Our services are delivered across the state through approximately 880 funded non-government organisations, and directly by the department at more than 90 service centres across seven regions, all supported by a central corporate office.

We are committed to enhancing integrated ways of working across all levels of government, the non-government sector and the community to improve our clients' experience in engaging with services. We do this by providing integrated service delivery in our:

- service centres
- development of a 'one-stop-shop' approach for accessing information
- information systems.

### Service centres

We deliver services at 90 service centres located in communities throughout Queensland. Dedicated child safety, community and disability service centres provide services from everyday support for families and individuals through to organising specialised services in emergencies.

Our service centres can be contacted through our seven regional offices (see contact details page 195).

We also provide counter services through the multi-agency Queensland Government Service Centres located in

Cairns and Maroochydore (see contact details on page 195).

### 'One-stop-shop' approach

To ensure that information about government services is more customer-focused and accessible for Queenslanders, we are participating in the whole-of-government 'one-stop-shop' approach. This approach means people need to know only the type of information or service they are looking for, not which department delivers it.

People can contact us online via the web, by phone on 13 QGOV or face to face over a counter at a Queensland Government Service Centre or Queensland Government Agent Program (QGAP) agent in regional Queensland.

### Queensland Government website

The Queensland Government website [www.qld.gov.au](http://www.qld.gov.au) is being transformed to seamlessly deliver information and services based on what people want and their specific needs.

We are supporting this transformation by leading the development of seven web franchises: websites organised by topic so people can find information at one online location, regardless of which department is responsible for providing the service.

In 2011–12, three of these web franchises went live, building on the franchise for people with a disability delivered in 2010–11: seniors (November 2011); community support (March 2012); and youth (June 2012).

User feedback on each of the web franchises has been positive, especially the addition of improved online application forms for seniors and carers cards. The seniors web franchise alone has received 193,000 page views since going live on 24 November 2011.

### 13 QGOV

The 13 QGOV (13 74 68) telephone number provides a single entry point to the Queensland Government for customers. It operates 24 hours a day, 365 days a year. The 'one-stop-shop' approach means Queenslanders can call this single phone number to ask for information about a range of government services from across all departments, including ours. In 2011–12, Smart Service Queensland responded to almost 156,000 inquiries about our services through the 'one-stop-shop' phone channel.

### Queensland Government Service Centres

We continued to participate in two multi-agency Queensland Government Service Centres located in Cairns and Maroochydore. These centres provide access to a range of Queensland Government services, advice and information from a single location.

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

Queensland Government Service Centres are currently located in the Brisbane CBD, Cairns and

Maroochydore. There are 78 QGAPs in regional locations across Queensland that provide information about government services for people in their local community.

### Information systems

We have a number of whole-of-department information and communication technology systems that help us to provide a quality service to our clients:

- The Integrated Client Management System supports child safety practice management procedures and provides a single view of information about children and young people, their families, and the history of their contact with the department.
- The Business Information System supports disability service delivery reforms. It provides a single, integrated system for managing client information, assessing client needs, linking services and clients, and the management of contracts with Community Care service providers.
- The Forensic Disability Act Information System supports the operations and management of the Forensic Disability Service at Wacol. The system provides the service with the functionality to record information on the characteristics and activities of clients as well as the capacity to report on key events.

We further enhanced all three systems during 2011–12 to improve their functionality. This ensures that our information systems continue to support

staff in decision making and the delivery of services.

## A stronger service system that delivers better value

Our department is leading whole-of-government policy and reform to support the delivery of accessible, coordinated and appropriate services to those who are most in need. We do this through:

- non-government funding reforms and business reforms, which reduce red tape
- support for and cooperation with non-government organisations.

## Supporting non-government organisations

### Working with the sector

In 2011–12, the Queensland Government and the non-profit community service sector continued to collaborate to deliver key strategies to improve outcomes for Queenslanders.

This year, the government and the sector worked together to:

- collaborate on community recovery
- progress the Human Services Quality Framework
- cooperate on the development of strategies to reduce homelessness
- reduce red tape through improved funding and reporting processes
- research and document the social and economic contributions of the Health and Community Services industry

- progress strategies to strengthen the health and community services workforce.

The joint government–sector Compact Governance Committee completed its three-year term and delivery of its first action plan in March 2012.

Opportunities to work with the sector on activities aligned with government priorities will be explored in 2012–13.

### Red tape reduction

Red tape reforms by the department are mainly focused on reducing compliance costs for non-government organisations funded by the department. This is an important way we can help tackle increasing cost pressures facing the sector, and to enable resources to be redirected to frontline service delivery.

In 2011–12, the department made significant progress in developing measures intended to reduce compliance costs for non-government organisations and government. These measures included:

- business model reforms in community service organisation funding, which will strengthen the investment profile, ensure value for money and improve oversight of service delivery
- streamlined assessment and administration of child safety care service licensing for 116 Queensland services
- the Human Services Quality Framework.

### **Child safety care service licensing**

Child safety out-of-home care services are licensed on a three-yearly basis under the *Child Protection Act 1999*. In deciding a licence, the department uses independent assessors to advise on the standard of care provided by the service.

In October 2011, the department revised licensing to reduce the burden on non-government organisations. Revisions have reduced multiple follow-up assessments to almost none; and have reduced average decision timeframes by more than one month.

Rigour in the licensing process has remained with all newly licensed services required to develop continuous improvement plans. This assists non-government organisations to further improve the quality of care they provide.

It is estimated that these revisions will save non-government organisations and the department more than \$1 million annually.

### **Human Services Quality Framework**

The Human Services Quality Framework is the first consolidated set of standards developed for human services in Queensland. It will replace five quality frameworks with one, and 56 duplicated quality standards with six.

The framework was trialled with non-government organisations from across the state and resulted in a significant reduction in participants' administrative burden and compliance costs. Savings in staff time (per audit cycle) for the

non-government organisations that participated in the trial were more than \$100,000 for large organisations and \$10,000 to \$30,000 for medium organisations.

Phased transition of the framework will occur over a three-year period from 1 July 2012.

The Human Services Quality Framework will replace the Queensland Disability Sector Quality System, Queensland Disability Advocacy Standards, Community Services Standards, Child Safety Service Standards, and Community Care Common Standards for organisations that are solely funded by the state government for community care services.

### **Business model reforms**

We undertook reviews of the business model for service funding and identified several areas for reform, which aim to improve the department's accountability and strengthen its capacity to manage its investment in human services. For example, reforms to the department's funding model and its contract management practices with non-government organisations are under way.

## **More inclusive, active and safe communities**

We promote more inclusive, active and safe communities through our community recovery activities.



## Community recovery

We have lead agency responsibility for human and social community recovery in the event of a disaster including:

- coordinating support for restoring emotional, social and physical wellbeing
- developing financial assistance packages for individuals, families and non-government organisations under the Natural Disaster Relief and Recovery Arrangements.

Depending on the nature, impact and scale of a disaster, the department implements options from a suite of service delivery models, including recovery centres, targeted outreach, call centres, community recovery referral and information centres, and service outposts.

We are also the Queensland government agency responsible for community recovery recruitment, training and coordination of deployment. In 2011–12 we provided:

- community recovery training to 1480 government personnel, including 1194 from this department
- arranged more than 1200 deployments, of which approximately 90 per cent were from this department. This could involve individual officers being deployed on more than one occasion.

### Community recovery centres and outreach services

Following a disaster, the department works in collaboration with community

partner agencies to plan a response to local community needs.

By working with the Queensland Reconstruction Authority we used the Damage Assessment and Reconstruction Monitoring system to more effectively target outreach to those most impacted.

In 2011–12, we provided outreach services and established four community recovery centres in 13 Queensland local government areas. Each centre operated as a hub for affected communities, providing financial aid, counselling and advice, referral services and other emotional support to impacted residents.

The department deployed information technology equipment in the form of Portable Office Kits and Public Access Kiosks into community recovery centres, allowing improved access to online recovery information and grants administration.

### Community Recovery and Wellbeing Package

During 2011–12, the department continued to deliver the \$39 million Community Recovery and Wellbeing Package to provide community mental health support, financial counselling and community development and engagement support to individuals, families and communities in disaster-affected areas.

#### *Financial counselling*

We continued to fund financial counselling services in 2011–12, which were accessed by 23,668 individuals

and families. Financial counselling is targeted at disaster-affected locations, and is provided to those suffering financial hardship, facing debt and other financial stress or needing assistance with budgeting skills or advocacy. Financial counsellors assist with the planning and management of financial resources and help people take control of their finances.

#### *Support for community mental health*

In 2011–12, 13 funded non-government organisations delivered support services to people who experienced disaster-related psychological distress and trauma. These 13 organisations: provided advice, information and referral on 17,734 occasions; supported 2634 people with individual counselling; and held 2490 group support sessions with a total attendance of 23,470 people.

In addition, funding was provided to non-government organisations to support a range of mental health promotion activities in disaster-affected areas.

#### *Community Development and Recovery Program*

We began working with the Department of Local Government and the Local Government Association of Queensland to administer the two-year Community Development and Recovery Program, which is worth \$20 million. Seventeen of the most affected local government areas have received funding to employ community development officers and facilitate community engagement activities relevant to community recovery. These activities included

memorials, community events, and arts and cultural projects.

In April 2012, the total number of participants at community events arranged by community development officers was 10,030. This included distributing 800 preparedness show bags at a Cassowary Coast event, a Harmony Day in Lockyer Valley and a community barbeque at Theodore, with half of the residents of the town attending.

#### **Community Recovery Hotline and website**

In 2011–12, we responded to 8035 calls to the Community Recovery Hotline (1800 173 349). Our community recovery webpages also received more than 44,754 page views from approximately 30,831 visitors.

#### **Financial assistance**

We provide financial assistance to individuals and families affected by disaster events. In 2011–12, we:

- continued to support communities affected by disaster events that occurred in 2010–11, providing \$6.1 million to approximately 2300 applications made by individuals and families
- commenced support to communities affected by disaster events that occurred in 2011–12, providing \$2.9 million to approximately 5900 applications made by individuals and families.



## Future directions

During 2012–13, we will:

- explore opportunities to work with the community services sector on activities that improve service delivery and are aligned with government priorities
- explore red tape reduction opportunities which improve value for money services
- implement a single human services quality framework to replace the five quality frameworks
- revise the administration of child safety care service licensing, including implementing statewide organisational level licensing to replace regional level licensing. This will reduce the number of licences from 116 to 34
- implement contract management reforms with non-government organisations to enhance consistency and efficiency
- further enhance community recovery operational practices, which will reduce the number of employees required to implement a human and social recovery operation.



# Our services

*Part 3*

# Child safety

The Department of Communities, Child Safety and Disability Services provides a range of statutory child protection services.

Our child safety services focus on protecting children and young people from harm or who are at risk of harm, and whose parents cannot provide adequate care or protection for them. We fund services to support families whose children may be at risk of harm, and we administer adoption legislation in Queensland.

Our strategic policy intent is:

- improve support services for vulnerable individuals and families
- improve wellbeing and development opportunities for children and young people in care.

## Our highlights in 2011–12

Our strategic objective	Our highlights for 2011–12
<p><b>More inclusive, active and safe communities</b></p>	<ul style="list-style-type: none"> <li>• Established a service, the Evolve Behaviour Support Service — Early Intervention which provides medium-term early intervention behaviour support services for children with disability who have complex behaviours and support needs and are at risk of being relinquished to the child protection system.</li> <li>• Continued the successful Helping Out Families pilot, which included supporting three Family Support Alliances, three Intensive Family Support services, and funded a Home Health Visiting program.</li> <li>• Implemented a revised One Chance at Childhood model, to ensure that services are delivered where they are needed most.</li> <li>• Funded 10 Safe Houses across 11 communities to provide children subject to statutory child protection intervention with emergency and short-term supervised residential care within their community.</li> <li>• Delivered Safe Haven services in some discrete Indigenous communities throughout the state to provide culturally appropriate responses aimed at reducing the impact of domestic and family violence by supporting vulnerable Aboriginal and Torres Strait Islander children, young people and their families.</li> <li>• Continued to support foster and kinship carers with a range of supports to assist them with their roles.</li> </ul>

## Prevention and early intervention support services

We have a range of prevention and early intervention support services designed to reduce the risk of children and young people entering the child protection system.

### Supporting families

#### Evolve Behaviour Support Service

As a positive step towards enabling families to care for their child at home for as long as possible, we established a new service, the Evolve Behaviour Support Service: Early Intervention, which is provided through clinicians employed by the department.

The initiative provides medium-term early intervention behaviour support services for children with disability who have complex behaviours and support needs and are at risk of being relinquished to the child protection system.

#### Helping Out Families

The Helping Out Families pilot started in October 2010 with the aim of strengthening services in the community to respond more effectively and earlier to families who are in need of support.

Early findings suggest that the initiative contributes to improved outcomes for families by engaging them with the right services at the right time, and reducing demand on the tertiary child protection

system. There has also been an improved relationship between government and partner agencies through local alliances, which encourages the collaborative resolution of issues for families and the service system.

In 2011–12, the rate of re-reporting to Child Safety Services for clients engaging with Helping Out Families was approximately 11 per cent compared to 19 per cent for those who were referred to Helping Out Families but did not participate.

During 2011–12, the department provided more than \$13.9 million for Helping Out Families. This delivered the following services:

- three Family Support Alliances covering the Beenleigh/Eagleby/Nerang areas, as well as Logan and the Gold Coast. The alliances work with families to identify their needs and refer them to appropriate support services. In 2011–12, these services received 2587 referrals from the department (compared to 1478 in 2010–11) and worked with 1105 families (compared to 322 in 2010–11)
- three Intensive Family Support services, which provide holistic needs assessments and case management, practical in-home support, individual and family counselling and specialist services. These services have supported more than 1000 families
- the Home Health Visiting program, which is delivered by Queensland Health. It offers six contacts (either through home visits, phone contact or group sessions) to all parents with children aged three years and

under; and up to 15 health contacts are provided for families identified as vulnerable and requiring additional support.

### **Referral for Active Intervention services**

During 2011–12, the department provided more than \$10.6 million for Referral for Active Intervention services across Queensland and an additional \$1.2 million for ancillary services. These services aim to ensure that the right intensive support services are provided for families, children and young people in vulnerable situations as soon as possible.

Similar to last year, in 2011–12, 11 services supported more than 2000 Queensland families.

### **Family Intervention Services**

We support Family Intervention Services that provide practical assistance to families in the child protection system, including keeping the house clean, managing personal finances, shopping and getting kids to school. Other types of parenting assistance include learning how to talk with their child more appropriately, and regulating personal behaviour to avoid escalating or creating family conflict. These supports aim to enable a child to remain safely in the family home, and may also assist in reuniting a child with their family where it is in their best interest and safe to do so.

During 2011–12, 50 Family Intervention Services were funded and enabled approximately 1700 families to receive support. Funding for these services has

grown from around \$12 million in 2007–08 to \$18.3 million in 2011–12.

## **Supporting Aboriginal and Torres Strait Islander children and families**

### **Recognised Entities**

Recognised Entity is the special term used in the *Child Protection Act 1999* to refer to independent Aboriginal and Torres Strait Islander organisations that must be consulted for active participation in all significant decisions affecting Indigenous children and young people in the statutory system.

Aboriginal and Torres Strait Islander Family Support Services are available to every child safety service centre.

In 2011–12, the department invested \$8.7 million to 11 Recognised Entity Services across Queensland.

### **Safe Houses**

We support Aboriginal and Torres Strait Islander children in the child protection system to remain in their communities, through Safe Houses. Safe Houses provide children subject to statutory child protection intervention with emergency and short-term supervised residential care within their community.

From 2007–08, we committed more than \$46.707 million over four years to establish and operate Safe House services in 11 remote Indigenous communities.

In 2011–12, a total of 10 Safe Houses were in operation. These facilities



provided placements for 60 children to remain in their communities while their child protection needs were assessed.

Safe House services are located at Aurukun, Doomadgee, Kowanyama, Lockhart River (also supporting the Hope Vale, Laura and Wujal Wujal communities), Mornington Island, Napranum, Bamaga (also supporting the Injinoo, New Mapoon, Seisia and Umagico communities), Palm Island, Pormpuraaw and Yarrabah.

An eleventh Safe House is proposed for the Torres Strait islands.

### **Family Support Services**

Aboriginal and Torres Strait Islander Family Support Services are primarily early intervention services working with families to help reduce the risk and number of children who need to be removed from their home and their families.

In 2011–12, funding of \$8.9 million was provided to 11 services statewide. A total of 2126 families had been supported or in contact with the program during 2011–12. This includes 4857 individual parent and child family members.

### **Safe Havens**

Safe Haven services provide culturally appropriate responses to support vulnerable Aboriginal and Torres Strait Islander children, young people and their families in the communities of Cherbourg, Coen, Mornington Island and Palm Island.

Throughout 2011–12, the three operational Safe Haven services of Cherbourg, Mornington Island and Palm Island, provided more than 1490 individual clients or family groups with personal and/or family support; and more than 5000 occasions of general information, advice or referral to members of the community.

## **Improved wellbeing and development opportunities**

We are committed to giving young and vulnerable children the best possible start to their lives, and improving the wellbeing and development opportunities of children and families at risk and children in our care.

### **Supporting families at risk**

#### **One Chance at Childhood**

Prioritising permanency for children subject to child protection intervention ensures that children and young people live in a safe and nurturing family and have the best possible chance to reach their full potential. The One Chance at Childhood program gives babies and toddlers some stability in their young lives.

A revised model was fully implemented in August 2011, to ensure that One Chance at Childhood is being delivered where the services are needed most.

As at 30 June 2012, there were 1356 children aged zero to three years subject to child protection orders granting custody or guardianship to the

Chief Executive. During 2011–12, the majority of children (57.1 per cent) aged zero to three who exited out-of-home care did so within 12 months of entering out-of-home care.

## Supporting children in our care

We continue to support children in our care through a range of established initiatives.

### Case planning

Case planning is the primary tool for managing ongoing departmental intervention for a child in need of protection. Each case plan provides a clear statement about why the child is in need of protection and the roles and responsibilities of all the people who will address the child's protection and care needs.

As at 30 June 2012, 10,439 children subject to ongoing intervention had a case plan, representing 95.2 per cent of all children subject to ongoing intervention.

A small proportion of all children subject to ongoing statutory intervention may not have a case plan recorded.

Reasons for this include:

- the case is awaiting a family group meeting to develop a case plan
- exceptional circumstances where a case plan is considered not in the child's best interests
- where a child protection order must be sought prior to developing a case plan.

## Evolve Interagency Services

We help children who have complex needs through the Evolve Interagency Services program. This program provides therapeutic and behavioural support for children in out-of-home care with complex and severe needs.

Services are located across the state and, in 2011–12, we increased recurrent funding by \$2 million, meaning more than 40 additional children and young people were able to access intensive therapeutic health services.

As at 30 June 2012, 490 children were receiving services through Evolve.

The Evolve Performance Report for 2009 and 2010 was finalised in June 2012. It found a significant improvement in the overall wellbeing of children and young people involved in the program, including improvements in disruptive, aggressive and/or anti-social behaviour.

## Education support plans

Education support plans are a joint initiative between our department and the Department of Education, Training and Employment. The plans are developed for each child and young person in out-of-home care and on a custody or guardianship order to the Chief Executive of Child Safety and enrolled in Year 1 to Year 12 at a state, Catholic or independent school. The plans record each child's education and learning needs and provide additional supports to help children in care reach their educational potential.

As at 30 June 2011, the percentage of children and young people with a completed education support plan was 82.8 per cent, while 10.9 per cent had an education support plan under development. The completion rate of below 100 per cent, reflects a variety of factors such as children who have recently entered care or changed schools.

### **Child health passports**

Child health passports aim to ensure children and young people in out-of-home care receive effective health care. The health assessment for all children is now included in the range of services provided by general practitioners and includes visual and hearing screens, dental checks and an appraisal of developmental milestones.

As at 30 June 2012, 94.2 per cent of eligible children living away from home had a child health passport.

### **Cultural support plans**

Traditions and customs are integral to the development of a sense of identity for an Aboriginal or Torres Strait Islander child, his or her family, community and clan. We ensure a cultural support plan is generated when a child in our care is identified as Aboriginal or Torres Strait Islander.

As at 30 June 2012, 93.7 per cent of Aboriginal or Torres Strait Islander children in care had a cultural support plan either completed or under development.

### **Transition from care**

Young people transitioning from out-of-home care have unique needs that require targeted and specific intervention. We have a number of strategies to assist these young people, including:

- Life Without Barriers Transition from Care service in the Beenleigh, Goodna and Logan areas. This program assists young people leaving care to overcome barriers in accessing suitable education, training, employment, housing and health services
- Youth Housing and Reintegration Service and After Care Services funded under the National Partnership Agreement on Homelessness. The services have a strong focus on engaging young people in education, training and employment activities, as well as establishing and maintaining successful tenancies to ensure young people transition to greater independence and stability (see page 48 for more information)
- Transition Officer program, which is targeted towards supporting young people with a disability who are turning 18 years of age and transitioning from care to community-based living and independent adult life.

As at 30 June 2012, transition from care planning was required and had occurred for 72.8 per cent of young people aged 15 years and over. This is an increase from 2010–11 when planning had occurred in 63.9 per cent of cases.

Queensland currently supports young people until the age of 18 years, but may continue to provide support beyond this. We have recently begun investigating transition from care models to enhance transition from care and post-care services offered to young people in Queensland to support them through to age 21.

## Supporting foster and kinship carers

Foster and kinship carers provide the majority of placements for Queensland children in out-of-home care.

At 30 June 2012, there were 4463 approved carer families, an increase from 4125 approved carer families last year. Of these, 3133 were approved foster carer families, 1196 were approved kinship carer families and 134 were provisionally approved carer families. These figures include 673 approved Aboriginal and Torres Strait Islander carer families.

We provide a range of supports to assist carers undertake their role, including:

- financial support and allowances
- training
- respite care
- professional development through learning and support plans
- an after hours support line
- home visits and ongoing contact
- annual foster and kinship carer excellence awards.

We also provide funding to non-government foster and kinship care services to recruit, train, assess and support foster and kinship carers.

These services support the majority of carers in Queensland (2986 agency supported carer families out of 4463 at 30 June 2012).

During 2011–12, \$400,000 was provided to implement local carer recruitment and retention plans in the seven regions. These plans were developed to recruit and retain carers, including Aboriginal and Torres Strait Islander foster and kinship carers.

## Adoptions

This department is the only agency authorised in Queensland to arrange the adoption of children in Queensland and from overseas. All adoption services in Queensland are delivered in a way that promotes the wellbeing and best interests of an adopted child, in childhood and through their life.

At 30 June 2012, seven Queensland children were placed with adoptive families, and 20 children from overseas were placed with adoptive families in Queensland.

The department is also responsible for receiving and managing applications for adoption information. At 30 June 2012, the department had provided adoption information to 647 applicants.

## Future directions

In 2012–13, we will:

- consider the findings of the Child Protection Inquiry and develop strategies to reform the departmental operations of Child Safety Services with a focus on revitalising frontline services

- commence a two-year trial of an intensive family intervention program to target neglect. The trial — Fostering Families — will provide funding for structured parenting programs that help parents develop the skills to raise a child
- continue to work with Aboriginal and Torres Strait Islander families and Recognised Entities to address the over-representation of Indigenous children in care
- investigate options for an expanded after care service delivery model so that children in care aged 15 and over have a transition plan to support them through to age 21
- provide additional funding to non-government counsellors to deliver extra services for victims of child abuse and sexual assault
- ensure children from regional areas have access to 24/7 counselling by providing a telephone support line by December 2012
- continue to implement strategies to reduce expenditure on transitional placements, including:
  - maximising use of the current range and mix of grant-funded placement options
  - reforming under-utilised placement services to ensure the right types of placements are available in the right locations
  - increasing the use of co-tenanting arrangements.

# Community services

Through our community services we coordinate government programs for youth, volunteering, concessions, carers, seniors and women. We also fund organisations across the state to support vulnerable individuals, families, communities, young people as well as people with alcohol and gambling addictions, and those who are homeless or at risk of domestic and family violence, including elder abuse.

Our strategic intent is to:

- provide appropriate preventative support and development for young people at risk of offending and homelessness
- provide appropriate intervention services for Queenslanders at risk
- encourage more seniors and volunteers to participate in their local communities
- provide better targeted services for seniors
- support people who are homeless or at risk of homelessness to achieve sustainable housing and social inclusion
- provide more support for women to achieve economic security and financial independence throughout their life.



## Our highlights in 2011–12

Our strategic objective	Our highlights for 2011–12
<p><b>More inclusive, active and safe communities</b></p>	<ul style="list-style-type: none"> <li>• Continued to fund services to support young people with complex and multiple needs and to address risk factors that may result in harm, poor health outcomes, homelessness, offending, or the need for intervention by the department.</li> <li>• Drafted the Domestic and Family Violence Protection Bill 2011, which was passed by the Queensland Parliament in February 2012 with a start date of 17 September 2012.</li> <li>• Provided concessions and rebates to eligible Queenslanders on behalf of the Queensland Government to assist in reducing cost-of-living expenses.</li> <li>• Released Opening Doors, a strategy for reducing homelessness and commenced a number of practical system improvements and program reforms.</li> <li>• Successfully rolled out place-based regional Homelessness Community Action Plans across seven regions.</li> <li>• Partnered with Skills Queensland to develop the Skilling Queensland Women Strategy. This identifies strategic opportunities for industry and government to address the main barriers to women’s workforce participation.</li> </ul>

## Supporting our youth

We continue to support our youth through a variety of initiatives and services including preventative support, youth development and leadership, and engagement.

### Youth preventative support

We have a range of initiatives designed to provide preventative support and development for young people, especially vulnerable young people, Indigenous young people, and those at risk of offending and homelessness.

#### Young people at risk

The department provides a range of responses to assist young people remain connected to their families, their communities and at school.

In 2011–12, a total of \$35 million was allocated to support young people with complex and multiple needs and to address risk factors that may result in harm, poor health outcomes, homelessness, offending or the need for intervention by the department.

As at 30 June 2012, 87 organisations have been approved to receive funding to deliver approximately 110 services.

Of this, almost \$14 million is provided to assist young people remain at school. Youth Support Coordinators delivered around 200,000 hours of direct service delivery in 2011–12 which provided young people with information, advice and referral; needs assessment and case management; counselling;

development of living skills; and recreation activities.

### Youth Support Coordinator initiative

The Youth Support Coordinator initiative supports young people most at risk of disengaging from education and training. We jointly fund the initiative with the Department of Education, Training and Employment.

As at 30 June 2012, youth support coordinators provided:

- 8594 one-on-one 'support cases' to individual clients
- 663 projects to support groups of young people
- 499 community level projects to support systemic change.

### Youth Housing and Reintegration Service and After Care Service

The Youth Housing and Reintegration Service and After Care Service assists young people aged 12 to 21 years, who are at risk of homelessness, or who are homeless and are transitioning from or recently exited statutory care.

Young people are assisted to access and maintain affordable housing, or access housing options, including community housing youth studio units. Young people are also provided with a range of other support services to assist them to develop independent living skills and to actively participate in education, training or employment.

In 2011–12, 1082 young people were supported through the services, an increase of 349 from 2010–11.

## Youth development, leadership and engagement

We continued our initiatives and services aimed at providing young people with an opportunity to participate in their communities and in making decisions that have a positive impact on their lives.

### Indigenous Youth Leadership program

We supported the development of our future leaders through the Indigenous Youth Leadership program. This program is an opportunity for Aboriginal and Torres Strait Islander young people aged between 18 and 25 years to develop leadership skills and learn about Queensland's democratic processes. The program provides:

- intensive leadership workshops facilitated by Indigenous community leaders
- mentoring and networking opportunities
- a civil leadership experience through the Inaugural Eric Deeral Indigenous Youth Parliament program
- career development days.

In partnership with Xstrata Coal Queensland Pty Ltd, and Queensland Parliament, we supported 40 Aboriginal and Torres Strait Islander young people to participate in the program in 2011–12.

In addition, 14 past participants of the Indigenous Youth Leadership program attended Young Indigenous Leaders Mentor Training to further develop their leadership skills as part of the

Indigenous Youth Leadership Strategy 2011–2014. This strategy is supported by Xstrata Coal Queensland Pty Ltd and provides formal training and developmental opportunities for past participants of the program.

### The Queensland Youth Forum

The Queensland Youth Forum was a four-day youth development and engagement program for up to 40 young people aged between 16 and 25 years from across the state.

Participants discussed key issues affecting young people and their communities, and developed submissions to government and ideas for future youth-led projects.

### YMCA Queensland Youth Parliament

To equip young people with the skills to be able to influence government and community decision making, we funded YMCA Queensland to support the activities of a youth parliament.

In 2011–12, 93 young people aged between 15 and 25 years learnt about the parliamentary process, formed working groups and committees to guide their activities through the program and developed Youth Bills to be debated in Queensland Parliament.

### The Duke of Edinburgh's Award and Bridge Award program

The Duke of Edinburgh's Award and Bridge Award programs provide opportunities for young people to engage in four learning and development challenges: physical

recreation; skills; volunteering; and adventurous journey.

In 2011–12, 7880 young Queenslanders participated in the Duke of Edinburgh and Bridge Award programs, an increase of 680 from 2010–11.

### **Youth Engagement Grants Forums**

Youth Engagement Grants Forums enable young people aged 12 to 25 years to raise and address issues relevant to them at local, regional and statewide levels, and to actively participate in making decisions and developing services in their communities.

In 2011–12, \$207,500 was provided for projects and forums that gave young people opportunities to raise issues of relevance with government and their community, and implement projects to address those issues.

### **National Youth Week**

National Youth Week 2012 was held from 13–22 April with the theme 'Imagine. Create. Inspire.'

We provided \$75,000 to support 26 organisations across the state to coordinate a diverse range of events across Queensland including battle of the bands, creative workshops, skateboarding competitions, theatre performances and talent quests.

### **Safer Schoolies initiative**

To respond to the influx of tens of thousands of young people to Queensland destinations for Schoolies Week, the government implements the statewide Safer Schoolies initiative. It aims to enhance the safety and responsible behaviour of school-leavers and minimise disruption to communities where they gather.

The initiative is delivered in partnership with government agencies, community organisations and local councils. In 2011–12, \$186,800 was allocated to organisations to provide:

- volunteer coordination and accommodation outreach services at Airlie Beach, the Gold Coast, Magnetic Island, the Sunshine Coast and Yeppoon.
- Community Safety Responses, including alcohol-free diversionary activities in schoolies only fenced zones for 3150 school-leavers at Airlie Beach, Magnetic Island and Yeppoon
- volunteer coordination in support of 400 Year 12 students visiting Stradbroke Island during the September school holidays.

The department also delivered a range of safety and diversionary initiatives on the Gold Coast, including the Schoolies Hub, which provided activities in a drug and alcohol-free environment over seven nights for 29,417 school-leavers.

## Domestic and family violence prevention services and programs

We fund a range of services to support people affected by domestic and family violence including those who use violence and abuse in their relationships and those who are victims of violence and abuse.

### New legislation

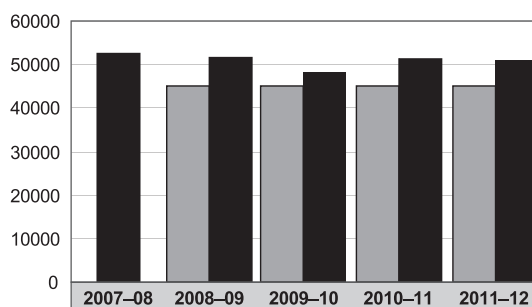
The Domestic and Family Violence Protection Bill 2011 was passed by the Queensland Parliament in February 2012 with a start date of 17 September 2012. The new Act makes a clear statement that domestic and family violence is a violation of human rights and is not acceptable to Queensland communities.

### DVconnect

This year we continued our commitment to reducing domestic and family violence by allocating \$2 million to the DVconnect helpline, a statewide 24-hour telephone counselling and referral service. DVconnect offers three statewide telephone lines:

- Womensline: for women and children experiencing domestic and family violence
- Mensline: for men affected by domestic violence as either victims or perpetrators
- Serviceline: for service professionals such as the police service, hospital emergency departments and refuge staff.

Graph 1: Number of calls to the DVconnect helpline



	Target	Result
2007-08	NA <sup>1</sup>	52676
2008-09	45000	51473
2009-10	45000	48119
2010-11	45000	51309
2011-12	45000	51000

1. This measure was revised from 2008-09 to reflect the total number of calls across the three DVconnect phone lines: Womensline, Serviceline and Mensline, therefore no target was in place before this.

*The DVconnect helpline continues to receive more than 50,000 calls each year.*

### Domestic and Family Violence Prevention Month

Domestic and Family Violence Prevention Month is held during May each year to raise community awareness of domestic and family violence and its impacts; and connect people with available support services.

In 2011-12, we allocated \$150,000 to 27 organisations across the state to hold events and activities that promoted the theme of 'Act as 1' against domestic and family violence. The campaign message is a call to neighbours, friends, family members, work colleagues and community members to take a stand against domestic and family violence and support those affected.



### **Domestic and Family Violence Prevention Awards**

We recognised innovative and exceptional work towards the prevention of domestic and family violence at the annual Domestic and Family Violence Prevention Awards ceremony held on the Gold Coast on 25 November 2011.

The Australia Day 'Hit DV 4 6' cricket competition and family fun day won the Partnership Award. This event was coordinated by Charleville Police District in partnership with the Far West Indigenous Family Violence Service and Charleville and Western Areas Aboriginal and Torres Strait Islander Corporation for Health.

### **Breaking the cycle**

Another initiative aimed at reducing domestic and family violence is the Breaking the Cycle of Domestic and Family Violence trial, which is being piloted in Rockhampton. Under the trial, seven community-based services are funded as part of a comprehensive response to people affected by domestic and family violence.

The trial links community support and legal and court services as early as possible to reduce the occurrence, escalation and impact of domestic and family violence.

In 2011–12, 678 referrals — an increase of 54 from 2010–11 — were received by the Breaking the Cycle team. We invested \$1.695 million to support 205 clients and their families who directly engaged with the Breaking the Cycle Team in addition to

supporting clients who accessed legal support provided through the trial.

## **Participation in local communities**

Volunteers enrich Queensland communities and help individuals and community organisations every day. Volunteers build strong, healthy and inclusive communities, and we deliver a number of programs to support Queensland's volunteers.

### **Supporting volunteers**

In 2011–12, we provided \$504,900 to Volunteering Queensland to:

- provide referral services, education and training, and sector support to businesses, community organisations and volunteers
- consolidate and update the CREW database, which is used to register volunteers during disasters coordinate six National Volunteer Week activities.

To support the participation and volunteering of seniors — and reduce social isolation — we provided \$20,000 in one-off funding to the University of the Third Age (U3A). This funding is being used to establish three new U3A sites in regional Queensland. U3A have reported a 10 per cent increase in their overall network.

## **Better targeted services for seniors**

The department has developed a number of programs and services to



ensure our state's most vulnerable and disadvantaged seniors are a priority for community and government support initiatives.

## Whole-of-government initiatives for seniors

### Supporting seniors

We foster partnerships across government with the aim of achieving an age-friendly state.

In 2011–12, we worked with 17 government agencies to deliver 138 initiatives assisting seniors. This included on-the-ground services, education and information. Issues covered in these initiatives included legal matters for seniors, elder abuse, health, transport, jobs, safety, the arts, housing, and finance. Six-monthly progress reports were provided to a Community Reference Group, which consisted of key senior sector representatives who monitored our progress in implementing the initiatives.

### Information and support services

#### Elder Abuse Prevention Unit and helpline

To respond to the abuse of older people in Queensland, we funded the Elder Abuse Prevention Unit.

The Elder Abuse Prevention Unit helpline provides a free statewide confidential support and information telephone service (1300 651 192) for older people and their families and friends. During 2011–12, 1679 calls and

emails were received by the Elder Abuse Prevention Unit: an increase of 137 from 2010–11.

The department's 'Act as 1' against elder abuse prevention campaign aimed to raise awareness and understanding of the issue of elder abuse.

#### Seniors Enquiry Line

Through the Seniors Enquiry Line (1300 135 500) we gave Queensland seniors and their family and friends, grandparents and carers access to information on a range of topics, including: concessions; household assistance; retirement accommodation; financial and legal matters; health; and transport.

The Seniors Enquiry Line provided information or referral from 17,026 enquiries during 2011–12, down from 18,838 in 2010–11.

#### Seniors Legal and Support Service

To help strengthen and support the safety and security of seniors we funded five specialised Seniors Legal and Support Services. These services assist seniors who are at risk of or experiencing elder abuse.

During 2011–12, Seniors Legal and Support Services across the state responded to 3598 telephone calls and emails.

#### Seniors Card program

Through Smart Service Queensland, we administer the Seniors Card program and a number of concession

schemes and services to assist pensioners, seniors and veterans with the cost of living expenses.

The Seniors Card program provides discounts on travel, accommodation, hospitality, retail, entertainment, leisure and further education.

As at 30 June 2012, 537,000 Queensland seniors held a Seniors Card, 46,500 held a Seniors Card +go; and 88,100 held a Seniors Business Discount Card.

### **Concessions**

The Queensland Government provides \$1.4 billion in concessions and rebates to eligible Queenslanders.

In 2011–12, we allocated \$231.6 million, to assist pensioners, seniors and veterans.

Concessions are available to reduce cost of living expenses relating to local government rates and charges, electricity, reticulated natural gas and water.

## **Support for grandparents**

### **Time for Grandparents program**

Our Time for Grandparents program supports families where children are being raised by their grandparents. It provides the children with fun and interesting activities and gives grandparents the opportunity to have some well-earned time out. In 2011–12, more than 720 children were involved in the program.

The program also provides therapeutic camps in a fun setting to assist grandparents who need help managing their grandchildren. In 2011–12, 242 grandparents and 314 children attended these camps.

### **Grandparents Day**

We celebrated Queensland's second annual Grandparents Day on 6 November 2011. Grandparents Day is a chance for children and the community to thank grandparents for their love and support. The slogan for 2011 was 'Grandparents rock' and encouraged a fun and creative way to celebrate this special day.

## **Celebrating seniors**

### **Seniors Week**

Positively Ageless was again the theme for Seniors Week 2011, held from 20–28 August 2011. The aim of Seniors Week is to celebrate and acknowledge the role of seniors in their respective communities as workers, carers, volunteers, mentors, community leaders, neighbours and friends. More than 50 events were held across Queensland during Seniors Week 2011.

## **Homelessness**

We work in partnership with the Australian Government and a range of community stakeholders to ensure that people at risk of homelessness have access to the services they require.

In 2011–12, the department allocated funds totalling \$100.8 million to support

the delivery of 246 specialist homelessness services to provide support and accommodation to people experiencing homelessness.

## Homelessness strategy

### National Partnership Agreement on Homelessness

The Queensland and Australian governments are providing \$284.6 million over five years (2008–09 to 2012–13) to reduce homelessness in Queensland, as part of the National Partnership Agreement on Homelessness.

Implementation of initiatives under the partnership agreement continued in 2011–12, with \$76 million expended across 29 initiatives. This included:

- \$2.887 million for five Street to Home services to assist more than 1552 clients who were rough sleeping or chronically homeless find long-term housing
- \$2.4 million for expanded RentConnect services, assisting more than 3100 households with personalised assistance to locate and apply for private rental properties.

### Opening Doors: Queensland Strategy for Reducing Homelessness 2011–2014

In July 2011 the government released Opening Doors, a strategy for reducing homelessness. A number of practical system improvements and program reforms have commenced. These include:

- seven Homelessness Community Action Plans to deliver new ways of working together at the local level to reduce homelessness
- initiatives across Queensland Government agencies that aim to reduce exits into homelessness from statutory, custodial and health care settings (such as young people in juvenile justice or child protection systems), people with persistent general and mental health conditions, and those on corrective service orders.

## Homelessness programs and services

### Homelessness Information Management program

People experiencing homelessness can now access services faster with the launch of our new web-based interface computer system, the Homelessness Vacancy Capacity Management system. The system records real-time information on both accommodation (vacancy) and non-accommodation (capacity) availability of specialist homelessness services.

There are more than 900 registered users utilising the Vacancy Capacity Management System.

### Homeless Persons Information Queensland

We provided \$1.25 million to Homeless Persons Information Queensland, a telephone information and referral service (1800 474 753) that provides access to homelessness services in Queensland.

Operators assess the housing and support needs of callers and direct them to services that best meet their needs. In 2011–12, this service responded to 21,800 calls, up from 18,830 in 2010–11.

### **Reducing public intoxication and homelessness**

In 2011–12, we continued to deliver the Townsville Public Intoxication and Homelessness Action Plan, a targeted, coordinated approach across agencies and services to reduce homelessness and public intoxication in Townsville.

Key initiatives delivered in 2011–12 included:

- increasing hours for the Townsville Community Patrol to operate a seven-day-a-week rapid response to homelessness and public drinking. The Community Patrol supported 9690 clients in 2011–12
- providing supported accommodation services to 27 homelessness clients with histories of public intoxication through the Townsville Medium Term Accommodation and Support Service (Dale Parker Place).

## **Consultation**

### **Queensland Homelessness Inter-sectoral Forum**

We continued to work with the Australian Government, community services and our Queensland Government colleagues through the Queensland Homelessness Inter-sectoral Forum.

In 2011–12, forum members met six times to oversee and advise on reforms, including:

- ensuring the successful and consistent implementation of homelessness reforms and initiatives outlined in Opening Doors
- developing and implementing new and enhanced models of service delivery funded through the National Partnership Agreement on Homelessness
- rolling out place-based regional Homelessness Community Action Plans.

## **More support for women**

Our department plays a lead role in providing information and referral services to women and advancing equality for women in Queensland.

We advise the Queensland Government on ways to address inequity, disadvantage and under-representation of women in some industry sectors of the workforce. We do this by working with other government agencies, the community, educational institutions and industry partners on a wide range of issues affecting women's status in Queensland.

### **Skilling Women Strategy**

The department partnered with Skills Queensland to develop the Skilling Queensland Women Strategy. The partnership's aim was to support skills development and workforce

participation for women, with a particular focus on meeting labour needs. Strategic opportunities for industry and government to address the main barriers to women's workforce participation were identified.

### Women's Infolink

Through Women's Infolink, we provide resources, information and links to services and organisations across the state. In 2011–12, we continued the operation of Women's Infolink, which included:

- a statewide telephone service (1800 177 577)
- web-based information at [www.women.qld.gov.au](http://www.women.qld.gov.au)
- Find a Service online database, seminars, events, information and resources.

In 2011–12, there were over 127,000 information queries through Women's Infolink, including 96,126 website views and over 16,600 referrals provided through free call telephone, email and web services.

### International Women's Day

International Women's Day 2012 was celebrated across the state on 8 March with the theme, 'Everything is possible'. The Queensland Government encouraged women and girls to challenge stereotypes and explore all career options, including those in traditionally male-dominated industries.

### Women's health and sexual assault services

On 1 January 2012, funding responsibility for 13 Women's Health

Services and 20 Sexual Assault Services was transferred to our department from Queensland Health. This will provide an opportunity to better integrate these services with the broad range of other support services funded by the department.

## Future directions

In 2012–13, we will:

- monitor the implementation of the *Domestic and Family Violence Protection Act 2012*
- continue to support community and volunteer groups by providing grants for the purchase of materials, such as: computers, upgraded software, whitegoods and more significant equipment or infrastructure such as making food preparation areas compliant with regulations
- develop a strategy to improve the advocacy of seniors, including issues on safety, mature age employment, recognition for seniors, mentoring opportunities and health
- ensure the Women's Infolink delivers effective frontline services to women in need, and develops a strategy to improve the delivery of government priorities
- provide strategic policy and program advice to government agencies and stakeholders on women's issues and ways to deliver better services to women, particularly disadvantaged and vulnerable women
- ensure funding to non-government organisations delivers frontline services to the most vulnerable and dependent Queenslanders.

# Disability services

Disability Services provides information, service access and specialist services to people with a disability, their families and carers. Services also enable people with a disability to participate in the community, and include working with the community to improve access and opportunities for people with a disability. Specialist disability and community care services are provided directly and through non-government organisations across the state.

Our strategic policy intent is to:

- provide people with a disability and frail older people with better access to an integrated and enabling continuum of care
- encourage Queensland's communities to be more inclusive and enabling of people of diverse abilities.



## Our highlights in 2011–12

Our strategic objective	Our highlights for 2011–12
<p><b>Better services and pathways for our customers and clients</b></p>	<ul style="list-style-type: none"> <li>• Implemented the new specialist disability service system providing consistent access and referral pathways to disability services, and fairer and more equitable processes by which to make decisions regarding the allocation of funding.</li> </ul>
<p><b>More inclusive, active and safe communities</b></p>	<ul style="list-style-type: none"> <li>• Increased the number of people receiving disability services to approximately 25,500 Queenslanders with disability, and the number of people receiving community care services to more than 180,000.</li> <li>• Commenced operation of the Forensic Disability Service.</li> <li>• Delivered the Queensland Disability Conference in Cairns in September 2011, attracting almost 450 delegates, including people with a disability, family members, carers, service providers, advocates and community members.</li> <li>• Delivered the Aboriginal and Torres Strait Islander statewide gathering in Cairns in August 2011 to showcase achievements of specialist Aboriginal and Torres Strait Islander service providers and share ideas on future service delivery.</li> <li>• Delivered additional respite to more than 500 families of young children with disability aged up to 12 years through 15 non-government service providers across the state, to support families in their caring role.</li> <li>• Commenced the My Future: My Life initiative, which will assist approximately 500 students with disability in Years 11 and 12 to plan for their transition from school to adult life.</li> </ul>

## Better access to services

We are committed to helping people with a disability and their families to access the support and services they need as they move through the different life stages.

We do this by:

- planning and implementing state policies and reforms
- providing specialist disability services
- providing community care services
- implementing national policies and reforms where agreed under COAG.

## National disability policies and reforms

### National Disability Agreement and National Disability Strategy

The National Disability Agreement, and the National Disability Strategy, along with reform through a National Disability Insurance Scheme, are the current reform blueprints for the disability sector agreed by the Council of Australian Governments.

We continued to work collaboratively with the Australian Government and other states and territories to implement key initiatives and reforms under the National Disability Agreement. The objective of the National Disability Agreement is to enhance the quality of life of people with a disability, their families and carers. The agreement also aims to support the participation of

people with a disability as valued members of the community.

Under this agreement, the Australian Government has provided Queensland with an additional \$165 million over four years from 2008–09 to 2011–12.

The National Disability Strategy, a deliverable of the National Disability Agreement, is a broad whole-of-government response to advance social inclusion for people with a disability in areas such as education, health, transport and housing. The strategy applies to anyone with disability and is not limited to those who may be eligible for specialist disability support services.

During 2011–12, we contributed to the development of the National Disability Strategy implementation plan, *Laying the Groundwork* (2011–2014). This is expected to be released in late 2012.

### National Health Reform Agreement

The National Health Reform Agreement, which includes changes to aged care and disability services, was agreed by the Council of Australian Governments (COAG) in August 2011.

The reforms focus on the transition of roles and responsibilities for aged care services to the Australian Government, and services to people with a disability under 65 years of age (under 50 years for Indigenous people) to state governments. These changes are further detailed in the National Partnership Agreement on Transitioning Responsibilities for Aged Care and Disability Services.

We are continuing to implement these reforms in collaboration with the Australian Government, relevant Queensland Government departments, as well as non-government stakeholders. The implementation of the reforms continues in line with the COAG-agreed principles of minimising disruption for providers, clients and their families. The reforms are also to occur on a budget-neutral basis.

## Queensland's disability policies and reforms

### **Absolutely everybody: enabling Queenslanders with a disability**

In September 2011, the then government launched *Absolutely everybody: enabling Queenslanders with a disability*. This 10-year plan focussed on building inclusive communities for people with a disability.

### **Disability Service Plans**

The *Disability Services Act 2006* requires every Queensland Government agency to develop and implement a Disability Service Plan.

Our Disability Service Plan 2011–2014 outlines the major outcomes and actions the department will deliver to provide appropriate policies, programs and services for people with a disability.

### **Reform of the specialist disability service system**

The next phase of our four-year (2008–2011), \$52 million, program of reform of the specialist disability service system, known as Growing Stronger, was implemented in July 2011. This involved transitioning funded non-government service providers to output-based funding arrangements, reducing the reporting red tape burden on service providers.

During 2011–12, we undertook a health check on the implementation of the reforms, which involved a series of one-on-one interviews as well as forums with funded service providers and Disability Services staff. The feedback largely highlighted the positive intent of the reforms, but acknowledged that ongoing refinement and application of the new system was required.

A final health check report and action program was made publicly available in February 2012. The program includes key activities to address the feedback and realise the full benefits of the reforms across three broad areas:

- refining the assessment framework
- improving communication
- simplifying processes.

We are committed to ongoing improvement and will continue to seek feedback on reforms from people with a disability, their family and carers, service providers, staff and stakeholders. Feedback will be sought through reviews, forums and health checks. The next health check is due at the end of 2012.

## Positive Futures

We continued to deliver the Positive Futures initiative, which is part of a six-year (2007–2013), \$229.3 million program to promote best practice positive behaviour support, while safeguarding the rights of people with an intellectual or cognitive disability who exhibit severely challenging behaviours.

In 2011–12, we expended \$34.4 million on continuing the implementation of the \$229.3 million response to Honourable WJ Carter QC 2006 report, *Challenging Behaviours and Disability — A Targeted Response*. The Carter Report included 24 recommendations with 26 sub-elements. Of the combined 50 recommended actions, all but three have been completed or are being implemented on an ongoing basis.

The response includes: \$1.6 million for purpose-built accommodation; \$3.2 million in capital grants to non-government service providers; \$4.1 million for the Wacol Infrastructure Redevelopment; and \$27.8 million to deliver services and promote positive behaviour support.

This initiative led to a number of significant achievements, including establishing the:

- Specialist Response Service teams
- Centre of Excellence for Behaviour Support
- Forensic Disability Service
- support for non-government organisations.

### *Specialist Response Service teams*

In 2011–12, regional Specialist Response Service teams provided

clinical support to more than 450 clients. These teams work alongside non-government service providers to assess clients and develop and implement positive behaviour support plans for each individual.

### *Centre of Excellence for Behaviour Support*

The Centre of Excellence for Behaviour Support — established in partnership with the University of Queensland — delivered training in functional assessment and positive behaviour supports to more than 300 government and non-government disability workers. The centre also provided regular news and updates to service providers in Queensland, and hosted events attended by approximately 500 people.

### *Forensic Disability Service*

In July 2011, the *Forensic Disability Act 2011* commenced. It establishes and regulates the new Forensic Disability Service operated by the department to provide a secure, therapeutic service for up to 10 people on forensic disability orders by the Mental Health Court. A person will be placed on a forensic disability order when they have been charged with a serious offence but have been found to be of unsound mind at the time of the alleged offence or found to be unfit for trial.

The Act also created the new statutory role of the Director of Forensic Disability. This role is to ensure the rights of forensic disability clients in the Forensic Disability Service are protected and the involuntary detention, assessment, care and support of

forensic disability clients complies with the Act.

The first Forensic Disability Service in Queensland — located at Wacol — commenced operation on 18 July 2011. During the year, nine people were transferred to the service.

### *Support for non-government organisations*

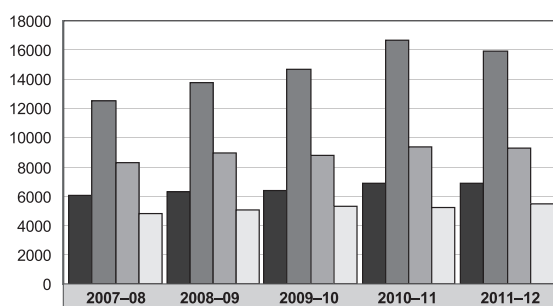
We commenced providing \$2 million in recurrent funding to assist non-government organisations to implement the Positive Futures reforms on an ongoing basis. A range of other funding initiatives are available for non-government organisations to assist them to build capacity and promote sustainability.

## Specialist disability services

Specialist disability services are designed to meet the needs of people with a disability who have profound or severe core activity limitations. We provide specialist disability services across four categories:

- accommodation support services
- community support services
- community access services
- respite services.

**Graph 2: Number of unique service users by service type in 2011–12**



	AS	CS	CA	RS
<b>2007-08</b>	6020	12494	8307	4799
<b>2008-09</b>	6343	13803	8922	5039
<b>2009-10</b>	6394	14713	8833	5298
<b>2010-11</b>	6899	16653	9334	5191
<b>2011-12</b>	7200 <sup>1</sup>	15600 <sup>1</sup>	9330 <sup>1</sup>	5500 <sup>1</sup>

1. The 2011–12 results are an estimated projection as final data is not yet available. Final data will be published on our website in January 2013.

AS – Accommodation support    CS – Community support  
CA – Community access        RS – Respite services

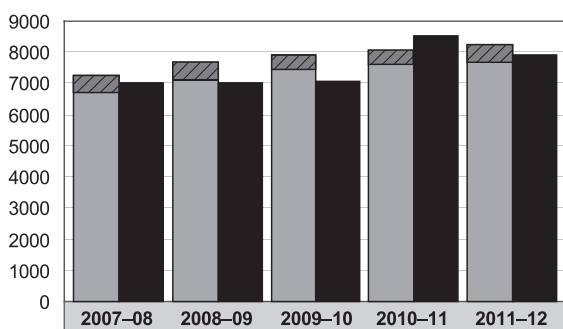
*The department continues to increase its support to people with a disability through a variety of access, support and accommodation services.*

### Accommodation support services

We deliver a wide range of accommodation support services to adults with disability, depending on their circumstances, preferences and the level of support required. These services assist people to live as independently as possible in their own home or in shared housing.



**Graph 3: Number of services received for accommodation support services**



	Target range	Actual
2007-08	6784-7276	7030
2008-09	7166-7686	7006
2009-10	7513-7899	7077
2010-11	7650-8050	8532
2011-12	7650-8250	8100 <sup>1</sup>

1. The 2011-12 results are an estimated projection as final data is not yet available. Final data will be published on our website in January 2013.

*In 2011-12, almost \$300 million was provided to support approximately 6900 people with a disability.*

The Report on Government Services 2012 identified that the proportion of accommodation support users in community settings in Queensland has increased from 81.6 per cent in 2003-04 to 86.9 per cent in 2009-10. In Queensland, accommodation support users also reside in small residential facilities, health facilities such as low intensity therapy rehabilitation units and hospitals, and private residences where they receive drop-in support.

#### *Support for older carers*

Through Disability Assistance Package capital funding — a three-year joint state and Australian Government initiative — 30 houses were completed

by 30 June 2012. These houses provide support to 118 people, of which 76 transitioned from being cared for by older carers.

Under the agreement with the Australian Government, Queensland was required to provide 36 places for people with older carers.

A further eight places will be created by November 2012 when the Cairns, Rockhampton and Roma houses are completed; bringing the total number of houses to 33.

#### *Younger people in residential aged care*

Since 2006, we have supported more than 150 people with a disability to move out of residential aged care, or be diverted from entering aged care, or to receive enhanced support while continuing to reside in aged care facilities.

In 2011-12, we provided \$1 million as part of a \$3 million commitment over three years (2012-2015) for ongoing support for residents at the state-of-the-art accommodation complex built by Youngcare, and operated by Wesley Mission on the Gold Coast. The complex was opened in April 2012 and accommodates seven younger people with high and complex disability support needs.

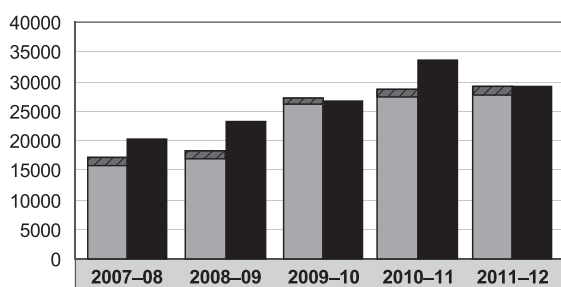
The Report on Government Services 2012 identified that Queensland has had a significant reduction in the number of younger people in residential care in the period of 2006-2010.



### Community support services

Community support services provide the support needed for a person with disability to live in the community, including: therapy support; counselling and early childhood intervention; behavioural/specialist intervention; counselling; case management; and local area coordination. These services are either delivered by funded non-government service providers or directly by the department.

**Graph 4: Number of services received for community support services**



	Target range	Actual
<b>2007-08</b>	15870-17021	20326
<b>2008-09</b>	17003-18164	23127
<b>2009-10</b>	25837-27162	26782
<b>2010-11</b>	27150-28650	33460
<b>2011-12</b>	27150-29150	27150 <sup>1</sup>

1. The 2011-12 results are an estimated projection as final data is not yet available. Final data will be published on our website in January 2013.

*The department continues to achieve its target to provide services to support a person with a disability to live in the community.*

#### Specialist disability services for children

Specialist disability services that can be accessed by families include case management, therapy, respite, parenting supports, counselling, and aids and equipment. Supports are

delivered through the following initiatives:

- Family support
- Autism early intervention
- Early intervention for children with a physical disability
- Family and early childhood services
- Flexible respite up to 12 years
- Respite up to 18 years
- Child Connect
- Self-directed support pilot
- My Future: My Life
- Evolve Behaviour Support.

#### Spinal Cord Injuries Response program

The Spinal Cord Injuries Response is a coordinated whole-of-government approach to support people with newly acquired spinal cord injuries to transition to community living following in-patient rehabilitation in the Spinal Injuries Unit at the Princess Alexandra Hospital.

The initiative provides the following supports to eligible clients at full subsidy:

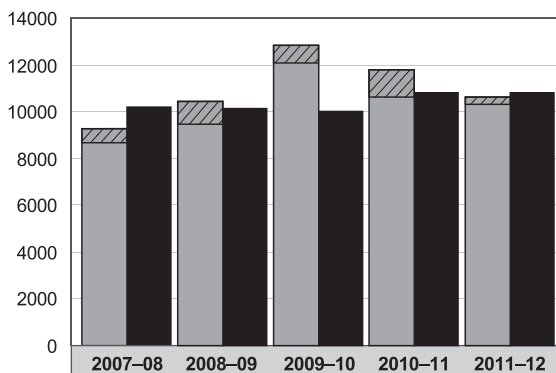
- in-home accommodation support (Disability Services)
- private home modifications (Disability Services from 1 July 2012)
- priority access to social housing (Department of Housing and Public Works)
- aids, equipment and assistive technologies (Queensland Health — Medical Aids Subsidy Scheme).

A total of 87 people have accessed one or more of the supports available through the initiative to facilitate discharge. This is an increase of five from 2010-11.

### Community access services

Community access services provide opportunities for people with a disability to pursue their life goals, including learning and life skills development, recreation and holiday programs, and support to access community activities.

**Graph 5: Number of services received for community access services**



	Target range	Actual
2007-08	9214-9882	10222
2008-09	9733-10438	10161
2009-10	12188-12813	10012
2010-11	11460-11790	10788
2011-12	10295-10625	10700 <sup>1</sup>

1. The 2011-12 results are an estimated projection as final data is not yet available. Final data will be published on our website in January 2013.

*In 2011-12, the department exceeded its target.*

#### Post-school support

We commenced My Future: My Life strategy on 1 February 2012, to support young people with a disability make plans and choices for their future before they leave school. Eligible students are entitled to up to \$1000 in Year 11 and up to \$2000 in Year 12.

We also allocated more than \$50 million in 2011-12, including \$6.447 million to assist approximately 500 young people with a disability who exited school on the journey to adulthood. This included new growth funding.

#### Local Area Coordination program

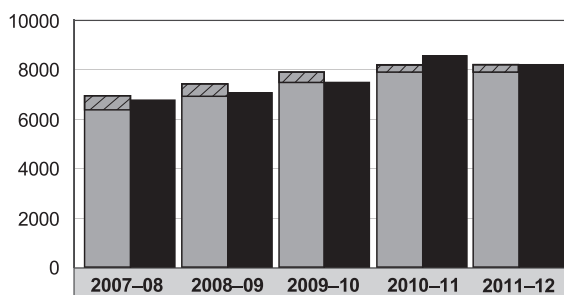
Through the Local Area Coordination program, we assisted people with a disability to live and participate in the community, and assisted families to continue to provide care.

There are 56 local area coordinators, in 40 locations across the state. In 2011-12, the coordinators assisted 3285 people access mainstream services and information and build supportive networks.

#### Respite services

Respite services provide a short-term and time-limited break for families and other care givers of people with a disability. This supports and maintains the primary care-giving relationship, while providing a positive experience for the person with disability.

**Graph 6: Number of services received for respite services**



	Target range	Actual
<b>2007-08</b>	6450-6918	6744
<b>2008-09</b>	6929-7431	7068
<b>2009-10</b>	7508-7893	7463
<b>2010-11</b>	7900-8190	8542
<b>2011-12</b>	7900-8190	8100 <sup>1</sup>

1. The 2011-12 results are an estimated projection as final data is not yet available. Final data will be published on our website in January 2013.

*The number of services received for respite support services exceeded our target.*

Respite services are provided through funded non-government organisations and directly by the department through Accommodation Support and Respite Services.

In addition, through the Home and Community Care program, we provided funding for 1.013 million hours of respite care to support carers of young adults with disability and frail older people.

In 2011-12, approximately \$155 million was allocated to provide respite services and supports to disability and Home and Community Care clients across Queensland.

## Community care services

### Home and Community Care

The Home and Community Care program is jointly funded by the Australian and Queensland governments to help people remain living in their homes and communities, among family and friends, rather than having to prematurely move into residential care.

In 2011-12, we provided services across every region of Queensland to more than 180,000 frail older people and younger people with a disability, and their carers (see Table 1 on page 68).

We also continued to release capital funding to the value of \$19.4 million for a range of projects underpinning the delivery of services, including:

- construction of a new centre-based day care facility in the Logan area
- construction of a building in Emerald to support the delivery of nursing care and allied health services
- modification of a facility in Hope Vale to support the delivery of centre-based day care, domestic assistance, home maintenance/modification, meals, personal care, respite, social support and transport
- purchase of land and installation of a demountable building in Blackwater to support the delivery of centre-based day care, respite, allied health services, social support, domestic assistance and transport.

Home and Community Care also funded a number of non-government organisations to implement innovative service delivery initiatives. A particular focus of these initiatives was on assisting people to increase their independence, including the potential use of assistive technology.

In August 2011, we held a two-day Aboriginal and Torres Strait Islander statewide gathering in Cairns.

The event attracted nearly 160 delegates, including 89 specialist Aboriginal and Torres Strait Islander service provider representatives, as well as peak bodies and consumer representatives and state and Commonwealth government delegates to showcase achievements, share ideas and plan for future service delivery.

**Table 1: Number of Home and Community Care services provided**

	2009–10 target	2009–10 result	2010–11 target	2010–11 result	2011–12 target	2011–12 result <sup>1</sup>
Home support services (hours)	5,268,539	5,191,040	5,614,699	5,496,880	5,500,400	5,771,400
Coordinated care services (hours)	334,997	290,665	398,675	409,434	429,600	428,400
Clinical and specialist care (hours)	1,189,346	1,161,318	1,277,102	1,264,290	1,287,600	1,345,600
Centre-based day care (hours)	3,890,555	3,836,148	4,077,903	3,984,888	4,085,300	4,160,400
Home modifications	518	518	\$9,742,033	\$11,426,856	\$10,250,200	\$11,774,300
Meals	2,314,218	2,366,746	2,394,798	2,362,957	2,368,400	2,343,900
Transport (trips)	951,324	1,005,786	1,057,190	1,201,790	1,254,700	1,330,500

1. The 2011–12 results are an estimated projection as final data is not yet available. Final data will be published on our website in January 2013.

*A range of services are provided to help people remain living in their homes rather than having to prematurely move into residential care*

## More inclusive communities

We are committed to promoting more inclusive communities. By raising awareness of disability and changing attitudes, we are ensuring that people with a disability are valued, supported and recognised for their contributions.

We do this by:

- providing support for carers
- providing disability information services
- promoting community engagement
- facilitating disability advisory councils.

## Support for carers

### Initiatives to support carers

The department is the main government contact point for carers' issues. We support the implementation of the *Carers (Recognition) Act 2008*, Carer Action Plan 2011–2014 and also provide secretariat support to the Carers Advisory Council (see page 169).

In 2011–12, there were more than 23,111 visits to the carer website and an additional 1955 Carer Business Discount Cards and 2473 Companion Cards were issued to carers.

The Queensland Carer Action Plan 2011–2014 was launched on 18 October 2011 as a key mechanism to support carers.

The plan was developed in collaboration with the Queensland Carers Advisory Council,

representatives of key carer networks and all state government agencies. The plan focuses on how the Queensland Government will deliver support and services that meet the varying needs of Queensland carers through the priority areas: recognition and respect for carers; support for carers; and participation of carers.

## Disability information services

### Disability Online

Through Disability Online, we offer disability-related information from Australian, state and local governments through a single online entry point: [www.qld.gov.au/disability](http://www.qld.gov.au/disability). In 2011–12, there were 170,175 page views and more than 578 pieces of feedback provided from visitors.

### Disability Information Service

The information available through Disability Online complements the information available through the Disability Information Service: a telephone information service (1800 177 120) providing disability-related information for people with a disability, their families, carers and friends as well as the broader community. Callers can also contact the service via TTY or email.

In 2011–12, the Disability Information Service received 17,464 enquiries.

### **Community Care Access Point**

To improve access to Home and Community Care (HACC) services, we continued to fund the Community Care Access Point. This innovative project includes an 1800 phone number (1800 600 300) in the Central and Wide Bay Regions and aims to streamline access, eligibility and assessment processes for people seeking HACC and other aged care assistance.

In 2011–12, 1915 calls were received — compared to 2557 in 2010–11 — and 887 people were referred to HACC service providers: compared to 1062 in 2010–11.

### **Community engagement**

#### **Queensland Disability Conference**

A highlight of Queensland's disability events, the Queensland Disability Conference, was held in Cairns on 22 and 23 September 2011, attracting almost 450 delegates from across the state, including people with a disability, family members, carers, service providers, advocates and community members.

Through a series of keynote presentations, panel discussions and workshops, the conference focused on the government's priorities for disability, assistive technology, universal design and accessible tourism, along with key developments at the national and state level.

### **Disability Action Week**

Disability Action Week 2011 (18–24 September) was launched at the annual Scouts Queensland Agoonoree, where more than 70 young people with a disability joined scouts and guides to participate in activities.

Through the Building Supportive Communities grants program, we supported community groups and organisations to stage Disability Action Week events that strengthen the community's capacity to welcome and include people with a disability in everyday life. This year \$200,844 was allocated to 56 organisations across Queensland, to hold more than 56 events.

A highlight of the week was the presentation of the Disability Action Week Awards. This year, 118 nominations were received for 12 awards across eight categories.

#### **All Abilities Playgrounds**

In 2011–12, we completed two playgrounds — at Capalaba and New Mapoon — under our All Abilities Playgrounds initiative, which enables children with and without disability to enjoy fun and challenging play together, side by side.

Over the last five years, the Queensland Government has worked in partnership with local councils and local communities to plan and build 16 All Abilities Playgrounds. In addition to playgrounds at Capalaba and New Mapoon, All Abilities playgrounds are located at: Ayr, Blackwater, Broadbeach, East Mackay, Edmonton,



Gympie, Logan, Mossman, Mount Isa, Normanton, Pinalba, Texas, Thuringowa and Yeppoon.

### **Share your Story initiative**

We continued the Share your Story initiative, which gives people with a disability and their families and carers the opportunity to share their views, ideas and reflections on the experience of disability. Sharing stories is one way to help build supportive and inclusive communities.

### **Advisory councils**

A number of advisory councils are established under legislation to provide the Minister with information and advice on disability and carer matters. Further information about the Queensland Disability Advisory Council, regional disability advisory councils and the Queensland Carers Advisory Council can be found in appendix 3.

## **Future directions**

In 2012–13, we will:

- continue to liaise with the Department of Education, Training and Employment to ensure school-children with disability can access speech and language pathology under the government's \$9.5 million program
- commence the delivery of extra respite hours and more flexible arrangements for people with high-needs disabilities aged between 16 and 25 years, and their carers
- focus on providing assistance to parents of newborns and parents of children newly diagnosed with

disability through the commencement of Parent Connect

- commence engagement with key stakeholders in relation to strengthening frontline disability services and supports, and position Queensland to be ready for a possible National Disability Insurance Scheme in the future.



# Corporate

*Part 4*

# Internal business processes, human and financial resource functions

The Department of Communities, Child Safety and Disability Services ensures the effective management of its key business processes and human and financial resources through the following activities:

- human resource management to ensure an enhanced workforce capability, integrity and workplace quality aligned to current and future business needs
- monitoring and evaluating performance to drive business investment and policy, program and service delivery improvement
- information management systems, capabilities and practices to deliver consistent and trusted information to drive and support improved client and customer outcomes across all channels
- governance mechanisms to drive accountable, evidence-based and transparent decision making, effective management of risks, and ensure critical issues are managed in a timely and efficient manner
- asset management approaches to improve delivery, management and maintenance of property assets that meet current and future business and client needs
- transparent and robust financial resource management to support decision making and ensure financial accountability across the department.

## Our highlights in 2011–12

Our strategic objective	Our highlights for 2011–12
<p><b>Effective management of our key business processes and our human and financial resources</b></p>	<ul style="list-style-type: none"> <li>• Continued our strong focus on client service with 4945.8 FTE of our staff employed across our seven regions.</li> <li>• Implemented procurement strategies, resulting in savings and cost avoidances of \$14.4 million.</li> <li>• Confirmed through an independent review that the department's project management controls, risk management and gating controls (that is, methods used to control the progress of a project) were operating effectively and were at a high level of maturity.</li> </ul>

## Machinery-of-government changes

Government services are expected to be delivered in an integrated and coordinated way to maximise benefits for community members. A key theme of the machinery-of-government changes implemented from 27 March 2012 is the consolidation of functions and capabilities. This consolidation allows the government to implement policies and deliver services, at the same time as strengthening management of the state's finances and reducing the cost of living for Queenslanders.

The structural realignment of agencies through the machinery-of-government reforms has been a driver for government to deliver:

- a greater focus on the customer and frontline service delivery
- simpler management structures providing clear management accountability
- greater integration, with no duplication of functions
- value-for-money services.

The devolution of the functions of the former Department of Communities into several agencies has afforded a greater focus on customers and communities' needs and while enhancing capacity to deliver on long-term priorities critical to the future of Queensland.

## Our people

### Workforce profile

Our 6757.84 full-time equivalent (FTE) staff are distributed across three service areas: Child Safety Services; Disability Services; and Community Services.

In 2011–12, we continued our strong focus on client service with 4945.8 FTE of our staff employed across our seven regions.

Of our total staff, 5434 (80.42 per cent) are permanent, while 1100 (16.28 per cent) are temporary, 175 (2.59 per cent) are casual and 48 (0.71 per cent) are contract staff.

Due to the complexity of machinery-of-government changes effective from 1 May 2012, annual separation and retention rates for the 2011–12 financial year are unable to be calculated and may misrepresent actual long-term departmental trends.

Communication of government services is essential to keep the community informed of matters such as:

- the availability of information, support and funding to assist vulnerable Queenslanders
- community recovery activities
- concessions and discounts for seniors and carers
- legislative changes
- prevention of domestic and family violence and elder abuse
- promotion of child protection and community activities for seniors, young people, carers and people with a disability.

As at 30 June 2012, the department employed 65.73 full-time equivalent staff whose functions related to media, public affairs or communications.

## Workforce planning

We recognise the importance of planning for the future of the department to ensure that we can continue to deliver high-quality services for our clients.

In 2011–12, we continued to implement the Strategic Workforce Plan 2010–2014 and developed regional workforce plans across the department. These plans include three key strategies:

- service delivery reform and non-government organisation partnerships
- talent attraction and retention focusing on workforce sustainability
- workforce planning capability development and establishing a strong governance structure to support the implementation of these strategies.

## Workforce attraction, recruitment and retention

We have a diverse range of initiatives to attract and retain professional and resilient staff with high-level skills and a passion for helping people, including:

- targeted advertising and attendance at 30 employment and careers events across Queensland
- continuing the accelerated progression for professional child safety officers

- finalising the child safety workload management tool to establish reasonable individual workloads for defined child safety staff
- introducing an allowance for student supervisors in professional disciplines undertaking field placements in the department
- sponsoring 19 new graduates.

## Workforce diversity

To ensure our staff profile reflects the diversity of our client base, we invest in strategies to increase the participation of people with a disability, people from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islander peoples, and women. These diversity strategies are underpinned by a number of action plans, including:

- Diversity and Equity Management Plan 2010–2013
- Aboriginal and Torres Strait Islander Workforce Plan 2010
- Disability Service Plan 2011–2015
- Multicultural Action Plan 2011–2014.

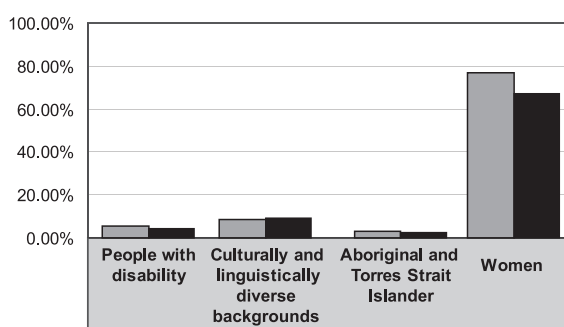
In 2011–12, we continued to increase participation and staff awareness by:

- encouraging all employees to complete the equal employment opportunity (EEO) census: resulting in a 76.2 per cent response rate
- monitoring employment rates through EEO census data and addressing issues preventing people participating in our workforce
- ensuring our induction program includes equal employment opportunity awareness
- reviewing recruitment and selection policy and procedures to ensure they are non-discriminatory



- developing targeted employment information and promotional material to attract and assist EEO applicants
- facilitating the use of flexible work arrangements across the department.

**Graph 7: Percentage of staff by equal opportunity groups as at 30 June 2012**



	Our department	Queensland public sector average <sup>1</sup>
People with a disability	5.26%	4.50%
Culturally and linguistically diverse backgrounds	8.76%	9.43%
Aboriginal and Torres Strait Islander	2.93%	2.24%
Women	76.89%	67.27%

1. Based on 2012 Queensland public sector figures

*We exceeded the Queensland public sector average for women by 9.62%.*

The percentage of staff from equal opportunity target groups in the department exceeds the Queensland public sector average across all categories (see Graph 7).

*Participation of people with a disability in a workforce*

In 2011–12, we continued to support our staff with disability by:

- developing a manager’s tool kit reviewing the induction processes for people with a disability
- allocating funding for seven traineeships to attract applicants from EEO target groups, including people with a disability.

*Raising cross-cultural awareness*

To ensure staff interact respectfully and competently with people from all cultural backgrounds we delivered:

- 18 Multicultural Competence in Service Delivery programs to 232 new service delivery staff
- 14 Aboriginal and Torres Strait Islander Capability training sessions to 507 staff.

*Participation of Aboriginal and Torres Strait Islander peoples in our workforce*

In 2011–12, we continued to support our Aboriginal and Torres Strait Islander staff by:

- progressing implementation of the Aboriginal and Torres Strait Islander Workforce Plan
- contributing to the whole-of-government Project 2800 strategy, which focuses on attracting, retaining and growing our Aboriginal and Torres Strait Islander workforce
- sponsoring 22 new school students (Years 10–12) and continuing to support 42 existing students to join the department, through the Education Toward Employment Scheme

- sponsoring 19 new university students and three existing students in the Indigenous Cadetship Support Scheme, allowing students to gain valuable work experience in a field relevant to their degree and receive financial support for their studies
- sponsoring two Aboriginal and Torres Strait Islander school-based trainees
- developing the Yarn and Grow Indigenous Mentoring program, where 40 participants attended the pilot program in the Brisbane and Central regions.
- encouraged women to participate in Information Services Community of Practices training sessions, which included project management, program support, business analysis and system testing. An average of 45 per cent of participants in the sessions were women.
- Women comprised 39.2 per cent of the department's overall Information Services workforce, which compared favourably against the Australian Computer Society figure of women working in ICT occupations of 24.1 per cent.

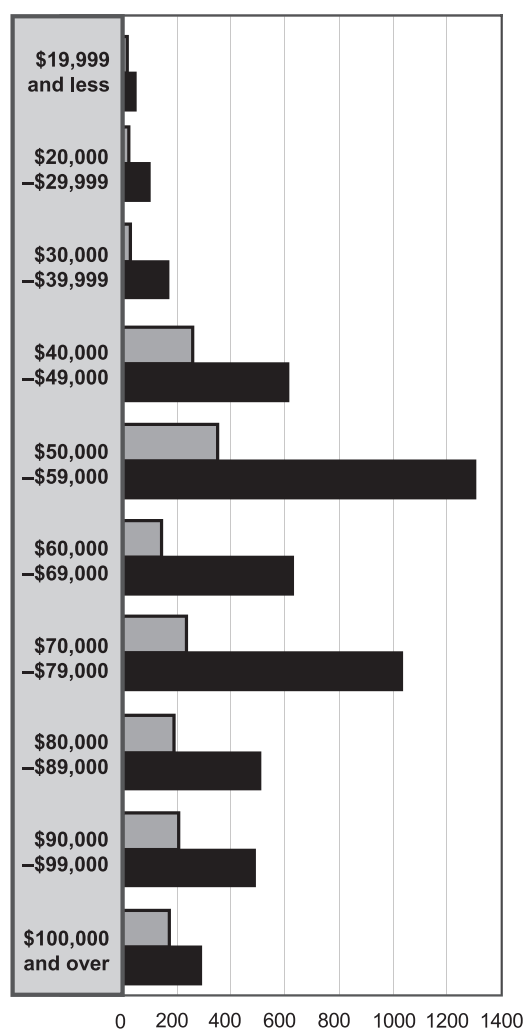
#### *Participation of women in our workforce*

To support the continued high participation of women across all areas of our workforce, we:

- created opportunities to develop skills, such as relieving in higher duties, secondments, projects and training opportunities
- offered purchased leave and enabled part-time employment and job sharing
- celebrated International Women's Day and International Rural Women's Day
- maintained policies and procedures relating to equity, discrimination and grievance resolution
- increased the opportunities for employment of women in Information and Communication Technology (ICT), with a 50 per cent increase in the number of women selected for the 2012 ICT Graduate program compared to the previous two years

The representation of women and men in our department across annual earnings categories is shown in Graph 8.

**Graph 8: Annual earnings (FTE) by gender as at 30 June 2012**



	Men	Women
\$19,999 and less	16.30	48.56
\$20,000-\$29,999	22.11	96.20
\$30,000-\$39,999	26.22	168.62
\$40,000-\$49,000	258.65	610.79
\$50,000-\$59,000	350.17	1299.71
\$60,000-\$69,000	141.50	628.55
\$70,000-\$79,000	234.30	1033.32
\$80,000-\$89,000	187.70	506.08
\$90,000-\$99,000	205.00	492.01
\$100,000 and over	173.00	287.00

*Women are well represented across all levels in the department.*

## Work-life balance

To encourage staff to balance work, family and lifestyle, we have a range of policies that provide a flexible work environment. These include part-time arrangements, accumulated time off, variable working hours, compassionate and bereavement leave, carer's leave, leave without pay, long service and annual recreation leave at half pay, family leave, as well as 14 weeks paid parental leave. Policies are communicated to staff via the department's intranet.

Work performance and health and safety of our staff can be affected by a range of personal and professional issues. We therefore provide an Employee Assistance Program enabling staff to access free counselling and support services.

## Employee performance management framework

We follow the Public Service Commission's performance management framework that provides direction on induction, probation, performance development, career planning, talent management, reward and recognition, and addressing unsatisfactory performance and disciplinary action.

### Induction program

To welcome new employees, we offer both local and corporate induction programs, through face-to-face sessions and an online program.

Induction programs provide information on:

- the department and its branches
- terms of employment
- job requirements.

This knowledge builds confidence and a positive attitude in employees.

In 2011–12, 483 employees completed the online induction program and 231 attended a one-day induction session.

### **Achievement and Capability Planning**

Achievement and Capability Planning is mandatory for all permanent employees and all temporary employees who are engaged for six months or more.

An Achievement and Capability Plan includes a list of accountabilities and measures of success. The plan is also designed to support individuals to identify developmental needs and career and competency planning.

Achievement and Capability Plan reviews, both informal and formal, provide feedback on achievement against deliverables, key activities and success indicators.

### **Reward and recognition**

We recognise and reward the excellent work of our staff through the annual Staff Excellence Awards. The awards acknowledge individuals or teams for their valuable contribution and commitment over the past 12 months in the areas of client focus, collaboration, diversity and innovation.

To acknowledge meritorious service and the ongoing commitment of individual employees to our department and the Queensland State Government, Service Recognition Awards are presented to employees who have reached 5, 10, 20, 25, 30 and 40 years of service.

### **Learning and organisational development**

Our Learning and Organisational Development Strategy outlines our vision for leadership, organisational culture, capability development and workforce sustainability from 2010 to 2015.

A wide range of skills and training programs are available to staff to ensure clients receive the best services possible. In 2011–12, skills and training programs delivered included:

- community recovery training for 1480 participants across government — 1194 departmental staff — to ensure we had a skilled pool of workers for emergencies
- skills training in areas such as community consultation, investigation, financial management, and project and program management for 2571 staff
- Vocational Graduate Certificate (statutory child protection) for 231 child safety officers after successful completion of the Child Safety Officer Entry Level Training Program
- career pathways to the child safety officer role for 22 child safety support officers with 15 attaining a Vocational Graduate Certificate in Child Safety
- Diploma of Community Services Coordination and Certificate IV, Diploma and Advanced Diploma in

Disability qualifications for 217 staff who support people with a disability in Accommodation Support and Respite Services

- Essential Practices Training for more than 1600 Accommodation Support and Respite Services direct support workers in applying first aid, CPR, fire safety, manual tasks and managing challenging behaviour and protective actions
- Accommodation Support and Respite Services client-specific training for more than 1600 direct support workers across 541 topics, with 4451 instances of attendance.

In 2011–12, our leadership and professional development programs for senior staff included:

- 360-degree feedback services for 68 senior officers
- management and leadership programs for 656 leaders.

## Employee opinion survey

More than 6600 staff completed the 2011 Employee Opinion Survey held in May and June 2011. Following the release of the survey results in September 2011, senior leaders and human resources consultants facilitated more than 96 presentations, forums and workshops to encourage staff to be involved in creating change.

Overall, more than 100 specific actions were identified and are being implemented including:

- establishing mentoring schemes to improve leadership capability
- developing different training and development delivery options

- using survey data to inform workforce plans and development strategies to increase staff attraction and retention
- developing health, safety and wellbeing strategies to enable staff to achieve career progression while still maintaining a healthy work–life balance
- using Sharepoint — a collaborate web application — to manage opportunities for job rotation schemes, job sharing and shadowing to improve future career opportunities.

## Code of conduct

A Code of Conduct for the Queensland Public Service replaced our departmental Code of Conduct from 1 January 2011. This Code of Conduct is based on the new public sector ethics principles as outlined in the *Public Sector Ethics Act 1994*, namely:

- integrity and impartiality
- promoting the public good
- commitment to the system of government
- accountability and transparency.

The Code of Conduct applies when we are performing our official duties, including when we are representing the Queensland Government at conferences, training events, on business trips and attending work-related social events.

All staff are required to complete training when they join the department and comprehension is checked annually through an online assessment. We also ensure that our human resource

management procedures and practices are aligned to the new Code of Conduct.

A copy of the new Code of Conduct for the Public Service was provided to all departmental employees after its commencement and continues to be available to staff through our intranet. The Code of Conduct can also be accessed by members of the public via the department's website.

Ethics principles are incorporated in departmental plans and cascaded down into employee performance agreements.

#### **Handling suspected or alleged official misconduct**

In accordance with the reporting obligations of the *Crime and Misconduct Act 2001*, we report all matters involving suspected or alleged official misconduct to the Crime and Misconduct Commission (CMC).

No departmental employees appeared before the CMC's Official Misconduct Tribunal in 2011–12.

#### **Table 2: Allegations of official misconduct in 2011–12**

Matters being managed by the Department of Communities, Child Safety and Disability Services as at 1 July 2011	103
Matters referred to the CMC by the Department of Communities, Child Safety and Disability Services during 2011–12	103

Matters referred to the Department of Communities, Child Safety and Disability Services by the CMC during 2011–12	44
Matters resolved as at 30 June 2012	151
Matters outstanding as at 30 June 2012	99

*The department referred 103 matters to the CMC during 2011–12*

## **Industrial and employee relations**

We worked cooperatively with Together Queensland, industrial union of employees, and the Australian Workers' Union, to successfully meet the required obligations under the core State Government Departments' Certified Agreement (EB6) which has a nominal expiry date of 31 July 2012.

In 2011–12, in partnership with Together Queensland and the Australian Workers' Union, we progressed a range of department-specific initiatives including enhanced employment conditions, workload management reviews and workforce strategy and planning activities.

Union–management consultative arrangements for the department are regularly reviewed to ensure arrangements continue to support meaningful consultation between unions and management at a local, regional and departmental level.



## Maintaining a safe workplace

In 2011–12, we continued to support the implementation of the Safer and Healthier Workplaces Strategy 2007–2012 by:

- implementing a service delivery model with eight core safety, wellbeing and injury management functions, which align to the performance criteria of the strategy
- establishing Safety, Wellbeing and Injury Management teams in each region, focusing on frontline services
- reviewing our Health, Safety and Wellbeing policies and procedures to ensure best practices are an integral part of conducting our business.

In 2011–12, we undertook the following activities in line with the department's Wellbeing Strategy:

- provided a free influenza vaccination program to 2935 staff
- delivered 27 healthy lifestyle lunchbox sessions with 288 staff participating
- participated in the Queensland Corporate Games, Bridge to Brisbane Fun Run and Bike Week
- conducted 120 education sessions on mental health and wellbeing, including training in Mental Health First Aid with 1436 staff participating
- facilitated three Weight Watchers at Work programs for staff
- supported implementation of smoke-free work environments and a Quit Smoking program for staff.

In 2011–12, 501 WorkCover claims were lodged, an increase of 9.4 per cent from 2010–11. The cost of these claims was \$1.89 million, a decrease of 5 per cent from 2010–11. One of the significant factors contributing to the decrease in costs is a plateau in the average costs of claims, that is, average costs are not increasing.

The department is committed to a zero tolerance approach to workplace bullying and harassment. All employee complaints are treated seriously and handled in accordance with departmental policy and procedure. Where employee complaints of bullying and harassment raise a suspicion of official misconduct they are referred to the Crime and Misconduct Commission.

## Exiting the department

### Voluntary Separation Program

A Voluntary Separation Program was introduced as part of the Mid-Year Fiscal and Economic Review in January 2011. This program was one of a number of measures designed to deliver additional savings and reprioritise spending. The program was targeted primarily at non-frontline areas, as a service reprioritisation strategy to ensure continued growth in frontline areas.

The department sought expressions of interest from all permanent staff in non-frontline roles and offers were subsequently made to eligible employees, subject to the scope of the program, which included:

- employees whose skills and capabilities were no longer contemporary or the demand for which is expected to decline

- employees employed permanently prior to 1 January 2010
- tenured senior executives and tenured senior officers.

In 2011–12, 310 employees accepted offers of voluntary separation packages at a cost of \$36,742,309. Of the 310 packages, 91 employees were employed in areas of the former Department of Communities that were transitioned to other agencies through machinery-of-government changes following the March 2012 state election.

#### **Early retirement, redundancy and retrenchment**

In 2011–12, there were no voluntary early retirement packages taken by tenured departmental employees. There were two retrenchments, with a total value of \$94,708, and no redundancies for tenured departmental employees.

## **Departmental frameworks**

### **Governance framework**

The corporate governance framework for the Department of Communities, Child Safety and Disability Services (see page 88) is based on the principles of:

- effective vision, leadership and strategic direction
- transparency and disclosure of decision-making processes
- clear lines of responsibility and accountability

- participation in the governance process.

Due to the machinery-of-government changes, resulting from the March 2012 state election, the corporate governance framework was amended in late 2011–12 to align with the new priorities of the department. An interim framework was in place during the transition process.

As the department is still undergoing an internal restructure and a redesign of organisational arrangements, future corporate governance arrangements are still being finalised and will be implemented during 2012–13.

Both the former departmental corporate governance arrangements and the interim arrangements are reported.

### **Executive Management Team**

The key strategic governing body for the department is the Executive Management Team. It is responsible for overall strategic direction, strategic management of performance, and overseeing the portfolio of programs and projects.

Each board member is a senior executive with specific responsibilities within the department. At board meetings, members exercise collective decision making in the best interests of the department as a whole.

Accountability for the department's operations under the *Financial Accountability Act 2009* resides with the Director-General as the accountable officer. As the Director-General is the Chair of Executive Management Team, all decisions of the Executive

Management Team are approved by the accountable officer and are binding.

The Executive Management Team has a number of strategic committees that advise them on matters within their terms of reference, or make decisions on matters within their terms of reference that do not require the full Executive Management Team. As the key governing body for the department, the Executive Management Team must be kept informed of, and is ultimately responsible for, all strategic committee decisions.

Details of the Executive Management Team, including membership and achievements for 2011–12, can be found at appendix 4.

### **Audit Committee**

The primary role of the Audit Committee is to provide advice to the Director-General on audit-related matters, and assist in the discharge of the Director-General's financial management responsibilities imposed under the *Financial Accountability Act 2009*, *Financial Accountability Regulation 2009* and the *Financial and Performance Management Standard 2009*.

Details of this committee, including membership and achievements for 2011–12, can be found at appendix 4.

### **Board of Management**

The former Department of Communities' key strategic governing body was the Board of Management. It was responsible for the overall

strategic direction, strategic management of performance, and oversaw the portfolio of programs and projects.

Each board member was a senior executive with specific responsibilities within the department and, at board meetings, members exercised collective decision making in the best interests of the department as a whole.

Due to machinery-of-government changes, the Board of Management was replaced by the Executive Management Team.

Details of the Board of Management, including membership and achievements for 2011–12 can be found at appendix 4.

### **Executive Leadership Team**

As part of the former departmental corporate governance arrangements, the Executive Leadership Team met to focus on strategic discussions regarding policy, portfolio priorities and resourcing matters, key organisational risks, performance and evaluation, and emerging issues.

The Executive Leadership Team meetings provided an opportunity for the department's senior executives to collaborate on departmental priorities and participate in strategic discussions with the Board of Management.

As a result of machinery-of-government changes, and changes to the department's corporate governance arrangements, these meetings ceased in March 2012.

Details of the Executive Leadership Team, including membership and achievements for 2011–12, can be found at appendix 4.

### **Budget, Resources and Capital Infrastructure Committee**

The Budget, Resources and Capital Infrastructure Committee enables the department's senior executives to collaborate on the information and communications technology, and financial and capital assets that support the department's service delivery functions.

Details of this committee, including membership and achievements for 2011–12, can be found at appendix 4.

### **Human Resources Committee**

The Human Resources Committee provides strategic and operational direction on human resource and workforce management issues.

Details of this committee, including membership and achievements for 2011–12, can be found at appendix 4.

### **ICT Strategy, Investment and Performance Committee**

The ICT Strategy, Investment and Performance Committee manages all ICT-enabled business initiatives and is the primary governance body by which the department ensures it maximises the value of its business investments that have an ICT-enabled component.

Details of this committee, including membership and achievements for 2011–12, can be found at appendix 4.

### **Learning and Organisational Development Committee**

The Learning and Organisational Development Committee provides strategic and operational direction on all learning, training and organisational development within the department.

Details of this committee, including membership and achievements for 2011–12, can be found at appendix 4.

### **Executive Management Committees**

Executive Management Committees provide high-level advice to the Executive Management Team on the development and implementation of the department's strategic policies to ensure we deliver quality services to Queensland communities.

The committees also enable regional service delivery operations to be involved in the development of policies and programs under its distributed leadership model.

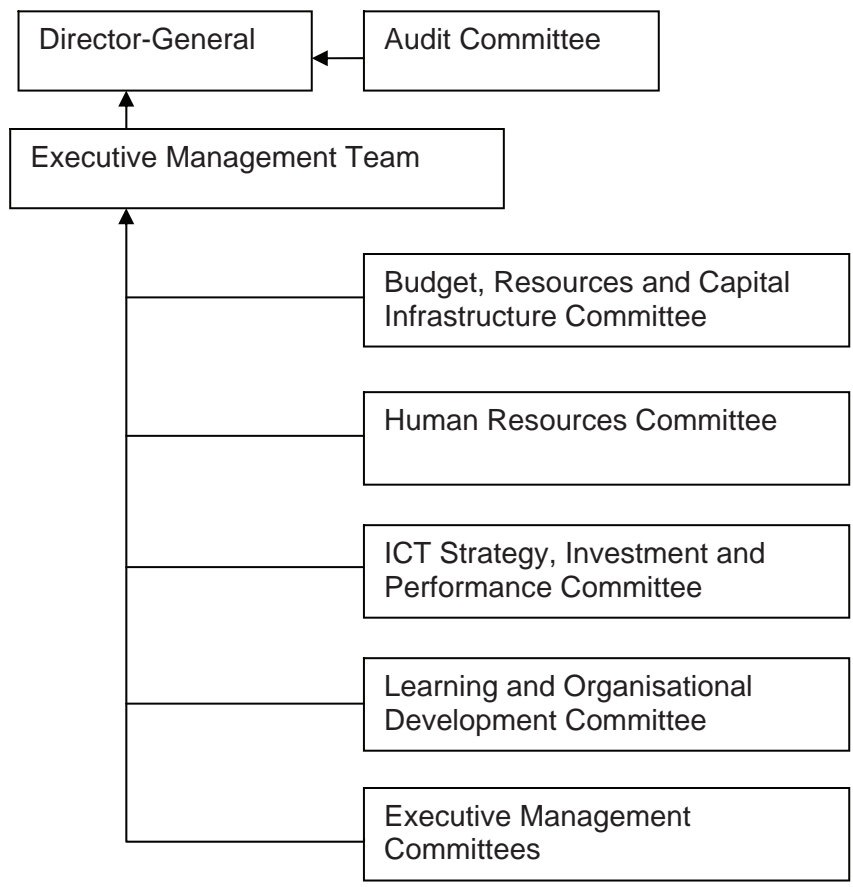
The committees undertake financial management responsibilities and accountabilities as required by the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2009 and the Financial Accountability Regulation 2009.

The Executive Management Committees are authorised to make decisions pertaining to their particular service area. Following every meeting, each committee must present a Committee

Report to the Executive Management Team for approval, outlining the decisions made and key points of discussions. Summaries of key discussions and decisions of committees are published on the department's intranet and transmitted to staff via line management wherever possible.

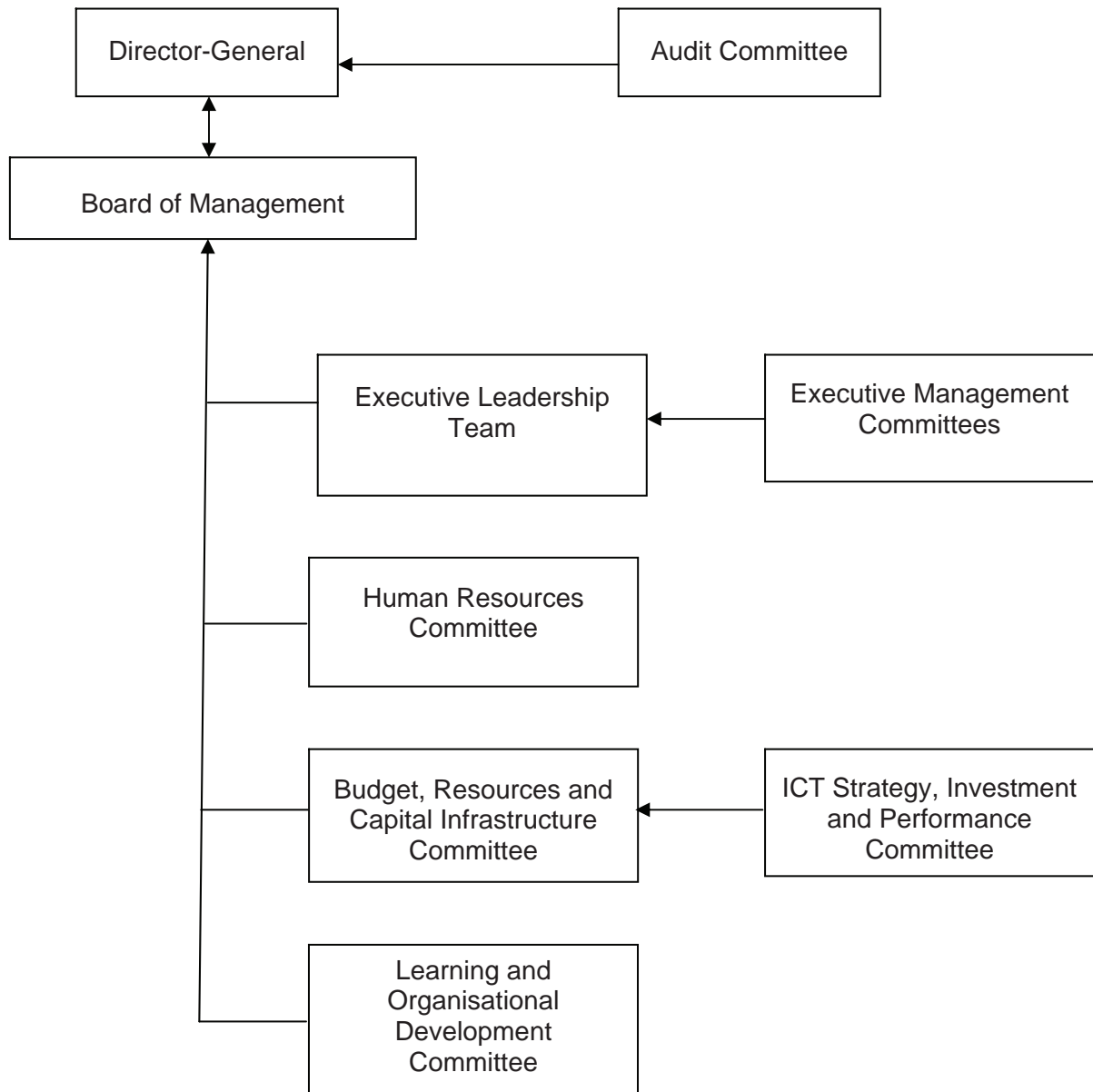
The respective Chair of each committee has the responsibility to provide a proposed membership list to the Executive Management Team for approval.

Diagram 3: Corporate governance framework as at 30 June 2012





**Diagram 4: Former department corporate governance framework**



## Planning and performance framework

Our strategic plan outlines our department's agenda over the next four years to achieve our vision of fair, cohesive and vibrant communities in Queensland. Our plan highlights our strategic policy objectives and priority strategies to achieve this vision.

Our strategic plan is implemented and monitored through a range of service and business planning and reporting processes that are undertaken across the department.

Service plans are developed annually and translate the strategic plan into the key policy, program and service delivery objectives. Service plans represent the collaboration between our policy, program development and service delivery areas, as well as business enabling areas, to create a shared view regarding the work program for each service.

Service plans also incorporate performance measures, which form the basis of quarterly reporting to the department's Executive Management Team and, prior to machinery-of-government changes, the Executive Leadership Team.

In 2011–12, a system of formal, service area and regional service delivery performance reviews were undertaken bi-annually to assess the achievement of the strategic and operational objectives of each of these areas. The reviews facilitated discussions that:

- identified areas for improvement and explored their underlying causes
- explored strategies for both preventing and addressing areas of concern
- facilitated responsive decision making
- identified and shared best practice across the department.

The review panel comprised the Director-General, as well as senior and executive managers with decision-making power from across the department to ensure issues could be explored from a whole-of-department perspective.

The change of government in March 2012 prompted a new approach to strategic planning for the department to reflect the changing environment and priorities of the new government. In early 2012–13, the department will finalise its 2012–16 strategic plan. The plan will be supported by a performance framework that will enable monitoring and reporting of performance at an agency level and drive planning and performance management at other levels of the organisation. The framework will also ensure the department meets all requirements of the *Financial Accountability Act 2009* and the Financial and Performance Management Standard 2009.

## Program and project management framework

The department has a management framework to ensure the consistent and effective delivery of our programs. The framework formalises the whole-of-government-endorsed PRINCE2 and

## Managing Successful Programs methodologies.

During 2011–12, 10 program and project management learning programs were delivered to 150 staff. In addition, project assurance and advice ranged from topics such as governance models and approaches, to reviewing project documentation.

An independent review of the department's Portfolio, Program and Project Management (P3M3) maturity showed a substantial improvement in 2011–12. This confirmed the department's project management controls, risk management and gating controls were operating effectively and were at a high level of maturity.

## Risk management framework

In accordance with the current risk management standard, the AS/NZS ISO31000:2009 Risk Management — Principles and Guidelines, we identify, monitor, treat and regularly report on strategic and operational risks across the department. Identifying areas of significant operational and financial risk is an important part of this process.

Our risk management framework sets out the principles that guide how we embed risk into our planning, performance, governance and accountability processes. This approach ensures our risk management is dynamic, responsive to change and supports decision making. That is, it provides a consistent way to identify immediate and future risks and opportunities that may impact on the achievement of our strategic objectives.

## Internal audit

Internal Audit and Compliance Services provides independent and objective business assurance and consulting services to improve the operations of the department. In providing these services, Internal Audit and Compliance Services ensures adequate systems are in place for efficient operation of the department's audit function.

The Internal Audit and Compliance Services Charter and Strategic Plan 2011–2015 documents the functions, reporting relationships and priorities for Internal Audit and Compliance Services. These documents are consistent with relevant standards and guidelines and are endorsed by the Audit Committee. Internal Audit and Compliance Services has due regard to the Queensland Treasury's Audit Committee Guidelines.

The Annual Audit Plan 2011–12 was endorsed by the Audit Committee and the Director-General, in June and July 2011 respectively.

In accordance with the Financial and Performance Management Standard 2009 and the Institute of Internal Auditors professional standards, a risk-based planning approach was adopted for the development of the Annual Audit Plan.

In 2011–12, Internal Audit and Compliance Services:

- conducted business assurance audits, information systems audits, operational audits, special reviews, compliance investigations and financial reviews of funded non-government organisations

- conducted business assurance, information services and operational audits of departmental functions, resulting in 1211 recommendations, with 99.5 per cent of these accepted for implementation
- implemented the business assurance compliance, information system and operational audit methodology on the TeamMate audit management software platform
- started developing the use of Audit Exchange to improve data analytical auditing processes
- complied with the Institute of Internal Auditors' Professional Practices Framework and the Australian Auditing Standards and Guidance Statements.

## External scrutiny

The Auditor-General completed sector-wide audits during the reporting period, which included our department. In 2011–12, the Auditor-General:

- continued work on auditing the department's IT management, network security, information security and governance administration, providing recommendations to assist the department in meeting its obligations
- issued a report on the review of expenditure under the Nation Building — Economic Stimulus Plan, which included the department in its scope
- audited the processes for the valuation of assets, including buildings on Deed of Grant in Trust land

- instigated an audit into the management of unplanned absences by employees
- progressed a performance audit of the National Partnership Agreement on Homelessness.

Opportunities to improve performance and implement recommendations made by the Auditor-General are addressed by the department on a continuing basis and reported regularly through the Audit Committee.

## Asset management

Our property portfolio has a market value of approximately \$237 million and includes over 220 dwellings or facilities. Our capital works projects across the state include neighbourhood centres; safe houses for children who have suffered abuse and neglect; and residential accommodation for people with a disability.

In 2011–12, we spent \$24.6 million to upgrade 75 existing dwellings or facilities, commenced construction on 19 assets, acquired or completed construction on 24 dwellings or facilities, and acquired 4 land parcels for future construction programs.

We also spent \$5.2 million to maintain existing dwellings or facilities, including statutory inspections of, for example, fire safety equipment. Programs to ensure building Act compliance and implementation of a fire safety program on existing neighbourhood centres continued throughout 2011–12 and will continue into 2012–13.

Before assets are built or purchased, the department completes detailed service models, rigorous implementation schedules and accurate costings. Approval to construct or purchase assets is only given if it can be demonstrated that the asset will contribute to departmental outcomes. We regularly review capital assets to ensure they are meeting our service delivery needs.

Most departmental projects are specialised and have to be purpose-built, for example, they cannot be acquired in the open market. Individual dwellings are designed specifically to suit client need, which is often complex. The department engages with a range of stakeholders to ensure the nature of the intended service delivery is reflected in the project design and is appropriate for the neighbourhood.

## Procurement planning

The State Procurement Policy requires a strategic approach to managing purchases through the development of a Corporate Procurement Plan.

The Interim Corporate Procurement Plan 2012 outlines the short-to-medium-term strategies to be adopted to support the department's \$723 million procurement expenditure on supplies, services, equipment and capital works.

The plan identifies the department's significant procurement projects and capability measures that will be implemented to achieve efficiency in procurement operations. Procurement activities will be planned and

coordinated; and build visibility and confidence in procurement.

Our procurement strategies aim to achieve both direct and indirect financial returns, and enhanced efficiency to deliver better outcomes for service priorities. In 2011–12, these strategies resulted in demonstrable financial savings and cost avoidances of \$14.4 million.

The department developed social procurement guidelines and encourages the use of social benefits suppliers where appropriate. A procurement awareness training program rolled out during 2011–12 resulted in 316 staff achieving a procurement delegation.

## Future directions

In 2012–13, we will:

- develop and implement a long-term corporate governance framework
- finalise a new Department of Communities, Child Safety and Disability Services strategic plan for 2012–16 and a new performance framework
- release the final corporate procurement plan, due for completion in December 2012, which will establish long-term procurement strategies that align with and support the department's strategic plan
- finalise fire safety audits in all departmental properties.

## Additional information

We report our performance for 2011–12 for a number of whole-of-department initiatives and measures on our website at:

<http://www.communities.qld.gov.au/gateway/about-us/corporate-publications/annual-report>

Additional information includes:

- Aboriginal and Torres Strait Islander Matters (The Queensland Government Reconciliation Action Plan 2009–2012)
- Carbon emissions
- *Carers (Recognition) Act 2008*
- Complaints management
- Consultancies
- Information systems and record-keeping
- Overseas travel
- Queensland Multicultural Policy Queensland Government Multicultural Action Plan 2011–2014
- Recycling policy for buildings and civil infrastructure
- Right to information and information privacy
- Waste management.





# Financial statements

*Part 5*

## Foreword

The Department of Communities, Child Safety and Disability Services is a Queensland Government department established under the *Public Service Act 2008*.

The department is controlled by the State of Queensland which is the ultimate parent.

The financial statements have been prepared in accordance with the *Financial and Performance Management Standard 2009* and other requirements detailed in note 1(a).

The financial statements report the department's assets, liabilities and equity as at 30 June 2012 and income and expenses for the year ended 30 June 2012.

The financial statements have been prepared to provide the following users with information relevant to the department's financial performance and its financial position:

- Minister for Communities, Child Safety and Disability Services
- Members of the Legislative Assembly of Queensland
- community organisations
- government and semi-government instrumentalities
- our clients.

**Department of Communities, Child Safety and Disability Services**  
**Statement of Comprehensive Income**  
**for the year ended 30 June 2012**

	Note	2012 \$'000	2011 \$'000
<b>INCOME FROM CONTINUING OPERATIONS</b>			
Departmental services revenue	2	3,602,132	3,337,257
User charges	3	312,069	348,899
Grants and other contributions	4	50,861	96,175
Other revenue*	5	40,684	21,960
<b>Total revenue</b>		<u>4,005,746</u>	<u>3,804,291</u>
Gains	6	41	9,816
<b>Total income from continuing operations</b>		<u>4,005,787</u>	<u>3,814,107</u>
<b>EXPENSES FROM CONTINUING OPERATIONS</b>			
Employee expenses	7	899,522	871,270
Supplies and services*	9	554,764	607,399
Grants and subsidies	10	2,354,969	2,127,966
Depreciation and amortisation	11	158,902	170,477
Inventory expenses	12	19,723	20,080
Borrowing costs		15,449	17,903
Impairment losses	13	9,683	9,968
Revaluation decrement	15	201,379	-
Other expenses	14	35,049	13,282
<b>Total expenses from continuing operations</b>		<u>4,249,440</u>	<u>3,838,345</u>
<b>Operating result from continuing operations</b>		<u>(243,653)</u>	<u>(24,238)</u>
<b>OTHER COMPREHENSIVE INCOME</b>			
Increase (decrease) in asset revaluation surplus*	30	(600,634)	(310,526)
<b>Total other comprehensive income</b>		<u>(600,634)</u>	<u>(310,526)</u>
<b>Total comprehensive income</b>		<u>(844,287)</u>	<u>(334,764)</u>

\*Refer to note 40 for details of adjustments made to 2011 comparatives.

*The accompanying notes form part of these statements.*

**Department of Communities, Child Safety and Disability Services**  
**Statement of Financial Position**  
**as at 30 June 2012**

	Note	2012 \$'000	2011 \$'000	1 July 2010 restated * \$'000
<b>CURRENT ASSETS</b>				
Cash and cash equivalents	16	53,765	230,939	294,773
Loans and receivables	17	88,320	136,423	93,893
Inventories	19	-	19,910	20,316
Financial assets at fair value through profit or loss	20	-	4,000	6,000
Other assets	21	7,277	11,154	15,426
		<u>149,362</u>	<u>402,426</u>	<u>430,408</u>
Non-current assets classified as held for sale	22	307	31,577	25,077
<b>Total current assets</b>		<u>149,669</u>	<u>434,003</u>	<u>455,485</u>
<b>NON-CURRENT ASSETS</b>				
Loans and receivables	17	-	35,846	43,331
Financial assets at fair value through profit or loss	20	-	208,478	200,012
Other financial assets	23	-	8,416	8,416
Property, plant and equipment*	24	314,117	16,148,824	15,772,061
Intangible assets	25	80,192	93,311	87,491
Other assets	21	-	-	284
<b>Total non-current assets</b>		<u>394,309</u>	<u>16,494,875</u>	<u>16,111,595</u>
<b>TOTAL ASSETS</b>		<u>543,978</u>	<u>16,928,878</u>	<u>16,567,080</u>
<b>CURRENT LIABILITIES</b>				
Payables	26	79,883	220,285	198,574
Accrued employee benefits	27	22,644	30,048	31,881
Provisions*	28	278	6,024	4,692
Finance leases*	33(a)	-	31	-
Other liabilities	29	171	13,695	13,107
Australian Government borrowings	36(f)	-	13,112	12,827
<b>Total current liabilities</b>		<u>102,976</u>	<u>283,195</u>	<u>261,081</u>
<b>NON-CURRENT LIABILITIES</b>				
Provisions*	28	327	577	2,005
Finance leases*	33(a)	-	16,780	-
Other liabilities	29	236	396	538
Australian Government borrowings	36(f)	-	378,286	391,398
<b>Total non-current liabilities</b>		<u>563</u>	<u>396,039</u>	<u>393,941</u>
<b>TOTAL LIABILITIES</b>		<u>103,539</u>	<u>679,234</u>	<u>655,022</u>
<b>NET ASSETS</b>		<u>440,439</u>	<u>16,249,644</u>	<u>15,912,058</u>
<b>EQUITY</b>				
Contributed equity		554,318	15,670,909	14,998,559
Asset revaluation surplus*	30	-	600,634	911,160
Accumulated surplus (deficit)		(113,879)	(21,899)	2,339
<b>TOTAL EQUITY</b>		<u>440,439</u>	<u>16,249,644</u>	<u>15,912,058</u>

\*Refer to note 40 for details of adjustments made to 2011 opening balances and comparatives.

*The accompanying notes form part of these statements.*

Department of Communities, Child Safety and Disability Services  
Statement of Changes in Equity  
for the year ended 30 June 2012

	Contributed equity	Asset revaluation surplus (note 30)*	Accumulated surplus/(deficit)*	Total
	\$'000	\$'000	\$'000	\$'000
<b>Balance as at 1 July 2010</b>	14,998,559	911,160	2,339	15,912,058
Operating result from continuing operations*	-	-	(24,238)	(24,238)
Other comprehensive income	-	(310,526)	-	(310,526)
<b>Total comprehensive income for the year</b>	-	(310,526)	(24,238)	(334,764)
<b>Transactions with owners as owners</b>				
- Net equity injections	672,350	-	-	672,350
<b>Balance as at 30 June 2011</b>	15,670,909	600,634	(21,899)	16,249,644
<b>Balance as at 1 July 2011</b>	15,670,909	600,634	(21,899)	16,249,644
Operating result from continuing operations	-	-	(243,653)	(243,653)
Other comprehensive income	-	(448,961)	-	(448,961)
<b>Total comprehensive income for the year</b>	-	(448,961)	(243,653)	(692,614)
<b>Transactions with owners as owners</b>				
- Net assets transferred through machinery-of-government changes	(15,265,401)	-	-	(15,265,401)
- Net equity injections	148,810	-	-	148,810
- Transfer to retained surplus for assets transferred through machinery-of-government changes	-	(151,673)	151,673	-
<b>Balance as at 30 June 2012</b>	554,318	-	(113,879)	440,439

\*Refer to note 40 for details of adjustments made to 2011 comparatives.

The accompanying notes form part of these statements.

**Department of Communities, Child Safety and Disability Services**  
**Statement of Cash Flows**  
**for the year ended 30 June 2012**

	Note	2012 \$'000	2011 * \$'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Inflows:			
Departmental services receipts		3,560,574	3,374,654
User charges		254,042	377,519
Grants and other contributions		57,927	59,839
GST input tax credits received from Australian Taxation Office		381,082	453,898
GST collected from customers		2,581	16,907
GST received from GST group (refer to note 1(ab))		7,316	3,502
Interest receipts*		2,626	3,506
Sale of Inventories		12,540	-
Other*		77,137	41,516
Outflows:			
Grants and subsidies		(2,377,959)	(2,135,985)
Employee expenses		(885,604)	(869,325)
Supplies and services*		(543,376)	(637,128)
GST paid		(233,713)	(233,896)
GST remitted to Australian Taxation Office		(212,422)	(231,430)
Cost of inventories		(15,645)	(20,075)
Borrowing costs		(955)	(17,903)
Other		(9,883)	(3,677)
<b>Net cash provided by (used in) operating activities</b>	31	<u>76,268</u>	<u>181,922</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Inflows:			
Sales of property, plant and equipment		63,339	87,294
Redemption of loans and advances		23,869	21,520
Redemption of financial assets at fair value through profit or loss		3,663	5,087
Outflows:			
Payments for property, plant and equipment		(296,920)	(929,814)
Payments for intangible assets		(8,166)	(24,199)
Loans and advances made		(26,417)	(26,498)
Acquisition of financial assets		(820)	(494)
<b>Net cash provided by (used in) investing activities</b>		<u>(241,452)</u>	<u>(867,104)</u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Inflows:			
Equity injections		206,066	723,554
Outflows:			
Equity withdrawals		(16,463)	(89,003)
Repayment of borrowings		-	(12,827)
Finance lease payments*		-	(376)
<b>Net cash provided by (used in) financing activities</b>		<u>189,603</u>	<u>621,348</u>
<b>Net increase (decrease) in cash and cash equivalents</b>		24,419	(63,834)
<b>Cash and cash equivalents at beginning of financial year</b>		230,939	294,773
Net transfers through machinery-of-government changes		(201,592)	-
<b>Cash and cash equivalents at end of financial year</b>		<u><u>53,765</u></u>	<u><u>230,939</u></u>

\*Refer to note 40 for details of adjustments made to 2011 comparatives.

For non-cash financing and investing activities, refer to note 32.

The accompanying notes form part of these statements.



Department of Communities, Child Safety and Disability Services  
Statement of Comprehensive Income by Major Departmental Services  
for the year ended 30 June 2012

	2012 \$'000	2012 \$'000	Community and Youth Justice Services #	Child Safety Services	Disability and Community Care Services	Sport and Recreation Services #	Multicultural Services #	Women's Services	Aboriginal and Torres Strait Islander Services #	Inter- departmental service eliminations	2012 \$'000	2012 \$'000	2012 \$'000	Total 2012 \$'000
<b>INCOME FROM CONTINUING OPERATIONS*</b>														
Departmental services revenue	570,031	404,697	748,102	1,727,438	100,649	5,766	3,152	42,297	-	-	-	-	-	3,602,132
User charges	281,037	1,480	929	619	6,706	-	6	21,783	(491)	-	-	-	-	312,069
Grants and other contributions	20,801	33,217	3,578	14,875	(370)	45	-	774	(22,059)	-	-	-	-	50,861
Other revenue	22,135	325	430	16,405	881	25	-	703	(220)	-	-	-	-	40,684
Total revenue	894,004	439,719	753,039	1,759,337	107,866	5,836	3,158	65,557	(22,770)	-	-	-	-	4,005,746
Gains	41	-	-	-	-	-	-	-	-	-	-	-	-	41
<b>Total income from continuing operations</b>	<b>894,045</b>	<b>439,719</b>	<b>753,039</b>	<b>1,759,337</b>	<b>107,866</b>	<b>5,836</b>	<b>3,158</b>	<b>65,557</b>	<b>(22,770)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>4,005,787</b>
<b>EXPENSES FROM CONTINUING OPERATIONS*</b>														
Employee expenses	136,844	155,304	233,263	317,597	26,486	2,377	2,437	25,334	(120)	-	-	-	-	899,522
Supplies and services	312,795	70,458	68,150	68,151	21,135	538	643	13,292	(398)	-	-	-	-	554,764
Grants and subsidies	309,484	193,112	441,048	1,362,916	58,282	2,921	77	9,354	(22,225)	-	-	-	-	2,354,969
Depreciation and amortisation	116,242	16,934	9,897	12,955	1,654	-	-	1,220	-	-	-	-	-	158,902
Inventory expenses	4,188	-	-	-	-	-	-	15,535	-	-	-	-	-	19,723
Borrowing costs	15,449	-	-	-	-	-	-	-	-	-	-	-	-	15,449
Impairment losses	9,576	(7)	195	(57)	2	-	1	-	(27)	-	-	-	-	9,683
Revaluation decrements	201,379	-	-	-	-	-	-	-	-	-	-	-	-	201,379
Other expenses	25,107	3,918	486	4,409	307	-	-	822	-	-	-	-	-	35,049
<b>Total expenses from continuing operations</b>	<b>1,131,064</b>	<b>439,719</b>	<b>753,039</b>	<b>1,765,971</b>	<b>107,866</b>	<b>5,836</b>	<b>3,158</b>	<b>65,557</b>	<b>(22,770)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>4,249,440</b>
<b>Operating result from continuing operations</b>	<b>(237,019)</b>	<b>-</b>	<b>-</b>	<b>(6,634)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(243,653)</b>
<b>OTHER COMPREHENSIVE INCOME</b>														
Increase (decrease) in asset revaluation surplus	(600,634)	-	-	-	-	-	-	-	-	-	-	-	-	(600,634)
<b>Total other comprehensive income</b>	<b>(600,634)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(600,634)</b>
<b>Total comprehensive income</b>	<b>(837,653)</b>	<b>-</b>	<b>-</b>	<b>(6,634)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(844,287)</b>
* Allocation of income and expenses to corporate services														
Income	77	2,130	1,769	327	13	-	-	18	-	-	-	-	-	4,334
Expenses	59,535	76,173	86,582	75,103	9,520	670	-	6,251	-	-	-	-	-	313,834

# Refer to note 1 (ad) for changes in major departmental services from 1 May 2012.

Department of Communities  
Statement of Comprehensive Income by Major Departmental Services  
for the year ended 30 June 2011

	2011 \$'000	2011 \$'000	Community and Youth Justice Services	Child Safety Services	Disability and Community Care Services	Sport and Recreation Services	Multicultural Services	Women's Services	Aboriginal and Torres Strait Islander Services#	Inter- departmental service eliminations	General - not attributed	2011 \$'000
<b>INCOME FROM CONTINUING OPERATIONS*</b>												
Departmental services revenue	568,840	340,389	711,907	1,524,711	136,437	7,807	3,526	43,640	-	-	-	3,337,257
User charges	312,855	644	403	477	7,522	-	-	27,261	(263)	-	-	348,899
Grants and other contributions	51,528	31,977	2,755	13,915	27,625	160	(19)	3,888	(35,654)	-	-	96,175
Other revenue #	13,326	624	1,182	6,360	518	12	-	1,402	(1,464)	-	-	21,960
Total revenue	946,549	373,634	716,247	1,545,463	172,102	7,979	3,507	76,191	(37,381)	-	-	3,804,291
Gains	9,816	-	-	-	-	-	-	-	-	-	-	9,816
<b>Total income from continuing operations</b>	<b>956,365</b>	<b>373,634</b>	<b>716,247</b>	<b>1,545,463</b>	<b>172,102</b>	<b>7,979</b>	<b>3,507</b>	<b>76,191</b>	<b>(37,381)</b>	<b>-</b>	<b>-</b>	<b>3,814,107</b>
<b>EXPENSES FROM CONTINUING OPERATIONS*</b>												
Employee expenses	130,922	147,703	225,788	297,954	31,636	3,060	2,392	30,905	910	-	-	871,270
Supplies and services #	370,903	54,725	70,409	71,830	27,010	1,453	993	13,422	(3,346)	-	-	607,399
Grants and subsidies	309,172	157,937	405,231	1,180,554	98,427	3,357	98	7,757	(34,567)	-	-	2,127,966
Depreciation and amortisation	129,405	12,476	13,961	10,507	1,967	94	24	2,043	-	-	-	170,477
Inventory expenses	11	-	-	-	-	-	-	20,069	-	-	-	20,080
Borrowing costs	17,903	-	-	-	-	-	-	-	-	-	-	17,903
Impairment losses	9,838	69	(3)	64	-	-	-	-	-	-	-	9,968
Other expenses	9,953	623	862	632	555	15	-	1,020	(378)	-	-	13,282
<b>Total expenses from continuing operations</b>	<b>978,107</b>	<b>373,533</b>	<b>716,248</b>	<b>1,561,541</b>	<b>159,595</b>	<b>7,979</b>	<b>3,507</b>	<b>75,216</b>	<b>(37,381)</b>	<b>-</b>	<b>-</b>	<b>3,838,345</b>
<b>Operating result from continuing operations</b>	<b>(21,742)</b>	<b>101</b>	<b>(1)</b>	<b>(16,078)</b>	<b>12,507</b>	<b>-</b>	<b>-</b>	<b>975</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(24,238)</b>
<b>OTHER COMPREHENSIVE INCOME</b>												
Increase (decrease) in asset revaluation surplus #	(240,663)	(20,271)	(7,007)	(51,302)	8,707	-	-	10	-	-	-	(310,526)
<b>Total other comprehensive income</b>	<b>(240,663)</b>	<b>(20,271)</b>	<b>(7,007)</b>	<b>(51,302)</b>	<b>8,707</b>	<b>-</b>	<b>-</b>	<b>10</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(310,526)</b>
<b>Total comprehensive income</b>	<b>(262,405)</b>	<b>(20,170)</b>	<b>(7,008)</b>	<b>(67,380)</b>	<b>21,214</b>	<b>-</b>	<b>-</b>	<b>985</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(334,764)</b>

\*Allocation of income and expenses to corporate services

Income	1,350	1,001	1,627	1,390	224	22	-	211	-	-	-	5,825
Expenses	74,755	53,802	87,042	72,830	11,313	1,067	-	10,513	-	-	-	311,322

# Refer to note 40 for details of adjustments made to 2011 comparatives.

Department of Communities, Child Safety and Disability Services  
Statement of Assets and Liabilities by Major Departmental Services  
as at 30 June 2012

	2012 \$'000	Homelessness Services	Community Services	Child Safety Services	Disability and Community Care Services	Women's Services	Inter- departmental service eliminations	2012 \$'000	2012 \$'000	Total
<b>CURRENT ASSETS</b>										
Cash and cash equivalents	15,948		969	28,064	8,644	140	-			53,765
Receivables	53		39,627	11,665	38,334	20	(1,379)			88,320
Other assets	36		700	2,687	3,840	14	-			7,277
	16,037		41,296	42,416	50,818	174	(1,379)			149,362
Non-current assets classified as held for sale	-		-	-	307	-				307
<b>Total current assets</b>	16,037		41,296	42,416	51,125	174	(1,379)			149,669
<b>NON-CURRENT ASSETS</b>										
Property, plant and equipment	-		85,703	85,072	143,342	-	-			314,117
Intangible assets	-		27,035	23,410	29,747	-	-			80,192
<b>Total non-current assets</b>	-		112,738	108,482	173,089	-	-			394,309
<b>TOTAL ASSETS</b>	16,037	154,034	150,898	224,214	174	(1,379)				543,978
<b>CURRENT LIABILITIES</b>										
Payables	15,919		9,660	15,902	39,750	23	(1,371)			79,883
Accrued employee benefits	118		2,144	8,423	11,922	45	(8)			22,644
Provisions	-		-	278	-	-	-			278
Other liabilities	-		19	44	108	-	-			171
<b>Total current liabilities</b>	16,037	11,823	24,647	51,780	68	(1,379)				102,976
<b>NON-CURRENT LIABILITIES</b>										
Provisions	-		-	327	-	-	-			327
Other liabilities	-		29	-	207	-	-			236
<b>Total non-current liabilities</b>	-		29	327	207	-	-			563
<b>TOTAL LIABILITIES</b>	16,037	11,852	24,974	51,987	68	(1,379)				103,539

Department of Communities  
Statement of Assets and Liabilities by Major Departmental Services  
as at 30 June 2011

	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	Total 2011 \$'000
	Housing and Homelessness Services*	Community and Youth Justice Services	Child Safety Services	Disability and Community Care Services	Sport and Recreation Services	Multicultural Services	Women's Services	Aboriginal and Torres Strait Islander Services*	Inter-departmental service eliminations			
<b>CURRENT ASSETS</b>												
Cash and cash equivalents	159,185	6,904	24,900	21,776	5,852	21	-	11,749	552			230,939
Loans and receivables	70,701	34,028	16,598	45,534	7,250	157	137	2,728	(40,710)			136,423
Inventories	17,031	196	-	-	-	-	-	2,683	-			19,910
Financial assets at fair value through profit or loss	4,000	-	-	-	-	-	-	-	-			4,000
Other assets	2,117	1,912	3,249	3,045	408	38	9	376	-			11,154
	253,034	43,040	44,747	70,355	13,510	216	146	17,536	(40,158)			402,426
Non-current assets classified as held for sale	31,577	-	-	-	-	-	-	-	-			31,577
<b>Total current assets</b>	<b>284,611</b>	<b>43,040</b>	<b>44,747</b>	<b>70,355</b>	<b>13,510</b>	<b>216</b>	<b>146</b>	<b>17,536</b>	<b>(40,158)</b>			<b>434,003</b>
<b>NON-CURRENT ASSETS</b>												
Loans and receivables	35,846	-	-	-	-	-	-	-	-			35,846
Financial assets at fair value through profit or loss	208,478	-	-	-	-	-	-	-	-			208,478
Other financial assets	8,416	-	-	-	-	-	-	-	-			8,416
Property, plant and equipment*	15,355,887	349,436	72,529	135,063	211,905	270	-	23,734	-			16,148,824
Intangible assets	12,668	27,974	26,525	25,359	515	25	-	245	-			93,311
Other assets	-	-	-	-	-	-	-	-	-			-
<b>Total non-current assets</b>	<b>15,621,295</b>	<b>377,410</b>	<b>99,054</b>	<b>160,422</b>	<b>212,420</b>	<b>295</b>	<b>-</b>	<b>23,979</b>	<b>-</b>			<b>16,494,875</b>
<b>TOTAL ASSETS</b>	<b>15,905,906</b>	<b>420,450</b>	<b>143,801</b>	<b>230,777</b>	<b>225,930</b>	<b>511</b>	<b>146</b>	<b>41,515</b>	<b>(40,158)</b>			<b>16,928,878</b>
<b>CURRENT LIABILITIES</b>												
Payables	148,565	28,435	17,953	52,397	8,239	82	-	2,532	(37,918)			220,285
Accrued employee benefits	4,523	5,876	8,337	11,024	1,090	106	87	1,071	(2,066)			30,048
Provisions*	-	-	124	-	-	-	-	5,900	-			6,024
Finance leases*	31	-	-	-	-	-	-	-	-			31
Other liabilities	12,881	234	78	168	508	-	-	-	(174)			13,695
Australian Government borrowings	13,112	-	-	-	-	-	-	-	-			13,112
<b>Total current liabilities</b>	<b>179,112</b>	<b>34,545</b>	<b>26,492</b>	<b>63,589</b>	<b>9,837</b>	<b>188</b>	<b>87</b>	<b>9,503</b>	<b>(40,158)</b>			<b>283,195</b>
<b>NON-CURRENT LIABILITIES</b>												
Provisions	-	-	577	-	-	-	-	-	-			577
Finance lease liabilities*	16,780	-	-	-	-	-	-	-	-			16,780
Other liabilities	-	51	-	345	-	-	-	-	-			396
Australian Government borrowings	378,286	-	-	-	-	-	-	-	-			378,286
<b>Total non-current liabilities</b>	<b>395,066</b>	<b>51</b>	<b>577</b>	<b>345</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>			<b>396,039</b>
<b>TOTAL LIABILITIES</b>	<b>574,178</b>	<b>34,596</b>	<b>27,069</b>	<b>63,934</b>	<b>9,837</b>	<b>188</b>	<b>87</b>	<b>9,503</b>	<b>(40,158)</b>			<b>679,234</b>

\*Refer to note 40 for details of adjustments made.

## Department of Communities, Child Safety and Disability Services Notes to and forming part of the financial statements for the year ended 30 June 2012

### Machinery-of-government changes

*Public Service Departmental Arrangements Notice (No. 1) 2012; and Public Service Departmental Arrangements Notice (No. 2) 2012*

As a result of machinery-of-government changes the former Department of Communities was renamed the Department of Communities, Child Safety and Disability Services.

These Notices resulted in the transfer of functions from the department, with an effective date of 1 May 2012.

Functions transferred from the former Department of Communities:

- Sport and Recreation Services and the Queensland Academy of Sport (including associated executive support functions) to the Department of National Parks, Recreation, Sport and Racing
- Housing Services and Residential Services Unit to the Department of Housing and Public Works
- Youth Justice to the Department of Justice and Attorney-General.

As a result of the Public Service Departmental Arrangements Notices, the Department of Aboriginal and Torres Strait Islander Services and Multicultural Affairs Queensland was created on 3 April 2012 to assume the following functions from the Department of Communities, Child Safety and Disability Services:

- Multicultural Affairs Queensland and the associated executive support services
- Aboriginal and Torres Strait Islander Services (ATSIS) and the associated executive support services.

However, pursuant to section 80(2) of the *Financial Accountability Act 2009*, for financial statement purposes, the transfer is deemed to have occurred from the first day of the month following the gazettal date, that is, from 1 May 2012.

Although the Department of Aboriginal and Torres Strait Islander Services and Multicultural Affairs Queensland was created on 3 April 2012, their financial statements include transactions for the period 1 May 2012 to 30 June 2012 only. Transactions for the period 3 April 2012 to 30 April 2012 are recorded in these financial statements of the Department of Communities, Child Safety and Disability Services.

This approach applies to both the primary statements and note disclosures, including the disclosures for Key Executive Management Personnel and Remuneration.

Notes 41 and 42 Machinery-of-Government Changes provide further information regarding these transfers.

### Objectives and principal activities of the department

The objectives and principal activities of the Department of Communities, Child Safety and Disability Services are detailed in the body of the Annual Report in the appendix headed Legislation administered by our department.

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

## **1. Summary of significant accounting policies**

### **a) Statement of compliance**

The department has prepared these financial statements in compliance with section 42 of the *Financial and Performance Management Standard 2009*.

The financial statements are general purpose financial statements, and have been prepared on an accrual basis in accordance with Australian Accounting Standards and Interpretations. In addition, the financial statements comply with Treasury's Minimum Reporting Requirements for the year ending 30 June 2012 and other authoritative pronouncements.

With respect to compliance with Australian Accounting Standards and Interpretations, the department has applied those requirements applicable to not-for-profit entities, as the department is a not-for-profit department. Except where stated, the historical cost convention is used.

### **b) The reporting entity**

The financial statements include the value of all revenues, expenses, assets, liabilities and equity of the department. The following entities were controlled by the department up until 30 April 2012 but are not material and are not consolidated:

- Monte Carlo Caravan Park
- Woombye Gardens Caravan Park
- Lazy Acres Caravan Park.

Refer to note 35 for further information on these entities. On 1 May 2012 these entities transferred to the Department of Housing and Public Works as part of the machinery-of-government changes.

On 1 July 2011 ownership of Gold Coast Events Co Pty Ltd transferred to Events Queensland Pty Ltd.

The major departmental services undertaken by the department are disclosed in note 1(ad).

### **c) Administered transactions and balances**

The department administers, but does not control, certain resources on behalf of the government. In doing so, it has responsibility and is accountable for administering related transactions and items, but does not have the discretion to deploy the resources for the achievement of the department's objectives.

Administered transactions and balances are disclosed in notes 38 and 39. These transactions and balances are not material in comparison to the department's overall financial performance/financial position.



**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**1. Summary of significant accounting policies (continued)**

**d) Trust and agency transactions and balances**

The department acts as a trustee and agent for other entities. It also acts in a fiduciary capacity on behalf of persons in departmental care. As the department acts only in a custodial role in respect of these transactions and balances, they are not recognised in the financial statements, but are disclosed in note 37. Applicable audit arrangements are also shown.

**e) Departmental services revenue/administered revenue**

Appropriations provided under the *Annual Appropriation Act* are recognised as revenue when received. Appropriation revenue is recorded as a receivable if amounts are not received at the end of the financial year.

Amounts appropriated to the department for transfer to other entities in accordance with legislative or other requirements are reported as administered item appropriations.

**f) User charges**

User charges controlled by the department are recognised as revenues when the revenue has been earned and can be measured reliably with a sufficient degree of certainty. This requires the recognition of accrued revenue for goods and services provided but not yet invoiced. User charges are controlled where they can be deployed for the achievement of departmental objectives. Fees collected but not controlled are reported as Administered Revenue.

***Rental income***

Rental income charges are based on household income and are established so that no more than 25 per cent of a tenant's household income is paid in rent.

The department also receives rental income from dwellings rented to community organisations, local councils or other entities and from rental of land. Rental income from land is recognised as Other Revenue.

**g) Grants and other contributions**

Grants, contributions, donations and gifts are recognised as revenue in the year in which the department obtains control over them. Control is normally obtained upon their receipt.

Contributions of assets are recognised in accordance with the policies described in note 1(l). Contributions of other resources and services (including where these are received free of charge or for nominal value) are only recognised when a fair value can be reliably determined and the resources or other services would have been purchased if not donated. Where this is the case, an equal amount is recognised as revenue and as an expense.

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**1. Summary of significant accounting policies (continued)**

**h) Cash and cash equivalents**

For the purposes of the Statement of Financial Position and the Statement of Cash Flows, cash and cash equivalents include cash on hand, all cash and cheques received but not banked as at 30 June, as well as deposits on call with financial institutions.

**i) Loans and receivables**

Trade debtors are recognised at the nominal amounts due at the time of sale or service delivery. Settlement of these amounts is required within 30 days from invoice date.

The collectability of receivables is periodically assessed with adequate allowances made for impairment. All known bad debts were written off as at the reporting date.

Increases in the allowance for impairment are based on loss events as disclosed in note 17.

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.

Effective from 1 May 2012 all loans were transferred to the Department of Housing and Public Works (for further information refer to the machinery-of-government changes above note 1 and note 41).

Refer to note 17 and note 36 for further information on receivables.

**j) Inventories**

Inventories held for sale are valued at the lower of cost and net realisable value.

Cost is assigned on a weighted average basis and includes expenditure incurred in acquiring the inventories and bringing them to their existing condition, except for training costs which are expensed as incurred.

Net realisable value is determined on the basis of the department's normal selling pattern.

Any costs associated with marketing, selling and distribution are deducted to determine net realisable value.

Inventories held for distribution are those inventories which the department distributes for no or nominal consideration and are measured at cost adjusted, where applicable, for any loss of service potential.

Effective from 1 May 2012 land held for resale and inventories were transferred to the Department of Housing and Public Works (for further information refer above note 1 and note 41 relating to machinery-of-government changes).

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**1. Summary of significant accounting policies (continued)**

**k) Non-current assets classified as held for sale**

Non-current assets held for sale consist of those assets that management has determined are available for immediate sale in their present condition and for which sale is highly probable within the next 12 months.

Non-current assets classified as held for sale are measured at the lower of carrying amount and fair value less costs to sell. These assets are not depreciated.

**l) Acquisitions of assets**

Actual cost is used for the initial recording of all asset acquisitions. Cost is determined as the value given as consideration plus costs incidental to the acquisition, including all other costs incurred in getting the assets ready for use. This includes architect's fees and engineering design fees, however any training costs are expensed as incurred.

Where assets are received free of charge from another Queensland department as a result of a machinery-of-government change or other involuntary transfer, the acquisition cost is the gross carrying amount in the books of the transferor, immediately prior to the transfer, together with any accumulated depreciation.

Assets acquired at no cost or for nominal consideration, other than from an involuntary transfer from another Queensland Government entity, are recognised at their fair value at date of acquisition in accordance with AASB 116 Property, Plant and Equipment.

**m) Property, plant and equipment**

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

Buildings \$10,000  
 Land \$1  
 Plant and equipment \$5000

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

Subsequent expenditure that increases the originally assessed service potential of an asset is capitalised to the value of that asset.

Land improvements undertaken by the department are included with buildings.

**n) Depreciation of property, plant and equipment**

Land, being an asset with an unlimited useful life, is not depreciated.

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**1. Summary of significant accounting policies (continued)**

**n) Depreciation of property, plant and equipment (continued)**

Buildings and plant and equipment are depreciated on a straight-line basis, so as to progressively allocate the carrying amount of such depreciable assets over their estimated remaining useful lives to the department. The remaining useful lives of all buildings, plant and equipment are reviewed annually.

Assets under construction (works in progress) are not depreciated until they reach service delivery capacity. Service delivery capacity relates to when construction is complete and the asset is first put to use or is installed ready for use in accordance with its intended application. These assets are then reclassified to the relevant classes within property, plant and equipment.

Any subsequent 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.

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

For each class of depreciable asset, the following useful lives were used:

<b>Class</b>	<b>Rate %</b>
Buildings	2%
Plant and equipment	5-25%

**o) Revaluations of property, plant and equipment**

Land and buildings are measured at fair value in accordance with AASB 116 *Property, Plant and Equipment* and Queensland Treasury's *Non-Current Asset Policies for the Queensland Public Sector*. To facilitate the valuation process, land and buildings (except for retail stores) have been revalued by management as at 30 June 2012 for the entire portfolio as if the machinery-of-government changes had not occurred. Assessments have been made by management which indicate that the values at 30 June 2012 do not materially differ from those at 1 May 2012, i.e. the date of the machinery-of-government transfer. This strategy also ensured that the valuations at date of transfer were at fair value. The cost of items acquired or constructed during the year has been judged by management to materially represent their fair value as at 30 June 2012 if they were not revalued during the year.

Retail stores land and buildings were revalued by State Valuation Services (SVS) as at 31 March 2012, prior to the machinery-of-government transfer.

Plant and equipment are measured at cost in accordance with Treasury's *Non-Current Asset Policies*.

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**1. Summary of significant accounting policies (continued)**

**o) Revaluations of property, plant and equipment (continued)**

Capital works in progress are measured at their acquisition cost or construction cost.

Land and Buildings are revalued by management each year to ensure that they are disclosed at fair value.

Valuation methodologies are as follows:

- (i) Residential properties – valued at current market value
- (ii) Buildings on Deed of Grant in Trust (DOGIT) land – valued at depreciated replacement cost.

**(i) Residential Properties**

Annually, the department divides the state into 17 regions:

<b>Geographical area</b>	<b>Region</b>
Brisbane	Logan, West Moreton, Caboolture, Brisbane South-West, Brisbane North, Bayside, Brisbane South, Brisbane Central
North Queensland	Townsville
Far North Queensland	Cairns
Mackay	Mackay
Gold Coast	Gold Coast
Sunshine Coast	Sunshine Coast
Central Queensland	Rockhampton

<b>Geographical area</b>	<b>Region</b>
South-West Queensland	Toowoomba
Wide Bay Burnett	Maryborough/Bundaberg
North West Queensland	Mount Isa

Properties are then divided into homogeneous groups within each region according to certain criteria (including number of bedrooms, condition, value, age of property). From the number of properties in each group, a sample is selected for field valuation. Properties to be field valued are selected from these groups where the department owns its highest proportion of properties based on these groupings, and where there is adequate market depth to determine fair value. The department utilises two independent valuers to value different properties within that sample. These properties have similar characteristics. Valuations are reviewed by the department for reasonableness.

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**1. Summary of significant accounting policies (continued)**

**o) Revaluations of property, plant and equipment (continued)**

**(i) Residential Properties (continued)**

Following the independent valuations of the representative sample of properties, separate indices are calculated for these assets within each region using the mean of the ratios of the previous year's values to new values. These are subsequently applied to properties across each region not field valued in order to derive current market values. The mean of the test valuations provided by the second valuation firm must be within one standard deviation (+ or -) of the mean of the valuations provided by the primary valuation firm and the relative standard error rate  $\leq 4\%$ , before the indices are accepted. An analysis performed by the department has indicated that on average the variance between an indexed asset value and the valuation by an independent valuer when performed on a rotational basis is not significant and the department's indices are sound.

Every five years, the sample size is extended to further test the robustness of the index calculation process and to provide greater coverage of the property portfolio by independent valuation. In 2011, the Office of Economic and Statistical Research concluded that a larger sample size using the sampling methodology would produce even more precise estimates. The extended sample size was used in 2011-12 to provide for this precision.

**(ii) Buildings on Deed of Grant in Trust (DOGIT) land**

For departmentally-owned buildings on DOGIT land, there is not an active market for these assets. The State Valuation Service (SVS) is engaged to provide independent valuations every five years and indices for the intervening years using depreciated replacement cost approach based on cost per unit of service potential of the most appropriate modern replacement facility adjusted for any differences in future service potential of the asset being valued. The latest independent valuation by SVS for these buildings was at 30 June 2012. Land is valued at a nominal value of \$1 per parcel as land is held in trust for the local community.

Buildings on DOGIT land include buildings subject to finance leases.

For those buildings transferred to other departments as a result of the machinery-of-government transfer, the values at 1 May 2012 did not materially differ from those provided by SVS at 30 June 2012.

Any revaluation increment arising on the revaluation of an asset is credited to the asset revaluation surplus of the appropriate class, except to the extent that 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 that it exceeds the balance, if any, in the asset revaluation surplus relating to that class.

Materiality concepts under AASB 1031 are considered in determining whether the difference between the carrying amount and the fair value of an asset is material.



**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**1. Summary of significant accounting policies (continued)**

**p) Intangible assets and amortisation**

Intangible assets held by the department represent its investment in internal use software.

Intangible assets with a cost equal to or greater than \$100,000 are recognised in the financial statements, with items of a lesser value being expensed.

It has been determined that there is not an active market for any of the department's intangible assets. As such, the assets are recognised and carried at cost less accumulated amortisation and accumulated impairment losses.

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

***Internally generated software***

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 development of computer software have been capitalised and are amortised on a straight-line basis over the period of expected benefit to the department. Refer below for details of amortisation.

***Amortisation***

Intangible assets are amortised on a straight-line basis reflecting their estimated useful lives to the department. The remaining useful life of each intangible asset is reviewed annually. The department has determined a residual value of zero for all its intangible assets. Assets under development (works in progress) are not amortised until they reach service delivery capacity. Service delivery capacity relates to when development is complete and the asset is first put to use or is installed ready for use in accordance with its intended application.

<b>Class</b>	<b>Rate %</b>
Software – internally generated	7-25
Software – other	9-20

**q) Impairment of non-current physical and intangible assets**

Non-current physical and 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. An impairment loss is recorded where the asset's carrying amount materially exceeds the recoverable amount.

The asset's recoverable amount is determined as the higher of the asset's fair value less costs to sell and depreciated replacement cost.

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**1. Summary of significant accounting policies (continued)**

**q) Impairment of non-current physical and intangible assets (continued)**

An impairment loss is recognised immediately in the Statement of Comprehensive Income, unless the asset is carried at a revalued amount. When the asset is measured at a revalued amount, the impairment loss is offset against the asset revaluation surplus of the relevant class to the extent available.

Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, 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. A reversal of an impairment loss is recognised as income, unless the asset is carried at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

**r) Leases**

A distinction is made in the financial statements between finance leases that effectively transfer from the lessor to the lessee substantially all risks and benefits incidental to ownership and operating leases, under which the lessor retains substantially all risks and benefits.

Where a non-current physical asset is acquired by means of a finance lease, the asset is recognised at the lower of the fair value of the leased property and the present value of the minimum lease payments. The lease liability is recognised at the same amount.

Lease payments are allocated between the principal component of the lease liability and the interest expense.

Operating lease payments are representative of the pattern of benefits derived from the leased assets and, accordingly, are expensed in the periods in which they are incurred.

Incentives received on entering into operating leases are recognised as liabilities. Lease payments are allocated between rental expense and reduction of the liability. Refer to note 29 for further details.

**s) Other financial assets**

Other financial assets represented the department's investments in the Lazy Acres Caravan Park and the Woombye Gardens Caravan Park, which are controlled entities and are disclosed at cost. The transactions and balances of these controlled entities are not consolidated into the department's financial statements due to their relative immateriality.

Effective from 1 May 2012 all other financial assets were transferred to the Department of Housing and Public Works (for further information refer to the machinery-of-government changes above note 1 and note 41).

Refer to note 23 for further information on other financial assets.

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**1. Summary of significant accounting policies (continued)**

**t) Financial instruments**

*Recognition*

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

*Classification*

Financial instruments are classified and measured as follows:

- Cash and cash equivalents – held at fair value through profit or loss
- Receivables – held at amortised cost
- Payables – held at amortised cost.

All other disclosures relating to the measurement and financial risk management of financial instruments held by the department are included in note 36.

**u) Financial assets at fair value through profit or loss**

The department had two housing products which are classified as financial assets at fair value through profit or loss:

- Rental Purchase Plan
- Pathways Shared Equity.

Under the Rental Purchase Plan agreement, clients obtain a loan from the department for the purchase of a part share in a home and pay monthly instalments which include both a loan repayment (including interest) and a rent component.

On 6 August 2007, Cabinet approved the introduction of a new shared equity loan product, the Pathways Shared Equity program, to assist eligible social housing tenant households to transition out of social housing into home ownership. Under this program, clients obtain a loan from the department for the purchase of a share in a property they are currently renting from the department. Clients pay monthly loan repayments to the department.

Note 36 includes further details of these products, as well as other financial information.

The accounting policy relating to loans provided under the loan agreements for these products is detailed in note 1(i) Loans and receivables – Housing loans.

The department has made a judgment that it did not have effective control of properties subject to these agreements, but rather that its interest in the properties met the definition of a financial instrument.

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**1. Summary of significant accounting policies (continued)**

**u) Financial assets at fair value through profit or loss (continued)**

The department's former interest in the properties is designated upon initial recognition as financial assets at fair value through profit or loss. Fair value is based on the net market value of the department's proportion of the underlying properties (refer to note 20 for details on how market values are determined for these properties). The department has made the judgement that this measurement basis is the most reliable estimate of fair value given the inherent uncertainties associated with estimating future cash flows for these assets under the discounted cash flow valuation approach. Based on long-term averages of property growth and rental income, it is expected that the fair value of the department's interest in the properties will be recovered through future sales and, in the case of Rental Purchase Plan properties only, rental income, taking into account the time value of money. The properties are revalued by management each year to ensure they are disclosed at fair value.

The department's former interest in Rental Purchase Plan and Pathways Shared Equity properties was classified as non-current financial assets at fair value through profit or loss, except for those properties that are expected to be repossessed by the department or sold or refinanced by clients within the next 12 months. These properties were disclosed as current assets.

Effective from 1 May 2012 financial assets at fair value through profit or loss were transferred to the Department of Housing and Public Works (for further information refer to the machinery-of-government changes above note 1 and note 41).

**v) Payables**

Trade creditors are recognised upon receipt of the goods or services ordered and are measured at the agreed purchase/contract price. Amounts owing are unsecured and are settled according to individual vendors' terms which are generally 30 days.

**w) Australian Government borrowings**

Australian Government borrowings relate to Housing and Homelessness Services and are recognised at book value as the amount contractually owing.

All associated borrowing costs are settled in the reporting period in which they arise, and are recognised according to the nominal amounts paid. No borrowing costs are capitalised.

Borrowings are classified as non-current liabilities to the extent that the department has an unconditional right to defer settlement until at least 12 months after reporting date.

Further information on Australian Government borrowings is disclosed in note 36.

Effective from 1 May 2012 Australian Government borrowings were transferred to Department of Housing and Public Works (for further information refer to the machinery-of-government changes above note 1 and note 41).

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**1. Summary of significant accounting policies (continued)**

**x) Employee benefits**

Employer superannuation contributions, annual leave levies and long service leave levies are regarded as employee benefits.

Payroll tax and workers' compensation insurance are a consequence of employing employees, but are not counted in an employee's total remuneration package. They are not employee benefits and are recognised separately as employee related expenses.

***Wages and salaries***

Wages and salaries due, but unpaid at reporting date, are recognised in the Statement of Financial Position at current salary rates. For unpaid entitlements expected to be paid within 12 months, the liabilities are recognised at their undiscounted values.

***Annual leave***

The Queensland Government's Annual Leave Central Scheme (ALCS) covers 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.

No provision for annual 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 AASB1049 Whole of Government and General Government Sector Financial Reporting.

***Sick leave***

Prior history indicates that, on average, sick leave taken each reporting period is less than the entitlement accrued. The department has made the judgment that 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.

***Superannuation***

Employer contributions for superannuation are paid to QSuper, the superannuation scheme for Queensland Government employees, at rates determined by the Treasurer on advice from the State Actuary. Contributions are expensed in the period in which they are paid or payable. The department's obligation is limited to its required fortnightly contribution to QSuper.

The QSuper scheme has defined benefit and defined contribution categories. The liability for defined benefits is held on a whole-of-government basis and reported in the whole-of-government financial statements pursuant to AASB 1049 Whole of Government and General Government Sector Financial Reporting.

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**1. Summary of significant accounting policies (continued)**

**x) Employee benefits (continued)**

***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. This levy is expensed in the period in which it is payable. Amounts paid to employees for long service leave are claimed from the scheme quarterly in arrears.

No provision for long service leave is recognised in these financial statements, as this 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.

***Key executive management personnel and remuneration***

Key executive management personnel and remuneration disclosures are made in accordance with section 5 of the Financial Reporting Requirements for Queensland Government Agencies issued by Queensland Treasury. Refer to note 8 for the disclosures on key executive management personnel and remuneration.

**y) Provisions**

Provisions are recorded when the department has a present obligation, either legal or constructive as a result of a past event. They are recognised at the amount expected at reporting date for which the obligation will be settled in a future period. Where the settlement of the obligation is expected after 12 months or more, the obligation is discounted to the present value using an appropriate discount rate.

**z) Contributed equity**

Non-reciprocal transfers of assets and liabilities between wholly-owned Queensland state public sector entities, as a result of machinery-of-government changes or other involuntary transfers, are adjusted to Contributed Equity in accordance with Interpretation 1038 Contributions by Owners Made to Wholly-Owned Public Sector Entities. Appropriations for equity adjustments are similarly designated.

**aa) Insurance**

The department's non-current physical assets and other risks are insured through the Queensland Government Insurance Fund, with premiums paid on a risk assessment basis. In addition, the department pays premiums to WorkCover Queensland in respect of its obligations for employee compensation.



**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**1. Summary of significant accounting policies (continued)**

**ab) Taxation**

The department is a state body as defined under the *Income Tax Assessment Act 1936*, and is exempt from Australian Government taxation except for Fringe Benefits Tax (FBT) and Goods and Services Tax (GST). As such, input tax credits receivable from and GST payable to the Australian Taxation Office (ATO), along with FBT, are recognised and accrued (refer to note 26).

FBT payable by the department is recognised as a current payable in the Statement of Financial Position.

Prior to 1 May 2012, the department's GST entities were a member of the same GST group as QBuild and Project Services. Transactions between GST group members are out of scope for GST. Under GST grouping arrangements the ATO deemed the department, as the nominated representative of the combined GST group, to be responsible for remitting GST collected and for claiming input tax credits for GST on behalf of all members of the group. The net amount of GST recoverable or payable by the group to the ATO was included in GST receivable or payable. In turn, the department recognised a receivable from other group members to the extent that any GST payable was attributable to those respective group members. Further, the department recognised a payable to other group members to the extent that a GST receivable was attributable to those group members.

Effective from 1 May 2012 the housing function and its GST entity was transferred to the Department of Housing and Public Works (for further information refer to the machinery-of-government changes above note 1 and note 41). The existing GST group remained as a GST group until 30 June 2012. Housing continued to be responsible for remitting GST collected and for claiming input tax credits for GST on behalf of group members. These amounts are disclosed in the financial statements of the Department of Housing and Public Works. The Department of Communities, Child Safety and Disability Services no longer includes the GST recoverable or payable by the group to the ATO. As at 30 June 2012 the net amount of GST recoverable is reported as a receivable from the Department of Housing and Public Works.

Income, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable as an input tax credit from the ATO. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of the item of expense.

All receivables and payables are stated with the amount of GST included, provided the related invoices are dated on or before the reporting date. Other receivables and payables resulting from accrued income and expenses are not reported inclusive of GST (if any is applicable).

Cash flows are included in the Statement of Cash Flows on a gross basis. The GST components of cash flows arising from investing and financing activities which are recoverable from, or payable to, the ATO are classified as operating cash flows.

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**1. Summary of significant accounting policies (continued)**

**ac) Services received free of charge or for nominal 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.

**ad) Major departmental services**

From the 1 July 2011 to 30 April 2012 the major departmental services were:

- Housing and Homelessness Services, including providing integrated social housing and housing services to low-to-moderate income families and individuals and providing assistance to people who are homeless or at risk of homelessness.
- Community and Youth Justice Services, including leading integrated service delivery to support vulnerable individuals, families and communities, providing effective youth justice services and encouraging seniors to participate in their community.
- Child Safety Services, including leading the provision of services to ensure the safety of children and young people who have been harmed or who are at risk of harm, enhancing the wellbeing of children in its care and administering adoption legislation in Queensland.
- Disability and Community Care Services, including leading integrated service delivery to assist people with a disability, people with a mental illness and people who are ageing to participate in their community.
- Sport and Recreation Services, including services to encourage Queenslanders to lead active and healthy lifestyles from participating in community sport and recreation activities, to achieving at elite levels.
- Multicultural Services, including providing advice on multicultural issues, coordinating multicultural policy and planning across government, and promoting positive community relations to enhance our cultural diversity.
- Women's Services, including strategy and policy coordination and advice to government on issues affecting women, with a view to improving the economic security and health and wellbeing of women in Queensland.
- Aboriginal and Torres Strait Islander Services, including leading reforms to reduce the gap in life outcomes for Indigenous Queenslanders, working with Aboriginal and Torres Strait Islander Queenslanders to affirm their cultures and assisting all Queenslanders to benefit from reconciliation.

As a result of the machinery-of-government changes, effective from 1 May 2012 the major departmental services are as follows:

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**1. Summary of significant accounting policies (continued)**

**ad) Major departmental services (continued)**

- Homelessness Services, including providing assistance to people who are homeless or at risk of homelessness.
- Community Services, including leading integrated service delivery to support vulnerable individuals, families and communities and encouraging seniors to participate in their community.
- Child Safety Services, including leading the provision of services to ensure the safety of children and young people who have been harmed or who are at risk of harm, enhancing the wellbeing of children in its care and administering adoption legislation in Queensland.
- Disability and Community Care Services, including leading integrated service delivery to assist people with a disability, people with a mental illness and people who are ageing to participate in their community.
- Women's Services, including strategy and policy coordination and advice to government on issues affecting women, with a view to improving the economic security and health and wellbeing of women in Queensland.

**ae) Allocation of income and expenses to corporate services**

The department discloses income and expenses attributable to corporate services in the Statement of Comprehensive Income by Major Departmental Services.

**af) Issuance of financial statements**

The financial statements are authorised for issue by the Director-General and Chief Finance Officer at the date of signing the Management Certificate of the Department of Communities, Child Safety and Disability Services.

**ag) Comparative information and rounding**

The reporting period covered by these financial statements is 1 July 2011 to 30 June 2012. Due to the machinery-of-government changes outlined above note 1, transactions and balances relating to functions transferred to other departments are not included for the period 1 May 2012 to 30 June 2012. All prior year transactions and balances relating to these functions for the full 12 months have been retained in the comparative figures.

Other comparative information has been restated where necessary to be consistent with disclosures in the current reporting period.

Amounts included in the financial statements are in Australian dollars and have been rounded to the nearest \$1000 or, where that amount is less than \$500, to zero, unless disclosure of the full amount is specifically required.

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**1. Summary of significant accounting policies (continued)**

**ah) Judgments**

The preparation of financial statements necessarily requires the determination and use of certain critical accounting estimates, assumptions and management judgments that have potential to cause a material adjustment to the carrying amounts of assets and liabilities within the next financial year. Such estimates, judgments and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised and in future periods as relevant.

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

- Note 1(n) Depreciation
- Note 1(o) Revaluation of property, plant and equipment
- Note 1(p) Intangible assets and amortisation.

The Australian Government passed its Clean Energy Act in November 2011 with a start date of 1 July 2012. The legislation will result in the introduction of a price on carbon emissions made by Australian businesses from 1 July 2012.

The flexible market-based price phase of the carbon pricing mechanism will commence on 1 July 2015. It will be preceded by a three-year period during which the price of permits will be fixed at \$23 per tonne or carbon dioxide equivalent in year one, \$24.15 in year two and \$25.40 in year three.

Section 4.3.4 of Queensland Treasury's report on 'Carbon Price Impacts for Queensland' dated August 2011 indicates that, for non-residential construction activities, costs may increase by between 0.7 per cent and 0.8 per cent over the period 2012–13 to 2015–16.

On this basis and other information available, the introduction of the carbon pricing mechanism is not expected to have a significant impact on the department's critical accounting estimates, assumptions and management judgments.

**ai) New and revised accounting standards**

The department did not voluntarily change any of its accounting policies during 2011–12. Australian accounting standard changes applicable for the first time for 2011–12 have had minimal effect on the department's financial statements, as explained below. *AASB 2010-4 Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 1, AASB 7, AASB 101 & AASB 134 and Interpretation 13]* became effective from reporting periods beginning on or after 1 January 2011. Given the department's existing financial instruments, there was only a minor impact on the department's financial instruments note (note 36), in relation to disclosures about credit risk. That note no longer needs to disclose amounts that best represent the maximum exposure to credit risk where the carrying amount of the instruments already reflects this. As this was the case with all the department's receivables as at 30 June 2012 (and as at 30 June 2011), receivables are not included in the credit risk disclosure in this year's financial statements.

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**1. Summary of significant accounting policies (continued)**

**ai) New and revised accounting standards (continued)**

As the department held no collateral or other credit enhancements in respect of its financial instruments, and did not renegotiate the terms of any financial assets, during the reporting periods presented in these financial statements, there were no other changes required to the department's financial instruments note arising from the amendments to AASB 7 *Financial Instruments: Disclosure*.

AASB 1054 *Australian Additional Disclosures* became effective from reporting periods beginning on or after 1 July 2011. Given the department's previous disclosure practices, AASB 1054 had minimal impact on the department. One of the footnotes to note 14 Other expenses, regarding audit fees, has been slightly amended to identify the department's auditor and clarify the nature of the work performed by the auditor.

AASB 2011-1 *Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project [AASB 1, AASB 5, AASB 101, AASB 107, AASB 108, AASB 121, AASB 128, AASB 132 & AASB 134 and Interpretations 2, 112 & 113]* also became effective from reporting periods beginning on or after 1 July 2011. The only potential implication for the department from this amending standard was the deletion from AASB 101 *Presentation of Financial Statements* of the requirement for disclosure of commitments. However, Queensland Treasury's Financial Reporting Requirements require continuation of commitments disclosures, so this deletion from AASB 101 has no impact on the department's commitments note (note 33).

The department is not permitted to early adopt a new or amended accounting standard ahead of the specified commencement date unless approval is obtained from Queensland Treasury. Consequently, the department has not applied any Australian accounting standards and interpretations that have been issued but are not yet effective. The department applies standards and interpretations in accordance with their respective commencement dates.

At the date of authorisation of the financial report the significant impacts of new or amended Australian accounting standards with future commencement dates are as set out below.

AASB 2011-9 *Amendments to Australian Accounting Standards – Presentation of Items of Other Comprehensive Income [AASB 1, 5, 7, 101, 112, 120, 121, 132, 133, 134, 1039 & 1049]* applies as from reporting periods beginning on or after 1 July 2012. The only impact for the department will be that, in the Statement of Comprehensive Income, items within the "Other Comprehensive Income" section will need to be presented in different sub-sections, according to whether or not they are subsequently reclassifiable to the operating result. Whether subsequent reclassification is possible depends on the requirements or criteria in the accounting standard/interpretation that relates to the item concerned.



**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**1. Summary of significant accounting policies (continued)**

**ai) New and revised accounting standards (continued)**

AASB 13 *Fair Value Measurement* applies from reporting periods beginning on or after 1 January 2013. AASB 13 sets out a new definition of "fair value", as well as new principles to be applied when determining the fair value of assets and liabilities. The new requirements will apply to all of the department's assets and liabilities (excluding leases) that are measured and/or disclosed at fair value or another measurement based on fair value. The potential impacts of AASB 13 relate to the fair value measurement methodologies used, and financial statement disclosures made in respect of, such assets and liabilities.

The department has commenced reviewing its fair value methodologies (including instructions to valuers, data used and assumptions made) for all items of property, plant and equipment measured at fair value to determine whether those methodologies comply with AASB 13. To the extent that the methodologies don't comply, changes will be necessary. While the department is yet to complete this review, no significant changes are anticipated, based on the fair value methodologies presently used. Therefore, at this stage, no consequential material impacts are expected for the department's property, plant and equipment as from 2013–14.

AASB 13 will require an increased amount of information to be disclosed in relation to fair value measurements for both assets and liabilities. To the extent that any fair value measurement for an asset or liability uses data that is not "observable" outside the department, the amount of information to be disclosed will be relatively greater.

AASB 9 *Financial Instruments* (December 2010) and AASB 2010-7 *Amendments to Australian Accounting Standards arising from AASB 9 (December 2010)* [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 120, 121, 127, 128, 131, 132, 136, 137, 139, 1023 & 1038 and Interpretations 2, 5, 10, 12, 19 & 127] become effective from reporting periods beginning on or after 1 January 2013. The main impacts of these standards on the department are that they will change the requirements for the classification, measurement and disclosures associated with financial assets. Under the new requirements, financial assets will be more simply classified according to whether they are measured at amortised cost or fair value. Pursuant to AASB 9, financial assets can only be measured at amortised cost if two conditions are met. One of these conditions is that the asset must be held within a business model whose objective is to hold assets in order to collect contractual cash flows. The other condition is that the contractual terms of the asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.



**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**1. Summary of significant accounting policies (continued)**

**ai) New and revised accounting standards (continued)**

The department has commenced reviewing the measurement of its financial assets against the new AASB 9 classification and measurement requirements. However, as the classification of financial assets at the date of initial application of AASB 9 will depend on the facts and circumstances existing at that date, the department's conclusions will not be confirmed until closer to that time. At this stage, and assuming no change in the types of transactions the department enters into, it is not expected that any of the department's financial assets will meet the criteria in AASB 9 to be measured at amortised cost. Therefore, as from the 2013–14 financial statements, all of the department's financial assets are expected to be required to be measured at fair value, and classified accordingly (instead of the measurement classifications presently used in notes 1(t) and 36). The same classification will be used for net gains/losses recognised in the Statement of Comprehensive Income in respect of those financial assets. In the case of the department's current receivables, as they are short-term in nature, the carrying amount will continue to be considered a reasonable approximation of fair value.

The following new and revised standards apply as from reporting periods beginning on or after 1 January 2013 –

- AASB 10 *Consolidated Financial Statements*;
- AASB 11 *Joint Arrangements*;
- AASB 12 *Disclosure of Interests in Other Entities*;
- AASB 127 (revised) *Separate Financial Statements*;
- AASB 128 (revised) *Investments in Associates and Joint Ventures*; and
- AASB 2011 -7 *Amendments to Australian Accounting Standards arising from the Consolidation and Joint Arrangements Standards [AASB 1, 2, 3, 5, 7, 9, 2009-11, 101, 107, 112, 118, 121, 124, 132, 133, 136, 138, 139, 1023 & 1038 and Interpretations 5, 9, 16 & 17]*.

These standards cannot be applied by not-for-profit entities prior to their effective date, as the AASB is presently considering modifying them for application by not-for-profit entities in an Australian context. Any such modifications are likely to clarify how the IASB's principles should be applied by not-for-profit entities. Hence, the department is not yet in a position to reliably determine the future implications of these new and revised standards for the department's financial statements.

AASB 10 redefines and clarifies the concept of control of another entity, which is the basis for determining which entities should be consolidated into an entity's financial statements. Therefore, subject to any not-for-profit modifications yet to be made to AASB 10, the department will need to reassess the nature of its relationships with other entities, including entities that aren't currently consolidated.

AASB 11 deals with the concept of joint control, and sets out new principles for determining the type of joint arrangement that exists – which, in turn, dictates the accounting treatment. The new categories of joint arrangements under AASB 11 are more aligned to the actual rights and obligations of the parties to the arrangement. Subject to any not-for-profit modifications yet to be made to AASB 11, the department will need to assess the nature of any arrangements with other entities to determine whether a joint arrangement exists in terms of AASB 11.

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**1. Summary of significant accounting policies (continued)**

**ai) New and revised accounting standards (continued)**

AASB 12 contains a wide range of new disclosure requirements in respect of interests in other entities, whether those entities are controlled entities, associates, joint arrangements, or structured entities that aren't consolidated. The volume and nature of disclosures that the department will be required to make as from its 2013–14 financial statements will depend on the department's eventual assessment of the implications of the new and revised standards listed above, particularly AASB 10, AASB 11 and AASB 128.

A revised version of AASB 119 *Employee Benefits* applies from reporting periods beginning on or after 1 January 2013. The revised AASB 119 is generally to be applied retrospectively. Given the department's circumstances, the only implications for the department are that the revised standard clarifies the concept of "termination benefits", and the recognition criteria for liabilities for termination benefits will be different. If termination benefits meet the timeframe criterion for "short-term employee benefits", they will be measured according to the AASB 119 requirements for "short-term employee benefits". Otherwise, termination benefits will need to be measured according to the AASB 119 requirements for "other long-term employee benefits". Under the revised standard, the recognition and measurement of employer obligations for "other long-term employee benefits" will need to be accounted for according to most of the requirements for defined benefit plans.

The revised AASB 119 includes changed criteria for accounting for employee benefits as "short-term employee benefits". However, as the department is a member of the Queensland Government central schemes for annual leave and long service leave, this change in criterion has no impact on the department's financial statements, as the employer liability is held by the central scheme. The revised AASB 119 also includes changed requirements for the measurement of employer liabilities/assets arising from defined benefit plans, and the measurement and presentation of changes in such liabilities/assets. The department only contributes to the QSuper defined benefit plan, and the corresponding QSuper employer benefit obligation is held by the state. Therefore, those changes to AASB 119 will have no impact on the department.

AASB 1053 *Application of Tiers of Australian Accounting Standards* applies as from reporting periods beginning on or after 1 July 2013. AASB 1053 establishes a differential reporting framework for those entities that prepare general purpose financial statements, consisting of two tiers of reporting requirements – Australian Accounting Standards (commonly referred to as "tier 1"), and Australian Accounting Standards – Reduced Disclosure Requirements (commonly referred to as "tier 2"). Tier 1 requirements comprise the full range of AASB recognition, measurement, presentation and disclosure requirements that are currently applicable to reporting entities in Australia. The only difference between the tier 1 and tier 2 requirements is that tier 2 requires fewer disclosures than tier 1.

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**1. Summary of significant accounting policies (continued)**

**ai) New and revised accounting standards (continued)**

Details of which disclosures in standards and interpretations are not required under tier 2 reporting are set out in amending standards AASB 2010-2, AASB 2011-2, AASB 2011-6 and AASB 2011-11 (which also apply from reporting periods beginning on or after 1 July 2013). However, Queensland Treasury's Financial Reporting Requirements effectively do not allow application of AASB 2011-6 in respect of controlled entities, associates or interests in jointly controlled entities.

Pursuant to AASB 1053, public sector entities like the Department of Communities, Child Safety and Disability Services may adopt tier 2 requirements for their general purpose financial statements. However, AASB 1053 acknowledges the power of a regulator to require application of the tier 1 requirements. In the case of the department, Queensland Treasury is the regulator. Queensland Treasury has advised that its policy decision is to require adoption of tier 1 reporting by all Queensland Government departments (including the department) and statutory bodies that are consolidated into the whole-of-government financial statements. Treasury's policy also prohibits the early adoption of the arrangements outlined in AASB 1053 and its accompanying amending standards. Therefore, the release of AASB 1053 and associated amending standards will have no impact on the department.

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

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

	<b>2012</b>	<b>2011</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>2 Reconciliation of payments from consolidated fund</b>		
<b>Reconciliation of payments from consolidated fund to departmental services revenue recognised in Statement of Comprehensive Income</b>		
Budgeted departmental services appropriation	3,898,878	3,705,123
Transfers from/to other departments - redistribution of public business	(216,082)	515
Lapsed departmental services appropriation	(122,222)	(330,984)
Net departmental services receipts	<u>3,560,574</u>	<u>3,374,654</u>
Opening balance of departmental services revenue receivable	-	(9,077)
Closing balance of departmental services revenue receivable	13,238	-
Opening balance of departmental services revenue payable	28,320	-
Closing balance of departmental services revenue payable	-	(28,320)
<b>Departmental services revenue recognised in Statement of Comprehensive Income</b>	<u><u>3,602,132</u></u>	<u><u>3,337,257</u></u>
<b>Reconciliation of payments from consolidated fund to equity adjustment recognised in Contributed Equity</b>		
Budgeted equity adjustment appropriation	170,705	637,470
Transfers from/to other departments - redistribution of public business	(59,290)	-
Lapsed equity adjustment	78,188	(1,602)
Net equity adjustment receipts	<u>189,603</u>	<u>635,868</u>
Equity payments to other entities	-	(1,317)
Opening balance of equity adjustment receivable	(41,123)	(3,324)
Closing balance of equity adjustment receivable	330	41,123
<b>Equity adjustment recognised in Contributed Equity</b>	<u><u>148,810</u></u>	<u><u>672,350</u></u>
<b>3 User charges</b>		
Rental income	280,748	313,293
Sale of services	5,006	4,672
Sale of goods	22,084	27,258
Other	4,231	3,676
<b>Total</b>	<u><u>312,069</u></u>	<u><u>348,899</u></u>
<b>4 Grants and other contributions</b>		
Grants	45,486	57,552
Contributed assets	737	19,933
Goods and services received at below fair value	1,460	1,915
Other	3,178	16,775
<b>Total</b>	<u><u>50,861</u></u>	<u><u>96,175</u></u>

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

	<b>2012</b>	<b>2011</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>5 Other revenue</b>		
Sale of inventories - land held for resale	12,540	1,675
Interest*	2,589	3,457
Insurance recoveries	5,247	1,553
Grant refunds	18,168	11,697
Bad debt recoveries	747	1,141
Expenditure recoveries	181	577
Other	1,212	1,860
<b>Total</b>	<u>40,684</u>	<u>21,960</u>

\*Refer to note 40 for details of adjustments made to 2011 comparatives.

**6 Gains**

Net gains on revaluation of financial assets at fair value through profit or loss	-	9,423
Net gains on disposal of financial assets at fair value through profit or loss	-	393
	<u>-</u>	<u>9,816</u>
Net gains on disposal of property, plant and equipment	41	-
<b>Total</b>	<u>41</u>	<u>9,816</u>

**7 Employee expenses**

**Employee benefits**

Wages and salaries	635,944	646,730
Employer superannuation contributions*	78,512	79,471
Annual leave levy*	70,903	70,426
Long service leave levy*	14,040	14,579
Other employee benefits	43,867	4,784
	<u>843,266</u>	<u>815,990</u>

**Employee related expenses**

Payroll tax*	37,982	37,447
Workers' compensation premium*	12,679	9,351
Other employee related expenses	5,595	8,482
	<u>56,256</u>	<u>55,280</u>

<b>Total</b>	<u>899,522</u>	<u>871,270</u>
--------------	----------------	----------------

\* Refer to note 1(x)

The number of employees including both full-time employees and part-time employees measured on a full-time equivalent basis is:

	<b>2012</b>	<b>2011</b>
Number of employees	6,758	9,974

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**8 Key executive management personnel and remuneration**

**(a) Key executive management personnel**

Accountability for the department's operations under the *Financial Accountability Act 2009* resides solely with the Director-General as the Accountable Officer. The Director-General is the Chair of the Executive Management Team (formerly Board of Management) and all decisions made by the Executive Management Team are considered to be the decisions of the Accountable Officer, and are binding. Key executive management of the department has been defined as the Executive Management Team (membership of which is set out in the table below). The Executive Management Team includes those positions that had authority and responsibility for planning, directing and controlling the activities of the department during 2011-12. Further information on these positions can be found in the body of the Annual Report under the section relating to Executive Management.

Position	Responsibilities	Current incumbents	
		Contract classification and appointment authority	Date appointed to position (Date resigned from position)
Director-General	Responsible for the efficient, effective and economic administration of the department.	CEO 3.3 employed under Section 92 of <i>Public Service Act 2008</i>	Appointed 12 March 2007 (retired 3 May 2012). Temporary appointment 28 March 2012 with formal appointment 3 May 2012.
Associate Director-General Regional Service Delivery Operations	Responsible for providing strategic leadership of the department's service delivery across 7 regions and state-wide services.	CEO 5.6 employed under Section 122 of <i>Public Service Act 2008</i>	Appointed 29 January 2010
Associate Director-General Strategy, Policy, Programs and Performance	Responsible for providing strategic leadership and direction of policy, programs, practice, performance and reporting for the department.	CEO 5.6 employed under Section 122 of <i>Public Service Act 2008</i>	Appointed 17 December 2009 (retired 16 March 2012). Position ceased on 27 April 2012
Acting Associate Director-General Strategy, Policy, Programs and Performance	Responsible for providing strategic leadership and direction of policy, programs, practice, performance and reporting for the department.	CEO 5.6 employed under Section 122 of <i>Public Service Act 2008</i>	Temporary assignment from 5 March 2012 to 27 April 2012
Deputy Director-General Corporate Services	Responsible for providing strategic leadership and direction for the department's corporate systems, policies and practices.	SES 3 High employed under <i>Public Service Act 2008</i>	Appointed 25 March 2010. Appointed officer temporarily assigned to another role from 27 April 2011 to 5 September 2011
Acting Deputy Director-General Corporate Services	Responsible for providing strategic leadership and direction for the department's corporate systems, policies and practices.	SES 3 High - temporary assignment under <i>Public Service Act 2008</i>	Temporary assignment from 27 April 2011 to 5 September 2011
Deputy Director-General Communities' Property Portfolio	Responsible for providing strategic leadership and management of the department's property assets to enable service delivery outcomes.	SES 3 High employed under <i>Public Service Act 2008</i>	Appointed 14 June 2011. Position ceased with the Department of Communities as at 30 April 2012.
Chief Finance Officer	Responsible for providing strategic leadership and direction for the financial administration of the department.	SES 3 High employed under Section 122 of the <i>Public Service Act 2008</i>	Appointed 2 November 2009 (retired 21 October 2011). New appointment 6/02/12.
Acting Chief Finance Officer	Responsible for providing strategic leadership and direction for the financial administration of the department.	SES 3 High - temporary assignment under <i>Public Service Act 2008</i>	Temporary assignment from 22 October 2011 to 5 February 2012
Chief Information Officer	Responsible for providing strategic leadership and management of the department's information, communication and technology systems.	SES 3 High employed under <i>Public Service Act 2008</i>	Appointed 26 March 2009 (resigned 26 February 2012). New appointment 17 February 2012
Acting Chief Information Officer	Responsible for providing strategic leadership and management of the department's information, communication and technology systems.	SES 3 High - temporary assignment under <i>Public Service Act 2008</i>	Temporary assignment from 24 April 2011 to 16 February 2012



Department of Communities, Child Safety and Disability Services  
Notes to and forming part of the financial statements  
for the year ended 30 June 2012

## 8 Key executive management personnel and remuneration (continued)

### (a) Key executive management personnel (continued)

Position	Responsibilities	Current incumbents	
		Contract classification and appointment authority	Date appointed to position (Date resigned from position)
Regional Executive Director, Brisbane Region	Responsible for leadership of the department's service delivery across the Brisbane region.	SES 3 High employed under <i>Public Service Act 2008</i>	Appointed 27 June 2011 (Note 1)
Regional Executive Director, Far North Queensland	Responsible for leadership of the department's service delivery across Far North Queensland.	SES 3 Low employed under <i>Public Service Act 2008</i>	Appointed 29 January 2010 (Note 1)
Regional Executive Director, North Queensland	Responsible for leadership of the department's service delivery across North Queensland.	SES 3 Low employed under <i>Public Service Act 2008</i>	Appointed 19 July 2010 (Note 1)
Regional Executive Director, Central Queensland	Responsible for leadership of the department's service delivery across Central Queensland.	SES 3 Low employed under <i>Public Service Act 2008</i>	Appointed 29 January 2010 (Note 1)
Regional Executive Director, South East Queensland	Responsible for leadership of the department's service delivery across South East Queensland.	SES 3 Low employed under <i>Public Service Act 2008</i>	Appointed 29 January 2010 (Note 1)
Regional Executive Director, South West Queensland	Responsible for leadership of the department's service delivery across South West Queensland.	SES 3 Low employed under <i>Public Service Act 2008</i>	Appointed 29 January 2010 (Note 1)
Regional Executive Director, North Coast Queensland	Responsible for leadership of the department's service delivery across the North Coast region.	SES 3 Low employed under <i>Public Service Act 2008</i>	Appointed 29 January 2010 (Note 1)

Note 1: The Regional Executive Director positions became part of the Executive Management Team from 30 March 2012.

### (b) Remuneration

Remuneration policy for the department's key executive management personnel is set by the Queensland Public Service Commission as provided for under the *Public Service Act 2008*. The remuneration and other terms of employment for the key executive management personnel are specified in employment contracts. The contracts provide for the provision of a salary and benefits of 12.75 per cent superannuation, an annual leave loading and motor vehicle or an allowance commensurate with the rates assigned by the Public Service Commission for the particular role classification.

For the 2011-12 year, remuneration of key executive management personnel increased by 2.5 per cent in accordance with government policy.

Remuneration packages for key executive management personnel comprise the following components:

- Short-term employee benefits which include:
  - Base - consisting of base salary, allowances and leave entitlements paid and provided for the entire year or for that part of the year during which the employee occupied the specified position. Amounts disclosed equal the amount expensed in the Statement of Comprehensive Income.
  - Non-monetary benefits - consisting of provision of vehicle together with fringe benefits tax applicable to the benefit.
- Long-term employee benefits include long service leave accrued.
- Post employment benefits include superannuation contributions.
- Redundancy payments are not provided for within individual contracts of employment. Contracts of employment provide only for notice periods or payment in lieu of notice on termination, regardless of the reason for termination.
- Performance bonuses are not paid.

Total fixed remuneration is calculated on a 'total cost' basis and includes the base and non-monetary benefits, long term employee benefits and post employment benefits.

Department of Communities, Child Safety and Disability Services  
 Notes to and forming part of the financial statements  
 for the year ended 30 June 2012

8 Key executive management personnel and remuneration (continued)

(b) Remuneration (continued)

1 July 2011 – 30 June 2012

Position	Short-term employee benefits		Long-term employee benefits \$'000	Post employment benefits \$'000	Termination Benefits Note (a) \$'000	Total remuneration \$'000
	Base \$'000	Non-monetary benefits \$'000				
Director-General (1 Jul 2011 to 3 May 2012)	306	25	12	38	444	825
Director-General (28 Mar 2012 to 30 Jun 2012)	102	5	-	12	-	119
Associate Director-General Regional Service Delivery Operations (1 Jul 2011 to 30 Jun 2012)	219	28	29	27	-	303
Associate Director-General Strategy, Policy, Programs and Performance (1 Jul 2011 to 16 Mar 2012)	165	2	10	20	122	319
Acting Associate Director-General Strategy, Policy, Programs and Performance (5 Mar 2012 to 27 Apr 2012)	31	1	1	3	-	36
Deputy Director-General Corporate Services (6 Sep 2011 to 30 Jun 2012)	165	2	4	19	-	190
Acting Deputy Director-General Corporate Services (1 Jul 2011 to 5 Sep 2011)	33	3	2	3	-	41
Deputy Director-General Communities' Property Portfolio (1 Jul 2011 to 30 Apr 2012)	166	3	3	17	-	189
Chief Finance Officer (1 Jul 2011 to 21 Oct 2011)	61	8	(14)	7	264	326
Chief Finance Officer (6 Feb 2012 to 30 Jun 2012)	69	11	2	8	-	90
Acting Chief Finance Officer (22 Oct 2011 to 5 Feb 2012)	53	8	1	5	-	67
Chief Information Officer (17 Feb 2012 to 30 Jun 2012)	67	8	11	7	-	93
Acting Chief Information Officer (1 Jul 2011 to 16 Feb 2012)	118	15	5	12	-	150

Department of Communities, Child Safety and Disability Services  
Notes to and forming part of the financial statements  
for the year ended 30 June 2012

8 Key executive management personnel and remuneration (continued)

(b) Remuneration (continued)

1 July 2011 – 30 June 2012

Position	Short-term employee		Long-term employee \$'000	Post employment \$'000	Termination Benefits \$'000	Total remuneration \$'000
	Base \$'000	Non- \$'000				
Regional Executive Director, Brisbane Region (30 Mar 2012 to 30 Jun 2012)	44	4	1	6	-	55
Regional Executive Director, Far North Queensland (30 Mar 2012 to 30 Jun 2012)	51	-	1	7	-	59
Regional Executive Director, North Queensland (30 Mar 2012 to 30 Jun 2012)	49	1	1	5	-	56
Regional Executive Director, Central Queensland (30 Mar 2012 to 30 Jun 2012)	50	-	1	5	-	56
Regional Executive Director, South East Queensland (30 Mar 2012 to 30 Jun 2012).	42	4	1	5	-	52
Regional Executive Director, South West Queensland (30 Mar 2012 to 30 Jun 2012)	43	5	1	5	-	54
Regional Executive Director, North Coast Queensland (30 Mar 2012 to 30 Jun 2012)	34	5	1	5	-	45
<b>Total remuneration</b>	<b>1,868</b>	<b>138</b>	<b>73</b>	<b>216</b>	<b>830</b>	<b>3,125</b>

Note (a):

The former Director-General and the former Associate Director-General retired prior to the completion date of their respective existing contracts and were entitled to termination payments in accordance with those contracts.

The former Chief Finance Officer was offered and accepted a Voluntary Separation Package as set out in the Voluntary Separation Program Handbook issued by the Public Service Commission and the Commissioner of Taxation Class Ruling CR 2011/44.

Department of Communities, Child Safety and Disability Services  
 Notes to and forming part of the financial statements  
 for the year ended 30 June 2012

8 Key executive management personnel and remuneration (continued)

(b) Remuneration (continued)

1 July 2010 – 30 June 2011

Position	Short-term employee benefits		Long-term employee benefits \$'000	Post employment benefits \$'000	Termination Benefits \$'000	Total remuneration \$'000
	Base \$'000	Non-monetary benefits \$'000				
Director-General	315	30	11	43	-	399
Associate Director-General Regional Service Delivery Operations	207	28	9	26	-	270
Associate Director-General Strategy, Policy, Programs and Performance	210	5	6	26	-	247
Deputy Director-General Corporate Services (1 Jul 2010 - 26 Apr 2011)	141	2	5	18	-	166
Acting Deputy Director-General Corporate Services (27 Apr 2011 - 30 Jun 2011)	35	4	1	4	-	44
Deputy Director-General Communities' Property Portfolio (1 Jul 2010 - 7 Jan 2011, 14 Jun 2011 - 30 Jun 2011)	97	2	2	11	-	112
Acting Deputy Director-General Communities' Property Portfolio (8 Jan 2011 - 13 Jun 2011)	86	-	2	9	-	97
Chief Finance Officer (1 Jul 2010 - 30 Jun 2011)	171	26	7	22	-	226
Chief Information Officer (1 Jul 2010 - 23 Apr 2011)	143	22	4	18	-	187
Acting Chief Information Officer (24 Apr 2011 - 30 Jun 2011)	34	4	1	4	-	43
<b>Total remuneration</b>	<b>1,439</b>	<b>123</b>	<b>48</b>	<b>181</b>	<b>-</b>	<b>1,791</b>

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**2012**  
**\$'000**

**2011**  
**\$'000**

**9 Supplies and services**

Repairs and maintenance	176,630	203,644
Professional and technical fees	55,483	62,367
Operating lease rentals	76,431	81,075
Rates to local governments*	102,199	113,168
Administration costs	17,456	22,026
Computer operating costs	18,801	18,994
Outsourced corporate services	36,100	34,405
Telecommunications	9,900	10,784
Travel	14,653	15,558
Marketing and public relations	5,316	5,247
Minor plant and equipment	4,851	7,436
Consultancies	865	1,562
Other	36,079	31,133
<b>Total</b>	<b>554,764</b>	<b>607,399</b>

\* Rates to local governments includes special payments totalling \$36.657 million (2011 \$36.468 million) representing general rates for the period 1 July 2011 to 30 April 2012 that the department was not required to pay to local governments in respect of properties covered by section 95 of the *Housing Act 2003*.

**10 Grants and subsidies**

Disability and Community Care Services	1,354,026	1,169,004
Child Safety Services	441,048	405,849
Housing and Homelessness Services	296,149	295,923
Community and Youth Justice Services	193,112	148,156
Sport and Recreation Services	58,282	97,822
Aboriginal and Torres Strait Islander Services	9,354	7,757
Multicultural Services	2,921	3,357
Women's Services	77	98
<b>Total</b>	<b>2,354,969</b>	<b>2,127,966</b>

**11 Depreciation and amortisation**

Depreciation and amortisation incurred in respect of:		
Buildings	116,821	133,788
Plant and equipment	16,816	18,722
Leased assets	3,691	-
Software	21,574	17,967
<b>Total</b>	<b>158,902</b>	<b>170,477</b>

**12 Inventory expenses**

Cost of sales of inventories	19,723	21,217
Inventories write-down (reversal)	-	(1,137)
<b>Total</b>	<b>19,723</b>	<b>20,080</b>

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

	2012 \$'000	2011 \$'000
<b>13 Impairment losses</b>		
Rental bond loans	3,018	2,397
Rental debtors	2,199	2,066
Non-current assets classified as held for sale	4,318	5,384
Other debtors	148	121
<b>Total</b>	<u>9,683</u>	<u>9,968</u>
<b>14 Other expenses</b>		
Losses on financial assets at fair value through profit or loss:		
Net losses on revaluation of financial assets at fair value through profit or loss	6,017	-
Net losses (gains) on disposal of financial assets at fair value through profit or loss	(549)	-
	<u>5,468</u>	-
Departmental services revenue refundable	20,756	-
Insurance premiums — Queensland Government Insurance Fund *	5,150	7,376
Net losses on disposal of property, plant and equipment	-	1,341
External audit fees #	778	856
Legal claims	-	496
Losses:		
Losses of buildings subject to insurance*	785	1,811
Losses of public money	1	2
Losses of public property	-	736
Special payments:		
Ex gratia payments	531	383
Debts waived	1	2
Goods and services received below fair value	1,460	-
Other	119	279
<b>Total</b>	<u>35,049</u>	<u>13,282</u>

\*Certain losses of public property are insured by the Queensland Government Insurance Fund. Where claims made in respect of these losses have yet to be assessed by the Queensland Government Insurance Fund and the amounts recoverable cannot be estimated reliably at reporting date, the claims are not disclosed. Upon notification by the Queensland Government Insurance Fund of the acceptance of the claims, revenue is recognised for the agreed settlement amount and disclosed as Other Revenue — Insurance Recoveries. Refer to note 5.

# The Auditor-General of Queensland is the department's external auditor. Total external audit fees relating to the 2011–12 financial year are estimated to be \$.768 million (2011 \$1.109 million). There are no non-audit services included in this amount.

**15 Revaluation decrement**

Land	76,058	-
Buildings	125,321	-
<b>Total</b>	<u>201,379</u>	-

The asset revaluation surplus represents the net effect of upwards and downwards revaluations of assets to fair value. The decrement, not being a reversal of a previous revaluation increment in respect of the same class of assets, has been recognised as an expense in the Statement of Comprehensive Income.

**16 Cash and cash equivalents**

Cash at bank*	53,690	230,158
Imprest accounts	75	781
<b>Total</b>	<u>53,765</u>	<u>230,939</u>

\*In 2011 Cash at Bank included \$7.185 million with the Queensland Treasury Corporation which earned interest for the Aboriginal Welfare Fund and the Reparations Provision. This account was closed in 2012.



Department of Communities, Child Safety and Disability Services  
Notes to and forming part of the financial statements  
for the year ended 30 June 2012

	2012 \$'000	2011 \$'000
<b>17 Loans and receivables</b>		
<i>Current</i>		
Trade and other debtors	57,229	53,243
Less: allowance for impairment loss	(537)	(719)
	<u>56,692</u>	<u>52,524</u>
Rental bond loans	-	18,659
Less: allowance for impairment loss	-	(4,388)
	<u>-</u>	<u>14,271</u>
Rental debtors	-	13,569
Less: allowance for impairment loss	-	(7,692)
	<u>-</u>	<u>5,877</u>
Annual leave reimbursements	15,031	15,077
Departmental services revenue receivable	13,238	-
Housing loans	-	4,964
Long service leave reimbursements	2,914	2,587
Equity injection	330	41,123
<b>Total current loans and receivables</b>	<u><u>88,320</u></u>	<u><u>136,423</u></u>
<i>Non-current</i>		
Rental bond loans	-	4,644
Less: allowance for impairment loss	-	(1,097)
	<u>-</u>	<u>3,547</u>
Housing loans	-	32,299
<b>Total non-current loans and receivables</b>	<u><u>-</u></u>	<u><u>35,846</u></u>

Movements in the allowance for impairment for each class are provided below.

**Current allowance for impairment**

	Trade and other debtors		Rental bond loans		Rental debtors	
	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000
Opening balance	719	753	4,388	3,019	7,692	6,463
Increase/(decrease) in allowance	(77)	(34)	2,414	1,917	2,199	2,066
Loans and receivables written off	-	-	(708)	(548)	(805)	(837)
Transfers through machinery-of- government changes	(105)	-	(6,094)	-	(9,086)	-
Closing balance	<u>537</u>	<u>719</u>	<u>-</u>	<u>4,388</u>	<u>-</u>	<u>7,692</u>

Department of Communities, Child Safety and Disability Services  
 Notes to and forming part of the financial statements  
 for the year ended 30 June 2012

	2012 \$'000	2011 \$'000
<b>17 Loans and receivables (continued)</b>		
	<b>Non-current allowance for impairment</b>	
	<b>Rental bond loans</b>	
Opening balance	1,097	755
Increase in allowance	603	479
Loans and receivables written off	(177)	(137)
Transfers due to machinery-of-government changes	(1,523)	-
Closing balance	<u>-</u>	<u>1,097</u>

**18 Interest in joint venture operation**

The department entered into a joint venture operation with the Queensland University of Technology to develop the Kelvin Grove Urban Village. The joint venture was for the development of a site at Kelvin Grove. Each party to the venture owned and developed its own land located at the site, but contributed to the cost of shared infrastructure and other project common works.

The department made a judgment that land employed in this joint venture operation meets the definition of inventories on the basis that the land was being developed for resale. This land was included within Inventories - Land Held for Resale disclosed in note 19.

Effective from 1 May 2012 all assets and liabilities relating to this joint venture operation were transferred to the Department of Housing and Public Works (for further information refer to the machinery-of-government changes above note 1 and note 41).

**19 Inventories**

Land held for resale		
Costs of acquisition	-	12,950
Development costs	-	4,082
	<u>-</u>	<u>17,032</u>
Inventory held for distribution	-	196
Inventory held for sale	-	2,699
Less: allowance for stock obsolescence	-	(17)
<b>Total</b>	<u>-</u>	<u>19,910</u>

Of the inventories on hand at 30 June 2011 \$8.354 million were expected to be realised after more than 12 months. Effective from 1 May 2012 all inventories were transferred to other departments (for further information refer to the machinery-of-government changes above note 1 and note 41).

Department of Communities, Child Safety and Disability Services  
Notes to and forming part of the financial statements  
for the year ended 30 June 2012

	2012 \$'000	2011 \$'000
<b>20 Financial assets at fair value through profit or loss</b>		
<i>Current</i>		
Interest in Rental Purchase Plan properties	-	4,000
Interest in Pathways Shared Equity properties	-	-
<b>Total</b>	<u>-</u>	<u>4,000</u>
<i>Non-current</i>		
Interest in Rental Purchase Plan properties	-	201,350
Interest in Pathways Shared Equity properties	-	7,128
<b>Total</b>	<u>-</u>	<u>208,478</u>
<b>21 Other assets</b>		
<i>Current</i>		
Prepayments	7,158	10,988
Other	119	166
<b>Total</b>	<u>7,277</u>	<u>11,154</u>
<b>22 Non-current assets classified as held for sale</b>		
Land	121	23,840
Buildings	186	7,737
<b>Total</b>	<u>307</u>	<u>31,577</u>
Refer to note 1(k) for an explanation of the valuation basis for these properties.		
<b>23 Other financial assets</b>		
Investment in controlled entities	-	8,416
<b>Total</b>	<u>-</u>	<u>8,416</u>
Refer to note 1(b), 1(s) and note 35 for further information on these assets.		

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

	2012 \$'000	2011 \$'000
<b>24 Property, plant and equipment</b>		
<b>Land</b>		
At fair value*	111,774	8,957,093
<b>Buildings</b>		
At fair value*	124,989	6,775,116
<b>Plant and equipment</b>		
At cost#	126,393	157,951
Less accumulated depreciation	(75,590)	(90,863)
	50,803	67,088
<b>Capital works in progress</b>		
At cost	26,551	247,896
<b>Leased assets</b>		
At fair value† ^	-	101,631
<b>Total</b>	<u>314,117</u>	<u>16,148,824</u>

Refer to the machinery-of-government changes above note 1 and note 41 for details of property, plant and equipment transferred to other departments.

\*Refer to note 1(o) for further information on these assets.

# The department has plant and equipment with an original cost of \$9.488 million (2011 \$18.469 million) and a written-down value of zero still being used in the provision of services.

† The department entered into 40 year finance leases with a number of Indigenous councils to facilitate the construction and/or refurbishment of properties on communal land in accordance with the National Partnership Agreement on Remote Indigenous Housing, entered into between the Australian Government and the Queensland Government. The properties were initially recognised at the present value of the minimum lease payments (lease payments are \$2,800 per year per dwelling), which is lower than the fair value of the leased property. The department then used management valuations to revalue these assets to fair value. All leased assets receive a full independent revaluation either in the year the lease was signed or the following year, depending on the timing of signing the leases and the date on which the department's valuation process using independent valuers was completed. Effective from 1 May 2012 all leased assets were transferred to the Department of Housing and Public Works (for further information refer to the machinery-of-government changes above note 1 and note 41).

^ Refer to note 40 for details of adjustments made to 2011 comparatives.

Department of Communities, Child Safety and Disability Services  
Notes to and forming part of the financial statements  
for the year ended 30 June 2012

24 Property, plant and equipment (continued)

*Property, plant and equipment reconciliation*

	Land \$'000	Buildings \$'000	Plant and equipment \$'000	Capital works in progress \$'000	Leased assets \$'000	Total \$'000
Carrying amount at 1 July 2010	8,995,579	6,375,171	76,239	325,072	-	15,772,061
Acquisitions	77,899	145,227	9,405	688,615	17,121 *	938,267
Transfers between classes	19,557	716,549	3,042	(765,651)	26,503	-
Disposals	-	(4,197)	(2,876)	(140)	-	(7,213)
Assets reclassified as held for sale	(66,872)	(24,383)	-	-	-	(91,255)
Revaluation increments (decrements)	(69,070)	(299,463)	-	-	58,007 *	(310,526)
Depreciation	-	(133,788)	(18,722)	-	-	(152,510)
Carrying amount at 30 June 2011	8,957,093	6,775,116	67,088	247,896	101,631	16,148,824
Carrying amount at 1 July 2011	8,957,093	6,775,116	67,088	247,896	101,631	16,148,824
Acquisitions	21,661	121,441	5,582	159,341	28,296	336,321
Transfers through machinery-of-government changes	(8,288,292)	(6,547,492)	(9,926)	(173,946)	(227,584)	(15,247,240)
Transfers between classes and machinery-of-government adjustments	(13,438)	142,117	5,776	(206,740)	7,682	(64,603)
Disposals	(5,239)	(4,978)	(901)	-	-	(11,118)
Assets reclassified as held for sale	(42,658)	(17,741)	-	-	-	(60,399)
Revaluation increments (decrements)	(517,353)	(226,653)	-	-	93,666	(650,340)
Depreciation	-	(116,821)	(16,816)	-	(3,691)	(137,328)
Carrying amount at 30 June 2012	111,774	124,989	50,803	26,551	-	314,117

\*Refer to note 40 for details of adjustments made to 2011 comparatives.

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

	<b>2012</b>	<b>2011</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>25 Intangible assets</b>		
Software - internally generated (at cost)	153,647	134,982
Less accumulated amortisation	(76,034)	(65,959)
	<u>77,613</u>	<u>69,023</u>
Software - other (at cost)	1,493	20,467
Less accumulated amortisation	(517)	(18,737)
	<u>976</u>	<u>1,730</u>
Software work in progress (at cost)	1,603	22,558
<b>Total</b>	<u><u>80,192</u></u>	<u><u>93,311</u></u>

***Intangible assets reconciliation***

	<b>Software internally generated</b>	<b>Software - other</b>	<b>Software work in progress</b>	<b>Total</b>
	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
Carrying amount 1 July 2010	74,984	1,787	10,720	87,491
Acquisitions	-	341	23,446	23,787
Transfers between classes	11,608	-	(11,608)	-
Amortisation	(17,569)	(398)	-	(17,967)
Carrying amount 30 June 2011	<u>69,023</u>	<u>1,730</u>	<u>22,558</u>	<u>93,311</u>
Carrying amount 1 July 2011	69,023	1,730	22,558	93,311
Acquisitions	-	431	18,794	19,225
Transfers between classes and machinery-of-government adjustments	39,302	-	(38,261)	1,041
Transfers through machinery-of-government changes	(9,618)	(668)	(1,488)	(11,774)
Amortisation	(21,094)	(517)	-	(21,611)
Carrying amount 30 June 2012	<u><u>77,613</u></u>	<u><u>976</u></u>	<u><u>1,603</u></u>	<u><u>80,192</u></u>

The department has intangible assets with an original cost of \$9.490 million (2011 \$9.298 million) and a written-down value of zero still being used in the provision of services.

	<b>2012</b>	<b>2011</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>26 Payables</b>		
Trade creditors and accruals	18,406	96,549
Grants and subsidies payable	31,681	82,071
Departmental services revenue payable	20,756	28,320
Other	9,040	11,507
GST payable	-	48,481
GST input tax credits receivable	-	(46,643)
Net GST payable	<u>-</u>	<u>1,838</u>
<b>Total</b>	<u><u>79,883</u></u>	<u><u>220,285</u></u>



Department of Communities, Child Safety and Disability Services  
Notes to and forming part of the financial statements  
for the year ended 30 June 2012

	2012 \$'000	2011 \$'000
<b>27 Accrued employee benefits</b>		
Annual leave levy payable	15,748	20,766
Salaries and wages payable	5,270	5,383
Long service leave levy payable	1,626	3,899
<b>Total</b>	<b>22,644</b>	<b>30,048</b>
<b>28 Provisions</b>		
<i>Current</i>		
Make good provision	278	124
Reparation provision*	-	5,900
<b>Total</b>	<b>278</b>	<b>6,024</b>
<i>Non-Current</i>		
Make good provision	327	577
<b>Total</b>	<b>327</b>	<b>577</b>
<b>Movements in provisions</b>	<b>Reparation*</b>	<b>Make good</b>
	<b>\$'000</b>	<b>\$'000</b>
<i>Current</i>		
Carrying amount at 1 July 2010	4,692	-
Reduction in provision as a result of payments	(666)	-
Additional provision recognised	398	-
Movement in provision as a result of re-measurement	1,476	124
Carrying amount at 30 June 2011	<b>5,900</b>	<b>124</b>
<i>Non-Current</i>		
Carrying amount at 1 July 2010	1,476	529
Movement in provision as a result of re-measurement	(1,476)	48
Carrying amount at 30 June 2011	<b>-</b>	<b>577</b>
<i>Current</i>		
Carrying amount at 1 July 2011	5,900	124
Reduction in provision as a result of payments	(5,900)	-
Movement in provision as a result of re-measurement	-	154
Carrying amount at 30 June 2012	<b>-</b>	<b>278</b>
<i>Non-Current</i>		
Carrying amount at 1 July 2011	-	577
Movement in provision as a result of re-measurement	-	(250)
Carrying amount at 30 June 2012	<b>-</b>	<b>327</b>

\*Refer to note 40 for details of adjustments made to 2011 comparatives.

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**28 Provisions (continued)**

**Reparation provision**

In November 2002, the Queensland Government decided to offer reparations to people whose wages and savings were controlled under the Protections Acts between the 1890s and the 1980s. An amount of up to \$55.4 million was to be available. The reparation included the payment of a monetary amount to individuals who met the following criteria and were assessed as eligible to receive the payment:

- \$4,000 to each person alive on 9 May 2002, who was subject to government controls over their wages or savings under the Protections Acts, and who was born on or before 31 December 1951 or
- \$2,000 to each person alive on 9 May 2002, who was subject to government controls over their wages or savings under the Protections Acts, and who was born between 1 January 1952 and 31 December 1956.

In March 2008 the Queensland Government decided to make a second payment to the original recipients:

- \$3,000 to each person alive on 9 May 2002, who was subject to government controls over their wages or savings under the Protections Acts, and who was born on or before 31 December 1951 or
- \$1,500 to each person alive on 9 May 2002, who was subject to government controls over their wages or savings under the Protections Acts, and who was born between 1 January 1952 and 31 December 1956.

In July 2008 the Queensland Government decided to re-open and extend the closing date for claims to 31 January 2009, with the eligibility requirements identical to those for the original reparations process.

A Cabinet decision determined that the unspent balance of the provision which was not paid to eligible claimants was to be paid to the Queensland Aboriginal and Torres Strait Islander Foundation, to provide scholarships to Indigenous students. The fund is now closed. The unspent balance transferred to the foundation during September 2011 was \$5.947 million bringing the total reparations funding transfer to the foundation to \$21.828 million.

**Make good provision**

Provision is made for estimated make good expenses in accordance with the terms of the lease agreements for premises around the state. The leases have termination dates between 2011 and 2015 and it is expected that these claims will be realised upon the expiry of each lease.

**29 Other liabilities**

	<b>2012</b>	<b>2011</b>
	<b>\$'000</b>	<b>\$'000</b>
<i>Current</i>		
Unearned revenue	22	13,471
Lease incentives	149	214
Other	-	10
<b>Total</b>	<b>171</b>	<b>13,695</b>
<i>Non-current</i>		
Lease incentives	236	396
<b>Total</b>	<b>236</b>	<b>396</b>

Department of Communities, Child Safety and Disability Services  
Notes to and forming part of the financial statements  
for the year ended 30 June 2012

**30 Asset revaluation surplus by class**

	Land \$'000	Buildings \$'000	Leased assets* \$'000	Total \$'000
Carrying amount at 1 July 2010	510,366	400,794	-	911,160
Net revaluation increments (decrements)	(69,070)	(299,463)	58,007	(310,526)
Carrying amount at 30 June 2011	441,296	101,331	58,007	600,634
Carrying amount at 1 July 2011	441,296	101,331	58,007	600,634
Net revaluation increments (decrements)	(441,296)	(101,331)	93,666	(448,961)
Transfer to retained surplus for assets transferred through machinery-of-government changes	-	-	(151,673)	(151,673)
Carrying amount at 30 June 2012	-	-	-	-

\*Refer to note 40 for details of adjustments made to 2011 comparatives.

	2012 \$'000	2011 \$'000
<b>31 Reconciliation of operating result to net cash from operating activities</b>		
<b>Operating result</b>	(243,652)	(24,238)
Non-cash items:		
Revaluation decrement	201,379	-
Depreciation and amortisation expense	158,902	170,477
Donated assets and services expensed	1,461	1,915
Donated assets and services received	(2,197)	(21,848)
Loss (gain) on disposal of non-current assets	(149)	1,262
Impairment losses	4,318	5,384
Losses of property	785	2,546
Net loss (gain) on revaluation of financial assets at fair value through profit or loss	6,017	(9,423)
Change in assets and liabilities:		
Adjustment to assets and liabilities due to machinery-of-government changes	62,531	-
(Increase) decrease in GST input tax credits receivable	46,910	(12,400)
(Increase) decrease in receivables	48,828	2,445
(Increase) decrease in inventories	19,910	405
(Increase) decrease in other assets	13,724	4,926
Increase (decrease) in payables	(164,120)	62,808
Increase (decrease) in GST payable	(48,749)	9,509
Increase (decrease) in provisions*	(1,818)	(3,724)
Increase (decrease) in accrued employee benefits	(9,456)	(8,198)
Increase (decrease) in other liabilities	(18,356)	76
<b>Net cash provided by (used in) operating activities</b>	<b>76,268</b>	<b>181,922</b>

\*Refer to note 40 for details of adjustments made to 2011 comparatives.

**32 Non-cash financing and investing activities**

Assets received or donated/transferred by the department and recognised as revenues and expenses are set out in notes 4 and 14 respectively.

Assets received or transferred by the department as a result of machinery-of-government changes or other involuntary transfers, and liabilities transferred to/from other Queensland state public sector entities, are set out in the Statement of Changes in Equity.

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

	2012 \$'000	2011 \$'000
<b>33 Commitments for expenditure</b>		
<b>(a) Finance lease commitments*</b>		
Lease liabilities recognised in the Statement of Financial Position		
- Current	-	31
- Non-current	-	16,780
<b>Total</b>	<b>-</b>	<b>16,811</b>

Commitments under finance leases at reporting date and are payable as follows:

- Within 12 months	-	1,064
- 12 months or longer and not longer than five years	-	4,256
- Longer than five years	-	37,616
	-	42,936
Less future finance charges	-	(26,125)
<b>Total</b>	<b>-</b>	<b>16,811</b>

The department entered into a number of land and building finance leases with councils in remote Indigenous communities to facilitate new social housing and housing upgrades. Each lease has a life of 40 years with an option exercisable by the department to renew for another 40 years included in the lease contract. The leases have no purchase options.

Effective from 1 May 2012 all leases were transferred to the Department of Housing and Public Works (for further information refer to the machinery-of-government changes above note 1 and note 41).

\*Refer to note 40 for details of adjustments made to 2011 comparatives.

**(b) Non-cancellable operating lease commitments**

Commitments under operating leases at reporting date are inclusive of anticipated GST and are payable as follows:

- Within 12 months	30,784	41,948
- 12 months or longer and not longer than five years	36,155	55,218
- Longer than five years	1,650	1,092
<b>Total</b>	<b>68,589</b>	<b>98,258</b>

Operating leases are entered into as a means of acquiring access to office accommodation and storage facilities.

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

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

**(c) Capital expenditure commitments**

Material classes of capital expenditure commitments inclusive of anticipated GST, contracted for at reporting date but not recognised in the accounts are payable as follows:

Land and buildings		
- Within 12 months	19,366	218,511
- 12 months or longer and not longer than five years	-	51,796
Plant and equipment		
- Within 12 months	1,128	2,130
Intangibles		
- Within 12 months	692	1,349
- 12 months or longer and not longer than five years	417	-
<b>Total</b>	<b>21,603</b>	<b>273,786</b>

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

	2012 \$'000	2011 \$'000
<b>33 Commitments for expenditure (continued)</b>		
<b>(d) Grants and subsidies expenditure commitments</b>		
Grants and subsidies commitments inclusive of anticipated GST that the department has committed to provide at reporting date, but not recognised in the accounts are payable as follows:		
Disability and Community Care Services	3,980,189	3,897,049
Community Services	295,970	281,454
Child Safety Services	433,806	444,907
Sport and Recreation Services	-	89,556
Housing and Homelessness Services*	175,771	345,916
<b>Total</b>	<u>4,885,736</u>	<u>5,058,882</u>
- Within 12 months	1,388,433	2,003,759
- 12 months or longer and not longer than five years	3,497,303	3,055,123
<b>Total</b>	<u>4,885,736</u>	<u>5,058,882</u>

\* The 2011-12 figure only represents Homelessness as Housing was transferred in the machinery-of-government changes.

**(e) Other expenditure commitments**

Other expenditure committed at the end of the year but not recognised in the accounts are as follows:

- Within 12 months	5,290	5,474
- 12 months or longer and not longer than five years	451	5,088
<b>Total</b>	<u>5,741</u>	<u>10,562</u>

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

### 34 Contingencies

#### (a) Contingent assets - property damage claims

As at 30 June 2012, the department had nil outstanding property damage insurance claims (2011 44 claims) for which the estimated recoveries (net of excesses) total nil (2011 \$5.707 million). The claims last year related to Housing which has now transferred out due to the machinery-of-government change.

#### (b) Contingent assets - recovery of suspected fraudulent claims

Investigations are continuing into multiple payments made to approximately 900 individuals from both the Premier's Disaster Relief Fund and under the Natural Disaster Relief and Recovery Arrangements, totalling approximately \$1.521 million. These payments have been included in 'grants – personal benefits' as disclosed in Note 38 Schedule of Administered Items. To date approximately 200 individuals have been referred to the Queensland Police Service for investigation for fraud and a large percentage of these individuals have been charged and are awaiting trial. The department expects that a successful prosecution will result in the court ordering full restitution be made. At reporting date it is not possible to estimate the likely financial effect from the ongoing investigations and any resulting legal action.

#### (c) Contingent liabilities - litigation

At 30 June 2012, the following number of cases were filed with the respective jurisdictions naming the department as defendant:

	<b>Number of cases</b>	
	<b>2012</b>	<b>2011</b>
Supreme Court	2	4
District Court	3	4
Coroner's Court	2	4
Other courts	3	9
Court not yet identified	2	32
	<u>12</u>	<u>53</u>

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.

Should any of these cases proceed and result in judgment against the department, the maximum amount that the department will need to pay in relation to each is \$10,000, being the excess applied by the Queensland Government Insurance Fund.

A decision handed down by the full Federal Court on 17 February 2007 held the State of Queensland liable for racial discrimination to mission workers through non-payment of award wages between 1975 and 1986. There are a number of claimants who are yet to litigate against the department in respect of this action. The department has not recognised a provision in relation to these cases as it is unable to reliably estimate the total number of potential claimants or the potential outcome of these claims.



**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**2012**                      **2011**  
**\$'000**                      **\$'000**

**35 Controlled entities**

On 1 July 2011, Gold Coast Events Co Pty Ltd became a wholly owned subsidiary of Events Queensland Pty Ltd so it is no longer a controlled entity of the department. The Gold Coast Events Co Pty Ltd's key objective is to represent the Queensland Government's interest in declared motor racing events in Queensland.

On 31 March 2011, the directors of Monte Carlo Caravan Park Pty Ltd as trustee for the Monte Carlo Caravan Park Trust resolved to transfer all property and assets held on behalf of the trust to the Public Trustee of Queensland. The real property that was part of the former trust was transferred to the Public Trustee of Queensland as trustee under section 28 of the *Public Trustee Act 1978* on 12 July 2011. The members of Monte Carlo Caravan Park Pty Ltd confirmed on 15 February 2012 that all assets and chattels forming part of the former trust have been transferred to the Public Trustee of Queensland as trustee. The audited accounts for the former trust as at 31 August 2011 and the notes forming the audited accounts state that no assets, cash or chattels remain in the former trust. The company Monte Carlo Caravan Park Pty Ltd was deregistered on 24 April 2012.

The caravan parks are operated by the Public Trustee and provide affordable long term housing to long term park residents.

Under the machinery-of-government arrangement effective from 1 May 2012, all remaining controlled entities transferred to the Department of Housing and Public Works.

Each of the controlled entities prepares its own annual financial statements that are audited by the Auditor-General of Queensland. Total external audit fees are estimated to be as follows:

Monte Carlo Caravan Park Trust	17	20
Lazy Acres Caravan Park	16	16
Woombye Gardens Caravan Park	15	14
Gold Coast Events Co Pty Ltd	-	33
	48	83

There are no non-audit services included in the audit fees.

Transactions and balances of the controlled entities are not consolidated into the department's financial statements due to the immateriality of the amounts. In relation to the three caravan parks the amounts below were provided by the Public Trustee of Queensland. A summary of the financial performance of the caravan parks for the period 1 July 2011 to 30 April 2012 is as follows, based on unaudited figures. As the department no longer has any controlled entities at 30 June 2012, the financial position of the entities at this date is not included.

Department of Communities, Child Safety and Disability Services  
Notes to and forming part of the financial statements  
for the year ended 30 June 2012

	01.07.11- 30.04.12	01.07.10- 30.06.11
	\$'000	\$'000

**35 Controlled entities (continued)**

**(a) Monte Carlo Caravan Park**

Revenues	532	603
Expenses	(513)	(684)
Operating result	19	(81)

Assets	-	8,708
Liabilities	-	(110)
Net assets	-	8,598

**(b) Lazy Acres Caravan Park**

Revenues	392	508
Expenses	(557)	(734)
Operating result	(165)	(226)

Assets	-	4,282
Liabilities	-	(64)
Net assets	-	4,218

**(c) Woombye Gardens Caravan Park**

Revenues	301	2,077
Expenses	(396)	(1,762)
Operating result	(95)	315

Assets	-	3,911
Liabilities	-	(65)
Net assets	-	3,846

**(d) Gold Coast Events Co Pty Ltd**

Revenues	-	8,572
Expenses	-	(9,450)
Operating result	-	(878)

Assets	-	9,517
Liabilities	-	(5,664)
Net assets	-	3,853

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

### 36 Financial instruments

#### (a) Categorisation of financial instruments

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

Category		2012 \$'000	2011 \$'000
<b>Financial assets</b>			
Cash and cash equivalents	Note 16	53,765	230,939
Financial assets at fair value through profit or loss*	Note 20	-	212,478
Loans and receivables*	Note 17	88,320	172,269
<b>Total</b>		<b>142,085</b>	<b>615,686</b>
<b>Financial liabilities</b>			
Payables	Note 26	79,883	220,285
Finance leases*	Note 33(a)	-	16,811
Australian Government borrowings*		-	391,398
<b>Total</b>		<b>79,883</b>	<b>628,494</b>

\*Effective from 1 May 2012, all housing loans, financial assets at fair value through profit or loss, finance lease liabilities and Australian Government borrowings were transferred to the Department of Housing and Public Works (for further information refer to the machinery-of-government changes above note 1 and note 41).

The department does not enter into financial instruments for speculative purposes, nor for hedging. Apart from cash and cash equivalents, the department holds no financial assets classified at fair value through profit or loss.

In addition to the explanations set out in the remainder of this note, note 1 includes information on the accounting policies relating to all financial assets and liabilities.

#### (b) Financial risk management

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

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

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

- Credit risk - ageing analysis, earnings at risk
- Liquidity risk - sensitivity analysis
- Market risk - interest rate sensitivity analysis

#### (c) Credit risk exposure

Credit risk exposure refers to the situation where the department may incur financial loss as a result of another party to a financial instrument failing to discharge their obligation.

The maximum exposure to credit risk at balance date in relation to each class of recognised financial asset is the gross carrying amount of those assets inclusive of any allowances for impairment.

No collateral is held as security and no credit enhancements relate to financial assets held by the department.

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 invests in secure assets and monitors all funds owed on a timely basis. Exposure to credit risk is monitored on an ongoing basis.

To minimise credit risk, timely monitoring and management of overdue accounts is conducted, including prompt follow-up of outstanding debts with letters and telephone calls.

No financial assets or financial liabilities have been offset and presented net in the Statement of Financial Position.

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

**36 Financial instruments (continued)**

**(c) Credit risk exposure (continued)**

Objective evidence of impairment exists where balances of debtor's accounts are in arrears, and on the basis of recent past experience, there is a probability that those balances will not be fully recovered. Where individually impaired debts within a class of receivables warrant separate assessment, the allowance for impairment for that class reflects the outcomes of such separate assessments. At 30 June 2012 the department had nil (2011 nil) individually impaired debts.

Write-offs of unrecoverable amounts for receivables are deducted from the relevant allowance for impairment to the extent that such write-offs have been anticipated via that allowance. In all other situations, write-offs of unrecoverable amounts are deducted directly from the relevant debtor's account.

No identifiable concentrations of risk exist in relation to the department's receivables. The credit quality of these debts that are neither past due or impaired is assessed as high.

**(d) Market risk**

The department does not trade in foreign currency and is not materially exposed to commodity price changes. The department is not exposed to any interest rate risk as at 30 June 2012 (refer to note 16). The department manages its risk as per the liquidity risk management strategy.

**(e) Liquidity risk**

Liquidity risk refers to the situation where the department may encounter difficulty in meeting obligations associated with financial liabilities.

The department is exposed to liquidity risk in respect of its payables, in that the department needs to be able to pay these amounts when they fall due.

The department manages liquidity risk through the use of a liquidity management strategy. This strategy aims to reduce the exposure to liquidity risk by ensuring the department has sufficient funds 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.

The following table sets out the liquidity risk of financial liabilities held by the department. It represents the contractual maturity of financial liabilities, calculated based on undiscounted cash flows relating to liabilities at reporting date. The undiscounted cash flows in these tables differ from the amounts included in the Statement of Financial Position that are based on discounted cash flows.

2012					
		Payable in			Total
		<1 year \$'000	1 - 5 years \$'000	>5 years \$'000	
<b>Financial liabilities</b>					
Payables	Note 26	79,883	-	-	79,883
<b>Total</b>		<b>79,883</b>	<b>-</b>	<b>-</b>	<b>79,883</b>

2011					
		Payable in			Total
		<1 year \$'000	1 - 5 years \$'000	>5 years \$'000	
<b>Financial liabilities</b>					
Payables	Note 26	220,285	-	-	220,285
Finance leases*	Note 33(a)	-	1,064	4,256	5,320
Australian Government borrowings*		13,112	69,821	308,465	391,398
<b>Total</b>		<b>233,397</b>	<b>70,885</b>	<b>312,721</b>	<b>617,003</b>

\*Effective from 1 May 2012, all finance lease liabilities and Australian Government borrowings were transferred to the Department of Housing and Public Works (for further information refer to the machinery-of-government changes above note 1 and note 41).

There are no identifiable concentrations of liquidity risk associated with the above liabilities.

**(f) Fair value**

The carrying amount of the department's receivables and payables is assumed to approximate the value of the original transaction, less any allowance for impairment.

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

### 37 Trust and agency transactions and balances

All trust and agency transactions and balances are subject to audit by the Auditor-General of Queensland. The audit fee for these balances is included in the cost of the audit of the Department.

#### (a) Persons in care

The department undertook certain transactions in a fiduciary capacity on behalf of persons in departmental care.

As the department performed only a custodial role in respect of these transactions and balances they are not recognised in the financial statements but are disclosed in these notes for the information of users.

Effective from 1 May 2012 this arrangement was transferred to the Department of Justice and Attorney-General (for further information refer to the machinery-of-government changes above note 1 and note 41).

	01.07.11- 30.04.12 \$'000	01.07.10- 30.06.11 \$'000
<b>Trust expenses and revenues</b>		
<i>Expenses</i>		
Persons in departmental care	103	96
<i>Revenues</i>		
Persons in departmental care	102	97
<b>Trust assets</b>		
<i>Current assets</i>		
Cash – persons in departmental care	-	9

#### (b) Tenancy management

In 2005, the Queensland Government endorsed an alternative housing service delivery model for 34 Indigenous communities. Indigenous Councils were offered the opportunity to hand over responsibility for tenancy management to the department. As at 30 April 2012, twelve (2011 twelve) Indigenous Councils had handed over this responsibility. Until that date, the department acted as an agent in taking on the role of tenancy manager with each of the twelve communities and in respect of the collection and disbursement of rent. Effective from 1 May 2012 this arrangement was transferred to the Department of Housing and Public Works (for further information refer to the machinery-of-government changes above note 1 and note 41).

	01.07.11- 30.04.12 \$'000	01.07.10- 30.06.11 \$'000
Opening balance	837	90
Collections during the year	8,814	8,134
Disbursements during the year	(8,400)	(7,387)
Transfers through machinery-of-government changes	(1,251)	-
Closing balance	-	837

#### (c) Premier's Disaster Relief Appeal Fund

On 29 December 2010, the Queensland Government launched a disaster relief appeal to help those affected by widespread flooding throughout the state. The appeal was extended to include those affected by Cyclone Yasi. Payments from the Premier's Disaster Relief Appeal Fund were primarily available to help people whose homes may have been destroyed or suffered structural damage. The department acted as an agent in the distribution of round two and three payments from the fund. Activities of this fund were completed on 31 October 2011. A summary of amounts received and distributed to eligible recipients is as follows:

	2012 \$'000	2011 \$'000
Opening balance	857	-
Amounts received from the fund	114,668	88,146
Payments to eligible recipients	(115,525)	(87,289)
Balance at 30 June	-	857

Department of Communities, Child Safety and Disability Services  
Notes to and forming part of the financial statements  
for the year ended 30 June 2012

	Aboriginal and Torres Strait Islander Services		Community and Youth Justice Services		Sport and Recreation Services		Total	
	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000
<b>38 Schedule of administered items</b>								
<b>Administered revenues</b>								
Administered appropriation (note 39)	-	19	279,824	254,946	32,140	35,452	311,964	290,417
Grants and other contributions - disaster relief	-	-	24,098	75,643	-	-	24,098	75,643
Fees	-	-	-	5	-	-	-	5
Interest	-	19	18	-	-	-	18	19
GST refund	-	-	39,658	-	-	-	39,658	-
Expenditure recoveries	-	-	2,882	3,560	-	-	2,882	3,560
<b>Total</b>	-	38	346,480	334,154	32,140	35,452	378,620	369,644
<b>Administered expenses</b>								
Supplies and services	-	-	21,897	30,526	-	-	21,897	30,526
Grants and subsidies	-	-	-	-	-	-	-	-
Rates	-	-	49,396	43,880	-	-	49,396	43,880
Personal benefits*	-	-	4,311	49,618	-	-	4,311	49,618
Stadiums Queensland	-	-	481	-	25,640	28,952	26,121	28,952
Gold Coast Events Co Pty Ltd	-	-	-	-	6,500	6,500	6,500	6,500
Commission for Children and Young People and Child Guardian	-	-	42,947	39,146	-	-	42,947	39,146
Family Responsibility Commission	-	-	1,600	2,651	-	-	1,600	2,651
Impairment losses	-	-	-	30	-	-	-	30
Concession payments	-	-	-	-	-	-	-	-
Electricity	-	-	118,252	108,396	-	-	118,252	108,396
Rail	-	-	48,618	39,158	-	-	48,618	39,158
Water	-	-	17,244	14,285	-	-	17,244	14,285
Natural gas	-	-	1,949	1,906	-	-	1,949	1,906
Ex-gratia payments - Redress Scheme	-	-	-	88	-	-	-	88
<b>Total</b>	-	-	306,695	329,684	32,140	35,452	338,835	365,136
<b>Operating result before transfers to government</b>	-	38	39,785	4,470	-	-	39,785	4,508
<b>Transfers of administered revenue to government</b>	-	(19)	(39,676)	(3,862)	-	-	(39,676)	(3,881)
<b>Operating result</b>	-	19	109	608	-	-	109	627

\* The 2011 comparatives include special payments totalling \$0.877 million representing ex gratia payments made to assist householders affected by natural disasters.



Department of Communities, Child Safety and Disability Services  
Notes to and forming part of the financial statements  
for the year ended 30 June 2012

	Aboriginal and Torres Strait Islander Services		Community and Youth Justice Services		Sport and Recreation Services		Total	
	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000	2012 \$'000	2011 \$'000
<b>38 Schedule of administered items (continued)</b>								
<b>Administered assets</b>								
<i>Current</i>								
Cash and cash equivalents	-	-	(42,931)	6,611	-	235	(42,931)	6,846
Receivables	-	5	57,862	34,018	-	-	57,862	34,023
Prepayments	-	-	304	-	-	-	304	-
<b>Total current assets at 30 June</b>	-	5	15,235	40,629	-	235	15,235	40,869
<b>Administered liabilities</b>								
<i>Current</i>								
Payables	-	5	19,674	45,176	-	-	19,674	45,181
<b>Total current liabilities at 30 June</b>	-	5	19,674	45,176	-	-	19,674	45,181

**Department of Communities, Child Safety and Disability Services**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2012**

	<b>2012</b>	<b>2011</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>39 Reconciliation of payments from consolidated fund to administered appropriation</b>		
Budgeted appropriation	314,690	290,853
Transfers from/to other departments - redistribution of public business	(3,600)	
Lapsed administered appropriation	(1,629)	
Additional administered appropriation	-	1,789
<b>Total administered appropriation receipts</b>	<b>309,461</b>	<b>292,642</b>
Adjustment for appropriated equity injections	-	(1,200)
Opening balance of administered revenue receivable	(7,618)	(8,643)
Closing balance of administered revenue receivable	10,121	7,618
<b>Administered appropriation recognised in note 38</b>	<b>311,964</b>	<b>290,417</b>

**40 Prior year adjustments**

**a) Finance lease liabilities**

On commencement of the finance leases (refer to note 33), finance lease liabilities were recognised at the present value of minimum lease payments. Minimum lease payments were assessed to be \$800 per property per annum, being rent payable under the lease agreement. A rates component (paid in lieu of statutory charges) of \$2000 per annum payable under the lease agreement was excluded from the assessment, however it is now considered more relevant to include this rates component. This accounting policy is then consistent with the policy used by the lessors. This has resulted in the following adjustments as at 30 June 2011:

- Non-current Liabilities - Finance Leases has increased by \$12.217 million
- Asset Revaluation Surplus - Finance Leases has decreased by \$4.692 million
- Finance Lease Commitments have increased by \$12.217 million
- Leased Assets have increased by \$7.525 million
- In the Statement of Cash Flows \$0.066 million has been reclassified from Supplies and Services to Finance Lease Payments.

**b) Repairs provision**

Interest earned and bank charges incurred on the repairs fund in 2010-11 and prior years were recognised as revenues and expenses respectively. As the net interest on the fund was not to be retained by the department, these amounts should have been recognised as part of the repairs provision. This has resulted in the following adjustments:

- Accumulated Surplus at 1 July 2010 has decreased by \$1.476 million
- Interest revenue for 2010-11 has decreased by \$0.406 million and this amount has been reclassified from Interest Receipts to Other Inflows in the Statement of Cash Flows
- The Repairs Provision as at 30 June 2011 has increased by \$1.874 million

Department of Communities, Child Safety and Disability Services  
Notes to and forming part of the financial statements  
for the year ended 30 June 2012

	Transfers to:				Total
	Department of Housing and Public Works	Department of National Parks, Recreation, Sport and Racing	Department of Aboriginal and Torres Strait Islander and Multicultural Affairs	Department of Justice and Attorney-General	
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>41 Machinery-of-government changes</b>					
<b>Assets and liabilities transferred 1 May 2012</b>					
<b>CURRENT ASSETS</b>					
Cash and cash equivalents	173,004	17,031	5,842	5,715	201,592
Loans and receivables	63,614	4,355	410	-	68,379
Inventories	12,954	-	2,915	247	16,116
Financial assets at fair value through profit or loss	4,000	-	-	-	4,000
Other assets	8,403	(14)	15	-	8,404
Non-current assets classified as held for sale	17,997	-	-	-	17,997
<b>Total current assets</b>	<b>279,972</b>	<b>21,372</b>	<b>9,182</b>	<b>5,962</b>	<b>316,488</b>
<b>NON-CURRENT ASSETS</b>					
Loans and receivables	34,697	-	-	-	34,697
Financial assets at fair value through profit or loss	200,442	-	-	-	200,442
Other financial assets	8,416	-	-	-	8,416
Property, plant and equipment	14,732,930	192,534	26,069	295,706	15,247,240
Intangible assets	11,437	336	-	-	11,773
<b>Total non-current assets</b>	<b>14,987,922</b>	<b>192,870</b>	<b>26,069</b>	<b>295,706</b>	<b>15,502,568</b>
<b>TOTAL ASSETS</b>	<b>15,267,894</b>	<b>214,242</b>	<b>35,251</b>	<b>301,668</b>	<b>15,819,056</b>
<b>CURRENT LIABILITIES</b>					
Payables	97,888	3,748	1,421	4,662	107,719
Accrued employee benefits	10,520	1,751	197	-	12,468
Finance leases	31	-	-	-	31
Other liabilities	24,717	532	-	10	25,259
Australian Government borrowings	13,111	-	-	-	13,111
<b>Total current liabilities</b>	<b>146,267</b>	<b>6,031</b>	<b>1,618</b>	<b>4,672</b>	<b>158,588</b>
<b>NON-CURRENT LIABILITIES</b>					
Finance leases	16,779	-	-	-	16,779
Other liabilities	-	-	-	2	2
Australian Government borrowings	378,286	-	-	-	378,286
<b>Total non-current liabilities</b>	<b>395,065</b>	<b>-</b>	<b>-</b>	<b>2</b>	<b>395,067</b>
<b>TOTAL LIABILITIES</b>	<b>541,332</b>	<b>6,031</b>	<b>1,618</b>	<b>4,674</b>	<b>553,655</b>
<b>NET ASSETS</b>	<b>14,726,562</b>	<b>208,211</b>	<b>33,633</b>	<b>296,994</b>	<b>15,265,401</b>

Refer to machinery-of-government information above note 1.

Department of Communities, Child Safety and Disability Services  
 Notes to and forming part of the financial statements  
 for the year ended 30 June 2012

**42 Machinery-of-government changes - Administered**

Administered assets and liabilities transferred 1 May 2012

	<u>Transfers to:</u>
	<b>Department of National Parks, Recreation, Sport and Racing</b>
	<u>\$'000</u>
<b>CURRENT ASSETS</b>	
Cash and cash equivalents	<u>235</u>
<b>TOTAL ASSETS</b>	<u><u>235</u></u>

Refer to machinery-of-government information above note 1.

**43 Subsequent events**

As a result of the State budget of 11 September 2012 and as a consequence of the machinery-of-government changes the department will now have significantly reduced funding for 2012-13 to reflect its revised operations compared to the current financial year. Measures have been introduced in line with government policy to ensure that the department delivers on the government's priorities within the revised funding limit.

**Certificate of the Department of Communities, Child Safety and Disability Services**

These general purpose financial statements have been prepared pursuant to Section 62(1) of the *Financial Accountability Act 2009* (the Act), relevant sections of the *Financial and Performance Management Standard 2009* and other prescribed requirements. In accordance with Section 62(1)(b) of the Act, we certify that in our opinion:

- (i) the prescribed requirements for establishing and keeping the accounts have been complied with in all material respects and
- (ii) the statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of the Department of Communities, Child Safety and Disability Services for the financial year ended 30 June 2012, and of the financial position of the department at the end of that period.

**Arthur O'Brien CPA FIPA, M Bus P Actg, B Bus Mgt**  
Chief Finance Officer  
DEPARTMENT OF COMMUNITIES,  
CHILD SAFETY and DISABILITY  
SERVICES

**Margaret Allison B. Soc. Wk, M. Pub. Ad,  
FIPAA**  
Director-General  
DEPARTMENT OF COMMUNITIES,  
CHILD SAFETY and DISABILITY  
SERVICES

28/09/2012

28/9/2012

## INDEPENDENT AUDITOR'S REPORT

To the Accountable Officer of the Department of Communities, Child Safety and Disability Services

### Report on the Financial Report

I have audited the accompanying financial report of the Department of Communities, Child Safety and Disability Services, which comprises the statement of financial position and statement of assets and liabilities by major departmental services as at 30 June 2012, the statement of comprehensive income, statement of changes in equity, statement of cash flows and statement of comprehensive income by major departmental services, for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the certificates given by the Chief Finance Officer and by the Accountable Officer.

#### *The Accountable Officer's Responsibility 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 prescribed accounting requirements identified in the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*, including compliance with Australian Accounting Standards. The Accountable Officer's responsibility also includes such internal control as the Accountable Officer determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

#### *Auditor's Responsibility*

My responsibility is to express an opinion on the financial report based on the audit. The audit was conducted in accordance with the *Auditor-General of Queensland Auditing Standards*, which incorporate the Australian Auditing Standards. Those standards require compliance with relevant ethical requirements relating to audit engagements and that the audit is planned and performed to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control, other than in expressing an opinion on compliance with prescribed requirements. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Accountable Officer, as well as evaluating the overall presentation of the financial report including any mandatory financial reporting requirements approved by the Treasurer for application in Queensland.

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

### Independence

The *Auditor-General Act 2009* promotes the independence of the Auditor-General and all authorised auditors. The Auditor-General is the auditor of all Queensland public sector entities and can be removed only by Parliament.

The Auditor-General may conduct an audit in any way considered appropriate and is not subject to direction by any person about the way in which audit powers are to be exercised. The Auditor-General has for the purposes of conducting an audit, access to all documents and property and can report to Parliament matters which in the Auditor-General's opinion are significant.

### Opinion

In accordance with s.40 of the *Auditor-General Act 2009* –

- (a) I have received all the information and explanations which I have required; and
- (b) in my opinion –
  - (i) the prescribed requirements in relation to the establishment and keeping of accounts have been complied with in all material respects; and
  - (ii) the financial report presents a true and fair view, in accordance with the prescribed accounting standards, of the transactions of the Department of Communities, Child Safety and Disability Services for the financial year 1 July 2011 to 30 June 2012 and of the financial position as at the end of that year.

### Other Matters - Electronic Presentation of the Audited Financial Report

This auditor's report relates to the financial report of the department for the year ended 30 June 2012. Where the financial report is included on the department's website the Accountable Officer is responsible for the integrity of the department's website and I have not been engaged to report on the integrity of the department's website. The auditor's report refers only to the subject matter described above. It does not provide an opinion on any other information which may have been hyperlinked to/from these statements or otherwise included with the financial report. If users of the financial report are concerned with the inherent risks arising from publication on a website, they are advised to refer to the hard copy of the audited financial report to confirm the information contained in this website version of the financial report.

These matters also relate to the presentation of the audited financial report in other electronic media including CD Rom.







# Appendices

## *Part 6*

# Appendix 1

## Our legislation

The Department of Communities, Child Safety and Disability Services' functions and powers are derived from administering the following Acts of Parliament, in accordance with Administrative Arrangements Order (No. 3) 2012.

Our Director-General, on behalf of our Minister, is responsible for administering these Acts, except the *Commission for Children and Young People and Child Guardian Act 2000*, which is administered by the Commission for Children and Young People and Child Guardian.

The statutory objectives for each Act are outlined below.

Act	Statutory objective
<i>Adoption Act 2009</i> (except to the extent administered by the Attorney-General and Minister for Justice)	The objective of this Act is to provide for the adoption of children in Queensland and to provide access to information in a way that: <ul style="list-style-type: none"> <li>• promotes the wellbeing and best interests of adopted persons throughout their lives</li> <li>• supports efficient and accountable practice in the delivery of adoption services</li> <li>• complies with Australia's obligations under the Hague Convention.</li> </ul>
<i>Carers (Recognition) Act 2008</i>	The objectives of this Act are to: <ul style="list-style-type: none"> <li>• recognise the valuable contribution of carers</li> <li>• recognise the benefit, including the social and economic benefit, provided by carers to the community</li> <li>• provide for the interests of carers to be considered in decisions about services that impact on the role of carers</li> <li>• establish the Carers Advisory Council.</li> </ul>
<i>Childrens Court Act 1992</i> (ss. 20(1)(f), 20(2)(a)(ii))	The objective of this Act is to establish the Childrens Court of Queensland and for related purposes.
<i>Child Protection Act 1999</i> (jointly administered with the Attorney-General and Minister for Justice)	The objective of this Act is to provide for the protection of children.
<i>Child Protection (International Measures) Act 2003</i>	The main objectives of this Act are to recognise: <ul style="list-style-type: none"> <li>• the importance of international cooperation for the protection of children</li> <li>• the need to avoid conflict between the legal systems of different countries about the jurisdiction, applicable law, recognition and enforcement of measures for the protection of children</li> <li>• that a child's best interests are a primary consideration in relation to a measure for protecting the child or a measure for protecting the child's property.</li> </ul>
<i>Commission for Children and Young People and Child</i>	The objective of this Act, through the Commission for Children and Young People and Child Guardian, which is an independent commission, is to promote and protect the rights,

Act	Statutory objective
<i>Guardian Act 2000</i>	interests and wellbeing of children in Queensland.
<i>Community Services Act 2007</i> (jointly administered with the Minister for Education, Training and Employment and the Minister for Aboriginal and Torres Strait Islander and Multicultural Affairs and Minister Assisting the Premier)	The main objective of this Act is to help build sustainable communities by facilitating access by Queenslanders to community services.
<i>Disability Services Act 2006</i>	<p>The objectives of this Act are to acknowledge the rights of people with a disability, including promoting their inclusion in community life, and ensuring that disability services funded by the department are safe, accountable and respond to the needs of people with a disability.</p> <p>The Act also recognises the right of people with a disability to live a life free from abuse, neglect and exploitation.</p> <p>It safeguards the rights of adults with an intellectual or cognitive disability who exhibit behaviours of concern by mandating a positive behaviour support approach and regulating the use of restrictive practices by departmentally provided and funded services.</p>
<i>Domestic and Family Violence Protection Act 1989</i>	The main purpose of this Act is to provide for the safety and protection of a person in the case of domestic violence committed by someone else if any of the following domestic relationships exist between the two persons: a spousal relationship; an intimate personal relationship; a family relationship; and an informal care relationship.
<i>Family Services Act 1987</i>	<p>The objectives of this Act include the:</p> <ul style="list-style-type: none"> <li>• promotion and support of the welfare of families as the basis of community wellbeing</li> <li>• establishment of services and the encouragement of the development of services that promote, support and protect the wellbeing of families</li> <li>• encouragement of the development of coordinated social welfare services and programs that promote and strengthen local, neighbourhood and community interests</li> <li>• promotion of the wellbeing of the community by assisting individuals and families to overcome social problems with which they are confronted.</li> </ul>
<i>Forensic Disability Act 2011</i>	<p>The purpose of this Act is to provide for the involuntary detention, and the care and support and protection, of forensic disability clients, while at the same time:</p> <ul style="list-style-type: none"> <li>• safeguarding their rights and freedoms</li> <li>• balancing their rights and freedoms with the rights and freedoms of other people</li> <li>• promoting their individual development and enhancing their opportunities for quality of life</li> </ul>

Act	Statutory objective
	<ul style="list-style-type: none"> <li>maximising their opportunities for reintegration into the community.</li> </ul>
<i>Guide, Hearing and Assistance Dogs Act 2009</i>	The objectives of this Act are to assist people with a disability who rely on guide, hearing or assistance dogs to have independent access to the community and ensure the quality and accountability of guide, hearing and assistance dog training services.
<i>Youth Justice Act 1992</i> (jointly administered with the Attorney-General and Minister for Justice)	<p>The principal objectives of this Act are to:</p> <ul style="list-style-type: none"> <li>establish the basis for the administration of youth justice</li> <li>establish a code for dealing with children who have, or are alleged to have, committed offences</li> <li>provide for the jurisdiction and proceedings of courts dealing with children</li> <li>ensure that courts that deal with children who have committed offences deal with them according to principles established under this Act</li> <li>recognise the importance of families of children and communities, in particular Aboriginal and Torres Strait Islander communities, in the provision of services designed to: rehabilitate children who commit offences; and reintegrate children who commit offences into the community.</li> </ul>

### Changes in law

The following changes in law have affected, or will affect, the department:

Act	Change in law
<i>Domestic and Family Violence Protection Act 1989</i> to be repealed in September 2012 and replaced by the <i>Domestic and Family Violence Protection Act 2012</i>	<p>The <i>Domestic and Family Violence Protection Act 2012</i> was passed by Parliament on 16 February 2012 and will come into effect on 17 September 2012. The Act introduces a number of changes to improve the safety and protection of people affected by domestic and family violence. Key changes include:</p> <ul style="list-style-type: none"> <li>the introduction of short-term police protection notices</li> <li>an expanded definition of domestic and family violence</li> <li>increased penalties for breaches of domestic violence orders.</li> </ul>

All legislation is available at [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)

## Appendix 2

### Statutory authorities

<b>Commission for Children and Young People and Child Guardian</b>	
<b>Objective/function</b>	<p>The Commission for Children and Young People and Child Guardian promotes and protects the rights, interests and wellbeing of children and young people in Queensland, particularly those who:</p> <ul style="list-style-type: none"> <li>• are in care or detention</li> <li>• have no one to act on their behalf</li> <li>• are not able to protect themselves</li> <li>• are disadvantaged because of a disability, geographic isolation, homelessness or poverty.</li> </ul>
<b>Constituting Act</b>	<p>The Commission for Children and Young People and Child Guardian is an independent statutory body established under the <i>Commission for Children and Young People and Child Guardian Act 2000</i>. In accordance with Section 17 of the Act, the Commissioner acts independently and is not under the control or direction of the Minister.</p>

Note: The Commission for Children and Young People and Child Guardian presents an annual report to the Minister for Communities, Child Safety and Disability Services, therefore, its activities are not included in the financial statements of this annual report.

## Appendix 3

### Government boards and committees

<b>Complaints Quality Management Committee</b>	
<b>Role, function and responsibilities</b>	The purpose of the committee is to provide independent advice to the Minister for Communities, Child Safety and Disability Services on the quality, efficiency and effectiveness of the department's complaints management system.
<b>Achievements for 2011–12</b>	In 2011–12, the committee held two meetings and reviewed the department's management of six complaints. As a result of these reviews, a series of system improvement recommendations aimed at further improving the department's Complaints Management Process were presented to the department for appropriate actioning.
<b>Total remuneration payments and on-costs</b>	The remuneration for committee members was \$6333. Total on-costs were \$9722.
<b>Number of women</b>	3
<b>Percentage of women</b>	50 per cent

<b>Disability Advisory Council of Queensland and Regional Disability Advisory Councils</b>	
<b>Role, function and responsibilities</b>	<p>The Queensland and Regional Disability Advisory Councils are a key channel for advice to the Minister for Communities, Child Safety and Disability Services on a range of regional, state, and national disability and related matters that affect the broader community.</p> <p>The Queensland and seven regional councils comprise members from across the community, including people with a disability, family members, carers, advocacy representatives, as well as members from community organisations, businesses, local government, and disability service providers.</p> <p>The Queensland Disability Advisory Council comprises an independent chair, the chairs of the seven regional councils, and four additional members with specialist expertise or knowledge. Each of the seven regional councils has 10 members.</p> <p>Members commenced their three-year term of appointment on 1 September 2011.</p>
<b>Achievements for 2011–12</b>	<p>In 2011–12, the new council members attended an induction and participated in the two-day Queensland Disability Conference in Cairns.</p> <p>The Queensland council held three meetings from September, and each of the regional disability advisory councils met twice.</p> <p>As the independent Chair for the Queensland Disability Advisory</p>

<b>Disability Advisory Council of Queensland and Regional Disability Advisory Councils</b>	
	Council, Mr Brett Casey, also met as a member of the National Disability Advisory Bodies to discuss policy priorities and to advise on the progress of the National Disability Strategy.
<b>Total remuneration payments and on-costs</b>	\$266,000
<b>Number of women</b>	44
<b>Percentage of women</b>	59 per cent

<b>Domestic and Family Violence Strategy Implementation Advisory Group</b>	
<b>Role, function and responsibilities</b>	<p>The purpose of the advisory group is to provide advice on the implementation of the Queensland Government strategy to reduce domestic and family violence: For our sons and daughters.</p> <p>The advisory group also provides advice and feedback in relation to the review of the <i>Domestic and Family Violence Protection Act 1989</i> and the implementation of the <i>Domestic and Family Violence Protection Act 2012</i>.</p>
<b>Achievements for 2011–12</b>	<p>In 2011–12, the committee held four meetings and provided advice on such issues as the:</p> <ul style="list-style-type: none"> <li>• domestic and family violence legislation review</li> <li>• National Plan to Reduce Violence Against Women and their Children 2010–2022</li> <li>• incorporation of sexual assault services into the Department of Communities, Child Safety and Disability Services</li> <li>• crisis accommodation</li> <li>• Domestic and Family Violence Death Review unit.</li> </ul> <p>The Domestic and Family Violence Strategy Implementation Advisory Group consists of seven community members with specialist expertise and experience in the domestic violence sector and two ex officio members, one from the Department of Communities, Child Safety and Disability Services and one from the Queensland Police Service.</p>
<b>Total remuneration payments and on-costs</b>	\$33,932.29
<b>Number of women</b>	7
<b>Percentage of women</b>	78 per cent



<b>Duke of Edinburgh's Award State Award Committee</b>	
<b>Role, function and responsibilities</b>	The purpose of the Duke of Edinburgh's Award State Award Committee is to provide strategic guidance for the delivery of the award in Queensland and to promote the award through industry and community networks.
<b>Achievements for 2011–12</b>	In 2011–12, the committee continued to support the department to expand access to the award to vulnerable and disadvantaged young people, Indigenous young people and young people involved in community agencies and Police Citizens Youth Clubs. The committee supported the implementation of policy changes to ensure Award volunteers are skilled enough to safely lead challenging activities.
<b>Total remuneration payments and on-costs</b>	Approximately \$1400
<b>Number of women</b>	4
<b>Percentage of women</b>	33 per cent

<b>Queensland Carers Advisory Council</b>	
<b>Role, function and responsibilities</b>	The purpose of the council is to provide advice to the Minister on strategies aimed at increasing recognition of carers by public authorities and advancing the interests of carers.
<b>Achievements for 2011–12</b>	The council met in October prior to the end of their term of appointment on 19 October 2011. In line with the amendments to the <i>Carers (Recognition) Act 2008</i> in 2010, two grandparent carer representatives were appointed to the council in February 2012. The council was unable to meet again prior to 30 June 2012 due to caretaker conventions. The council also needed to confirm the policy priorities of a new government.
<b>Total remuneration payments and on-costs</b>	\$2919 for attendance fees and catering (excluding travel).
<b>Number of women</b>	9
<b>Percentage of women</b>	75 per cent

<b>Queensland Compact Governance Committee</b>	
<b>Role, function and responsibilities</b>	The purpose of the committee is to oversee implementation of the Queensland Compact.
<b>Achievements for 2011–12</b>	In 2011–12, the committee oversaw a number of Compact Action Plan commitments including: <ul style="list-style-type: none"> <li>• the design and trial of the Human Services Quality Framework</li> <li>• improving access to business support tools for non-government organisations</li> <li>• researching the social and economic contributions of the health</li> </ul>

	<p>and community services industry</p> <ul style="list-style-type: none"> <li>• commencing strategies to tackle sector workforce issues.</li> </ul> <p>The committee also commissioned an independent review of Compact implementation and prepared a preliminary response to the review recommendations.</p> <p>The committee completed its three-year term and delivery of its first action plan in March 2012.</p>
<b>Total remuneration payments and on-costs</b>	\$4290
<b>Number of women</b>	7
<b>Percentage of women</b>	64 per cent

## Appendix 4

### Governance boards and committees

Due to the machinery-of-government changes, resulting from the March 2012 state election, the corporate governance framework was amended in late 2011–12 to align with the new priorities of the department. An interim framework was in place during the transition process.

As the department is still undergoing an internal restructure and a redesign of organisational arrangements, future corporate governance arrangements are still being finalised and will be implemented during 2012–13.

Both the former departmental corporate governance arrangements and the interim arrangements are reported.

<b>Audit Committee</b>	
<b>Description</b>	<p>The primary role of the Audit Committee is to provide advice to the Director-General on audit-related matters, and assist in the discharge of the Director-General’s financial management responsibilities imposed under the <i>Financial Accountability Act 2009</i>, Financial Accountability Regulation 2009 and the Financial and Performance Management Standard 2009.</p> <p>The Audit Committee is established in accordance with section 35 of the Financial and Performance Management Standard 2009, at the direction of the Director-General. The Audit Committee reports to the Director-General.</p> <p>The Audit Committee has observed the terms of its charter and had due regard to Queensland Treasury’s Audit Committee Guidelines.</p> <p>The role of the Audit Committee is to:</p> <ul style="list-style-type: none"> <li>• assess the audit sub-program activity, for example, reviewing and monitoring internal audit reports and action taken</li> <li>• review the performance of organisational areas in respect to action taken on audit recommendations (both internal and external)</li> <li>• review the department’s financial statements</li> <li>• implement the department’s approach to maintain an effective internal control framework, including over external parties such as contractors and advisors</li> <li>• review the currency, comprehensiveness and relevance of the department’s risk management framework, policies and procedures and its link to internal audit plans.</li> </ul>
<b>Membership July 2011 – March 2012</b>	<ul style="list-style-type: none"> <li>• Les McNamara (retired), former Director Internal Audit, Education Queensland (Chair)</li> <li>• Director-General (special invitee)</li> <li>• Carl Gerrard, Partner, Enterprise Risk Services, Deloitte Touche Tohmatsu (member)</li> <li>• Deputy Director-General, Strategy, Policy and Performance (member)</li> </ul>

<b>Audit Committee</b>	
	<ul style="list-style-type: none"> <li>• Deputy Director-General, Corporate Services (member)</li> <li>• Executive Director, Policy and Performance, Disability and Community Care Services</li> <li>• Head of Internal Audit (invitee)</li> <li>• Chief Finance Officer (invitee)</li> <li>• Director of Audit, Queensland Audit Office (invitee)</li> <li>• Audit Manager, Queensland Audit Office (invitee).</li> </ul>
<b>Membership March 2012 – June 2012</b>	<ul style="list-style-type: none"> <li>• Les McNamara (retired), former Director Internal Audit, Education Queensland (Chair)</li> <li>• Director-General (special invitee)</li> <li>• Carl Gerrard, Partner, Enterprise Risk Services, Deloitte Touche Tohmatsu (member)</li> <li>• Deputy Director-General, Corporate and Executive Services (member)</li> <li>• Executive Director, Social Inclusion, Strategic Policy and Programs</li> <li>• Head of Internal Audit (invitee)</li> <li>• Chief Finance Officer (invitee)</li> <li>• Director of Audit, Queensland Audit Office (invitee)</li> <li>• Audit Manager, Queensland Audit Office (invitee).</li> </ul>
<b>Total on-costs</b>	In 2011–12, the external members received total remuneration of \$7715.
<b>Meeting frequency</b>	The Audit Committee meets quarterly, with an additional meeting scheduled in August to approve annual financial statements.
<b>Achievements for 2011–12</b>	<p>The committee's achievements in 2011–12 included:</p> <ul style="list-style-type: none"> <li>• monitoring compliance with the Annual Audit Plan 2011–12</li> <li>• providing guidance on, and endorsing the Annual Audit Plan 2012–13</li> <li>• approving and providing guidance on the implementation of the TeamMate audit management software platform and Audit Exchange data analytics software development</li> <li>• managing the interface between the department and the Queensland Audit Office</li> <li>• reviewing and endorsing the annual financial statements.</li> </ul>

<b>Board of Management</b>	
<b>Description</b>	The Board of Management which ceased in March 2012 was the key strategic governing body for the department. It was responsible for overall strategic direction, strategic management of performance, and overseeing the portfolio of programs and projects.
<b>Membership July 2011 – March 2012</b>	<ul style="list-style-type: none"> <li>• Director-General (Chair)</li> <li>• Associate Director-General, Strategy, Policy, Programs and Performance (member)</li> <li>• Associate Director-General, Regional Service Delivery Operations (member)</li> <li>• Deputy Director-General, Corporate Services (member)</li> <li>• Chief Finance Officer (ex officio member)</li> <li>• Chief Information Officer (ex officio member)</li> <li>• Deputy Director-General, Communities' Property Portfolio (ex officio member)</li> </ul>
<b>Total on-costs</b>	The committee was cost neutral.
<b>Meeting frequency</b>	The Board of Management met weekly, with one meeting per month extended to include the Executive Leadership Team.
<b>Achievements for 2011–12</b>	<p>In 2011–12, the Board of Management focused on:</p> <ul style="list-style-type: none"> <li>• establishing departmental priorities</li> <li>• allocating resources to enable the delivery of services</li> <li>• monitoring performance against corporate objectives and the department's fiscal strategy</li> <li>• ensuring compliance with statutory and financial management requirements.</li> </ul>

<b>Budget, Resources and Capital Infrastructure Committee</b>	
<b>Description</b>	The purpose of the Budget, Resources and Capital Infrastructure Committee was to enable the department's senior executives to collaborate on the Information and Communications Technology (ICT), financial and capital assets that support the department's service delivery functions. The committee also monitors and, where necessary, adjusts the departmental budget.
<b>Membership July 2011 – March 2012</b>	<ul style="list-style-type: none"> <li>• Director-General (Chair)</li> <li>• Associate Director-General, Strategy, Policy, Programs and Performance (member)</li> <li>• Associate Director-General, Regional Service Delivery Operations (member)</li> <li>• Deputy Director-General, Corporate Services (member)</li> <li>• Deputy Director-General, Communities' Property Portfolio (ex officio member)</li> <li>• Chief Finance Officer (ex officio member)</li> <li>• Chief Information Officer (ex officio member)</li> </ul>
<b>Total on-costs</b>	The committee is cost neutral.
<b>Meeting frequency</b>	The committee met monthly until February 2012. From March 2012 onwards a standing budget agenda item was included on the Executive Management Team agenda.
<b>Achievements for 2011–12</b>	The committee provided a structured forum, with representation from all key areas of the department, to oversee the preparation

<b>Budget, Resources and Capital Infrastructure Committee</b>	
	<p>of the department's budget and to review and monitor financial performance and position against budgets. It provided sound leadership and direction in the financial management and performance of the department.</p> <p>The committee closely monitored budget pressures and prioritised the use of savings to address those pressures most critical to the department's objectives.</p> <p>It also reviewed the overall strategic alignment, value and benefit delivery of the ICT portfolio and made changes or provided direction on its make-up.</p> <p>The financial performance in relation to capital outlays was monitored and reviewed to achieve optimum outcomes.</p>

<b>Executive Leadership Team</b>	
<b>Description</b>	<p>The Executive Leadership Team, which ceased in March 2012, focused on strategic discussions regarding:</p> <ul style="list-style-type: none"> <li>• policy</li> <li>• portfolio priorities and resourcing matters</li> <li>• key organisational risks</li> <li>• performance and evaluation</li> <li>• emerging issues.</li> </ul>
<b>Membership July 2011 – March 2012</b>	<ul style="list-style-type: none"> <li>• Board of Management members</li> <li>• Board of Management ex officio members</li> <li>• Deputy Director-General, Aboriginal and Torres Strait Islander Services</li> <li>• Deputy Director-General, Communities, Child Safety, Youth and Families</li> <li>• Deputy Director-General, Disability and Community Care Services and Multicultural Affairs Queensland</li> <li>• Deputy Director-General, Housing and Homelessness Services</li> <li>• Deputy Director-General, Sport and Recreation Services</li> <li>• Assistant Director-General, Statewide Services</li> <li>• Assistant Director-General, Service Delivery Improvement and Support</li> </ul>
<b>Total on-costs</b>	The committee was cost neutral.
<b>Meeting frequency</b>	The Executive Leadership Team met monthly and was considered to be an extended meeting of the Board of Management.
<b>Achievements for 2011–12</b>	<p>In 2011–12, the Executive Leadership Team focused on:</p> <ul style="list-style-type: none"> <li>• departmental priorities</li> <li>• emerging issues.</li> </ul>

<b>Executive Management Team</b>	
<b>Description</b>	<p>The Executive Management Team was established in March 2012 and is the key strategic governing body for the department. The Executive Management Team focuses on:</p> <ul style="list-style-type: none"> <li>• whole-of-department issues</li> <li>• key reform processes</li> <li>• high-level policy issues</li> <li>• whole-of-department risk management including strategic risks</li> <li>• portfolio and performance management.</li> </ul> <p>Accountability for the department's operations under the <i>Financial Accountability Act 2009</i> resides solely with the Director-General as the Accountable Officer. As the Director-General is Chair of the Executive Management Team, all decisions of the team are approved by the Accountable Officer and are binding.</p>
<b>Membership March 2012 – June 2012</b>	<ul style="list-style-type: none"> <li>• Director-General (Chair)</li> <li>• Transition Leader</li> <li>• Deputy Director-General, Strategic Policy and Programs</li> <li>• Deputy Director-General, Corporate and Executive Services</li> <li>• Regional Executive Director, Far North Queensland Region</li> <li>• Regional Executive Director, North Queensland Region</li> <li>• Regional Executive Director, Central Queensland Region</li> <li>• Regional Executive Director, North Coast Region</li> <li>• Regional Executive Director, Brisbane Region</li> <li>• Regional Executive Director, South East Region</li> <li>• Regional Executive Director, South West Region</li> </ul>
<b>Total on-costs</b>	The committee is cost neutral.
<b>Meeting frequency</b>	The Executive Management Team meets weekly.
<b>Achievements for 2011–12</b>	<p>The Executive Management Team:</p> <ul style="list-style-type: none"> <li>• led the design of the new structure and oversaw the machinery-of-government changes for the department.</li> <li>• set corporate performance objectives and monitored performance against these objectives</li> <li>• monitored performance against the department's fiscal strategy</li> <li>• monitored the department's service delivery, including its whole-of-government strategic priorities for policy and strategic direction.</li> </ul>

<b>Human Resources Committee</b>	
<b>Description</b>	The purpose of the Human Resources Committee is to provide strategic and operational direction on human resource and workforce management issues. The committee also assists in maximising the capability of the workforce and promote safe and supportive workplaces.
<b>Membership July 2011 – March 2012</b>	<ul style="list-style-type: none"> <li>• Deputy Director-General, Corporate Services (Chair)</li> <li>• General Manager, Human Resources and Ethical Standards</li> <li>• Deputy Director-General, Aboriginal and Torres Strait Islander Services</li> <li>• Deputy Director-General, Communities, Child Safety, Youth</li> </ul>



<b>Human Resources Committee</b>	
	<p>and Families</p> <ul style="list-style-type: none"> <li>• Deputy Director-General, Disability and Community Care Services and Multicultural Affairs Queensland</li> <li>• Deputy Director-General, Sport and Recreation Services</li> <li>• Assistant Director-General Statewide Services</li> <li>• Assistant Director-General Service Delivery Improvement and Support</li> <li>• Regional Executive Director, South West Region</li> <li>• Regional Executive Director, Central Queensland Region</li> </ul>
<b>Membership March 2012 – June 2012</b>	<ul style="list-style-type: none"> <li>• Deputy Director-General, Corporate and Executive Services (Chair)</li> <li>• Chief Human Resources Officer</li> <li>• Transition Leader</li> <li>• Deputy Director-General, Strategic Policy and Programs</li> <li>• Executive Director, Child Safety</li> <li>• Executive Director, Planning, Performance and Reporting</li> </ul>
<b>Total on-costs</b>	The committee is cost neutral.
<b>Meeting frequency</b>	The committee meets monthly.
<b>Achievements for 2011–12</b>	<p>In 2011–12, the committee focused on:</p> <ul style="list-style-type: none"> <li>• Project 2800 Strategy</li> <li>• 2011–12 graduate program</li> <li>• Aboriginal and Torres Strait Islander Staff Mentoring program</li> <li>• Strategic Workforce Framework 2011–2015</li> <li>• Department Strategic Workforce Plan</li> <li>• Career events 2012</li> <li>• Health, Safety and Wellbeing policy; Health, Safety and Wellbeing Risk Management guidelines; Consultation, Representation and Participation framework</li> <li>• Child Safety Officer progression</li> <li>• Achievement and Capability Planning policy and procedure</li> <li>• Fraud and Corruption Control policy.</li> </ul>

<b>ICT Strategy, Investment and Performance Committee</b>	
<b>Description</b>	The ICT Strategy, Investment and Performance Committee manages all ICT-enabled business initiatives and is the primary governance body by which the department ensures it maximises the value of its business investments that have an ICT-enabled component.
<b>Membership July 2011 – March 2012</b>	<ul style="list-style-type: none"> <li>• Deputy Director-General, Corporate Services (Chair)</li> <li>• Associate Director-General, Strategy, Policy, Programs and Performance (member)</li> <li>• Assistant Director-General, Service Delivery Improvement and Support, Regional Service Delivery Operations</li> <li>• Regional Executive Director, Central Queensland Region</li> <li>• Chief Information Officer (member)</li> <li>• whole-of-government ICT nominee (ex officio member)</li> <li>• Director, Internal Audit (ex officio member)</li> <li>• Director, Strategy, Investment and Architecture, Information Services (ex officio member).</li> </ul>
<b>Membership</b>	<ul style="list-style-type: none"> <li>• Deputy Director-General, Corporate and Executive Services</li> </ul>

<b>ICT Strategy, Investment and Performance Committee</b>	
<b>March 2012 – June 2012</b>	(Chair) <ul style="list-style-type: none"> <li>• Deputy Director-General, Strategic Policy and Programs (member)</li> <li>• A/Assistant Director-General, Service Delivery Improvement and Support, Regional Service Delivery Operations</li> <li>• Regional Executive Director, Central Queensland Region</li> <li>• Chief Financial Officer (member)</li> <li>• Chief Information Officer (member)</li> <li>• whole-of-government ICT nominee (ex officio member)</li> <li>• Director, Internal Audit (ex officio member)</li> <li>• Director, Information Services Planning and Innovation, Information Services (ex officio member).</li> </ul>
<b>Total on-costs</b>	The committee is cost neutral.
<b>Meeting frequency</b>	The committee meets monthly.
<b>Achievements for 2011–12</b>	<p>In alignment with the Information Management Strategic Plan 2011–2015, the committee undertook delivery of the 2011–12 ICT-enabled program of work including the Disability Services Business Information System; Child Safety Services Integrated Client Management System; Forensic Disability Services Information System; and Homelessness Information Management System.</p> <p>Additionally, ICT preparedness and response for the natural disaster season and improvements to the ICT security profile, including the Information Security Strategic Plan, were delivered.</p> <p>The results of an independent review of Portfolio, Program and Project Management (P3M3) showed a substantial improvement. The review confirmed that the department’s project management controls, risk management and gating controls were operating effectively and were at a high level of maturity.</p>

<b>Learning and Organisational Development Committee</b>	
<b>Description</b>	The purpose of the Learning and Organisational Development Committee is to provide strategic and operational direction on all learning, training and organisational development within the department.
<b>Membership July 2011 – March 2012</b>	<ul style="list-style-type: none"> <li>• Deputy Director-General, Corporate Services (Chair)</li> <li>• Associate Director-General, Regional Service Delivery Operations</li> <li>• Associate Director-General, Strategy, Policy, Programs and Performance</li> <li>• General Manager, Human Resources and Ethical Standards.</li> </ul>
<b>Membership March 2012 – June 2012</b>	<ul style="list-style-type: none"> <li>• Deputy Director-General, Corporate and Executive Services (Chair)</li> <li>• Transition Leader</li> <li>• Chief Human Resources Officer.</li> </ul>
<b>Total on-costs</b>	The committee is cost neutral.
<b>Meeting frequency</b>	The committee meets every three months.

<b>Learning and Organisational Development Committee</b>	
<b>Achievements for 2011–12</b>	<p>In 2011–12, the committee achieved:</p> <ul style="list-style-type: none"> <li>• analysis of the 2011–12 scheduled training programs and budgets</li> <li>• delivery of Employee Opinion Survey and action plans</li> <li>• nominations for Study and Research Assistance Scheme and Australia and New Zealand School of Government programs</li> <li>• approval of change leadership support program</li> <li>• inclusion of Aboriginal and Torres Strait Islander Cultural Capability governance.</li> </ul>

## Appendix 5

### Performance statement

Following is the department's 2011–12 corporate performance.

Corporate performance	Notes	2010–11 actual	2011–12 target	2011–12 actual
Percentage of internal audit recommendations accepted for implementation	1	91.50%	95%	90%
Percentage of statutory reporting responsibilities met within agreed timeframes		100%	100%	100%
Percentage of full-time equivalents by status (permanent)	2	75.74%	77.03%	80.42%
Percentage of full-time equivalents by status (temporary)	2, 3	20.04%	14.69%	16.28%
Percentage of women employees	2	73.10%	67.27%	76.89%
Percentage of staff (people with a disability)	2	5.60%	4.5%	5.26%
Percentage of staff (culturally and linguistically diverse)	2	8.60%	9.43%	8.76%
Percentage of staff (Aboriginal and Torres Strait Islander)	2	4.10%	2.24%	2.93%
Absenteeism rate (percentage)	2	5.08%	3.8%	6.86%
Number of claims lodged with WorkCover		458	458	501
Cost of WorkCover claims (\$m)		\$1.99	\$1.99	\$1.89

1. This measure relates to business assurance, operational and IT audits.

2. The 2011–12 target for this measure is the Queensland Public Service average at 30 June 2012.

3. Temporary staff are employed to backfill a permanent officer who: takes planned leave (annual or long service leave); takes long-term leave (maternity or long-term sick leave); temporarily relieves in a higher position or undertakes a special project.

Following is the department's 2011–12 service area performance.

Performance Measure	Notes	2011–12 Target/est.	2011–12 Est. actual	2011–12 actual
<b>Service Area: Child Safety Services</b>				
Rate of substantiated harm per 1,000 children (0–17 years of age)	1	5.1	6.2	6.5
Rate of children subject to protective orders per 1,000 children (0–17 years of age):				
• Aboriginal and Torres Strait Islander children	2	44.0	48.0	47.6
• Other children		5.1	5.2	5.5
• All children		7.6	8.0	8.3
Proportion of children on a care and protection order exiting care after 12 months or more who had 1 or 2 placements	3	48%	41%	38.2%
Number of intakes:				
• Child concern reports		102,300	92,420	89,680
• Notifications	4	19,800	25,150	24,823
• Total intakes		122,100	117,570	114,503
Number of substantiations:				
• Child in need of protection	4	4100	4840	4820
• Child not in need of protection	4	2400	2730	2861
• Total substantiations	4	6500	7570	7681
Number of children subject to ongoing intervention:				
• Number of children subject to child protection orders		8500	8880	8814
• Number of children subject to intervention with parental agreement	5	3000	2100	2149
• Total number of children subject to ongoing intervention		11,500	10,980	10,963
Length of time to provide adoption information from application received to information provided	6	12 weeks	9 weeks	9 weeks
<b>Service Area : Disability Services</b>				
Government expenditure, per person, receiving disability services:				
• Accommodation support services		\$74,000–\$79,000	\$74,100	NA
• Community support services		\$7,000–\$10,000	\$8,200	NA
• Community access services	8	\$17,000–\$20,000	\$15,000	NA

Performance Measure	Notes	2011–12 Target/est.	2011–12 Est. actual	2011–12 actual
• Respite services		\$13,000–\$16,000	\$13,800	NA
Number of unique service users funded:				
• Accommodation support services		6730–7770	6900	NA
• Community support services	9	15,600–16,280	15,900	NA
• Community access services	10	8800–9750	9330	NA
• Respite services		5500–5660	5500	NA
Number of services received for:				
• Accommodation support services		7650–8250	7900	NA
• Community support services		27,150–29,150	29,150	NA
• Community access services		10,295–10,625	10,800	NA
• Respite Services		7900–8190	8200	NA
Service category 1 — Home Support Services — number of hours	11	5,500,400	5,771,400	NA
Service category 2 — Coordinated Care services — number of hours	11	429,600	428,400	NA
Service category 3 — Clinical and Specialist Care – number of hours	11	1,287,600	1,345,600	NA
Service category 4 — Centre-based day Care — number of hours	11	4,085,300	4,160,400	NA
Service category 5 — Home modifications	11, 12	\$10,250,200	\$11,774,300	NA
Service category 6 — Meals number of meals	11	2,368,400	2,343,900	NA
Service category 7 — Transport — number of trips	11	1,254,700	1,330,500	NA
<b>Service Area : Social Inclusion Services<sup>13</sup></b>				
In specialist homelessness services, the percentage of closed support periods where all of the client’s case management goals were achieved	14	38%	35.5%	35.5%
In specialist homelessness services, the percentage of closed support periods where clients exit to independent accommodation	14	80%	74.6%	74.9%

Performance Measure	Notes	2011–12 Target/est.	2011–12 Est. actual	2011–12 actual
Percentage of Office for Women initiatives delivered that create opportunities for women's leadership and economic security	15	85%	100%	100%
Percentage of eligible persons (60 years of age and over) who are current holders of a Seniors Card or a Seniors Business Discount Card	16	76%	73%	74%
Total number of clients supported (homelessness services)	14	21,700	25,100	25,100

Notes:

**NA: The 2011–12 results are an estimated projection as final data is not yet available.**

**Final data will be published on our website in January 2013.**

1. The rate of children subject to substantiated harm per 1000 children was higher than expected in 2011–12. The 2011–12 target/estimate was based on a historical decline in the number of substantiations. During 2011–12 this trend reversed, and coupled with lower than expected population growth has resulted in a higher than expected substantiation rate.
2. The number of Aboriginal and Torres Strait Islander children subject to protective orders grew faster than expected through 2011–12, while the population growth was lower than expected.
3. The decrease in the proportion of children experiencing only one or two placements during their time in care may be partly due to children and young people staying in care for longer. Over recent periods there have been more children admitted to out of home care than exiting care.
4. The 2011–12 targets/estimates for notifications and substantiations were calculated on historical declining numbers. During 2011–12, these trends reversed and are now expected to continue to increase slowly.
5. The target/estimate for 2011–12 was based on data reported prior to June 2011. Since this time, an audit and cleansing of intervention with parental agreement records in the Integrated Client Management System (ICMS) took place. This included closing down historical records where a child was no longer subject to intervention with parental agreement. Data used for the 2011–12 target/estimate is therefore not comparable to subsequent data.
6. The length of time taken to provide adoption information, from application received to information provided, relates to a number of factors including the nature and complexity of the applications, and the time required to research historical records.
7. This is a new service area introduced from 2012–13. In 2011–12, performance information was presented under 'Disability and Community Care Services'.
8. Decrease of expenditure per user for community access services from 2011–12 target/estimate to 2011–12 estimated actual and 2012–13 target/estimate reflects reduced output costs and a changed mix of services.
9. Increase in the number of unique service users for community support service relates to the introduction of reformed intake and assessment processes for specialist disability services.
10. Increase in the number of services received for community access services relates to the introduction of reformed intake and assessment processes for specialist disability services.
11. The decrease from 2011–12 estimated actual to the 2012–13 target estimate is due to the separation for the Home and Community Care program under the National Health Reform. From 1 July 2012, the Australian Government assumes full funding and program



responsibility for services for people aged 65 years or over and Aboriginal and Torres Strait Islander people aged 50 years and over and the Queensland Government retains responsibility for services for people under 65 years and under 50 years for Aboriginal and Torres Strait Islander people. The 2012–13 target estimate reflects the level of services to be delivered to people under 65 years and Aboriginal and Torres Strait Islander people under 50 years.

12. Increase from 2010–11 target/estimate to 2010–11 estimated actual is due to the allocation of additional one-off funding during 2010–11 from Home and Community Care program growth funds for services to meet greater demand for this service type.
13. This is a new service area introduced from 2012–13. In 2011–12, performance information was presented under 'Community and Youth Justice Services', 'Housing and Homelessness Services' and 'Women's Services'.
14. The 2011–12 estimated actual data is sourced from the Supported Accommodation Assistance Program National Data Collection for 2010–11. Following the implementation of the new Specialist Homelessness Services Collection on 1 July 2011, revised measures and targets for 2012–13 will be established based on consolidated performance data for 2011–12. Data relating to performance in 2011–12 will not be available from the Australian Institute of Health and Welfare until late 2012.
15. All Office for Women projects have delivered pathways for women's employment, increased access to information, education and training, improved conditions for women and supported and promoted women's participation in non-traditional employment, leadership opportunities and community life.
16. Take-up of the card is voluntary. Although significant growth in the number of card holders has been experienced, this has not, to date, kept pace with population projections.

## Appendix 6

### National partnership agreements and national agreements

<b>National Partnership on Concessions for Pensioners and Seniors</b>	
<b>Additional information</b>	The National Partnership Agreement was a 2007 election commitment by the Australian Government. The agreement expired on 30 June 2012 and a new four-year agreement is currently before the states and territories for approval for commencement on 1 July 2012.
<b>Objectives/ targets</b>	The National Partnership Agreement aims to improve the affordability of specific services for Pensioner Concession Card holders and out-of-state Seniors Card holders. It does this by supplementing the state's funding for concessions.
<b>Achievements for 2011–12</b>	More than \$54 million has been provided to Queensland, including: <ul style="list-style-type: none"> <li>• \$50.2 million for component one: this funding relates to pensioner concessions for rates including land, utilities, motor vehicle registration and public transport.</li> <li>• \$4.2 million for component two: this funding is for public transport concessions for out-of-state Seniors Card holders.</li> </ul>

<b>National Partnership Agreement on Homelessness (2008–09 – 2012–13)</b>	
<b>Additional information</b>	The agreement ceases on 30 June 2013.
<b>Objectives/ targets</b>	<p>The agreement aims to reduce overall homelessness by seven per cent, rough sleeping by 25 per cent and Indigenous homelessness by 33 per cent by 2013.</p> <p>Queensland's Implementation Plan for the agreement details 29 initiatives to be designed to make a substantial contribution towards reducing homelessness. These initiatives are delivered by a range of government departments including the: Department of Communities, Child Safety and Disability Services; Queensland Health; Department of Community Safety; Department of Justice and Attorney-General; and the Department of Education, Training and Employment.</p>
<b>Achievements for 2011–12</b>	In 2011–12, \$76 million was expended across 29 initiatives. Five Street to Home services assisted more than 1029 clients experiencing primary homelessness into long-term housing. RentConnect services were expanded, assisting more than 3100 households with personalised assistance, including information, advice and/or referrals, to locate and apply for private rental properties.

<b>National Partnership Agreement on Homelessness (2008–09 – 2012–13)</b>	
	<p>The Homelessness Information Management program launched a new Homelessness Vacancy Capacity Management System. The web-based interface computer system records real-time information on both accommodation (vacancy) and non-accommodation (capacity) availability of specialist homelessness services. This means people experiencing homelessness can access services and move through the homelessness service system more quickly.</p> <p>The Townsville Medium Term Accommodation and Support Service (Dale Parker Place) provided supported accommodation services for homelessness clients with histories of public intoxication. In 2011–12 a total of 22 men and 5 women were supported by this initiative.</p>

<b>National Partnership Agreement on Transitioning Responsibilities for Aged Care and Disability Services</b>	
<b>Objectives/ targets</b>	<p>To provide a mechanism for progressing the Council of Australian Governments' decision under the National Health Reform Agreement to transition aged care and disability services from 1 July 2011, with a transition period of 12 months.</p> <p>As a result, from 1 July 2012, the Commonwealth will assume full funding and policy responsibility for people aged 65 years and over (50 years and over for Indigenous Australians) and states will assume responsibility for people aged under 65 years (under 50 years for Indigenous Australians) in line with their responsibilities under the National Disability Agreement.</p>
<b>Achievements for 2011–12</b>	<p>During 2011–12, the Home and Community Care program continued to be jointly funded by the Australian and Queensland governments to help people remain living in their homes and communities, among family and friends, rather than having to prematurely move into residential care.</p> <p>At 30 June 2012, the program was successfully transitioned to a separately administered and funded Commonwealth program for aged care services for people aged over 65 years and over, and a state funded and administered community care program for younger people with functional impairment or disability under the age of 65 years.</p>

<b>National Disability Agreement</b>	
<b>Additional information</b>	<p>The agreement came into effect on 1 January 2009. Clause 8 provides that the agreement may be amended as necessary by the consensus of all parties. As such, there is no specified 'end date' to the agreement.</p> <p>The National Disability Agreement is expected to be endorsed by the Council of Australian Governments in the new financial year.</p>
<b>Objectives/ targets</b>	<p>The agreement affirms the commitment of all governments to work in partnership with stakeholders, including people with a disability, their families and carers, to improve outcomes for people with a disability.</p>
<b>Achievements for 2011–12</b>	<p>The National Disability Agreement was recently reviewed to update the performance framework and to reflect the Council of Australian Governments' commitment to foundation work for a National Disability Insurance Scheme; the National Disability Strategy; and the changed responsibilities for aged and disability care arising from the National Health Reform Agreement.</p>

<b>National Disability Strategy</b>	
<b>Additional information</b>	<p>The 10-year strategy was an Australian Government 2007 election commitment and a deliverable of the National Disability Agreement. The strategy was developed in close consultation with the Australian community, disability and carer peak bodies, employers and industry experts and was endorsed by the Council of Australian Governments on 13 February 2011.</p>
<b>Objectives/ targets</b>	<p>The strategy, intended to be budget neutral, is a broad whole-of-government response to advance social inclusion for people with a disability in mainstream areas such as education, health, transport and housing. The strategy applies to anyone with a disability and is not limited to those who may be eligible for specialist disability support services.</p> <p>The strategy sets out the vision of an inclusive Australian society that enables people with a disability to fulfil their potential as equal citizens, and is a mechanism to give effect to principles and articles of the UN Convention on the Rights of Persons with Disabilities.</p>
<b>Achievements for 2011–12</b>	<p>Disability Online was introduced and provides a single entry point to government information, providing access to a wide range of disability-related information for people with a disability, and their families and carers.</p> <p>The self-directed support pilot was completed in 2011–12 and focused on providing an increased choice and control for people</p>

<b>National Disability Strategy</b>	
	<p>with a disability and their families. The pilot findings will inform the Self-Directed Support Framework to be introduced in 2012–13. The framework is being developed with the sector and provides flexibility for people with a disability and service providers to design a personalised model of self-directed support that best meets their needs.</p> <p>My Future: My Life supports young people with a disability in their final year of schooling to make plans for their future after they leave school. The initiative provides time-limited financial supports to assist young people to achieve their goals outlined in their education and training plans.</p> <p>The Comprehensive Health Assessment Program enables improved identification and documentation of health needs of adults with an intellectual disability. It is now available to every adult with an intellectual disability supported by Disability Services delivered or funded services.</p>

<b>Personal criminal liability for directors, and other corporate officers</b>	
<b>Additional information</b>	<p>The Council of Australian Governments has committed to a nationally consistent and principled approach to personal criminal liability for directors, and other corporate officers, in circumstances of corporate fault.</p> <p>This is occurring to address concerns that personal liability has been increasingly imposed in situations where a director may not have had any direct involvement in a corporate offence. Such liability may be imposed without justification. The inconsistent application of standards of personal responsibility within and across jurisdictions is confusing.</p>
<b>Objectives/ targets</b>	<p>A national project is currently in progress aimed at considering the extent of director liability. Currently, the majority of the provisions rely on a finding of guilt by the corporate entity. The executive officer is then deemed to have committed an offence, and the onus lies on that officer to prove, on the balance of probabilities, that the officer had no knowledge of the offence and was not in a position to influence the corporate entity in relation to the omission of the offence.</p>
<b>Achievements for 2011–12</b>	<p>Analysis into what legislation carries personal criminal liability for directors and the rationale for it being required. Reporting has occurred to the lead agency for Queensland as to the need for such liability and whether it is appropriate for the director to bear the onus of proof, or whether the prosecution should bear this. Reporting has also occurred in relation to proposed legislative amendments, based on the above considerations.</p>

<b>National Plan to Reduce Violence against Women and their Children 2010–2022</b>	
<b>Objectives/ targets</b>	<p>The plan brings together the efforts of governments across the nation to make a real and sustained reduction in the levels of violence against women. It sets out a framework for action over the next 12 years and shows Australia’s commitments to upholding the human rights of Australian women through the:</p> <ul style="list-style-type: none"> <li>• Convention on the Elimination of All Forms of Discrimination against Women</li> <li>• Declaration to End Violence Against Women</li> <li>• Beijing Declaration and Platform for Action.</li> </ul>
<b>Achievements for 2011–12</b>	<p>Since 2011, the national plan has provided a policy framework for the development of jurisdictional level initiatives towards a common national goal. The 12-year plan is being implemented through a series of four three-year action plans, with the First Action Plan: Building Strong Foundations published as part of the overarching National Plan document.</p> <p>In 2011–12, the National Plan Implementation Panel was established with the first meeting taking place in April 2012. The panel will provide advice about the status of implementation and delivery of national priorities and proposed future directions to Ministers, through the Senior Women’s Officials Group.</p> <p>Key actions under the national plan include:</p> <ul style="list-style-type: none"> <li>• supporting local community action to reduce violence against women</li> <li>• providing telephone support for frontline workers such as allied health, child care and paramedics to better assist clients who have experienced violence</li> <li>• developing new programs to stop perpetrators committing acts of violence and national standards for perpetrator programs</li> <li>• establishing a National Centre of Excellence to develop and administer a national research agenda to reduce violence against women</li> <li>• conducting a Personal Safety Survey and National Community Attitudes Survey to track the impact of the new action plans every four years</li> <li>• encouraging young people to develop healthy and respectful relationships through The Line campaign and respectful relationships education program</li> <li>• delivering the Australian Law Reform Commission Inquiry into the impact of Commonwealth laws on those experiencing family violence.</li> </ul>

<b>National Framework for Protecting Australia's Children</b>	
<b>Additional information</b>	<p>In April 2009, the Council of Australian Governments endorsed the National Framework for Protecting Australia's Children, covering six broad outcome areas. In September 2009, the Queensland Government endorsed the Queensland Position Statement on the National Framework.</p> <p>The National Framework will run from 2009 to 2020.</p>
<b>Objectives/ targets</b>	<p>The first three-year action plan (2009–2012) includes 12 national priority projects aimed at achieving better outcomes for children and families in all jurisdictions and covering a range of portfolios.</p> <p>The priority projects cover areas such as: development of national out-of-home care standards; workforce capacity; responding to sexual abuse; research; information sharing; working with children checks; improving support for carers and filling research gaps.</p> <p>The National Framework provides Queensland with an opportunity to influence a national agenda to undertake reforms that will have a positive impact for vulnerable children and families.</p>
<b>Achievements for 2011–12</b>	<p>Queensland has worked collaboratively with the Commonwealth, other states and territories to deliver key achievements under the First Action Plan, including:</p> <ul style="list-style-type: none"> <li>• the development of the National Standards for Out-of-Home Care</li> <li>• the development of a resource to improve planning for transition from care</li> <li>• national discussions to move towards achieving a more consistent approach to working with children checks</li> <li>• an increase in the Commonwealth Transition to Independence Living Allowance from \$1000 to \$1500</li> <li>• the development of an online resource to improve carer's access to information about available services and payments</li> <li>• the development of learning resources to support foster carers and residential staff to respond to concerning sexual behaviours.</li> </ul>



## Glossary

Approved carer	A departmentally-approved person who provides home-based care for children subject to ongoing departmental intervention.
Carer	Someone who provides, in a non-contractual and unpaid capacity, ongoing care or assistance to another person who, because of disability, frailty, chronic illness or pain, requires assistance with everyday tasks.
Case plan	A written plan for meeting a child's care and protection needs.
Case planning	A participative process of planning strategies to address a child's protection and care needs and promote a child's well-being.
Consultation	A process of inviting service user comment to inform decision-making processes.
Community recovery	Coordination of support for the restoration of emotional, social and physical wellbeing, and for developing financial assistance packages for individuals, families and non-government organisations to help people recover from a disaster as quickly as possible.
Disability	A person's condition that is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of impairments, and results in a substantial reduction of the person's capacity for communication, social interaction, learning, mobility or self-care or management.
Discrete Indigenous community	This term refers to the following 19 Indigenous 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.
Domestic and family violence	Domestic and family violence occurs when one person in a relationship uses violence or abuse to maintain power and control over the other person.

Forensic Disability Service	The Forensic Disability Service provides purpose-built accommodation for people with an intellectual or cognitive disability who are on a forensic disability order.
Foster carer	A person or persons approved by the department to provide care in their own home for children and young people who are assessed as in need of protection or subject to an investigation and assessment. This can be for short or long periods of time.
Funded service provider	A business or organisation that is funded by the department to supply expert care or specialised services rather than an actual product.
Kinship carer	A person or persons who are approved by the department to provide care to a specific child (or children) to whom they are related or for whom they are a person of significance. For Aboriginal and Torres Strait Islander children, a kinship carer may be another Aboriginal and Torres Strait Islander person who is a member of their community, a compatible community or from the same language group.
Living away from home	The provision of care outside the home to children who are in need of protection or who require a safe placement while their protection and safety needs are assessed. Before July 2006, figures included children placed with approved foster carers, provisionally approved carers, approved kinship carers and residential care services. From July 2006, figures also include hospitals, Queensland youth detention centres, independent living and all other placements. Reporting this way provides a more complete picture of the number of children living away from home with whom the department has contact.
Local area coordination	Local Area Coordination is an approach to supporting people with a disability and/or their families living in local communities.
Machinery-of-government	The allocation and reallocation of functions between government departments and Ministers.

National partnership agreement	National partnership agreements are agreements between the Commonwealth of Australia and the state and territory governments. The agreements contain the objectives, outcomes, outputs and performance indicators, and clarify the roles and responsibilities, that will guide the Commonwealth and states in the delivery of services across the relevant sectors.
Non-government organisation	Not-for-profit community-managed organisations that receive government funding specifically for the purpose of providing community support services.
Out-of-home care	The provision of care outside the home to children who are in need of protection or who require a safe placement while their protection and safety needs are assessed. Data for out-of-home care placements refers only to children in approved foster care, approved kinship care, provisionally approved care and residential care services.
Policy	A general principle by which government, a company, or an organisation is guided in its management.
Prevention and early intervention	Prevention and early intervention approaches are those that prevent or arrest problems at early stages in the development of problem situations. A focus on early intervention and prevention, rather than on treatment after a problem has developed, is both socially and economically more effective in the long-term.
Recognised entity	Aboriginal and Torres Strait Islander organisations or individuals connected with their communities and approved and funded by the department to provide cultural and family advice to the department and courts in relation to child protection matters for Indigenous children and families.
Referral for Active Intervention	Referral for Active Intervention (RAI) services provide prevention and early intervention support for children, young people and their families who may be at risk of entering the child protection system.

Residential care	Non-family-based accommodation and support services funded by the department to provide placement and support for children who are the subject of ongoing departmental intervention. These residential services provide daily care and support for children from a house parent or rostered residential care workers model.
Respite services	Services that provide short-term, temporary relief to those who are caring for family members who might otherwise require permanent placement in a facility outside the home.
Rough sleepers	People sleeping, or bedded down, in the open air or in buildings or other places not designed for habitation (such as barns, sheds, car parks, cars, derelict boats or stations).
Service provider	A business or organisation that supplies expert care or specialised services rather than an actual product.
Social exclusion	Form of social disadvantage, lack of connectedness and participation often associated with a person's social class, educational status, relationships in childhood, and living standards. It also applies to some degree to people with a disability, to minority, of all sexual orientations and gender identities (the Lesbian, Gay, Bisexual and Transgender community), to the elderly and to youth.
Social inclusion	Society where all people are given the opportunity to participate fully in political, cultural, civic and economic life to improve their living standards and their overall well-being. It aims to remove barriers for people or for areas that experience a combination of linked problems such as unemployment, poor skills, low incomes, poor housing, high crime environments, bad health and family breakdown.
Specialist Response Service	Disability Services direct service delivery team providing specialised multidisciplinary behaviour assessment and behaviour support services to adults with an intellectual or cognitive disability whose behaviour causes harm to themselves or others.

Stakeholders	Individuals and organisations that are actively involved in the project, or whose interests may be positively or negatively affected as a result of the project execution/completion.
Supported accommodation	A living environment for children or adults who have disabilities or high support needs. Staff assist residents with activities of daily living.
Whole-of-government	Denotes public service agencies working across portfolio boundaries to achieve a shared goal and an integrated government response to particular issues.
Young people	People aged 12 to 25 years. In terms of youth justice, a young person is someone aged 10 to 16 years at the time of committing an offence.

## Contact details

### Head Office

Level 13  
111 George Street  
Brisbane Qld 4001  
Ph: 13 QGOV (13 74 68) (local call cost)  
Email: [enquiries@communities.qld.gov.au](mailto:enquiries@communities.qld.gov.au)  
Internet: [www.communities.qld.gov.au](http://www.communities.qld.gov.au)

### We provide our services through seven regions:

#### Far North Queensland

William McCormack Place  
5B Sheridan Street Cairns Qld 4870  
PO Box 4626 Cairns Qld 4870  
Ph: 4036 5522 Fax: 4036 5577

#### North Queensland

Level 10, Suncorp Building  
61 Sturt Street Townsville Qld 4810  
PO Box 1168 Townsville Qld 4810  
Ph: 4799 5533 Fax: 4799 5570

#### Central Queensland

Level 3, State Government Building  
209 Bolsover Street Rockhampton Qld 4700  
PO Box 1503 Rockhampton Qld 4700  
Ph: 4938 6996 Fax: 4938 4869

#### North Coast

Mike Ahern Building  
12 First Avenue Maroochydore Qld 4558  
PO Box 972 Maroochydore Qld 4558  
Ph: 5352 7385 Fax: 5352 7343

### Brisbane

Ground Floor 55 Russell Street (Cnr Edmondstone St) South Brisbane Qld 4101  
PO Box 3022 South Brisbane BC Qld 4101  
Ph: 3109 7007 Fax: 3895 3250

### South West

Annex Building 38 Limestone Street (Cnr Gordon St) Ipswich Qld 4305  
PO Box 516 Booval Qld 4304  
Ph: 3432 7211 Fax: 3812 9249

### South East

Ground Floor 100 George Street  
Beenleigh Qld 4207  
PO Box 1170 Beenleigh Qld 4207  
Ph: 3884 7400 Fax: 3884 7428

### Queensland Government Service Centres

#### Cairns

Ground Floor, William McCormack Place  
5B Sheridan Street Cairns Qld 4870  
Ph: 13 QGOV (13 74 68)

#### Maroochydore

Ground Floor, Mike Ahern Building  
12 First Avenue Maroochydore  
Ph: 13 QGOV (13 74 68)