

# Annual Report 2009–2010

## Department of Communities



Tomorrow's Queensland:  
strong, green, smart, healthy and fair

**Toward**   
Tomorrow's Queensland

 **Queensland**  
Government

15 September 2010

The Honourable Desley Boyle MP  
Minister for Local Government and  
Aboriginal and Torres Strait Islander Partnerships

Department of Communities

The Honourable Anastacia Palaszczuk MP  
Minister for Disability Services and  
Multicultural Affairs

The Honourable Phil Reeves MP  
Minister for Child Safety and  
Minister for Sport

The Honourable Karen Struthers MP  
Minister for Community Services  
and Housing and Minister for Women

Dear Ministers

I am pleased to present the Annual Report 2009-10 for the  
Department of Communities.

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*.

A checklist outlining the annual reporting requirements can be  
accessed at [www.communities.qld.gov.au/about/corporate-  
publications/annual-reports/2009-10](http://www.communities.qld.gov.au/about/corporate-publications/annual-reports/2009-10).

Yours sincerely

**Bette Kill**  
**Acting Director-General**  
Department of Communities

## Contents

Our highlights	4
About this report	6
About us	7
Message from our Director-General	12
Our finances in review	15
Performance overview	17
Our key priorities for clients and stakeholders	<b>23</b>
Our financial enablers	<b>95</b>
Our business processes and innovation enablers	<b>101</b>
Our people and learning enablers	<b>133</b>
Financial statements Department of Communities	153
Financial statements Retail Stores	213
Appendices	239
Glossary	281
Index	286
Contact details	289

## Our highlights

Our department-wide client-centred No Wrong Door approach is providing integrated services for our clients and establishing collaboration and knowledge sharing across the department. In 2009-10, regional staff with specialist skills worked together through the Top 100 Priority Clients Initiative to identify priority clients and better respond to their needs.



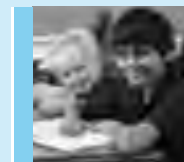
We established a Remote Indigenous Land and Infrastructure Program Office to drive reforms and address land, infrastructure and planning related barriers to economic development in discrete Indigenous communities. The office is also supporting the 10-year National Partnership Agreement on Remote Indigenous Housing, with the state planning to build more than 1000 houses in these communities over the life of the agreement.



We are protecting children and helping to strengthen families. In 2009-10, we opened Safe Houses for referrals in Napranum, Doomadgee and Pormpuraaw, providing a safe place for Aboriginal and Torres Strait Islander children in the child protection system to remain in their communities while their longer-term needs are assessed.



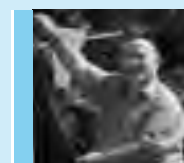
We made more than 2500 referrals for youth justice conferences, helping young offenders engage with victims of crime and repair the harm caused by their actions. Our satisfaction rate from conference participants who returned an evaluation form was 99 per cent.



Through the Queensland Compact Governance Committee, we are delivering reforms that are making it easier for the Queensland Government and the non-profit community services sector to work together. In 2009-10, we reduced red tape relating to criminal history and suitability checking and made strong progress toward streamlined quality standards.



We are providing housing assistance to Queenslanders who require assistance, including social housing and tenancies in the private market. In 2009-10, we assisted more than 260,000 households with housing assistance and delivered 1474 dwellings to increase the social housing portfolio.

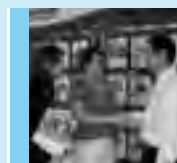


We allocated more than \$56 million in 2009-10 (as part of a \$414 million package across government over four years) to supplement pay rates for workers in the non-government sector, protecting some of Queensland's most vulnerable clients.

We continued to implement Growing Stronger reforms that are working toward providing more transparent and equitable support for people with a disability. Phase 1 of Growing Stronger has been introduced in our South West Queensland region, delivering effective new intake, assessment and support processes.



Through Council of Australian Governments' national partnerships and agreements, we are working closely with the Australian Government, as well as other states and territories. In 2009-10, we invested \$34.569 million into new and expanded services and reform activities to help people who are homeless transition to stable accommodation, under the National Partnership Agreement on Homelessness.



We remain committed to developing and supporting opportunities for Queenslanders to participate in sport and active recreation. In 2009-10, we reviewed sport and recreation funding programs. Input from this review shaped a new suite of funding programs for sport and recreation in Queensland, worth \$138 million over the next three years.



As part of Toward Q2: Tomorrow's Queensland, we are leading strategies to encourage more Queenslanders to volunteer, establishing an industry reference group to examine volunteering in sport and recreation, as well as improving the collection of volunteering data to help inform our future activities.



We began consultation on a new multicultural policy for Queensland to gain community input into the future direction for multiculturalism, holding 31 community workshops across the state and receiving more than 220 individual submissions.



We implemented a 'hub and spoke' model, positioning staff from the Office for Women in key government agencies to develop policies, programs and services that increase the economic prosperity of women.

We introduced reforms to adoption legislation through the *Adoption Act 2009*. The new Act balances people's right to information about their birth parents or adopted child with the right of others to maintain their privacy. It also provides for the state's first ever funded post adoption support service, which commenced from 1 February 2010.



### Our vision:

Fair, cohesive and vibrant Queensland communities.

### Our purpose:

Providing integrated community services that strengthen Queensland.

### Our values:

The department will undertake the delivery of its outputs in line with the following values:

- client focus
- collaboration
- diversity
- innovation
- professional integrity.

## About this report

This report discloses our actual performance in 2009-10 against the commitments made in our 2009-13 strategic plan. We report on:

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

In line with our strategic plan, this report presents our performance according to our four priority areas:

- our key priorities for clients and stakeholders
- our financial enablers
- our business processes and innovation enablers
- our people and learning enablers.

Throughout this report, we have also included case studies that show how our programs, policies and services are helping Queensland communities.

Our department is relatively new, having been created on 26 March 2009. We are an amalgamation of the former departments of Communities, Child Safety, Housing, Disability Services Queensland and Sport and Recreation, the Office for Women and the Indigenous Government Coordination Office. For this reason, the majority of comparative data in this report relates to the period 2008-09 to 2009-10 – the period the new department has existed. Where possible, data is provided over a five-year period.

The Department of Communities also administers a number of activities on behalf of the Queensland Government:

- The Gold Coast Events Company is a government-owned company that holds and manages the government's interests in motor racing (see page 245 for more information).
- Funding to reimburse providers for concessions to eligible pensioners and seniors (see page 60 for more information).
- An annual grant to Stadiums Queensland to assist in maintaining, developing and promoting its eight international standard sporting and entertainment facilities. Stadiums Queensland releases its own annual report, separate to this publication.

This report shows our commitment to best practice corporate governance, accountability and transparency. We aim to continually improve our reporting and we welcome your feedback on this report. This can be provided at [www.communities.qld.gov.au/about/corporate-publications/annual-reports/2009-10](http://www.communities.qld.gov.au/about/corporate-publications/annual-reports/2009-10).

## About us

### Who we are and what we do

The Department of Communities was created on 26 March 2009 through the Governor in Council, under the authority of the *Public Service Act 2008* section 14(1) and the Queensland Government Gazette No.71. We develop and coordinate policy, programs and services across a wide spectrum of responsibilities including:

- child safety and youth services
- specialist homelessness services, social housing and private housing assistance
- services and funding for people with a disability and their families and carers
- adoption services
- funding for community services
- funding for community mental health services
- funding to support the frail and vulnerable, regardless of age, to remain in their homes
- whole-of-government leadership on Indigenous policy
- partnerships with Aboriginal and Torres Strait Islander peoples
- whole-of-government leadership on multicultural policy and promotion of positive community relations
- support for carers
- services for women, seniors and families

- sport, recreation and active living campaigns
- community recovery activities.

Our services are delivered across the state through approximately 1600 funded non-government organisations, and directly by the department through seven regions, 178 regional service centres and two youth detention centres, 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 240).

We are accountable to four government Ministers.

Our organisational structure is shown on page 112. For regional office contact details, see page 289.

### Our clients

The department provides integrated services for groups such as: young people, children and families, Aboriginal and Torres Strait Islander peoples, seniors and older frail people, people with a mental illness, volunteers, people with a disability and their families and carers, and people who are homeless or at risk of being homeless.

We also work with sporting organisations, councils, schools, Aboriginal and Torres Strait Islander organisations and the wider community to increase participation in sport and create better opportunities for sport and recreation.

Our services have a shared focus on improving the wellbeing of our clients and creating fair, cohesive and vibrant communities.



## Our budget

Our 2009-10 budget of \$3.723 billion delivered a variety of human services across the spectrum of 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 and youth justice services delivered by the department. The department also owns a significant property portfolio including almost 59,000 dwellings or facilities, with a market value of about \$15.5 billion.

## Our people

As at 30 June 2010, we had 9763.41 full-time equivalent staff. 83.29 per cent of staff are employed in service delivery positions, including: social workers, community support officers, client care officers, community resource officers, youth justice officers, youth workers, child safety officers, adoption officers, engagement and planning officers, sport and recreation advisors, residential care officers, housing officers, psychologists, speech and language pathologists, physiotherapists, occupational therapists, and other allied health professionals.

## Our environment

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

- increasing expectations for better access to integrated, quality community services
- 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

- population growth and changing demographics, including changes in family and social structures due to greater mobility and employment patterns
- the impact of physical activity on people's health, wellbeing and inclusion in community life
- the gap in life outcomes between Indigenous and non-Indigenous Queenslanders
- major national reforms, with significant investments and performance commitments agreed by the Council of Australian Governments.

The global economic downturn may exacerbate some of these factors, as well as impose resource constraints on all levels of government and the non-government sector.

The strategic objectives contained in our 2009-13 strategic plan have been developed to respond to these environmental factors.

## Our contribution to government ambitions and targets

Our work contributes to the following Toward Q2: Tomorrow's Queensland ambitions and 2020 targets:

- Fair: Supporting safe and caring communities
  - Increase by 50 per cent the proportion of Queenslanders involved in their communities as volunteers (lead agency)
  - Halve the proportion of Queensland children living in households without a working parent



- **Healthy:** Making Queenslanders Australia's healthiest people
  - Cut by one-third obesity, smoking, heavy drinking and unsafe sun exposure
  - Queensland will have the shortest public hospital waiting times in Australia
- **Smart:** Delivering world class education and training
  - Three out of four Queenslanders will hold trade, training or tertiary qualifications
  - All children will have access to a quality early childhood education so they are ready for school
- **Green:** Protecting our lifestyle and environment
  - Protect 50 per cent more land for nature conservation and public recreation.

Departmental programs that contribute to Toward Q2: Tomorrow's Queensland are identified throughout this annual report.

### Our departmental goals

We contribute to whole-of-government ambitions and targets by working toward our goals:

- For our clients: Improved wellbeing, safety, health and community participation of Queenslanders, particularly for vulnerable and disadvantaged people
- For communities: Improved sustainability, liveability, prosperity and cohesion of Queensland communities
- For our partners: Improved capability, sustainability and productivity of human and other services and systems in Queensland.

### Our departmental outputs

We work toward achieving our goals through the delivery of the following outputs:

- **Aboriginal and Torres Strait Islander services:** 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.
- **Child Safety services:** 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 our care; and administering adoption legislation in Queensland.
- **Community and Youth Justice services:** Leading integrated service delivery to support vulnerable individuals, families and communities; providing effective youth justice services; and encouraging seniors to participate in their community.
- **Disability and Community Care services:** 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.
- **Housing and Homelessness services:** 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.
- **Multicultural services:** Leading the promotion of cultural diversity and enhancing community cohesion.

- **Sport and Recreation services:** Providing services to encourage Queenslanders to lead active and healthy lifestyles, from participating in community sport and recreation activities, to achieving at elite levels.
- **Women's services:** Leading 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.
- our business process and innovation enablers
  - robust systems and tools
  - new organisational arrangements and strong leadership
  - good governance and strong accountability
- our people and learning enablers
  - a capable workforce
  - safe, supportive and fit-for-purpose workplace
  - sound value and behaviours.

### Our strategic objectives

This annual report aligns to the Department of Communities' Strategic Plan 2009-13. The plan details the strategic objectives we need to achieve in order to realise our vision, contribute to whole-of-government ambitions and targets, work toward our goals and deliver our outputs.

Our strategic objectives relate to:

- our clients and stakeholders
  - pathways for our clients
  - more inclusive, active and safe communities
  - a more sustainable community service system that delivers better value
- our financial enablers
  - wise and effective investment across the sector
  - effective internal financial management

To achieve our strategic objectives, we have a number of associated strategies. We assess our progress toward achieving our strategic objectives by assessing our achievements against agreed performance indicators.

Table 1 illustrates the relationship between whole-of-government ambitions and targets, our goals, outputs and strategic objectives.

Our progress toward achieving our strategic objectives is detailed in the performance section of this report (pages 23–152). We assign agreed performance indicators to each strategic objective to help us monitor our performance and to inform decision-making and future strategy development. A summary of our results against these performance indicators is shown on pages 17–22.

**Table 1. How we contribute to government ambitions and targets**

<b>We contribute to the following Toward Q2: Tomorrow's Queensland ambitions and targets</b>			
<p><b>Fair:</b> Supporting safe and caring communities</p> <ul style="list-style-type: none"> <li>• Increase by 50 per cent the proportion of Queenslanders involved in their communities as volunteers (lead agency)</li> <li>• Halve the proportion of Queensland children living in households without a working parent</li> </ul>	<p><b>Healthy:</b> Making Queenslanders Australia's healthiest people</p> <ul style="list-style-type: none"> <li>• Cut by one-third obesity, smoking, heavy drinking and unsafe sun exposure</li> <li>• Queensland will have the shortest public hospital waiting times in Australia</li> </ul>	<p><b>Smart:</b> Delivering world class education and training</p> <ul style="list-style-type: none"> <li>• Three out of four Queenslanders will hold trade, training or tertiary qualifications</li> <li>• All children will have access to a quality early childhood education so they are ready for school</li> </ul>	<p><b>Green:</b> Protecting our lifestyle and environment</p> <ul style="list-style-type: none"> <li>• Protect 50 per cent more land for nature conservation and public recreation</li> </ul>
<b>↓ by working toward our goals ↓</b>			
<ul style="list-style-type: none"> <li>• For our clients – Improved wellbeing, safety, health and community participation of Queenslanders, particularly for vulnerable and disadvantaged people</li> </ul>	<ul style="list-style-type: none"> <li>• For communities – Improved sustainability, liveability, prosperity and cohesion of Queensland communities</li> </ul>	<ul style="list-style-type: none"> <li>• For our partners – Improved capability, sustainability and productivity of human and other services and systems in Queensland</li> </ul>	
<b>↓ through the delivery of our outputs ↓</b>			
Aboriginal and Torres Strait Islander services	Child Safety services	Community and Youth Justice services	Disability, Home and Community Care and Community Mental Health services
Housing and Homelessness services	Multicultural services	Sport and Recreation services	Women's services
<b>↓ and achieving our strategic objectives ↓</b>			
<p><b>Our key priorities for clients and stakeholders</b></p> <ul style="list-style-type: none"> <li>• Better services and pathways for our clients</li> <li>• More inclusive, active and safe communities</li> <li>• A more sustainable community service system that delivers better value</li> </ul>	<p><b>Our financial enablers</b></p> <ul style="list-style-type: none"> <li>• Wise and effective investment across the sector</li> <li>• Effective internal financial management</li> </ul>	<p><b>Our business process and innovation enablers</b></p> <ul style="list-style-type: none"> <li>• Robust systems and tools</li> <li>• New organisational arrangements and strong leadership</li> <li>• Good governance and strong accountability</li> </ul>	<p><b>Our people and learning enablers</b></p> <ul style="list-style-type: none"> <li>• A capable workforce</li> <li>• Safe, supportive and fit-for-purpose workplace</li> <li>• Sound value and behaviours</li> </ul>
<p><b>To achieve our strategic objectives we implement a range of strategies and assess our progress using performance indicators. For performance against our strategies see pages 17–22. For our performance against our indicators see pages 256–279.</b></p>			

## Message from our Director-General



*Department of Communities  
Director-General, Linda Apelt*

It is with great pleasure that I present the Department of Communities' 2009-10 Annual Report, which outlines the activities and achievements of the agency in its first full year of operation.

Over the past 12 months, the department has made a significant contribution to our vision of supporting fair, cohesive and vibrant Queensland communities.

Through the provision of a wide range of services and programs, we are continuing to provide high-quality and responsive support for our clients.

### **Working together**

In 2009-10, we strengthened our client-centred No Wrong Door approach and began implementing a program of work that aims to provide integrated services to our clients.

This program has helped to establish collaboration and knowledge sharing across the department, as well as deliver solid outcomes for clients. The Top 100 Priority

Clients initiative saw regional staff with specialist skills work together to identify their priority clients and develop new and innovative ways to deliver services that better meet their clients' specific needs.

Additionally, we are working more closely with approximately 1600 non-government organisations in the community services sector. Through the Queensland Compact, we have made it easier for government and the sector to share information and to closely collaborate regarding policy and planning processes to achieve better outcomes for clients.

We also developed a common service agreement for service providers, replacing the eight previous agreements that were in place in the former departments, which has begun to streamline operations for funded non-government organisations and allows them to focus more on direct service delivery.

### **Contributing to national priorities and maintaining strong policy frameworks**

We worked closely with the Australian Government and other states and territories through the Council of Australian Governments' national partnerships and agreements.

As at 30 June, we have delivered 349 new dwellings under the Nation Building and Jobs Plan, with construction on a further 2740 currently underway.

Under the National Partnership Agreement on Homelessness, we invested \$34.569 million in new and expanded services and reform activities to help people who are homeless move to stable accommodation.

In June we released for public consultation a draft 10 Year Plan for supporting Queenslanders with a disability. The plan outlines the Queensland Government's vision for supporting Queenslanders with a disability over the next decade.

We also released Positively Ageless – Queensland Seniors Strategy 2010-20 and began consultation on a new multicultural policy for Queensland.

### **Closing the gap on Aboriginal and Torres Strait Islander disadvantage**

We are making positive steps in closing the gap on the disadvantage faced by Aboriginal and Torres Strait Islander Queenslanders through whole-of-government policy leadership and coordination, and the direct delivery of targeted infrastructure, programs and services.

This has included building 117 units of accommodation and upgrading 454 existing dwellings in Aboriginal and Torres Strait Islander communities in 2009-10.

The department also finalised the Indigenous Wages and Savings Reparations commitment ensuring payment to all eligible claims from people who had experienced past Queensland Government controls over their wages and savings. Since the reparations process commenced in 2002, 5778 eligible claimants have been paid a total of \$35.5 million.

Through the Cape York Welfare Reform trial, we also continued to support individuals and families in Aurukun, Hope Vale, Coen and Mossman Gorge to address dependence on welfare and assist these communities to resume responsibility for their wellbeing.

### **Supporting early intervention**

A strong focus on prevention and early intervention services for individuals and families is providing support and assistance before problems become more serious or complex.

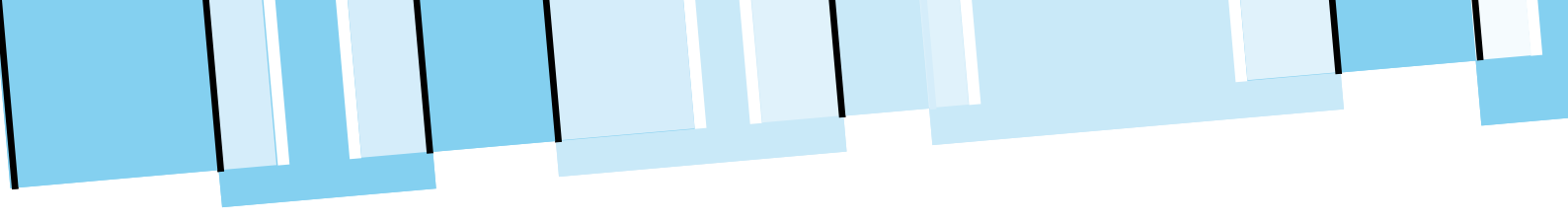
Programs such as the Autism Early Intervention Initiative, Family Support Program and Family and Early Childhood Services are helping families of children with a disability strengthen their capacity to care for children and assist them to reach their full potential.

In June 2010, we released the Building Bright Futures Action Plan for Children with a disability (aged 0-8 years). This plan outlines our commitments to children over the next three years.

Vulnerable families are also being assisted through services that strengthen families and their ability to protect and nurture their children. In 2009-10, 136 early intervention and family support services provided intensive specialist counselling services and targeted family support to these families across the state.

We are also improving placements for children in care through an additional \$25.3 million in new recurrent funding. Funding will deliver 930 new places and renewed funding for a further three years for 1293 existing places including foster and kinship care places, specialist foster care places, residential care places and supported independent living places.

Sport and recreation programs are promoting healthy living and physical activity, reducing the risk of future health problems and promoting social inclusion. In 2009-10, we conducted a review that allowed all



Queenslanders to help shape future planning for sport and recreation services, resulting in a new suite of funding programs. We also began a new program that provides funds to children in care to access sport and recreation activities.

### Strengthening Queensland's communities

The Department of Communities is dedicated to supporting and strengthening individuals, families and communities across the state.

Highlights for 2009-10 include:

- commencing a 20-month trial in Rockhampton to address domestic and family violence, which aims to break the cycle of violent behaviour by linking community support, legal and court services
- delivering intensive family support for 1761 families with children at risk of entering the child protection system, through prevention and early intervention services
- allocating more than \$56 million to supplement pay rates for workers in the community services sector, protecting some of Queensland's most vulnerable clients
- reforming and modernising Queensland's adoption legislation through the *Adoption Act 2009*, which came into effect on 1 February 2010

- introducing changes to the *Youth Justice Act 1992* (formerly known as the *Juvenile Justice Act 1992*) in March, which are designed to break the cycle of crime for young offenders and give them the best possible chance of rehabilitation
- helping more than 163,000 people across Queensland to remain living independently under the joint Queensland and Australian Government Home and Community Care program.

### Thank you

I would like to thank all Department of Communities' staff, as well as our non-government partners and volunteers, for their ongoing work to deliver effective and timely services for our clients.

I look forward to continuing these efforts in the year ahead and working together to strengthen and protect the wellbeing of Queenslanders.

**Linda A. Apelt**  
**Director-General**



# Our finances in review

## Our financial performance

Following the formation of the new Department of Communities on 26 March 2009, 2009-10 is the first full financial year for our department. Our department continues to build upon sound financial management practices in delivering a broad range of services. Our income in 2009-10 was \$3.4 billion, with the major sources of income provided by the Queensland and Australian governments and through the provision of goods and services.

This year we spent \$3.4 billion in delivering human services across the state and \$0.8 billion on capital works to provide integrated community services and support to vulnerable and disadvantaged Queenslanders.

We ended the 2009-10 financial year with a deficit of \$21.1 million.

## Funding

The *Financial Accountability Act 2009* ensures the allocation of funding to the department for a range of services. Funding includes:

- service revenue from the Queensland Government for disability, child safety, youth justice, community, housing and homelessness services
- revenue from the Australian Government (such as specific purpose payments and national partnership payments) for disability, housing, homelessness and Indigenous services.

In 2009-10, the department also received funding under the Australian Government's Nation Building and Jobs Plan, to increase the supply of social housing and provide accommodation to many disadvantaged Queenslanders, particularly those who are homeless or at risk of becoming homeless.

During 2009-10, we received our income from:

- services revenue: \$3 billion
- user charges: \$352.8 million
- grants and other contributions: \$44.8 million
- other revenue and net gains on financial assets: \$26.5 million.

## Expenditure

Our total operating expenses for 2009-10 were \$3.445 billion. This was spent on:

- grants and subsidies: \$1.872 billion
- employee expenses: \$811.6 million
- supplies and services (for example professional fees, rates to local governments, property maintenance, general operating expenses and accommodation lease costs): \$534.7 million
- inventories expenses: \$23.2 million
- interest on borrowings: \$18.4 million
- impairment losses: \$7.3 million
- other expenses (for example insurance costs, audit fees, legal claims and losses): \$12.5 million
- depreciation and amortisation expense: \$164.9 million.

In addition to operating expenditure, the department expended \$826.8 million on capital works and capital acquisitions.

## Managing financial performance and minimising risk

We remain committed to managing our financial performance and minimising our liabilities and risks. Our financial performance is closely monitored by the Performance and Budget Committee and the Board of Directors. To help us manage risks, the Audit and Risk Management Committee provides

overall stewardship of audit activities, audit recommendations, financial reporting and compliance and risk management practices.

For more information on governance committees see pages 115–123.

For more information on our financial performance see pages 148–152. Our financial statements are provided from page 153.

## Indigenous Youth Leadership Program 2010

The Queensland Government is committed to closing the gap between life outcomes and opportunities experienced by Aboriginal and Torres Strait Islander peoples and their non-Indigenous peers.

Through our Indigenous Youth Leadership Strategy, the Department of Communities is committed to achieving fair, cohesive and vibrant communities by coordinating initiatives to support young Aboriginal and Torres Strait Islander Queenslanders to create a shared future for all Australians through leadership training and development.



One of the 2010 program participants, Kenneth, during the Indigenous Youth Parliament.

The Indigenous Youth Leadership Strategy commenced in 2004 with the Indigenous Youth Leadership Forum initiative which ran from 2004–2009. In 2010, the Forum model amalgamated with the Indigenous Youth Parliament, first held in 2009.

The integrated program of skills development, mentoring and the involvement of guest speakers culminated in the participation of a Hansard documented parliamentary debate. The initiative is now recognised as the Indigenous Youth Leadership Program.

The program has encouraged participants to contribute to their communities and has seen many success stories. Former participant Bianca Bond said, “In the past I thought it was way too difficult, but after participating in Youth Parliament I really want to strive to make a difference.” Bianca has gone on to organise youth events on the Sunshine Coast and mentor other Indigenous youth.

Through the Reconciliation Action Plan we will continue to work with young Aboriginal and Torres Strait Islander Queenslanders to support the development of future leaders through this program.

# Performance overview

The following table provides a summary overview of the department's performance. For each of our strategic objectives we have performance indicators and a suite of related performance measures. Performance measures provide the means to assess our progress toward achieving our strategic objectives. The full list of performance measures, including 2009-10 data against each performance indicator, is included in Appendix 6. 2008-09 data is available at: [www.communities.qld.gov.au/about/corporate-publications/annual-reports/2008-09](http://www.communities.qld.gov.au/about/corporate-publications/annual-reports/2008-09).

The 2009-10 results are calculated using actual and estimated data, as full year data for some performance measures was not available at the time of printing (performance measures which do not include 2009-10 actuals are indicated in Appendix 6). An updated performance overview will be available from November 2010 at: [www.communities.qld.gov.au/about/corporate-publications/annual-reports/2009-10](http://www.communities.qld.gov.au/about/corporate-publications/annual-reports/2009-10).

Overall, in 2009-10, we achieved the target for 91 per cent of performance measures. We did not meet the target for 9 per cent of performance measures. The acceptable range for meeting the target is within 10 per cent of the expected result. Anything outside this range is assessed as not meeting the target. Further information about why targets were not met is included at Appendix 6.

**Table 2. Overview of our performance in 2009-10**

	Performance indicators <i>How we assess our progress toward achieving our strategic objectives</i>	Result against related performance measures		Overview of 2009-10 achievements
		2008-09 result	2009-10 result	
Our key priorities for clients and stakeholders	<b>PI 1</b> We will know if we are delivering flexible, accessible and appropriate services for clients by monitoring and reporting our progress on: <ul style="list-style-type: none"> <li>the quality of service provision</li> <li>how well the services provided met client needs</li> <li>the achievement of service integration.</li> </ul>	Of the 57 performance measures related to this indicator:		<ul style="list-style-type: none"> <li>We introduced the Top 100 Priority Clients Initiative to better respond to those clients most in need.</li> <li>We began developing a strategy to address the needs of Aboriginal and Torres Strait Islander Queenslanders living in cities and towns.</li> <li>We started the Breaking the Cycle of Domestic and Family Violence trial in Rockhampton to improve the safety and well-being of victims of domestic and family violence.</li> </ul> <p><i>(see pages 24–43 for more information)</i></p>
		96% achieved the target 4% did not meet the target	98% achieved the target 2% did not meet the target	

	Performance indicators <i>How we assess our progress toward achieving our strategic objectives</i>	Result against related performance measures		Overview of 2009-10 achievements
		2008-09 result	2009-10 result	
Our key priorities for clients and stakeholders	<p><b>PI 2</b> We will know if individuals, children and families are resilient, independent, healthy and active members of their communities by monitoring and reporting our progress on:</p> <ul style="list-style-type: none"> <li>• closing the gap in life outcomes for Indigenous Queenslanders</li> <li>• improved housing opportunities for disadvantaged Queenslanders</li> <li>• reduced homelessness</li> <li>• increased social inclusion</li> <li>• improved availability/access to non-clinical mental health services</li> <li>• improved safety for Queensland's children</li> <li>• increased participation</li> <li>• increased levels of physical activity</li> <li>• increased volunteering</li> <li>• the effectiveness of community recovery responses following disasters.</li> </ul>	Of the 34 performance measures related to this indicator:		<ul style="list-style-type: none"> <li>• We continued to implement Queensland's commitment to closing the gap on Indigenous disadvantage.</li> <li>• We expanded the range and mix of out-of-home care placements for children and young people.</li> <li>• We released Positively Ageless – Queensland Seniors Strategy 2010-20.</li> <li>• We assisted more than 163,000 people to remain living independently through the Home and Community Care program.</li> <li>• We delivered 1474 new dwellings to increase the social housing portfolio.</li> <li>• We began consultation on the Queensland Government's Multicultural Policy.</li> <li>• We reviewed sport and recreation funding and delivered a suite of new funding programs.</li> <li>• We worked across government to increase the economic prosperity of women.</li> <li>• We established an industry reference group to examine volunteering in sport and recreation and form strategies to improve volunteering rates</li> <li>• We reviewed the <i>Domestic and Family Violence Prevention Act 1989</i> to ensure the legislation is effective.</li> </ul> <p>(see pages 44–88 for more information)</p>
		<p>80% achieved the target</p> <p>20% did not meet the target</p>	<p>94% achieved the target</p> <p>6% did not meet the target</p>	

	<b>Performance indicators</b> <i>How we assess our progress toward achieving our strategic objectives</i>	<b>Result against related performance measures</b>		<b>Overview of 2009-10 achievements</b>
		<b>2008-09 result</b>	<b>2009-10 result</b>	
<b>Our key priorities for clients and stakeholders</b>	<b>PI 3</b> We will know if there is a capable, sustainable and productive community service system that delivers better value by monitoring and reporting our progress on the: <ul style="list-style-type: none"> <li>effectiveness of our partnerships</li> <li>effectiveness and efficiency of our funding processes</li> <li>effectiveness and efficiency of our management of funded organisations' service agreements</li> <li>effectiveness of the sector's workforce profile in meeting the needs of the community services system.</li> </ul>	Of the 10 performance measures related to this indicator:		<ul style="list-style-type: none"> <li>We released the Communities Statistical Information System to the sector to assist with identifying service need.</li> <li>We implemented a common service agreement to replace eight previous agreements from the former departments.</li> </ul> <i>(see pages 89–94 for more information)</i>
		100% achieved the target	100% achieved the target	
<b>Our financial enablers</b>	<b>PI 4</b> We will know if we are investing in effective and proven strategies and achieving value for money for government by monitoring and reporting on: <ul style="list-style-type: none"> <li>the levels of service funded and/or provided</li> <li>our service profile.</li> </ul>	Of the 61 performance measures related to this indicator:		<ul style="list-style-type: none"> <li>We introduced output based funding and reporting for our non-government partners.</li> </ul> <i>(see pages 96–97 for more information)</i>
		95% achieved the target 5% did not meet the target	89% achieved the target 11% did not meet the target	

	<b>Performance indicators</b> <i>How we assess our progress toward achieving our strategic objectives</i>	<b>Result against related performance measures</b>		<b>Overview of 2009-10 achievements</b>
		<b>2008-09 result</b>	<b>2009-10 result</b>	
<b>Our financial enablers</b>	<p><b>PI 5</b> We will know if we have accountable, transparent and effective management of internal resources by monitoring and reporting on:</p> <ul style="list-style-type: none"> <li>• the achievement of targets linked to funding</li> <li>• our annual operating budget position</li> <li>• our capital budget program achievement.</li> </ul>	Of the 1 performance measure related to this indicator:		<ul style="list-style-type: none"> <li>• We implemented the 2009-10 to 2010-11 Budget Strategy and the Corporate Procurement Plan 2009-2010.</li> </ul> <p><i>(see pages 98–99 for more information)</i></p>
		100% achieved the target	100% achieved the target	
<b>Our business process and innovation enablers</b>	<p><b>PI 6</b> We will know if we have effective information and communication technology (ICT) resources and business tools by monitoring and reporting on:</p> <ul style="list-style-type: none"> <li>• our program and project management maturity levels</li> <li>• the effectiveness of our key process controls</li> <li>• the effectiveness of ICT service delivery</li> <li>• the level of ICT consolidation and transformation</li> <li>• our employees' satisfaction.</li> </ul>	Of the 4 performance measures related to this indicator:		<ul style="list-style-type: none"> <li>• We implemented a new Information Management Strategic Plan for 2009-13.</li> </ul> <p><i>(see pages 102–109 for more information)</i></p>
		75% achieved the target 25% did not meet the target	50% achieved the target 50% did not meet the target	



	<b>Performance indicators</b> <i>How we assess our progress toward achieving our strategic objectives</i>	<b>Result against related performance measures</b>		<b>Overview of 2009-10 achievements</b>
		<b>2008-09 result</b>	<b>2009-10 result</b>	
<b>Our business process and innovation enablers</b>	<p><b>PI 7</b> We will know if our new organisational arrangements are implemented and we are demonstrating strong leadership practices by monitoring and reporting on how well we are actioning:</p> <ul style="list-style-type: none"> <li>• strategy</li> <li>• strategic programs and projects.</li> </ul>	There are no performance measures established for this performance indicator.		<ul style="list-style-type: none"> <li>• We introduced a new Strategic Framework.</li> <li>• We finalised our organisational structure following major changes that occurred in 2008-09.</li> </ul> <p><i>(see pages 110–113 for more information)</i></p>
	<p><b>PI 8</b> We will know if we have strong organisational governance and business practices that promote accountability, improve performance and inform strategic decision-making by monitoring and reporting on:</p> <ul style="list-style-type: none"> <li>• the effectiveness of the implementation of our whole-of-government commitments</li> <li>• the effectiveness of our strategic risk management processes</li> <li>• the effectiveness of our internal financial and administrative controls</li> <li>• how well our statutory responsibilities are being met.</li> </ul>	Of the 2 performance measures related to this indicator:  100% achieved the target	100% achieved the target	<ul style="list-style-type: none"> <li>• We implemented a new internal board and committee structure to align with our new organisational structure.</li> </ul> <p><i>(see pages 114–132 for more information)</i></p>

	<b>Performance indicators</b> <i>How we assess our progress toward achieving our strategic objectives</i>	<b>Result against related performance measures</b>		<b>Overview of 2009-10 achievements</b>
		<b>2008-09 result</b>	<b>2009-10 result</b>	
<b>Our people and learning enablers</b>	<p><b>PI 9</b> We will know if we are retaining and developing a skilled and motivated workforce that supports the delivery of business priorities by monitoring and reporting on our:</p> <ul style="list-style-type: none"> <li>workforce profile and diversity</li> <li>talent attraction and staff retention</li> <li>employees' skill profile</li> <li>employees' satisfaction.</li> </ul>	<p>Of the 7 performance measures related to this indicator:</p> <p>86% achieved the target</p> <p>14% did not meet the target</p>	<p>72% achieved the target</p> <p>28% did not meet the target</p>	<ul style="list-style-type: none"> <li>We funded 5330 training programs, which on average provided at least three training events per staff member.</li> <li>We implemented a new Learning and Organisational Development Strategy.</li> <li>We revised recruitment methods for a number of occupation groups (including child safety officers) to enhance candidate attraction and selection.</li> </ul> <p><i>(see pages 134–141 for more information)</i></p>
	<p><b>PI 10</b> We will know if we have healthy and supportive workplaces that support our people to deliver business priorities by monitoring and reporting on our:</p> <ul style="list-style-type: none"> <li>employees' satisfaction with safe, supportive workplaces</li> <li>unplanned absence rates</li> <li>workers' compensation.</li> </ul>	<p>Of the 3 performance measure related to this indicator:</p> <p>33% achieved the target</p> <p>67% data is not available</p>	<p>33% achieved the target</p> <p>67% did not meet the target</p>	<ul style="list-style-type: none"> <li>We developed the Workforce Health and Safety and Well Being Strategy, and began development of the Workforce Management Strategic Plan.</li> </ul> <p><i>(see pages 142–144 for more information)</i></p>
	<p><b>PI 11</b> We will know if staff conduct and the department's business processes model our agreed values and behaviours by monitoring and reporting on our:</p> <ul style="list-style-type: none"> <li>client/stakeholder feedback</li> <li>alignment to the Client Service Charter.</li> </ul>	<p>There are no performance measures established for this performance indicator.</p>		<ul style="list-style-type: none"> <li>We developed and communicated the department's values and behaviours.</li> <li>We developed a policy and procedure entitled 'Lobbyists and lobbying activity' and commenced the department's Contact with Lobbyists register.</li> </ul> <p><i>(see pages 145–148 for more information)</i></p>

# Our key priorities for clients and stakeholders



We are working to promote and support the development of healthy and socially inclusive communities through sport and recreation activities.

# Better services and pathways for our clients

Our strategies	What we achieved in 2009-10
<p>Provide seamless services that are better matched to client needs by embedding a No Wrong Door approach to service delivery with streamlined intake, referral, assessment and client management systems and services.</p>	<ul style="list-style-type: none"> <li>Introduced the Top 100 Priority Clients Initiative to better respond to those clients most in need.</li> </ul> <p>(see pages 25–27)</p>
<p>Develop coordinated and place-based responses to clients' needs in locations with high levels of disadvantage, need and risk.</p>	<ul style="list-style-type: none"> <li>Commenced developing a strategy to address the needs and interests of Aboriginal and Torres Strait Islander Queenslanders living in cities and towns.</li> </ul> <p>(see pages 27–28)</p>
<p>Increase the investment in prevention and early intervention services to build our clients' self-reliance and minimise the need for future intervention.</p>	<ul style="list-style-type: none"> <li>Commenced piloting the Time Out House initiative in Logan and Cairns to support young people experiencing early symptoms of mental health problems.</li> <li>Commenced a two-year self-directed support pilot for families with a disability and young adults with a disability.</li> </ul> <p>(see pages 28–32)</p>
<p>Design integrated services to ensure clients with complex and/or specialised needs receive a tailored service response.</p>	<ul style="list-style-type: none"> <li>Commenced the 20-month Breaking the Cycle of Domestic and Family Violence trial in Rockhampton, to improve the safety and well-being of victims of domestic and family violence.</li> <li>Continued the Logan-Beenleigh Young Persons project to support young people experiencing mental health issues.</li> </ul> <p>(see pages 33–35)</p>
<p>Deliver culturally appropriate and responsive services that meet the needs of the department's diverse clients.</p>	<ul style="list-style-type: none"> <li>Launched the Aboriginal and Torres Strait Islander Cultural Capability Framework to improve the cultural capabilities of regional staff.</li> </ul> <p>(see pages 35–40)</p>
<p>Ensure that the department's services are delivered in accordance with relevant service standards.</p>	<ul style="list-style-type: none"> <li>Continued to ensure quality disability services – 100 per cent of recurrently funded services remain certified under the disability sector quality system.</li> </ul> <p>(see pages 40–42)</p>
<p>Provide flexible property assets that meet the needs of clients.</p>	<ul style="list-style-type: none"> <li>Managed a significant portfolio of property assets that meet the needs of our clients.</li> </ul> <p>(see pages 42–43)</p>





We are streamlining access to our services to better respond to those clients who are most in need.

## Streamlining processes and systems

We continued to provide simpler access for clients by building links between our diverse range of services.

### No Wrong Door

Our client-centred No Wrong Door program is providing an integrated service response across the department, including a focus on supporting clients and contributing to the **Q2-Fair** target to halve the proportion of Queensland children living in a household without a working parent.

We are working to provide more integrated services to the most vulnerable and disadvantaged Queenslanders to enable improved client outcomes.

In 2009-10, we adopted a client-centred No Wrong Door approach and program of work that is aimed at improving the way our services are delivered and accessed. We are ensuring that pathways to services are easier and that clients are connected to the right mix of services, better matching their needs.

Many of our clients are vulnerable and have complex needs. The client-centred No Wrong Door philosophy promotes a shared holistic culture across all service areas of our department and the non-government sector to enable streamlined services for clients, particularly those who require multiple services at the same time.

The Rapid Results Approach is being used as a methodology to support departmental regions in delivering initiatives within short timeframes. The approach uses existing resources and capacities, encourages collaboration across boundaries and promotes the sharing of knowledge and innovations.

For example, in the South West Queensland region, panels are convened on a monthly basis and collaborate on targeted client groups, including where:

- more than two of the department's service streams are involved
- a child or young person with a disability is being relinquished into care
- a child or young person is exiting care
- a child or young person is on remand.

### Priority clients

One No Wrong Door initiative, Top 100 Priority Clients, saw regional staff with specialist skills work together to identify their top priority clients and to develop new and innovative ways of providing services to these clients.

This initiative encouraged collaboration and knowledge sharing across the department and highlighted the commitment of staff in leading an improved approach to the way we deliver integrated services to our clients.

## Other initiatives

The implementation of the Growing Stronger initiative will streamline the process for applying for funded specialist disability services. Key features of Growing Stronger are the creation of a single, clearer application form, making it easier to request access to government funded disability services, and a professional face-to-face assessment process that is fairer for all applicants (see page 64 pages 67 and 68 for more information).

The department has been working with Smart Service Queensland (SSQ) to establish three pilot Queensland Government Service Centres, to deliver multi-agency counter services across the state. The first site in Brisbane became operational in October 2009 and the remaining two regional sites, Cairns and Maroochydore, are planned to open in February 2011 and May 2011 respectively. Services will be delivered by counter service, telephone through the SSQ Contact Centre

## No Wrong Door in action

'Victor'\* is 16 years of age and has an acquired brain injury following encephalitis. As a result of aggressive behaviour his placements in foster care have been difficult to maintain.

Through the Top 100 Priority Clients Initiative, departmental officers agreed the best way to support Victor was to assist him to live independently, and they worked together on a plan for Victor's support. The plan was made possible by a pooled funding arrangement from Child Safety services and Disability and Community Care services.

Housing and Homelessness services found suitable accommodation for Victor close to his family and school. Victor moved into a new social housing unit in January, with Child Safety services, Disability and

Community Care services and a non-government service provider supporting him to build independent living skills and participate in his community.

Since his move to social housing, Victor is more settled and has resumed full-time schooling. His family has also resumed responsibility for most of his care.

The most significant achievement for Victor was the increase in his independence. Prior to this, he required constant supervision and support. Victor now prepares meals, cares for his house, maintains relationships with neighbours and has developed routines to manage his independence.

\* Not his real name





**Our No Wrong Door and Growing Stronger initiatives are helping people with multiple needs.**

and online through a self-serve kiosk facility. Other opportunities for strategic alignment are being identified such as co-location with other regional service delivery outlets where practicable.

## Place-based responses

We are determined to identify new ways to support vulnerable and disadvantaged individuals, families and communities. We do this through tailored place-based responses that target areas where there is greatest need.

We use the Needs Based Planning and Resource Allocation Framework to match service delivery to Queenslanders who are in most need. The framework provides an evidence base, uses the highest quality data from Queensland and Australian Government sources and methodologies from Australian and international best practice. During 2009-10, we applied the framework to:

- support the development of a strategy for Aboriginal and Torres Strait Islander peoples in urban and regional areas
- support the Australian Department of Families, Housing, Community Services and Indigenous Affairs' project Analysis of areas of disadvantage in Queensland – families focus, by helping identify the areas of greatest disadvantage for families across Queensland
- support analysis of urban development areas to provide small area disadvantage and service distribution analysis for various localities
- provide geographical analysis of housing stress, population change, affordable rental supply, social housing, housing services and homelessness disadvantage, need and risk

- complete a needs analysis of the youth and adult Murri courts.

Following interest from other states in our Needs Based Planning and Resource Allocation Framework process, we have had discussions with the South Australian Department for Families and Communities and the Victorian Department for Human Services.

Other examples of place-based projects include the Next Step in Logan-Beenleigh (see page 33) and the trial to address domestic and family violence in Rockhampton (see page 33).

## Employment in Indigenous communities

We operate retail stores in remote Indigenous communities to promote local employment, enhance skills development and provide everyday items at affordable prices. The stores are located in Palm Island, Woorabinda, Lockhart River, Doomadgee, Kowanyama and Pormpuraaw. They provide food and essential items such as electrical appliances, furniture and drapery. The stores are primarily self-funded from trading activities. Any profits are reinvested into the community through price subsidies and infrastructure improvements to ensure the sustainability of the stores.

Lockhart River residents are enjoying a greater variety of healthier meal options following the opening of the new \$6.7 million Freddie Clarence Moses retail store in December 2009. Incorporating a delicatessen and bakery, the store greatly enhances the range of healthy food available. The store forms part of the Lockhart River Multi-Purpose Centre, an idea proposed by residents that was incorporated into the town's Community Plan.

## Collaboration on Palm Island

The Palm Island Community Company is a partnership between the Palm Island Aboriginal Shire Council, the Palm Island community and the Queensland Government. The company strengthens the infrastructure of the community through practical support and partnership, acting as a bridge between the government and non-government sectors and helping existing non-government organisations on the island attract funding and expand services. The company has created 30 jobs, 25 of which are based on Palm Island.

The company delivers a number of programs on behalf of the department including: a Family Support Hub and Safe Haven services, disability respite services, a diversionary centre, community patrol, alcohol demand reduction strategies, a women's shelter, and a children's safe house.

The company is proving value for money and has produced efficiency dividends by reducing the overlap in services and sharing facilities and human resources.

We have commissioned an independent review of the company, with a report to be finalised by the end of 2010.

## Development of a strategy for Aboriginal and Torres Strait Islander peoples in urban and regional areas

In consultation with Aboriginal and Torres Strait Islander peoples, we are developing a strategy to address the needs and interests of the 79 per cent of the Aboriginal and Torres Strait Islander population in Queensland who live in cities and towns. The aim of the strategy is to address the social and economic disparity experienced by Aboriginal and Torres Strait Islander peoples living in Queensland cities and towns. The strategy will deliver a cross-

government program of practical actions including new and existing initiatives to drive service reforms to improve outcomes for Aboriginal and Torres Strait Islander Queenslanders.

The strategy forms part of Queensland's commitment to the Council of Australian Governments' Indigenous reform agenda to close the gap in Indigenous disadvantage, and is on track to be implemented from late 2010.

The strategy will promote greater opportunities for Aboriginal and Torres Strait Islander peoples, and build on existing strengths and capabilities, as well as improve the delivery of existing government services. This will contribute to the **Q2-Fair** target to halve the proportion of Queensland children growing up in a household without a working parent.

## Prevention and early intervention

Prevention and early intervention programs lessen risk, increase resilience and keep people out of crisis systems. We deliver a wide variety of services across the spectrum of prevention and early intervention. In 2009-10, we continued to implement a range of intervention projects funded through the Prevention and Early Intervention Incentives Pool, which was established to fund innovative or new pilot projects.

We aim to improve the balance between prevention and early intervention, and intensive and statutory interventions. To manage growing demand for our services, particularly child protection, we are focusing on identifying client needs as soon as possible and providing lower cost early interventions where appropriate. This reduces the need for more costly interventions and means more Queenslanders have access to support services.



We provided additional funding so that more carers could access respite services.

### Youth partnerships

In 2009-10, we commenced a partnership with the non-government sector and private sector corporations to establish social enterprises that support disadvantaged young people to find work. The initiative focused on young people aged under 18 years in Brisbane and Townsville, who have recently entered the youth justice system and are at risk of re-offending and becoming homeless. Service delivery started in Townsville in May 2010. More information about this initiative is on pages 62–63.

### Young people in community living

The Time Out House initiative is promoting the mental health and social and emotional well-being of young people between 18 and 25 years of age who are experiencing early symptoms of mental illness. Helping young people to engage their family, friends and key supports, the Time Out House initiative is designed to maintain young people's connection to social networks and life activities.

The initiative is being piloted in Logan and Cairns. When fully operational in 2011-12, the Time Out House initiative will provide short-term accommodation and support services for up to 250 young people.

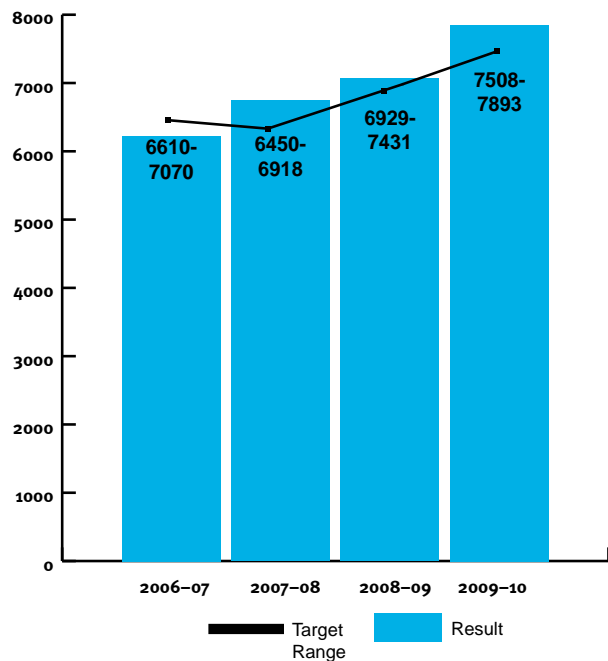
### Respite services

Respite services provide an important support for family carers by giving them the opportunity to take time out from their caring role. In 2009-10, we funded 125 respite services, and operated 10 respite centres across Queensland. We opened the new \$2 million Ashgrove respite centre in December 2009, replacing an older centre at Boondall, and started construction projects in Loganholme and Toogoolawah that will finish in 2010-11.

Respite keeps families together longer, and when used creatively, can enhance the skills and community connections of the person with a disability.

In 2009-10, additional funding helped provide nearly 800 extra instances of respite for carers, as well as a range of activities to build the skills of adults with a disability, including cooking classes, money management courses, public transport training and participation in community activities (see Graph 1). We also provide respite and other support for foster carers (see page 55 for more information).

**Graph 1. Number of respite services received by service users**



Notes: 1. This measure was introduced in 2006-07, therefore, no target or data was in place before this. 2. The 2009-10 result is based on an estimated projection, as data is still being finalised. Final data will be published on our website in November 2010.

***In 2009-10, we provided an estimated 7850 respite services.***

## Autism Early Intervention Initiative

The Autism Early Intervention initiative, Family and Early Childhood Services and the Early Intervention initiative are working to increase the number of children with a disability who are participating in an early childhood education program. These initiatives contribute to the **Q2-Smart** target for all children to have access to a quality early childhood education so they are ready for school.

Early intervention strategies for children with disabilities are a key priority for the department. They assist young children with a disability to reach their potential and help families to strengthen their capacity to care, as well as reduce long-term care and support costs.

The Autism Early Intervention initiative provides support to approximately 200 children with autism and their families (an increase of around 46 children from last year) through nine centre-based early intervention services across the state. In 2009-10, we provided additional funding toward an autism early intervention service for the Sunshine Coast area that will provide support to 32 children annually.

## Family Support Program

The Family Support Program empowers people with a disability and their families by strengthening the family's ability to stay together and to care for their family at home.

In 2009-10, the program provided support to more than 2200 families across the state. This was comparable to the number supported in 2008-09.

## Family and Early Childhood Services

Through Family and Early Childhood Services, we are supporting families with a child aged up to six years, who has or is at risk of having, a significant developmental delay.

Across the state, 16 teams of specialist staff - including speech and language pathologists, occupational therapists, physiotherapists, psychologists, social workers and resource officers - work with families and their children, using a family-centred approach.

In 2009-10, up to 2000 children across the state received services and supports - an increase of around 400 children compared to 2008-09, which was due to an increased funding allocation.

## Early intervention initiative for children with a physical disability

Three non-government service providers were funded to provide early intervention for children with a physical disability. The focus was on families with a child eight years and under who has a physical disability and high support needs. In 2009-10, approximately 450 children received services including therapy support, information, referrals and funding for aids and equipment.



We are working to promote inclusive communities for children with a physical disability, like Zakorah who has cerebral palsy.

## Lifelong Planning Initiative

We aim to prevent or reduce the need for long-term intervention for people with a disability. Our Lifelong Planning initiative—comprising the Succession Planning and Lifelong Planning Support Officer initiatives—assists people with a disability, their families and carers to explore mainstream and disability specific supports that are right for them. These early intervention and prevention initiatives acknowledge the importance of lifelong planning for people with a disability across all age groups and all disability types.

In 2009-10, we provided funding to support over 8260 family members and carers with Succession Planning. Since 2008, the Lifelong Planning Support Officer initiative has assisted more than 1100 people with a disability, their families and carers to reach their goals and develop community connections. Additional funding has been allocated in 2010-11 to continue this initiative.

## Local area coordinators

Our local area coordinators 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. In 2009-10, local area coordinators provided direct support, as well as information and referral services, to an estimated 1200 people.

## Promoting self reliance

We commenced a two-year self-directed support pilot in 2009-10. The pilot focuses on two groups: children aged up to six years with a physical disability, their families and carers living on the South Coast; and young people aged 20–35 years with an acquired physical disability, including an acquired brain injury, living in the greater Brisbane area.

This new investment is an early intervention response that promotes self reliance and supports choice and independence for people with a disability. Achievements include: assisting clients to link with mainstream and disability specific supports within the community, exploring and accessing a range of formal and informal community supports, and developing individual plans that reflect the unique and changing needs of specific clients. This funding will provide support to 80 people each year over the two-year pilot period.

## Active intervention

Our Referral for Active Intervention initiative provides intensive support and services to families with young children and young people who have complex needs and who are at risk of entering or re-entering the statutory child protection system. More information about the Referral for Active Intervention initiative is on page 53.



## Early intervention and family support

Our 136 early intervention and family support services provide universal and targeted early intervention and prevention services across the state. The support services include pregnancy and parent support (particularly for young parents), rural support services, counselling and targeted services for Aboriginal and Torres Strait Islander peoples. This aims to build on the strengths of vulnerable and at-risk families, individuals and communities.

Of these services, nine specialist counselling services provided assistance to families and their dependent children (aged up to 18 years) with complex or special needs, who are at a high risk of child abuse and neglect. Many families receiving services are experiencing mental illness, drug use, alcohol and other substance abuse, domestic and family violence, child sexual assault and other issues that impact on their ability to protect their children from abuse and neglect.

## Early intervention and youth

Many early intervention and support initiatives focus on reducing the number of young people coming into contact with the youth justice system.

Under the Youth and Community Combined Action program, the department provided more than \$2.5 million to fund a range of early intervention and support services, targeting young people most at risk of becoming involved in the youth justice system, in 20 locations across Queensland.

Social and economic development services supported young people aged 12-25 years who were identified as being: at risk of offending, disengaged from education, learning and employment, and from Aboriginal or Torres Strait Islander backgrounds. Services provided included community education with young people, social and personal development activities, independent living skills development, job search skills and cultural group development.

The Safe Youth – Safe Community initiative addressed the risks and needs of young people involved in violent behaviour. More than \$500,000 was made available to provide support to approximately 50 young people and their families in Woorabinda and the Logan/Ipswich corridor.

The Youth and Family Support Service operated an extended-hours support and counselling service to young people aged 6-17 years and their families to respond to crisis. Caseworkers help young people and families identify issues of concern, recognise their own skills and resources and empower them to resolve their problems and conflicts. The service's average caseload per month is approximately 150 young people and families.

We responded to the needs of young people in public spaces who misuse, or are at risk of misusing, volatile or other substances through the Addressing Volatile Substance Misuse program. We funded support services in Logan, Brisbane, Caboolture, Rockhampton, Townsville, Cairns and Mount Isa that provide a safe, supervised environment for young people to recover from the effects of misusing volatile substances such as paint, petrol or glue.





We are empowering young people to recognise their skills and participate in their communities.

## Integrated services

### Tackling domestic violence in Rockhampton

In 2009-10, we commenced an innovative 20-month trial in collaboration with other government and non-government agencies to address domestic and family violence in Rockhampton, as part of the Queensland Government's strategy to reduce domestic and family violence. The objective of the trial is to improve the safety and well-being of people affected by domestic and family violence, by breaking the cycle of violent behaviour. By intervening as early as possible – through linking community support, legal and court services – the occurrence, escalation and impact of domestic and family violence should be reduced. People who use violence in their relationships will also be held more accountable for their behaviour. The trial is funded under the Prevention and Early Intervention Incentives Pool.

The initiative established a co-located case coordination team, known as the Breaking the Cycle team, comprising a Queensland Police Officer, a Child Safety Officer and a domestic and family violence specialist. The team provides the entry point for clients to access services within the model. The Breaking the Cycle team undertakes: risk assessment, safety support, needs identification, and coordination of referrals to other service providers, including case management and behavioural change programs.

The service commenced in November 2009 and as at 30 June 2010, 443 referrals have been received by the Breaking the Cycle

team. Of these, 147 people have consented to participate in the initiative, and 46 referrals are being actively followed up to engage them with the services available.

### Logan–Beenleigh Young Persons project

Through the Logan-Beenleigh Young Persons project, young parents and young people with mental health issues receive intensive support aimed at improving their employment, educational, health and social well-being outcomes. This contributes to the **Q2-Fair** target to halve the proportion of Queensland children living in a household without a working parent.

As part of the Queensland Government's commitment to tackling social exclusion, we partnered with other government and non-government organisations to deliver more coordinated services for disadvantaged young people with multiple and complex needs in the Logan-Beenleigh area. The Next Step, an integrated and holistic service model, has provided intensive support to young parents and young people experiencing mental health issues. Through The Next Step initiative, intensive support has been provided to 97 young people.

### Integrated social housing

The department continued work to develop a single integrated social housing system for Queensland and strengthen the not-for-profit housing sector. From 1 March 2010, transitional housing providers were required to cease using their own waitlists and to fill vacancies from the state's Housing Register,

giving social housing applicants in Queensland a single entry point across all funded social housing programs and ensuring housing is allocated to those in greatest need.

Other work to integrate housing and community services included:

- a national review of the National Community Housing Standards was led by the department, ensuring these reflect contemporary best practice and areas of new business for community housing providers
- Housing and Homelessness Area Networks were established as a forum for not-for-profit housing providers to engage with the department
- a rural housing service centre model was established as an entry point for people in rural communities seeking social housing assistance
- the Queensland Homelessness Intersectoral Forum was established as an avenue for the non-government sector to provide feedback on homelessness service delivery, program and policy issues
- roll-out of homelessness system coordinators and an information systems project to improve coordination of activities across Queensland's homelessness system
- implementation of the Domestic and Family Violence Safety Upgrades initiative to give social housing tenants access to services to allow them to remain safely in their own homes and encouraging perpetrators to be responsible for their behaviour.

## Community Mental Health transition programs

Through these initiatives, we are helping to reduce re-admissions to acute mental health units and/or extended treatment facilities. This contributes to the **Q2-Healthy** target to deliver the shortest hospital waiting times in Australia.

The department participates in several joint initiatives with other government agencies to provide clinical and non-clinical support, as well as housing for people with a mental illness.

The Transition from Correctional Facilities program funds non-government organisations to provide short-term, non-clinical support for people with a mental illness who are transitioning from correctional facilities to the community. This program is now operating in South East Queensland, Maryborough, Rockhampton, Townsville and Cairns. As at 30 June 2010, we have supported more than 225 individuals with a mental illness to transition from correctional facilities to the community, including Aboriginal and Torres Strait Islander people.

The Resident Recovery Program assisted individuals with a mental illness living in private residential services, such as hostels and boarding houses, to develop skills to self-manage mental and general health, improve social interactions and community inclusion and link to employment support. In 2009-10, an additional \$1 million was allocated to the Resident Recovery Program through the Australian Government's National Partnership Agreement on Homelessness. This additional



We are working to assist all Queenslanders with reconciliation.

funding has enabled us to expand the existing program in Brisbane and will allow us to provide support to people with a mental illness in both Ipswich and Toowoomba.

We are working with Queensland Health to undertake the Housing and Support Program to help people with a psychiatric disability transition from public mental health facilities into the community, with appropriate support. This initiative funded 194 support places in 2009-10.

## Culturally appropriate and responsive services

### Reconciliation Action Plan

The Queensland Government launched the Queensland Government Reconciliation Action Plan 2009-2012 in June 2009. In the first 12 months since the launch, there have been some great success stories and significant steps have been made in further promoting reconciliation throughout Queensland. Table 3 (see page 36) outlines several highlights.

## Deadly Sports beach day

Deadly Sports is an initiative of Sport and Recreation services that promotes play, exercise and a healthy and active lifestyle in Aboriginal and Torres Strait Islander communities on a regular basis through coaching clinics and friendly competition with sporting ambassadors.

As part of the program, children and young people from throughout the state take part in a range of sports including AFL, cricket, soccer, rugby league, basketball, golf, touch football, softball,

traditional Indigenous games and surf sports. We delivered clinics to more than 3750 participants in 2009-10.

In May this year, a group of 80 Aboriginal and Torres Strait Islander young people from Toowoomba, Ipswich, Beenleigh, Inala and Redland Bay were given the opportunity to participate in four beach-based sports at the Gold Coast Deadly Surf Sports event. The kids participated in surfing lessons, a surf life saving beach flags and sprints clinic, body boarding lessons and body surfing lessons.

The program provided the kids with an opportunity to learn a range of beach skills, as well as receiving presentations on water safety and how to get the best out of yourself from sporting heroes including former Brisbane Bronco Steve Renouf, former Brisbane Bullets coach Brian Kerle and members of the Gold Coast Titans Rugby League Club, Gold Coast United Football Club and Surf Life Saving Australia.



A Deadly Sports participant riding the waves at Currumbin on the Gold Coast.

**Table 3. Queensland Government Reconciliation Action Plan — Implementation progress**

<b>Initiative: Corporate partners</b>	
Action	The Queensland Government will proactively engage with private sector companies and peak bodies, including charitable and philanthropic organisations, to broker employment and business opportunities for Aboriginal and Torres Strait Islander peoples.
Progress in 2009-10	The Department of Communities has begun to consolidate links with corporate, philanthropic and media organisations and has placed several community-based organisations in touch with non-public sector organisations, resulting in the provision of funding and in-kind support.
<b>Initiative: Queensland Aboriginal and Torres Strait Islander Advisory Council</b>	
Action	The Queensland Government will support the whole-of-government Queensland Aboriginal and Torres Strait Islander Advisory Council (QATSIAC) to provide strategic advice to the government on policies, programs and services that relate to or impact on Aboriginal and Torres Strait Islander peoples and communities.
Progress in 2009-10	<p>The Advisory Council has considered a number of key policy areas over the last 12 months, which are integral to closing the gap in life outcomes for Aboriginal and Torres Strait Islander Queenslanders. This has included exploring policy issues relating to education and training, employment, health, child safety and law and justice, with particular reference to reducing Indigenous over-representation in the Queensland criminal justice system.</p> <p>A number of Queensland Government Ministers and senior government officials have attended the Council's meetings, seeking the advice of members on key policy issues.</p> <p>Of particular note was QATSIAC's development of the wording for a significant statement of recognition of Aboriginal and Torres Strait Islander peoples to be included in a preamble to the <i>Constitution of Queensland 2001</i>. The new preamble, including this statement of recognition, was passed by the Queensland Parliament on 23 February 2010. The statement honours the Aboriginal and Torres Strait Islander peoples as the First Australians and pays tribute to their unique values and their ancient and enduring cultures, which deepen and enrich the life of our community.</p>



We are leading reforms to reduce the gap in life outcomes for Aboriginal and Torres Strait Islander Queenslanders.

<b>Initiative: Young Aboriginal and Torres Strait Islander leaders</b>	
Action	The Queensland Government will work with more young Aboriginal and Torres Strait Islander Queenslanders to support the development of future leaders through the Young Indigenous Leaders' Forum.
Progress in 2009-10	In 2010 the Indigenous Youth Leadership Program was expanded and strengthened, with a focus on developing leadership skills as well as an understanding of Queensland Parliament's democratic processes. A total of 39 young people participated in the program's workshops, presentations and the Indigenous Youth Parliament.  Past participants have continued to demonstrate their skills through their personal development and community leadership.
<b>Initiative: Working with Aboriginal and Torres Strait Islander peoples</b>	
Action	The Queensland Government will review and implement whole-of-government protocols for working with Aboriginal and Torres Strait Islander peoples, including strengthening protocols relating to Welcome to Country, Acknowledging Traditional Owners and Elders, and Queensland's two Indigenous peoples to ensure they are conducted in the most appropriate manner.
Progress in 2009-10	Existing Queensland Government protocols for Welcome to Country and Acknowledging Traditional Owners/custodians and Elders have been updated and made available to all Queensland public servants.  The protocols ensure that Aboriginal and Torres Strait Islander cultures are appropriately affirmed during government business in a meaningful and consistent manner.  Indigenous community-specific protocols are also being developed for government officers who are visiting, working and living in Queensland Aboriginal and Torres Strait Islander communities. These will help ensure government officers acknowledge and respect protocols particular to individual Aboriginal and Torres Strait Islander communities. The community-specific protocols are progressively being made available to all Queensland public servants.



### Initiative: National Aboriginal and Torres Strait Islander reforms

Action	<p>The Queensland Government will work actively with Aboriginal and Torres Strait Islander peoples to achieve the Council of Australian Governments' national Closing the Gap targets and strategies, including in the key areas of early childhood, schooling, housing, health and economic participation.</p>
Progress in 2009-10	<p>In 2009-10, the Queensland Aboriginal and Torres Strait Islander Advisory Council met three times to advise the government on practical strategies and partnerships to contribute to closing the gap on Indigenous disadvantage.</p> <p>Two Ministerial Indigenous Roundtables were convened, supporting the Minister for Aboriginal and Torres Strait Islander Partnerships and other relevant state Ministers to engage with the Mayors of Queensland's discrete Indigenous communities and the Australian Government.</p> <p>The Department of Communities continued to support other Queensland Government agencies to develop relevant strategies to ensure Queensland is on track to meet Council of Australian Government targets by leading a senior executive reference group dedicated to sharing and promoting best practice in Indigenous reform.</p>

### Initiative: Queensland Aboriginal and Torres Strait Islander Foundation

Action	<p>The Queensland Government will actively support the Queensland Aboriginal and Torres Strait Islander Foundation in creating partnerships to provide educational and other developmental opportunities for young Aboriginal and Torres Strait Islander Queenslanders.</p>
Progress in 2009-10	<p>In 2009-10, the Queensland Aboriginal and Torres Strait Islander Foundation established the Queensland Certificate of Education Scholarship Support Program. In 2010, this program provided 17 schools with scholarship support to enable 110 Aboriginal and Torres Strait Islander students starting Year 11 to complete their secondary education.</p> <p>Requiring a shared commitment from students, their schools and their communities, this program encourages Queensland's future leaders to reach their full potential — academically, vocationally, culturally and as representatives of an inclusive and supportive community.</p>





We aim to incorporate and strengthen cultural diversity and multiculturalism in communities.

<b>Initiative: Annual agency planning and reporting</b>	
Action	All Queensland Government agencies will incorporate relevant reconciliation actions in their annual business plans and report on the progress of the implementation of the Queensland Government Reconciliation Action Plan 2009-2012 as part of their annual reports.
Progress in 2009-10	<p>Initiatives in the Queensland Government Reconciliation Action Plan 2009-2012 that are allocated to the Department of Communities appear in the relevant work areas' operational plans. The operational plans drive the department's annual work program and the agency monitors its progress against these commitments on a quarterly basis.</p> <p>The department ensures that it is publicly accountable against the commitments made in the Queensland Government Reconciliation Action Plan by publishing details of its annual progress against these commitments in its annual report.</p>
<b>Initiative: Progress report on the Queensland Government Reconciliation Action Plan 2009-2012</b>	
Action	By June 2012, the Queensland Government will release a public report on the progress of the implementation of the Queensland Government Reconciliation Action Plan 2009-2012.
Progress in 2009-10	The Department of Communities will work with all agencies to release a public report by June 2012.

### Multicultural Action Plan

In 2009-10, we consulted with the sector to develop the Department of Communities 2009-13 Multicultural Action Plan, which outlines our priorities for incorporating cultural diversity into our services, programs and initiatives. The strategy focuses on strengthening multiculturalism in the public sector, supporting communities and community relations and anti-racism.

Outcome areas under the plan include: ensuring appropriate access to, and use of, interpreter services; improving planning for cultural diversity and building our evidence base; equitable access to information; and responsive and accessible services.

### Disability Service Plan

In 2009-10, we continued to implement the actions under the Disability Service Plan 2007-10. One of the highlights was the implementation of the Companion Card program, which entitles people with a disability who need lifelong attendant care support to buy two tickets for the price of one at participating recreational venues across Australia, improving social and recreational opportunities for people with a disability.

### Cultural Capability Framework

The Aboriginal and Torres Strait Islander Cultural Capability Framework was relaunched in the new Department of Communities in February 2010. Cultural Capability Workshops have been held in each of the department's

seven regions to develop strategies to improve the cultural capabilities of regional staff.

A number of tools and resources have been identified and/or developed to support staff in building their cultural capability. This included the Interactive Ochre Cultural Awareness CD, as well as a two-day Aboriginal and Torres Strait Islander cultural capability training program and a DVD to support the training.

As at 30 June 2010, 1032 copies of the Interactive Ochre Cultural Awareness CD have been distributed to staff and workgroups across the department and 919 staff have completed the two-day training program.

## Quality client service standards

We are always working to identify opportunities to deliver better services for the department's clients and communities across the state and to build a stronger service system.

## Successful sport and recreation programs

In 2009-10, some 1,035,000 people participated in our sport and recreation programs. Programs include Building Active Community Regional Workshops, Get Active Queensland Schools Program and Moving with Young Children Workshops. Feedback showed that 96 per cent of participants

**Table 4. Participant satisfaction with the department's sport and recreation programs**

	2006-07 <sup>1</sup>	2007-08	2008-09	2009-10
<b>Target</b>	75%	75%	85%	85%
<b>Result</b>	81%	84%	88%	96%

Note: 1. This measure was introduced in 2006-07, therefore, no target or data was in place before this.

*Participant satisfaction with our sport and recreation programs has continued to increase and we exceeded our performance target for the fourth year in a row.*



Reily and his assistance dog Harry.  
New legislation improves training  
and access for assistance dogs.

were satisfied with our sport and recreation programs - exceeding our target of 85 per cent. This success can be attributed to our efforts in continually improving standards to meet client expectations.

Each year, the Queensland Academy of Sport (QAS) conducts a survey of its stakeholders (including QAS athletes granted a scholarship and national and state sporting organisations) to determine their level of satisfaction with the services provided by the QAS. The 2010 survey found that QAS exceeded its target, with a satisfaction rate of 93 per cent.

### Disability Sector Quality System

Through the Disability Sector Quality System we provide a framework for delivering quality services for people with a disability. Service providers are supported to develop, implement and maintain their own quality management system.

In 2009-10, we progressed initiatives to foster quality in the disability sector (such as the Partnership Program) to strengthen engagement between service providers and people with a disability.

## Longest parade of electric mobility scooters

The 2009 Fraser Coast Motorised Wheelchair and Mobility Scooter Convoy was recognised with a Guinness World Record in May 2010. The 126 person convoy rolled along the Hervey Bay Esplanade during the 2009 Disability Action Week.

The achievement was the culmination of three years work to promote, develop and increase the convoy from 65 scooters in 2007.



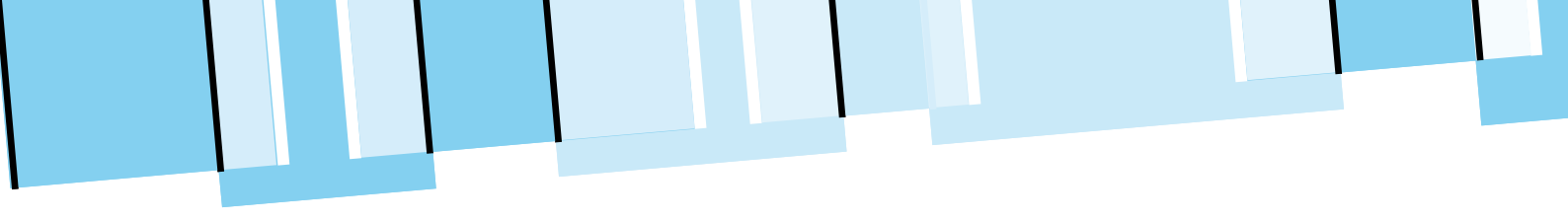
Participants scooting along the Hervey Bay Esplanade during the 2009 Disability Action Week.

The convoy originated to help highlight issues of social isolation, as well as mobility issues faced by seniors, people with a disability and also road safety issues for scooter riders.

The event is now held annually as part of the Disability Action Week celebrations on the Fraser Coast. It encompasses many positive aspects of the community, including:

- inclusion of seniors and people with a disability
- volunteers who are engaged to support the event
- public support and increased understanding
- cooperation between state and local governments, as well as community groups.

The idea has spread to the city of Mackay which also conducted a convoy on the same day in 2009.



We provided funding to National Disability Services to assist new and current service providers with implementation and maintenance of their quality systems. We allocated \$4.65 million in quality grants to assist new and current service providers with the cost of audits and continuous improvement processes in their organisations.

All 244 recurrently funded service providers remain certified under the disability sector quality system.

Our departmentally-run Accommodation Support and Respite Services, Statewide Disability Services, and Community and Specialist Services also maintained certification against the Queensland Disability Service Standards.

### Children and young people in care

In 2010, the Commission for Children and Young People and Child Guardian published a report based on its 2009 survey of children and young people in care. This found that 97.5 per cent of children (aged approximately 5-8 years) and 98.6 per cent of young people (aged approximately 9-18 years) living in foster care who responded to the survey reported feeling safe. These findings are similar to those of the previous survey conducted in 2007 and published in 2008, in which 98.2 per cent of children and 98.9 per cent of young people reported feeling safe.

The Views of Young People in Residential Care survey report published in 2009 by the Commission for Children and Young People and Child Guardian revealed that 93 per cent of young people in residential care reported

feeling safe in their current placement. These findings are consistent with those presented in the previous 2008 report which revealed that 89 per cent of young people reported feeling safe in their placement.

### Out-of-home care providers

We continue to ensure the quality of placements provided for Queensland's most vulnerable children through licensing out-of-home care providers. The licensing process has become an integral part of developing the capacity of non-government organisations to ensure that minimum practice requirements are delivered. In 2009-10, 24 licenses were granted, taking total licensed services to 155.

### Flexible property assets

We manage a significant portfolio of property assets that meet the needs of our clients. Our delivery of property solutions ensures a targeted response to community and individual client needs, with the flexibility to cater for service delivery requirements into the future.

Our management of the property portfolio is underpinned by the following asset principles:

- We use internal collaborative partnerships to deliver capital investment in property assets that are versatile and perform to a high standard. These partnerships drive our forward planning and identify local solutions to match local service delivery needs.
- We manage the department's property assets as one portfolio, ensuring a whole-of-department response to planning, development, investment and maintenance.
- We deliver appropriate, quality design solutions to cater for our diverse range



We are dedicated to protecting Queensland's children and young people.

of clients through design standards that ensure asset longevity and take account of client need and service provider expertise. We have applied a range of shared support and group residential design models to meet the variety of client and service delivery requirements across the department. These design models include:

- integrating five, one-bedroom apartments for tenants with shared support arrangements into a social housing project of nine or ten apartments
- use of three and four-bedroom long-term group homes for people with disabilities
- a diverse range of short-term emergency accommodation construction solutions including two-bedroom apartments, three-bedroom detached houses, group homes with separate bedroom suites and duplexes
- variable, secure transitional accommodation for clients with challenging behaviours
- supported group homes for young people in urban and remote centres.
- We review designs to allow the service delivery requirements of each project to be considered, while also making provision for future, alternative and flexible uses.

- We apply universal design principles to all projects and deliver solutions that meet the range of mobility requirements of the department's clients.
- We prioritise resource allocation to where the highest client need exists. Asset planning decisions are based on evidence of disadvantage, need, growth and demographic change across the state. The analysis and review of drivers, such as client service delivery and community capability data support the accurate forecasting of future need.

## Future directions

We will:

- make sure our eligibility assessment and referral pathways to services are made easier for clients by streamlining and coordinating our processes
- implement a strategy for Aboriginal and Torres Strait Islander peoples living in cities and towns
- provide \$12.5 million for a suite of early intervention initiatives for people with a disability, their families and carers.



## More inclusive, active and safe communities

Our strategies	What we achieved in 2009-10
<p>Provide whole-of-government leadership in policy and engagement with Aboriginal and Torres Strait Islander Queenslanders at state, regional and local levels to reduce the gap in life outcomes, affirm their cultures and assist reconciliation.</p>	<ul style="list-style-type: none"> <li>• Finalised the \$55.4 million commitment to the Indigenous Wages and Savings Reparations Scheme.</li> <li>• Continued to implement Queensland's commitment to the national Indigenous reform agenda to Close the Gap on Indigenous disadvantage.</li> <li>• Established a Remote Land and Infrastructure Program Office to drive reforms and address land, infrastructure and planning related barriers to housing and economic development in discrete Indigenous communities.</li> </ul> <p><i>(see pages 48–53)</i></p>
<p>Secure the safety, enhance the wellbeing and build positive futures for vulnerable children through child protection and adoption services.</p>	<ul style="list-style-type: none"> <li>• Opened Safe Houses for referrals in Napranum, Doomadgee and Pormpuraaw.</li> <li>• Recruited approximately 320 carers to help protect and nurture Queensland children.</li> <li>• Expanded the range and mix of out-of-home care placements, with an additional \$25.3 million in new recurrent funding.</li> <li>• Supported 1761 families with intensive family support.</li> </ul> <p><i>(see pages 53–57)</i></p>
<p>Strengthen the self-reliance of vulnerable individuals, young people and families through coordinated and client-centred community services.</p>	<ul style="list-style-type: none"> <li>• Finalised assessment of 5416 applications for a Level 2 payment under the Redress Scheme and provided \$47.174 million in Level 2 payments and \$2.114 million in Level 1 payments to eligible applicants.</li> </ul> <p><i>(see pages 57–59)</i></p>
<p>Encourage seniors' involvement in their communities through targeted participation programs across the state.</p>	<ul style="list-style-type: none"> <li>• Released Positively Ageless – Queensland Seniors Strategy 2010-20.</li> <li>• Funded a new service model for the Seniors Legal and Support Service.</li> </ul> <p><i>(see pages 59–60)</i></p>



Our strategies	What we achieved in 2009-10
<p>Hold young people accountable for their behaviour and reduce recidivism through statutory youth justice services and diversionary programs and services.</p>	<ul style="list-style-type: none"> <li>• Implemented changes to the <i>Youth Justice Act 1992</i> (formerly known as the <i>Juvenile Justice Act 1992</i>) to ensure public safety while giving offenders the best possible chance of rehabilitation.</li> <li>• Commenced delivery of the Youth Enterprises Partnership to create employment opportunities for young people who have recently entered the youth justice system and are at risk of re-offending and becoming homeless.</li> <li>• Commenced the Young Offender Program to address the risk factors of young people offending and prevent re-offending.</li> <li>• Continued work on the \$170.6 million project to increase Townsville's Cleveland Youth Detention Centre's capacity to 96 beds.</li> </ul> <p>(see pages 61–63)</p>
<p>Raise community awareness of the experiences of people with a disability, people with mental illness and people who are ageing, promote their social and/or economic participation and participation in their communities through integrated support services.</p>	<ul style="list-style-type: none"> <li>• Implemented Phase 1 of the Growing Stronger reforms.</li> <li>• Completed Wacol accommodation refurbishments and commenced construction on a forensic secure facility, as part of the Investing in Positive Futures initiative.</li> <li>• Funded a project to develop employment options for people living with mental illness.</li> <li>• Assisted more than 163,000 people across Queensland to remain living independently under the joint Queensland and Australian Government Home and Community Care program.</li> </ul> <p>(see pages 63–69)</p>

Our strategies	What we achieved in 2009-10
<p>Support vulnerable Queenslanders by providing access to affordable housing and housing related services.</p>	<ul style="list-style-type: none"> <li>• Provided more than 65,800 Queensland households with social housing (up from 65,553 in 2008-09).</li> <li>• Assisted 194,203 households in the private rental market (up from 185,636 in 2008-09). This includes 1177 households assisted with RentConnect which expanded from a pilot in two locations in 2008-09, to 14 locations in 2009-10.</li> <li>• Delivered 1474 new dwellings to increase the social housing portfolio, including 349 dwellings under the Nation Building and Jobs Plan and 79 dwellings under the National Partnership Agreement on Social Housing.</li> <li>• Invested \$34.569 million in new and expanded services and reform activities to help people who are homeless transition to stable accommodation, under the National Partnership Agreement on Homelessness.</li> <li>• Commenced construction on 83 new dwellings, refurbished 152 existing dwellings (with an additional 38 in progress), and purchased 82 dwellings for Aboriginal and Torres Strait Islander households to relocate to urban/regional centres, under the National Partnership Agreement on Remote Indigenous Housing.</li> </ul> <p><i>(see pages 69–77)</i></p>
<p>Lead and promote the recognition of cultural diversity and enhance community cohesion.</p>	<ul style="list-style-type: none"> <li>• Commenced consultation on the Queensland Government's Multicultural Policy.</li> <li>• Under the Multicultural Assistance Program we allocated \$700,000 for 98 community events and projects that promoted community relations and improved capacity to access services.</li> <li>• Convened three roundtable meetings between leaders in the Indian community to discuss cultural issues.</li> </ul> <p><i>(see pages 77–79)</i></p>

Our strategies	What we achieved in 2009-10
<p>Promote and support the development of healthy and socially inclusive communities through sport and recreation activities, programs and facilities and the development of the state's elite athletes.</p>	<ul style="list-style-type: none"> <li>• Invested funding of \$65.978 million for sports infrastructure and participation programs to encourage Queenslanders to be more physically active.</li> <li>• Commenced the third phase of our Find Your 30 campaign.</li> <li>• Reviewed sport and recreation funding and delivered a suite of new funding programs.</li> <li>• Provided support for Queensland Academy of Sport athletes in preparation for the 2010 Commonwealth Games.</li> </ul> <p><i>(see pages 79–84)</i></p>
<p>Support and promote the contribution of Queensland women to the vibrancy of our communities.</p>	<ul style="list-style-type: none"> <li>• Implemented a 'hub and spoke' model positioning staff from the Office for Women in key government agencies to develop policies and programs that increase the economic prosperity of women.</li> <li>• Held Our Women - Our State awards and Community Leadership Seminars for Aboriginal and Torres Strait Islander women.</li> <li>• Nominated 90 women for 36 vacancies on government bodies as part of the Women on Boards strategy.</li> </ul> <p><i>(see pages 84–86)</i></p>
<p>Lead the implementation of the Toward Q2 target delivery plan to increase the proportion of Queenslanders volunteering in their community.</p>	<ul style="list-style-type: none"> <li>• Established an industry reference group to examine volunteering in sport and recreation and develop strategies to improve the rates of volunteering.</li> </ul> <p><i>(see pages 86–87)</i></p>

## Leadership in Indigenous issues

The Department of Communities plays a key role in leading and coordinating whole-of-government activities related to Aboriginal and Torres Strait Islander Queenslanders. We also report on the Queensland Government's initiatives and outcomes for Aboriginal and Torres Strait Islander Queenslanders.

## Closing the Gap targets

We are working to ensure that Aboriginal and Torres Strait Islander Queenslanders have the same opportunities and life outcomes as other Queenslanders.

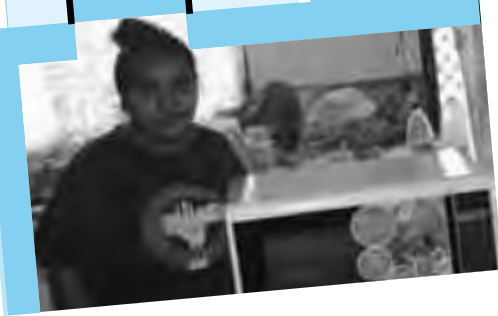
Our department is leading the Queensland Government's contribution to Closing the Gap on Indigenous disadvantage through eight strategic areas:

- early childhood
- schooling
- health
- economic participation
- healthy homes
- safe communities
- governance and leadership
- land and culture.

These reforms will contribute to the **Q2-Fair** target to halve the proportion of Queensland children growing up in a household without a working parent by capitalising on employment and economic participation opportunities.

To help meet the Closing the Gap targets, Queensland is a signatory to a range of Indigenous-specific and mainstream National Partnership Agreements in areas such as early childhood, remote service delivery, economic participation, remote Indigenous housing, health, and schooling. Implementation is well underway in all seven Indigenous-specific national partnership agreements. Achievements in Queensland to 30 June 2010 include:

- transitioning 108 former Community Development Employment Projects positions in mainland communities to fully-funded government positions
- completing construction of 117 units of accommodation and 454 upgrades to existing dwellings in Indigenous communities, including completing construction of 46 dwellings and 152 upgrades under the National Partnership Agreement on Remote Indigenous Housing
- purchasing 82 dwellings outside of Indigenous communities to enable community residents to relocate to regional or urban centres to gain greater access to employment and education opportunities
- negotiating a funding package with Aboriginal and Torres Strait Islander councils to provide additional and upgraded housing
- on-schedule with the statewide roll-out of health initiatives to tackle smoking, improve primary health care services, improve the patient journey, integrate sexual health, and provide mental health and drug and alcohol support services for young Aboriginal and Torres Strait Islander people
- on-track to establish 10 new Child and Family Centres across Queensland, with the first centre to open in Mount Isa in late 2010



Mossman Gorge resident Jennifer saved for her new microwave through the Family Income Management program.

- on-track to establish new or upgraded internet access in New Mapoon, Wujal Wujal, Iama, Mabuiag, Aurukun, Badu, Pormpuraaw, Boigu and Poruma.

Queensland is also developing a strategy to reduce the economic and social disparity experienced by around 79 per cent of the Aboriginal and Torres Strait Islander population in Queensland who live in cities and towns (see page 28 for more information).

### Cape York Welfare Reform

We are implementing the Cape York Welfare Reform trial to support individuals and families in Aurukun, Hope Vale, Coen and Mossman Gorge to make a better life for themselves and their children.

The trial focuses on initiatives around housing, education, economic opportunity and social responsibility. The trial is being implemented in conjunction with other state government agencies, the Cape York Institute for Policy and Leadership and the Australian Government.

A key initiative is the Family Responsibilities Commission, which works with welfare recipients and other local community members, through notifications and conferences, to restore social norms and Indigenous authority. From 1 July 2009 to 31 March 2010, the Family Responsibilities Commission organised 1106 conferences with individuals and made 500 referrals to community support services, such as school attendance case managers, drug and alcohol counselling and domestic violence and anger management counselling. This compares to 590 conferences with individuals and 448 referrals from 1 July 2008 to 31 March 2009.

Data published by the commission shows dramatic decreases in crime and increases in school attendance in the four communities since the commencement of the trial. For more information see the Family Responsibilities Commission quarterly reports and the Family Responsibilities Commission annual report ([www.atsip.qld.gov.au/government/families-responsibilities-commission/](http://www.atsip.qld.gov.au/government/families-responsibilities-commission/)).

### Improving remote service delivery

We established a Remote Indigenous Land and Infrastructure Program Office to fast track housing investment, by working with other government agencies to resolve land and infrastructure issues and improve the use of government-owned land and buildings in discrete Indigenous communities. The office is also supporting the 10 year National Partnership Agreement on Remote Indigenous Housing, with the state planning to build more than 1000 houses in these communities over the life of the agreement.

As a first step, the program office is working with local councils to negotiate 40-year leases, which will ensure that housing is built, managed and maintained by the Queensland Government for the life of the lease. The Australian Government requires the Queensland Government to negotiate social housing leases, for a minimum period of 40 years, with Councils.

Remote Land and Infrastructure Plans have now been developed for 16 discrete Indigenous communities, while 46 new social housing dwellings have been constructed under the National Partnership Agreement on Remote Indigenous Housing.



We also have regional operation centres in Mount Isa and Cairns that work across federal and state activities for the benefit of identified communities to create improved efficiencies and coordination of government activities.

## Alcohol reforms

Alcohol reforms are contributing to the **Q2-Healthy** target to cut obesity, smoking, heavy drinking and unsafe sun exposure by one third by decreasing the harm associated with alcohol abuse in discrete Indigenous communities.

We are leading implementation of alcohol reforms in 19 Indigenous communities, aiming to reduce alcohol-related harm through restrictions on alcohol, improved services and partnerships between government and communities.

One way we are providing support is the community-based integrated drug and alcohol centres, in Woorabinda, Cherbourg and Bamaga. Outreach drug and alcohol centres provide services to communities from bases in Weipa, Townsville and Mount Isa.

In 2009-10, the reforms delivered:

- Diversion services, which increased from 27 in 2008-09, to 28 in 2009-10. These services assisted people to address their problems with alcohol, provided safe places to sober-up, and provided safety and support to young people who engage in, or who are at risk of engaging in, the misuse of volatile substances.
- The Community Activity Programs through Education (C.A.P.E.) program in Aurukun, Kowanyama, the Northern Peninsula Area and Woorabinda. This program employed

local people to deliver sport and recreation services. As at 30 May 2010, 10 full-time officers and three part-time officers were employed in the communities.

- Men's support programs in Aurukun (partially), Doomadgee, the Northern Peninsula Area, Wujal Wujal, Coen, Hope Vale, Kowanyama and Mornington Island. Women's support programs are operating in Pormpuraaw (partially), Kowanyama (partially), Hope Vale, Wujal Wujal and Lockhart River. These programs provide positive diversion activities that reduce the need to access alcohol and other illicit substances and help address alcohol-related impacts.

## Justice strategy

We announced the development of a new justice strategy with the aim of increasing safety in Aboriginal and Torres Strait Islander communities in urban, regional and remote locations. The strategy will align with the Closing the Gap program and the National Indigenous Law and Justice Framework. The aim is to reduce the rate at which Aboriginal and Torres Strait Islander peoples come into contact with the Queensland criminal justice system by improving socio-economic wellbeing (known to be an indicator of risk of involvement in offending behaviour and substance use) through improved housing, health services, employment and education.

## Reconciliation initiatives

We supported government agencies to implement actions from the Queensland Government Reconciliation Action Plan 2009-2012. Our report on the implementation of this plan can be found on pages 35–39.

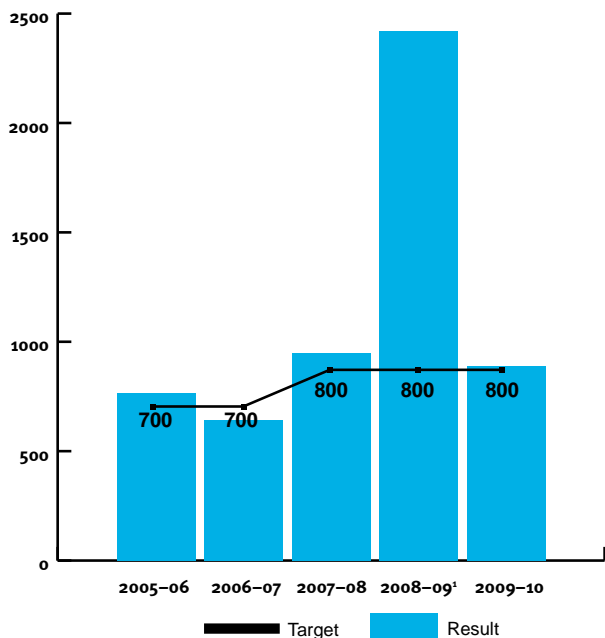


The Cairns Ministerial Indigenous Roundtable, where Mayors from Aboriginal and Torres Strait Islander communities met to discuss issues affecting their communities.

We finalised the Queensland Government reparations offer for Indigenous Queenslanders who had their wages and savings controlled from the 1890s to the early 1970s. In total, 5778 claimants have been assessed as eligible, with payments of \$35.5 million made as at 30 June 2010.

We also enabled 890 Aboriginal and Torres Strait Islander clients (90 above our target) to access personal and community information collected by our department and its predecessor agencies. This information assists people to trace their families and communities and complies with recommendation 53 of the *Royal Commission into Aboriginal Deaths in Custody* and recommendations 21 to 29 of the *Bringing Them Home Report*.

**Graph 2. Number of clients provided with access to family and community records**



Note: 1. 1944 of these requests related to information for Redress Scheme applications.

**In 2009-10, the number of clients provided with access to information exceeded our target by more than 11 per cent.**

### Leading engagement

We use a variety of mechanisms to seek the views of Aboriginal and Torres Strait Islander peoples and to enable agreement on priorities and targets between Aboriginal and Torres Strait Islander communities and organisations and government representatives.

In 2009-10, we convened 36 negotiation tables or other significant engagement events in 29 communities. This brought government and community decision-makers together to discuss, prioritise and address the gap in life outcomes between Indigenous and non-Indigenous Queenslanders at a local level. Positive outcomes from this year's negotiation tables include:

- an increase in the number of people who are registered foster carers in Lockhart River
- the purchase of a new community rubbish truck for the Coen community
- a change of policy and inclusion of jury service for Cherbourg residents in the Kingaroy zone
- a Cultural Awareness Kit, developed by Queensland Health in consultation with the Cherbourg Critical Incident Womens' Group, was made available for police officers, doctors, nurses and other non-Indigenous people
- a ranger mentor was appointed in Coen
- the completion of urgent land surveys to allow leases to be entered into, supporting enterprise and infrastructure. This was facilitated by the Pormpuraaw Government Champion.

We achieved a satisfaction rating of 75 per cent for our facilitation of negotiation tables (see Graph 3).

The Queensland Aboriginal and Torres Strait Islander Advisory Council (QATSIAC) comprises 14 Aboriginal and Torres Strait Islander leaders with strong community networks, knowledge and experience of issues affecting Aboriginal and Torres Strait Islander Queenslanders. QATSIAC advises the government on practical strategies and partnerships that contribute to closing the gap on Indigenous disadvantage.

QATSIAC met three times in 2009-10 and worked closely with the Parliamentary Law, Justice and Safety Committee to develop the wording of the new preamble to the *Constitution of Queensland 2001*. The Council also supported the implementation of the Queensland Government Reconciliation Action Plan 2009-2012.

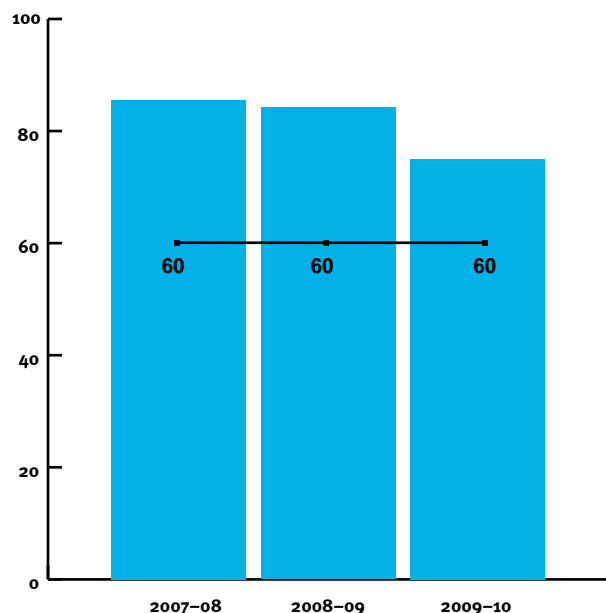
We also convened two Ministerial Indigenous Roundtables that enabled the Minister for Aboriginal and Torres Strait Islander Partnerships and other relevant state Ministers to engage with the Mayors of Queensland's discrete Indigenous communities and the Australian Government. The outcomes achieved at the Ministerial Indigenous Roundtables included agreement to: develop a blueprint for the long-term collective financial sustainability of Aboriginal and Torres Strait Islander local governments, develop individual community sport and recreation plans, undertake land reforms and a commitment to continue to work in partnership to meet COAG targets to address Aboriginal and Torres Strait Islander disadvantage.

### Ministerial Housing Reference Group

The Ministerial Housing Reference Group provides an ongoing opportunity for Aboriginal and Torres Strait Islander Mayors and invited Aboriginal and Torres Strait Islander community members to share information

about areas of concern and opportunities to improve the rapid delivery and maintenance of safe, affordable social housing in Aboriginal and Torres Strait Islander communities. It is jointly chaired by the Minister for Community Services and Housing and the chair of the Indigenous Mayors' Steering Committee, Mayor of Palm Island, Alfred Lacey. The forum assists the Minister in the implementation of the National Partnership Agreement on Remote Indigenous Housing. The Group first met on 18 November 2009 to discuss the Australian Government requirement for 40 year leases and to ensure the maximum economic benefit to their communities from government investment. A second meeting is planned for 26 August 2010.

**Graph 3. Level of key stakeholder satisfaction with the department's facilitation of and support to negotiation table processes**



Note: 1. This measure was introduced in 2007-08, therefore, no target or data was in place before this.

**Over the last three years we consistently exceeded our satisfaction target.**



A family enjoying the NAIDOC Week celebrations during the family fun day in Musgrave Park.

## Supporting the frail and aged to remain in their homes

The Home and Community Care program provides more than 4000 Aboriginal and Torres Strait Islander peoples with essential support such as home maintenance, day respite, domestic assistance and transport. The support is provided locally and assists with both social and cultural wellbeing.

## Promoting Aboriginal and Torres Strait Islander culture

In 2009-10, we celebrated NAIDOC Week with the theme *Celebrate Aboriginal and Torres Strait Islander Queensland*. The department's promotional material also featured wording from the Preamble to the Constitution of Queensland.

Funding was allocated for activities that celebrated the history, cultures and achievements of Aboriginal and Torres Strait Islander peoples, including:

- The Queensland Government hosted a NAIDOC event at the Executive Building where invited guests listened to speeches from the Premier of Queensland Anna Bligh, Deputy Premier Paul Lucas and Minister Desley Boyle. The event included a flag raising ceremony, traditional dance performances and bush tucker food.
- Sponsorship was allocated to the Musgrave Park Cultural Centre to host the Musgrave Park Family Fun Day. This was attended by more than 18,000 people who enjoyed free rides, performances, food stalls and displays, including the Department of Communities' information and activity stand.

- The department also coordinated NAIDOC essay competitions in Ipswich and Toowoomba. These competitions provided an opportunity for young people to celebrate unsung heroes in their communities.

## Protecting children

We are dedicated to protecting children and young people from harm or risk of harm, as well as children and young people whose parents cannot provide adequate care or protection for them.

## Strengthening families

We provide assistance to families to help ensure they are strong, valued and capable of supporting the safety and wellbeing of children and young people.

The Referral for Active Intervention program, delivered through 10 services, provided intensive family support to help children at risk of entering the statutory child protection system. In 2009-10, the program supported 1761 families. These prevention and early intervention services responded to families where substance abuse, domestic and family violence and mental health issues were present.

We also supported families through family intervention services that provide practical assistance to families in the child protection system, including teaching parenting skills to relieve stress, family conflict and anxiety.

## Improving placements for children in care

With an additional \$25.3 million in new recurrent funding we have expanded the range and mix of out-of-home care placements to better match children and young people to the best possible placement option and reduce reliance on transitional or emergency placements.

This funding will deliver a total of 930 new places and renewed funding for a further three years for 1293 existing places including:

- 716 new foster and kinship care places
- 125 new specialist foster care places
- 65 new residential care places
- 24 new supported independent living places.

As part of the One Chance at Childhood program, we provided advice, support and consultation to child safety officers working with high-risk families who have babies and toddlers. Through informed and timely decision-making and rigorous safety assessments, the program aims to ensure babies and toddlers are reunified with their parents or placed in stable environments with a sense of permanency.

### Safe Houses

Safe Houses fit within a broader statutory child protection/out-of-home care system in Queensland. A range of service delivery responses have been developed to meet the diverse needs of Aboriginal and Torres Strait Islander children, young people and families. The Safe House model is an innovative approach that provides a safe place for Aboriginal and Torres Strait Islander children

in the child protection system to remain in their communities while their longer-term needs are assessed. It also includes the provision of family support services, assisting families to address child protection concerns.

More than \$45 million over four years has been budgeted for the establishment of 11 Safe House services in Doomadgee, Napranum, Yarrabah, Palm Island, Aurukun, Kowanyama, Pormpuraaw, Torres Strait Islands, Eastern Cape, the Northern Peninsula Area and Mornington Island.

Safe Houses in Napranum and Doomadgee have been open for referrals since Christmas 2009 and the Pormpuraaw Safe House service has been open for referrals since June 2010. Family intervention services are operating in Aurukun and Kowanyama, while the residential services are being established. The Palm Island service opened for referrals in July 2010.

Safe House facilities are complete in Doomadgee, Pormpuraaw, Kowanyama, Aurukun, Yarrabah and Palm Island, with Napranum operating from an interim facility.

### Recruiting and supporting carers

Our foster carers, including kinship carers and provisionally approved carers, provide out-of-home care and support to some of Queensland's most vulnerable children. In 2009-10, we recruited approximately 320 carers to protect and nurture Queensland children. The foster and kinship carer recruitment campaign commenced in May 2008 and received funding of \$15 million over a five-year period. A significant proportion





Safe Houses provide a safe place for Aboriginal and Torres Strait Islander children in their communities.

of this funding was used to support foster and kinship carers once they had been recruited.

In 2009-10, the department committed nearly \$23 million to help retain carers. This included enhanced support services, research on why carers leave, and the development of local-specific foster carer recruitment and retention plans in each of the seven departmental regions. As at 31 March 2010, there were a total of 3940 carer families, 522 of these were from Aboriginal and/or Torres Strait Islander backgrounds.

In 2009-10, \$21.1 million was provided to non-government services to recruit, train, assess and support carers. All carers received financial support from the department to help cover day-to-day costs, including a start up allowance, fortnightly foster care allowance and an establishment payment. Rural and remote allowances were also provided to carers to assist with the additional costs of residing outside metropolitan areas. Social support and development of carers is provided through individual emotional and psychological support, training, an after hours telephone support line, respite care and local carer recognition and awards events.

### Promoting better health outcomes

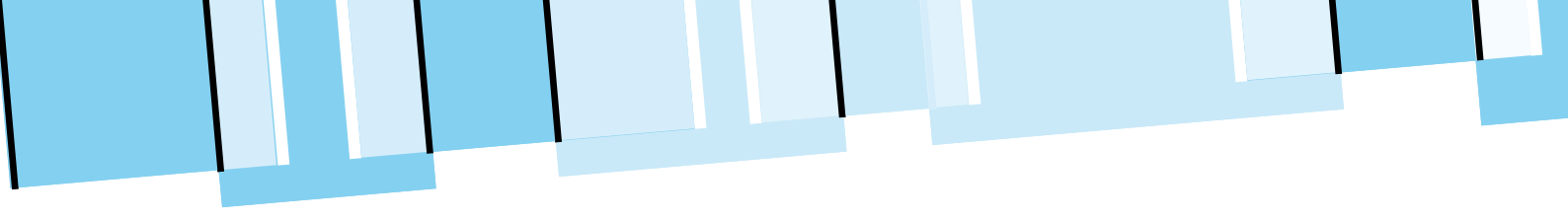
Child health passports are helping us identify and respond to the health needs of children in out-of-home care. Child health passports gather information about a child's health history and provide for health assessments and follow-up treatment if required. In 2009-10, approximately \$2.6 million was spent on assessment of children's health and responding to their medical and dental needs.

### Supporting Aboriginal and Torres Strait Islander children in care

We work closely with Recognised Entities for matters involving Aboriginal and Torres Strait Islander children, young people, their families, their carers and their communities. Recognised Entities are Aboriginal and Torres Strait Islander organisations or individuals which are mandated by their communities, and approved and funded by our department, to provide cultural and family advice when it is not safe for Aboriginal and Torres Strait Islander children to stay at home. \$8.5 million will continue to be provided in 2010-11 for this purpose to ensure Recognised Entities can continue to actively participate in the decisions made by the department regarding Aboriginal and Torres Strait Islander children and young people.

As part of a revised service delivery model, \$8.5 million has been set aside in 2010-11 to establish 11 family support service hubs across the department's seven regions, targeting Aboriginal and Torres Strait Islander families that require extra support to help keep their children safe. This approach will further address the delivery of culturally appropriate and representative child protection services for Queensland Aboriginal and Torres Strait Islander children and their families.

In October 2009, we established the Queensland Aboriginal and Torres Strait Islander Child Safety Taskforce, comprising key stakeholders from the government and non-government sectors and members of the Aboriginal and Torres Strait Islander community.



The taskforce advise the department on the role and purpose of Recognised Entities, the delivery of culturally appropriate and responsive child protection services, and cross-government policies and programs to address over-representation of Aboriginal and Torres Strait Islander people in the child protection system.

### Contributing to COAG reforms

The Queensland Government is working closely with the Council of Australian Governments (COAG) to achieve a substantial and sustained reduction in child abuse and neglect over time.

Government agencies are working collaboratively to improve the safety, wellbeing and the future of Queensland's vulnerable children and young people.

An example of this collaboration is the Communities for Children Plus initiative being established in Ipswich. This will deliver services to vulnerable families with children at risk of entering the child protection system, focusing on the high percentage of Aboriginal and Torres Strait Islander children who live in that catchment area. As at June 2010, funding has been distributed and service set-up is on track.

### New support programs

Collaboration between our department, Queensland Health and the Department of Education and Training is providing expert therapy and behavioural support for children and young people in care who have complex needs. Evolve therapeutic services provide specialist staff and support for carers to target behavioural problems, increase

placement stability and increase participation in school and social activities. The services also improve academic achievement and support peer networks. In 2009-10, additional services were established in Brisbane South, Logan and Toowoomba. This has ensured that an Evolve service is available in every departmental region across Queensland.

Through Therapeutic Residential Care services, we are also providing a healing response to young people with complex and extreme needs. In 2009-10, funding was allocated to build or purchase homes with design features that reduce the possibility of harm and ensure a safe working environment for staff. Therapeutic Residential Care services are now fully operational in Goodna, Cairns and Townsville.

### Supporting young people leaving the department's protection

These programs contribute to the **Q2-Fair** target to halve the proportion of Queensland children living in a household without a working parent by providing stable housing and support that improves young people's personal capabilities, skills and employability.

As at 30 June 2010, there were approximately 1100 young people aged 15-17 years subject to departmental intervention and eligible for transition from care planning. Providing assistance and support during the transition from care to independence is an important responsibility that we share with carers, families and communities.

This year young people transitioning from care were supported by activities including:



We provide practical resources to support young people to access education.

- funding for Life Without Barriers to support 90 young people in Beenleigh, Logan and Goodna to access suitable education, training, employment, housing and health services
- practical resources to support young people's access to education, employment and training opportunities
- policy changes to enable young people to register for social housing assistance during their transition from state care to independence
- the Young Adults Exiting the Care of the State program for people with a disability, which provides support to develop and maintain community living arrangements and access community life as an adult. In 2009-10, 44 young adults with a disability transitioned from care and were provided support through this program, bringing the total number of people supported to 286.

## Strengthening individuals, young people and families

Our department strengthens and protects the wellbeing of Queenslanders, particularly those who are vulnerable and most in need.

### Reducing domestic and family violence

We made considerable progress in delivering the whole-of-government Strategy to Reduce Domestic and Family Violence 2009-2014. This strategy aims to stem the tide of domestic and family violence in Queensland and will drive major reforms to improve our responses to people affected by domestic and family violence.

In 2009-10, we implemented 31 initiatives including:

- establishment of a review panel to oversee coronial processes and practices to identify gaps in services for victims of domestic and family violence and to prevent further deaths
- commencement of a program of safety upgrades at the Gold Coast, Sunshine Coast and Townsville, to help victims of domestic and family violence remain in their homes.
- a review of the *Domestic and Family Violence Protection Act 1989* to ensure the legislation is effective in protecting victims of domestic and family violence and in holding perpetrators accountable for their behaviour.

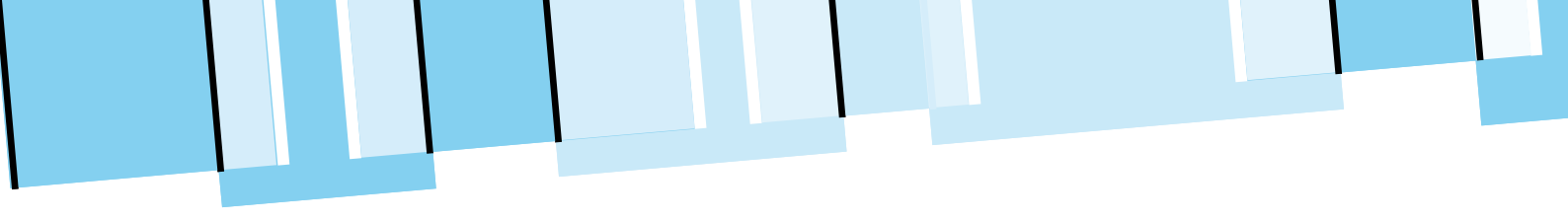
The Breaking the Cycle of Domestic and Family Violence trial in Rockhampton is improving the safety of domestic and family violence victims and families (see page 33 for more information).

### Supporting vulnerable families

Targeted services, including early intervention, are supporting vulnerable families around the state.

In Queensland's remote Aboriginal and Torres Strait Islander communities, the Safe Haven initiative is helping children stay safe by coordinating support services, including family counselling, youth support, community patrols, brokerage and emergency care funding.

We provided \$2 million for our financial counselling services to help people in financial crisis through counselling and advocacy services, as well as providing skills in budget management. Financial counsellors in Cairns,



Townsville, Rockhampton, Mackay, Fraser Coast, Sunshine Coast, Brisbane, Gold Coast, Ipswich and Dalby are delivering face-to-face, outreach and telephone counselling services. This service is part of a package of job safety net initiatives in response to the global financial crisis.

We also provided \$4.7 million to Gambling Help Services to enable them to provide counselling and support services in 15 locations plus a statewide gambling help line. The services provide personal, relationship and financial counselling.

We supported Foodbank Queensland through the provision of more than \$500,000 to enable them to distribute surplus food products from food growers, manufacturers and processors to charitable organisations, welfare and community groups.

Public intoxication programs are providing support to people at risk of harm due to public intoxication. In 2009-10, we allocated \$18.5 million for 68 services to address public intoxication issues, operate community patrols, undertake diversion activities including a new diversion centre on Palm Island, and provide services to address volatile substance misuse in identified hot spots.

### **Redressing the past**

We are committed to redressing past wrongs and helping bring closure to victims of childhood institutional abuse and neglect.

This has been achieved through finalisation of the \$100 million Redress Scheme to provide ex gratia payments to victims of abuse. In 2009-10, we assessed 5416 applications

for a Level 2 payment, providing payments of \$47.174 million to 3525 people. We also finalised \$2.114 million in Level 1 payments to eligible applicants. Since the commencement of the scheme we have made payments totalling \$100.736 million (inclusive of legal fees, application and funeral assistance).

We continue to support the work of the Forde Foundation, a perpetual charitable trust dedicated to assisting former state wards and residents of children's institutions create opportunities to build a better life. In 2009-10, the Foundation announced a new direction to introduce grants to not-for-profit organisations for innovative programs. The Foundation continues to provide limited grants to individuals for specific purposes such as dental care and education.

### **Enabling community participation**

In 2009-10, we implemented the Community Participation program to foster more inclusive, active and safer communities and concluded the Community Renewal program. The Community Participation program links cross-portfolio programs and activities, coordinating and integrating prevention and early intervention services to support workforce participation, more resilient households, community safety and cultural cohesion.

Through 58 projects in 10 selected urban areas, the department has enabled community participation for marginalised Queenslanders through increasing the number of volunteers, brokering funding and contributing to events and activities.





We are supporting Queensland young people to achieve their full potential.

## Supporting young people at risk

We are supporting young people to achieve their full potential. In particular, our programs help vulnerable and disadvantaged young people develop skills, engage with the wider community and build protective factors that decrease the likelihood of future problems.

In 2009-10, we supported a number of programs that provided young Queenslanders with the opportunity to become actively involved in decision-making about government and community policies, programs and services. These programs included:

- the 2010 YMCA Queensland Youth Parliament, where 92 young people learnt about Queensland Parliamentary processes and developed Youth Bills on key issues for young people that were presented to relevant Ministers
- the Regional Youth Engagement Initiative, where 10 organisations across the state received funding to support more than 2000 young people to participate in youth forums, have a say about issues of relevance and develop youth-led projects to address issues raised in the forum process
- National Youth Week 2010, where we provided more than \$70,000 to support more than 200 events held throughout Queensland that enabled young people to showcase their talents, contributions and achievements, exchange their ideas and views, act on issues that affect their lives and learn new skills.

Through these initiatives, young people's voices are valued, and their feedback influences ongoing program development.

The Duke of Edinburgh's Award and Bridge Award programs encourage young people to: become active citizens, take a role in shaping the future of their communities, strive to achieve their own potential, and develop life skills such as leadership, teamwork, decision-making and goal setting. There are currently 7105 active participants in Queensland.

The department is continuing to deliver projects and partnerships to target delivery of The Duke of Edinburgh's Award and Bridge Award programs to Aboriginal and Torres Strait Islander young people, vulnerable young people and those who may be in contact with, or at risk of contact with, the youth justice and child safety systems.

## Supporting seniors' involvement in their communities

In response to Queensland's ageing population, our department is improving services for seniors. Our current priorities are preventing elder abuse, reducing social isolation and supporting grandparents raising grandchildren.

### New seniors strategy

Queensland's seniors form a vital part of our community. In 2009-10, the Queensland Government released Positively Ageless – Queensland Seniors Strategy 2010-20, following consultation across the state on a broad range of issues including health, transport, workforce participation and housing. Through 14 forums in locations across the state, we gathered first-hand feedback from more than 720 participants and received more than 220 written and online responses.



Positively Ageless includes five priority areas:

- valuing and empowering seniors
- improving health and wellbeing
- promoting workforce participation, independence and mobility
- supporting community participation and age-friendly communities
- providing information and improving communication.

### Initiatives for seniors

We also continued initiatives designed to ensure the wellbeing, participation and safety of seniors.

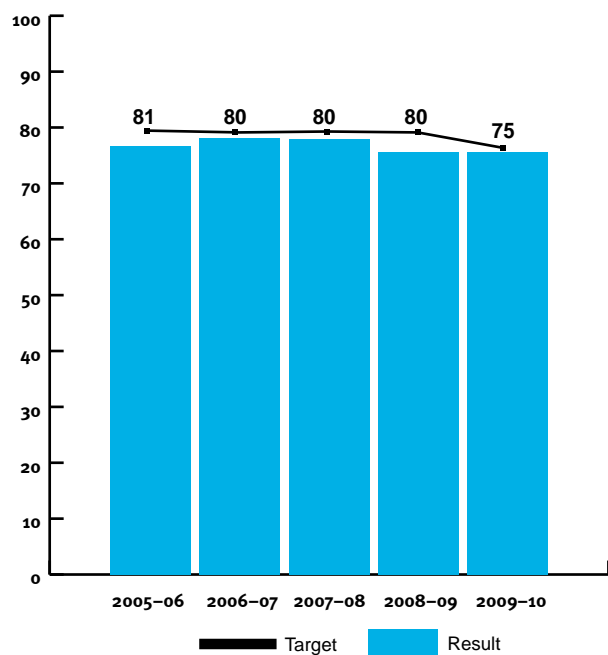
In 2009-10, we funded a new service model for the Seniors Legal and Support Service, helping seniors access free legal information and advice, short-term counselling, advocacy, court support and referrals.

Around 547,500 eligible Queenslanders hold a Seniors Card entitling them to concessions, including an increased subsidy for electricity to ease pressure created by price rises, reticulated natural gas, ambulance, motor vehicle and boat registration, public transport, long distance rail and a variety of health services such as dental, medical aids and spectacles. Seniors Card holders can also access public transport concessions while travelling interstate.

The Seniors Business Discount Card scheme remains active with 9195 business outlets and government services participating in the program, which recognises older Queenslanders' contributions to the community through business discounts and concessions on service charges.

We enhanced seniors' safety and encouraged community participation through services including older people's action programs to foster community connections and reduce isolation, 60 and better programs to promote active and healthy lifestyle options, the seniors enquiry line, the elder abuse prevention unit, the time for grandparents program, and older men's groups.

**Graph 4. Percentage of eligible persons (60 years of age and over) who are current holders of a Seniors Card or a Seniors Business Discount Card**



*In each of the last five years at least 75 per cent of eligible persons held a card.*



Social isolation is reduced for seniors through increased community participation in an inclusive and age-friendly community.

## Holding young people accountable and reducing recidivism

Our department focuses on helping vulnerable young people achieve their potential. Our priorities include diverting young people from crime and reducing re-offending.

### Reducing re-offending and serious offences

In 2009-10, we implemented changes to the *Youth Justice Act 1992* (formerly known as the *Juvenile Justice Act 1992*). These aim to make life safer and more secure for all Queenslanders, while ensuring young offenders are given the best possible chance of rehabilitation, helping to break the cycle of crime.

Changes include widening court powers in relation to naming juvenile offenders, increasing minimum mandatory detention periods for young people convicted of multiple murders and giving police stronger powers to arrest young offenders who do not comply with youth justice conferencing requirements.

Due to the very recent commencement of the Act, data is not yet available to demonstrate the impact of the legislative changes.

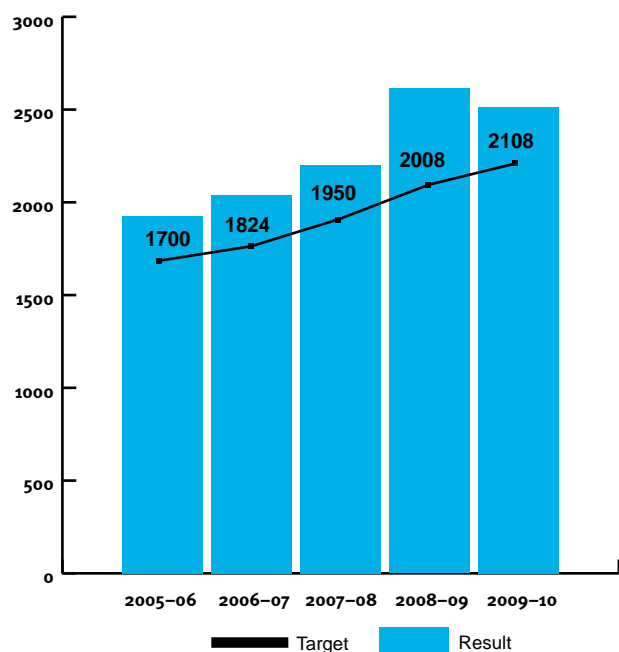
### Young people kept accountable

We held youth justice conferences for more than 2500 referrals to help young offenders engage with victims of crime and repair the harm caused by their actions.

These conferences are a diversionary measure that brings together police, offenders, victims and family members or support people to decide how the young person can make amends for their crime.

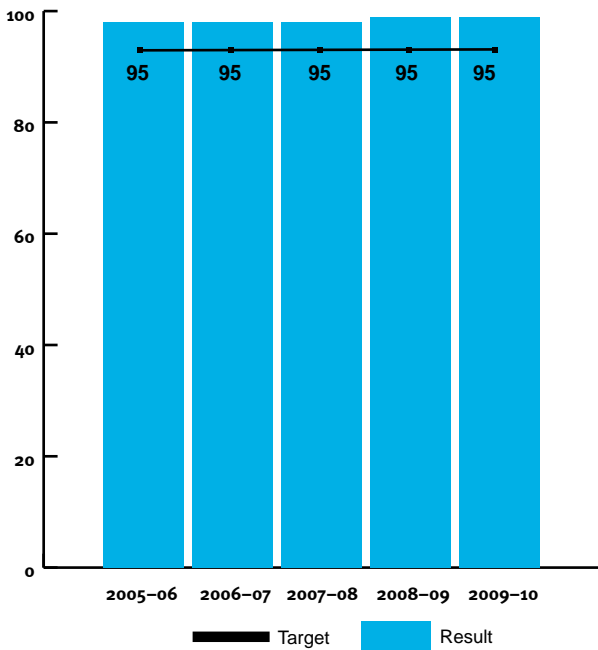
Youth justice conferences allow victims to engage in the decision-making process about how the young person can begin to repair the harm caused by an offence. Feedback from people who have participated in conferences and completed an evaluation form indicates 99 per cent are satisfied with the outcome (see Graph 6).

**Graph 5. Number of young people dealt with through youth justice conferencing**



*Over the last five years we consistently exceeded our conferencing target.*

**Graph 6. Percentage of youth justice conferences where the participants (including the victim) are satisfied with the outcome**



*In 2009-10, of those people who participated in a youth justice conference and completed an evaluation form, 99 per cent were satisfied with the outcome.*

### Young people in detention

Work continued on the \$170.6 million project to increase Townsville's Cleveland Youth Detention Centre's capacity to 96 beds, which is due to be completed in 2012-13. Once completed, the expanded centre will provide a secure and supportive environment for young male and female offenders from north and far north Queensland. In 2009-10, we continued comprehensive training of staff, constructed a fitness and recreational building, enclosed one

side of the sports court (including new storage areas) and implemented therapeutic programs to address offending behaviour.

We completed the redevelopment of the Brisbane Youth Detention Centre in March 2010. The centre's bed capacity has increased to accommodate 118 young people. Major redevelopment of the Brisbane Children's Court was also completed at a cost of \$4.7 million.

### Youth support and development initiatives

We are trialling and evaluating new prevention and early intervention projects to create employment opportunities for young people and empower them to transition from statutory and welfare-based support to independence and employment.

An example of this is the Youth Enterprises Partnership initiative that commenced in May 2010 in Townsville. The initiative is targeting young people who have recently entered the youth justice system and who are at risk of further offending, or who are experiencing, or at risk of, homelessness.

The Youth Enterprises Partnership supports the **Q2-Fair** target to halve the proportion of Queensland children living in a household without a working parent. The partnership supports highly vulnerable young people to work in a social enterprise, before making the transition to open employment.

Support services are now operating in Brisbane and Townsville to provide intensive wrap-around support to stabilise young people



Capital works are continuing to increase the capacity at the Cleveland Youth Detention Centre.

prior to, and throughout, their engagement in employment. The social enterprise service is working toward establishing specific social enterprises to create work for the young people who have been in receipt of help from the support services.

In April 2010, we launched a new and innovative prevention and early intervention service in south-west Queensland designed to prevent Aboriginal and Torres Strait Islander young people from entering out-of-home care or youth detention. Through South-West Queensland Indigenous Families, Youth Coaching and Mentoring Service, family and youth coaches work intensively with young people and their family to provide parenting skills and help the family support the young person. They also link the young person to education, training, and employment opportunities as well as supporting young people on bail to comply with bail conditions.

The Youth Opportunity program delivered by the non-government organisation ACT for Kids continues to provide support to young people across far north Queensland. In 2009-10, we assisted 22 young people and their families. This included helping young people meet bail conditions (reducing the likelihood of them being remanded in custody) as well as helping to improve parenting skills, supporting young people to make positive lifestyle choices and engaging positively with younger siblings.

In 2009-10, an implementation evaluation on the Youth Opportunity program described the model as innovative and found staff were dedicated in achieving the stated aims of the service.

We acquired a site in Cairns for the Northern Outlook, an initiative that aims to help build stronger communities by providing adventure-based learning and training for youth and community workers who work with young people. The initial design of the buildings and layout of the site is substantially progressed. The department also progressed major upgrades to the Southern Outlook in Boonah, due to be completed in August 2010 at a cost of \$5.2 million.

### Supporting people with disabilities and mental illness and people who are ageing

We lead integrated service delivery to assist people with a disability, people with a mental illness and people who are frail and ageing to remain in their homes and participate in their community.

### Promoting rights and social inclusion

In 2009-10, a number of initiatives helped more Queenslanders with a disability participate in economic and community life. Some examples include:

- Through Post School Services, nearly 2600 young people with a disability were given assistance in transitioning from school to adulthood through skills development, personal development and broadened social networks.
- Working with Social Ventures Australia, we funded a project to develop employment options for people with mental illness. Over two years, \$2 million will be invested to establish up to five social enterprises that are viable in the long term and that can

provide job security for people with mental illness. In 2009-10, one social enterprise was funded and five long-term unemployed people with mental illness were employed.

- We administered the newly-introduced *Guide, Hearing and Assistance Dogs Act 2009*, which commenced on 1 July 2009. The act will provide better access for people with a disability to public places and public passenger vehicles and will standardise training requirements for guide, hearing and assistance dogs.

We continued to implement Growing Stronger reforms, working toward providing more transparent and equitable support for people with a disability, more effective provision of funding and standard assessment procedures for specialist disability services applicants. Phase 1 of Growing Stronger has been implemented in the South-West region and will be active in all regions by September 2010. Initial reactions to the new intake, assessment and support linking processes have been positive.

### 10 year plan - Vision for an inclusive community

In June 2009, the draft 10 Year Plan for Supporting Queenslanders with a Disability was released for public consultation. The draft plan sets out the Queensland Government's vision for, and commitment to, achieving better outcomes for Queenslanders with a disability over the next 10 years.

The draft 10 Year Plan (available online at [www.disability.qld.gov.au/community/10-year-plan](http://www.disability.qld.gov.au/community/10-year-plan)) includes strategies and ideas for creating communities where everyone has equitable access to public spaces, transport, services,

employment, education and sport, as well as artistic and cultural activities.

Regional forums being held across the state from July 2010 will give: people with a disability, their families and carers, service providers, government and corporate partners, disability advocates, and interested members of the community the opportunity to provide input to the draft plan.

We contributed to the development of the National Disability Strategy, an inter-governmental framework for improving outcomes for people with a disability and led the Queensland Government's Disability Service Plan initiative. This initiative requires all Queensland Government agencies to actively increase responsiveness and access to government services for people with a disability.

As part of continued work to support and improve the recognition of carers, in 2009-10 we established the Queensland Carers Advisory Council. The council advises government on all matters relating to carers, as well as promoting compliance by public authorities with the Queensland Carers Charter.

### Supporting community living

To help aged people and people with a disability remain in their own homes, we funded community organisations to provide 61,392 households (up from 59,062 in 2008-09) with Home Assist Secure services including free information and referrals relating to home maintenance, repairs, modifications and home security.





We are engaging with Queenslanders to develop a shared vision for disability services into the future.

Under the joint Queensland and Australian Government Home and Community Care program, we provided a broad range of basic support and maintenance services to help frail older people and younger people with a

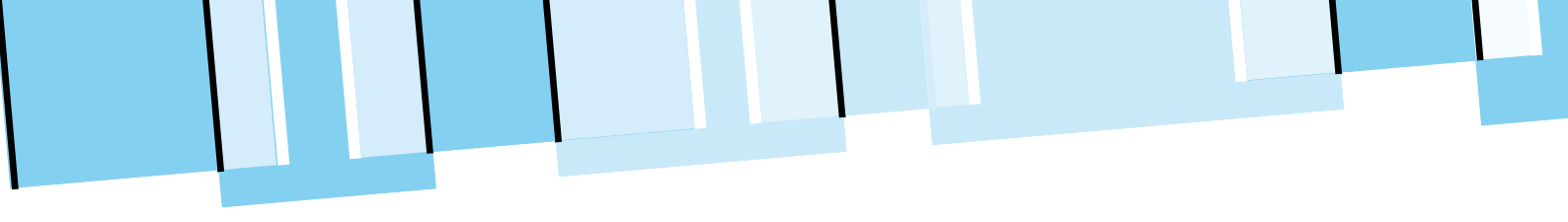
disability live in their own homes. In 2009-10, funding of \$437.1 million (an increase of \$50.8 million from 2008-09) assisted more than 163,000 people across Queensland to remain living independently.

**Table 5. Number of Home and Community Care services provided**

	2008-09 target	2008-09 result	2009-10 target	2009-10 result
<b>Home support services (hours)</b>	4,844,636	3,886,939	5,268,539	5,384,946
<b>Coordinated care services (hours)</b>	260,307	280,935	334,997	291,985
<b>Clinical and specialist care (hours)</b>	1,091,712	898,496	1,189,346	1,201,554
<b>Centre-based day care (hours)</b>	3,675,408	3,098,535	3,890,555	3,936,031
<b>Home modifications</b>	432	1063	518	518
<b>Meals</b>	2,393,548	2,499,980	2,314,218	2,367,894
<b>Transport (trips)</b>	805,840	1,549,140	951,324	1,094,150

Notes: 1. These measures were introduced in 2008-09 therefore no data is available prior to this period.  
 2. The 2009-10 results are based on an estimated projection, as data is still being finalised. Final data will be published on our website in November.

*Through the Home and Community Care program, we are helping people live independently for longer.*



The Queensland Government is leading the way in assisting younger people leave or be diverted from residential aged care facilities. Around 130 younger people were assisted through the Younger People in Residential Aged initiative.

The Younger People in Residential Aged Care initiative works toward the **Q2-Healthy** target to deliver the shortest hospital waiting times in Australia by freeing up places for older people in aged care facilities.

Under the Young People in Residential Aged Care initiative the following properties were acquired: one existing dwelling in Mossman in April 2010, a duplex in Townsville in June 2010, an existing unit complex in Toowoomba in June 2010, which will be used for permanent accommodation for family members of older carers under the Disability Assistance Package initiative.

In 2009-10, we assisted 20 people with spinal cord injuries with the personal care support they need to transition from hospital rehabilitation, back to community life. In 2009-10, 84 people assisted under this program were living in the community with personal care assistance.

The Spinal Cord Injury Response initiative frees up acute beds by delivering more timely discharges from hospital, contributing to the **Q2-Healthy** target to deliver the shortest hospital waiting times in Australia.

Under the Spinal Cord Injury Response Initiative, 141 people have received aids and equipment to return home through the department's partnership with Queensland Health and the Medical Aids Subsidy Scheme. A further 91 people have been assisted to live in accessible housing, either through modifications to their own homes or through prioritised access to social housing.

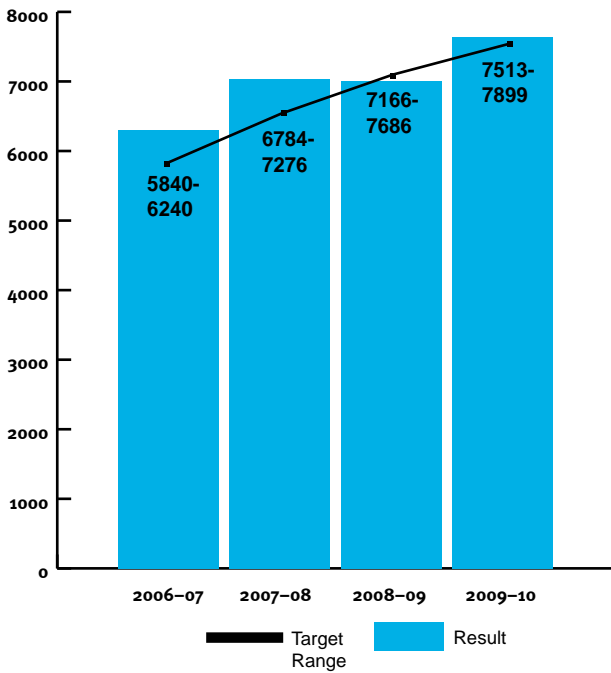
We completed more than 4000 modifications to existing social housing dwellings to provide appropriate and adequate housing for clients with a disability at a cost of \$14.571 million.

The Transitional Recovery program on the Gold Coast is currently supporting 19 individuals with mental health issues to transition from mental health acute facilities, back into their community. Positive feedback from staff on the ground indicates this program is helping to reduce the cyclical nature of people with a mental illness regularly returning to hospital facilities. Two service providers have been selected to deliver the program at Caboolture and Logan, and are awaiting purchase of suitable accommodation. The final establishment of the program will occur on the Sunshine Coast. It is anticipated that all three sites will be fully operational by the end of 2010-11.



We support community living for people with spinal cord injuries, like Ian in Cairns.

**Graph 7. Number of disability accommodation support services received by service users**



Notes: 1. This measure was introduced in 2006-07, therefore, no target was in place before this. 2. The 2009-10 result is based on an estimated projection, as data is still being finalised. Final data will be published on our website in November.

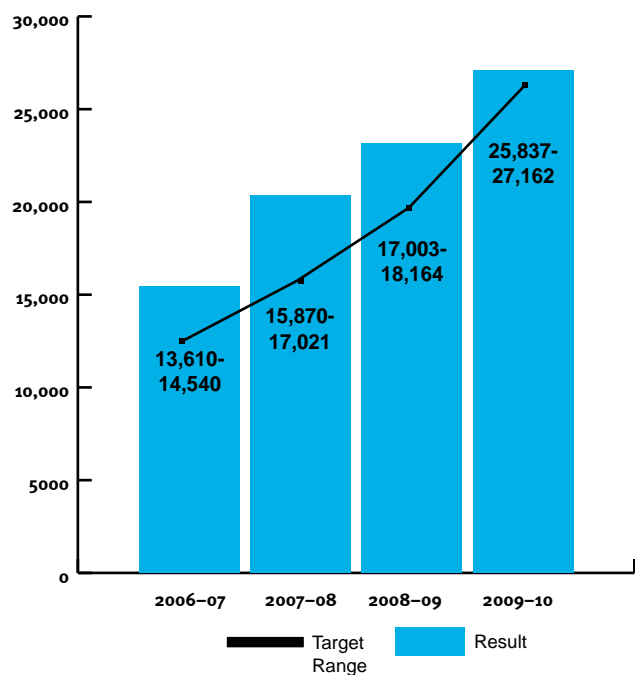
***In 2009-10, we provided an estimated 7640 accommodation support services.***

### Improved access to services

Through the Growing Stronger reforms, we have progressed initiatives to build a system that supports people with a disability more effectively. New methodologies for assessing and prioritising need, a more person-centred

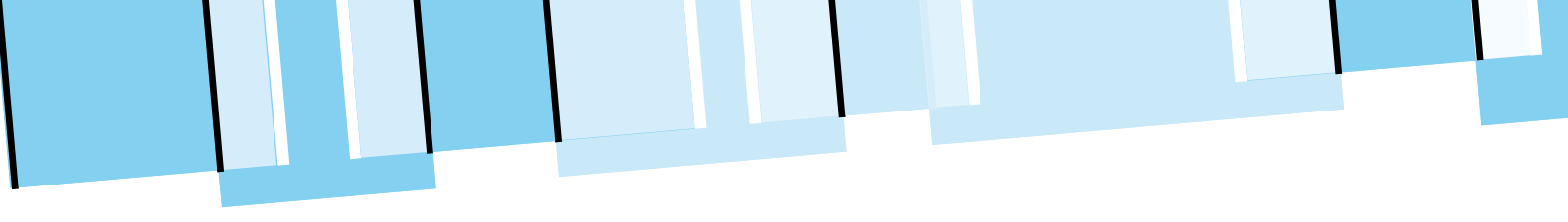
approach to planning and a newly-designed service catalogue are central to the reforms, which began in our South-West region during 2009-10. The new system is on track to be in operation statewide by mid-2011.

**Graph 8. Number of disability community support services received by service users**



Notes: 1. This measure was introduced in 2006-07, therefore, no target was in place before this. 2. The 2009-10 result is based on an estimated projection, as data is still being finalised. Final data will be published on our website in November.

***In 2009-10, we provided an estimated 27,100 community support services.***



The Investing in Positive Futures initiative supports adults with an intellectual or cognitive disability who exhibit behaviour that may cause harm or that presents a serious risk of harm to themselves or others and who are subject to restrictive practices. In 2009-10, we continued to improve the capacity of the Specialist Response Service, working with non-government service providers to assess clients and develop positive behaviour support plans that reduce the need for restrictive practices.

Specialist Response Service teams have provided over 50,000 hours of service to over 380 adults. Approximately 74 per cent of these adults did not require ongoing use of containment and/or seclusion following intervention and support from the teams.

Service providers have reported a 65 per cent reduction in the use of other restrictive practices such as chemical, mechanical or physical restraints and restricting access to objects.

To support this initiative, the department purchased properties on the Sunshine Coast, Gold Coast and entered into a contract for a further site at Hervey Bay. Wacol accommodation refurbishments were completed in August 2009, providing 16 beds for the secure care of clients exhibiting complex and challenging behaviours. Construction commenced on a Forensic Secure facility and on transitional accommodation, also at Wacol.

### **Services that improve client outcomes**

Working closely with the Australian Government, as well as other states and

territories, we are supporting the continuous improvement of disability services through the National Disability Agreement. The Queensland Government is participating in a number of working groups to progress these reforms at the national level, as well as undertaking work to improve service planning and simplify access to services through the Growing Stronger reforms.

We consulted on, and rolled out, new national quality standards for community care programs, which simplify quality reporting processes for organisations funded to provide home and community care and other related programs.

### **A skilled and sustainable sector**

Developing and sustaining a skilled workforce that effectively meets clients' needs is an ongoing challenge for the community services sector.

As part of the Growing Stronger program, we are developing a better understanding of people's needs, enabling better planning for a suitable workforce and the establishment of specialist disability services in areas where there is ongoing demand.

We are also working to improve the skills and knowledge of the specialist disability workforce, including professional development and training and recruiting additional professional staff.

The Community Services Skilling Plan provides a strategic approach to the delivery of publicly-funded workforce development and professional support for home and community care workers. In collaboration with the Department of Education and Training,



Alex was born with Down syndrome. He embraces his abilities as a good story teller and is the longest serving employee at Video Ezy.

the plan will increase career and education pathways for new and existing workers in the broader human services field by creating linkages across diverse workforce and sector development settings.

The Community Services Skilling Plan is boosting skills for Queenslanders, contributing to the **Q2-Smart** target for three out of four Queenslanders to hold trade, training or tertiary qualifications.

### An evidence-based service system

Our services, decisions, policies and actions are based on a strong foundation of evidence.

Under the National Disability Agreement, we are working to better measure need and potential population for specialist disability services and improving planning for current and future disability services.

We undertook a significant research and evaluation program, progressing nine projects. In 2009-10, evaluations of intensive behaviour support teams and the Safeguarding Rights and Wellbeing of People with a Disability e-learning pilot were completed. Ongoing projects include research investigating early intervention for children with a physical disability, multidisciplinary brain injury research and evaluations of various programs including the Positive Futures Initiative, Disability Services Plans, Self Directed Support pilot, Evolve Behaviour Support Services and Nutrition for One or Two pilot.

We continue to work in partnership with the Centre of Excellence in Behaviour Support and the Queensland Centre for Intellectual and Developmental Disability to deliver world-leading research, training and outcomes for

people with a disability who have high support needs and challenging behaviours.

### Providing access to affordable housing and related services

We play an important role in providing housing assistance to people who need it most. Through the one social housing system, Queenslanders with low-to-moderate incomes who need housing, have access to assistance including social housing and tenancies in the private market. Assistance may be provided by the government or community sector.

### Improving social housing

We are committed to delivering a social housing system that provides safe, affordable and appropriate housing for Queenslanders in housing need for the duration of their need.

In 2009-10, we provided more than 65,800 Queensland households with social housing (up from 65,553 in 2008-09) and continued to implement the National Affordable Housing Agreement and related partnership agreements for social housing, homelessness and remote Indigenous housing.

The Queensland Government spent more than \$180.8 million of its funds in 2009-10 to increase and enhance social housing dwellings. This assisted in achieving an increase in the total number of social housing dwellings owned or funded by our department to 67,607 (up from 66,369 as at 30 June 2009).

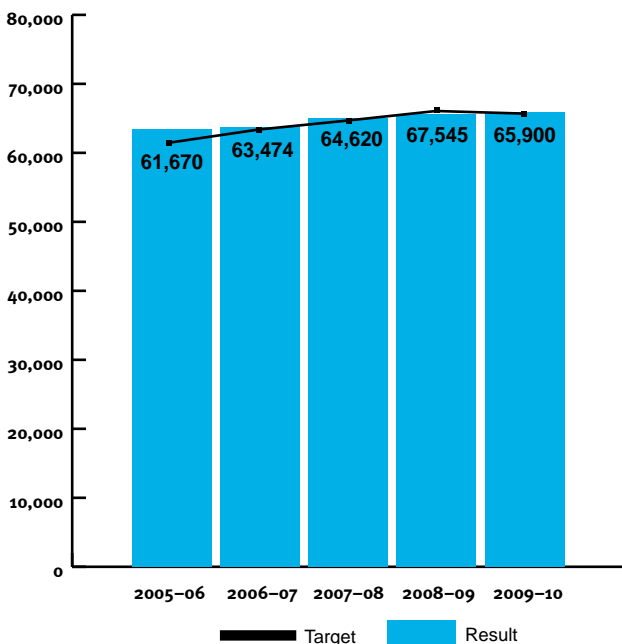
The Nation Building and Jobs Plan is rolling-out more than 4000 new social housing dwellings, along with a large-scale maintenance and repair program.



We continued to work closely with the private sector and community housing providers to ensure the rapid and effective implementation of \$1.165 billion in Australian Government funding to Queensland for social housing. Up to 30 June 2010 this collaboration has resulted in 349 new properties with more than 2740 dwellings under construction and almost 35,400 maintenance and repair jobs completed.

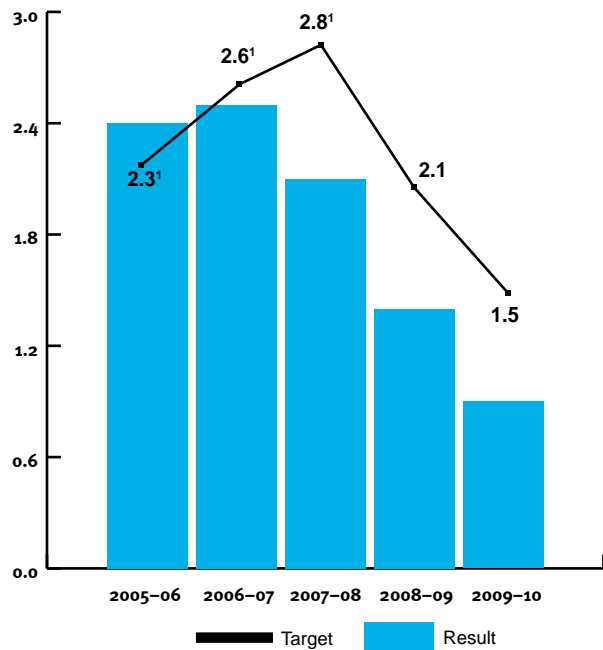
Through the National Partnership Agreement on Social Housing, the Australian Government has allocated \$80.1 million to Queensland to increase the supply of social housing over two years to 2009-10. Under this agreement 79 dwellings have now been delivered, with construction commenced on a further 217 dwellings.

**Graph 9. Total number of households assisted in social rental housing**



*The number of households assisted with social rental housing continues to grow.*

**Graph 10. Average wait time for assistance (years) for social rental housing**



Note: 1. Prior to 2008-09, this measure was reported separately for Public Rental Housing and the Aboriginal and Torres Strait Islander Housing Program. Only Public Rental Housing figures are presented as these comprise over 90% of new households assisted with social rental housing.

*Over the last five years, the average wait time has decreased by around 62 per cent.*

### Housing for households in highest need

In 2009-10, the Long Term Community Housing Program completed construction of six units (capital grants projects) and purchased 21 dwellings to help provide rental housing for low-income earners whose needs are not adequately met by other housing options.



We support Queenslanders who are most in need, with access to affordable housing and housing-related services.

The department continued to expand the Community-managed Housing – Studio Units program by constructing nine complexes throughout the state, providing an additional 240 units of accommodation for eligible clients in need.

We implemented changes to align transitional housing with the one social housing system. This included the development of an allocations policy, amendments to the *Housing Act 2003* and *Housing Regulation 2003* and new procedures and enhancements to the department's information system to support the new arrangements.

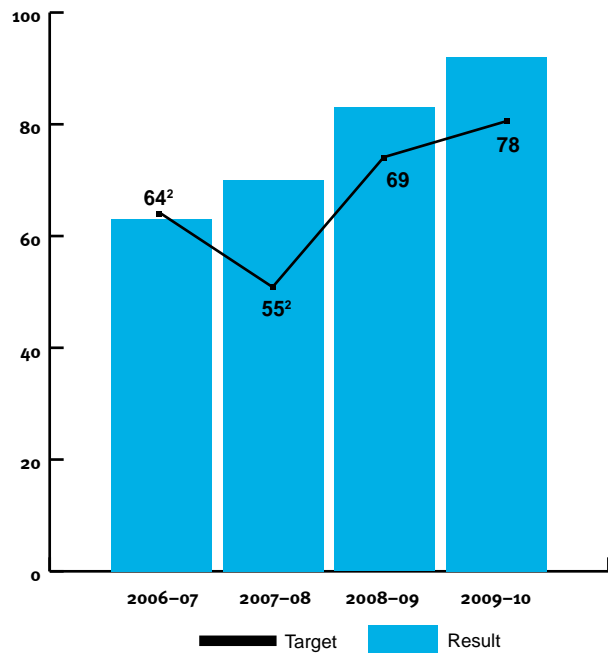
We are continuing to develop and maintain the social housing policy framework to improve efficiencies and client access to the range of housing assistance products. This includes maintaining a robust and fair social housing register that incorporates applications for housing assistance in some discrete Indigenous communities and transitional housing applications, and helps align housing assistance with other support where provided. Examples include the Transition from Correctional Facilities program that aligns mental health support and housing assistance for transitional housing clients from the housing register to prevent homelessness.

We introduced changes to ensure the pension increase paid to some pensioners, introduced under the Australian Government's Secure and Sustainable Pension Reforms in 2009-10, is quarantined from rent payable. The pension quarantine applies to the public housing, Aboriginal and Torres Strait Islander housing and long term community housing programs.

In 2009-10, the department conducted a review of current households in public housing

and Aboriginal and Torres Strait Islander housing to confirm households remain eligible for long-term social housing. These reviews checked eligibility against high income and property ownership. Since the policy was implemented in 2006, 1878 ineligible households have vacated properties and transitioned into the private market or home ownership.

**Graph 11. Percentage of new households assisted within three years for social rental housing**



Note: 1. This measure commenced in 2006-07, therefore, no targets or results are available prior to this. 2. Prior to 2008-09, this measure was reported separately for Public Rental Housing and the Aboriginal and Torres Strait Islander Housing Program. Only Public Rental Housing figures are presented as these comprise over 90% of new households assisted with social rental housing.

**Improved identification of clients' needs enables us to promptly assist clients.**

## Assisting people who are homeless

We are committed to implementing a significant reform agenda to reduce homelessness in Queensland by providing affordable housing options and tailored support to people when they need it.

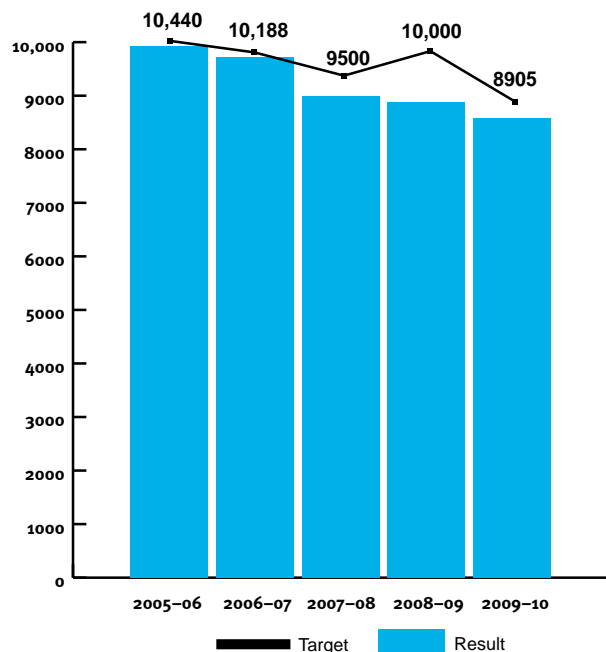
Through the \$284.6 million, five-year National Partnership Agreement on Homelessness with the Australian Government, we are implementing a whole-of-government plan to deliver significant reforms to reduce homelessness. In 2009-10, we invested \$34.569 million in new and expanded services and reform activities to help people who are homeless transition to stable accommodation.

The National Partnership Agreement on Homelessness commenced in July 2009 and includes 31 initiatives, more than 20 of which are delivered by the Department of Communities. These initiatives build on the existing crisis accommodation system, help people maintain their current housing, assist clients to engage with education or training, and transition people to independent living following a period of homelessness, care or incarceration.

In 2009-10, 237 services received \$77.4 million in grants for the provision of specialist homelessness support and accommodation services for people who are homeless or at risk of homelessness. These services are provided for a wide range of identified target groups including young people, families, single adults and women and children escaping domestic and family violence.

For example, under A Place To Call Home, 143 new homes are being built or acquired in Queensland for individuals and families experiencing, or at risk of, homelessness. In 2009-10, the department added 30 dwellings to the portfolio with funding from this initiative, and housed and supported 75 individuals and/or families, helping them to stop cycling in and out of homelessness services.

**Graph 12. Total number of households assisted with crisis housing**



*Crisis housing assists people who are homeless, or at risk of homelessness*



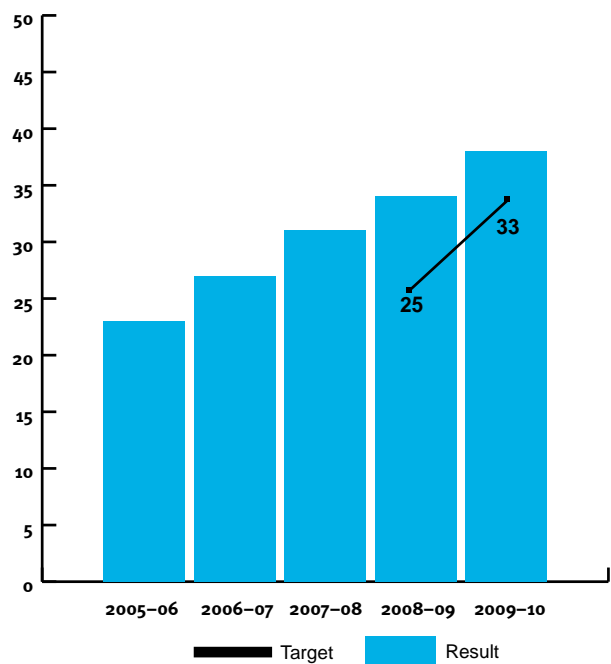
A transitional housing client Brad, outside his home in Rockhampton. This property was converted from a former motel.

### Improving transitional housing arrangements

New arrangements that align delivery of transitional housing with the one social housing system were implemented in May 2010. From this date, transitional housing providers funded under three community housing programs began to house applicants referred from the housing register managed by the department and no longer maintained independent wait-lists.

Referral and allocation arrangements for transitional housing include a nomination process, where the provider can work with support services to manage the timing of allocations to clients who require coordinated housing and support arrangements to transition out of homelessness, or unstable living arrangements. Providers use a supportive tenancy management process to assist clients to stabilise their circumstances and move through this transitional stage to longer-term housing options.

**Graph 13. Percentage of closed support periods where all of the Supported Accommodation Assistance Program clients' case management goals were achieved.**



Notes: 1. This measure was first reported in 2008-09, therefore, no targets were in place prior to this.  
 2. The 2009-10 result is the estimated actual figure as published in the 2010-11 Service Delivery Statement. The actual result will not be available until published by the Australian Institute of Health and Welfare in 2011.

*We are on track to once again increase the percentage of client case management goals achieved.*

## Improving housing in Indigenous communities

We are fast-tracking improvements to housing in Queensland's 34 discrete Indigenous communities. Over the life of the 10 year National Partnership Agreement on Remote Indigenous Housing we are aiming to build more than 1000 new dwellings and upgrade more than 1200 homes in remote Indigenous communities to address overcrowding, homelessness, poor housing conditions and housing shortages.

Through the Rural and Remote Indigenous Housing Program, we are delivering new projects to targeted communities that address overcrowding and improve maintenance and condition of housing.

In 2009-10, we made significant progress in establishing 40-year leases that improve the management and maintenance of social housing and lead to better housing and better living standards for families in Indigenous communities. The Australian Government requires the Queensland Government to negotiate social housing leases, for a minimum period of 40 years, with Councils. We also expended \$101.46 million (including \$57.3 million from the National Partnership Agreement on Remote Indigenous Housing) to:

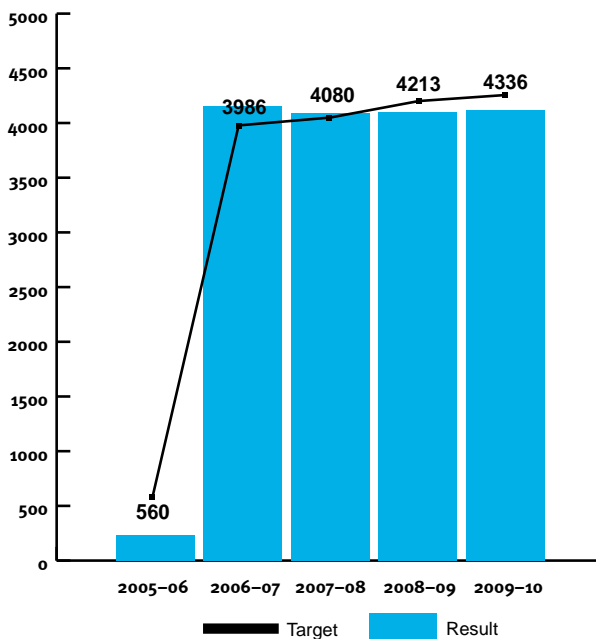
- deliver 71 new dwellings (including 10 units under the Rural and Remote Housing Program)
- deliver 46 new dwellings under the agreement
- purchase 82 dwellings under the agreement to assist Indigenous households to relocate from their community to urban and regional

centres to gain greater access to employment and education opportunities

- undertake 454 upgrades to existing dwellings, 152 of these under the agreement
- undertake repairs and maintenance to around 4120 existing dwellings.

The department continued to offer tenancy management assistance to Indigenous councils, including rent collection, asset management and tenancy support services. We continued tenancy management responsibilities on behalf of the Aurukun, Palm Island, Doomadgee, Hope Vale, Mornington Island, Lockhart River, Wujal Wujal and Napranum Aboriginal shire councils and the former Kubin Community Council.

**Graph 14. Total number of households assisted through the Housing Improvement Program**



*For the fourth consecutive year we continued to assist over 4000 households.*





RentConnect is assisting people to find and secure tenancy in the private rental market.

### Improved management of social housing providers

In 2009-10, we continued to roll-out the one social housing system, introducing a new income-based rent policy in discrete Indigenous communities, raising the standard of housing and improving tenancy management practices. The rent policy

establishes consistency for all social housing tenants and was fully implemented across all Aboriginal and Torres Strait Islander councils in 2009-10, along with capital works to address the backlog of maintenance, upgrades and new construction.

The development and implementation of transfer arrangements across the social

## Who is a social housing tenant?

Andrew (60) worked for many years as a bus driver, until his wife Sandra was diagnosed with cancer in 2007 and he became her full-time carer.

The week following Sandra's passing in September 2009, Andrew returned to work with an ankle injury he sustained from a fall only weeks earlier.

After visiting his doctor, he was informed that the damage to his ankle was permanent. Combined with a back problem and heart condition, Andrew could no longer walk unaided and had to leave his job.

With his wife gone and only a disability pension, money was very tight. Unable to meet his rental obligations, Andrew was evicted from his home.

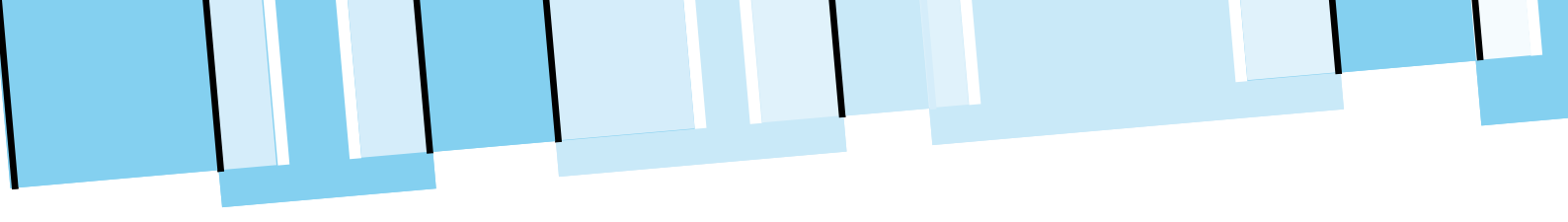
Suffering grief and facing homelessness, he contemplated taking his own life.

Andrew contacted his local housing office for help and in April 2010 received the welcome news that a one-bedroom, ground floor, adaptable seniors unit was available. Delighted, Andrew accepted the offer of social housing immediately.

"My new home has changed my life," Andrew said. "Without it I would be living in a tent, on the streets, in my car or worse, not living at all."



Andrew in the backyard of his Alexandra Hills home.



housing system has enabled clients in need to transfer within community-managed housing and public housing properties. This assisted registered housing providers to respond more appropriately to client needs and better manage housing portfolios to improve client outcomes.

Allocation arrangements were developed for housing, provided under the Nation Building and Jobs Plan. Housing service centres have increased capacity to produce bulk referrals from the housing register and established social housing tenancies within new developments. The bulk referral process involves an allocation panel comprised of community housing providers and local support services that assist in matching clients to vacancies.

### Supporting clients to own or rent homes

In 2009-10, we assisted 194,203 households in the private rental market (up from 185,636 in 2008-09). Through a number of initiatives, we are helping Queenslanders to rent a home in the private market or purchase a home.

- The RentConnect Advisory Service helped 1177 households to find and secure a tenancy in the private market with advice and assistance to apply for tenancies and connect to local real estate agencies and community services.
- We assisted 272 households into new dwellings and approved 3882 dwellings to be provided under the National Rental Affordability Scheme. The scheme seeks to stimulate the supply of up to 50,000 new affordable rental dwellings across Australia

by offering investors financial incentives to build new dwellings for rent to eligible low and moderate income households at 20 per cent below market rates.

- We provided 62 new loans (more than doubling our efforts in 2008-09) at a cost of \$10.335 million for home purchasers who have difficulty obtaining loans from a financial institution or for households that have the opportunity to purchase a share of their social rental property.

Other activities undertaken by the department include:

- allocated \$5.027 million to non-profit community organisations and local councils to operate tenant advice and advocacy services that provide households in the residential rental market with access to information, advocacy and advice regarding their rights and responsibilities, assisting 79,753 households
- assisted 18,198 households (over 3500 more than 2008-09) to move into private rental accommodation by providing a bond loan, as well as providing 1521 rental grants for households experiencing a housing crisis who are unable to afford some of the immediate costs of moving
- provided \$3.5 million from the government's Sustainable Communities Partnership initiative to the Isaac Regional Council to complete the construction of 45 rental units of affordable housing in Moranbah.

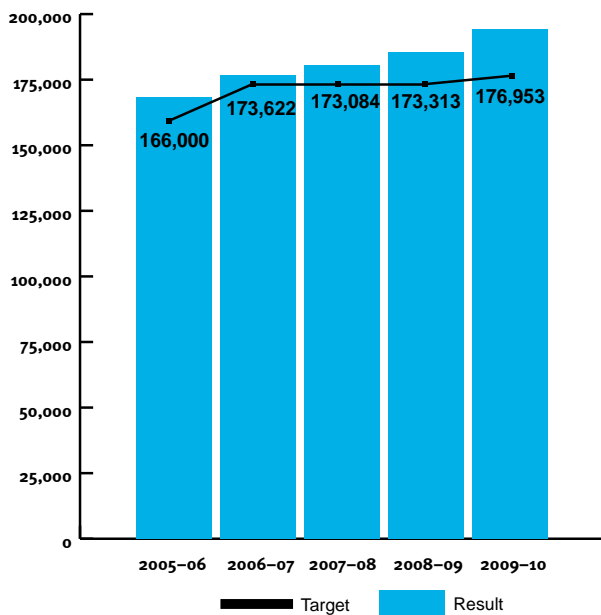
To ensure that rents remain affordable, the department continued to provide a rent subsidy for social housing tenants so that they pay 25 per cent of the household's assessable income or the market rent on



A performer from the 2009 Multicultural Festival. The festival is held annually in Brisbane.

the property whichever is the lesser. This subsidy/concession represents the difference between the rent tenants pay based on their household's assessable income and the market rent for their property.

**Graph 15. Total number of households assisted in private market assistance<sup>1</sup>**



Note: 1. Includes households assisted with bond loans, rental grants, Tenant Advice and Advocacy Service (Queensland), Home Assist Secure, RentConnect, National Rental Affordability Scheme, Home and Community Care (home modification service), housing loans (Queensland State Housing Loan, Queensland Housing Finances Loan and Pathways Shared Equity Loan), mortgage relief loans, caravan parks (Monte Carlo Caravan Park at Cannon Hill, Woombye Gardens Caravan Park at Woombye and Lazy Acres Caravan Park at Hervey Bay), Worker's Homes and State Housing Perpetual Town Leases and Compton's Village rental subsidies.

**We supported 15.5 per cent more households to own or rent homes than in 2005-06.**

## Leading and promoting cultural diversity

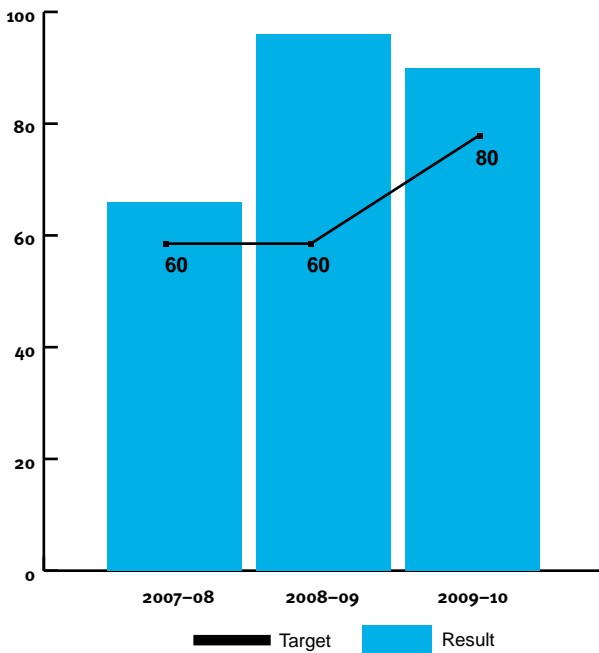
We are responsible for providing advice on multicultural issues, providing whole-of-government leadership on multicultural policy development and planning and promoting positive community relations.

### Promoting community harmony

Queensland has a well-earned reputation as a friendly and harmonious state, where cultural diversity is valued and celebrated. We value Queensland's multiculturalism and are committed to ensuring people from culturally diverse backgrounds live in communities that are fair, safe and prosperous.

In October 2009, more than 50,000 people attended our annual Queensland Multicultural Festival, one of Australia's most successful free community events. The event highlighted our state's cultural diversity and promoted positive interaction among Queenslanders from different backgrounds.

**Graph 16. Number of community groups involved in the Queensland Multicultural Festival**



Note: This measure was introduced in 2007-08, therefore, no target was in place before this.

*In 2009-10 more than 50,000 people attended the Queensland Multicultural Festival, which featured 90 community groups.*

In 2009-10, we allocated \$700,000 for 98 community events and projects that promoted community relations and improved capacity to access services.

The highly successful Queensland Roars Against Racism campaign delivered positive messages about community harmony and tolerance. A highlight of the campaign was the Translink Roars Against Racism Cup, which saw Scotland's Celtic Football Club, Brisbane

Roar Football Club and more than 31,000 people join together to red-card racism.

### Celebrating multiculturalism

The Queensland Government's Multicultural Policy ensures that government policies, programs and services are culturally appropriate and meet the needs of Queensland's diverse population.

In 2009-10, we began a statewide review and consultation on this policy to gain community input into the future direction for multiculturalism in Queensland.

Feedback received from 31 community workshops, as well as more than 220 individual submissions, is being reviewed and collated into a revised policy, due for release in late 2010.

Our Community Action for a Multicultural Society program links people from culturally and linguistically diverse backgrounds to services and supports that encourage them to fully participate in community activities. In 2009-10, 20 community workers advocated to improve the cultural responsiveness of our services.

### More inclusive councils

Through the Local Area Multicultural Partnerships program, we have established a unique partnership with local councils and the Local Government Association of Queensland to promote cultural and social inclusion at the community level.

The program has helped deliver initiatives including welcome programs for new migrants



We support government agencies to deliver effective services for people from culturally and linguistically diverse backgrounds.

in Gladstone, Hervey Bay and Lockyer Valley, a community relations forum organised by Brisbane City Council to bring multicultural community leaders and service providers together, and a multicultural reference group developed by Ipswich City Council.

### More inclusive services

We support Queensland Government agencies to deliver effective services for people of culturally and linguistically diverse backgrounds through the development of multicultural action plans.

Since 2008, multicultural action plans have prioritised issues facing refugees (particularly African refugees) and Pacific Islander communities and the responsiveness and accessibility of services delivered by government-funded non-government organisations responding to the needs of these groups.

### Strengthening the multicultural sector

Through the Multicultural Community Ministerial Advisory Committee, roundtable meetings with the multicultural sector and regular meetings with key stakeholders, we are coordinating and collaborating on multicultural issues.

In response to community concerns, we convened three roundtable meetings between June 2009 and April 2010 for leaders in the Indian community and a number of Queensland Government members to discuss cultural issues. As a result of the June 2009 meeting, the Queensland Government funded a dedicated officer to work closely with the Indian community to help increase

the capacity of students to become involved in Queensland communities and encourage positive relationships between Indian students and the broader community.

In response to changing demographic and social conditions the Queensland Government is developing a new Multicultural Policy.

Over 860 people attended over 30 consultation workshops across the State to contribute to the new Multicultural Policy. Workshops were held across Queensland, including Cairns, Townsville, Mackay, Gladstone, Emerald, Toowoomba and Logan. In all, over 1300 people were consulted and over 240 written submissions were received as part of the review.

### Promoting and supporting healthy communities

We are proactively working toward helping Queenslanders become more active. We are the lead agency responsible for implementing the Queensland Government's sport and recreation policies. We work with sporting organisations, councils, schools, Aboriginal and Torres Strait Islander organisations and the wider community to increase participation, develop better skills in the industry and create better places and opportunities to undertake sport and recreation.

### Queensland – a premier sporting destination

Our investment in sporting infrastructure produces economic and social dividends for Queensland and enhances our reputation as a major sporting and entertainment destination.



Working closely with other Queensland Government agencies, we are supporting the Football Federation Australia's Asian Cup and World Cup proposals.

We continued working with V8 Supercars Australia to bring world-class motor racing to Queensland fans. Nearly 170,000 people attended the inaugural Dunlop Townsville 400 in July 2009. The event generated an estimated economic benefit to Queensland of \$19.34 million, with \$17.26 million directly benefiting the Townsville community.

Plans established in 2009-10 will see a V8 Supercar only event being held on the streets of the Gold Coast.

We closely reviewed recommendations of the independent review and the Auditor-General review into the Gold Coast SuperGP event, which was run under a revised race program following the non-appearance of the overseas based open wheel category. We are well positioned to implement the reports' relevant recommendations.

### Helping Queenslanders participate in sport

We are working to make Queenslanders Australia's healthiest people by providing opportunities to participate in sport and active recreation. Through a range of programs, we are providing grants to communities, local governments, Aboriginal and Torres Strait Islander communities and sport and recreation organisations to help improve infrastructure, develop facilities, encourage participation and promote volunteering, education and training.

The Sport and Recreation Active Inclusion Program is contributing to the **Q2-Healthy** target to cut obesity, smoking, heavy drinking and unsafe sun exposure by one third by providing funding to encourage participation in sport and recreation.

As part of a review into funding programs, in 2009-10 we asked Queenslanders to help shape future planning for sport and recreation services. The review, completed in November 2009, involved extensive consultation with key stakeholders, including community forums in 15 locations across Queensland, online surveys for funded sport and recreation organisations and community organisations, and invitations to peak industry bodies to provide submissions. The findings of the review have shaped the new suite of funding programs.

The new programs will deliver more than \$138 million over the next three years and are focused on increasing participation in sport and recreation and the number of volunteers involved in sport and recreation, supporting capacity building of the sport and recreation industry, and increasing opportunities for groups needing greater access to sport and recreation.

We work with local governments and sporting organisations to deliver improved sporting infrastructure across the state. Through the Major Facilities Program, \$11 million in project funding saw 15 projects completed in 2009-10 and a further 36 projects significantly progressed.



Participants in the 2009 Deadly Sports Beach Day on the Gold Coast.

We are partnering with Tennis Queensland to develop a network of new and improved regional facilities in Queensland. The program will develop commercially viable facilities that support tennis development in regional Queensland and provide opportunities for player development at the regional level. In 2009-10, the Copper City Regional Tennis Centre was opened and 19 courts at Rockhampton continue to be used while construction of the clubhouse continues.

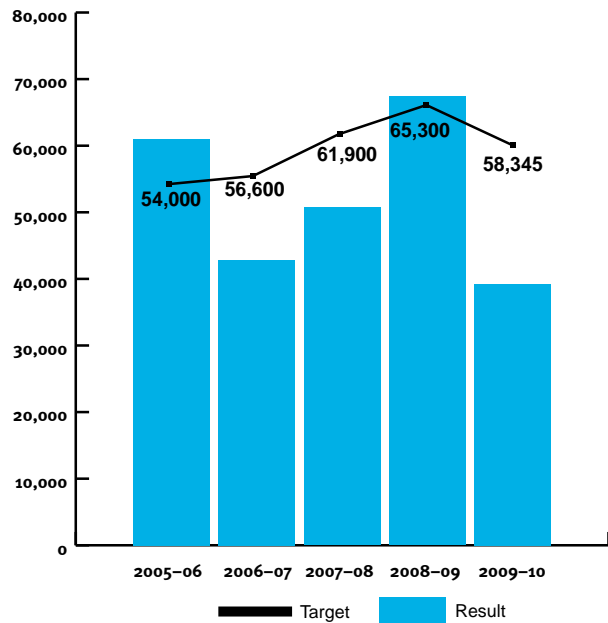
We delivered Deadly Sports Clinics to more than 3750 participants in Aboriginal and Torres Strait Islander communities across Queensland. Sporting identities spoke to school children about health, education, family and sport, as well as holding sport participation clinics.

We helped communities affected by storms and flooding through the Sport and Recreation Disaster Recovery Program, with \$2.435 million approved in 2009-10 to replace damaged equipment and repair infrastructure. This funding helped sport and recreation clubs across Queensland get back on their feet.

We introduced a new program to provide up to \$300 for each child in care to access sport and recreation. This aims to provide opportunities for children in care to be active and participate in a range of sport and recreation activities. We are also working on several initiatives across the department to better engage children in care, young people at risk and people from culturally and linguistically diverse backgrounds to participate in sport and recreation activities.

By providing funds for children in care to participate in organised sport and recreation activities, we are contributing to the **Q2-Healthy** target to cut obesity, smoking, heavy drinking and unsafe sun exposure by one third.

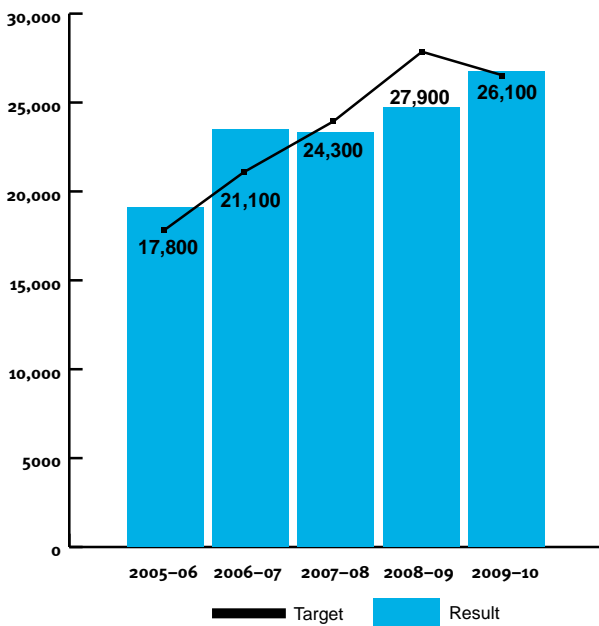
**Graph 17. Total investment in sport and active recreation in Queensland for infrastructure**



Note: Please see notes in Appendix 7.

*We have continued to invest in important sport and recreation infrastructure.*

**Graph 18. Total investment in sport and active recreation in Queensland for participation and development programs**



*We achieved our performance target in 2009-10.*

### Encouraging healthy choices

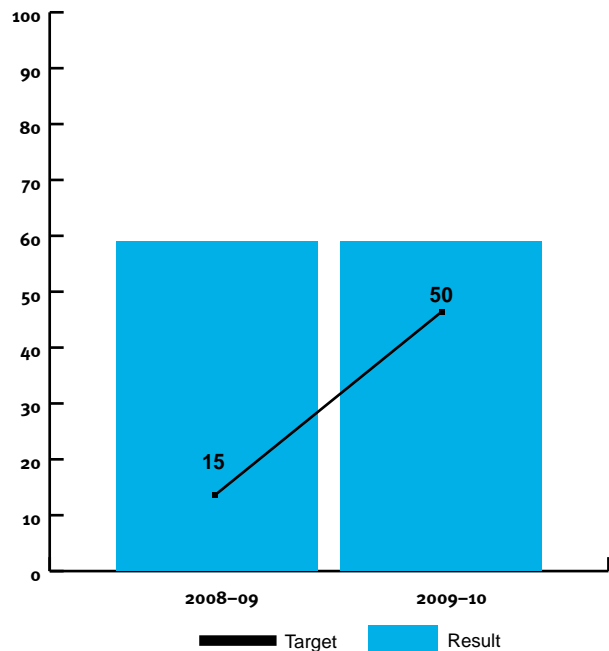
The third phase of our Find Your 30 campaign, encouraging Queenslanders to find 30 minutes of physical activity each day, commenced in 2009-10. Phase three of the campaign focuses on women aged 25 to 45, who are most likely to influence households' lifestyle decisions within a household.

Our Get Active Queensland Children and Young People strategy continued to encourage more young people to get physically active in a wide range of settings.

In 2009-10, we launched a new resource to help primary school teachers get students off

their chairs and encourage participation in physical activity. The Games Smart – A guide for schools resource contains video clips showing teachers how to incorporate active play and games into their students' day, and is being circulated to teachers as part of the Queensland Government's Get Active schools workshops.

**Graph 19. Percentage of Queensland schools accessing the department's sport and active recreation programs**



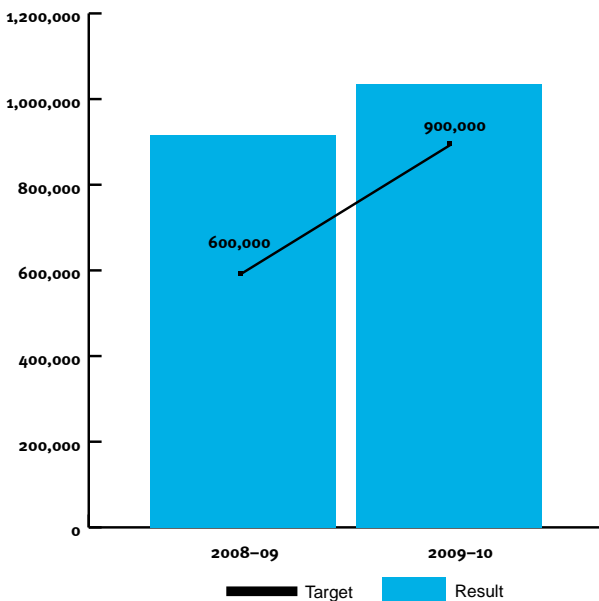
Note: This measure was introduced in 2007-08, therefore, no target or data is available before this period.

*We exceeded our target again in 2009-10.*



Participants in the Get Active schools program.

**Graph 20. Total participants in the department's sport and active recreation programs**



*Participation in our sport and recreation programs continues to increase.*

### Strengthening the sport and recreation industry

We are supporting the sport and recreation industry to better service our state's growing population.

In July 2009, more than 170 people attended the Junior Sport Symposium as part of the day-long Q150 Community Sport Symposium. As a result of the ideas generated, we have:

- provided new resources to attract, develop and retain volunteers, available through our website
- provided a new linkage service to join volunteers with sport and recreation organisations

- developed and implemented a plan for 12 sport equipment libraries in areas of high childhood vulnerability. The libraries will commence operation in September 2010
- completed stage 1 of the audit of state-owned sport and recreation facilities, focusing on facilities owned by the Department of Education and Training, the Department of Communities and non-exclusive sports and leisure facilities administered by Stadiums Queensland.

By providing funding to state level organisations for a range of priority initiatives, we are supporting enhanced organisational capacity and a stronger sport and recreation industry. This funding is helping organisations provide improved programs and services to their members by delivering a range of initiatives such as coaching and officiating accreditation courses and implementing technology upgrades for clubs across Queensland.

### Supporting our elite athletes

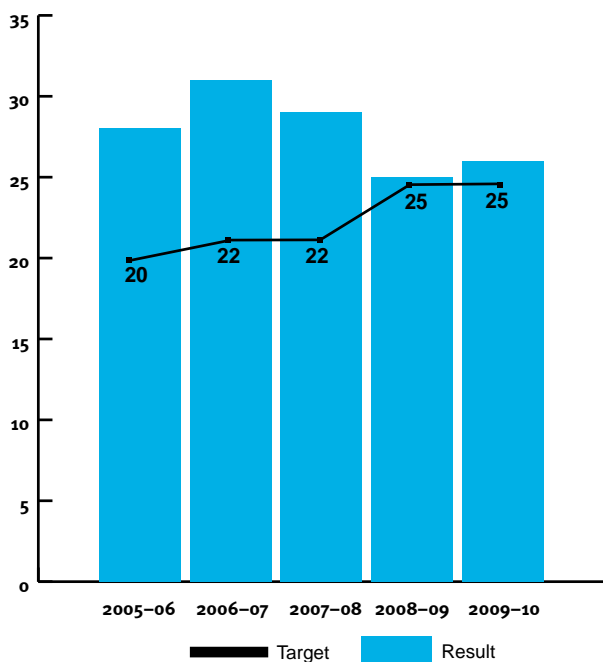
The Queensland Government maximises opportunities for Queensland's elite athletes to compete on the world stage.

The Queensland Academy of Sport (QAS) provides a daily training environment for elite athletes, including coaching and support services in the lead-up to competitions, sports science services, financial support and specialised athlete career and education support.

In 2009-10, the QAS focused on the preparation of athletes for the 2010 Commonwealth Games. Athletes identified as having the potential to obtain a medal at the Games received specialised, focused coaching and services.

The Centre of Excellence for Applied Sport Science Research assists QAS athletes, teams and coaches by conducting, facilitating and distributing applied sport science research. In 2009-10, the centre's activities supported 27 projects, received 19 research awards and scholarships and completed 31 scientific publications.

**Graph 21. Percentage of Queensland Academy of Sport athletes selected for national teams**



*Over the last five years, we have consistently achieved our target for QAS athletes selected for national teams.*

## Promoting the contribution of Queensland women

Through the Office for Women, we coordinated policy, programs and services for Queensland women across the Queensland Government. By working with government and non-government agencies, we played a central role in carrying out the government's vision for Queensland's women by helping remove barriers that may prevent them from fully participating in society.

## Pathways for employment opportunities

Initiatives such as Women in Hard Hats are opening up non-traditional employment pathways for Queensland women and maintaining a highly skilled workforce for our state.

In 2009-10, we introduced a new web portal. This web portal receives over 3300 views per month and provides students, women, employers, parents and teachers with information about careers in the mining, construction, science, engineering and technology sectors.

Through Women in Hard Hats, we are improving opportunities for employment, and contributing to the **Q2-Fair** target to halve the proportion of Queensland children living in a household without a working parent.

The Our Women, Our State Awards in November 2009 were pivotal in recognising the achievements of Queensland girls and women in building brighter futures for women in Queensland's science, engineering and





Women in Hard Hats creates pathways for women through practical workshops and targeted programs.

technology industries. Awards were presented to eight winners and recognised a total of 25 agencies and individuals.

The out-posting of Office for Women staff to the Department of Employment, Economic Development and Innovation resulted in the development of a job readiness program that will see more than 250 opportunities created for women to access much needed support to find employment.

To better meet the needs of Queensland women, we developed and delivered mentoring projects focused on connecting women in social housing to employment pathways in six regions.

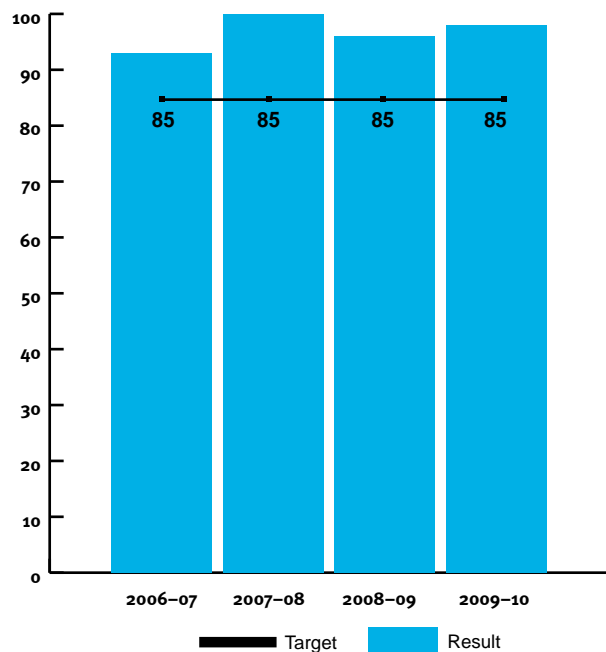
### Increased women's access to education and training

We are providing more opportunities for women to access education and training.

In 2009-10, Office for Women staff were out-posted to the Department of Education and Training to help increase the uptake and completion of Queensland apprenticeships by women.

In 2009-10, Community Leadership Seminars for Indigenous women were held at locations across Queensland. Some 400 Aboriginal and Torres Strait Islander women participated in the seminars, which enabled Aboriginal and Torres Strait Islander women and girls to share stories of leadership, build leadership skills and develop networking and mentoring groups.

**Graph 22. Client satisfaction with the quality of Office for Women events, seminars and forums**



Note: This measure was introduced in 2006-07, therefore, no target was in place before this.

*We continue to exceed our target for client satisfaction with the quality of Office for Women events, seminars and forums.*

### Leadership and engagement

Our activities are helping Queensland women engage with their communities and develop their leadership potential.

In addition to the Community Leadership Seminars, we also supported Aboriginal and Torres Strait Islander women's leadership by hosting the Queensland Indigenous Women's Gathering in April 2010. This gathering engaged 37 Aboriginal and Torres Strait



Islander women from across Queensland to discuss issues and strategies to be progressed to the National Aboriginal and Torres Strait Islander Women's Gathering. The Office for Women supported four Aboriginal and Torres Strait Islander women, including three delegates elected from the Queensland Indigenous Women's Gathering, to attend the 2010 national gathering. The gathering enables Aboriginal and Torres Strait Islander women from around Australia to discuss issues of concern and develop recommendations for presentation to the Commonwealth, State, Territories and the New Zealand Ministerial Conference on the Status of Women.

We celebrated and promoted women who have stood as leaders and influenced the development of our state through our online pictorial history, which displays more than 180 women and their significant leadership achievements.

We acknowledged women in leadership by celebrating International Women's Day 2010 with the theme of 'women leading the way'. This theme recognised the diverse leadership roles of women including those within the home, community and the workplace. Resources were developed and 330,000 were distributed across Queensland to celebrate this day, with more than 74 events promoted on our web portal and 17,000 International Women's Day webpage visits.

The Office for Women's International Women's Day Leadership forum in Emerald was attended by 50 women. The forum encouraged women to continue to support each other in leadership roles.

Through the Women on Boards strategy, we are supporting gender equality, with a mandated target that half of new appointments to government boards should, where possible, be women. We support this strategy through the targeted recruitment of women to the Queensland Register of Nominees to Queensland Government Boards. Additionally, in 2009-10, as part of the Women on Boards strategy, the Office for Women identified and nominated 90 women for 36 vacancies on government bodies.

### **Increasing the number of Queensland volunteers**

Volunteers enrich Queensland communities and help individuals and community organisations both daily and in times of need. Volunteers contribute socially and economically to their communities. Many charities, community organisations and emergency services would struggle to survive without the support of volunteers.

The Toward Q2: Tomorrow's Queensland volunteering target under the Fair Queensland ambition aims to increase by 50 per cent the proportion of Queenslanders involved in their communities as volunteers by 2020. We are the lead government agency for this target. We work across government and the community to develop coordinated strategies to increase volunteering and build on the work already being implemented under the Valuing Volunteers policy.

In 2009-10, we developed the Queensland Household Survey to monitor volunteering activity.



Ryan was a recipient of a 2009 Queensland Young Volunteer award which recognised achievements and contributions of young Queensland volunteers aged 12 to 25.

The November 2009 Queensland Household Survey found that just over two-thirds (67.6 per cent) of people aged 18 years and over in Queensland provided unpaid help to others (not a relative) and/or volunteered for one or more organisation in the proceeding 12 months.

As well as initiatives to support volunteering among women and Queensland's culturally and linguistically diverse communities, we are responding to the need for more carers to provide part-time or full-time foster care and kinship care for vulnerable children. Through the Foster and Kinship Carer Recruitment campaign, which commenced in May 2008, the Queensland Government has contributed more than \$15 million over five years to recruit, train and increase support for foster and kinship carers (for further information on this initiative see pages 54–55).

### Volunteering in sport and recreation

Volunteers are part of strong, healthy and inclusive communities and are the foundation of the sport and recreation industry. The Queensland Government is working to help sport and recreation organisations provide environments that attract, recognise and retain volunteers.

In 2009-10, we continued programs and initiatives to recognise and value the contribution of volunteers in sport, including:

- established an industry reference group to examine volunteering in sport and recreation and develop strategies to increase and improve volunteering rates
- carried out volunteer research to gain a greater understanding of attitudes,

motivations and behaviours of volunteers in the sport and recreation industry

- delivered 212 courses to 2636 participants under the Get Active Queensland Accreditation Program
- delivered 129 Building Active Communities Workshops to 2495 participants
- supported the development and retention of volunteers through funding of education and training initiatives through the Sport and Recreation Active Inclusion Program.

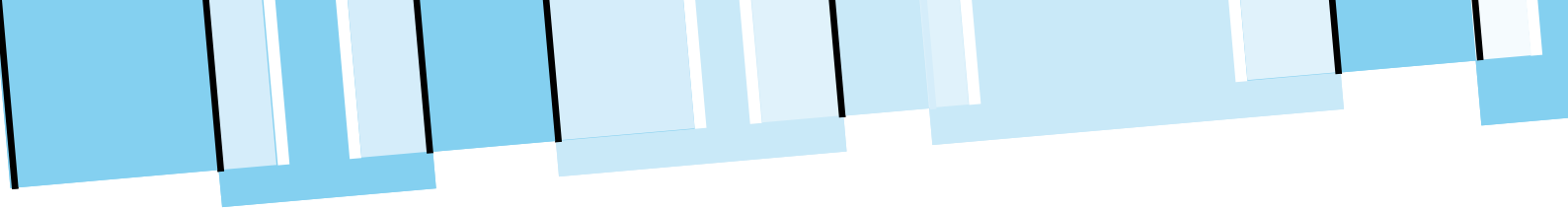
### Seniors volunteering

In 2009-10, we helped more seniors join Queensland's army of volunteers. Through the Golden Gurus initiative, volunteers over the age of 60 with a range of skills were targeted and linked to organisations who were seeking volunteers with their skills.

### Future directions

We will:

- develop, in collaboration with the Department of Justice and Attorney-General, other departments and stakeholders, a new Aboriginal and Torres Strait Islander Justice Strategy
- continue to implement a coordinated planning approach to deliver better housing and development opportunities for Aboriginal and Torres Strait Islander Queenslanders through the Remote Indigenous Land and Infrastructure Program Office based in Cairns
- provide \$8.5 million for 11 family support service hubs for Aboriginal and Torres Strait Islander families aimed at preventing children from entering the statutory system



through in-home support, parenting help, practical household skills and other support services

- recruit additional frontline child safety officers in high demand areas
- pilot a new early intervention and prevention initiative, Helping out Families, in Logan, Gold Coast and Beenleigh/Eagleby/Nerang
- finalise a review of the *Domestic and Family Violence Protection Act 1989* to ensure the legislation is effective in protecting victims
- implement the Seniors' Strategy and Action Plan to improve services to Queenslanders
- consult throughout Queensland on the draft 10 year plan to support Queenslanders with a disability
- improve access to information, pathways and support to children with a disability and their families through the implementation of Building Bright Futures: an action plan for children with a disability – birth to eight years 2010-2013
- continue to provide access to housing assistance for Queenslanders in housing need and ensure that social housing (including housing in remote Indigenous communities) is provided to those clients who have the greatest need
- develop, through a consultation process, a Queensland Strategy for Reducing Homelessness, which will present a long-term vision and plan for reducing homelessness
- develop a Homelessness Engagement Strategy, which outlines the department's commitments to engaging stakeholders on homelessness issues
- develop a new multicultural policy following statewide consultation
- provide \$138 million over three years to enable local governments, sports clubs and associations, schools and community groups to increase participation, support volunteers, build local capacity and provide equitable access for people who are disadvantaged
- provide funding to the Townsville City Council for improved public amenities for the Townsville 400 V8 Supercar event
- support women to achieve economic and financial security, with a primary focus on increasing employment opportunities and keeping women, particularly disadvantaged and Aboriginal and Torres Strait Islander women, in the workforce
- lead the implementation of the whole-of-government plan to increase the level of volunteering in communities.



Volunteers such as Vivienne and Joseph contribute enormously to building Queensland communities.

## A more sustainable, community service system that delivers better value

Our strategies	What we achieved in 2009-10
<p>Promote the sustainability of the community services sector and its ability to respond to growing demand by delivering joint sector and government responses to key issues by:</p> <ul style="list-style-type: none"> <li>• implementing the Queensland Compact Action Plan</li> <li>• progressing the Red Tape Reduction initiative.</li> </ul>	<ul style="list-style-type: none"> <li>• Released the Communities Statistical Information System (COMSIS) to the sector, to assist with identifying service need.</li> <li>• Released a common service agreement to replace eight previous agreements that were in place in the former departments.</li> </ul> <p><i>(see pages 90-91)</i></p>
<p>Leverage our relationships with other government agencies to identify opportunities to provide an integrated response to key issues.</p>	<ul style="list-style-type: none"> <li>• Worked with other government agencies and not-for-profit organisations to assist communities and individuals to recover from the effects of natural disaster.</li> </ul> <p><i>(see pages 91-93)</i></p>
<p>Invest in flexible physical infrastructure to accommodate current and future service delivery needs.</p>	<ul style="list-style-type: none"> <li>• Identified and realised opportunities for property realignment solutions, and alternative uses for redundant sites and incorporated advice derived from town planning analysis.</li> </ul> <p><i>(see pages 93-94)</i></p>



## Working with the community services sector

Together with the not-for-profit community services sector, our department is delivering three key initiatives to build a more sustainable community service system.

### Queensland Compact

We are working, through the Queensland Compact Governance Committee, to deliver a number of reforms to make it easier for the Queensland Government and the not-for-profit community services sector to work together to benefit the community. Strategies delivered in 2009-10 have made it easier for government and the sector to share information, reduce administrative burdens and enable early sector input to government policy and planning processes.

In 2009-10, we established statewide access to extensive human service databases and a knowledge hub to improve policy planning and service delivery, reduced red-tape relating to criminal history and suitability checking, and made significant progress toward the development of streamlined quality standards and associated accreditation and compliance processes.

We also provided opportunities for staff from government and the sector to contribute to a range of Compact related projects and facilitated professional development through participation at two inter-sectoral forums. More than 250 people attended forums held in Brisbane and Highfields (near Toowoomba) and helped to progress priority projects under the Compact Action Plan. Both forums were

jointly planned, facilitated and evaluated in partnership with the sector. This was particularly powerful for the Highfields event given the significant role played by the newly established South-West Region Compact Committee.

In September 2009 we also made the Communities Statistical Information System (COMSIS) available to the sector. COMSIS provides fast and free access to hundreds of accurate and up-to-date databases at a statewide, regional and local area level to help the sector identify service needs and priority locations. Access to COMSIS makes it easier for the sector to access reliable data to inform its planning and deliver significant savings in research and analysis costs.

### Red tape reduction

We are implementing the Red Tape Reduction initiative to streamline reporting requirements for non-government organisations funded by the department. Our non-government partners will only report on what they have delivered on the government's behalf, allowing them more time for the delivery of services.

We have made good progress in streamlining human services quality standards and associated accreditation and compliance processes. We are developing a set of common, streamlined standards that apply across human services to reduce the administrative burden on funded non-government organisations.

A common service agreement has been developed and released to replace the eight agreements that previously governed our funding arrangements with service providers.



We are supporting healthy communities by promoting physical activities.

This will ensure clarity and consistency in expectations of service providers, while allowing for the specific legislative and business requirements of each service area.

### Sector wages

The community services sector is a significant contributor to the Queensland economy through its substantial provision of jobs, the economic and social value of work performed by volunteers, as well as its substantial contribution to the state's social infrastructure and community wellbeing. In 2009-10, we supported the sector through an allocation of more than \$56 million to supplement pay rates for workers in services helping the homeless, women and children escaping domestic violence, and young people who need 24-hour supervision. As well as contributing to the continued sustainability of the sector, this funding also acknowledges the valuable work of the sector in caring for our most vulnerable citizens.

### Cross-government initiatives to improve services

We partner with other government and non-government agencies to provide an integrated response to key issues that affect Queenslanders.

### A healthier Queensland

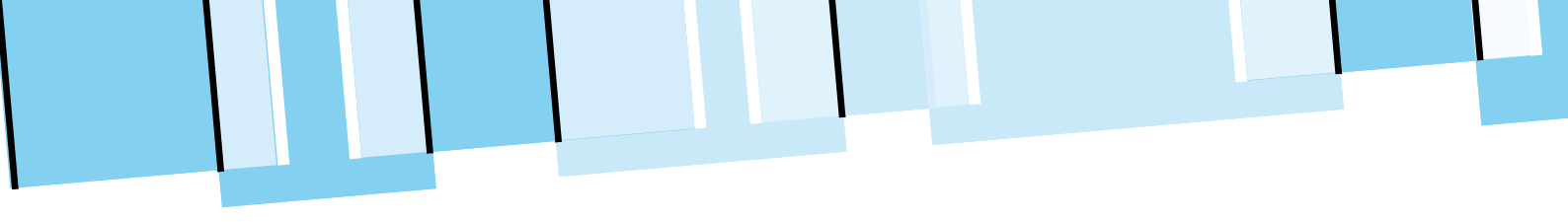
With Queensland Health and the Department of Education and Training we have created a range of programs to promote physical activity and healthy eating.

The Get Active Queensland Schools program motivates Queensland school students to get

active by giving them new ideas about why, how and where to be physically active. The program offers Eat Well Be Active sessions, providing students with access to their sporting heroes. In 2009-10, 44,823 students participated in the program. Since the program was launched in 2002, 2565 school visits have occurred. More than 289,900 students have been involved in the program.

We also provided \$3.5 million for the Community Partnerships program, in conjunction with Queensland Health and the Department of Education and Training, to deliver local projects that support healthy lifestyles. In 2009-10, 115 projects were supported, including:

- St Stephen's School at Algester, in partnership with the Brisbane City Council, the after school hours care centre and the RSL Care Carrington Retirement Village, delivered physical activity sessions and healthy food workshops for students, parents and elderly residential care residents. The program used outside providers to improve the physical activity habits for 70 per cent of upper primary students and more than 150 seniors through a combination of fun activities, a walking club, stretch and relaxation sessions and strength/balance sessions. School staff are now trained to continue the program without further funding.
- Griffith University's HYPE project implemented a physical activity and nutrition program using street dance for young people. More than 400 students from 15 schools in the Logan area participated in the 12-week program of workshops, culminating in a major dance event that



attracted more than 2000 community members. The project is continuing through support from the local community.

### **Policy that supports women**

The Office for Women worked with government and non-government agencies to coordinate policy development and initiatives to promote women's issues including economic security, leadership and workforce participation. In 2009-10, 299 government discussion papers were reviewed with the concept of gender analysis to support policy development and initiatives across government.

The Office for Women coordinated whole-of-government submissions to the Australian Government review of the Equal Opportunity for Women in the Workplace Agency and the United Nations Convention of elimination of all forms of discrimination against women. Input was also provided into national agreements, strategies and inquiries.

The innovative 'hub and spoke' model was implemented during 2009-10, positioning staff from the Office for Women in key government agencies including the Department of Employment, Economic Development and Innovation, the Department of Education and Training and the Department of Justice and Attorney-General, as well as the Domestic Violence Implementation Unit and the Office for Seniors within the Department of Communities. Nine part-time Regional Coordinators are also located throughout Queensland.

### **An integrated approach to child protection**

We support a number of initiatives to embed and integrate child protection issues across the Queensland Government.

The Child Safety Directors' Network comprises representatives from departments that support the child protection system, from prevention and early intervention to statutory intervention. The network aims to ensure that child protection is embedded across government, and works to find solutions to complex child protection issues.

To improve the standard of government and non-government child protection sectors, we entered into a Memorandum of Understanding with the Department of Education and Training that enabled 150 government and non-government staff to complete their Certificate IV in Child, Youth and Family Intervention (Child Protection). Training strengthened the non-government sector in providing quality child protection services in Queensland, as well as improved the capability of our department's paraprofessional workforce. Training was undertaken in partnership with Sunshine Coast Institute of TAFE, Metropolitan South Institute of TAFE, Tropical North Institute of TAFE and Bremer Institute of TAFE. Programs were held in Brisbane and regionally at the Gold Coast, Toowoomba, Rockhampton, Gladstone, Townsville and Cairns.



Housing client Peter, outside his home in West Rockhampton.

## Coordinated approach to housing and homelessness

We worked with the Australian Government and other Queensland Government agencies to implement the National Affordable Housing Agreement and supported national partnership agreements to improve housing outcomes for Queenslanders. This included: developing and implementing initiatives in a coordinated manner to provide access to accommodation and support services for people affected by homelessness, coordinating town planning, and employment of local Aboriginal and Torres Strait Islander people through our capital works program. For example, the Transitional Support Model and Offender Reintegration Support Service (led by the Department of Community Safety) provides effective pre-release planning and support for prisoners and coordinated linkages with housing providers, reducing the likelihood of immediate post-release homelessness.

In response to the increased need for affordable housing in Logan, we worked with the Logan City Council on a proposal to establish the Logan Housing Company as an independent, not-for-profit organisation.

We continued to work with the Urban Land Development Authority to facilitate affordable housing development in Urban Development Areas (UDAs). We provided housing and demographic data, feedback and advice on the declared UDAs of Woolloongabba, Mackay, Gladstone and Townsville and other sites under consideration.

## Helping communities recover

We worked with other government agencies and not-for-profit organisations to assist communities and individuals to recover from the effects of natural disaster. Throughout 2009-10, we established seven one-stopshops in communities affected by disaster, enabling staff to provide information, referral services and personal support such as financial assistance, clothing, bedding, meals and access to a range of other agencies.

We administered over \$8.5 million in grants to enable people affected by disaster to gain emergency accommodation and replace essential household items.

## Flexible physical infrastructure

The department manages and invests in flexible physical infrastructure that is economically, environmentally and socially sustainable to meet current and future service delivery needs.

The diverse client range supported by the department requires effective and flexible assets, the longevity and functionality of which are supported by design standards, maintenance programs, tender processes, and asset utilisation and redevelopment opportunities.

We have identified and realised opportunities to realign properties, find alternative uses for redundant sites and incorporate town planning expertise. For example, we:

- reallocated vacant land surplus to social housing requirements to facilitate alternative capital solutions including: land at Labrador used for the construction of

nine emergency accommodation units for clients with a disability; and land at Kawana, Rockhampton used for the construction of a five-bedroom group home for use by Child Safety services

- commenced the redevelopment of detached house sites with ageing three-bedroom timber houses, to deliver one and two-bedroom apartments that are better aligned to the needs of clients
- converted an office building in Rockhampton to an adaptable four-bedroom group home for use by people with a disability.

We plan and deliver construction, acquisition, upgrade and renewal programs based on service delivery requirements and consider whole-of-department strategic objectives.

We maintain and manage the department's built assets, including assessment of maintenance needs through ongoing monitoring of asset performance, to ensure assets deliver value for government investment, present minimal safety risk to clients and staff, and support service delivery requirements.

We are improving the sustainability and amenity of our property portfolio through the implementation of a property condition assessment process to inform future upgrade and maintenance programs. Examples include:

- We continue to improve the amenity of residential assets by providing ceiling insulation and ceiling fans with 32 per cent of the department's total social housing portfolio having had ceiling insulation installed.

- When undertaking maintenance activities in existing social housing we align standards with government sustainability initiatives, including requirements of the Queensland Water Commission and the *Residential Rooming and Tenancies Act 2008*, the Queensland Government's Climate Change Strategy, the Building Code of Australia, and the Queensland Development Code.
- The department continues to assist its clients to reduce water use through the retrofit of dualflush toilet cisterns, three-star rated showerheads and water flow restrictors.
- We are moving ahead with the Queensland Government's Climate Change Strategy for replacement of unserviceable electric storage hot water systems in detached houses, duplexes and town houses with greenhouse gas efficient systems.

## Future directions

We will:

- continue to deliver key projects under the Queensland Compact Action Plan, such as streamlining quality standards and developing strategies to strengthen the human services workforce
- fund the inaugural independent review of the Compact to identify achievements to date and areas of future work
- continue to improve the sustainability of our non-government sector partners through streamlining funding processes and quality standards, strengthening contemporary business practices and reducing reporting requirements.



# Our financial enablers



Our capital assets meet our clients' needs.

## Wise and effective investment across the sector

Our strategies	What we achieved in 2009-10
Make optimal use of available resources by aligning funding to key government priorities and reallocating resources where required.	<ul style="list-style-type: none"> <li>Identified surplus assets for disposal, as well as opportunities to better use existing assets, including redevelopment opportunities.</li> <li>Combined a number of Corporate Services functions.</li> </ul> <p>(see pages 96–97)</p>
Enhance service funding models and develop a result-based investment framework.	<ul style="list-style-type: none"> <li>Introduced output based funding and reporting for our non-government partners.</li> </ul> <p>(see page 97)</p>
Deliver assets through an integrated investment strategy.	<ul style="list-style-type: none"> <li>Reviewed capital assets to ensure they are meeting our service delivery needs.</li> </ul> <p>(see page 97)</p>

### Aligning funding to government priorities

#### Advisory bodies streamlined

We supported the Queensland Government's response to the independent review of Queensland Government boards, committees and statutory authorities by Simone Webbe and Professor Patrick Weller, by streamlining our advisory boards and committees.

Both the Queensland Seniors Council and Queensland Youth Council ended their terms in July 2009 and were discontinued, resulting in a saving of around \$80,000 for the department.

### Ensuring funding meets priorities

We continually review expenditure on programs and services to identify alternative funding sources through efficiencies and reprioritisation. In 2009-10, we identified surplus assets for disposal, as well as opportunities to better use existing assets, including redevelopment opportunities. Funds generated from asset disposal are reinvested in assets that are more appropriate to service delivery models and targeted client groups.



Our capital works projects include construction and refurbishment of social housing.

By combining a number of corporate services functions, we have been able to pool a broad set of skills in financial management, property management and information services. In the coming years, this will deliver more efficient and effective corporate services, including faster roll-out of capital works and information technology.

### Enhanced service funding models

During 2009-10, we introduced output based funding and reporting for our non-government partners. Organisations funded by the department will report on what they have delivered on our behalf – such as number of hours of service provided to clients – rather than how funding was spent. The focus is on the client and the assistance they receive, and reporting helps us determine the best focus for our investment. The streamlined funding and reporting requirements will also reduce administration tasks and allow non-government organisations to devote more time to the delivery of services.

### Effective capital works planning

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.

A number of the department's capital works projects cannot be purchased on the open market and require complex design and

detailed planning to meet client needs. We undertake broad community consultation on these specialised projects to improve community understanding of these facilities.

### Capital works projects

Our department's capital works program ensures that high-standard facilities are available to support the delivery of community services to Queenslanders.

Our property portfolio has a market value of about \$15.5 billion and includes almost 59,000 dwellings or facilities. Our capital works projects across the state include the construction or refurbishment of social housing, youth detention centres, community and neighbourhood centres, safe houses for children who have suffered abuse and neglect, residential accommodation for people with a disability and sport and recreation infrastructure.

In 2009-10, we spent \$792.701 million to upgrade existing dwellings or facilities, commence construction on more than 3550 assets, acquire or complete construction on more than 1320 dwellings or facilities and to acquire land for the future construction of around 2690 dwellings. Details about capital works projects completed in 2009-10 and how they benefit our clients are reported in the 'Our key priorities for clients and stakeholders' section of this annual report.

### Future directions

In 2010-11 we will:

- continue with our specialist capital works projects.

# Effective internal financial management

Our strategies	What we achieved in 2009-10
Ensure integrated policy, planning and performance processes drive internal resource planning and utilisation.	<ul style="list-style-type: none"> <li>Implemented the 2009-10 to 2010-11 Budget Strategy.</li> </ul> <i>(see page 98)</i>
Develop and implement the Department of Communities 2009-13 Fiscal Strategy to improve our management and allocation of resources, align funding to government priorities and redirect investment as appropriate.	<ul style="list-style-type: none"> <li>Implemented financial governance arrangements that reflect and support the department's new organisational arrangements.</li> </ul> <i>(see page 99)</i>
Develop and implement the Corporate Procurement Plan 2009-2010 to ensure efficient and effective strategic procurement management practices and initiatives are implemented in a manner that positively contributes to the department's strategic direction.	<ul style="list-style-type: none"> <li>Implemented the Corporate Procurement Plan 2009-2014.</li> </ul> <i>(see page 99)</i>

## Integrated policy, planning and performance processes

We ensured a strategic approach to future investment through the 2009-10 to 2010-11 Budget Strategy. The strategy prioritises investment to meet demand for priority services, including those that are under critical stress or that fulfil the department's statutory responsibilities. Priority is also given to the establishment and expansion

of integrated services that allow earlier intervention and/or prevent demand on intensive and tertiary services.

For example, the 2010-11 Budget includes \$55 million in funding over four years to establish the Helping out Families prevention and early intervention initiative, which will involve a variety of services working together to reduce demand on the tertiary child protection system.





Financial management is a critical component of the department's overall governance structure.

## Management and allocation of resources

Financial management is a critical component of the department's overall governance structure. During the year, financial governance arrangements that reflect and support the department's new organisational arrangements were implemented to review, monitor and direct financial management.

The Performance and Budget Committee and the Strategic Finance Committee were established with individual budget review committees in each service area. These committees monitor all matters that have an impact on the financial position, financial performance and financial management of service areas.

## Our Corporate Procurement Plan

The State Procurement Policy requires a strategic and considered approach to purchasing management within the department through the development of a Corporate Procurement Plan.

The Corporate Procurement Plan is based on a thorough understanding of the department's purchasing expenditure, its supply markets and demand attributes. The plan defines:

- the objectives to be achieved through the agency's purchasing activities consistent with the objectives of the State Procurement Policy
- how we will meet these objectives
- mechanisms through which our achievements will be measured.

The department's Corporate Procurement Plan 2009-2014 was approved on 9 September 2009. A key goal of the plan is to

identify benefits and efficiencies that could be created through:

- improving coordination and collaboration in areas of common spend
- improving procurement planning practices
- ensuring efficient and effective systems and processes to support procurement decision-making
- integrating sustainability considerations in procurement decision-making
- raising the profile of procurement and creating the incentive for change within the department.

This is achieved by focusing on the value that strategic procurement adds to service delivery and government priorities.

## Future directions

In 2010-11 we will:

- focus on building on the achievements and provide a pathway for procurement improvement across the agency through:
  - actively managing key spend areas
  - building procurement and contract management capability
  - integrating sustainability considerations into procurement decisions
  - improving engagement with supply markets and industry
  - demonstrating the performance and value of the procurement function.
- introduce a single consolidated budget system that will be integrated with the existing consolidated reporting tool. The system will further enhance clarity and timeliness of reporting and deliver increased flexibility in providing quality budgets and financial estimates in a changing business environment.



## Adaptable housing enables independence

Leonie (49) has chronic rheumatoid arthritis and lives with her full-time carer, Carol.

The ladies lived together in a three-bedroom rental home in Bundaberg until Leonie's condition worsened.

"After a fall in March 2010, I became reliant on a walker and a wheelchair, which did not suit the layout of our home," Leonie said.

"I struggled using the shower and toilet, and became increasingly nervous about falling."

Seeking help with her living arrangements, Leonie turned to the Department of Communities.

The department referred Leonie to funded community housing provider Regional Housing Limited. In April 2010, the ladies were allocated a new adaptable two-bedroom duplex, completed under the Nation Building and Jobs Plan

"I couldn't believe it when they first showed us the property. It was like it had been made especially for me," Leonie said.

"It has wider corridors and doorways suitable for my walker, a hobless shower, handrails and a fully-fenced yard for our cat Jasmine."

Leonie's carer Carol said, "I can't believe the difference this home has made to Leonie's life. Today she has more independence and is back doing what she does best: enjoying life."



Leonie with her carer Carol, in her home in Bundaberg.

# Our business processes and innovation enablers



We have established principles for informal interactions between service areas when developing policies and delivering programs to clients.

## Robust systems and tools

Our strategies	What we achieved in 2009-10
<p>Implement the Information Management Strategic Plan 2009-13 to ensure that ICT is a key enabler of service delivery by:</p> <ul style="list-style-type: none"> <li>aligning ICT planning with the overall departmental strategies and outcomes</li> <li>providing seamless ICT services and solutions that enable flexible and sustainable service delivery</li> <li>ensuring that efficient and effective ICT investment enables the department to execute its transformational change agenda</li> <li>implementing ICT solutions that are integrated to provide a single view of a client across the service continuum and to support collaboration, decision-making and reporting</li> <li>rationalising duplicated information processes and systems to improve efficiency in service delivery and support.</li> </ul>	<ul style="list-style-type: none"> <li>Implemented a new Information Management Strategic Plan for 2009-13.</li> <li>Progressed consolidation of our websites, systems and infrastructure of the former departments.</li> <li>Enhanced child protection placement management within the Integrated Client Management System (ICMS).</li> </ul> <p><i>(see page 103)</i></p>
<p>Continue to embed program and project management practices to ensure robust management and accountability is in place.</p>	<ul style="list-style-type: none"> <li>Delivered 26 program and project management learning programs to 535 people.</li> <li>Increased the department's level of project management maturity from level 1 to level 2.3.</li> </ul> <p><i>(see pages 103–104)</i></p>



We have enhanced our systems to enable better options for the placement of children.

## A new direction for Information and Communication Technology (ICT)

Following significant machinery-of-government changes in 2009, we developed a new Information Management Strategic Plan for 2009-13 that reflects the combined needs of our new department. This new plan focuses on transformation of information management, sustainable investment and agility to meet changing demands.

To improve information sharing, we established common technical standards for former departments that now comprise the Department of Communities and are well-progressed with transitioning all of our staff onto the same network. We have also created efficiencies by consolidating ICT systems and infrastructure and replacing outdated or duplicated technology.

Development is ongoing for our key information systems to support improved service delivery. We are working to develop a single view of our clients to support our client-centred No Wrong Door approach to service delivery.

### ICMS improvements

We improved the Integrated Client Management System (ICMS), a centralised electronic case management system that modernises the case management of people in the child protection and youth justice systems. ICMS automates and streamlines what were predominantly manual processes, for example, intake, assessment, case planning, reviews and case closure.

Enhancements to child protection placement management has enabled better decisions through improved information on options for the placement of children.

Deployment of the Electronic Transfer of Court Results report included integration with the Integrated Justice Information Strategy.

All staff who require access to ICMS are provided with relevant training.

Implementation of the ICMS fulfils a recommendation of the Crime and Misconduct Commission Report *Protecting Children: An Inquiry into Abuse of Children in Foster Care* and was implemented within the three-year timeframe outlined in the blueprint.

### Effective program and project management

The department has an embedded program and project management framework to ensure the effective delivery of our programs and projects. This framework formalises our policies and procedures and supports the whole-of-government endorsed PRINCE2 and Managing Successful Programs methodologies.

The framework is driven by our Portfolio and Program Office and is supported by program offices in key service areas. These offices facilitate a consistent departmental approach to program and project management, support program and project managers and teams and provide quality assurance.

The Portfolio and Program Office supported these activities by organising a structured learning and organisational development



process, including coaching and mentoring, and the operation of a community of practice for exchanging program and project management information. During 2009-10, 26 program and project management learning programs were delivered to 535 people. Project assurance and advice was provided to over 114 programs and projects. Advice ranged from topics such as governance models and approaches to reviewing project documentation.

During 2009-10, we conducted a maturity assessment of our project management for ICT-enabled business initiatives. This saw an increase in the level our of project management maturity from level 1 (processes are ad hoc) to level 2.3 (processes are defined).

## Keeping records

As a Queensland Government agency, we meet the accountability requirements of the *Public Records Act 2002*, as well as other whole-of-government policies and standards, including Information Standard 40: Recordkeeping and Information Standard 31: Retention and Disposal of Public Records.

During 2009-10, the department continued its commitment to progress toward compliant recordkeeping practices by:

- reviewing and submitting an updated Strategic Recordkeeping Implementation Plan to Queensland State Archives for approval
- developing a departmental recordkeeping policy that assigned recordkeeping roles and responsibilities, including the delegation for disposal of public records, in the department
- consolidating, delivering and making available recordkeeping awareness and recordkeeping systems user training to all areas of the department
- implementing a recordkeeping assessment strategy to identify the current status of recordkeeping and subsequently developing a strategy to mitigate recordkeeping risks and plan for best practice recordkeeping and sustainability.

## Right to Information

We provide access to departmental information in accordance with the principles of proactive release and pro-disclosure contained in the *Right to Information Act 2009* and *Information Privacy Act 2009*. During 2009-10, the Department of Communities proactively released over 230 documents through the publication scheme and 10 applications through the disclosure log.

In 2009-10, we received 519 applications under the *Right to Information Act 2009*. Of these, 409 were completed by 30 June 2010, with 35,247 pages released to applicants. We also received 364 applications under the *Information Privacy Act 2009*, of which we completed 316 by 30 June 2010 and 60,576 pages were released to applicants.

In addition, 585 applications under the now repealed *Freedom of Information Act 1992* were carried forward from 2008-09. All of these applications were completed by 30 June 2010 and 202,352 pages were released to applicants.

A total of \$20,691.70 in application fees, processing or access charges were collected for processing applications under the *Right to Information Act 2009*.



## Managing complaints

We manage complaints in accordance with the Office of the Public Service Commissioner – Complaints Management Directive 13/06 and the Australian and International Service Standards (AS4269/ISO10002).

In response to the Queensland Ombudsman's report on complaint matters tabled in Parliament on 4 February 2010, work is underway to strengthen website accessibility and visibility of the department's complaints management process. We are also reviewing the complaints management

information system to ensure a consistent and consolidated framework that will further enhance reporting capabilities.

We received 1070 complaints in 2009-10, of which, 86.75 per cent were managed in agreed timeframes (see Table 6). The remaining complaints were not able to be completed on time due to the complexity of issues and access to parties involved in the complaint.

## SOS (Snuff out Sniffing) in Cherbourg

The Snuff out Sniffing campaign was launched in Cherbourg on 28 April 2010. The campaign included a strong zero tolerance message toward petrol sniffing in the community.

By bringing families in the community together on this issue, the program aimed to combat the loneliness and isolation faced by young people who are caught up in a cycle of petrol sniffing.



The Cherbourg community participating in the Snuff out Sniffing parade through their town.

South Sydney Rabbitohs rugby league player Chris Sandow flew home to Cherbourg for the launch. He gave away over 200 supporters kits and said he was proud to be an ambassador for the initiative. The South Burnett Community Training Centre and Aboriginal and Torres Strait Islander Services supported the launch with planning, funding and coordination.

Local music band the Muddy Flats performed at the launch, rounding off the community initiative. The Snuff out Sniffing initiative was a great example of the community working together to address a local issue.

**Table 6. Complaints managed by the department**

Output	2008-09		2009-10	
	Complaints received	Percentage of complaints managed within agreed timeframes	Complaints received	Percentage of complaints managed within agreed timeframes
Aboriginal and Torres Strait Islander services	0	N/A	0	N/A
Child Safety services	1655	69%	596 <sup>1</sup>	68%
Community and Youth Justice services	19 <sup>1</sup>	79%	65 <sup>1</sup>	95%
Disability and Community Care services	255 <sup>1</sup>	77%	264 <sup>1</sup>	84%
Housing and Homelessness services	495 <sup>2</sup>	100% <sup>3</sup>	141 <sup>1</sup>	100%
Multicultural services	0 <sup>1</sup>	N/A	0 <sup>1</sup>	N/A
Sport and Recreation services	52 <sup>1</sup>	100%	4 <sup>1</sup>	N/A
Women's services	0 <sup>1</sup>	N/A	0 <sup>1</sup>	N/A
<b>Total</b>	<b>2476<sup>1</sup></b>	<b>85%<sup>4</sup></b>	<b>1070</b>	<b>86.75%<sup>4</sup></b>

Notes: 1. These figures include complaints managed centrally, not complaints received and managed by regional offices. 2. 46 complaints were managed centrally. The remainder were managed by regional offices. 3. Relates to the 46 complaints managed centrally. 4. This is the average result across all service areas.

*In 2009-10, 1070 complaints were managed centrally, with more than 86 per cent managed within agreed timeframes.*



Our department is implementing practical measures to ensure our buildings and offices are energy efficient.

## Environmental management

We are committed to the Queensland Government's aim to be a leader in responding to climate change.

### Minimising waste

The Department of Communities is developing Strategic Energy Management and Waste Management plans. Practical actions that commenced or were completed in response to the plans include:

- working closely with the Department of Public Works in order to meet targets set under the whole-of-government strategic energy efficiency policy
- proactively analysing and reporting on energy consumption for both leased and government-owned office accommodation
- commissioned external energy audits at selected high-usage tenancies. These audits have identified energy efficiency initiatives that are currently being implemented
- energy conservation measures and energy efficient design in new leased office fit-outs to ensure sustainable buildings
- complying with the Building Code of Australia's energy efficiency provisions for all new buildings and major upgrades and additions
- liaising with energy retailers in conjunction with the Queensland Government Chief Procurement Office to negotiate possible reductions in tariff costs and "greening" of accounts (i.e. zero-greenhouse emission electricity products produced from renewable sources such as wind and hydro power)

- informing departmental staff of climate change initiatives (for example Earth Hour 2010)
- restricting motor vehicle selection to those meeting minimum GVG greenhouse ratings to reduce greenhouse emissions
- conducting departmental surveys of individual offices to attain energy efficiency information.

### Greenhouse gas emissions

The Department of Communities is committed to supporting the Queensland Government's Toward Q2: Tomorrow's Queensland target to cut Queenslanders' greenhouse gas emissions by one third by 2020. This commitment includes implementation of the government's environmental and climate change strategies, such as the ClimateQ: toward a greener Queensland strategy.

Six gases have been identified under the Kyoto Protocol as the main greenhouse gas emissions that need to be reduced. The gases are carbon dioxide, hydrofluorocarbons, methane, nitrous oxides, perfluorocarbons and sulphur hexafluoride. As part of standard emission measurement practices these gases are mainly reported as carbon dioxide equivalent emissions (CO<sup>2</sup>-e).

The Queensland Government has established minimum greenhouse gas emissions reporting requirements for departments covering their main greenhouse gas emitting business activities, namely those linked to vehicle use, electricity consumption and air travel. These activities are sources of both direct and indirect greenhouse gas emissions.

It should be noted that comprehensive reporting of greenhouse gas emissions is sometimes limited due to the complexity of operational boundaries within the public sector, especially in situations where internal government shared services providers are used.

While the best available data has been used, in some instances estimates have had to be reported due to the limitation of data collection processes or systems. For example, in those government-owned office buildings where there are multiple government agency tenants and the electricity usage cannot be solely attributed to any one particular agency, the electricity usage by the tenanted agencies

may be proportioned based on the floor area they occupy.

Importantly, any attempted comparison of emission levels with those of previous periods must first ensure that all the relevant parameters are exactly the same and have not been affected by changes such as differences in the configuration and make-up of the department's building portfolio, changes to building functionality and/or occupancy levels, or changes to the emissions conversion factors used (which can vary each year as published in the Australian Government's National Greenhouse Accounts Factors Workbook).

## Queensland Multicultural Festival

More than 50,000 people celebrated our cultural diversity at the sixth annual Queensland Multicultural Festival on 18 October 2009 at Roma Street Parkland.

The 2009 program was a free and exciting day for people of all ages and included:

- five stages featuring rock, world, jazz and folk music
- the energetic Sevillanas parade



*Where the Wild Things Are* performers at the 2009 Multicultural Festival in Brisbane.

- 40 international food stalls
- family festivities
- children's activities
- join-in activities
- guest appearances by Brisbane Roar soccer players.

Headlining performers at this year's festival included ARIA award-winning Zulya Kamalova from Zulya and the Children of the Underground, 'Triple J Unearthed' artist Kate Vigo, nine-piece Brisbane sensation Miguel and the three resonant Tenors Pavarotti Viva!

The popular children's story *Where the Wild Things Are*, by Polish-Jewish-American author, Maurice Sendak was brought to life by the Queensland Shakespeare Ensemble in a unique live performance played out in the picturesque surrounds of Roma Street Parkland's Lake and Island.



One of our regional officers helping a family in Far North Queensland.

**Table 7. Greenhouse gas emissions**

Activity	GROSS greenhouse gas emissions (tonnes of CO <sup>2</sup> )	Less emission offsets (tonnes of CO <sup>2</sup> )	NET greenhouse gas emissions (tonnes of CO <sup>2</sup> )	Explanatory notes
<b>Vehicle usage</b>				
QFleet leased vehicles	4315	272	4043	1
Department-owned vehicles	N/A	N/A	N/A	
Hired vehicles	178	178	0	2
<b>Electricity consumption</b>				
Purchased directly from an electricity retailer	12,521	395	12,126	3
Sourced through a third party	14,624	490	14,134	4
<b>Air travel</b>				
Domestic air travel on commercial airlines	1795	1795	0	5
International air travel on commercial airlines	41	41	0	5

Notes: Please see Appendix 7 for notes.

## Future directions

In 2010-11 we will:

- continue to standardise and integrate the department's information management resources and supporting information technology, to ensure their compatibility and flexibility to meet future business needs
- develop a single whole-of-department Complaints Management Procedure to enhance capability and streamline the complaints process.



## New organisational arrangements and strong leadership

Our strategies	What we achieved in 2009-10
Leverage our knowledge, experience and diversity to create a more robust organisation that provides strategic and comprehensive responses to Queensland communities.	<ul style="list-style-type: none"> <li>• Introduced a new Strategic Framework for the department.</li> <li>• Established principles for informal interactions between service areas when developing policies and programs and delivering programs to clients.</li> </ul> <p><i>(see pages 111–113)</i></p>
Maintain strong leadership practices that support the organisation to work toward achieving its vision and fulfilling its purpose.	
Adopt a collaborative approach to policy development, planning and performance across the department's service areas.	
Embed our new organisational arrangements and corporate structure by establishing clear accountability arrangements and lines of responsibility.	<ul style="list-style-type: none"> <li>• Finalised our organisational structure following major machinery-of-government changes that occurred in 2008-09.</li> </ul> <p><i>(see pages 111–113)</i></p>

### Our organisational structure

We finalised our organisational structure following machinery-of-government changes that occurred in 2008-09. The department is comprised of the following service areas:

- Strategy, Policy and Performance
- Housing and Homelessness Services
- Child Safety, Youth and Families, Community Participation
- Sport and Recreation Services
- Disability and Community Care Services and Multicultural Affairs Queensland

- Aboriginal and Torres Strait Islander Services
- Regional Service Delivery Operations
- Communities' Property Portfolio
- Organisational Services
- Information Services
- Financial Services.

Changes to our structure and reporting arrangements have resulted in more integrated services and streamlined reporting.



Our staff work closely with each client to deliver the best outcomes for their individual needs.

## Working together

Given the size of our organisation, it is important that all areas work together to reach the best possible outcomes for our clients and the community.

Our organisational and governance structures (see page 112 and page 115) outline our formal decision-making processes. Just as important as our formal structures are the many decisions and interactions we undertake on a day-to-day basis. Informal interactions between service areas when developing

policies and programs and delivering programs to clients are governed by three principles:

- The client is the central consideration in all decisions.
- Communication is critical to our success.
- Partnerships, greater openness and networks are as important as formal structures.

These principles assist staff to make decisions about consultation, information sharing and getting the best outcomes for each client.

## Younger People in Residential Aged Care initiative

Queensland's Younger People in Residential Aged Care initiative reached another milestone in May 2010 with the official opening by the Minister for Disability Services and Multicultural Affairs of the \$1.8 million Ellen Buckley Place at Inala in Brisbane's South-West.



Maree Johnson and her brother David Johnson inspect the purpose-built apartments at Inala.

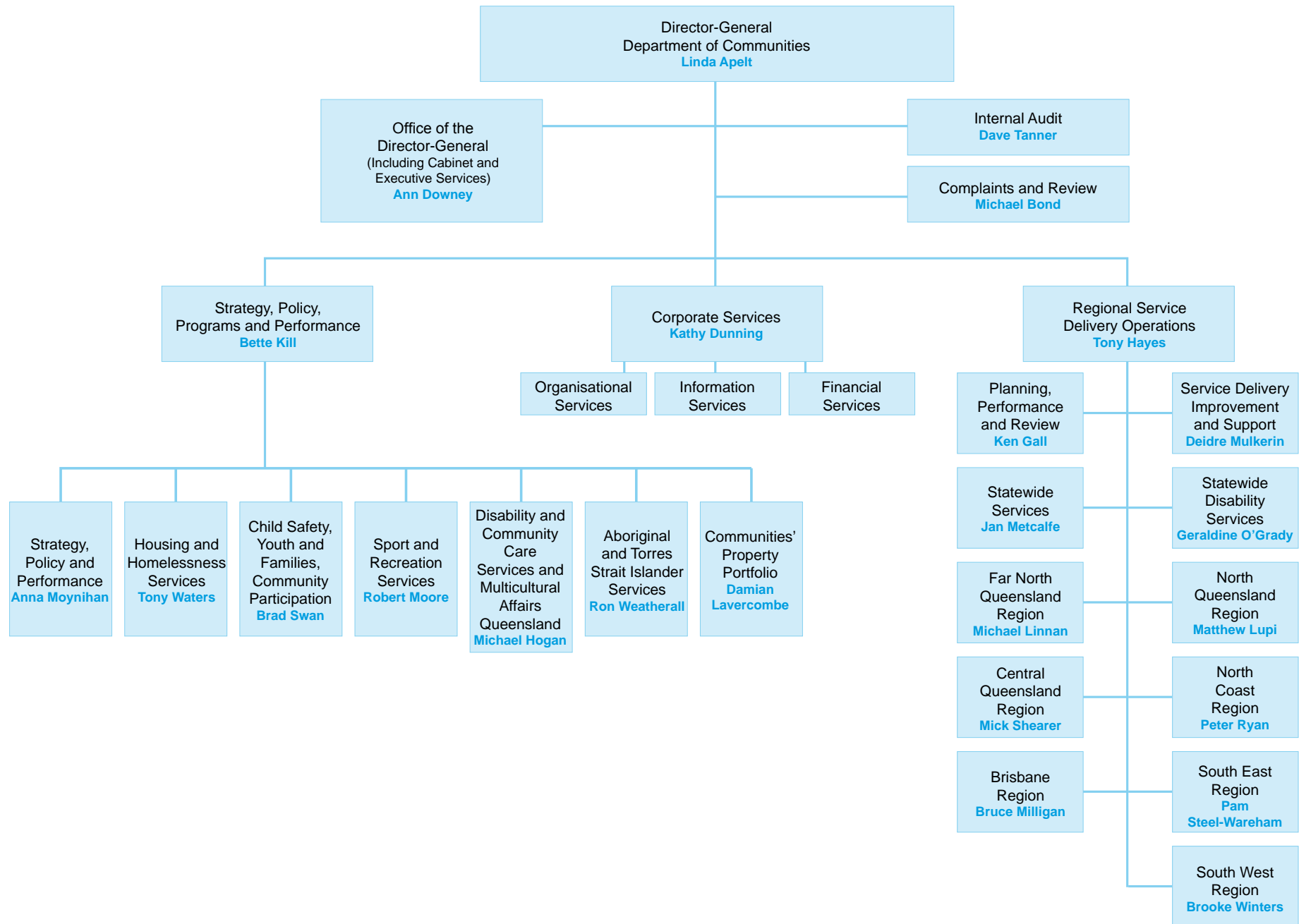
The five units in Ellen Buckley Place will be home to eight Queenslanders with a disability who were moved or diverted from aged care facilities.

The units are close to wheelchair-accessible parkland, shops and community services, helping residents to maintain their independence, which contributes enormously to their quality of life.

By enabling younger people with a disability to live in suitable accommodation with people from their own age group, beds in aged care facilities become free for older people who need them.

The Queensland Government has provided \$23.9 million to this initiative over five years. These funds have been matched by the Australian Government.

## Organisational structure





Our key priorities include more inclusive, active and safe communities that embrace multiculturalism.

## Strong leadership framework

Our strategic plan defines our long-term strategic direction for the next four years and articulates how the department will contribute to national and state priorities.

The strategic plan identifies our key priorities for the next four years by aligning our strategic objectives and associated strategies against the following four areas:

- our key priorities for clients and stakeholders
- our financial enablers
- our business process and innovation enablers
- our people and learning enablers.

Through our annual report, we inform our Ministers and the people of Queensland regarding our progress in meeting the commitments outlined in our strategic plan.

## Strategic Framework

We produced a Strategic Framework with input from senior managers across the department. It provides a succinct yet comprehensive statement of our commitments, goals,

objectives and key priorities at a whole-of-department level and for each service area. It has been strongly informed by the Premier's and our Ministers' expectations that the new department make the most of the opportunities presented by the machinery-of-government changes.

The framework provides the basis for:

- the department's four-year strategic plan
- the department's annual operational plans.

The three key strategic objectives of the framework are:

- better services and simpler access for clients
- more inclusive, active and safe communities
- a more sustainable community service system that delivers better value.

## Future directions

In 2010-11 we will:

- continue to align service delivery functions into the Regional Service Delivery Operations structure.

## Good governance and strong accountability

Our strategies	What we achieved in 2009-10
<p>Implement the department's governance committee structure to support accountability and decision-making.</p>	<ul style="list-style-type: none"> <li>Implemented a new internal board and committee structure to align with the department's new organisational structure.</li> </ul> <p>(see pages 115–130)</p>
<p>Strengthen the integration of planning and performance to ensure that the department is monitoring its performance to inform its future direction.</p>	<ul style="list-style-type: none"> <li>Implemented a consistent approach to strategic and operational planning and performance management.</li> <li>Ensured compliance with the <i>Financial Accountability Act 2009</i> and the <i>Financial and Performance Management Standard 2009</i>.</li> </ul> <p>(see page 130 and page 132)</p>
<p>Review and maintain a strong and contemporary legislative framework that supports the achievement of the department's vision.</p>	<ul style="list-style-type: none"> <li>Parliament passed new legislation including the <i>Adoption Act 2009</i> and the <i>Juvenile Justice and Other Acts Amendment Act 2009</i>. These Acts were informed by research and analysis undertaken by our department.</li> </ul> <p>(see page 130)</p>

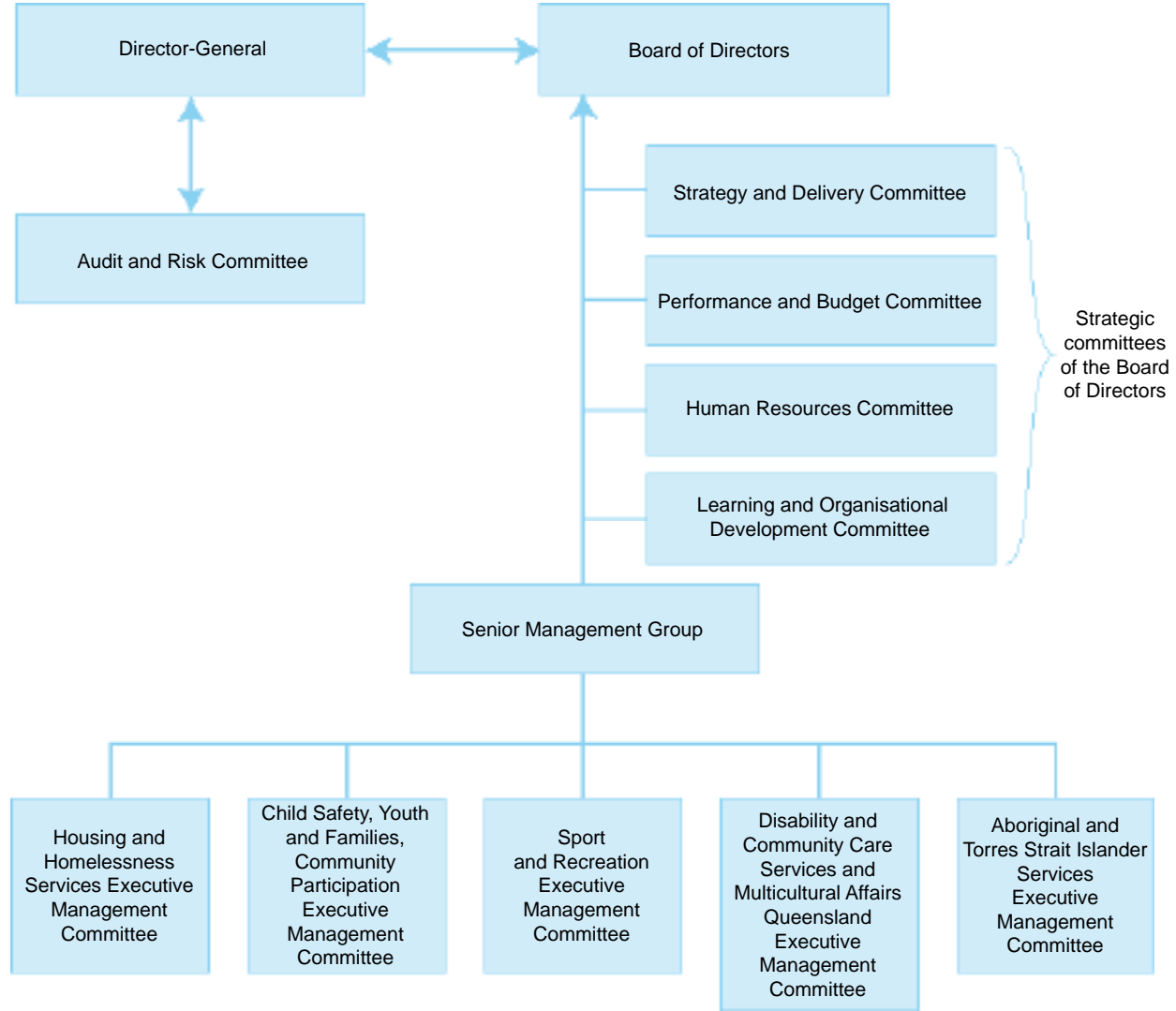


## Governance structure

Our corporate governance structure (see Table 8) 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.

Table 8. Governance structure



## Board of Directors

The Board of Directors is the key strategic governing body for the department and is responsible for the overall direction of the agency, including our business and compliance performance.

Under the *Financial Accountability Act 2009*, the Director-General is accountable for our operations. As the Director-General is the Chair of the board, all decisions of the board are therefore approved by the accountable officer and are binding.

Board membership is 57 per cent male and 43 per cent female. The Board of Directors meets three times per month.



Linda Apelt (Chair)  
Director-General  
B.Ed, Grad.Dip.C, M.Ed.St



Tony Hayes (Member)  
Associate Director-General,  
Regional Service Delivery  
Operations B.Bus.(Accountancy)  
Grad. Dip Exec. Mgmt., M. Admin



Bette Kill (Member)  
Associate Director-General,  
Strategy, Policy, Programs and  
Performance  
M.Public Health in Com Dvlpmt



Kathy Dunning (Member)  
Deputy Director-General,  
Corporate Services  
B.Bus. (Accounting)



Ian Fulton  
(Ex-officio member)  
Chief Finance Officer  
B.COM., CPA



Andrew Spina  
(Ex-officio member)  
Chief Information Officer  
B.Sc. (Comp)



Damian Lavercombe  
(Ex-officio member)  
Assistant Director-  
General, Communities'  
Property Portfolio



Our committees focus on supporting our clients and Queensland communities.

## Board functions

The seven key functions of the board are:

1. Strategic direction
  - defining, reviewing and guiding corporate strategy
  - establishing departmental priorities
  - providing strategic focus for the department's communication program.
2. Resource management
  - allocating resources to support the delivery of services, including approval of short and long-term investment and strategies.
3. Performance
  - setting corporate performance objectives and monitoring performance against these objectives, using tools such as client satisfaction surveys
  - developing and monitoring performance against the department's fiscal strategy
  - monitoring the department's service delivery, including its whole-of-government agenda for the delivery of services to Aboriginal and Torres Strait Islander Queenslanders.
4. Compliance
  - ensuring adequate processes to comply with statutory and accounting requirements.
5. Risk
  - ensuring integrity of the department's reporting systems and that there are appropriate systems of control to manage the department's risk, financial and operational resources
  - monitoring the effectiveness of the department's governance practices and making changes as needed.

6. Accountability
  - setting the framework for reporting on the department's performance to our Ministers and government.
7. Culture and relationships
  - maintaining effective relationships and partnerships with stakeholders
  - fostering an appropriate corporate culture linked to the department's values, behaviours and code of conduct.

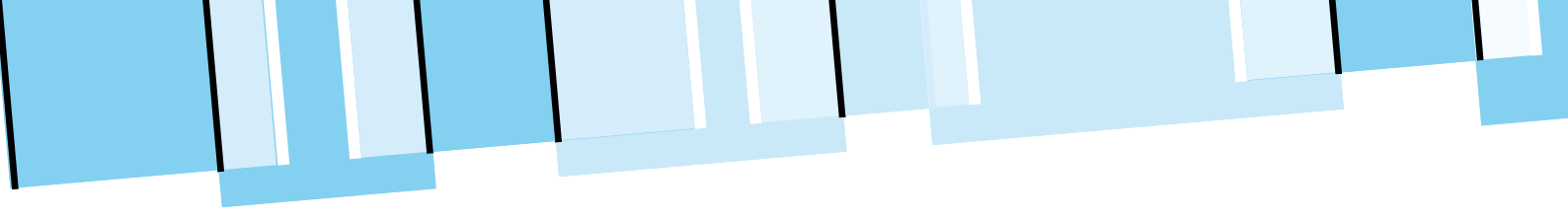
## Board achievements

In 2009-10, the board oversaw a significant program of reform and reorganisation including:

- a client-centred No Wrong Door approach across all business streams
- an organisational structure for the new department
- the department's 2009-13 Strategic Framework
- the department's 2009-13 Output Plans
- a range of consolidated policies and procedures to align the employment conditions for officers previously engaged in the former departments
- a consistent framework of financial and statutory delegations for all business areas
- information and updates on strategic issues affecting the department.

## Senior Management Group

The Senior Management Group (SMG) consists of members of the Board of Directors plus nine third-tier executives. SMG meetings are considered extended meetings of the Board of Directors.



Meetings of the SMG provide an opportunity for the department's senior executives to collaborate on departmental priorities and participate in strategic discussion with the Board of Directors. The SMG also plays a key role in risk management by:

- overseeing the annual identification of strategic risks and the processes, by which these risks are managed
- endorsing the appropriateness and effectiveness of the mitigation strategies contained in the strategic risk register on a six monthly basis.

As SMG membership includes all members of the Board of Directors, any decisions by SMG are considered to be decisions of the board.

The committee meets monthly.

### Strategic committees of the Board of Directors

A number of strategic committees have been established to advise the Board of Directors or to make decisions within their terms of reference. Each strategic committee is chaired by a member of the Board and must report on committee meetings by outlining decisions, endorsements and key issues discussed. Any policy-related decisions made by a strategic committee must be referred to the Director-General for ratification.

These strategic committees are:

- Strategy and Delivery Committee
- Performance and Budget Committee
- Human Resources Committee
- Learning and Organisational Development Committee.

### Strategy and Delivery Committee

This committee advises the Board of Directors on: key strategic policy, program and service priorities, issues and directions; integrated human service and social development initiatives related to the department's goals and objectives for clients, communities and partners.

The role of the Strategy and Delivery Committee is to:

- ensure a focus on clients, communities and partners in the department's strategic and operational policy, planning, program, service and knowledge processes
- review, endorse, oversee and monitor implementation of the department's annual Integrated Strategic Framework
- review and endorse the department's advice to government on key strategic priorities, issues and risks
- review and endorse the department's four year Strategic Plan and its annual output priorities, issues and risks
- provide direction in relation to key strategic and operational policy, program, practice and service issues, particularly the development and implementation of priority reforms and integrated human service or social development initiatives
- ensure a focus on effective service delivery, supported by sound strategic and operational policy, as well as program and practice management
- ensure the implementation and effectiveness of priority reforms and integrated human service or social development initiatives and appropriate transition of lead responsibilities between the strategy and policy and relevant service areas



Our graduate programs help us attract the best and brightest.

- oversee the department's strategic research, evaluation and review agenda and monitor the implementation and effectiveness of strategic research, evaluations and reviews, with a view to sharing findings and strengthening the evidence used to inform strategy, policy and practice
- review the overall ICT-enabled portfolio on a quarterly basis for strategic alignment, value and benefit delivery and make changes or provide direction as required on the make-up of the portfolio
- establish a sub-committee (which meets monthly and reports quarterly) to act as the department's Information Steering Committee for approval of business cases and monitoring of ICT policies, practices and projects
- provide input to the development and implementation of the department's performance framework and systems
- provide input to capability development frameworks and initiatives for strategy, policy and practice development
- provide input to key strategic communications initiatives relevant to the department's priorities and initiatives
- act as a forum for dialogue, showcasing best practice, as well as finalising issues between the strategy and policy and service areas.

The committee meets every two months.

### Performance and Budget Committee

This committee advises the Board of Directors on the department's financial and non-financial performance.

The primary role of the Performance and Budget Committee is to:

- oversee development, implementation and ongoing compliance with the department's performance management framework
- conduct quarterly budget and organisational performance reviews
- monitor organisational budget and output performance against targets and milestones
- review and manage emerging budget and performance risks
- oversee the preparation of the department's budget
- oversee the mid-year budget review
- monitor and endorse adjustments to the department's budget for Director-General approval.

The committee meets monthly.

### Human Resources Committee

This committee provides strategic and operational direction on human resource and workforce management issues to assist in maximising the capability of the workforce and safe and supportive workplaces to achieve the goals of the department.

The primary role of the Human Resources Committee is to:

- provide strategic direction, plus oversee the implementation of departmental human resource and workforce management policies and procedures
- provide direction and develop strategies to support the achievement of departmental goals in areas such as workforce diversity, performance planning, career development, succession planning, equal employment



- opportunity/anti-discrimination and workplace health and safety
- lead the implementation of the learning and development framework and priorities
- provide direction to support the recruitment, development and retention of Aboriginal and Torres Strait Islander staff
- provide direction to the development of cultural awareness and competency
- oversee and monitor the implementation of the human resource management agenda and achievements.

The committee meets monthly.

### Learning and Organisational Development Committee

This committee provides strategic and operational direction on human resource and workforce management issues to maximise the capability of the workforce, ensure workplaces are safe and supportive and to achieve the goals of the department.

The primary role of the Learning and Organisational Development Committee is to:

- provide strategic direction and oversee the implementation of department's five-year Learning and Organisational Development Strategy and its deliverables
- endorse Learning and Organisational Development budget submissions and regular monitoring of budgets against targets
- endorse new or amended Learning and Organisational Development programs
- monitor the Learning and Organisational Development programs' consistency with corporate targets and outcomes

- lead negotiations with education providers on the development of the department's workforce
- report to the Board of Directors on a half yearly basis about the implementation of the Learning and Organisational Development Strategy and success against strategy targets
- provide direction to the development of the department's culture
- ensure that there is a strong connection with the human resource management agenda.

The committee meets every three months.

### Executive Management Committees

The department has five Executive Management Committees (EMCs) - one for each of the key service delivery areas of the department: Housing and Homelessness Services, Child Safety, Youth and Families, Community Participation, Disability and Community Care Services and Multicultural Affairs Queensland, Aboriginal and Torres Strait Islander Services, Sport and Recreation Services.

EMCs provide high-level advice to the Senior Management Group on the development and implementation of the department's strategic and operational policies and procedures. The committees provide an avenue for regional service delivery staff to be involved in the development of policies and programs.

EMCs present a report to the Senior Management Group after each meeting outlining decisions and key points of discussion and meet on a monthly basis.



Our executive management committees support each of our key service delivery areas.

## Audit and Risk Committee

The Audit and Risk Committee advises the Director-General on audit, risk management and business continuity matters. The committee assists in the discharge of financial management responsibilities, imposed under the *Financial Accountability Act 2009*, *Financial Accountability Regulation 2009* and *Financial and Performance Management Standard 2009*.

Specific roles of the committee include:

- assessing the Internal Audit Services program
- reviewing implementation of internal and external audit recommendations
- reviewing financial statements and financial compliance requirements
- monitoring and reviewing the department's control framework
- reviewing business continuity and business resumption planning.

The committee comprises four members:

- Mr Les McNamara (Chair - external)
- Mr Carl Garrard, Partner, Enterprise Risk Services, Deloitte Touche Tohmatsu (external)
- Ms Anna Moynihan, Deputy Director-General, Strategy, Policy and Performance
- Ms Cathy Taylor, Executive Director, Child Safety, Youth and Families Policy and Performance.

Departmental invitees are:

- Director-General (special invitee)
- Director, Internal Audit, Internal Audit Services
- Chief Finance Officer
- Director, Strategic Planning and Performance

- Manager, Risk Management
- Director, Business Management, Corporate Services.

The department's external auditor, Queensland Audit Office (QAO), is represented at committee meetings by our QAO Audit Manager and Director of Audit.

Achievements of the board in 2009-10 included the endorsement of the:

- Audit and Risk Committee Charter
- 2009-10 Financial Statements, GST Statement and FBT Compliance Certificate
- Chief Finance Officer Assurance Statement Framework
- Risk Management Framework 2010-12 and supporting policy and guidelines
- Business Continuity Management Framework.

In 2009-10, the external members received total remuneration of \$11,331.

## Internal Audit Services

Internal Audit Services (IAS) provides business assurance and consulting services to improve the operations of the department. The IAS Charter and the IAS Strategic Plan 2009-11 document the functions, reporting relationships and priorities for IAS. These documents are endorsed by the Audit and Risk Committee.

Following the March 2009 machinery-of-government changes, IAS finalised transition and integration of audit activities to ensure continuity of assurance services to management and alignment of audit methodology.

## Our Women, Our State Awards 2009

The Our Women, Our State Awards 2009 celebrated the commitment of Queensland women and girls to advance female participation in the science, engineering and technology industries. The winners were selected in eight categories from more than 130 nominations received from across the state.

Michelle Hewitt (pictured) was the winner in the Postgraduate Student category. The 20 year-old



Aviation student Michelle was one of the winners in the Our Women Our State Awards.

is a female aviator and student at Griffith University who shares her knowledge and experiences with other females so they too can have the motivation and belief that they can achieve in this traditionally male-dominated field.

Michelle said she entered the awards to prove to other women “that we can compete, even in a male dominated field such as aviation.”

Michelle is Vice-President of the Australian Women Pilots’ Association of Queensland and volunteers for the Royal Flying Doctor Service, for which she has raised over \$20,000 to purchase new equipment. She also raised over \$10,000 for Legacy by trekking the Kokoda trail in August 2010.

Michelle said winning the award has increased the profile for women’s aviation, with 30 new members welcomed into the Australian Women Pilots’ Association of Queensland this year.



Our department consulted with advisory bodies on issues affecting our key stakeholders including people with a disability.

### Audit planning and methodology

The Annual Audit Plan 2009-10 was endorsed by the Audit and Risk Committee in June 2009. Priorities were assigned and based on risk. The range of services provided by IAS during 2009-10 included business assurance audits, inspection of youth detention centres (by the Youth Detention Inspectorate), information systems audits and special reviews. IAS reports to the Audit and Risk Committee on a quarterly basis. Reporting includes presentation of reports, performance against the plan, analysis of emergent risks and overall operation of the unit.

During 2009-10, the business assurance compliance audit methodology was reviewed as preparation for the implementation of TeamMate audit management software in 2010-11. Improvements have been implemented and the methodology remained consistent with Institute of Internal Auditors' professional Practices Framework and the Australian Auditing Standards and Guidance Statements.

The Youth Detention Inspectorate conducted regular inspections of the department's youth detention centres in accordance with the Queensland Youth Detention Centres Inspection Framework 2009-2011 and the *Youth Justice Act 1992*.

The June 2010 Audit and Risk Committee endorsed the 2010-2011 Audit Work Plan.

### Performance in 2009-10

The 2009-10 Annual Audit Plan was completed on time and within budget. Business assurance and IT audits resulted in 1041 recommendations, 97.7 per cent of recommendations were accepted for implementation.

The Youth Detention Inspectorate completed all inspections in accordance with the approved calendar as part of the Queensland Youth Detention Centres Inspection Framework 2009-2011.

### Chief Finance Officer

In accordance with the *Financial Accountability Act 2009*, the Director-General has nominated Mr Ian Fulton to assume the responsibilities of Chief Finance Officer for the department. The Chief Finance Officer has fulfilled the minimum responsibilities delegated to him under the Act. The Chief Finance Officer has also provided a statement to the Director-General advising that, in his opinion, the financial internal controls of the department are operating efficiently, effectively and economically in conformance with section 57 of the *Financial and Performance Management Standard 2009*.

### Ministerial advisory bodies

Ministerial advisory bodies represent key stakeholders and help to ensure stakeholders' perspectives are considered in the development of policies, programs and services. Our department consulted with advisory bodies on issues affecting sport, multicultural communities, Aboriginal and Torres Strait Islander communities, people with a disability, their families and carers, women, seniors and youth.

### **Multicultural Community Ministerial Advisory Committee**

The committee provides advice to the Minister for Disability Services and Multicultural Affairs on implementation of the Queensland Government's multicultural policy. It also offers guidance on emerging projects to improve services and programs for people from culturally and linguistically diverse backgrounds.

In 2009-10, the committee provided strategic advice on the government's multicultural policy review and held individual community consultation workshops contributing to the further development of Queensland's new multicultural policy.

Chaired by the Parliamentary Secretary for Multicultural Affairs, the committee consists of 15 members of diverse cultural, linguistic and religious backgrounds. Members are from metropolitan and regional areas of Queensland and are appointed for two years. Membership is 53 per cent male and 47 per cent female.

Committee members are not remunerated. Costs for committee meetings are met from the department's budget. We also provide the committee with administrative support.

### **Australian South Sea Islander Scholarship Board**

The board provides advice on the administration of the Australian South Sea Islander Community Foundation, to support the educational needs of Australian South Sea Islander descendants.

In 2009-10, the board approved three scholarships to support Australian South Sea Islanders to pursue their university education.

The Board of Advice includes representatives from the Australian South Sea Islander Community (four representatives), the corporate sector (two representatives), the education sector (one representative) and the Executive Director, Multicultural Affairs Queensland.

Membership is 34 per cent male and 66 per cent female.

Board members are not remunerated. Costs for the board meetings are met from the department's budget. We also provide the board with administrative support.

### **Queensland Aboriginal and Torres Strait Islander Advisory Council**

The Queensland Aboriginal and Torres Strait Islander Advisory Council provides a direct link between Aboriginal and Torres Strait Islander Queenslanders and government.

The council advises the Queensland Government, including all government Ministers, on practical strategies and partnerships that contribute to meeting the national Closing the Gap targets, as well as our Toward Q2: Tomorrow's Queensland ambitions. The council meets four times per year and held its inaugural meeting in Brisbane on 13 February 2009.

In 2009-10, the council made submissions to the Parliamentary Law, Justice and Safety Committee to develop the wording of the new preamble to the Queensland Constitution





We are developing a strategy for Aboriginal and Torres Strait Islander people who live in urban and regional areas.

honouring Aboriginal and Torres Strait Islander peoples (see page 36). The council also provided support for the Queensland Government Reconciliation Action Plan 2009-2012 (see pages 35–39) and considered a number of key policy issues in areas including education and training, child safety and protection, housing and law and justice.

The Minister for Aboriginal and Torres Strait Islander Partnerships is the council co-chair. The advisory council is made up of 14 Aboriginal and Torres Strait Islander men and women from across a range of age groups and from a mix of urban, regional and remote areas. Advisory council members bring with them a diverse range of experience and talent in areas including education, training, law, health, architecture, cultural heritage, emergency services, enterprise development and local government.

Membership is 50 per cent male and 50 per cent female (excluding the Minister).

The total cost of the council during 2009-10, including sitting fees, travel, accommodation and other on-costs was \$68,427.

### **Disability Council of Queensland and Regional Disability Councils**

The Disability Council of Queensland and the 10 Regional Disability Councils provide important links between the government and community stakeholders on the development of key disability policy and legislation.

The statewide Disability Council of Queensland is chaired by Paul Larcombe, who has been appointed for a second three-year term from December 2007. Each regional

disability council chair is a member of the statewide Disability Council of Queensland. Councils provide direct advice to the Minister for Disability Services and Multicultural Affairs.

Membership is 32 per cent male and 68 per cent female.

Significant achievements in 2009-10 include advising the department on the draft National Disability Strategy, the evaluation of disability service plans, the draft 10 Year Plan for Supporting Queenslanders with a Disability and the Shared Visions regional forums, providing advice to the Minister on the Disability Information Service and advising regarding a number of statewide issues impacting on people with a disability, their families and carers.

The total cost of the Disability Council of Queensland and the Regional Disability Councils during 2009-10, including sitting fees, travel, accommodation and other on-costs, was \$632,679.

### **Carers Advisory Council**

The Carers Advisory Council was established in October 2009 as part of the implementation of the *Carers (Recognition) Act 2008*. The council works to advance the interests of carers and provides advice to the Minister for Disability Services and Multicultural Affairs on matters relating to carers.

The ten member council comprises three carers, three representatives of different carer organisations and four public servants. Members serve on the council for up to two years.

Key achievements of the council in 2009-10 include:

- advising the Minister on key issues affecting carers to inform development of the Queensland Government Carer Action Plan 2011-2014
- commencing work with the department to promote compliance by public authorities with the Queensland Carers Charter.

The council met twice during 2009-10. Membership is 30 per cent male and 70 per cent female.

The total cost of the council during 2009-10, including sitting fees, travel, accommodation and other on-costs, was \$15,195.

### **Complaints Management Quality Committee**

In 2009-10, the department recruited a new chair and committee members of the Complaints Management Quality Committee. Mr John Ford resigned as chair on 16 April 2010 and Ms Judith Dickson, representing the service provider sector, was appointed to the position. Other new members appointed were:

- Mr Keith Hunter, who has expertise in the investigation and resolution of complaints
- Ms Karla Macdonald, who has expertise in the investigation and resolution of complaints
- Mr Maurice (Jeff) Murray and Mr David Swift, who represent people with disabilities.

The committee met two times during the year. Membership is 60 per cent male and 40 per cent female.

The total cost of the committee during 2009-10, including sitting fees, travel, accommodation and other on-costs, as well as recruitment for new committee membership, was \$10,296.

### **Board of the Queensland Academy of Sport**

The Board of the Queensland Academy of Sport (QAS) provides advice to the Minister for Sport on policies and the strategic direction of the academy. The board includes former elite athletes and leaders in the Queensland sports, business and scientific communities.

In 2009-10, the board continued to oversee the strategic direction of the QAS. This included monitoring the impacts of a new business model introduced in January 2009.

Membership is 67 per cent male and 33 per cent female.

The total cost of the board during 2009-10, including sitting fees, travel, accommodation and other on-costs was \$31,124.

### **Duke of Edinburgh's Award, Queensland State Award Committee**

The Duke of Edinburgh's Award, Queensland State Award Committee provides strategic guidance and operational advice to the Minister for Community Services and Housing on the operations of the award. The committee works closely with the State Award Office within the Office for Youth to implement and promote the award program.

In 2009-10, the committee:

- continued to forge strong partnerships between statewide police citizens youth



The Board of the QAS ensures our elite athletes are given the opportunity to compete on the world stage.

clubs to enhance access to the Duke of Edinburgh's Award and Bridge Award programs in regional, rural and remote areas for Aboriginal and Torres Strait Islander young people

- maintained links with regional licensed operators and award volunteers through regular teleconferences and regional visits
- contributed and participated in award ceremonies that recognise the achievements of participants and adult volunteers.

Membership is 66 per cent male and 34 per cent female.

The total cost of the committee during 2009-10, including reimbursement of costs to committee members, travel and other costs was approximately \$1200.

### Ministerial advisory groups

As well as consulting with key stakeholder groups, the department consulted with ministerial advisory groups addressing major issues, including youth violence and housing standards and accreditation.

### Ministerial Advisory Council on Youth Violence

The council was established as a recommendation of the Youth Violence Taskforce which was implemented to examine ways to reduce incidents of violent behaviour among young Queenslanders. The council monitored the implementation of the taskforce report recommendations and continues to consider emerging youth trends and issues about youth violence.

Chaired by the Minister for Police, Corrective Services and Emergency Services and

co-chaired by the Minister for Community Services and Housing, the council consists of representatives from key agencies and community members.

Membership is 70 per cent male and 30 per cent female.

Council costs are shared between the Queensland Police Service and the Department of Communities.

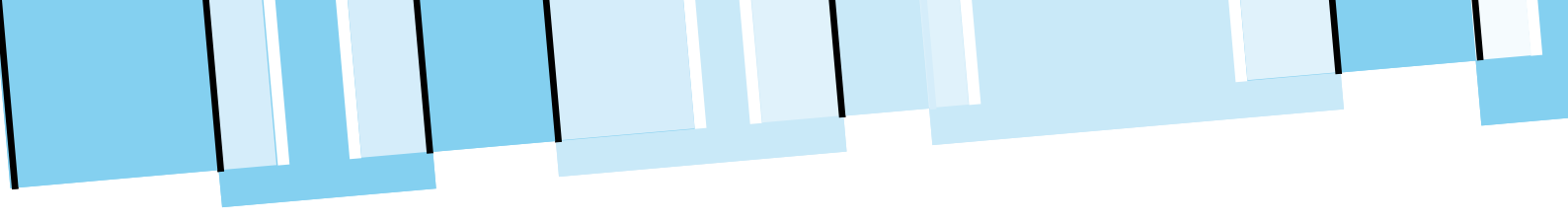
### Community Housing Standards and Accreditation Council

The council provides advice on issues about the management and promotion of the Community Housing Standards and Accreditation System.

Membership of the council includes representation from: a rural housing provider, remote housing provider, community housing provider interests, community housing tenants' interests, peer evaluators, Indigenous community housing providers' interests, two members representing Department of Communities housing peak bodies (the Tenants' Union of Queensland and Queensland Shelter), the Executive Director, Social Housing Programs, and the Executive Director, Indigenous Housing and Homelessness Programs.

Membership is 10 per cent male and 90 per cent female.

In 2009-10, the council successfully completed all accreditation decisions for organisations required to become accredited under the *Housing Act 2003*. Council also played a key role in identifying the need to revise the National Community Housing Standards Manual and providing expert advice during the development of a third edition of the manual.



The total cost of the council during 2009-10, including sitting fees, travel and accommodation and other on-costs, was approximately \$24,500.

### Departmental advisory bodies

#### State Community Recovery Committee

The State Community Recovery Committee supports the department as the functional lead agency for community recovery. Members of the State Community Recovery Committee are drawn from Queensland and Australian government departments and non-government organisations. The committee provides information and planning support to help communities recover after a disaster, including the development and annual review of the State Community Recovery Plan.

Membership is 53 per cent male and 47 per cent female.

#### Other advisory groups

Other groups consulted by the department about policy development and service delivery include service user advisory groups, reference groups, partnership forums and other forums. We consulted with several groups, including those relating to accommodation support and respite services, community mental health, people with a disability, and their families, carers and service providers for people with a disability, younger people in residential aged care, home and community care, child protection, and trail bike riding.

#### Accommodation Support and Respite Services — Service User Advisory Groups

Service user advisory groups provide an opportunity for service users of the Accommodation Support and Respite Services and their families to give feedback about all aspects of services, including advice to ensure service delivery meets the Queensland Disability Service Standards. The standards are designed to ensure people with a disability receive quality services and their rights are acknowledged by service providers.

Service user advisory groups exist at a state level and at local service centres to enable greater involvement of service users, families, guardians and other stakeholders in service delivery.

#### Younger People in Residential Aged Care Reference Group

The Younger People in Residential Aged Care Reference Group provides advice on the development of the Younger People in Residential Aged Care initiative. The reference group comprises key government and non-government stakeholders.

Non-government organisations represented include: Queensland Advocacy Incorporated, National Disability Services Queensland, Carers Queensland, Cerebral Palsy League of Queensland, Multiple Sclerosis Society, and the Brain Injury Association of Queensland.



We support Queenslanders with a disability to participate in their communities through our Disability Council of Queensland.

### **Non-Government Organisations Disability Services Partnerships Forum**

The Non-Government Organisations Disability Services Partnership Forum aims to engage and build effective relationships between representatives from a variety of stakeholders and build effective engagement strategies between service providers and our department. The partnerships forum provides a vehicle for shared leadership on service delivery in the disability and non-government mental health sectors. Members include National Disability Services, the Queensland Alliance and our department.

### **Home and Community Care (HACC) Partnership Forum**

In recognition of the broader client group, legislative base and different funding models, a separate Home and Community Care (HACC) Partnership Forum provides an opportunity for shared leadership on policy and operational issues that impact on HACC service delivery and program development.

Membership consists of key industry associations, a diversity of HACC-funded services and senior officers from across our Disability and Community Care service area.

### **Child Protection Partnership Forum**

The Child Protection Partnership Forum was established to facilitate strong partnerships between government agencies and non-government sectors, to deliver a more responsive and integrated approach to child safety issues.

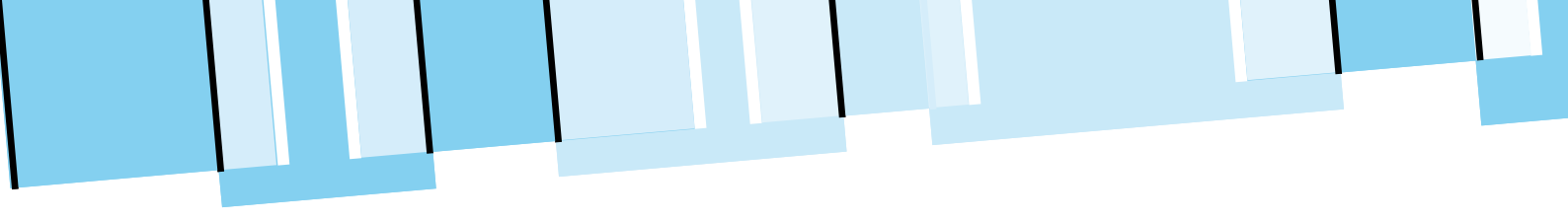
Non-government organisations represented include: Griffith University, CREATE Foundation, Family Inclusion Network, Foster Care Queensland, Lifeline Community Care, Churches of Christ Care, PeakCare, Queensland Aboriginal and Torres Strait Islander Child Protection Peak Ltd, and Wu Chopperen Health Service. Government representatives include the Commission for Children and Young People and Child Guardian, the Child Safety Directors Network and our department.

The forum currently has four working groups: Family Supports, High Risk Adolescents, Transition from Care, and Indigenous Placements.

### **Trail Bike Industry Reference Group**

The Trail Bike Industry Reference Group supports the government in addressing issues about opportunities for, and management of, lawful trail bike riding. The reference group has 19 members including professional and recreational riders as well as representation from local government, community groups, peak industry bodies, major off road motorcycle retailers, commercial trail riding businesses, conservation groups, and motorcycle clubs.





The reference group aims to improve communication and develop working relationships between stakeholders in the trail bike riding sector, support exchange of information, advice and feedback, help develop solutions to trail bike issues, and identify ways to locate riders for a market evaluation.

### **Centre of Excellence for Behaviour Support Advisory Committee**

This committee advises the Director of the Centre of Excellence on emerging practice issues and priorities for the centre's research and learning and development programs. It forms a key part of the centre's stakeholder engagement mechanisms. The committee includes representatives from the tertiary sector, experts in the behaviour support field, and government and non-government service providers with interest and experience in behaviour support.

### **Legislation that supports our vision**

We maintain a strong and contemporary legislative framework that supports us to achieve our vision.

In 2009-10, Parliament passed important pieces of new legislation that were informed by research and analysis undertaken by our department. For example:

- The *Adoption Act 2009* was introduced to reform adoption legislation in Queensland. The new Act balances people's right to information about their parents or adopted child with the right of others to maintain their privacy. It also provides for

the a post adoption support service, which commenced operations from 1 February 2010. The service provides a free telephone help-line and support to people whose lives are impacted by adoption, as well as face-to-face counselling, support and mediation.

- We introduced changes to the *Youth Justice Act 1992*. These changes are designed to ensure that Queensland has a robust youth justice system that supports victims of crime, meets community expectations and addresses the underlying causes of crime, as well as to help break the cycle of crime for young offenders and give them the best possible chance of rehabilitation.

For more detail see page 244 (changes in law).

### **Integrating planning and performance**

Our department undertakes planning to identify what we want to achieve for Queensland communities and how we are going to achieve it. We then monitor our performance and report on our progress. This process assists us to make better decisions about our future direction.

Table 9 (on page 132) outlines the various levels of planning and performance that occur across the department and shows the links between these activities.

This ensures that the department meets all requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*.



The Child Protection Partnership Forum is made up of community and government agencies working together in child protection.

## Future directions

In 2010-11 we will:

- provide audit coverage aligned to departmental risks, service delivery improvements and areas of new investment and improve audit management and performance reporting through the implementation of TeamMate for all audit assignments
- continue to review the department's approach to planning and performance
- to ensure planning and performance processes are integrated and inform decision-making at the right levels
- conclude a full review of the department's business governance that commenced in June 2010. This review will assess the effectiveness of existing governance processes and provide recommendations for improvement. These areas of improvement will be implemented progressively during 2010-11.

## Foster carers are the backbone of our child protection system

The annual Foster and Kinship Carer Awards held by the Department of Communities (Child Safety services) aim to raise awareness of child protection and celebrate the dedication, commitment and achievement of Queensland foster and kinship carers.

More than 4000 selfless volunteers provide safe and loving homes to approximately 6600 Queensland children and young people who cannot live with their families.



Natalie and Paul, winners in the 2009 Foster Care Awards.

Eight regional 2010 award winners were nominated by friends, families, community members and organisations. Winners Natalie and Paul Upshall were recognised for their outstanding commitment, having cared for 11 children in the three and a half years they've been foster carers.

After years of abuse a young boy found the home he never knew with Natalie and Paul – and he's grown from strength to strength.

“We were very proud and deeply honoured to accept this foster and kinship carer award, but we are just a family who had some love to give a child,” Natalie and Paul said.

The awards support the department's continued work in partnership with community organisations to recruit, train and support Queensland's foster and kinship carers.

**Table 9. Planning and Performance Framework**

National and State Government priorities and reforms			
Queensland Government Q2 Ambitions and Targets		Report against Q2 Targets	
National agreements, plans, frameworks, reforms and partnerships		Report against national agreements, plans, frameworks, reforms and partnerships	
Ministerial Charter of Goals		Report against Ministerial Charter of Goals	
↓			
Department of Communities Planning and Performance Framework			
Plan/Document	Responsibility	Reports to	Reporting Mechanism
<b>Strategic</b>			
<b>Strategic Plan</b> (4-year outlook)	<ul style="list-style-type: none"> <li>• Director-General</li> <li>• Board of Directors</li> </ul>	<ul style="list-style-type: none"> <li>• Ministers</li> <li>• Treasurer</li> <li>• Parliament</li> </ul>	Annual Report
<b>Specific-purpose plans</b> (4-year outlook)			
<b>Operational</b>			
<b>Service Plans</b> (4-year outlook)	<ul style="list-style-type: none"> <li>• Executive Management Committees</li> </ul>	<ul style="list-style-type: none"> <li>• Performance and Budget Committee</li> <li>• Performance Review Panels</li> </ul>	<ul style="list-style-type: none"> <li>• Quarterly Performance Report</li> <li>• Performance Reviews</li> </ul>
<b>Business Plans</b> (1-year outlook)	<ul style="list-style-type: none"> <li>• General Managers</li> <li>• Executive Directors</li> <li>• Directors</li> </ul>	<ul style="list-style-type: none"> <li>• Associate Directors-General</li> <li>• Deputy Directors-General</li> <li>• Executive Management Committees</li> </ul>	Internal reporting within service areas, branches, regions and units
<b>Program/Project Plans</b>	<ul style="list-style-type: none"> <li>• Program/Project Managers</li> </ul>	<ul style="list-style-type: none"> <li>• General Managers</li> <li>• Executive Directors</li> <li>• Directors</li> </ul>	Internal Program/Project Reports
<b>Individual</b>			
<b>SES Performance Agreements</b> (1-year outlook)	<ul style="list-style-type: none"> <li>• Associate Directors-General</li> <li>• Deputy Directors-General</li> </ul>	<ul style="list-style-type: none"> <li>• Director-General</li> </ul>	SES Performance Reviews
<b>Individual Achievement and Capability Plans</b> (1-year outlook)	<ul style="list-style-type: none"> <li>• Individual officers</li> </ul>	<ul style="list-style-type: none"> <li>• Supervisors</li> </ul>	Individual Performance Reviews

Version 1.1



# Our people and learning enablers



We recognise the value of a diverse workforce and we are committed to providing a workplace where there are equal employment opportunities.

## A capable workforce

Our strategies	What we achieved in 2009-10
<p>Develop and implement a Capability and Leadership Framework to enhance the capability of our people and our services to clients.</p>	<ul style="list-style-type: none"> <li>Conducted 5330 training programs with over 31,000 participants.</li> </ul> <p><i>(see page 140)</i></p>
<p>Develop and implement a responsive and adaptable Learning and Organisational Development Strategy that is focused on building a flexible and skilled workforce to support the achievement of service outcomes that meet clients' needs.</p>	<ul style="list-style-type: none"> <li>Implemented a new Learning and Organisational Development Strategy.</li> </ul> <p><i>(see pages 139–140)</i></p>
<p>Develop and implement the department's Workforce Planning Framework and attraction and retention strategies to ensure a skilled and flexible workforce that supports the achievement of business priorities.</p>	<ul style="list-style-type: none"> <li>Implemented a new workforce planning model and toolkit.</li> <li>Undertook significant workforce planning exercises for key occupation groups including therapists, child safety officers and youth workers.</li> <li>Revised recruitment methods for a number of occupation groups (including child safety officers) to enhance candidate attraction and selection.</li> <li>Standardised recruitment, based on the Public Service Commission's Capability and Leadership Framework.</li> </ul> <p><i>(see pages 139–141)</i></p>





A performer at the 2009 Multicultural Festival. Our communication staff promote community events such as the Multicultural Festival.

## Staff profile

To meet increased demand for client services, the number of full-time equivalent staff (FTE) increased slightly from 9718 as at 30 June 2009 to 9763.41 as at 30 June 2010. Staff are distributed across service areas (see Table 10).

In 2009-10, we continued our strong focus on client service, with 83.29 per cent of all new staff employed in service delivery positions and 7.54 per cent in service delivery support positions.

Of our total staff, 7480.85 (76.62 per cent) are permanent, while 1856.54 (19.01 per cent) are temporary, 88 (0.9 per cent) are contract staff and 338.02 (3.47 per cent) are casual.

As at 30 June 2010, the department employed 104 FTE staff whose functions relate to media and public relations. Communication of government services is essential to keep the community informed of events such as NAIDOC Week, activities to promote Find Your 30, the Queensland Multicultural Festival, and Disability Action Week. The staff also develop and support campaigns addressing issues such as domestic and family violence, the promotion of volunteering, and informing clients of funding programs.

**Table 10. Estimated staff (FTE) by service area**

Service area	No. of staff
Office of the Director-General, including Cabinet and Executive Services	68.48
Internal Audit	24.6
Complaints and Review	61.7
Office of the Associate Director-General, Strategy, Policy, Programs and Performance	4
Strategy, Policy and Performance	98.25
Housing and Homelessness Services	268.83
Child Safety, Youth and Families, Community Participation	379.01
Sport and Recreation Services	119.62
Disability and Community Care Services and Multicultural Affairs Queensland	485.35
Aboriginal and Torres Strait Islander Services	169.42
Regional Service Delivery Operations, including the Office of the Associate Director-General	6975.6
Communities' Property Portfolio	143.33

Note: Comparisons to 2008-09 are not available as we moved to a new organisational structure in 2009-10.

## A diverse workforce

Our diversity and equity policy outlines our department's commitment to providing a workplace where there are equal employment opportunities to recognise the value of a diverse workforce. Our anti-discrimination policy assists managers and employees to prevent and eliminate workplace discrimination, reflecting the value placed on social and cultural diversity in our department and the community.

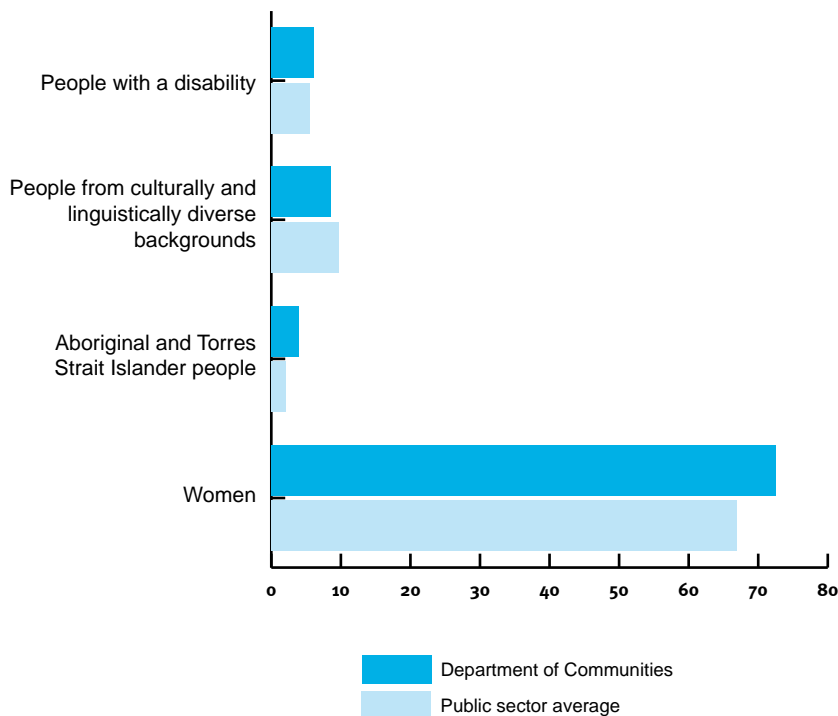
To ensure our staff profile reflects the diversity of our client base, we invest in strategies to increase the participation of women, people

from culturally and linguistically diverse communities, people with a disability and Aboriginal and Torres Strait Islander peoples.

The diversity of our workforce enriches our department by allowing us to use the breadth of our staff's cultural knowledge and experience to enhance our program design and service delivery.

The percentage of staff from equal opportunity groups compares favourably to the Queensland public sector (QPS) average in three of the four categories, with only staff from diverse backgrounds being slightly lower than the QPS average (see Graph 23).

**Graph 23. Percentage of staff by equal opportunity groups as at 30 June 2010**





We encourage women in our department through a number of initiatives and opportunities.

### Women in our workforce

Women comprise 72.58 per cent of the department's workforce which compares with the public sector average of 66.86 per cent. Graph 24 shows the representation of women and men in our department across annual earnings categories.

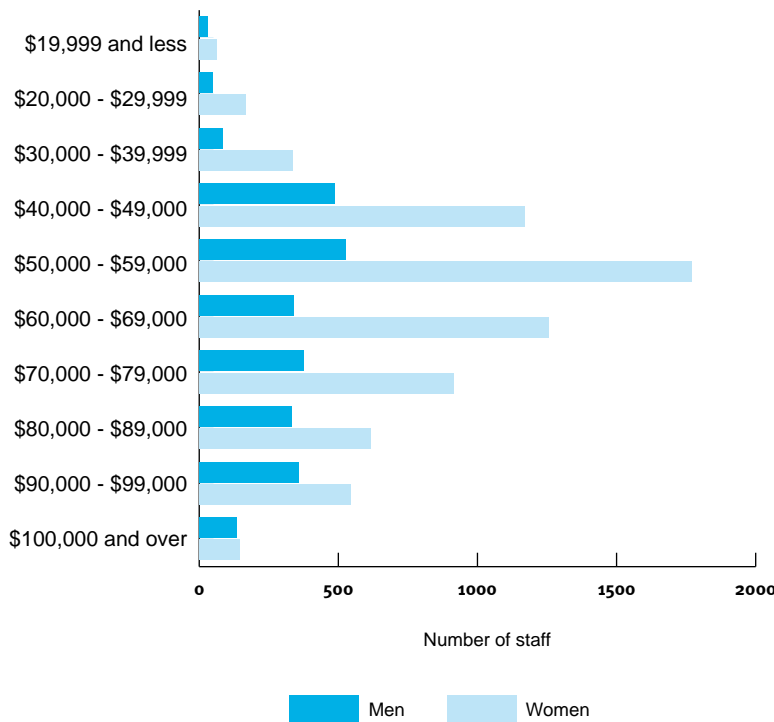
To prompt gender equity in our department we:

- celebrated International Women's Day and International Rural Women's Day
- encouraged staff to attend QSuper and QInvest seminars including those covering financial planning for women.

We abide by the relevant legislation and Public Sector Industrial and Employee Relations Directives to ensure women are treated equally in the workforce. Initiatives include:

- implementing policies and procedures relating to equity, discrimination and grievance resolution
- creating opportunities to develop skills, such as relieving in higher duties, secondments and training opportunities
- offering purchased leave and enabling part-time employment and job-sharing
- promoting and encouraging attendance at women's leadership forums.

Graph 24. Annual earnings (FTE) by gender at 30 June 2010



Note: The above figures do not include retail stores.

## 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 accumulated time off, variable working hours, compassionate and bereavement leave, carers' leave, leave without pay, long service leave at half pay and family leave, as well as 14 weeks paid parental leave.

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.

## Staff from diverse backgrounds

The percentage of staff from a culturally and linguistically diverse background is 8.51 per cent, which is close to the public sector average of 9.66 per cent (refer to Graph 23).

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

- developed the Multicultural Competence in Service Delivery program and the Multicultural Competence in Decision-Making program
- developed the Aboriginal and Torres Strait Islander Cultural Capability Framework to help staff understand and respond to the views and concerns of Aboriginal and Torres Strait Islander Queenslanders.

## Aboriginal and Torres Strait Islander staff

The percentage of Aboriginal and Torres Strait Islander staff in our department is 3.94 per cent, which is above the public sector average of 2.09 per cent (refer to Graph 23).

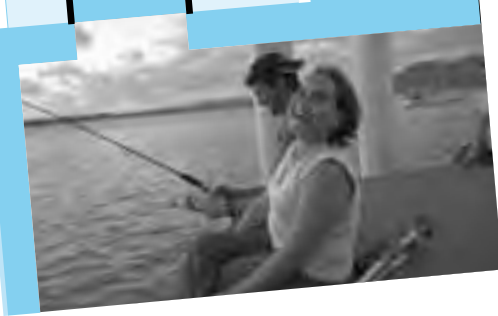
We continued strategies to attract and retain Aboriginal and Torres Strait Islander staff, not just to meet targets, but to ensure the best possible service delivery to our clients.

We supported 22 new students and 46 existing students through the Education toward Employment Scheme. Support was also provided to one new and 10 existing participants in the Indigenous Cadetship Support Scheme, which enables entry pathways for Indigenous school and university students.

To build the cultural competence of staff, we provided a two-day foundation studies in culture training program to all Child Safety services staff. We also provided cultural capability training programs, including the Multicultural Competence in Service Delivery program (1356 attendees) and the Aboriginal and Torres Strait Islander Cultural Capability training (485 attendees).

To assist Aboriginal and Torres Strait Islander staff to gain promotion, we provided:

- the Wal-Meta Advancement program, which offers on-the-job work experience, accredited and non-accredited training and access to a formal mentoring program
- study and research assistance scheme opportunities



Our staff work in a way that demonstrates an awareness and understanding of the needs of people with a disability.

- allocated places on Leadership Management Australia programs for Aboriginal and Torres Strait Islander staff.

We also sponsored Aboriginal and Torres Strait Islander school-based trainees and established internal mentoring arrangements with members of Murri Wakai, the department's Indigenous Reference Group.

### Staff with a disability

The percentage of staff with a disability is 6.07 per cent, which compares with the public sector average of 5.52 per cent (refer to Graph 23).

Staff are required to perform their duties in a way that demonstrates an awareness and understanding of the needs of people with a disability.

Our Disability Service Plan 2007-10 outlines our key actions in 2009-10 to support staff with a disability. Actions included:

- monitoring employment rates of people with a disability through equal employment opportunity census data and addressing issues preventing people with a disability participating in our workforce
- including disability awareness issues in the department's induction program.

### Building skills and knowledge

As a result of machinery-of-government changes, we established an organisational unit dedicated to workforce strategy and planning to develop and implement the strategic workforce planning program.

During 2009-10, we created a single workforce planning model across the department and a toolkit for managers to support workforce planning. Specific workforce planning and development programs have also been established, with key occupation groups such as therapists and youth workers in detention centres to address specific workforce issues such as permanency and retention. These projects will continue into 2010-11.

A series of direction setting workshops will be undertaken to set the broad strategic workforce direction for the next three to five years.

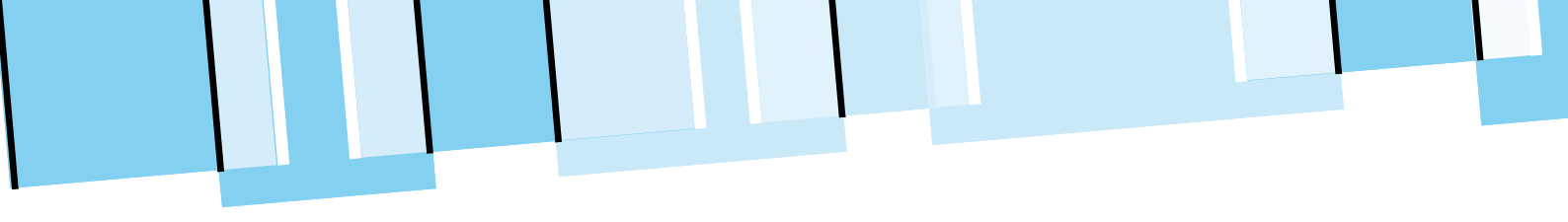
The current workforce planning cycle commenced in June 2010, with a direction-setting workshop that included senior management participation. Two further workshops will be undertaken in 2010-11, to analyse workforce impacts and to develop detailed workforce and capability forecasts and strategies to address the identified impacts.

### Learning and organisational development

As part of the ongoing drive to improve service delivery and build on the machinery-of-government changes that created the new Department of Communities, a comprehensive review of learning and development across the department was undertaken in 2009 and is currently being implemented.

The new Learning and Organisational Development Strategy outlines the vision for





learning and organisational development over the next five years and drives the focus of effort toward:

- leadership
- organisational culture
- capability development
- workforce sustainability.

A wide range of skills and training programs are available to staff to ensure that clients receive the best services. Skills and training opportunities delivered include:

- tailored training for youth justice staff, including case worker development, Indigenous conference support officer training and working with young people affected by alcohol and drugs training
- community recovery training for 1208 staff, to ensure we have a skilled pool of workers for emergencies
- skills training in areas such as community consultation, investigation, financial management and project and program management for 3689 participant placements
- qualified Child Safety Officers with a Vocational Graduate Certificate (Statutory child protection) upon successful completion of the Child Safety Officer Entry Level Training Program. This qualification is a nationally endorsed and advanced practice child protection qualification within the Australian Qualifications Framework and will equip Child Safety Officers with the knowledge, skills and ability to competently perform their role

- a five-week Youth Worker induction program for all new youth worker staff in youth detention centres
- Certificate IV in Youth Justice (Youth Detention) and a Diploma of Youth Justice for staff working in youth detention centres delivered in partnership with the Sunshine Coast Institute of Technology.

## Capability and leadership

Cultural capability training is provided to enable staff to understand and respond to the views and concerns of Aboriginal and Torres Strait Islander peoples, as well as people from culturally and linguistically diverse communities.

In 2009-10, we conducted 5330 training programs. We had 31,167 participants in these programs which represents an average of 3.2 per staff member.

Through the Study and Research Assistance Scheme we also supported 106 staff to improve their skills and knowledge through tertiary study by subsidising some of the costs involved.

## Attraction and retention

A professional and resilient workforce with high level skills and a passion for helping people is the key to delivering the best services possible to Queensland communities. We have a diverse range of initiatives to attract and retain suitably qualified and committed staff.



Louisa (left) is one of our regional officers in the Torres Strait.

## Recruiting a skilled workforce

We have revised our recruitment methods for a number of occupation groups (including Child Safety Officers and Residential Care Officers) to enable us to identify and employ the best people for the job.

Revisions included a standard approach to recruitment based on the Public Service Commission's Capability and Leadership Framework. Central to effective and efficient recruitment processes, this approach has made role profiles consistent and easier to understand for non-government employees and has attracted better suited applicants.

We continued to promote ourselves to prospective employees through targeted advertising and attendance at a number of employment and careers events.

The focus in 2009-10 was direct marketing at university careers expos and attendance at the Reinvent Your Career expo in Brisbane to promote the department to those who may be looking for a career change.

## Traineeships and graduate pathways programs

We supported a range of current and recent students through traineeships and graduate pathways programs, including 68 Aboriginal and Torres Strait Islander students through the Education toward Employment Scheme, 24 school-based trainees, 11 Aboriginal and Torres Strait Islander cadets and 14 graduates. This is in addition to the 29 participants who completed these programs in 2009.

## Retention rates

We continued to improve working environments for staff to increase the stability and longevity of our workforce. We ensure workplaces are safe, healthy, supportive and engaging, which is key to the retention of our people.

As at 30 June 2010, our retention rate was 85.33 per cent, compared to 88.8 per cent at the same time last year. Our separation rate for permanent staff in 2009-10 was 10.16 per cent – a decrease of 2.54 per cent from 2008-09.

In 2009-10, there were 35 voluntary early retirement packages taken by employees, with a total value of \$4,896,316. There was one retrenchment, with a total value of \$10,031 and two redundancies, with a total value of \$290,234.

## Employee satisfaction

We also conduct bi-annual staff satisfaction surveys to identify strategies for retaining staff. The most recent survey, conducted in February 2009, revealed that staff were generally satisfied in their current roles. Work-life balance was a key strength area, as was satisfaction with their immediate work group. Each service area of the department has developed an action plan to respond to survey results. The next employee opinion survey is planned for February 2011.

## Future directions

In 2010-11, we will:

- finalise implementation of the revised five year strategy for Learning and Organisational Development
- finalise development of the strategic workforce plan for the department.

## Safe, supportive and fit-for-purpose workplaces

Our strategies	What we achieved in 2009-10
Develop and implement the Workforce Health and Safety and Well Being Strategy to improve the safety of our workplaces and build a healthy and resilient workforce.	<ul style="list-style-type: none"> <li>Developed the Workforce Health and Safety and Well Being Strategy. <i>(see pages 142-143)</i></li> </ul>
Develop and implement the Leadership Development Framework to ensure our leaders and managers deliver supportive leadership.	<ul style="list-style-type: none"> <li>Developed the Leadership Development Framework and Leadership Directions paper.</li> <li>Provided leadership development at executive, management and supervisory levels. <i>(see pages 143-144)</i></li> </ul>
Develop and implement the Workforce Management Strategic Plan to ensure that a capable workforce is available to meet business needs.	<ul style="list-style-type: none"> <li>Commenced development of the Workforce Management Strategic Plan. <i>(see page 144)</i></li> </ul>

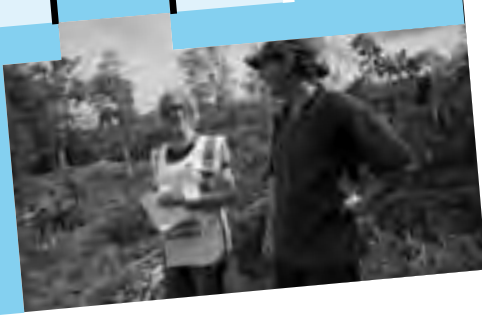
### Maintaining a safe workplace

Our staff face significant demand in their duties. The department's key objective is establishment of safe, healthy and supportive workplaces, activities and services.

In 2009-10, we continued our commitment to safe, healthy and supportive workplaces with the establishment of an executive level Health, Safety and Wellbeing Sub-Committee, chaired by the Assistant Director-General, Statewide Services, Regional Service Delivery Operations.

In 2009-10, we continued to implement and review our policies, procedures and programs to provide the necessary foundations for the personal safety of all staff. The Workforce Health and Safety and Well Being Strategy aims to improve the safety of our workplaces and build a healthy and resilient workforce. The strategy was endorsed by the Health Safety and Wellbeing Sub-committee in February 2010. Implementation of the strategy will commence in the first quarter of 2010-11.

The department has dedicated Workplace Health and Safety personnel to support management and staff to maintain a high level of health and safety awareness in the day-to-day management of our business.



We have provided community recovery training for 1208 staff to ensure we have a skilled pool of workers.

Workplace Health and Safety Personnel coordinate regular workplace safety inspections and risk assessments of high-risk activities. Staff are also trained in health and safety awareness, non-violent crisis intervention, emergency management and the implementation of specialised GPS, satellite and duress communication technology to support staff working in the field.

Musculoskeletal and psychological risk management still remains a high priority. In 2009-10, the department established Manual Tasks and Psychological Injuries working parties to enhance existing strategies and programs to address these key risk areas.

We also maintained a workplace rehabilitation service for staff returning to the workforce after illness or injury.

In 2009-10, we continued to offer the free flu vaccination program and established our own interactive Healthy Lifestyle, Healthy Workforce intranet site. The site provides information and resources on nutrition, healthy food recipes, exercise programs, psychological health, and major health promotional campaigns, including special events (such as the Queensland Corporate Games) to help individuals make healthier lifestyle choices.

### WorkCover matters and costs

In 2009-10, 686 WorkCover claims were lodged, an increase of 13 per cent from 2008-09. The cost of claims was \$2.19 million, an increase of 14 per cent on 2008-09.

While there was an increase in claims and costs, the average duration and cost of

individual claims reduced overall. This reflects the department's ongoing commitment to supporting staff through quality rehabilitation and return to work options, with a specific focus on staff safety and early intervention for incident and injury management.

### Absenteeism

Our absenteeism rate as at 30 June 2010 was 4.69 per cent. This was above the public sector average of 3.98 per cent as at 31 March 2010. We are working to address absenteeism by:

- providing personal counselling and critical incident debriefing through the Employee Assistance Service
- improving our staff's health and wellbeing.

### Supportive leadership

We invest in our current and future leaders through leadership and professional development programs, including services for senior staff. In 2009-10, we implemented the Leadership Development Framework to ensure our leaders and managers deliver supportive leadership.

There were 171 instances where senior and middle-level managers participated in management and leadership programs.

Leadership development is provided at three levels in the department — executive, management and supervisory. The executive level participated in a program in 2009-10 that included equivalent officers from the Department of Health, the Department of Education and Training and the Department of Community Safety. Additionally, 326 managers

and 282 supervisors participated in training to develop their leadership skills.

### Workforce management

During 2009-10, we developed a draft Workforce Management Strategic Plan to ensure that we have a capable workforce to meet business needs. To inform the development of the plan, workshops with senior management commenced in late 2009-10 and the final plan will be implemented early in 2010-11.

### Fostering a positive culture

Our reward and recognition policy aims to develop and reward a culture of high performance, continuous improvement and client service. Our Excellence Awards program is a tangible demonstration of this commitment. It provides staff with the opportunity to highlight outstanding performance by individuals and teams.

In 2009-10, 253 nominations were received across the following nine categories: achievement, client service (external), client service (internal), diversity, innovation and improvement, leadership, partnerships and reconciliation, regional excellence, and strengthening and engaging communities.

This was the first staff awards ceremony for the new Department of Communities and was held to coincide with the anniversary of the machinery-of-government changes that led to the creation of the department.

Our awards recognise innovation, excellence and dedication. We also acknowledge long service to the department and the Queensland Public Sector.

### Industrial relations

We worked cooperatively with the Queensland Public Sector Union (QPSU) and the Australian Workers Union (AWU) to successfully meet the required obligations under the core State Government Departments' Certified Agreement (EB5), which had a nominal expiry date of 31 July 2009.

Negotiations for a replacement core Agreement (EB6) have been coordinated by the Single Bargaining Unit led by the Department of Justice and Attorney-General. We have worked with the QPSU and the AWU to determine a range of agency specific initiatives to be incorporated in EB6. These include enhanced employment conditions, workload management reviews, workforce strategy and planning activities, along with salary increases of 12.5 per cent over three years.

New union/management consultative arrangements have been established for the department, following the machinery-of-government changes in 2009. The arrangements support meaningful consultation between unions and management at a local, regional and departmental level.

A total of 1.25 working hours were lost to industrial action in 2009-10.

### Future directions

In 2010-11, we will:

- implement the Workforce Management Strategic Plan and Workforce Health and Safety and Well Being Strategy.





Recruits from our 2009 graduate pathways program.

## Sound values and behaviours

Our strategies	What we achieved in 2009-10
Develop and implement the department's Integrity Framework to maintain and enhance public confidence in the department.	<ul style="list-style-type: none"> <li>Developed the Lobbyists and Lobbying Activity policy and commenced the department's Contact with Lobbyists register.</li> </ul> <p>(see page 145)</p>
Cultivate an organisational culture that embodies the department's values and behaviours.	<ul style="list-style-type: none"> <li>Developed and communicated the department's values and behaviours.</li> </ul> <p>(see pages 145-146)</p>

### Integrity framework

Values are integral to the department's success. Our culture is built on shared values and accepted behaviours. In 2009-10, a new set of core values was introduced for the department: client focus, collaboration, diversity, innovation and professional integrity. These were developed following feedback from more than 15 workshops conducted across the state.

Our five core values are at the heart of who we are, what we do and how we perform. The values and their associated behaviours help us to focus on how we conduct ourselves, rather than simply the result. They provide a framework for decisions and actions that ultimately affect the quality of service we deliver to the Queensland community.

### Lobbyist reforms

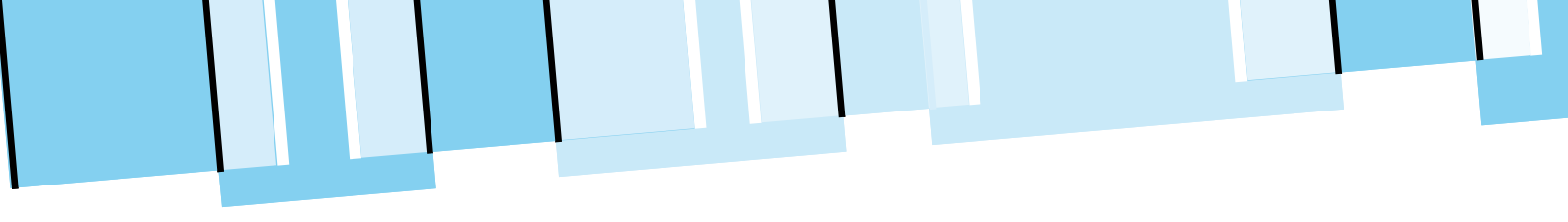
The Queensland Government has strengthened the requirements in relation to the conduct of professional lobbying activities, through the introduction of the *Integrity Act*

2009, which commenced on 1 January 2010. The department is committed to implementing strategies consistent with the Queensland Government's integrity and accountability reforms. In 2009-10, we developed a policy and procedure entitled Lobbyists and Lobbying Activity and commenced the department's Contact with Lobbyists register.

### Code of Conduct

Our Code of Conduct provides guidance to staff about what is expected in our daily interactions with clients, the public and colleagues in the workplace. It helps to ensure that our decisions and interactions are consistent with the principles of public sector ethics, as outlined in the *Public Sector Ethics Act 1994*.

All new staff participate in information sessions about the Code of Conduct as part of our induction process. These sessions are an effective, low-cost way of conveying essential information and are complemented by online refresher training, available to all staff.



During 2009-10, a total of 828 staff in the department completed the Code of Conduct training. The department's Code of Conduct is available to all staff through the intranet. Members of the public can access the code of conduct through the department's internet.

Our department's administrative procedures and management practices also comply with the *Public Sector Ethics Act 1994* and with our code of conduct.

### Communicating with staff

We use a range of formal and informal communication to keep staff up-to-date with relevant workplace issues and practices, and as a feedback mechanism. These include regular team and management meetings, briefings and committees, all-staff emails, and other communication tools such as news and events announcements.

Our internal monthly newsletter *Working Together* also keeps staff informed on a range of operational issues, including the introduction of new programs and services, training opportunities and safety updates. *Working Together* is only published online to support our efforts to be a greener organisation.

A major focus of internal communications in 2009-10 has been the implementation of machinery-of-government changes. Through regular emails, staff briefings and an online Transition Information Centre, staff were made aware of changes to organisational arrangements and transition milestones and how these affected the organisation and our clients.

### Supporting the community

We supported a number of charitable causes in 2009-10. Staff rallied to provide financial support to those affected by the devastating earthquakes in Haiti, Chile and Samoa.

A number of staff participated in the World's Greatest Shave, raising funds for the Leukaemia Foundation. Staff also supported Murri Ministries through contributions of non-perishable food, toys, toiletries and school supplies. Staff regularly support the Red Cross through the donation of blood.

Other community groups were supported throughout the year through events such as Queensland Cancer Foundation's Biggest Morning Tea, the Running4Research fun run to support the Royal Children's Hospital Foundation and the MS Brissie to the Bay bike ride.

### 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). More detail is provide in Table 11 (see page 147).

No departmental employees appeared before the CMC's Official Misconduct Tribunal in 2009-10.



One of our staff working at an Ipswich play group. We are committed to safe, healthy and supportive workplaces.

## Whistleblower protection

We support staff and members of the public who report serious wrongdoing under the *Whistleblowers Protection Act 1994*. In 2009-10, we received five public interest disclosures under the Act. Of these disclosures:

- one related to an alleged substantial and specific danger to health and safety of a person with a disability and provided information in relation to alleged official misconduct
- four provided information in relation to alleged official misconduct and/or maladministration.

## Supporting the Queensland carers charter

The *Carers (Recognition) Act 2008* requires us to ensure staff have an awareness and understanding of the carers charter (available on our website at [www.disability.qld.gov.au/support-services/carers/](http://www.disability.qld.gov.au/support-services/carers/)). We are taking action to reflect the principles of the carers charter in the way we provide services that affect carers and the persons for whom they care.

To meet these obligations work is progressing to ensure that all new staff of the department are made aware of the unique and important role of carers and the issues they face through the department's induction process. This includes clear direction on how carers are to be treated and how carers are to be involved in decisions.

The department is also actively involved in a range of activities to support and promote the roles of carers. Action taken in 2009-10 included:

- providing and funding respite services for carers, with a focus on older carers, to strengthen their ability to care for their family member (more on page 29)
- providing funding for the Lifelong Planning initiative to help family members and carers plan for future care needs of their family member with a disability (more on page 31)
- through our Office for Carers, acting as the central Queensland Government contact for the community in respect to carers' services and initiatives
- administering the Carer Business Discount Card, which entitles carers to discounts and incentives from participating businesses

**Table 11. Allegations of official misconduct in 2009-10**

Matters being managed by the Department of Communities as at 1 July 2009	98
Matters referred to the CMC by Department of Communities during 2009-10	138
Matters referred to the Department of Communities by the CMC during 2009-10	52
Matters resolved as at 30 June 2010	145
Matters outstanding as at 30 June 2010	143

- administering the Companion Card program to support people with a disability who have a lifelong need for attendant care support to participate in community activities and attend venues (more on page 39)
- ensuring applicants for social housing who have a disability or illness are entitled to an extra bedroom to house a live-in carer who stays on a part-time but regular basis.

In addition, the department supported the establishment of the Carers Advisory Council and continues to provide it with secretariat support.

The Queensland Government Reconciliation Action Plan 2009-2012 also supports the development of cultural awareness and cultural capability strategies for employees working with Aboriginal and Torres Strait Islander carers (see pages 35–39 for more information).

### Future directions

In 2010-11, we will:

- strengthen the online accessibility and visibility of our complaints management process
- review our complaints management information system to further improve reporting capabilities.

## Financial summary

### Our financial performance

We delivered on eight outputs within the overall limit of available revenue sources. At the same time our department maintains a strong net assets position.

As shown in our Statement of Comprehensive Income on page 156, the department had an operating deficit (revenue minus expenses) of \$21.1 million in 2009-10. The majority of the deficit is due to expenditure in 2009-10 of funds received and recognised as revenue in prior years.

It is not possible to compare the results for 2009-10 to 2008-09 due to the machinery-of-government changes on 26 March 2009. The 2008-09 revenue and expenditure includes the full year operations for the former Department of Communities but only revenue and expenditure from 26 March 2009 to 30 June 2009 for the former departments of Child Safety, Disability Services Queensland, Housing, Sport and Recreation, the Office of Women and the Indigenous Government Coordination Office. Revenue and expenditure for Smart Service Queensland for the period 1 July 2008 to 26 March 2009 was included in the 2008-09 results.



We support organisations like the Disability Surfers Association of Queensland.

## Revenue

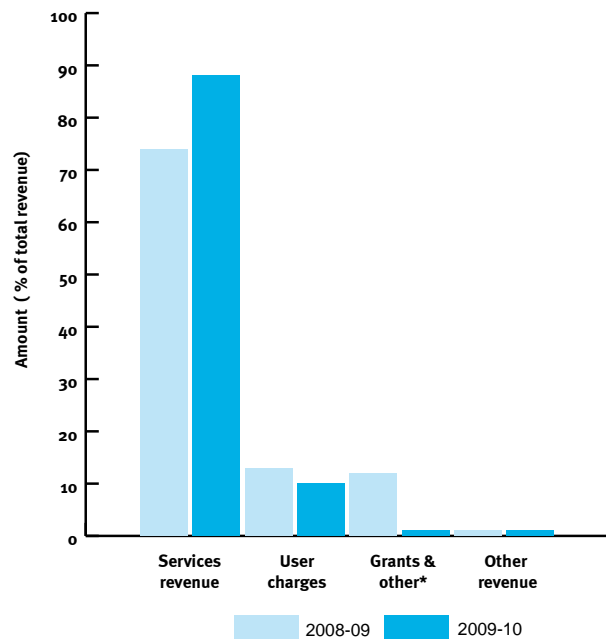
Our total revenue for 2009-10 was \$3.424 billion.

The *Financial Accountability Act 2009* ensures the allocation of funding to the department for a range of outputs. Funding appropriated includes service revenue from the Queensland Government for disability, child safety, youth justice, community, housing and homelessness services and revenue from the Australian Government (such as specific purposes payments and national partnership payments) for disability, housing, homelessness and Aboriginal and Torres Strait Islander services.

In 2009-10, the department also received funding under the Australian Government's Nation Building and Jobs Plan to increase the supply of social housing and provide accommodation to many disadvantaged Queenslanders, particularly those who are homeless or at risk of becoming homeless.

The other major component of revenue is user charges, which includes rental revenue of \$317.5 million received from tenants residing in the department's social housing dwellings, as well as rent from dwellings leased to community organisations, local councils and other entities.

Graph 25. Revenue by type and year



Note: \* The Council of Australian Governments decided in November 2008 to change the method of Australian Government payments so that from February 2009, the majority of payments would be made directly to respective State Treasuries. As a result of this change, revenues which were previously reported by the department as grants and other contributions are now reported as services revenue.

***In 2009-10, most of our revenue was services revenue from the Queensland and Australian governments.***



## Expenditure

Our department provides a wide range of services to the community. This work is done 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.

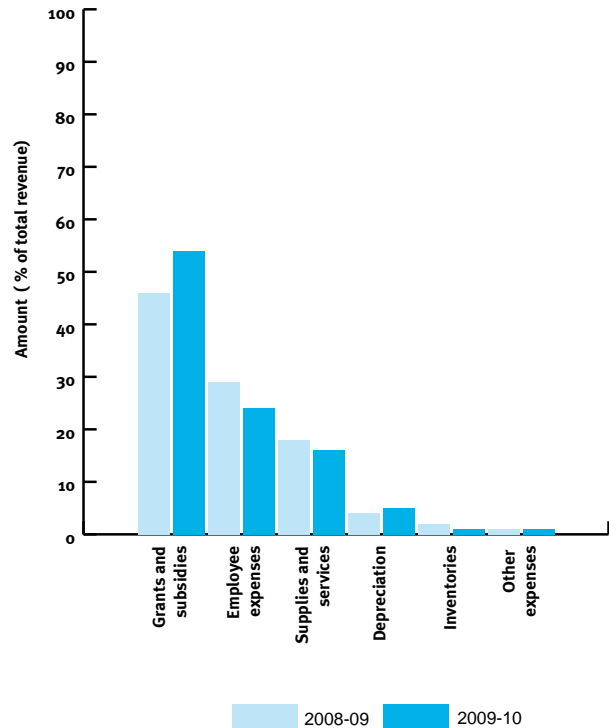
Grants of \$1.873 billion were provided to non-government organisations, local governments, other government departments and individuals. Employee expenses were \$811.6 million.

Expenditure of \$534.7 million on supplies and services includes \$159.9 million on repairs and maintenance, \$100.6 million on rates to local governments and \$75.8 million on operating lease rentals. Rates and maintenance expenditure primarily relate to the department's social housing portfolio.

In addition to operating expenses, we spent \$826.8 million on capital works and capital acquisitions during the year. This included capital projects funded through the Australian Government's Nation Building and Jobs Plan and housing for remote Aboriginal and Torres Strait Islander communities.

During 2009-10, the department expended \$57 million on contractors.

Graph 26. Operating expenditure by type and year



*Our largest expenses were grants and subsidies and employee expenses.*

## Our financial position

Our department is in a very sound financial position, with a high net assets position.

As shown in our Statement of Financial Position on page 157, we ended 2009-10 with total equity (assets minus liabilities) of \$15.914 billion.



Kevin outside his home in Gordonvale (Far North Queensland). Properties are the department's primary assets.

## Assets

Our total assets increased by 7 per cent from \$15.5 billion as at 30 June 2009 to \$16.6 billion as at 30 June 2010.

The primary assets held by our department are properties used for social housing. Other assets include youth detention centres, respite facilities, neighbourhood centres and sport and recreation facilities. The value of our assets by category is as follows:

- cash and cash equivalents (\$294.8 million)
- property, plant and equipment (\$15.773 billion)
- financial assets (\$206 million)
- receivables (\$144.5 million)
- intangible assets (\$86.3 million)
- non-current assets classified as held for sale (\$25.1 million)
- inventories (\$20.3 million)
- other assets (\$24.1 million).

## Liabilities

Our total liabilities increased by 8.5 per cent from \$0.61 million as at 30 June 2009 to \$0.66 million as at 30 June 2010.

Our liabilities consist primarily of trade creditors and grants payable and Australian Government borrowings as well as provisions for employee entitlements. Liabilities by category are shown below:

- Australian Government borrowings (\$404.2 million)
- payables (\$205.8 million)
- accrued employee benefits (\$31.9 million)
- provisions (\$5.2 million)
- other liabilities (\$13.6 million).

## Administered items

In 2009-10, we administered the following activities on behalf of the Queensland Government:

- concession payments for electricity rebates, pensioner rail and rate subsidies, reticulated natural gas rebates, home energy emergency assistance and pensioner water subsidies
- disaster recovery assistance
- the Redress Scheme for former residents of Queensland children's institutions.

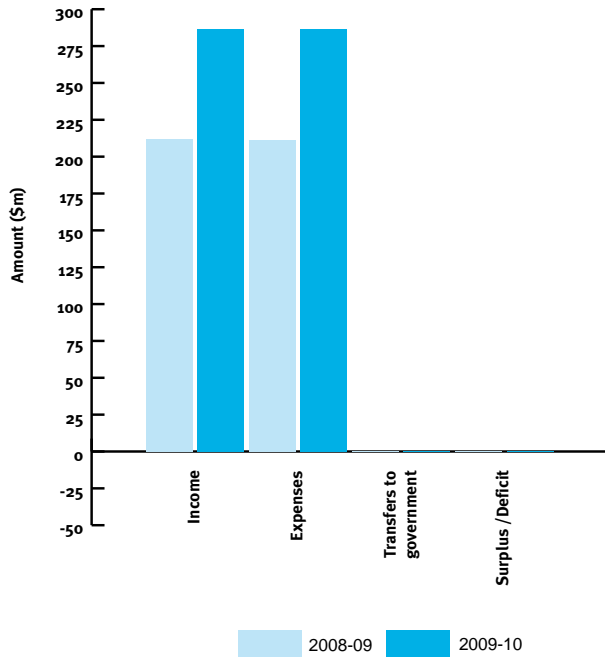
Income and expenditure on these activities is accounted for separately from our operating accounts. More detail is provided in the graphs below and on pages 206–208 of our financial statements.

Graph 27. Our financial position by year



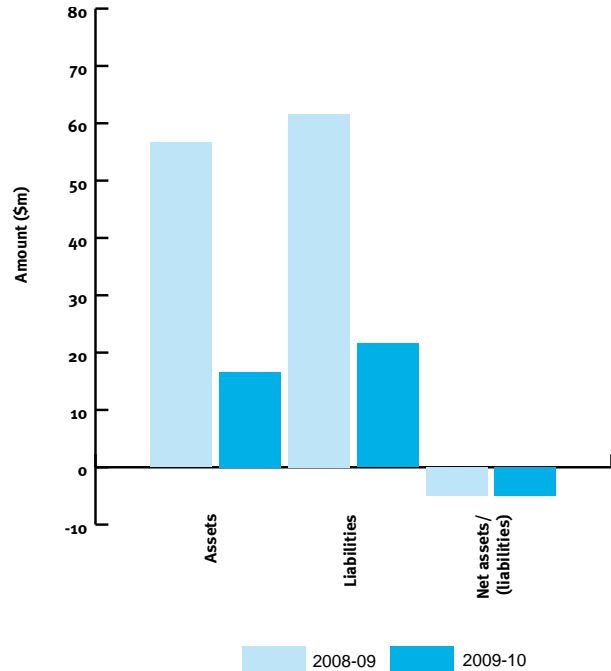
*We are in a sound financial position, with a high ratio of assets to liabilities.*

**Graph 28. Administered revenue and expenditure by year**



*We administer concession payments on behalf of the Queensland Government.*

**Graph 29. Administered balance sheet by year**



*The administered balance sheet relates primarily to operation of the Redress Scheme.*

# Financial statements

## Department of Communities



<b>Financial statements Department of Communities</b>	
	<b>Page</b>
Foreword	155
Statement of Comprehensive Income	156
Statement of Financial Position	157
Statement of Changes in Equity	158
Statement of Cash Flows	159
Statement of Comprehensive Income by Major Departmental Services	160
Statement of Assets and Liabilities by Major Departmental Services	162
Notes to and forming part of the financial statements	164
Certificate of the Department of Communities	210
Independent Auditor's Report	211



## Foreword

The Department of Communities 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 cover the Department of Communities and its controlled entities, and 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 2010 and income and expenses for the year ended 30 June 2010.

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 Local Government and Aboriginal and Torres Strait Islander Partnerships
- Minister for Disability Services and Multicultural Affairs
- Minister for Child Safety and Minister for Sport
- Minister for Community Services and Housing and Minister for Women
- Members of the Legislative Assembly of Queensland
- the building and housing industry
- community organisations
- government and semi-government instrumentalities
- other clients.

**Department of Communities  
Statement of Comprehensive Income  
for the year ended 30 June 2010**

	Note	2010 \$'000	2009 \$'000
<b>INCOME FROM CONTINUING OPERATIONS</b>			
<b>Revenue</b>			
Departmental services revenue	2	3,000,006	947,417
User charges	3	352,832	164,855
Grants and other contributions	4	44,763	163,414
Other revenue	5	16,000	8,961
<b>Gains</b>			
Net gains on financial assets at fair value through profit or loss	6	10,525	108
<b>Total income from continuing operations</b>		<b>3,424,126</b>	<b>1,284,755</b>
<b>EXPENSES FROM CONTINUING OPERATIONS</b>			
Employee expenses	7	811,566	369,942
Supplies and services	8	534,669	233,298
Grants and subsidies	9	1,872,652	595,494
Depreciation and amortisation	10	164,894	54,871
Inventory expenses	11	23,176	21,492
Interest on borrowings		18,446	4,731
Impairment losses	12	7,347	2,295
Other expenses	13	12,504	7,541
<b>Total expenses from continuing operations</b>		<b>3,445,254</b>	<b>1,289,664</b>
<b>Operating result from continuing operations</b>		<b>(21,128)</b>	<b>(4,909)</b>
<b>OTHER COMPREHENSIVE INCOME</b>			
Increase in asset revaluation surplus	28	463,143	306,441
<b>Total other comprehensive income</b>		<b>463,143</b>	<b>306,441</b>
<b>Total comprehensive income</b>		<b>442,015</b>	<b>301,532</b>

*This Statement of Comprehensive Income should be read in conjunction with the accompanying notes.*

**Department of Communities  
Statement of Financial Position  
as at 30 June 2010**

	Note	2010 \$'000	2009 \$'000	1 July 2008 restated * \$'000
<b>CURRENT ASSETS</b>				
Cash and cash equivalents	14	294,773	266,838	59,109
Loans and receivables	15	101,152	78,759	30,460
Inventories	16, 17	20,316	22,806	1,919
Financial assets at fair value through profit or loss	18	6,000	6,000	-
Other assets	19	15,426	20,349	2,752
		<u>437,667</u>	<u>394,752</u>	<u>94,240</u>
Non-current assets classified as held for sale	20	25,077	29,354	1,211
<b>Total current assets</b>		<u>462,744</u>	<u>424,106</u>	<u>95,451</u>
<b>NON-CURRENT ASSETS</b>				
Loans and receivables	15	43,331	31,436	119
Financial assets at fair value through profit or loss	18	200,012	193,642	-
Other financial assets	21	8,416	8,416	-
Property, plant and equipment	22	15,773,216	14,711,210	323,984
Intangible assets	23	86,336	85,706	23,814
Other assets	19	284	-	-
<b>Total non-current assets</b>		<u>16,111,595</u>	<u>15,030,410</u>	<u>347,917</u>
<b>TOTAL ASSETS</b>		<u>16,574,339</u>	<u>15,454,516</u>	<u>443,368</u>
<b>CURRENT LIABILITIES</b>				
Payables	24	205,833	140,895	43,719
Accrued employee benefits	25	31,885	31,930	6,699
Provisions	26	4,692	7,405	17,460
Other liabilities*	27	13,107	11,523	666
Australian Government borrowings	34(f)	12,827	12,494	-
<b>Total current liabilities</b>		<u>268,344</u>	<u>204,247</u>	<u>68,544</u>
<b>NON-CURRENT LIABILITIES</b>				
Provisions	26	529	529	1,823
Other liabilities	27	538	271	574
Australian Government borrowings	34(f)	391,398	404,225	-
<b>Total non-current liabilities</b>		<u>392,465</u>	<u>405,025</u>	<u>2,397</u>
<b>TOTAL LIABILITIES</b>		<u>660,809</u>	<u>609,272</u>	<u>70,941</u>
<b>NET ASSETS</b>		<u>15,913,530</u>	<u>14,845,244</u>	<u>372,427</u>
<b>EQUITY</b>				
Contributed equity		14,998,559	14,372,288	201,003
Asset revaluation surplus	28	911,160	448,017	141,576
Accumulated surplus*		3,811	24,939	29,848
<b>TOTAL EQUITY</b>		<u>15,913,530</u>	<u>14,845,244</u>	<u>372,427</u>

\* Refer to note 38 for details of adjustments as at 1 July 2008.

*This Statement of Financial Position should be read in conjunction with the accompanying notes.*

**Department of Communities  
Statement of Changes in Equity  
for the year ended 30 June 2010**

	Contributed equity		Accumulated surplus		Asset revaluation surplus (note 28)		Total	
	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000
<b>Balance 1 July</b>	14,372,288	201,003	24,939	28,008	448,017	141,576	14,845,244	370,587
- Prior year adjustment*	-	-	-	1,840	-	-	-	1,840
<b>Restated balance 1 July</b>	14,372,288	201,003	24,939	29,848	448,017	141,576	14,845,244	372,427
Operating result from continuing operations	-	-	(21,128)	(3,045)	-	-	(21,128)	(3,045)
- Prior year adjustment*	-	-	-	(1,864)	-	-	-	(1,864)
Other comprehensive income	-	-	-	-	463,143	306,441	463,143	306,441
<b>Total comprehensive income for the year</b>	-	-	(21,128)	(4,909)	463,143	306,441	442,015	301,532
<b>Transactions with owners as owners</b>								
Net assets/(liabilities) received from machinery-of-Government changes	1,075	14,058,495	-	-	-	-	1,075	14,058,495
- Prior year adjustment*	-	25,545	-	-	-	-	-	25,545
Restated net assets/(liabilities) received from machinery-of-Government changes	1,075	14,084,040	-	-	-	-	1,075	14,084,040
Net equity injections/(withdrawals)	623,737	101,543	-	-	-	-	623,737	101,543
Other net asset/(liability) transfers	1,459	(14,298)	-	-	-	-	1,459	(14,298)
<b>Balance 30 June</b>	14,998,559	14,372,288	3,811	24,939	911,160	448,017	15,913,530	14,845,244

\* Refer to note 38 for details of adjustments made.

*This Statement of Changes in Equity should be read in conjunction with the accompanying notes.*

**Department of Communities  
Statement of Cash Flows  
for the year ended 30 June 2010**

	Note	2010 \$'000	2009 \$'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Inflows:			
Departmental services receipts		2,995,488	961,154
User charges		386,587	194,772
Grants and other contributions		34,955	127,843
GST input tax credits received from Australian Taxation Office		427,277	127,982
GST collected from customers		11,927	17,111
GST received from GST group (refer to note 1(aa))		19,941	7,083
Interest receipts		2,726	1,035
Other		17,171	4,752
Outflows:			
Grants and subsidies		(1,834,766)	(676,383)
Employee expenses		(825,287)	(382,782)
Supplies and services		(554,683)	(263,203)
GST paid		(209,748)	(84,959)
GST remitted to Australian Taxation Office		(253,759)	(66,705)
Cost of inventories		(19,065)	(20,271)
Borrowing costs		(18,446)	(18,972)
Other		(7,477)	(27,304)
<b>Net cash provided by (used in) operating activities</b>	29	<u>172,841</u>	<u>(98,847)</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Inflows:			
Sales of property, plant and equipment		60,275	43,100
Redemption of loans and advances		21,052	4,917
Redemption of financial assets at fair value through profit or loss		9,333	2,740
Outflows:			
Payments for property, plant and equipment		(796,972)	(185,784)
Payments for intangible assets		(17,572)	(7,198)
Loans and advances made		(29,488)	(5,602)
Acquisition of financial assets		(510)	(286)
<b>Net cash provided by (used in) investing activities</b>		<u>(753,882)</u>	<u>(148,113)</u>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Inflows:			
Equity injections		638,461	137,690
Outflows:			
Equity withdrawals		(16,991)	(95,787)
Repayment of borrowings		(12,494)	(12,178)
<b>Net cash provided by (used in) financing activities</b>		<u>608,976</u>	<u>29,725</u>
<b>Net increase (decrease) in cash and cash equivalents</b>		27,935	(217,235)
<b>Cash and cash equivalents at beginning of financial year</b>		266,838	59,109
Net transfers from machinery-of-Government changes		-	371,467
Net transfers from other Queensland public sector entities		-	53,497
<b>Cash and cash equivalents at end of financial year</b>		<u><u>294,773</u></u>	<u><u>266,838</u></u>

*For non-cash financing and investing activities, refer to note 30.*

*This Statement of Cash Flows should be read in conjunction with the accompanying notes.*



**Department of Communities**  
**Statement of Comprehensive Income by Major Departmental Services**  
**for the year ended 30 June 2010**

	Housing and Homelessness services	Community and Youth Justice services	Acces to Government Services and Information	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	Total
	2010 \$'000	2010 \$'000	2010 \$'000	2010 \$'000	2010 \$'000	2010 \$'000	2010 \$'000	2010 \$'000	2010 \$'000	2010 \$'000	2010 \$'000	2010 \$'000
<b>INCOME FROM CONTINUING OPERATIONS*</b>												
<b>Revenue</b>												
Departmental services revenue	561,762	336,290	-	627,506	1,322,206	101,860	6,757	4,413	39,212	-	-	<b>3,000,006</b>
User charges	317,028	62,882	-	986	426	6,923	-	4	26,815	(62,232)	-	<b>352,832</b>
Grants and o her contributions	25,382	17,893	-	2,923	9,314	155	-	90	9,043	(20,037)	-	<b>44,763</b>
Other revenue	13,453	312	-	111	112	1,217	-	25	868	(98)	-	<b>16,000</b>
<b>Gains</b>												
Net gains on financial assets at fair value through profit or loss	10,525	-	-	-	-	-	-	-	-	-	-	<b>-</b>
<b>Total income from continuing operations</b>	<b>928,150</b>	<b>417,377</b>	<b>-</b>	<b>631,526</b>	<b>1,332,058</b>	<b>110,155</b>	<b>6,757</b>	<b>4,532</b>	<b>75,938</b>	<b>(82,367)</b>	<b>-</b>	<b>3,424,126</b>
<b>EXPENSES FROM CONTINUING OPERATIONS*</b>												
Employee expenses	111,674	183,212	-	205,561	253,997	27,035	2,298	2,555	26,326	(1,092)	-	<b>811,566</b>
Supplies and services	304,831	60,272	-	75,721	93,101	24,554	1,366	1,671	35,093	(61,940)	-	<b>534,669</b>
Grants and subsidies	336,980	136,082	-	337,211	1,014,281	53,902	3,065	238	10,213	(19,320)	-	<b>1,872,652</b>
Depreciation and amortisation	117,167	18,845	-	11,961	11,948	3,887	-	39	1,047	-	-	<b>164,894</b>
Inventories expenses	4,111	19,059	-	-	-	-	-	-	-	6	-	<b>23,176</b>
Interest on borrowings	18,446	-	-	-	-	-	-	-	-	-	-	<b>18,446</b>
Impairment losses	7,087	8	-	193	59	-	-	-	-	-	-	<b>7,347</b>
Other expenses	8,125	660	-	873	642	777	28	29	1,391	(21)	-	<b>12,504</b>
<b>Total expenses from continuing operations</b>	<b>908,421</b>	<b>418,138</b>	<b>-</b>	<b>631,520</b>	<b>1,374,028</b>	<b>110,155</b>	<b>6,757</b>	<b>4,532</b>	<b>74,070</b>	<b>(82,367)</b>	<b>-</b>	<b>3,445,254</b>
<b>Operating result from continuing operations</b>	<b>19,729</b>	<b>(761)</b>	<b>-</b>	<b>6</b>	<b>(41,970)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1,868</b>	<b>-</b>	<b>-</b>	<b>(21,128)</b>
<b>OTHER COMPREHENSIVE INCOME</b>												
Increase (decrease) in asset revaluation surplus	480,469	(6,744)	-	(160)	978	(11,400)	-	-	-	-	-	<b>463,143</b>
<b>Total other comprehensive income</b>	<b>480,469</b>	<b>(6,744)</b>	<b>-</b>	<b>(160)</b>	<b>978</b>	<b>(11,400)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>463,143</b>
<b>Total comprehensive income</b>	<b>500,198</b>	<b>(7,505)</b>	<b>-</b>	<b>(154)</b>	<b>(40,992)</b>	<b>(11,400)</b>	<b>-</b>	<b>-</b>	<b>1,868</b>	<b>-</b>	<b>-</b>	<b>442,015</b>

\*Allocation of income and expenses to corporate services

Income	-	22,086	-	1,258	-	7,937	-	-	-	-	-	31,281
Expenses	45,830	22,086	-	36,576	28,224	7,937	1,278	-	12,328	-	-	154,259

**Department of Communities  
Statement of Comprehensive Income by Major Departmental Services  
for the year ended 30 June 2009**

	Housing and Homelessness services	Community and Youth Justice services	Access to Government Services and Information	Child Safety services	Disability services	Sport and Recreation services	Multicultural services	Women's services	Aboriginal and Torres Strait Islander services	Inter-output/activity eliminations	General - not attributed	Total
	2009 \$'000	2009 \$'000	2009 \$'000	2009 \$'000	2009 \$'000	2009 \$'000	2009 \$'000	2009 \$'000	2009 \$'000	2009 \$'000	2009 \$'000	2009 \$'000
<b>INCOME FROM CONTINUING OPERATIONS*</b>												
<b>Revenue</b>												
Departmental services revenue	147,679	304,294	27,047	147,665	253,324	18,788	7,465	(85)	41,240	-	-	947,417
User charges	79,295	55,417	10,435	317	92	1,883	39	1	27,582	(35,877)	25,671	164,855
Grants and other contributions**	38,240	25,451	-	778	74,420	25,699	51	12	2,610	(3,847)	-	163,414
Other revenue	5,202	505	1	247	36	2,421	9	-	867	(327)	-	8,961
<b>Gains</b>												
Net gains on financial assets at fair value through profit or loss	108	-	-	-	-	-	-	-	-	-	-	108
<b>Total income from continuing operations</b>	<b>270,524</b>	<b>385,667</b>	<b>37,483</b>	<b>149,007</b>	<b>327,872</b>	<b>48,791</b>	<b>7,564</b>	<b>(72)</b>	<b>72,299</b>	<b>(40,051)</b>	<b>25,671</b>	<b>1,284,755</b>
<b>EXPENSES FROM CONTINUING OPERATIONS*</b>												
Employee expenses	33,654	143,562	21,675	51,093	64,016	7,303	2,256	660	26,021	131	19,571	369,942
Supplies and services	90,682	91,453	11,321	20,025	24,236	9,393	1,272	115	15,092	(36,189)	5,898	233,298
Grants and subsidies	108,615	137,897	1,462	72,188	237,488	31,963	3,792	-	5,811	(3,919)	197	595,494
Depreciation and amortisation	29,819	14,899	2,111	2,900	1,572	984	181	10	2,395	-	-	54,871
Inventory expenses	1,304	61	-	-	-	-	1	-	20,126	-	-	21,492
Interest on borrowings	4,731	-	-	-	-	-	-	-	-	-	-	4,731
Impairment losses	1,903	172	8	205	(15)	-	1	-	21	-	-	2,295
Other expenses	4,051	1,281	922	293	161	148	39	1	714	(74)	5	7,541
<b>Total expenses from continuing operations</b>	<b>274,759</b>	<b>389,325</b>	<b>37,499</b>	<b>146,704</b>	<b>327,458</b>	<b>49,791</b>	<b>7,542</b>	<b>786</b>	<b>70,180</b>	<b>(40,051)</b>	<b>25,671</b>	<b>1,289,664</b>
<b>Operating result from continuing operations</b>	<b>(4,235)</b>	<b>(3,658)</b>	<b>(16)</b>	<b>2,303</b>	<b>414</b>	<b>(1,000)</b>	<b>22</b>	<b>(858)</b>	<b>2,119</b>	<b>-</b>	<b>-</b>	<b>(4,909)</b>
<b>OTHER COMPREHENSIVE INCOME</b>												
Increase (decrease) in asset revaluation surplus	290,803	5,470	-	2,577	967	6,624	-	-	-	-	-	306,441
<b>Total other comprehensive income</b>	<b>290,803</b>	<b>5,470</b>	<b>-</b>	<b>2,577</b>	<b>967</b>	<b>6,624</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>306,441</b>
<b>Total comprehensive income</b>	<b>286,568</b>	<b>1,812</b>	<b>(16)</b>	<b>4,880</b>	<b>1,381</b>	<b>5,624</b>	<b>22</b>	<b>(858)</b>	<b>2,119</b>	<b>-</b>	<b>-</b>	<b>301,532</b>

\*Allocation of income and expenses to corporate services

Income	1,175	23,528	4,516	-	6,932	8	404	-	3,613	-	25,671	65,847
Expenses	12,305	23,528	4,516	7,443	6,932	2,150	404	-	3,613	-	25,671	86,562

\*\* Refer to note 38 for details of adjustments made.

**Department of Communities**  
**Statement of Assets and Liabilities by Major Departmental Services**  
**as at 30 June 2010**

	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	Total
	2010 \$'000	2010 \$'000	2010 \$'000	2010 \$'000	2010 \$'000	2010 \$'000	2010 \$'000	2010 \$'000	2010 \$'000	2010 \$'000
<b>CURRENT ASSETS</b>										
Cash and cash equivalents	139,640	33,660	34,719	63,969	10,790	-	633	11,362	-	294,773
Loans and receivables	54,744	15,656	12,002	28,850	3,569	79	394	4,312	(18,454)	101,152
Inventories	17,043	182	-	-	-	-	-	3,091	-	20,316
Financial assets at fair value through profit or loss	6,000	-	-	-	-	-	-	-	-	6,000
Other assets	2,106	6,225	2,223	3,443	362	102	13	952	-	15,426
	219,533	55,723	48,944	96,262	14,721	181	1,040	19,717	(18,454)	437,667
Non-current assets classified as held for sale	23,156	321	-	1,600	-	-	-	-	-	25,077
<b>Total current assets</b>	<b>242,689</b>	<b>56,044</b>	<b>48,944</b>	<b>97,862</b>	<b>14,721</b>	<b>181</b>	<b>1,040</b>	<b>19,717</b>	<b>(18,454)</b>	<b>462,744</b>
<b>NON-CURRENT ASSETS</b>										
Loans and receivables	43,331	-	-	-	-	-	-	-	-	43,331
Financial assets at fair value through profit or loss	200,012	-	-	-	-	-	-	-	-	200,012
Other financial assets	8,416	-	-	-	-	-	-	-	-	8,416
Property, plant and equipment	14,994,046	321,964	77,385	168,635	180,935	527	266	29,458	-	15,773,216
Intangible assets	12,594	25,377	27,103	21,262	-	-	-	-	-	86,336
Other assets	-	-	-	284	-	-	-	-	-	284
<b>Total non-current assets</b>	<b>15,258,399</b>	<b>347,341</b>	<b>104,488</b>	<b>190,181</b>	<b>180,935</b>	<b>527</b>	<b>266</b>	<b>29,458</b>	<b>-</b>	<b>16,111,595</b>
<b>TOTAL ASSETS</b>	<b>15,501,088</b>	<b>403,385</b>	<b>153,432</b>	<b>288,043</b>	<b>195,656</b>	<b>708</b>	<b>1,306</b>	<b>49,175</b>	<b>(18,454)</b>	<b>16,574,339</b>
<b>CURRENT LIABILITIES</b>										
Payables	71,531	39,854	27,001	62,522	3,951	675	89	12,454	(12,244)	205,833
Accrued employee benefits	5,316	11,777	5,385	11,280	543	245	164	3,385	(6,210)	31,885
Provisions	-	-	-	-	-	-	-	4,692	-	4,692
Other liabilities	11,868	110	47	173	909	-	-	-	-	13,107
Australian Government borrowings	12,827	-	-	-	-	-	-	-	-	12,827
<b>Total current liabilities</b>	<b>101,542</b>	<b>51,741</b>	<b>32,433</b>	<b>73,975</b>	<b>5,403</b>	<b>920</b>	<b>253</b>	<b>20,531</b>	<b>(18,454)</b>	<b>268,344</b>
<b>NON-CURRENT LIABILITIES</b>										
Provisions	-	-	529	-	-	-	-	-	-	529
Other liabilities	-	42	-	496	-	-	-	-	-	538
Australian Government borrowings	391,398	-	-	-	-	-	-	-	-	391,398
<b>Total non-current liabilities</b>	<b>391,398</b>	<b>42</b>	<b>529</b>	<b>496</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>392,465</b>
<b>TOTAL LIABILITIES</b>	<b>492,940</b>	<b>51,783</b>	<b>32,962</b>	<b>74,471</b>	<b>5,403</b>	<b>920</b>	<b>253</b>	<b>20,531</b>	<b>(18,454)</b>	<b>660,809</b>

**Department of Communities**  
**Statement of Assets and Liabilities by Major Departmental Services**  
**as at 30 June 2010**

	Housing and Homelessness services	Community and Youth Justice services	Child Safety services	Disability services	Sport and Recreation services	Multicultural services	Women's services	Aboriginal and Torres Strait Islander services	Inter-output/activity eliminations	Total
	2009 \$'000	2009 \$'000	2009 \$'000	2009 \$'000	2009 \$'000	2009 \$'000	2009 \$'000	2009 \$'000	2009 \$'000	2009 \$'000
<b>CURRENT ASSETS</b>										
Cash and cash equivalents	104,194	7,369	31,362	99,566	12,047	-	641	11,659	-	266,838
Loans and receivables	27,051	16,926	8,421	14,581	11,331	99	245	4,459	(4,354)	78,759
Inventories	20,542	124	-	-	-	-	-	2,140	-	22,806
Financial assets at fair value through profit or loss	6,000	-	-	-	-	-	-	-	-	6,000
Other assets	6,083	5,381	3,643	3,811	428	89	28	886	-	20,349
	163,870	29,800	43,426	117,958	23,806	188	914	19,144	(4,354)	394,752
Non-current assets classified as held for sale	25,610	1,086	-	2,646	-	1	-	11	-	29,354
<b>Total current assets</b>	<b>189,480</b>	<b>30,886</b>	<b>43,426</b>	<b>120,604</b>	<b>23,806</b>	<b>189</b>	<b>914</b>	<b>19,155</b>	<b>(4,354)</b>	<b>424,106</b>
<b>NON-CURRENT ASSETS</b>										
Loans and receivables	31,436	-	-	-	-	-	-	-	-	31,436
Financial assets at fair value through profit or loss	193,642	-	-	-	-	-	-	-	-	193,642
Other financial assets	8,416	-	-	-	-	-	-	-	-	8,416
Property, plant and equipment	14,011,257	271,118	65,480	139,936	195,013	368	305	27,733	-	14,711,210
Intangible assets	13,996	22,833	29,555	19,154	-	17	-	151	-	85,706
<b>Total non-current assets</b>	<b>14,258,747</b>	<b>293,951</b>	<b>95,035</b>	<b>159,090</b>	<b>195,013</b>	<b>385</b>	<b>305</b>	<b>27,884</b>	<b>-</b>	<b>15,030,410</b>
<b>TOTAL ASSETS</b>	<b>14,448,227</b>	<b>324,837</b>	<b>138,461</b>	<b>279,694</b>	<b>218,819</b>	<b>574</b>	<b>1,219</b>	<b>47,039</b>	<b>(4,354)</b>	<b>15,454,516</b>
<b>CURRENT LIABILITIES</b>										
Payables	37,567	23,085	20,680	40,584	14,646	494	25	8,144	(4,330)	140,895
Accrued employee benefits	6,146	4,550	6,296	12,395	994	102	113	1,358	(24)	31,930
Provisions	1	16	-	38	-	-	-	7,350	-	7,405
Other liabilities*	10,758	147	92	62	464	-	-	-	-	11,523
Australian Government borrowings	12,494	-	-	-	-	-	-	-	-	12,494
<b>Total current liabilities</b>	<b>66,966</b>	<b>27,798</b>	<b>27,068</b>	<b>53,079</b>	<b>16,104</b>	<b>596</b>	<b>138</b>	<b>16,852</b>	<b>(4,354)</b>	<b>204,247</b>
<b>NON-CURRENT LIABILITIES</b>										
Provisions	-	-	529	-	-	-	-	-	-	529
Other liabilities	-	139	-	132	-	-	-	-	-	271
Australian Government borrowings	404,225	-	-	-	-	-	-	-	-	404,225
<b>Total non-current liabilities</b>	<b>404,225</b>	<b>139</b>	<b>529</b>	<b>132</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>405,025</b>
<b>TOTAL LIABILITIES</b>	<b>471,191</b>	<b>27,937</b>	<b>27,597</b>	<b>53,211</b>	<b>16,104</b>	<b>596</b>	<b>138</b>	<b>16,852</b>	<b>(4,354)</b>	<b>609,272</b>

\* Refer to note 38 for details of adjustments made.

## **Objectives and principle activities of the department**

The objectives and principle activities of the Department of Communities are detailed in the body of the Annual Report in the Appendix headed 'Legislation administered by our department'.

### **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 2010, 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. Except where stated, the historical cost convention is used.

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

The following entities are controlled by the department but are not material and are not consolidated:

- Monte Carlo Caravan Park Trust
- Monte Carlo Caravan Park Pty Ltd
- Woombye Gardens Caravan Park
- Lazy Acres Caravan Park
- Gold Coast Events Co Pty Ltd.

Refer to note 33 for further information on these entities.

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

#### **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 36 and 37. These transactions and balances are not material in comparison to the department's overall financial performance/financial position.



## 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 35.

### 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 received 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% 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.

## 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 reporting date, as well as deposits on call with financial institutions.

### i) Loans and receivables

Loans and receivables are recognised at the amount due at the time of sale/service provision or raising of the charge. The collectability of loans and receivables is periodically assessed with adequate provision being made for impairment. All known bad debts were written-off as at the reporting date.

Refer to note 15 and note 34 for further information on loans and receivables.

#### ***Rental bond loans***

The department recognises as a receivable the future repayments required from rental bond loan clients. These repayments are in respect of amounts the department has previously lodged with the Residential Tenancies Authority to fund those clients' rental bonds.

#### ***Housing loans***

Loans are recorded at the amount of monies lent, plus interest and other costs less repayments from borrowers.

#### ***Trade and other debtors***

Trade and other debtors includes advances, recoveries of expenditure and grants revenue receivables.

### j) Inventories

#### ***Land held for resale***

Land held for resale is recognised at the lower of cost and net realisable value. Cost for land includes the cost of acquisition and development. Past and future development costs are assigned to lots on a weighted average basis when the lots are sold. These costs are only assigned to those lots initially acquired by the department at the outset of the development. Expenses associated with marketing and selling are deducted from each lot's market value to determine net realisable value.

#### ***Inventories held for sale***

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

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

### j) Inventories (continued)

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*

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.

### 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.

Prior to transfer of an asset to Non-current Assets Classified as Held for Sale, it is revalued to fair value (such revaluations are accounted for as described in note 1(o)). Upon transfer to Non-current Assets Classified as Held for Sale, it is then written-down to net fair value (i.e. fair value less estimated costs to sell). This write-down is recognised as an impairment loss expense. The methodology to estimate costs to sell is re-assessed annually.

Non-current assets held for sale 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.

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.

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

### 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 \$5,000

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.

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.

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:

Class	Rate %
Buildings	1 – 14
Plant and equipment	6 – 7

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

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

Subsequent to initial acquisition, land and buildings are revalued to fair value in accordance with AASB 116 Property, Plant and Equipment and Queensland Treasury's 'Non-Current Asset Policies for the Queensland Public Sector'. In respect of these classes of assets, the cost of items acquired during the financial year has been judged by management of the department to materially represent their fair value at the end of the reporting period.

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

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

Land and buildings are comprehensively revalued at five yearly intervals.

Interim revaluations of land and buildings are performed annually using a statistically valid indexation methodology to calculate the valuations. This involves the independent field valuation of a representative sample of land and buildings by external valuers located within discrete localities across the State. Indices are calculated using these independent valuations and are applied to all other land and buildings.

This approach is in accordance with Queensland Treasury's 'Non-Current Asset Policies for the Queensland Public Sector' (refer also to note 22) and is used for both interim and comprehensive valuations however the latter involves a larger representative sample of properties.

Valuations are based on the following key assumptions:

- the property portfolio can be broken into homogeneous groups
- locations in which the department owns property have adequate market depth to determine fair value.

All field valuations are determined directly by reference to observable prices in an active market or recent market transactions.

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.

On revaluation, accumulated depreciation is eliminated against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset.

### p) Impairment of non-financial 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.



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

### **p) Impairment of non-financial assets (continued)**

The asset's recoverable amount is determined as the higher of the asset's fair value less costs to sell and depreciated replacement cost.

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, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. 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.

### **q) Leases**

The department has not entered into any finance lease agreements.

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 assets and liabilities. Lease payments are allocated between rental expense and reduction of the liability. Refer to note 27 for further details.

### **r) Other financial assets**

Other financial assets represent the department's investments in the Lazy Acres Caravan Park and the Woombye Gardens Caravan Park, which are controlled entities and which 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.

Refer to note 21 for further information on other financial assets.

### **s) Financial assets at fair value through profit or loss**

The department has 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.

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

### s) Financial assets at fair value through profit or loss (continued)

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 34 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 are detailed in note 1(i) Loans and receivables – Housing loans.

The department has made a judgement that it does not have effective control of properties subject to these agreements, but rather that its interest in the properties meets the definition of a financial instrument.

The department's 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 18 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 department's interest in Rental Purchase Plan and Pathways Shared Equity properties is 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 are disclosed as current assets.

### t) Intangible assets and amortisation

Intangible assets held by the department represent its investment in internal use software, principally in respect of financial management and operational systems.

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.

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

### t) Intangible assets and amortisation (continued)

#### *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 are capitalised when the expenditure meets the definition and recognition criteria of an intangible asset outlined in AASB 138 Intangible Assets.

#### *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	6 – 50
Software – other	6 – 20

### u) 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 generally settled according to individual vendors' terms.

### v) 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, including their fair value, is disclosed in note 34.

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

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

#### ***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 judgement 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 plan 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.

No liability is recognised for accruing superannuation benefits in these financial statements as this liability 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.

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

### **w) 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.

#### ***Executive remuneration***

The executive remuneration disclosures in note 7 Employee Expenses include the following information for 2009-10:

- the aggregate remuneration of all senior executive officers (including the Director-General) whose remuneration for the year is \$100,000 or more
- the number of senior executives whose total remuneration for the year falls within each successive \$20,000 band, commencing at \$100,000.

The executive remuneration disclosures also include the following information for 2008-09:

- SES Executives who commenced work prior to the 26 March 2009 machinery-of-Government change at the department:
  - the aggregate remuneration of all senior executive officers (including the Director-General) whose remuneration for the year is \$100,000 or more
  - the number of senior executives whose total remuneration for the year falls within each successive \$20,000 band, commencing at \$100,000.
- SES Executives who transferred to the continuing department as a result of the 26 March 2009 machinery-of-Government change at the department:
  - the aggregate remuneration of all senior executive officers (including the Director-General) whose remuneration for the period 27 March 2009 to 30 June 2009 is \$25,000 or more
  - the number of senior executives whose total remuneration for the period 27 March 2009 to 30 June 2009 falls within each successive \$5,000 band, commencing at \$25,000.



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

### w) Employee benefits (continued)

The remuneration disclosed is all remuneration paid or payable, directly or indirectly, by the department or any related party in connection with the management of the affairs of the department or any of its controlled entities, whether as an executive or otherwise.

For this purpose, remuneration includes:

- wages and salaries
- accrued leave (that is, the increase/decrease in the amount of annual and long service leave owed to an executive, inclusive of any increase in the value of leave balances as a result of salary rate increases or the like)
- performance pay paid or due and payable in relation to the financial year, provided that a liability exists (namely a determination prior to the financial statements being signed), and can be reliably measured even though the payment may not have been made during the financial year. The Department of Communities had no executives entitled to performance pay during 2009-10 or 2008-09
- accrued superannuation (being the value of all employer superannuation contributions during the reporting period, both paid and payable as at reporting date)
- car parking benefits and the cost of motor vehicles, such as lease payments, fuel costs, registration/insurance, repairs/maintenance, and fringe benefits tax on motor vehicles, incurred by the department during the financial year, both paid and payable as at 30 June, net of any amounts subsequently reimbursed by the executives
- housing, being the market value of the rent or rental subsidy, where rent is part-paid by the executive during the financial year, both paid and payable as at 30 June
- allowances (which are included in remuneration agreements of executives, such as airfares or other travel costs paid to/for executives whose homes are situated in a location other than the location they work in)
- fringe benefits tax associated with the above benefits.

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

### w) Employee benefits (continued)

The disclosures apply to all senior executives appointed under the *Public Service Act 2008* and classified as SES1 and above, with remuneration of \$100,000 or above in the financial year. 'Remuneration' means any money, consideration or benefit, but excludes amounts:

- paid to an executive by the department or a controlled entity where the person worked during the reporting period wholly or mainly outside Australia during the time the person was so employed or
- in payment or reimbursement of out-of-pocket expenses incurred for the benefit of the department or any of its controlled entities.

In addition, separate disclosure of separation and redundancy/termination benefit payments is included, where applicable.

### x) 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.

### y) 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.

### z) 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.

Pursuant to the terms of their Rental Purchase Plan and Pathways Shared Equity Loan agreements, clients are required to take out building insurance in their own name with the department noted as an interested party.

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

### aa) 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.

FBT payable by the department is recognised as a current payable in the Statement of Financial Position.

Housing and Homelessness Services is in a GST group with QBuild and Project Services. Under GST grouping arrangements, the ATO deems Housing and Homelessness Services, as the nominated representative, 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 is included in the GST receivable or payable in the Statement of Financial Position. In turn, the department recognises a receivable from other group members to the extent that any GST payable is attributable to those respective group members. Further, the department recognises a payable to other group members to the extent that a GST receivable is attributable to those respective group members.

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.

### ab) Departmental services

The Department of Communities is committed to achieving the Queensland Government ambitions as outlined in *Toward Q2: Tomorrow's Queensland*. It does this through the following services:

- Aboriginal and Torres Strait Islander services: this includes working with Aboriginal and Torres Strait Islander Queenslanders to affirm their cultures and reduce the gap in life outcomes and assisting all Queenslanders to benefit from reconciliation
- Child Safety services: 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.

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

### **ab) Departmental services (continued)**

- Community and Youth Justice services: Leading integrated service delivery to support vulnerable individuals, families and communities, providing effective youth justice services and encouraging seniors to participate in their community.
- Disability and Community Care services: Leading integrated service delivery to assist people with a disability, people with a mental illness and people who are frail and ageing to remain in their homes and participate in their community.
- Housing and Homelessness services: 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.
- Multicultural services: Providing whole-of-government leadership on multicultural policy and planning, providing advice on issues impacting on people from culturally and linguistically diverse backgrounds, and promoting positive community relations to enhance our cultural diversity.
- Sport and Recreation services: Delivering services to encourage Queenslanders to lead active and healthy lifestyles from participating in community sport and recreation activities, to achieving at elite levels.
- Women's services: Providing 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.
- Access to Government Services and Information: the department facilitates easier access to responsive government services and information by providing Queenslanders, through Smart Service Queensland, with a 'front door' to government transactions, information and referrals through the internet, the telephone and face-to-face customer service.

### **ac) 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.

### **ad) 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 'Certificate of the Department of Communities'.

### **ae) Comparative information and rounding**

The reporting period covered by these financial statements is 1 July 2009 to 30 June 2010. Due to the machinery-of-Government changes on 26 March 2009, the prior year's figures include balances from entities transferred to the department on 27 March 2009 and related transactions for the period 27 March 2009 to 30 June 2009. As a result, other than for the Statement of Financial Position, prior year figures are not comparable with the current year.

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

### ae) Comparative information and rounding (continued)

All figures in these statements are in Australian dollars and have been rounded to the nearest \$1,000 or, where that amount is less than \$500, to zero, unless disclosure of the full amount is specifically required.

### af) Judgements and assumptions

Where the department has made significant judgements regarding the classification or measurement of a particular transaction or balance, these are outlined in relevant places throughout the 'Notes to and forming part of the financial statements'. Any relevant assumptions are also disclosed in those notes.

### ag) New and revised accounting standards

The department did not voluntarily change any of its accounting policies during 2009-10.

Those new and amended Australian accounting standards that were applicable for the first time in the 2009-10 financial year and that had a significant impact on the department's financial statements are as follows:

The department complied with the revised AASB 101 Presentation of Financial Statements as from 2009-10. This revised standard does not have any measurement or recognition implications. Pursuant to the change of terminology used in the revised AASB 101, the Balance Sheet is now re-named to the Statement of Financial Position, and the Cash Flow Statement has now been re-named to Statement of Cash Flows. The former Income Statement has been replaced by a Statement of Comprehensive Income. In line with the new concept of 'comprehensive income', the bottom of this new statement contains certain transactions that previously were detailed in the Statement of Changes in Equity (refer to the items under the sub-heading Other Comprehensive Income in the new Statement of Comprehensive Income). The Statement of Changes in Equity now only includes details of transactions with owners in their capacity as owners, in addition to the total comprehensive income for the relevant components of equity.

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 the Treasury Department. 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 only significant impacts of new or amended Australian accounting standards with future commencement dates are as set out below.



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

**ag) New and revised accounting standards (continued)**

AASB 2009–5 Amendments to Australian Accounting Standards arising from the Annual Improvements Project includes certain amendments to AASB 117 Leases, effective from reporting periods beginning on or after 1 January 2010. These amendments revise the criteria for classifying leases involving land and buildings. The department will be required to reassess the classification of the land elements of all unexpired leases the department has entered into as at 1 July 2010, on the basis of information existing at the inception of the relevant leases. If any leases are reclassified to become finance leases, retrospective accounting adjustments will be processed as far as practicable.

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**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

	2010 \$'000	2009 \$'000
<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	3,237,559	522,895
Transfers from/to other departments	-	323,798
Unforeseen expenditure	-	114,461
Lapsed departmental services appropriation	(242,071)	-
Net departmental services receipts	<u>2,995,488</u>	<u>961,154</u>
Opening balance of appropriation refundable to Treasury	-	300
Output revenue receivable - machinery-of-Government changes	-	(10,904)
Opening balance of departmental services revenue receivable	(4,559)	(7,692)
Closing balance of departmental services revenue receivable	<u>9,077</u>	<u>4,559</u>
<b>Departmental services revenue recognised in Statement of Comprehensive Income</b>	<u><u>3,000,006</u></u>	<u><u>947,417</u></u>
<b>Reconciliation of payments from consolidated fund to equity adjustment recognised in Contributed Equity</b>		
Budgeted equity adjustment appropriation	1,178,741	88,457
Transfer from/to other departments	-	43,053
Unforeseen expenditure	-	41,978
Lapsed equity adjustment	(554,353)	(65,970)
Net equity adjustment receipts	<u>624,388</u>	<u>107,518</u>
Equity payments to other entities	(2,766)	-
Opening balance of equity adjustment receivable	(1,209)	(6,303)
Equity adjustment receivable - machinery-of-Government changes	-	(881)
Closing balance of equity adjustment receivable	<u>3,324</u>	<u>1,209</u>
<b>Equity adjustment recognised in Contributed Equity</b>	<u><u>623,737</u></u>	<u><u>101,543</u></u>
<b>3 User charges</b>		
Rental income	317,453	78,404
Sale of services	4,284	29,701
Sale of goods	26,818	27,546
Corporate services	98	16,783
Agency fees	-	9,787
Other	4,179	2,634
<b>Total</b>	<u><u>352,832</u></u>	<u><u>164,855</u></u>
<b>4 Grants and other contributions</b>		
Grant contributions revenue - machinery-of-Government changes	-	85,917
Grants*	23,636	71,539
Contributed assets	13,416	2,474
Goods and services received at below fair value	2,107	387
Other	5,604	3,097
<b>Total</b>	<u><u>44,763</u></u>	<u><u>163,414</u></u>

\* The Council of Australian Governments (COAG) decided in November 2008 to change the method of Commonwealth payments so that from February 2009, the majority of payments would be made directly to respective State Treasuries. As a result of this change, revenues which were previously reported by the department as Grants and Other Contributions are now reported as Departmental Services Revenue.

**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

	<b>2010</b>	<b>2009</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>5 Other revenue</b>		
Sale of inventories - land held for resale	3,000	3,675
Dividend received	-	2,389
Interest	2,960	1,022
Insurance recoveries	3,410	507
Bad debt recoveries	1,404	342
Expenditure recoveries	451	157
Other	4,775	869
<b>Total</b>	<u>16,000</u>	<u>8,961</u>
<b>6 Net gains on financial assets at fair value through profit or loss</b>		
Net gains on disposal	863	207
Net gains on revaluation	9,662	(99)
<b>Total</b>	<u>10,525</u>	<u>108</u>
<b>7 Employee expenses</b>		
<b>Employee benefits</b>		
Wages and salaries	599,408	274,736
Employer superannuation contributions	75,058	35,196
Annual leave levy	65,684	27,396
Long service leave levy	11,586	5,300
Other employee benefits	8,459	5,111
	<u>760,195</u>	<u>347,739</u>
<b>Employee related expenses</b>		
Payroll tax	35,237	16,303
Workers compensation premium	8,117	3,720
Other employee related expenses	8,017	2,180
	<u>51,371</u>	<u>22,203</u>
<b>Total</b>	<u>811,566</u>	<u>369,942</u>
	<b>2010</b>	<b>2009</b>
<b>Number of employees</b>	9,701	9,718

The number of employees includes both full-time employees and part-time employees measured on a full-time equivalent basis.

**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

**7 Employee expenses (continued)**

***Executive remuneration***

The number of senior executives who received, or were due to receive, total remuneration of \$100,000 or more for the period 1 July 2009 to 30 June 2010:

	<u>2010</u>
\$100,000 to \$119,999	4
\$120,000 to \$139,999	5
\$140,000 to \$159,999	8
\$160,000 to \$179,999	10
\$180,000 to \$199,999	12
\$200,000 to \$219,999	6
\$220,000 to \$239,999	6
\$240,000 to \$259,999	1
\$260,000 to \$279,999	4
\$300,000 to \$319,999	1
\$320,000 to \$339,999	2
\$340,000 to \$359,999	1
<b>Total</b>	<u><u>60</u></u>

	<u>2010</u>
	<u>\$'000</u>
Total remuneration of the executives shown above during 1 July 2009 to 30 June 2010:	11,487
Total separation and redundancy/termination benefit payments to executives shown above:	3,003

***SES Executives who commenced work at the department prior to the 26 March 2009 machinery-of-Government changes***

The number of senior executives who received, or were due to receive, total remuneration of \$100,000 or more for the period 1 July 2008 to 30 June 2009:

	<u>2009</u>
\$100,000 to \$119,999	4
\$120,000 to \$139,999	4
\$140,000 to \$159,999	3
\$160,000 to \$179,999	1
\$180,000 to \$199,999	5
\$200,000 to \$219,999	4
\$220,000 to \$239,999	3
\$240,000 to \$259,999	3
\$260,000 to \$279,999	2
\$280,000 to \$299,999	2
\$300,000 to \$319,999	1
\$360,000 to \$379,999	1
<b>Total</b>	<u><u>33</u></u>

	<u>2009</u>
	<u>\$'000</u>
Total remuneration of the executives shown above during 1 July 2008 to 30 June 2009:	6,578
Total separation and redundancy/termination benefit payments to executives shown above:	-

**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

**7 Employee expenses (continued)**

SES Executives who transferred to the continuing department as a result of the 26 March 2009 machinery-of-Government changes

The number of senior executives who received, or were due to receive, total remuneration of \$25,000 (\$100,000 full financial year) or more for the period 27 March 2009 to 30 June 2009:

	<u>2009</u>
\$30,000 to \$34,999 (Annual: \$120,000 to \$139,999)	1
\$35,000 to \$39,999 (Annual: \$140,000 to \$159,999)	2
\$40,000 to \$44,999 (Annual: \$160,000 to \$179,999)	8
\$45,000 to \$49,999 (Annual: \$180,000 to \$199,999)	13
\$50,000 to \$54,999 (Annual: \$200,000 to \$219,999)	8
\$55,000 to \$59,999 (Annual: \$220,000 to \$239,999)	5
\$60,000 to \$64,999 (Annual: \$240,000 to \$259,999)	3
\$65,000 to \$69,999 (Annual: \$260,000 to \$279,999)	1
\$70,000 to \$74,999 (Annual: \$280,000 to \$299,999)	1
\$75,000 to \$79,999 (Annual: \$300,000 to \$319,000)	1
\$80,000 to \$84,999 (Annual: \$320,000 to \$339,000)	1
\$100,000 to \$104,999*	1
\$285,000 to \$289,999*	1
<b>Total</b>	<u><u>46</u></u>

\* The payment to these two executives included redundancy/termination benefits.

	<u>2009</u> <u>\$'000</u>
Total remuneration of the executives shown above during 27 March 2009 to 30 June 2009:	2,545
Total separation and redundancy/termination benefit payments to executives shown above:	347

The amount calculated as executive remuneration in these financial statements includes the direct remuneration received, as well as items not directly received by senior executives, such as the movement in leave accruals and fringe benefits tax paid on motor vehicles. This will therefore differ from advertised executive remuneration packages which do not include the latter items.

**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

	2010 \$'000	2009 \$'000
<b>8 Supplies and services</b>		
Repairs and maintenance	159,851	58,537
Professional and technical fees	50,588	38,829
Operating lease rentals	75,827	32,383
Rates to local governments*	100,629	22,982
Administration costs	20,289	12,553
Computer operating costs	12,597	10,436
Outsourced corporate services	32,455	10,296
Telecommunications	14,462	8,712
Travel	15,016	7,745
Marketing and public relations	6,018	5,412
Minor plant and equipment	6,943	4,444
Consultancies	2,083	1,202
Other #	37,911	19,767
<b>Total</b>	<b>534,669</b>	<b>233,298</b>
<p>* The department is not required to pay general rates to local governments for properties covered by section 95 of the <i>Housing Act 2003</i>. Consequently, Rates to Local Governments includes special payments totalling \$32.715 million (2009 \$12.927 million) in respect of general rates.</p> <p># Supplies and Services - Other includes special payments totalling \$13,276 (2009 \$51,124) representing ex-gratia compensation paid to certain borrowers for maintenance of their homes.</p>		
<b>9 Grants and subsidies</b>		
Disability and Community Care services	1,007,396	234,243
Child Safety services	337,228	72,188
Housing and Homelessness services	251,042	108,128
Community and Youth Justice services	209,568	137,907
Sport and Recreation services	53,902	31,963
Aboriginal and Torres Strait Islander services	10,213	5,811
Multicultural services	3,065	3,792
Women's services	238	-
Access to Government Services and Information	-	1,462
<b>Total</b>	<b>1,872,652</b>	<b>595,494</b>
<b>10 Depreciation and amortisation</b>		
Depreciation and amortisation incurred in respect of:		
Buildings	126,960	35,916
Plant and equipment	20,268	12,114
Software	17,666	6,841
<b>Total</b>	<b>164,894</b>	<b>54,871</b>
<b>11 Inventory expenses</b>		
Cost of sales of inventories	21,375	21,570
Inventories write-down (reversal)	1,801	(78)
<b>Total</b>	<b>23,176</b>	<b>21,492</b>
<b>12 Impairment losses</b>		
Rental bond loans	2,830	968
Rental debtors	2,142	763
Plant and equipment	-	262
Non-current assets classified as held for sale	2,073	115
Other debtors	302	187
<b>Total</b>	<b>7,347</b>	<b>2,295</b>



**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

	2010 \$'000	2009 \$'000
<b>13 Other expenses</b>		
Insurance premiums - Queensland Government Insurance Fund *	7,034	2,209
Donated non-current physical assets	178	2,039
Merchant fees #	-	903
Net losses on disposal of property, plant and equipment	979	639
External audit fees †	1,406	562
Legal claims	907	551
Losses:		
Losses of buildings subject to insurance*	1,213	184
Losses of public money	-	159
Losses of public property	1	1
Special payments:		
Ex gratia payments	177	156
Donations and gifts	98	66
Other	511	72
<b>Total</b>	<b>12,504</b>	<b>7,541</b>

\*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.

# Merchant Fees are recovered from agencies. This recovery is included in User Charges - Agency Fees (refer to note 3).

† The Auditor-General of Queensland is the department's external auditor. Total external audit fees relating to the 2009-10 financial year are estimated to be \$1.005 million (2009 \$0.401 million). There are no non-audit services included in this amount.

**14 Cash and cash equivalents**

Cash at bank*	293,988	266,218
Cash on hand	785	620
<b>Total</b>	<b>294,773</b>	<b>266,838</b>

\*Cash at Bank includes \$6.764 million (2009 \$6.547 million) with the Queensland Treasury Corporation which earns interest for Aboriginal Welfare Fund and the Reparations Provision.

**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

	<b>2010</b>	<b>2009</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>15 Loans and receivables</b>		
<i>Current</i>		
GST input tax credits receivable*	51,785	44,295
GST payable*	(39,100)	(36,722)
Net GST receivable	<u>12,685</u>	<u>7,573</u>
Trade and other debtors	32,321	32,762
Less: provision for impairment	(753)	(660)
	<u>31,568</u>	<u>32,102</u>
Rental bond loans	14,824	12,072
Less: provision for impairment	(3,019)	(1,965)
	<u>11,805</u>	<u>10,107</u>
Rental debtors	11,575	8,431
Less: provision for impairment	(6,463)	(4,547)
	<u>5,112</u>	<u>3,884</u>
Annual leave reimbursements	13,198	11,519
Housing loans	4,309	5,328
Departmental services revenue	16,337	4,559
Long service leave reimbursements	2,813	2,478
Equity injection	3,325	1,209
<b>Total current loans and receivables</b>	<u><u>101,152</u></u>	<u><u>78,759</u></u>
<i>Non-current</i>		
Rental bond loans	3,691	3,022
Less: provision for impairment	(755)	(491)
	<u>2,936</u>	<u>2,531</u>
Housing loans	33,548	28,905
Other debtors	6,847	-
<b>Total non-current loans and receivables</b>	<u><u>43,331</u></u>	<u><u>31,436</u></u>

\* Refer to note 38 for details of adjustments made to 2009.

Reconciliations of the provisions for impairment for each class are provided below.

	Current provisions for impairment					
	Trade and other debtors		Rental bond loans		Rental debtors	
	2010	2009	2010	2009	2010	2009
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Opening balance	660	41	1,965	-	4,547	-
Transfers from machinery-of-Government changes	-	652	-	1,843	-	4,036
Provision re-assessment	93	(30)	2,264	775	2,129	759
Loans and receivables written off	-	(3)	(1,210)	(653)	(213)	(248)
Closing balance	<u>753</u>	<u>660</u>	<u>3,019</u>	<u>1,965</u>	<u>6,463</u>	<u>4,547</u>

**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

	2010 \$'000	2009 \$'000
<b>15 Loans and receivables (continued)</b>		
	<b>Non-current provision for impairment</b>	
	<b>Rental bond loans</b>	
Opening balance	491	-
Transfers from machinery-of-Government changes	-	461
Provision re-assessment	566	193
Loans and receivables written off	(302)	(163)
Closing balance	<u>755</u>	<u>491</u>

**16 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 is for the development of a site at Kelvin Grove. Each party to the venture owns and develops its own land located at the site, but contributes to the cost of shared infrastructure and other project common works.

The department has made a judgement that land employed in this joint venture operation meets the definition of inventories on the basis that the land is being developed for resale. This land is included within Inventories - Land Held for Resale disclosed in note 17.

**17 Inventories**

Land held for resale		
Costs of acquisition	12,960	16,461
Development costs	4,083	4,082
	<u>17,043</u>	<u>20,543</u>
Inventory held for distribution	181	124
Inventory held for sale	3,114	2,168
Less: provision for stock obsolescence	(22)	(29)
<b>Total</b>	<u>20,316</u>	<u>22,806</u>

Of the inventories on hand at 30 June 2010, \$8.117 million (2009 \$18.233 million) are expected to be realised after more than 12 months.

**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

	2010 \$'000	2009 \$'000
<b>18 Financial assets at fair value through profit or loss</b>		
<i>Current</i>		
Interest in Rental Purchase Plan properties	6,000	6,000
<b>Total</b>	<u>6,000</u>	<u>6,000</u>
<i>Non-current</i>		
Interest in Rental Purchase Plan properties	193,949	191,954
Interest in Pathways Shared Equity properties	6,063	1,688
<b>Total</b>	<u>200,012</u>	<u>193,642</u>

The department's method of valuing its interest in Rental Purchase Plan and Pathways Shared Equity properties involves an independent valuation of all properties on a five-year rolling plan. The total portfolio as at 30 June 2010 comprised 1,235 properties (1,229 as at 30 June 2009). There were 230 (2009 329) independent kerbside valuations and 61 (2009 48) full independent valuations performed during the period to 30 June 2010. The remaining properties were valued by applying an index for all suburbs where Rental Purchase Plan and Pathways Shared Equity properties are located, based on actual sales data provided by the Department of Environment and Resource Management.

Refer to note 34 for other financial information on these assets.

**19 Other assets**

<i>Current</i>		
Prepayments	15,232	20,226
Other	194	123
<b>Total</b>	<u>15,426</u>	<u>20,349</u>
<i>Non-current</i>		
Other	284	-
<b>Total</b>	<u>284</u>	<u>-</u>

**20 Non-current assets classified as held for sale**

Land	19,134	24,393
Buildings	5,943	4,961
<b>Total</b>	<u>25,077</u>	<u>29,354</u>

The department has made the judgement that these assets meet the criteria for classification as non-current assets held for sale. These assets consist of:

- properties to be sold in line with ongoing portfolio management strategies to ensure the alignment of cost-effective and suitable properties with client needs in specific locations. These sales are achieved by listing the properties on the open market
- properties for which sales are negotiated directly with a prospective purchaser (usually another Queensland Government agency or community organisation) after direct approaches about purchasing the property concerned
- properties being sold to existing tenants. These sales are directly negotiated with the tenants after receiving advice from them that they wish to purchase the property concerned.

Property sales are expected to be finalised within 12 months.

Refer to note 1(k) for an explanation of the valuation basis for these properties.

Included in land as at 30 June 2009 is vacant land at Fitzgibbon valued at \$13.8 million, for which approval was received to sell to the Urban Land Development Authority. Settlement occurred in 2009-10.

**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

	2010 \$'000	2009 \$'000
<b>21 Other financial assets</b>		
Investment in controlled entities	8,416	8,416
	<u>8,416</u>	<u>8,416</u>
Refer to note 1(b), 1(r) and note 33 for further information on these assets.		
<b>22 Property, plant and equipment</b>		
<b>Land</b>		
At fair value*	8,990,032	8,597,502
<b>Buildings</b>		
At fair value*	6,374,174	5,847,068
<b>Plant and equipment</b>		
At cost#	161,578	138,701
Less accumulated depreciation	(78,533)	(62,601)
Less accumulated impairment losses	(262)	(262)
	<u>82,783</u>	<u>75,838</u>
<b>Capital works in progress</b>		
At cost	326,227	190,802
<b>Total</b>	<u>15,773,216</u>	<u>14,711,210</u>

\*An interim revaluation of land and buildings was performed during 2009-10. The majority of land and buildings relate to assets transferred from the former Department of Housing, and these were subject to a comprehensive revaluation during 2006-07. The values of these assets are indexed annually to ensure such values materially reflect fair value as at each reporting date - see note 1(o) for further information.

# The department has plant and equipment with an original cost of \$5.342 million (2009 \$12.036 million) and a written-down value of zero still being used in the provision of services.

**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

**22 Property, plant and equipment (continued)**

*Property, plant and equipment reconciliation*

	Land \$'000	Buildings \$'000	Plant and equipment \$'000	Capital works in progress \$'000	Total \$'000
Carrying amount at 1 July 2008	93,105	173,972	36,233	20,674	323,984
Acquisitions	46,612	72,561	6,593	78,638	204,404
Acquisitions through machinery-of-Government changes	8,250,099	5,561,488	48,766	145,982	14,006,335
Transfers between classes	333	42,512	3,278	(46,123)	-
Disposals	(274)	(1,373)	(959)	-	(2,606)
Disposals through machinery-of-Government changes	(36,305)	(16,087)	(5,697)	(8,369)	(66,458)
Assets reclassified as held for sale	(8,308)	(4,289)	-	-	(12,597)
Revaluation increments	252,240	54,200	-	-	306,440
Impairment losses recognised in operating result	-	-	(262)	-	(262)
Depreciation	-	(35,916)	(12,114)	-	(48,030)
Carrying amount at 30 June 2009	8,597,502	5,847,068	75,838	190,802	14,711,210
Carrying amount at 1 July 2009	8,597,502	5,847,068	75,838	190,802	14,711,210
Acquisitions	256,003	204,503	18,108	348,168	826,782
Acquisitions through machinery-of-Government changes	755	320	-	-	1,075
Transfers between classes	2,920	199,206	10,007	(212,743)	(610)
Disposals	(1,823)	(2,206)	(902)	-	(4,931)
Disposals through machinery-of-Government changes	-	-	-	-	-
Assets reclassified as held for sale	(57,322)	(18,903)	-	-	(76,225)
Revaluation increments	191,997	271,146	-	-	463,143
Depreciation	-	(126,960)	(20,268)	-	(147,228)
Carrying amount at 30 June 2010	8,990,032	6,374,174	82,783	326,227	15,773,216



**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

	<b>2010</b>	<b>2009</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>23 Intangible assets</b>		
Software - internally generated (at cost)	123,375	97,873
Less accumulated amortisation	<u>(48,391)</u>	<u>(32,169)</u>
	<u>74,984</u>	<u>65,704</u>
Software - other (at cost)	20,126	22,303
Less accumulated amortisation	<u>(18,339)</u>	<u>(19,797)</u>
	<u>1,787</u>	<u>2,506</u>
Software work in progress (at cost)	9,565	17,496
<b>Total</b>	<u><u>86,336</u></u>	<u><u>85,706</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 2008	3,373	319	20,122	23,814
Acquisitions	3,502	-	3,131	6,633
Acquisitions through machinery-of-Government changes	48,160	2,758	14,013	64,931
Transfers between classes	18,846	-	(18,846)	-
Disposals through machinery-of-Government changes	(1,907)	-	(924)	(2,831)
Amortisation	(6,270)	(571)	-	(6,841)
Carrying amount 30 June 2009	<u>65,704</u>	<u>2,506</u>	<u>17,496</u>	<u>85,706</u>
Carrying amount 1 July 2009	65,704	2,506	17,496	85,706
Acquisitions	5,688	301	10,863	16,852
Transfers from other government departments	1,444	-	-	1,444
Transfers between classes	18,794	-	(18,794)	-
Amortisation	(16,646)	(1,020)	-	(17,666)
Carrying amount 30 June 2010	<u><u>74,984</u></u>	<u><u>1,787</u></u>	<u><u>9,565</u></u>	<u><u>86,336</u></u>

The department has intangible assets with an original cost of \$7.244 million (2009 \$7.657 million) and a written-down value of zero still being used in the provision of services.

	<b>2010</b>	<b>2009</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>24 Payables</b>		
Trade creditors and accruals	110,163	90,121
Grants and subsidies payable	82,823	47,670
Other	12,847	3,104
<b>Total</b>	<u><u>205,833</u></u>	<u><u>140,895</u></u>

**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

	2010 \$'000	2009 \$'000
<b>25 Accrued employee benefits</b>		
<i>Current</i>		
Annual leave levy payable	18,052	19,351
Salaries and wages payable	10,739	9,710
Long service leave levy payable	3,094	2,869
<b>Total</b>	<b>31,885</b>	<b>31,930</b>

**26 Provisions**

<i>Current</i>		
Reparation provision	4,692	7,347
Litigation provision	-	58
<b>Total</b>	<b>4,692</b>	<b>7,405</b>
<i>Non-Current</i>		
Make good provision	529	529
<b>Total</b>	<b>529</b>	<b>529</b>

**Movements in provisions**

	Reparations \$'000	Litigation \$'000	Make good \$'000
<i>Current</i>			
Carrying amount at 1 July 2009	7,347	58	-
Reduction in provision as a result of payments	(2,655)	-	-
Movement in provision as a result of re-measurement	-	(58)	-
Carrying amount at 30 June 2010	<b>4,692</b>	<b>-</b>	<b>-</b>
<i>Non-Current</i>			
Carrying amount at 1 July 2009	-	-	529
Carrying amount at 30 June 2010	<b>-</b>	<b>-</b>	<b>529</b>

**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.

A Cabinet decision has determined that the unspent balance of the provision which will not be paid to individuals is to be payable to the Indigenous Queenslanders' Foundation.

**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

**26 Provisions (continued)**

***Make good provision***

Provision is made for estimated make good expenses in accordance with the terms of the lease agreements for premises at Mt Gravatt Child Safety Service Centre, East Rockhampton, 18 Banfield St Chermerside, 112 Charlotte St Cooktown, Fortitude Valley Green Square Fortitude Valley, 162 Goondoon St Gladstone, 26 Duke St Gympie, 20 Wirraway Pde Inala, 31 Gladly St Innisfail, 146 Bloomfield St Cleveland and 33 King St Caboolture. The leases have termination dates of 2015, 2013, 2013, 2017, 2019, 2012, 2016, 2015, 2012 and 2013 respectively when it is expected that these claims will be realised.

	<b>2010</b>	<b>2009</b>	<b>1 July 2008</b>
	<b>\$'000</b>	<b>\$'000</b>	<b>restated *</b>
			<b>\$'000</b>
<b>27 Other liabilities</b>			
<i>Current</i>			
Unearned revenue*	12,826	11,318	325
Lease incentives	271	195	341
Other	10	10	-
<b>Total</b>	<b>13,107</b>	<b>11,523</b>	<b>666</b>
<i>Non-current</i>			
Lease incentives	538	271	
<b>Total</b>	<b>538</b>	<b>271</b>	

\* Refer to note 38 for details of adjustments made to 2008 and 2009.

**28 Asset revaluation surplus by class**

	<b>Land</b>	<b>Buildings</b>	<b>Total</b>
	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
Carrying amount at 1 July 2008	66,128	75,448	141,576
Net revaluation increments	252,241	54,200	306,441
Carrying amount 30 June 2009	<b>318,369</b>	<b>129,648</b>	<b>448,017</b>
Carrying amount at 1 July 2009	318,369	129,648	448,017
Net revaluation increments	191,997	271,146	463,143
Carrying amount at 30 June 2010	<b>510,366</b>	<b>400,794</b>	<b>911,160</b>

**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

	2010 \$'000	2009 \$'000
<b>29 Reconciliation of operating result to net cash from operating activities</b>		
<b>Operating result</b>	(21,128)	(4,909)
Non-cash items:		
Depreciation and amortisation expense	164,894	54,871
Donated assets and services expensed	2,261	2,035
Donated assets and services received	(15,498)	(2,475)
Loss (gain) on disposal of non-current assets	3,312	432
Impairment losses	2,073	378
Losses of buildings subject to insurance	1,213	185
Net loss (gain) on revaluation of financial assets at fair value through profit or loss	(9,662)	99
Change in assets and liabilities:		
(Increase) decrease in GST input tax credits receivable*	(7,467)	(5,557)
(Increase) decrease in receivables	(3,347)	13,064
(Increase) decrease in inventories	3,101	876
(Increase) decrease in other assets	4,155	(204)
Increase (decrease) in payables	48,184	(146,347)
Increase (decrease) in GST payable*	1,988	10,612
Increase (decrease) in provisions	(2,713)	(11,916)
Increase (decrease) in accrued employee benefits	(7)	(7,246)
Increase (decrease) in other liabilities*	1,482	(2,745)
<b>Net cash provided by (used in) operating activities</b>	<u>172,841</u>	<u>(98,847)</u>

\* Refer to note 38 for details of adjustments made to 2009.

**30 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 13 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**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

	2010 \$'000	2009 \$'000
<b>31 Commitments for expenditure</b>		
Material classes of expenditure commitments inclusive of anticipated GST, contracted for at reporting date but not recognised are payable as follows:		
<b>(a) Non-cancellable operating lease commitments</b>		
- Within 12 months	45,287	49,287
- 12 months or longer and not longer than five years	87,314	135,179
- Longer than five years	2,365	53,072
<b>Total</b>	<u>134,966</u>	<u>237,538</u>
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.		
<b>(b) Capital expenditure commitments</b>		
Land and buildings		
- Within 12 months	593,966	212,886
- 12 months or longer and not longer than five years	68,295	4,282
Plant and equipment		
- Within 12 months	2,816	529
Intangibles		
- Within 12 months	-	75
<b>Total</b>	<u>665,077</u>	<u>217,772</u>
<b>(c) Grants and subsidies expenditure commitments</b>		
Disability and Community Care services	3,931,655	1,891,289
Community and Youth Justice services*	267,749	211,195
Child Safety services	360,058	298,041
Sport and Recreation services	46,636	102,526
Housing and Homelessness services*	528,707	267,365
<b>Total</b>	<u>5,134,805</u>	<u>2,770,416</u>
- Within 12 months	1,854,709	1,476,251
- 12 months or longer and not longer than five years	3,280,096	1,294,165
<b>Total</b>	<u>5,134,805</u>	<u>2,770,416</u>
* Refer to note 38 for details of adjustments made to 2009.		
<b>(d) Other expenditure commitments</b>		
- Within 12 months	7,300	5,794
- 12 months or longer and not longer than five years	8,362	60
<b>Total</b>	<u>15,662</u>	<u>5,854</u>

**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

**32 Contingencies**

**(a) Contingent assets - property damage claims**

As at 30 June 2010, the department had 27 outstanding property damage insurance claims (2009 42 claims) for which the estimated recoveries (net of excesses) total \$2.483 million (2009 \$2.751 million). The department's insurer for these claims is the Queensland Government Insurance Fund.

**(b) Contingent liabilities - litigation**

At 30 June 2010, the following number of cases were filed with the respective jurisdictions naming the department as defendant:

	Number of cases	
	2010	2009
High Court	-	1
Supreme Court	14	13
District Court	4	2
Coroners	7	2
Other courts	11	2
Court not yet identified	16	15
	<u>52</u>	<u>35</u>

The department has not recognised a provision in relation to these cases as it is unable to reliably estimate the final amounts payable (if any).

Should any of these cases proceed and result in judgement against the department, the maximum amount that the department may 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.

**33 Controlled entities**

The controlled entities of the department are Monte Carlo Caravan Park Trust, Monte Carlo Caravan Park Pty Ltd, Lazy Acres Caravan Park, Woombye Gardens Caravan Park and Gold Coast Events Co Pty Ltd.

The principal activity of the Monte Carlo Caravan Park Trust is to oversee the operations of the Monte Carlo Caravan Park. The trust is a Queensland Government housing initiative, originally instigated to offer secure tenancy for existing residents of the caravan park, as well as for independent caravan owners who were displaced from a neighbouring park due to redevelopment of its site.

The Public Trustee manages the caravan parks on behalf of the department. The parks provide affordable long term housing to permanent park residents.

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.



**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

	2010 \$'000	2009 \$'000
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**33 Controlled entities (continued)**

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	9	10
Lazy Acres Caravan Park	10	11
Woombye Gardens Caravan Park	10	11
Gold Coast Events Co Pty Ltd	40	27
	<u>69</u>	<u>59</u>

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 entities for the year 1 July 2009 to 30 June 2010 (27 March 2009 to 30 June 2009), and their financial position at 30 June is as follows:

**(a) Monte Carlo Caravan Park**

Revenues	784	157
Expenses	(592)	(188)
Operating result	<u>192</u>	<u>(31)</u>
Assets	9,212	7,672
Liabilities	(58)	(336)
Net assets	<u>9,154</u>	<u>7,336</u>

**(b) Lazy Acres Caravan Park**

Revenues	491	115
Expenses	(694)	(292)
Operating result	<u>(203)</u>	<u>(177)</u>
Assets	4,829	4,897
Liabilities	(93)	(191)
Net assets	<u>4,736</u>	<u>4,706</u>

**(c) Woombye Gardens Caravan Park**

Revenues	618	82
Expenses	(496)	(368)
Operating result	<u>122</u>	<u>(286)</u>
Assets	4,055	3,980
Liabilities	(82)	(154)
Net assets	<u>3,973</u>	<u>3,826</u>

**(d) Gold Coast Events Co Pty Ltd**

Revenues	14,813	6,358
Expenses	(17,296)	(6,364)
Operating result	<u>(2,483)</u>	<u>(6)</u>
Assets	12,174	13,743
Liabilities	(7,362)	(6,854)
Net assets	<u>4,812</u>	<u>6,889</u>

**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

**34 Financial instruments**

**(a) Categorisation of financial instruments**

The department has the following categories of financial assets and financial liabilities:

Category	2010 \$'000	2009 \$'000
<b>Financial assets</b>		
Cash and cash equivalents	294,773	266,838
Financial assets at fair value through profit or loss	206,012	199,642
Loans and receivables	144,483	110,195
<b>Total</b>	<b>645,268</b>	<b>576,675</b>
<b>Financial liabilities</b>		
Payables	205,833	140,895
Accrued employee benefits	31,885	31,930
Australian Government borrowings	404,225	416,719
<b>Total</b>	<b>641,943</b>	<b>589,544</b>

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.

The department does not enter into financial instruments for speculative purposes. Financial instruments consist of loans to borrowers (the department provides home lending assistance to people on low-to-moderate incomes in Queensland), the department's interest in Rental Purchase Plan and Pathways Shared Equity properties (financial assets at fair value through profit or loss), Australian Government borrowings, accrued employee benefits and other receivables and payables.

**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.

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 provisions for impairment.

No financial assets or financial liabilities have been offset and presented net in the Statement of Financial Position.

The following information represents the department's maximum exposure to credit risk based on contractual amounts net of any allowances:

**Cash and cash equivalents**

The maximum potential exposure to credit risk associated with the department's cash at bank is the amount reported in note 14.

**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

**34 Financial instruments (continued)**

**(c) Credit risk exposure (continued)**

**Loans and receivables**

The credit risk for loans and receivables relates to the risk that the department will not receive all amounts owing to it.

The extent of credit risk relating to the department's loans and receivables (according to the extent to which provisions for impairment are warranted) is as disclosed in note 15.

For all classes of loans and receivables, objective evidence of impairment exists where balances of debtors' 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 given class of loans and receivables warrant separate assessment, the provision for impairment for that class reflects the outcomes of such separate assessments. At 30 June 2010 the department had nil (2009 nil) individually impaired debts.

No loans or receivables have had their arrears re-negotiated to avoid amounts being recorded as past due.

Write-offs of loans and receivables are only processed after all reasonable and cost-effective steps have been taken to recover the arrears owing, and the relevant approving officer is satisfied that this is the case.

**Housing loans**

Most housing loans are secured by a registered first mortgage over the property concerned. The department obtains an independent market valuation of the secured property at the time of loan assessment, but does not undertake regular valuations thereafter. Properties repossessed due to default by the borrower are not retained by the department but are sold at auction through a licensed real estate agent.

Under the Rental Purchase Plan or Contract of Sale scheme, title to the property remains with the department until the purchase is fully completed under the contract. This practice is solely to ensure the department's interest as a lender is secured.

Under the Pathways Shared Equity Program, title to the property is held jointly by the department and the borrower until the purchase is fully completed under the contract.

The department's lending practices include a range of features to mitigate risk, including a requirement for new borrowers to obtain independent financial advice plus a thorough departmental assessment of risk (including credit history reports) at the time of loan assessment. The department has a range of safety nets for different loan products including interest subsidies, extending loan terms and mortgage relief assistance. Credit risk is also minimised through proactive arrears and loan management practices.

The credit quality of the loans in the department's lending portfolio that are neither past due nor impaired is therefore considered to be high, due to the low level of arrears, the absence of borrower defaults, and the fact that most of the loans were provided many years ago based on much lower residential property values. As at 30 June 2010, the weighted average age of such loans is 15.82 years (2009 16.07 years) with the weighted average loan balance being \$31,986 (2009 \$25,996).

The following table shows the ageing of housing loans past due but not impaired.

Value of housing loans past due but not impaired		
Arrears*	2010 \$'000	2009 \$'000
>0 & <1 months	16	25
>=1 & <2 months	13	12
>=2 & <3 months	14	2
>=3 & <4 months	4	2
>=4 & <5 months	9	-
>=5 & <6 months	3	-
>=6 months	3	6
<b>Total</b>	<b>62</b>	<b>47</b>

\*To the extent that the value of arrears for an individual borrower does not equate to one or more whole months, this is regarded as a portion of a month in arrears.

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**34 Financial instruments (continued)**

**(c) Credit risk exposure (continued)**

The department lends to people on low-to-moderate incomes within Queensland. Approximately 79% of the gross value of loans (\$29.860 million) at 30 June 2010 relates to borrowers in the south-east corner of Queensland (82% or \$27.903 million as at 30 June 2009) – representing a concentration of credit risk with the department's lending portfolio.

Write-offs of unrecoverable amounts for housing loans are deducted directly from the relevant borrower's account.

**Rental debtors**

Rental debtors relate to rental housing assistance provided to people on low-to-moderate incomes across Queensland. These receivables have a high credit risk with no identifiable concentrations of that risk. The credit quality of debts that are neither past due nor impaired is considered to be moderate.

Policies and processes for managing the credit risk associated with these receivables are focused on arrears management. The department has in place specific arrears management procedures that broadly include:

- prompt follow-up of debtors who fall into arrears via written notices and in many cases personal or telephone contact by departmental officers
- repayment agreements for debtors in arrears
- use of a debt collection agency for certain debts.

Write-offs of unrecoverable amounts for rental debtors are deducted from the related provision for impairment, except where the department has decided to waive amounts previously charged (such write-offs being deducted directly from the relevant debtor's account).

**Rental bond loans**

Rental bond loan assistance is provided to people on low-to-moderate incomes across Queensland who are in housing need, and no identifiable concentrations of credit risk exist within the class. Substantial credit risk is associated with these loans as they are unsecured. However, the department does have the right to recover the amount of any defaults from any available rental bond balance.

Policies and processes for managing the credit risk associated with these loans are focused on arrears management. The department has in place specific arrears management procedures that broadly include:

- prompt follow-up of debtors who fall into arrears via written notices and in many cases personal or telephone contact by departmental officers
- repayment agreements for debtors in arrears, where appropriate.

Write-offs of unrecoverable amounts for rental bond loans are deducted from the related provision for impairment.

**Trade and other debtors**

No identifiable concentrations of risk exist in relation to the department's trade and other debtors. The credit quality of debts within this class that are neither past due or impaired is assessed as high.

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.

Write-offs of unrecoverable amounts for trade and other debtors are deducted from the relevant provision for impairment to the extent that such write-offs have been anticipated via that provision. In all other situations, write-offs of unrecoverable amounts are deducted directly from the relevant debtor's account.

**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

**34 Financial instruments (continued)**

**(d) Market risk**

The department's market risk relating to financial instruments is limited to its interest in Rental Purchase Plan and Pathways Shared Equity properties, loans and receivables (housing loans), and to cash deposited in interest bearing accounts.

At 30 June 2010, the department's exposure to market risk in respect of Rental Purchase Plan and Pathways Shared Equity properties is equal to the carrying amount of these assets (refer to note 18). The value of the department's interest in these properties is directly related to movements in the residential property market in the respective areas where these properties are located. Refer to note 1(s) for an explanation of the measurement basis for these assets.

Approximately 84% (2009 82.4%) of the value of the department's interest in these properties is concentrated in the south-east corner of Queensland, where movements in the residential property market have been most significant.

The department does not undertake any hedging in relation to interest rate risk and manages its risk as per the liquidity risk management strategy.

**Interest rate sensitivity analysis**

The following table summarises the sensitivity of the department's financial assets and liabilities which are subject to interest rate risk, showing the effects of a plus or minus movement of 2% (2009 2%) on profit and equity:

2010					
	Interest rate risk				
	Carrying Amount \$000	+ 2%		- 2%	
		Profit \$000	Equity \$000	Profit \$000	Equity \$000
<b>Financial Assets</b>					
Cash and cash equivalents (Queensland Treasury Corporation)	6,764	135	135	(135)	(135)
Loans and receivables (housing loans)	37,857	757	757	(757)	(757)
<b>Overall effect on profit and equity</b>		892	892	(892)	(892)

2009					
	Interest rate risk				
	Carrying Amount \$000	+ 2%		- 2%	
		Profit \$000	Equity \$000	Profit \$000	Equity \$000
<b>Financial Assets</b>					
Cash and cash equivalents (Queensland Treasury Corporation)	6,547	131	131	(131)	(131)
Loans and receivables (housing loans)	34,233	685	685	(685)	(685)
<b>Overall effect on profit and equity</b>		816	816	(816)	(816)

**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

**34 Financial instruments (continued)**

**(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, accrued employee benefits and Australian Government borrowings, in that the department needs to be able to pay these amounts when they fall due. The department has implemented and maintains robust cash management practices, including day-to-day monitoring and regular liquidity reporting to the department's Performance and Budget Committee. These practices ensure cash resources are adequate to meet future commitments.

The department's liquidity risk is low for the following reasons:

- cash resources consistently exceed the total amount of liabilities expected to become payable in the ensuing 12 months (refer to the Statement of Financial Position)
- payments are made to take advantage of suppliers' terms of trade and any available discount periods, as far as possible
- borrowings from the Australian Government are subject to a fixed repayment schedule and fixed interest rate, resulting in certainty of the amount and timing of future cash outlays for forward planning purposes.

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 cash flows relating to the repayment of the principal amount outstanding at balance date.

	2010			
	Payable in			Total
	<1 year \$'000	1 - 5 years \$'000	>5 years \$'000	\$'000
<b>Financial Liabilities</b>				
Payables	205,833	-	-	205,833
Accrued employee benefits	31,885	-	-	31,885
Australian Government borrowings	12,827	68,416	322,982	404,225
<b>Total</b>	<b>250,545</b>	<b>68,416</b>	<b>322,982</b>	<b>641,943</b>

	2009			
	Payable in			Total
	<1 year \$'000	1 - 5 years \$'000	>5 years \$'000	\$'000
<b>Financial Liabilities</b>				
Payables	140,895	-	-	140,895
Accrued employee benefits	31,930	-	-	31,930
Australian Government borrowings	12,494	67,013	337,212	416,719
<b>Total</b>	<b>185,319</b>	<b>67,013</b>	<b>337,212</b>	<b>589,544</b>

There are no identifiable concentrations of liquidity risk associated with the above liabilities.



**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

**34 Financial instruments (continued)**

**(f) Fair value**

The fair value of financial assets and liabilities must be estimated for recognition and measurement and for note disclosure purposes.

Financial assets at fair value through profit and loss (comprising the department's interest in Rental Purchase Plan and Pathways Shared Equity properties) recognised in the Statement of Financial Position are classified as level 2 according to the fair value hierarchy. This reflects the significance of the inputs used in making those measurements i.e. the fair value is estimated using inputs, other than quoted prices in active markets, that are observable for the asset, either directly (as prices) or indirectly (derived from prices).

For cash, loans and receivables (excluding housing loans), payables and accrued employee benefits, carrying amounts are a reasonable approximation of fair value.

The carrying amounts and estimated fair values of housing loans and Australian Government borrowings held at balance date are as follows:

	2010		2009	
	Carrying Amount \$'000	Fair Value \$'000	Carrying Amount \$'000	Fair Value \$'000
<b>Financial Assets</b>				
Loans and receivables (housing loans)	37,857	25,708	34,233	31,922
<b>Financial Liabilities</b>				
Australian Government borrowings	404,225	374,698	416,719	349,556

Methods used to derive fair value are as follows:

**Loans and receivables - housing loans**

The fair value of housing loans is the present value of future principal and interest cash flows. The amount calculated is based on a discounted cash flow analysis using the Queensland Treasury Corporation yield curve to derive discount rates that most closely match the term of the individual loans. Future cash flows take into account the scheduled instalments, projected interest rate profiles for individual products (based on implied forward rates derived from the Queensland Treasury Corporation yield curve), and estimated arrears, prepayments and defaults based on recent payment history.

**Australian Government borrowings**

Australian Government borrowings are fixed interest rate debt (average 4.5%) relating to a range of loans for housing purposes provided over a number of years. These loans have various maturity dates with the last of these loans expected to mature in 2042.

The fair value of the Australian Government debt is determined by discounting the future loan principal and interest instalments pursuant to the aggregated repayment schedule for the individual loans. The discount rates used are derived from an Australian Government yield curve supplied by the Queensland Treasury Corporation.

**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

**2010**      **2009**  
**\$'000**      **\$'000**

**35 Trust and agency transactions and balances**

All trust and agency transactions and balances are subject to audit by the Auditor General of Queensland.

**(a) Persons in care**

The department undertakes certain transactions in a fiduciary capacity on behalf of persons in departmental care.

As the department performs 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.

**Trust expenses and revenues**

*Expenses*

Persons in departmental care	94	102
	94	102

*Revenues*

Persons in departmental care	93	101
	93	101

**Trust assets**

*Current assets*

Cash – persons in departmental care	6	10
	6	10

**(b) Charges and levies**

The department previously acted as an agent in the collection and distribution of charges and levies for various State Government departments. This function transferred to the Department of Public Works in 2008-09. A reconciliation of amounts collected and distributed is as follows:

Balance at 1 July	-	1,904
Collections during the year	-	272,162
Distributions during the year	-	(273,317)
Transferred to Department of Public Works	-	(749)
Balance at 30 June	-	-

Fees of \$9.79 million received by the department in 2008-09 for providing agency services are recognised in user charges (refer to note 3).

**(c) 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 June 2010, eight (2009 six) Indigenous Councils have handed over this responsibility. The department acts as an agent in taking on the role of tenancy manager with each of the eight communities and in respect of the collection and disbursement of rent. A reconciliation of rent collected and disbursed is as follows:

Balance at 1 July	210	-
Transfers from machinery-of-Government changes	-	184
Collections during the year	4,580	682
Distributions during the year	(4,700)	(656)
Balance at 30 June	90	210

**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

	Aboriginal and Torres Strait Islander services		Community and Youth Justice services		Sport and Recreation services		Total	
	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000
<b>36 Schedule of administered items</b>								
<b>Administered revenues</b>								
Administered appropriation	12	302	248,597	207,186	38,047	3,776	286,656	211,264
Fees	-	-	19	144	-	-	19	144
Interest	12	302	-	-	-	-	12	302
Expenditure recoveries	-	-	6	297	-	-	6	297
<b>Total</b>	<b>24</b>	<b>604</b>	<b>248,622</b>	<b>207,627</b>	<b>38,047</b>	<b>3,776</b>	<b>286,693</b>	<b>212,007</b>
<b>Administered expenses</b>								
Supplies and services	-	-	5,614	10,016	-	-	5,614	10,016
Grants and subsidies								
Rates	-	-	53,953	47,505	-	-	53,953	47,505
Natural gas	-	-	1,716	2,531	-	-	1,716	2,531
Personal benefits	-	-	9,125	18,133	-	-	9,125	18,133
Stadiums Queensland	-	-	-	-	26,447	3,776	26,447	3,776
Gold Coast Event Corporation	-	-	-	-	11,600	-	11,600	-
Commission for Children and Young People and Child Guardian	-	-	42,390	9,399	-	-	42,390	9,399
Family Responsibility Commission	-	-	2,570	1,375	-	-	2,570	1,375
Other	-	-	2,833	1,281	-	-	2,833	1,281
Impairment losses	-	-	33	4	-	-	33	4
Concession payments								
Electricity	-	-	90,083	76,146	-	-	90,083	76,146
Rail	-	-	38,058	36,768	-	-	38,058	36,768
Ex-gratia payments - Redress Scheme	-	-	2,271	4,028	-	-	2,271	4,028
<b>Total</b>	<b>-</b>	<b>-</b>	<b>248,646</b>	<b>207,186</b>	<b>38,047</b>	<b>3,776</b>	<b>286,693</b>	<b>210,962</b>
<b>Operating result before transfers to Government</b>	<b>24</b>	<b>604</b>	<b>(24)</b>	<b>441</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1,045</b>
<b>Transfers of administered revenue to Government</b>	<b>(12)</b>	<b>(302)</b>	<b>(26)</b>	<b>(144)</b>	<b>-</b>	<b>(41)</b>	<b>(38)</b>	<b>(487)</b>
<b>Operating result</b>	<b>12</b>	<b>302</b>	<b>(50)</b>	<b>297</b>	<b>-</b>	<b>(41)</b>	<b>(38)</b>	<b>558</b>

**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

	Aboriginal and Torres Strait Islander services		Community and Youth Justice services		Sport and Recreation services		Total	
	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000
<b>36 Schedule of administered items (continued)</b>								
<b>Administered assets</b>								
<i>Current</i>								
Cash and cash equivalents	-	-	6,440	45,704	260	(1,284)	6,700	44,420
Receivables	-	-	9,920	10,648	-	1,612	9,920	12,260
<b>Total current assets</b>	-	-	16,360	56,352	260	328	16,620	56,680
<b>Administered liabilities</b>								
<i>Current</i>								
Redress provision*	-	-	-	46,999	-	-	-	46,999
Payables	-	-	21,535	11,921	24	93	21,559	12,014
Interest bearing liabilities	-	-	-	5	-	-	-	5
Other liabilities	-	-	-	2,565	-	-	-	2,565
<b>Total current liabilities</b>	-	-	21,535	61,490	24	93	21,559	61,583

**\*Redress provision**

The Queensland Government has implemented a Redress scheme in response to the recommendations identified from the Forde Inquiry into the Abuse of Children in Queensland Institutions. The Government announced in the State Budget for 2007-08 that up to \$100 million has been provided for distribution to eligible former child residents of Queensland institutions and detention centres.

Applications for the Redress scheme closed on 30 September 2008, with a total of 10,218 applications being received.

- Level 1 payments of up to \$7,000 per person are payable to eligible applicants. Initial eligibility of all level 1 applications was determined by 30 January 2009 by verifying the claimant's application against available records. As at 30 June 2010, 7,385 (2009 5,899) level 1 payments have been made, with priority given to applicants aged 70 and over or who have life threatening illnesses.

- Level 2 payments, for people who have suffered more serious neglect or abuse, are capped at up to an additional \$33,000 per person. The closing date for applicants to submit information supporting their claims was 27 February 2009. Level 2 claims were assessed by an expert panel and letters of advice regarding payments were sent to applicants. As at 30 June 2010, 3,525 level 2 payments have been made.

The Redress scheme has been finalised as at 30 June 2010.

**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

	2010 \$'000	2009 \$'000
<b>36 Schedule of administered items (continued)</b>		
<i>Movements in redress provision</i>		
<i>Current</i>		
Balance at 1 July	46,999	54,460
Movement in provision as a result of remeasurement	-	29,984
Reduction in provision as a result of payments	(46,999)	(37,445)
Balance at 30 June	<u>-</u>	<u>46,999</u>
<i>Non-current</i>		
Balance at 1 July	-	29,984
Movement in provision as a result of remeasurement	-	(29,984)
Balance at 30 June	<u>-</u>	<u>-</u>
<b>37 Reconciliation of payments from consolidated fund to administered appropriation</b>		
Budgeted appropriation	269,456	281,068
Transfers from/to other departments	-	18,199
Lapsed administered appropriation	-	(26,858)
Additional administered appropriation	12,545	28,970
<b>Total administered appropriation receipts</b>	<u>282,001</u>	<u>301,379</u>
Opening balance of administered appropriation refundable to Treasury	2,565	729
Opening balance of administered revenue receivable	(6,553)	(94,832)
Closing balance of administered revenue receivable	8,643	6,553
Closing balance of administered appropriation refundable to Treasury	-	(2,565)
<b>Administered appropriation recognised in note 36</b>	<u>286,656</u>	<u>211,264</u>

**Department of Communities**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

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**38 Prior year adjustments**

- (a) Grants revenue of \$18.311 million was incorrectly classified as Unearned Revenue (liability) by the former Department of Disability Services Queensland as at 26 March 2009 (the date of abolition of the former department). Consequently the transfer of this balance to the Department of Communities on 27 March 2009, per the directions of the *Public Service Departmental Arrangements Notice (No.2) 2009*, was materially misstated. This transfer has been corrected retrospectively. Other minor retrospective corrections have also been made relating to this classification issue.

Grants revenue of \$1.84 million was incorrectly classified as Unearned Revenue (liability) by the Department of Communities as at 30 June 2008. This has been corrected retrospectively.

The main effect of the above corrections for 2008-09 is:

- Net Assets Received from Machinery-of-Government Changes and total Contributed Equity are increased by \$21.551 million,
- Grants revenue is decreased and the Operating Deficit is increased by \$1.864 million, and
- Unearned Revenue is decreased by \$21.527 million.

The effect of the above corrections as at 1 July 2008 is:

- Accumulated Surplus is increased by \$1.84 million, and
- Unearned Revenue is decreased by \$1.84 million.

- (b) An adjustment has been made to correctly report Grants and Subsidies Expenditure Commitments as at 30 June 2009. Homelessness grant commitments of \$168.101 million, were included within Community and Youth Justice services but should have been included within Housing and Homelessness services.
- (c) An adjustment has been made to correctly report GST Input Tax Credits Receivable and GST Payable as at 30 June 2009. These items were both overstated by \$12.242 million, although the net GST Receivable was correct. This adjustment has also been reflected in the Increase in GST Input Tax Credits Receivable and Increase in GST Payable in the 2008-09 Reconciliation of Operating Surplus to Net Cash from Operating Activities.



## Certificate of the Department of Communities

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 for the financial year ended 30 June 2010, and of the financial position of the department at the end of that year.

Ian Fulton BCom CPA  
Chief Finance Officer  
DEPARTMENT OF COMMUNITIES

25/08/2010

Linda A Apelt BEd, G.Dip.C, M.Ed.St  
Director-General  
DEPARTMENT OF COMMUNITIES

25/08/2010

## INDEPENDENT AUDITOR'S REPORT

To the Accountable Officer of the Department of Communities

### **Matters Relating to the Electronic Presentation of the Audited Financial Report**

The auditor's report relates to the financial report of the Department of Communities for the financial year ended 30 June 2010 included on Department of Communities' website. The Accountable Officer is responsible for the integrity of the Department of Communities' website. I have not been engaged to report on the integrity of the Department of Communities' website. The auditor's report refers only to the statements named below. It does not provide an opinion on any other information which may have been hyperlinked to/from these statements. If users of the financial report are concerned with the inherent risks arising from electronic data communications they are advised to refer to the hard copy of the audited financial report, available from the Department of Communities, to confirm the information included in the audited financial report presented on this website.

### **Report on the Financial Report**

I have audited the accompanying financial report of the Department of Communities, which comprises the statement of financial position and statement of assets and liabilities by major departmental services as at 30 June 2010, and 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 ended on that date, a summary of significant accounting policies, other explanatory notes and the certificates given by the Chief Finance Officer and the Director-General.

#### *The Accountable Officer's Responsibility for the Financial Report*

The Accountable Officer is responsible for the preparation and fair presentation of the financial report 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 (including the Australian Accounting Interpretations). This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

#### *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. These auditing standards require compliance with relevant ethical requirements relating to audit engagements and that the audit is planned and performed to obtain reasonable assurance 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 risks of material misstatement in 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 and fair presentation of the financial report 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 and the reasonableness of accounting estimates made by the Accountable Officer, as well as evaluating the overall presentation of the financial report and any mandatory financial reporting requirements as 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 only be removed 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.

#### *Auditor's 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 respect of the establishment and keeping of accounts have been complied with in all material respects; and
  - (ii) the financial report has been drawn up so as to present a true and fair view, in accordance with the prescribed accounting standards of the transactions of the Department of Communities for the financial year 1 July 2009 to 30 June 2010 and of the financial position as at the end of that year.



Nick George CPA  
(as Delegate of the Auditor-General of Queensland)



Queensland Audit Office  
Brisbane

# Financial statements

## Retail Stores



<b>Financial statements Retail Stores</b>	
	Page
Foreword	215
Statement of Comprehensive Income	216
Statement of Financial Position	217
Statement of Changes in Equity	218
Statement of Cash Flows	219
Notes To and Forming Part of the Financial Statements	220
Certificate of the Department of Communities - Retail Stores	236
Independent auditor's report	237

# Foreword

These financial statements cover the Department of Communities – Retail Stores.

Retail Stores is an operational unit established within the Department of Communities which 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 central office and principal place of business of the Department of Communities – Retail Stores is:

Level 1  
41 George Street  
BRISBANE QLD 4000

Detail of the objectives and principal activities of the Department of Communities - Retail Stores is included in the notes to the financial statements.

For information in relation to the Retail Stores' financial report, please call (07) 3224 2027 or visit the departmental internet site at <http://www.communities.qld.gov.au>.



**Department of Communities – Retail Stores  
Statement of Comprehensive Income  
for the year ended 30 June 2010**

	Note	2010 \$'000	2009 \$'000
<b>Income from Continuing Operations</b>			
<b>Revenue</b>			
Sale of goods	2	26,808	27,537
Other revenue	3	383	709
<b>Total income from continuing operations</b>		<u>27,191</u>	<u>28,246</u>
<b>Expenses from Continuing Operations</b>			
Employee expenses	4	4,080	4,042
Cost of sales of inventories	5	19,035	20,115
Supplies and services	6	2,361	1,962
Depreciation and amortisation	7	1,047	780
Impairment losses		(28)	6
Other expenses	8	236	219
<b>Total expenses from continuing operations</b>		<u>26,731</u>	<u>27,124</u>
<b>Operating result from continuing operations</b>		<u>460</u>	<u>1,122</u>
<b>Other Comprehensive Income</b>			
Increase in asset revaluation surplus	17	163	56
<b>Total other comprehensive income</b>		<u>163</u>	<u>56</u>
<b>Total comprehensive income</b>		<u><u>623</u></u>	<u><u>1,178</u></u>

*This Statement of Comprehensive Income should be read in conjunction with the accompanying notes.*

**Department of Communities – Retail Stores  
Statement of Financial Position  
as at 30 June 2010**

	Note	2010 \$'000	2009 \$'000
<b>Current Assets</b>			
Cash and cash equivalents	9	2,969	5,110
Receivables	10	378	517
Inventories	11	3,091	2,139
Other current assets	12	6	92
<b>Total Current Assets</b>		<u>6,444</u>	<u>7,858</u>
<b>Non-Current Assets</b>			
Property, plant and equipment	13	<u>21,971</u>	<u>14,125</u>
<b>Total Non-Current Assets</b>		<u>21,971</u>	<u>14,125</u>
<b>Total Assets</b>		<u>28,415</u>	<u>21,983</u>
<b>Current Liabilities</b>			
Payables	14	1,211	1,699
Other financial liabilities	15	600	-
Accrued employee benefits	16	92	17
<b>Total Current Liabilities</b>		<u>1,903</u>	<u>1,716</u>
<b>NON-CURRENT LIABILITIES</b>			
Other financial liabilities	15	<u>4,200</u>	-
<b>Total non-current liabilities</b>		<u>4,200</u>	-
<b>Total Liabilities</b>		<u>6,103</u>	<u>1,716</u>
<b>Net Assets</b>		<u>22,312</u>	<u>20,267</u>
<b>Equity</b>			
Contributed equity		9,852	8,430
Asset revaluation surplus	17	9,586	9,423
Accumulated surplus		<u>2,874</u>	<u>2,414</u>
<b>Total Equity</b>		<u>22,312</u>	<u>20,267</u>

*This Statement of Financial Position should be read in conjunction with the accompanying notes.*

**Department of Communities – Retail Stores  
Statement of Changes in Equity  
for the year ended 30 June 2010**

	Contributed equity		Accumulated surplus		Asset revaluation surplus (note 17)		Total	
	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000	2010 \$'000	2009 \$'000
<b>Balance as at 1 July</b>	8,430	8,430	2,414	1,292	9,423	9,367	20,267	19,089
Operating result from continuing operations	-	-	460	1,122	-	-	460	1,122
Other comprehensive income	-	-	-	-	163	56	163	56
- Increase in asset revaluation surplus	-	-	460	1,122	163	56	623	1,178
<b>Total comprehensive income for the year</b>	-	-	460	1,122	163	56	623	1,178
<b>Transactions with owners as owners</b>								
- Non appropriated equity injection	1,422	-	-	-	-	-	1,422	-
<b>Balance as at 30 June</b>	<b>9,852</b>	<b>8,430</b>	<b>2,874</b>	<b>2,414</b>	<b>9,586</b>	<b>9,423</b>	<b>22,312</b>	<b>20,267</b>

*This Statement of Changes in Equity should be read in conjunction with the accompanying notes.*

**Department of Communities – Retail Stores  
Statement of Cash Flows  
for the year ended 30 June 2010**

	Note	2010 \$'000	2009 \$'000
<b>Cash flows from operating activities</b>			
<i>Inflows:</i>			
Sale of goods		26,852	27,828
GST input tax credits received from Australian Taxation Office		1,600	1,863
GST collected from customers		1,573	2,004
Other		371	739
<i>Outflows:</i>			
Employee expenses		(3,928)	(4,300)
Supplies and services		(2,762)	(2,059)
GST paid to suppliers		(1,559)	(1,867)
GST remitted to Australian Taxation Office		(1,585)	(2,002)
Cost of inventories		(19,987)	(20,447)
Other		(188)	(202)
<b>Net cash provided by (used in) operating activities</b>	18	<u>387</u>	<u>1,557</u>
<b>Cash flows from investing activities</b>			
<i>Inflows:</i>			
Sales of property, plant and equipment		3	10
<i>Outflows:</i>			
Payments for property, plant and equipment		(2,531)	(483)
<b>Net cash provided by (used in) investing activities</b>		<u>(2,528)</u>	<u>(473)</u>
<b>Net increase (decrease) in cash and cash equivalents</b>		(2,141)	1,084
<b>Cash and cash equivalents at beginning of financial year</b>		5,110	4,026
<b>Cash and cash equivalents at end of financial year</b>		<u><u>2,969</u></u>	<u><u>5,110</u></u>

*This Statement of Cash Flows should be read in conjunction with the accompanying notes.*

## Department of Communities – Retail Stores

### Notes to and forming part of the financial statements 2009-10

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#### Objectives and Principal Activities of Department of Communities – Retail Stores

The Department of Communities operates and manages retail stores in six remote Indigenous communities.

The stores are primarily supermarkets in nature. In addition to foodstuffs, a number of stores retail a wide variety of general merchandise such as whitegoods, drapery, manchester, furniture, auto materials and phone/power cards, as well as two stores retailing fuel.

The stores are located in the communities of:

- Doomadgee
- Kowanyama
- Pormpuraaw
- Lockhart River
- Palm Island
- Woorabinda
- Aurukun (managed on behalf of the Aurukun Shire Council until February 2009).

The Retail Stores are the primary supplier of supermarket services within each of the communities, however a number of smaller retailing outlets do exist in some of the communities.

The objectives of the Retail Stores are as follows:

- Operate with financial viability without subsidy from the Government.
- Provide a wide range of quality food, drinks and variety products at the lowest possible prices whilst maintaining operating capacity.
- Modernise store buildings, infrastructure and plant and equipment required for retail operations.
- Provide employment and training opportunities for indigenous persons within the respective communities.

All trading surpluses generated from trading operations are retained by Retail Stores.

These statements are independently audited by the Auditor-General of Queensland.

#### 1. Summary of significant accounting policies

##### a) Statement of compliance

The financial statements are general purpose financial statements, and have been prepared on a voluntary basis to meet possible information needs of the public, in particular the members of communities reliant on their services. The financial statements are prepared 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 2010, 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. Except where stated, the historical cost convention is used.

##### b) The reporting entity

The financial statements include the value of all income, expenses, assets, liabilities and equity of Retail Stores only, as it is not a legal or reporting entity and does not control any other entities.

##### c) Sales

###### Rendering of services

Revenue from rendering services is recognised when the stage of completion of the transaction at the reporting date can be measured reliably and the cost of rendering those services can be measured reliably.

###### Sales of goods

Revenue is recognised from the sale of goods when the significant risks and rewards of ownership control transfer to the purchaser and can be measured reliably.

## Department of Communities – Retail Stores

### Notes to and forming part of the financial statements 2009-10

#### d) Cash and cash equivalents

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

#### e) Receivables

Receivables are recognised at the amount due at the time of sales of goods or services at agreed purchase/contract price. Settlement of these amounts is required within 30 days from invoice date. The collectability of receivables is periodically assessed with adequate provision being made for impairment. All known bad debts were written-off as at the reporting date.

Refer to note 10 and note 21 for further information on receivables.

#### f) 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 Retail Stores' normal selling pattern.

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

#### g) 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.

Where assets are received free of charge from another Queensland department (whether as a result of a machinery-of-Government change or other involuntary transfer), the acquisition cost is recognised as 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.

#### h) 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 \$5,000

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

Land improvements undertaken by Retail Stores are included with Buildings.

No land is reported for Retail Stores as it is subject to a Deed of Grant in Trust.

#### i) Depreciation of property, plant and equipment

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 Retail Stores. 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.



## Department of Communities – Retail Stores

### Notes to and forming part of the financial statements 2009-10

#### i) Depreciation of property, plant and equipment (continued)

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 Retail Stores.

The depreciable amount of improvements is allocated systematically over the estimated useful lives of the improvements.

For each class of depreciable asset, the following depreciation rates were used:

Class	Rate %
Buildings	2 - 3
Plant and equipment	7 - 33

#### j) Revaluations of property, plant and equipment

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*. Buildings are comprehensively revalued at least once every five years with interim revaluations, using appropriate indices, being otherwise performed on an annual basis where there has been a material variation in the index. The cost of buildings acquired or constructed during the financial year has been judged by management of Retail Stores to materially represent their fair value at the end of the reporting period.

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

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 to which it reverses a revaluation decrement for the class previously recognised as an expense. A decrease in the carrying amount on revaluation is charged as an expense, to the extent it exceeds the balance, if any, in the revaluation reserve relating to that class.

On revaluation, accumulated depreciation is restated proportionately with the change in the carrying amount of the asset and any change in the estimate of remaining useful life.

Separately identified components of assets are measured on the same basis as the assets to which they relate.

#### k) Impairment of Non-current assets

All non-current physical assets are assessed for indicators of impairment on an annual basis. If an indicator of possible impairment exists, Retail Stores 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.

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, but the increased carrying amount cannot 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.

#### l) 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 agreed vendors' terms.

**m) Other financial liabilities**

Repayable advances are recognised as other financial liabilities and held at amortised cost.

**n) 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. 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) became operational on 30 June 2008 for departments, commercialised business units and shared service providers. Under this scheme, a levy is made on Retail Stores 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.

From 30 June 2008, no provision for annual leave will be recognised in Retail Stores financial statements as the liability is held on a whole-of-Government basis and reported in those financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*.

**Sick leave**

Prior history indicates that, on average, sick leave taken each reporting period is less than the entitlement accrued. Retail Stores has made the judgement 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 plan 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. Retail Stores' obligation is limited to its required fortnightly contribution to QSuper.

No liability is recognised for accruing superannuation benefits in these financial statements as this liability 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*.

**Long service leave**

Under the Queensland Government's long service leave scheme, a levy is made on Retail Stores 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*.

**o) Insurance**

The Retail Stores' 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, Retail Stores pays premiums to WorkCover Queensland in respect of its obligations for employee compensation.

## Department of Communities – Retail Stores

### Notes to and forming part of the financial statements 2009-10

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#### p) Taxation

Retail Stores 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.

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.

#### q) Issuance of Financial Statements

The financial report is authorised for issue by the Director-General and Chief Finance Officer of the Department of Communities at the date of signing the Management Certificate.

#### r) Rounding and Comparatives

All figures in these statements are in Australian dollars and have been rounded to the nearest \$1,000 or, where that amount is less than \$500, to zero, unless disclosure of the full amount is specifically required.

Comparative information has been restated where necessary to be consistent with disclosures in the current reporting period.

#### s) New and Revised Accounting Standards

Retail Stores did not voluntarily change any of its accounting policies during 2009-10.

Those new and amended Australian accounting standards that were applicable for the first time in the 2009-10 financial year and that had a significant impact on Retail Stores' financial statements are as follows:

Retail Stores complied with the revised AASB 101 Presentation of Financial Statements as from 2009-10. This revised standard does not have any measurement or recognition implications. Pursuant to the change of terminology used in the revised AASB 101, the Balance Sheet is now re-named to the Statement of Financial Position, and the Cash Flow Statement has now been re-named to Statement of Cash Flows. The former Income Statement has been replaced by a Statement of Comprehensive Income. In line with the new concept of 'comprehensive income', the bottom of this new statement contains certain transactions that previously were detailed in the Statement of Changes in Equity (refer to the items under the sub-heading Other Comprehensive Income in the new Statement of Comprehensive Income). The Statement of Changes in Equity now only includes details of transactions with owners in their capacity as owners, in addition to the total comprehensive income for the relevant components of equity.

Retail Stores is not permitted to early adopt a new or amended accounting standard ahead of the specified commencement date unless approval is obtained from the Treasury Department. Consequently, Retail Stores has not applied any Australian accounting standards and interpretations that have been issued but are not yet effective. Retail Stores applies standards and interpretations in accordance with their respective commencement dates.

At the date of authorisation of the financial report, the only significant impacts of new or amended Australian accounting standards with future commencement dates are as set out below.

All other Australian accounting standards and interpretations with future commencement dates are either not applicable to Retail Store's activities, or have no material impact on Retail Stores.

**Department of Communities – Retail Stores**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

	2010 \$'000	2009 \$'000
<b>2 Sale of goods</b>		
Doomadgee	7,506	7,288
Kowanyama	3,964	4,199
Lockhart River	4,050	4,090
Palm Island	6,450	6,941
Pompuraaw	3,279	3,377
Woorabinda	1,559	1,642
<b>Total</b>	<u>26,808</u>	<u>27,537</u>
<b>3 Other Revenue</b>		
Interest revenue	107	148
Management fee	-	490
Other	276	71
<b>Total</b>	<u>383</u>	<u>709</u>
<b>4 Employee expenses</b>		
<b>Employee benefits</b>		
Wages and salaries	3,488	3,468
Employer superannuation contributions	327	301
Long service leave levy	60	60
Other employee benefits	11	23
<b>Employee related expenses</b>		
Payroll tax	172	169
Workers compensation premium	21	20
Other employee related expenses	1	1
<b>Total</b>	<u>4,080</u>	<u>4,042</u>

The number of employees, includes both full-time employees and part-time employees measured on a full-time equivalent basis is:

	2010	2009
<b>Number of employees</b>	63	62

**Department of Communities – Retail Stores**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

	2010 \$'000	2009 \$'000
<b>5 Cost of sales of inventories</b>		
Doomadgee	5,247	5,308
Kowanyama	3,026	3,266
Lockhart River	3,119	3,071
Palm Island	4,756	5,143
Pompuraaw	2,269	2,495
Woorabinda	1,089	1,159
Suppliers rebate	(471)	(327)
<b>Total</b>	<u>19,035</u>	<u>20,115</u>
<b>6 Supplies and services</b>		
Electricity	506	405
Repairs and maintenance	390	525
Professional and technical fees	461	148
Operating lease rentals	207	180
Administration costs	247	164
Computer operating costs	74	89
Telecommunications	134	136
Travel	221	183
Marketing and public relations	7	22
Minor plant and equipment	80	87
Other	34	23
<b>Total</b>	<u>2,361</u>	<u>1,962</u>
<b>7 Depreciation and amortisation</b>		
Depreciation and amortisation incurred in respect of:		
Buildings	674	550
Plant and equipment	373	230
<b>Total</b>	<u>1,047</u>	<u>780</u>

**Department of Communities – Retail Stores**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

	2010 \$'000	2009 \$'000
<b>8 Other expenses</b>		
Insurance premiums - Queensland Government Insurance Fund	65	58
Net losses on disposal of property, plant and equipment	47	15
External audit fees *	67	104
Donations and gifts	49	34
Bank fees	8	8
<b>Total</b>	<u>236</u>	<u>219</u>

\* Total external audit fees relating to 2009-10 financial year are estimated to be \$55,000 (2008-09: \$60,000). There are no non-audit services included in these amounts.

**9 Cash and cash equivalents**

Cash at bank	2,306	4,611
Cash on hand	663	499
<b>Total</b>	<u>2,969</u>	<u>5,110</u>

**10 Receivables**

Trade and other debtors	287	360
Less: provision for impairment	(15)	(44)
	<u>272</u>	<u>316</u>
GST input tax credits receivable	138	179
GST payable	(118)	(130)
Net GST receivable	20	49
Annual leave reimbursements	42	90
Interest receivable	38	26
Long service leave reimbursements	6	36
<b>Total</b>	<u>378</u>	<u>517</u>

**Movements in the allowance of provision of impairment**

Balance at beginning of the year	44	38
Amounts written off during the year	(1)	-
Provision re-assessment	(28)	6
Balance at the end of the year	<u>15</u>	<u>44</u>



**Department of Communities – Retail Stores**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

	2010 \$'000	2009 \$'000
<b>11 Inventories</b>		
Inventory held for sale	3,113	2,441
Less: provision for stock obsolescence *	(22)	(302)
<b>Total</b>	<u>3,091</u>	<u>2,139</u>
* Decrease in provision for obsolescence was due to Retail Stores management determining that the previous provision, which was based on a percentage of total inventory held, was excessive in the current operating environment. A comprehensive assessment performed during the year identified that obsolete stock was limited to the variety and clothing lines. The provision has been adjusted to reflect management's current assessment of obsolete stock in these stock lines.		
<b>12 Other current assets</b>		
Prepayments	6	92
<b>Total</b>	<u>6</u>	<u>92</u>
<b>13 Property, plant and equipment</b>		
<b>Buildings</b>		
At fair value	30,009	23,250
Less: Accumulated depreciation	(11,019)	(10,222)
	<u>18,990</u>	<u>13,028</u>
<b>Plant and equipment</b>		
At cost	5,256	3,375
Less accumulated depreciation	(2,358)	(2,449)
Less accumulated impairment losses	-	-
	<u>2,898</u>	<u>926</u>
<b>Capital works in progress</b>		
At cost	83	171
	<u>83</u>	<u>171</u>
<b>Total</b>	<u>21,971</u>	<u>14,125</u>

Subsequent to initial acquisition, buildings are revalued to fair value in accordance with AASB 116 Property, Plant and Equipment and Queensland Treasury's 'Non-Current Asset Policies for the Queensland Public Sector'.

The fair value of buildings are comprehensively revalued at least once every five years with interim valuations, using appropriate indices, being otherwise performed on an annual basis. A comprehensive independent revaluation was last performed as at 30 June 2007 by the Department of Natural Resources and Water based on depreciated replacement cost as the approximate fair value.

**Department of Communities – Retail Stores  
Notes to and forming part of the financial statements 2009-10**

**13 Property, plant and equipment (continued)**

*Property, plant and equipment reconciliation*

	Buildings \$'000	Plant and equipment \$'000	Capital works in progress \$'000	Total \$'000
Carrying amount at 1 July 2008	13,428	828	142	14,398
Acquisitions	7	330	139	476
Transfers between classes	87	23	(110)	-
Disposals	-	(25)	-	(25)
Revaluation increments	56	-	-	56
Impairment losses recognised in operating surplus/deficit	-	-	-	-
Depreciation	(550)	(230)	-	(780)
Carrying amount at 30 June 2009	13,028	926	171	14,125
Carrying amount at 1 July 2009	13,028	926	171	14,125
Acquisitions	6,219	1,986	575	8,780
Transfers between classes	254	409	(663)	-
Disposals	-	(50)	-	(50)
Revaluation increments	163	-	-	163
Impairment losses recognised in operating surplus/deficit	-	-	-	-
Depreciation	(674)	(373)	-	(1,047)
Carrying amount at 30 June 2010	18,990	2,898	83	21,971

Retail Stores has property, plant and equipment with an original cost of \$871,356 (2009: \$1,351,907) and a written down value of zero still being used in the provision of services. Based on historical and projected asset replacement programs Retail Stores will replace the majority of these assets over the next five years.

**Department of Communities – Retail Stores**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

	2010 \$'000	2009 \$'000
<b>14 Payables</b>		
Trade creditors and accruals	1,060	1,467
Other	151	232
<b>Total</b>	<u>1,211</u>	<u>1,699</u>
<b>15 Other financial liabilities</b>		
<i>Current</i>		
Advance payable	600	-
<b>Total</b>	<u>600</u>	<u>-</u>
<i>Non-Current</i>		
Advance payable	4,200	-
<b>Total</b>	<u>4,200</u>	<u>-</u>

The cost of constructing Retail Stores buildings paid for by the Department of Communities has been recognised in the financial statements as an advance payable. The advance is interest free and is repayable over an eight year term.

<b>16 Accrued employee benefits</b>		
Annual leave levy payable	63	(10)
Salaries and wages payable	14	13
Long service leave levy payable	15	14
<b>Total</b>	<u>92</u>	<u>17</u>

<b>17 Asset revaluation surplus</b>	<b>Buildings</b>
	<b>\$'000</b>
Carrying amount at 1 July 2008	9,367
Net revaluation increments	56
Carrying amount 30 June 2009	<u>9,423</u>
Carrying amount at 1 July 2009	9,423
Net revaluation increments	163
Carrying amount at 30 June 2010	<u>9,586</u>

**Department of Communities – Retail Stores**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

	2010 \$'000	2009 \$'000
<b>18 Reconciliation of operating result to net cash from operating activities</b>		
<b>Operating result</b>	460	1,122
Non-cash items:		
Depreciation and amortisation expense	1,047	780
Loss on disposal of non-current assets	49	18
Gain on disposal of non-current assets	(2)	(2)
Impairment losses	(28)	6
Advance received	(4,800)	-
Change in assets and liabilities:		
(Increase) decrease in receivables	140	195
(Increase) decrease in inventories	(952)	(332)
(Increase) decrease in prepayments	86	(80)
Increase (decrease) in payables	(487)	(17)
Increase (decrease) in other financial liabilities	4,800	-
Increase (decrease) in accrued employee benefits	74	(133)
<b>Net cash from operating activities</b>	<u>387</u>	<u>1,557</u>

**19 Commitments for expenditure**

Material classes of expenditure commitments inclusive of anticipated GST, contracted for at reporting date but not recognised are payable as follows:

**Capital expenditure commitments**

Buildings		
- Within 12 months	20	5,401
- 12 months or longer and not longer than five years	-	-
- Later than 5 years	-	-
<b>Total</b>	<u>20</u>	<u>5,401</u>
Plant and equipment		
- Within 12 months	55	1,616
- 12 months or longer and not longer than five years	-	-
- Later than 5 years	-	-
<b>Total</b>	<u>55</u>	<u>1,616</u>

**20 Contingent assets and liabilities**

As at 30 June 2010, Retail Stores did not have any contingent assets or liabilities.

**Department of Communities – Retail Stores**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

**21 Financial instruments**

**(a) Categorisation of financial instruments**

Retail Stores has the following categories of financial assets and financial liabilities:

<b>Category</b>	<b>Note</b>	<b>2010</b>	<b>2009</b>
		<b>\$'000</b>	<b>\$'000</b>
<b>Financial assets</b>			
Cash	9	2,969	5,110
Receivables	10	378	517
<b>Total</b>		<b>3,347</b>	<b>5,627</b>
<b>Financial liabilities</b>			
Payables	14	1,211	1,699
Other financial liabilities	15	4,800	-
Accrued employee benefits	16	92	17
<b>Total</b>		<b>6,103</b>	<b>1,716</b>

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.

Retail Stores does not enter into financial instruments for speculative purposes.

**(b) Financial risk management**

Retail Stores' activities expose it to a variety of financial risks - interest rate risk, credit risk, liquidity risk and market risk.

Retail Stores 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 Retail Stores 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 provisions for impairment.

No financial assets or financial liabilities have been offset and presented net in the Statement of Financial Position.

The following information represents the Retail Stores' maximum exposure to credit risk based on contractual amounts net of any allowances:

Department of Communities – Retail Stores  
Notes to and forming part of the financial statements  
for the year ended 30 June 2010

21 Financial instruments (continued)

(c) Credit risk exposure (continued)

Category	Note	2010 \$'000	2009 \$'000
<b>Financial assets</b>			
Cash	9	2,969	5,110
Receivables	10	378	517
<b>Total</b>		<b>3,347</b>	<b>5,627</b>

Retail Stores manages credit risk through the use of credit management strategy. This strategy aims to reduce the exposure to credit default by ensuring that Retail Stores invests in secure assets and monitors all funds owed on a timely basis. Exposure to credit risk is monitored on an ongoing basis.

The method for calculating any provisional impairment for risk is based on past experience, current and expected changes in economic conditions and changes in client credit ratings. The recognised impairment loss is shown in the Statement of Comprehensive Income.

Ageing of past due but not impaired as well as impaired financial assets are disclosed in the following tables:

2010 Financial Asset Past Due But Not Impaired

	Overdue			Total \$'000
	30 Days \$'000	30 - 60 Days \$'000	61 - 90 Days \$'000	
<b>Financial Assets</b>				
Receivables	25	10	28	63
<b>Total</b>	<b>25</b>	<b>10</b>	<b>28</b>	<b>63</b>

2009 Financial Asset Past Due But Not Impaired

	Overdue			Total \$'000
	30 Days \$'000	30 - 60 Days \$'000	61 - 90 Days \$'000	
<b>Financial Assets</b>				
Receivables	49	19	4	72
<b>Total</b>	<b>49</b>	<b>19</b>	<b>4</b>	<b>72</b>



**Department of Communities – Retail Stores**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

**21 Financial Instruments (continued)**

**(c) Credit risk exposure (continued)**

**2010 Individually Impaired Financial Assets**

	Overdue			Total \$'000
	30 Days	30 - 60 Days	61 - 90 Days	
	\$'000	\$'000	\$'000	
<b>Financial Assets</b>				
Receivables		-	15	15
<b>Total</b>	<b>-</b>	<b>-</b>	<b>15</b>	<b>15</b>

**2009 Individually Impaired Financial Assets**

	Overdue			Total \$'000
	30 Days	30 - 60 Days	61 - 90 Days	
	\$'000	\$'000	\$'000	
<b>Financial Assets</b>				
Receivables	-	12	32	44
<b>Total</b>	<b>-</b>	<b>12</b>	<b>32</b>	<b>44</b>

**(d) Market risk**

Retail Stores does not undertake any hedging in relation to interest risk and manages its risk as per the liquidity risk management strategy.

Retail Stores market risk relating to financial instruments is to cash deposited in interest bearing accounts.

***Interest rate sensitivity analysis***

The following table summarises the sensitivity of Retail Store's financial assets and liabilities which are subject to interest rate risk, showing the effects of a plus or minus movement of 2% (2009 2%) on profit and equity:

<b>2010</b>					
<b>Interest rate risk</b>					
	Amount \$'000	+ 2%		- 2%	
		Profit \$'000	Equity \$'000	Profit \$'000	Equity \$'000
<b>Financial Assets</b>					
Cash at bank	2,306	46	46	(46)	(46)
<b>Overall effect on profit and equity</b>		46	46	(46)	(46)
<b>2009</b>					
<b>Interest rate risk</b>					
	Amount \$'000	+ 2%		- 2%	
		Profit \$'000	Equity \$'000	Profit \$'000	Equity \$'000
<b>Financial Assets</b>					
Cash at bank	4,611	92	92	(92)	(92)
<b>Overall effect on profit and equity</b>		92	92	(92)	(92)

**Department of Communities – Retail Stores**  
**Notes to and forming part of the financial statements**  
**for the year ended 30 June 2010**

**21 Financial instruments (continued)**

**(e) Liquidity risk**

Liquidity risk refers to the situation where Retail Stores may encounter difficulty in meeting obligations associated with financial liabilities.

Retail Stores manages liquidity risk through the use of a liquidity management strategy. The strategy aims to reduce the exposure to liquidity risk by ensuring Retail Stores has sufficient funds available to meet employee and supplier obligations as they fall due. This is achieved by ensuring the 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 Retail Stores. It represents the contractual maturity of financial liabilities, calculated based on cash flows relating to the repayment of the principal amount outstanding at balance date.

	Note	2010 Payable in			Total \$'000
		<1 year \$'000	1 - 5 years \$'000	>5 years \$'000	
<b>Financial Liabilities</b>					
Payables	14	1,211	-	-	1,211
Other financial liabilities	15	600	2,400	1,800	4,800
Accrued employee benefits	16	92	-	-	92
<b>Total</b>		<b>1,903</b>	<b>2,400</b>	<b>1,800</b>	<b>6,103</b>

	Note	2009 Payable in			Total \$'000
		<1 year \$'000	1 - 5 years \$'000	>5 years \$'000	
<b>Financial Liabilities</b>					
Payables	14	1,699	-	-	1,699
Accrued employee benefits	16	17	-	-	17
<b>Total</b>		<b>1,716</b>	<b>-</b>	<b>-</b>	<b>1,716</b>

**(f) Fair value**

The fair value of financial assets and liabilities must be estimated for recognition and measurement and for note disclosure purposes.

The fair value of financial assets and liabilities is determined as the carrying amount of cash, cash equivalents, receivables and payables (all financial assets and financial liabilities). Financial assets and liabilities are not offset.

## Certificate of the Department of Communities – Retail Stores

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 Retail Stores for the financial year ended 30 June 2010, and of the financial position of the Retail Stores at the end of that period.

Ian Fulton BCom CPA  
Chief Finance Officer  
DEPARTMENT OF COMMUNITIES

25/08/2010

Linda A Apelt BEd, G.Dip.C, M.Ed.St  
Director-General  
DEPARTMENT OF COMMUNITIES

25/08/2010

## INDEPENDENT AUDITOR'S REPORT

To the Accountable Officer of the Department of Communities

### Matters Relating to the Electronic Presentation of the Audited Financial Report

The auditor's report relates to the financial report of Retail Stores for the financial year ended 30 June 2010 included on Department of Communities' website. The Accountable Officer is responsible for the integrity of the Department of Communities' website. I have not been engaged to report on the integrity of the Department of Communities' website. The auditor's report refers only to the statements named below. It does not provide an opinion on any other information which may have been hyperlinked to/from these statements. If users of the financial report are concerned with the inherent risks arising from electronic data communications they are advised to refer to the hard copy of the audited financial report, available from the Department of Communities, to confirm the information included in the audited financial report presented on this website.

### Report on the Financial Report

I have audited the accompanying financial report of Retail Stores, which comprises the statement of financial position as at 30 June 2010, statement of changes in equity, statement of cash flows and statement of comprehensive income for the year ended on that date, a summary of significant accounting policies, other explanatory notes and the certificates given by the Chief Finance Officer and the Director-General.

#### *The Accountable Officer's Responsibility for the Financial Report*

The Accountable Officer is responsible for the preparation and fair presentation of the financial report 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 (including the Australian Accounting Interpretations). This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

#### *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. These auditing standards require compliance with relevant ethical requirements relating to audit engagements and that the audit is planned and performed to obtain reasonable assurance 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 risks of material misstatement in 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 and fair presentation of the financial report 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 and the reasonableness of accounting estimates made by the Accountable Officer, as well as evaluating the overall presentation of the financial report and any mandatory financial reporting requirements as 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 only be removed 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.

#### *Auditor's 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 respect of the establishment and keeping of accounts have been complied with in all material respects; and
  - (i) the financial report has been drawn up so as to present a true and fair view, in accordance with the prescribed accounting standards of the transactions of Retail Stores for the financial year 1 July 2009 to 30 June 2010 and of the financial position as at the end of that year.



Nick George CPA  
(as Delegate of the Auditor-General of Queensland)



Queensland Audit Office  
Brisbane

# Appendices





## Appendix 1 – Legislation administered by our department

The Department of Communities' functions and powers are derived from administering the following Acts of Parliament, in accordance with Administrative Arrangements Order (No. 2) 2009.

Our Director-General, on behalf of our four Ministers, is responsible for administering these Acts.

The statutory objectives for each Act are outlined below.

### ***Aboriginal and Torres Strait Islander Communities (Justice, Land and Other Matters) Act 1984***

*(except to the extent administered by the Attorney-General and Minister for Industrial Relations); (sections 4, 8, 64-67, 70 and 71, jointly administered with the Attorney-General and Minister for Industrial Relations)*

The objective of this Act is to provide for law and order in community areas, the establishment of community justice groups for community areas and the regulation of alcohol possession and consumption in community areas. The Act also provides for entry on trust areas and for other purposes.

### ***Adoption Act 2009***

This Act commenced on 1 February 2010. The objective of this Act is to provide for the adoption of children in Queensland and to provide access to information about parties to adoptions in Queensland, in a way that:

- promotes the wellbeing and best interests of adopted persons throughout their lives

- supports efficient and accountable practice in the delivery of adoption services
- complies with Australia's obligations under the Hague convention.

### ***Carers (Recognition) Act 2008***

The objective of this Act is to: recognise the valuable contribution by carers to the people they care for; recognise the benefit, including the social and economic benefit, provided by carers to the community; provide for the interests of carers to be considered in decisions about the provision of services that impact on the role of carers; and establish the Carers Advisory Council.

### ***Childrens Court Act 1992 (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.

### ***Child Protection Act 1999***

The objective of this Act is to provide for the protection of children.

### ***Child Protection (International Measures) Act 2003***

The main objectives of this Act are to recognise: the importance of international cooperation for the protection of children; 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; and 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.

### ***Commission for Children and Young People and Child Guardian Act 2000***

The objective of this Act is, through the Commission for Children and Young People and Child Guardian, to promote and protect the rights, interests and wellbeing of children in Queensland.

### ***Community Services Act 2007***

*(Parts 1 to 9, 11 to 13 and Schedules 1 to 4 jointly administered with the Minister for Education and Training)*

The main objective of this Act is to help build sustainable communities by facilitating access by Queenslanders to community services.

### ***Disability Services Act 2006***

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. The Act also recognises the right of people with a disability to live a life free from abuse, neglect and exploitation. It safeguards the rights of adults with an intellectual or cognitive disability who exhibit behaviours that cause harm by mandating a positive behaviour support approach and regulating the use of restrictive practices by departmentally provided and funded services.

### ***Domestic and Family Violence Protection Act 1989***

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.

### ***Family Responsibilities Commission Act 2008***

The main objectives of this Act, which are achieved mainly through the establishment of the Family Responsibilities Commission, are to support the restoration of socially responsible standards of behaviour and local authority in welfare reform community areas. The Act is also designed to help people in welfare reform community areas to resume primary responsibility for the wellbeing of their community and the individuals and families of the community.

### ***Family Services Act 1987***

The objectives of this Act include the: promotion and support of the welfare of families as the basis of community wellbeing; establishment of services and the encouragement of the development of services that promote, support and protect the wellbeing of families; encouragement of the development of coordinated social welfare services and programs that promote and strengthen local, neighbourhood and community interests; and promotion of the wellbeing of the community by assisting individuals and families to overcome social problems with which they are confronted.

### ***Guide, Hearing and Assistance Dogs Act 2009***

This Act was assented to on 23 February 2009. The majority of the Act commenced on 1 July 2009, with certain offence provisions coming into effect on 1 September 2009. 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.

### ***Health Services Act 1991***

*(jointly administered with the Minister for Health)*

The objectives of this Act are to: protect and promote health; help prevent and control illness and injury; and provide for the treatment of the sick.

### ***Housing Act 2003***

The main objectives of this Act are to improve the access of Queenslanders to safe, secure, appropriate and affordable housing and help to build sustainable communities.

### ***Housing (Freeholding of Land) Act 1957***

The objective of this Act is to provide for the freeholding of certain land to which the *Housing Act 2003* applies.

### ***Inala Shopping Centre Freeholding Act 2006***

The objective of this Act is to provide for the freeholding and divestment of perpetual leases under the *Housing Act 2003* in the Inala Shopping Centre.

### ***Youth Justice Act 1992***

The principal objectives of this Act are to:

- establish the basis for the administration of youth justice
- establish a code for dealing with children who have, or are alleged to have, committed offences
- provide for the jurisdiction and proceedings of courts dealing with children
- ensure that courts that deal with children who have committed offences deal with them according to principles established under this Act
- 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.

### ***Major Sports Facilities Act 2001***

The objective of the Act is to provide for the management, operation, use, development and promotion of facilities in Queensland for staging national or international sports, recreational or entertainment events, special events and for other purposes.

### ***Motor Racing Events Act 1990***

The objective of this Act is to provide for the staging of declared motor racing events in Queensland and to facilitate the construction of necessary infrastructure to support these events.

### ***Mt. Gravatt Showgrounds Act 1988***

The objective of this Act is to establish the Mt Gravatt Showgrounds Trust and preserve the use of the Mt Gravatt Showgrounds for the purposes originally established by the charitable trust in 1937.

### ***Residential Tenancies and Rooming Accommodation Act 2008***

The Act establishes the rights and obligations of tenants, lessors and agents for residential tenancies and residents, providers and agents for rooming accommodation. The Act requires the use of written tenancy or rooming accommodation agreements with standard terms, provides a process for parties to resolve tenancy disputes and requires rental bonds to be lodged with the Residential Tenancies Authority.

### ***Royal National Agricultural and Industrial Association of Queensland Act 1971***

The objective of this Act is to provide for the incorporation of the Royal National Agricultural and Industrial Association of Queensland and for related purposes. This Act was transferred to the Department of Infrastructure and Planning by Administrative Arrangements Amendment Order No 1, 2010, gazetted on 14 May 2010.

### ***Sporting Bodies' Property Holding Act 1975***

The objective of this Act is to provide for the manner of holding real and personal property by trustees on behalf of sporting clubs and state and district associations of sporting clubs. It also relates to the registration of title for these properties and incidental matters. The *Sporting Bodies' Property Holding Act 1975* was repealed by Part 5 of the *Corrective Services and Other Legislation Amendment Act 2009* (Act 30 of 2009), which was passed by the Legislative Assembly on 26 August 2009.

### ***Sports Anti-Doping Act 2003***

The objectives of this Act are to protect: the health and safety of state athletes by discouraging the use of drugs and doping methods; the state's outstanding sporting reputation; and the state's financial investment in sport. The Act also recognises community expectations that athletes representing the state or receiving state support compete fairly without the use of drugs or doping methods.

### ***Young Offenders (Interstate Transfer) Act 1987***

The objective of this Act is to facilitate the transfer to, from and through Queensland of young offenders who wish to be transferred.

## Changes in law

The following changes in law have affected, or will affect, the department:

- The *Adoption of Children Act 1964* was repealed on 1 February 2010.
- The *Adoption Act 2009* was enacted.
- The *Juvenile Justice and Other Acts Amendment Act 2009* was enacted.
- The *Guide Dogs Act 1972* was repealed and the *Guide, Hearing and Assistance Dogs Act 2009* commenced.
- The *Legacy Trust Fund Act 2001* was repealed.
- The *Residential Services (Accommodation) Act* was repealed.
- The *Residential Tenancies Act 1994* was repealed.
- The *Residential Tenancies and Rooming Accommodation Act 2008* was enacted.
- The *Integrated Planning Act 1997* was repealed and replaced by the *Sustainable Planning Act 2009* in December 2009.
- Amendments to the *Carers' (Recognition) Act 2008* were introduced to officially recognise grandparent carers.
- The *Aborigines and Torres Strait Islanders (Land Holding) Act 1985* was transferred to the responsibility of the Director-General, Department of Environment and Resource Management
- The *Sporting Bodies' Property Holding Act 1975* was repealed.

All legislation is available at [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)

## Appendix 2 – Related entities

### Other entities

The controlled entities of the department are Monte Carlo Caravan Park Trust; Monte Carlo Caravan Park Pty Ltd; Lazy Acres Caravan Park; Woombye Gardens Caravan Park and Gold Coast Events Co Pty Ltd. Each of the controlled entities prepares its own annual financial statements that are audited by the Queensland Audit Office.

### Caravan parks

The Monte Carlo Caravan Park Trust is a Queensland Government housing initiative, originally instigated to offer secure tenancy for existing residents of the caravan park, as well as for independent caravan owners who were displaced from a neighbouring park due to redevelopment of its site.

In June 2007, the Public Trustee acquired 100 per cent ownership of the Lazy Acres and Woombye Gardens caravan parks through funding provided by the former Department of Housing. These parks were acquired to prevent the loss of affordable accommodation for permanent residents, as these parks were also at risk of closure.

The financial affairs of all three parks are managed by the Public Trustee, with all tenancy, property and media issues delegated to the Department of Communities.

### Gold Coast Events Co Pty Ltd

The Gold Coast Events Co Pty Ltd (GCEC) represents the Queensland Government's interest in motor sport events in Queensland including the Armor All Gold Coast 600 and Sucrogen Townsville 400 in 2010. In 2009, these events were known as the Nikon SuperGP and the inaugural Dunlop Townsville 400 V8 Supercar event.

Gold Coast Events Co Pty Ltd is wholly owned by the Queensland Government. It is subject to all the requirements of the *Corporations Act 2001* and is annually audited by the Queensland Audit Office.

### Other bodies

#### Board of the Queensland Academy of Sport

The Board of the Queensland Academy of Sport is responsible for developing policy and overseeing the overall direction of the Queensland Academy of Sport (QAS). Details about this board are on page 126. The transactions of the board from 1 July 2009 to 30 June 2010 are included in the accounts of the Department of Communities.



## Appendix 3 – Statutory authorities

### Island Industries Board

The Island Industries Board operates 16 retail stores in the Torres Strait under the trading name of the Islander Board of Industry and Service. It was established under the *Aboriginal and Torres Strait Islander Communities (Justice, Land and Other Matters) Act 1984*.

The board presents an annual report to the Minister for Local Government and Aboriginal and Torres Strait Islander Partnerships, therefore its activities are not included in the financial statements of this annual report.

### Residential Tenancies Authority

The Residential Tenancies Authority (RTA) is a statutory body under Section 9 of the *Financial Accountability Act 2009*. The RTA is established under the *Residential Tenancies and Rooming Accommodation Act 2008*. The RTA falls within the portfolio of the Minister for Community Services and Housing and Minister for Women.

The RTA prepares an annual report outlining its performance and financial statements. Its performance and financial operations are not accounted for in this report.

### Stadiums Queensland

Stadiums Queensland was created in December 2001 under the *Major Sports Facilities Act 2001*. Stadiums Queensland owns, operates, maintains and promotes the state's major sport and entertainment facilities.

In accordance with the *Major Sports Facilities Act 2001*, Stadiums Queensland operates under a commercial charter and is governed by a Board of Directors of not more than seven people who are appointed by the Governor-in-Council.

The department provides Stadiums Queensland with an annual operating grant, a capital grant and a grant for the reimbursement of land tax from its Administered budget.

Stadiums Queensland prepares an annual report outlining its performance and financial statements. Its financial operations are not accounted for in this report.

### Commission for Children and Young People and Child Guardian

The Commission for Children and Young People and Child Guardian is an independent statutory body established under the *Commission for Children and Young People and Child Guardian Act 2000*. In accordance with Section 17 of the *Commission for Children and Young People and Child Guardian Act 2000* the Commissioner acts independently and is not under the control or direction of the Minister.

The Commission presents an annual report to the Minister for Community Services and Housing and Minister for Women, therefore its activities are not included in the financial statements of this annual report.

### Family Responsibilities Commission

The Family Responsibilities Commission was established under the *Family Responsibilities Commission Act 2008*.

The Commission presents an annual report to the Minister for Aboriginal and Torres Strait Islander Partnerships, therefore its activities are not included in the financial statements of this annual report.

## Appendix 4 – Overseas travel

Name of officer/ member and position	Organisational area	Destination	Reason for travel	Contribution from other agencies or sources	Agency cost
<b>Child Safety, Youth and Families, Community Participation</b>					
Cathy Taylor, Executive Director	Child Safety, Youth and Families Policy and Performance	New Zealand	ANSZOG Conference	Nil	\$1,311.25
<b>Sport and Recreation Services</b>					
Stephan Widmer, Head Coach Swimming	QAS	Europe	Team Coach for the Australian Swimming Team competing at the 2009 Federation Internationale de Natation (FINA) World Swimming Championships	\$8165 (Australian Swimming)	Nil
Jeremy Sheppard, Strength Scientist	QAS	USA	Present a paper at the National Strength and Conditioning Association National Conference	\$3650 (Australian Volleyball Federation)	Nil

<b>Name of officer/ member and position</b>	<b>Organisational area</b>	<b>Destination</b>	<b>Reason for travel</b>	<b>Contribution from other agencies or sources</b>	<b>Agency cost</b>
Stephen Moss, Head Coach Triathlon	QAS	Europe	National Team Coach for Australian Triathletes competing in the World Championship Series Competitions	\$13,000 (Triathlon Australia)	Nil
Anthony Giorgi, Strength and Conditioning Coordinator	QAS	United Kingdom	Strength and Conditioning Coach of the Australian Swimming Team which held a pre-competition Staging Camp in Manchester, England	\$1395 (Australian Swimming)	\$105

Name of officer/ member and position	Organisational area	Destination	Reason for travel	Contribution from other agencies or sources	Agency cost
Jennifer Manning, Sport Scientist	QAS	Europe	Provide sport science support to QAS Scholarship Holder, Ms Sally McLellan, during international competitions in preparation for the 2009 International Association of Athletics Federations World Championships	\$6500 (Athletics Australia)	\$2945
Peter Day, Head Coach Cycling	QAS	Russia and Italy	National Sprint Coach for the Australian Junior Under 19 Team for the World Junior Championships held in Moscow, Russia. Liaise with support service providers at the Australian Institute of Sport's (AIS) training facility in Italy	\$6750 (Cycling Australia)	\$240

<b>Name of officer/ member and position</b>	<b>Organisational area</b>	<b>Destination</b>	<b>Reason for travel</b>	<b>Contribution from other agencies or sources</b>	<b>Agency cost</b>
Simon Daley, Head Coach Men's Water Polo	QAS	Europe	Head Coach of the Australian Team to compete in the Federation Internationale de Natation (FINA) World Junior Men's Water Polo Championships	\$7700 (Australian Water Polo Inc)	Nil
Tim Conrad, Head Coach Rowing	QAS	Italy and Poland	Coach for the Men's Coxless Four which competed in the World Rowing Championships	\$9070 (Rowing Australia)	Nil
Des King, Head Coach Women's Hockey	QAS	New Zealand	Assistant National Coach for the Australian Women's Hockey Team	\$3340 (Hockey Australia)	Nil
Bennett King, Executive Director	QAS	USA	Attend the VI Forum on Elite Sport, which was hosted by the United States of America at their Olympic Training Centre	Nil	\$5508

Name of officer/ member and position	Organisational area	Destination	Reason for travel	Contribution from other agencies or sources	Agency cost
Sue Hooper, Director Centre of Excellence for Applied Sport Science Research	QAS	United Kingdom	Attend two conferences, collect data for a research study supported by the centre and progress assistance provided in 2008 to North West England for the 2012 Olympics and Paralympics	\$6930 (self)	\$3627
Michael Davie, Strength and Conditioning Coach	QAS	China	Strength and Conditioning Coach for the Australian Diving Team	\$1500 (self)	Nil
Aleks Osadchuk, Head Coach Women's Water Polo	QAS	USA and Canada	Assistant Coach for the Australian Women's Water Polo Team	\$7668 (Australian Water Polo Inc)	\$157



<b>Name of officer/ member and position</b>	<b>Organisational area</b>	<b>Destination</b>	<b>Reason for travel</b>	<b>Contribution from other agencies or sources</b>	<b>Agency cost</b>
Lawrie Fabian, Manager Athlete Career and Education Services	QAS	United Kingdom	Participate in an Australian Sports Commission study tour to the United Kingdom to investigate the delivery of the UK Performance Lifestyle Program	\$1500 (Australian Sports Commission)	\$4134
Stephen Moss, Head Coach Triathlon	QAS	New Zealand	To provide coaching assistance and support services to QAS athletes competing in the Under 23 Oceania Championships	Nil	\$1143
Ian Melvin, Head Coach Cycling	QAS	Europe	Assistant Coach supporting the AIS Under 23 Men's and Women's Road Cycling Program	\$7300 (Cycling Australia)	\$2796
Simon Daley, Head Coach Men's Water Polo	QAS	Japan and China	Assistant Coach for the Australian Men's Water Polo Team	\$4400 (Australian Water Polo Inc)	\$150

Name of officer/ member and position	Organisational area	Destination	Reason for travel	Contribution from other agencies or sources	Agency cost
Tom Westgarth, Assistant Coach Rowing	QAS	New Zealand	To coach a crew on the Australian National Talent Identification Development Team that travelled to New Zealand to compete in the Rowing New Zealand Winter Series Regatta	\$2300 (Rowing Australia)	\$150
<b>Disability and Community Care Services and Multicultural Affairs Queensland</b>					
Clare Townsend-White	Centre of Excellence	Singapore	To present at the International Association for Scientific Study of Intellectual Disabilities (IASSID) Conference	\$588 (self)	\$1348
Emma Doran, Senior Clinician	Specialist Response Services	United Kingdom to Brisbane	Recruitment	Nil	\$5712
Magdi El Hag, Director	Policy and Intergovernmental Relations	New Zealand	To attend the Australia and New Zealand School of Government (ANZSOG) compulsory Work Based Project Unit in New Zealand.	\$195 (Australia and New Zealand School of Government)	\$1933

Name of officer/ member and position	Organisational area	Destination	Reason for travel	Contribution from other agencies or sources	Agency cost
<b>Regional Service Delivery Operations</b>					
Martin McMillan, Principal Training Officer	Youth Justice Training Unit	Hong Kong	To train staff from the Hong Kong Methodist Centre's Project Concord Victim-Offender Mediation Project and related professionals in youth justice conference over an eight day period.	\$5000 (Hong Kong Methodist Centre)	\$688
Hayley Baldwin, Training Officer	Youth Justice Training Unit	Hong Kong	To train staff from the Hong Kong Methodist Centre's Project Concord Victim-Offender Mediation Project and related professionals in youth justice conference over an eight day period.	\$5000 (Hong Kong Methodist Centre)	\$1018
<b>TOTAL of all overseas expenditure</b>				<b>\$101,951</b>	<b>\$32,965.25</b>

## Appendix 5 – Consultancies

### Consultancy expenditure

In 2009-10, we spent \$2.202 million on consultancies as identified in the table below.

Category	Amount
Human Resources Management	\$0.008 million
Management	\$0.228 million
Professional and Technical	\$1.949 million
Other consultancy services	\$0.017 million
<b>Total</b>	<b>\$2.202 million</b>

### Definition of a consultant

For a service provider to be categorised as a consultant (which may be an individual or organisation) for the purpose of Queensland Government reporting, all of the following elements must be present:

- The consultant provides expert knowledge to analyse information, draw conclusions and make recommendations in the form of a written report or an intellectual product for future action, which the agency must then decide upon or take a certain course of action.
- The nature of the output is not necessarily predictable, but tends to be open-ended and is more complex (for example, a range of recommendations that the department must consider).
- The project develops a new concept or process and where the agency requires critical judgement to consider the recommended course of action.
- The consultant is engaged for a fixed period of time at an agreed rate of payment.
- The consultant is not directly supervised by the department.

## Appendix 6 – Performance

### Performance against the 2009-10 Service Delivery Statement performance measures

Following is the department's actual 2009-10 performance for each of the output performance measures listed in the department's 2009-10 Service Delivery Statement. Please note that 2009-10 actual data was not available at the time of printing for some performance measures (please refer to the notes). Updated performance information is available from November 2010 at: [www.communities.qld.gov.au/about/corporate-publications/annual-reports/2009-10](http://www.communities.qld.gov.au/about/corporate-publications/annual-reports/2009-10).

Performance measure	PI <sup>1</sup>	Note	2009-10 target / estimate	2009-10 estimated actual	2009-10 actual
<b>Aboriginal and Torres Strait Islander services</b>					
Number of clients provided with access to family and community records	1	2	800	900	909
Number of corporate/ community agreements brokered in partnership	3		20	22	22
Number of service delivery initiatives coordinated to address priority issues in partnership agreements with the 19 Meeting Challenges, Making Choices communities	3		50	53	53
Level of key stakeholder satisfaction with the department's facilitation of and support to negotiation table processes	3		60%	75%	75%

Performance measure	PI <sup>1</sup>	Note	2009-10 target / estimate	2009-10 estimated actual	2009-10 actual
<b>Child Safety services</b>					
<b>Services for Children and Young People at Risk</b>					
Number of intakes	4		81,600	92,100	**
Number of notifications requiring investigation	4		25,600	23,400	**
Number of substantiations	4		8000	7100	**
Percentage of children who were renotified within 12 months of a prior notification	2		20%	18%	**
Rate of substantiated harm per 1000 children (0-17 years of age)	2		6.9	6.1	**
Percentage of children with substantiated harm experiencing a subsequent substantiation within 12 months	2		15%	15%	**
Percentage of children who were the subject of a decision not to substantiate experiencing a subsequent substantiation within 12 months	2		8%	8%	**
Rate of substantiated harm per 1000 children (0-17 years of age) outside of South East Queensland	2		7.9	6.7	**



Performance measure	PI <sup>1</sup>	Note	2009-10 target / estimate	2009-10 estimated actual	2009-10 actual
<b>Services for Children and Young People in Care</b>					
Number of children subject to finalised orders	4		6440	7130	**
Number of children subject to interim orders	4		1050	970	**
Total number of children subject to protective orders	4		7490	8100	**
Number of children living away from home subject to a protective order, by placement type:					
• Approved foster care	1		3850	4120	**
• Approved kinship care	1		2060	2260	**
• Other	1		730	830	**
• Total	1		6640	7210	**
Number of children living away from home not subject to a protective order, by placement type:					
• Approved foster care	1		500	210	**
• Approved kinship care	1		330	150	**
• Other	1		160	120	**
• Total	1		990	480	**
Total number of children living away from home	1		7630	7690	**
Percentage of children subject to protective orders and living away from home in approved kinship care	1		31%	31%	**
Rate of children subject to protective orders per 1000 children (0-17 years of age)	2		7.1	7.4	**

Performance measure	PI <sup>1</sup>	Note	2009-10 target / estimate	2009-10 estimated actual	2009-10 actual
Percentage of all children subject to protective orders who are Aboriginal or Torres Strait Islander children	2		32%	36%	**
Percentage of Aboriginal and Torres Strait Islander children placed with kinship or Indigenous carers	1		61%	55%	**
Percentage of children and young people exiting out-of-home care after 12 months or more who have had three or fewer placements	1		69%	67%	**
Ratio of children and young people in home-based care to the number of carer families	1		1.7	1.7	**
Percentage of foster carers eligible to receive Regional Remote loading	4		9%	8.7%	**
<b>Adoption services</b>					
Number of assessments for inter-country adoption completed	4	3	100	41	60
Number of assessments for local adoption completed	4		40	36	37
Number of final adoption orders made	4	4	85	59	67
Number of applications for identifying information received	4	5	600	900	905

Performance measure	PI <sup>1</sup>	Note	2009-10 target / estimate	2009-10 estimated actual	2009-10 actual
Number of applications lodged for review to the Children Services Tribunal	1	6	1	0	0
Percentage of education and information programs conducted outside of Brisbane	4	7	10%	0%	0%
<b>Community and Youth Justice services</b>					
<b>Support for communities and individuals</b>					
Number of calls to the <i>dvconnect</i> helpline	4		45,000	46,746	48,119
Number of concession services provided for eligible Queenslanders	4	8	900,000	1,010,000	1,060,000
<b>Support for young people</b>					
Number of young Queenslanders participating in The Duke of Edinburgh's Award Program	2	9	6000	6500	7105
Average daily number of young people in detention	4		150	145	141.5
Rate per 1000 young people in detention	4		0.37	0.35	0.34
Average daily number of Aboriginal and Torres Strait Islander young people in detention	4		85	87	82.2
Rate per 1000 Aboriginal and Torres Strait Islander young people in detention	4		3.5	3.3	3.14

Performance measure	PI <sup>1</sup>	Note	2009-10 target / estimate	2009-10 estimated actual	2009-10 actual
Number of young people dealt with through youth justice conferencing	4	10	2108	2471	2513
Number of Aboriginal and Torres Strait Islander young people dealt with through youth justice conferencing	4	10	600	683	732
Percentage of youth justice conferences where the participants (including the victim) are satisfied with the outcome	1		95%	98%	99%
Percentage of young people referred by the court who successfully complete their conditional bail program	1		65%	62%	73.7%
Percentage of young Aboriginal and Torres Strait Islanders referred by the court who successfully complete their conditional bail program	1	11	60%	58%	72.2%
Percentage of community service orders for young people that are successfully completed	1		80%	95%	**
Percentage of community service orders for young Aboriginal and Torres Strait Islanders that are successfully completed	1		75%	90%	**

Performance measure	PI <sup>1</sup>	Note	2009-10 target / estimate	2009-10 estimated actual	2009-10 actual
<b>Support for seniors' participation</b>					
Percentage of eligible persons (60 years of age and over) who are current holders of a Seniors Card or a Seniors Business Discount Card	2		75%	77%	75.7%
Number of Aboriginal and Torres Strait Islander Seniors Card holders	2		2000	2145	2165
Number of business outlets participating in the Seniors Discount Scheme	2	12	10,000	8856	9195
<b>Information and communications technology shared services</b>					
Number of client agency staff trained in core systems arising from the information management reform program	6	13	ICMS-3350 DISQIS-500	ICMS-1950 DISQIS-363	ICMS - 1958 DISQIS - 346
Availability of core systems and infrastructure	6		98%	99.6%	99%
Delivery cost per user for core services	6		\$2305	\$2348	\$2366

Performance measure	PI <sup>1</sup>	Note	2009-10 target / estimate	2009-10 estimated actual	2009-10 actual
<b>Disability and Community Care services</b>					
<b>Accommodation support services</b>					
Number of unique service users of Commonwealth State/Territory Disability Agreement (CSTDA) funded accommodation support services	4		6727 – 7073	6700	**
Number of accommodation support services received by service users	4		7513 – 7899	7640	**
Satisfaction of service users with accommodation support services	1		85% – 90%	80%	80%
Percentage of recurrently funded disability service providers that achieve certification under the Disability Sector Quality System within the specified timeframe	1		100%	100%	100%
Percentage of new funding initiatives implemented within agreed timeframes	3		100%	100%	100%
Percentage of complaints that have been responded to within agreed timelines	1		75%	90.1%	93.75%
Percentage of grants budget committed	4		100%	100%	100%



Performance measure	PI <sup>1</sup>	Note	2009-10 target / estimate	2009-10 estimated actual	2009-10 actual
Government expenditure per person receiving CSTDA funded accommodation support service	4		\$55,547 – \$59,567	\$67,275	**
<b>Community services</b>					
Number of service users receiving services through the Local Area Coordination services	4		1140 – 1180	1200	**
Number of Local Area Coordinators (Full-Time equivalent)	4		50	53	53
Number of unique service users of CSTDA funded community support services	4		14,137 – 14,862	15,550	**
Number of community support services received by service users	4		25,837 – 27,162	27,100	**
Number of unique service users of CSTDA funded community access services	4		9360 – 9480	9480	**
Number of community access services received by service users	4		12,188 – 12,813	11,370	**
Satisfaction of service users with community support services	1		75% – 80%	66%	66%
Satisfaction of service users with community access services	1		80% – 85%	76%	76%

Performance measure	PI <sup>1</sup>	Note	2009-10 target / estimate	2009-10 estimated actual	2009-10 actual
Percentage of recurrently funded disability service providers that achieve certification under the Disability Sector Quality System within the specified timeframe	1		100%	100%	100%
Percentage of new funding initiatives implemented within agreed timeframes	3		100%	100%	100%
Percentage of complaints that have been responded to within agreed timelines	1		75%	90.1%	93.75%
Percentage of grants budget committed	4		100%	100%	100%
Government expenditure per person receiving CSTDA funded community support services	4		\$9464 – \$10,150	\$8970	**
Government expenditure per person receiving CSTDA funded community access services	4		\$17,021 – \$18,256	\$17,530	**
<b>Respite services</b>					
Number of unique service users of CSTDA funded respite services	4		5070 – 5330	5400	**
Number of respite services received by service users	4		7508 – 7893	7850	**
Satisfaction of service users with respite services	1		80% – 85%	81%	81%

Performance measure	PI <sup>1</sup>	Note	2009-10 target / estimate	2009-10 estimated actual	2009-10 actual
Percentage of recurrently funded disability service providers that achieve certification under the Disability Sector Quality System within the specified timeframe	1		100%	100%	100%
Percentage of new funding initiatives implemented within agreed timeframes	3		100%	100%	100%
Percentage of complaints that have been responded to within agreed timelines	1		75%	90.1%	93.75%
Percentage of grants budget committed	4		100%	100%	100%
Government expenditure per person receiving CSTDA funded respite service	4		\$13,497 – \$14,549	\$13,590	**
<b>Community and home care services</b>					
Service category 1 – Home Support Services – number of hours	4		5,268,539	5,384,946	***
Service category 2 – Coordinated Care services – number of hours	4		334,997	291,985	***
Service category 3 – Clinical and Specialist Care – number of hours	4		1,189,346	1,201,554	***
Service category 4 – Centre-based day care – number of hours	4		3,890,555	3,936,031	***

Performance measure	PI <sup>1</sup>	Note	2009-10 target / estimate	2009-10 estimated actual	2009-10 actual
Service category 5 – Home modifications – number of modifications	4		518	518	***
Service category 6 – Meals – number of meals	4		2,314,218	2,367,894	***
Service category 7 – Transport – number of trips	4	14	951,324	1,094,150	***
Number of Home and Community Care service provider organisations reviewed using the National Service Standards Instrument	1	15	125	233	233
Percentage of Australian Government Home and Community Care reporting obligations met within specified timeframes	5		100%	100%	100%
<b>Housing and Homelessness services</b>					
<b>Social Rental Housing</b>					
Number of new households assisted	2		6680	6466	6362
Total number of households assisted	2		65,900	66,270	65,898
Number of applications on the Housing Register	1	16	26,000	34,000	33,730
Number of Indigenous applications on the Housing Register	1	17	3100	4250	4621

Performance measure	PI <sup>1</sup>	Note	2009-10 target / estimate	2009-10 estimated actual	2009-10 actual
Number of applications on the Housing Register eligible for long term social housing	1	16	21,000	28,300	27,570
Number of Indigenous applications on the Housing Register eligible for long term social housing	1	17	2500	4245	4124
Percentage of Indigenous households in Government-managed social housing dwellings	2		12.2%	12.9%	14.2%
Level of client satisfaction	1	18	*	*	*
Percentage of departmentally owned dwellings in acceptable condition	1	19	98%	98%	98%
Property Standard Index - social rental housing properties	1	20	*	*	*
Percentage of registered community housing providers meeting prescribed requirements under the <i>Housing Act 2003</i> and the <i>Housing Regulation 2003</i>	1		95%	99%	98%
Average wait time for assistance (years) for social rental housing	1	21	1.5	1.0	0.9
Percentage of new households assisted within three years for social rental housing	1	22	78%	86%	92%

Performance measure	PI <sup>1</sup>	Note	2009-10 target / estimate	2009-10 estimated actual	2009-10 actual
Percentage of dwellings in regional and remote locations:					
• Government-managed social housing	2		35%	35%	36%
• Community housing - long term accommodation	2		66%	65%	65%
• Community housing - transitional	2		50%	46%	47%
Total average concession	4		\$6572	\$7115	\$7232
Average tenancy and property management administration cost per households assisted	4		\$1119	\$1107	\$1107
<b>Indigenous Community Housing</b>					
Total number of households assisted through the Housing Improvement Program	2		4336	4160	4119
Number of Indigenous communities tenancy managed by the Department of Communities	2		10	9	9
Number of dwellings delivered through the capital program to Indigenous communities	2	23	196	176	117
Percentage of registered Indigenous community housing providers meeting prescribed requirements under the <i>Housing Act 2003</i> and the <i>Housing Regulation 2003</i>	1		95%	100%	100%
Average maintenance per dwelling	1	24	\$3805	*	\$3778



Performance measure	PI <sup>1</sup>	Note	2009-10 target / estimate	2009-10 estimated actual	2009-10 actual
<b>Crisis Housing</b>					
Percentage of closed support periods where all of the Supported Accommodation Assistance Program client's case management goals were achieved	1	25	33%	36%	*
Total number of households assisted with crisis housing	2		8905	8900	8586
Property Standard Index – Crisis Accommodation Program properties	1	26	*	*	*
Percentage of dwellings in regional and remote locations:					
• Crisis accommodation	2	27	60%	49%	57%
• Drug Court	2	28	30%	*	38%
<b>Private Market Assistance</b>					
Total number of new households assisted	2	29	147,415	155,527	166,632
Total number of households assisted	2		176,953	183,029	194,203
Level of client satisfaction:					
• Bond Loans	4	30	*	*	*
• Home Assist Secure	4	31	*	*	*
• Tenant Advice and Advocacy Service	4	32	*	*	*
• Home Purchase Assistance	4	33	*	*	*

Performance measure	PI <sup>1</sup>	Note	2009-10 target / estimate	2009-10 estimated actual	2009-10 actual
Percentage of registered providers meeting prescribed requirements under the <i>Housing Regulation 2003</i>	1		95%	98%	94%
Percentage of home loan offers proceeding to approval	1	34	25%	25%	39%
Percentage of Bond Loan payments to the Residential Tenancies Authority within 24 hours of confirmation of tenancy	1		100%	100%	100%
Percentage of grants paid by date specified in funding agreement	3		100%	100%	100%
Percentage of new loan applications processed with 28 days	1		95%	95%	100%
Percentage of assistance in regional and remote locations:					
• Private rental	2	35	45%	45%	51%
• Home Assist Secure	2		50%	50%	49%
• Tenant Advice and Advocacy Service	2	35	25%	25%	30%
• Home Loans	2		35%	35%	33%
Average Bond Loan assistance	4		\$1000	\$1000	\$1009
Average Home Assist Secure assistance	4		\$257	\$267	\$247

Performance measure	PI <sup>1</sup>	Note	2009-10 target / estimate	2009-10 estimated actual	2009-10 actual
<b>Community Renewal</b>					
Percentage of funds used on education and skills related projects	4	36	14%	0%	0%
Percentage of project funds used for community facilities	4	36	18%	0%	0%
Percentage of Community Renewal projects with service integration outcomes	1		95%	61%	87.3%
Percentage of Indigenous people in Community Renewal zones who participate in Community Renewal	2	37	10%	17%	17%
Level of resident satisfaction with renewal zone as a place to live	1		85%	86%	86%
Percentage of total project funds contributed by partner agencies	3	38	53%	0%	0%
Resident satisfaction with level of changes in renewal zone since Community Renewal commenced	2		80%	79%	79%
Percentage of Community Renewal projects demonstrating sustainable outcomes	2		90%	61%	87.3%
Level of resident satisfaction with services available locally in Community Renewal zones	1		55%	49%	49%

Performance measure	PI <sup>1</sup>	Note	2009-10 target / estimate	2009-10 estimated actual	2009-10 actual
Average value of assistance per renewal zone	4	39	\$476,000	\$550,000	\$550,000
<b>Multicultural services</b>					
<b>Leadership in multicultural policy and engagement with ethnic communities</b>					
Number of community organisations assisted through the Multicultural Assistance Program	4	40	70	97	97
Number of community groups involved in the Queensland Multicultural Festival	4	41	80	90	90
Number of consultations and forums held with community groups	4	42	30	90	90
Number of process improvement reviews undertaken	1		10	11	11
<b>Sport and Recreation services</b>					
<b>Sport and recreation infrastructure, funding, advice and programs</b>					
Percentage of QAS athletes selected for national teams	1		25%	26%	26%
Participation in departmental sport and active recreation programs:					
• Percentage of Queensland schools accessing the department's sport and active recreation programs	2	43	50%	64%	59%
• Total participants in the department's sport and active recreation programs	2	44	900,000	953,122	1,035,468

Performance measure	PI <sup>1</sup>	Note	2009-10 target / estimate	2009-10 estimated actual	2009-10 actual
Stakeholder satisfaction with services provided by QAS	1		85%	85%	93%
Participant satisfaction with the department's sport and active recreation programs	1	45	85%	94%	96%
Percentage of grant and subsidy notifications within agreed timeframes	3		95%	95%	95%
Total investment in sport and active recreation in Queensland for:					
• Infrastructure (\$'000)	4	46	\$58,345	\$41,222	\$39,252
• Participation and development programs (\$'000)	4		\$26,100	\$27,856	\$26,726
<b>Women's services</b>					
<b>Policy Coordination and Services for Queensland Women</b>					
Number of requests for information and referrals serviced by the Office for Women through its website and seminars, Women's Infolink and FindaService	4	47	50,000	68,500	81,144
Client satisfaction with the quality of Office for Women events, seminars and workshops	1		85%	95%	98%
Stakeholders' satisfaction with Office for Women's engagement of them in women's policy development processes	3	48	85%	*	*

## Variance Reporting

\* Data not available.

\*\* Data for 2009-10 are not yet available. In accordance with nationally agreed reporting guidelines data extraction for a financial year occurs on 31 August of the following financial year. This additional eight week period enables activities that started close to the end of the financial year to be finalised and entered into information systems.

\*\*\* Data for actual service delivery is managed by the Australian Government. Availability of HACC Minimum Data Set information is subject to the release date of this information by the Australian Government.

1. PI refers to the performance indicators detailed on pages 17–22. Performance indicators are how we assess our progress toward achieving our objectives.

2. The 2009-10 actual is higher due to additional resources being directed to reduce the response time for finalising outstanding requests.

3. The number of assessments for intercountry adoption completed refers to the couples that were either approved or not approved as prospective adoptive parents for the intercountry program. There are substantially more couples on the register interested in adopting a child than there are children requiring an adoptive placement. As at 30 June 2010, 221 couples were on the intercountry children's adoption register. For the 2009-10 financial year there were 37 children adopted from overseas countries. These numbers are likely to reduce further due to the following: in November 2009 the Attorney-General's Department (AGD) suspended Australia's program with Ethiopia and whilst the program was officially re-opened on 6 April 2010, it is currently inactive due to no referrals of children to the Ethiopian program; in January 2010 the AGD withdrew its support for the Fiji program; in February 2010 Thailand advised that they would not receive any further files for 2010; and in April 2010 South Korea reduced the quota of children requiring an adoptive placement. This measure is now amalgamated with local adoptions into the service standard Number of assessments for prospective adoptive parents completed.

4. The number of final adoption orders made, excludes interim orders. There was a decrease in the number of final adoption orders made due to the commencement of the *Adoption Act 2009*, which now requires Queensland adoptions to be subjected to a 12 month interim order period before a final adoption order is made. Intercountry adoptions have decreased due to the following: in November 2009 the Attorney-General's Department (AGD) suspended Australia's program with Ethiopia and whilst the program was officially re-opened on 6 April 2010, it is currently inactive due to no referrals of children to the Ethiopian program; the withdrawal of support by the Attorney-General's Department for the Fiji program; and a reduction or cessation in the quotas of children requiring an adoptive placement by South Korea and Thailand. This measure has been discontinued as it is outside the control of the department. This information is also captured by the national Australian Institute of Health and Welfare.

5. The 2009-10 actual is higher than the 2009-10 target/estimate due to the introduction of the *Adoption Act 2009*, allowing people to access identifying information that they were previously unable to obtain. This service standard has been amended by removing the word 'identifying', as it limited the type of information provided, to provide a more comprehensive picture of the work undertaken.

6. Number of applications lodged for review to the Children's Services Tribunal refers to the number of applications lodged in the Queensland Civil and Administrative Tribunal to review a decision made by Adoption Services Queensland in accordance with section 319 of the *Adoption Act 2009*. This measure has been discontinued as it is outside the control of the department.

7. Percentage of education and information programs conducted outside of Brisbane refers to the number of information sessions held for couples prior to them expressing an interest to adopt and for an education session once couples are engaged in the assessment process. No education sessions were held outside of Brisbane due to insufficient numbers of couples that resided in a particular area, therefore it was more efficient to conduct the information and education sessions in Brisbane.



8. The 2009-10 actual is higher due to the increasing awareness of concessions schemes and the deteriorating economic environment in 2009-10, resulting in an increased number of people applying for concessions.

9. The performance measure includes combined participant figures for the Duke of Edinburgh's Award and also the Bridge Award program as a feeder program for younger participants. The 2009-10 actual is higher due to continued growth in participation resulting from marketing initiatives, the targeting of at-risk young people and as a result of the Award now being recognised for the Queensland Certificate of Education.

10. The actual number of conferences held is above the expected target. The increase may be a result of enhanced relationships with key stakeholders, police and courts and the effectiveness of youth justice conferencing services in ensuring a high proportion of referrals result in a conference.

11. The overall percentage exceeds the estimated target for successful completions of the conditional bail program. Analysis of quarterly data for 2009-10 shows that successful completions were significantly higher in the April – June quarter than in the preceding three quarters. As such, the higher figures in the April to June 2010 quarter have contributed to overall percentages for 2009-10 exceeding the estimated target.

12. The anticipated number of business outlets voluntarily participating in the Seniors Business Discount Card scheme in 2009-10 was not met due to the impact of the global financial crisis, the number of businesses closing and changed ownership. In addition, a number of businesses formerly registering multiple outlets have moved to establishing online / website base services that count as one "virtual outlet".

13. The number of agency staff trained in these systems is less than forecast due to reduced training needs. However, training in other IT systems has increased.

14. The 2009-10 actual is higher than the 2009-10 target due to deferrals.

15. A new contract with the reviewing organisation commenced in March 2010. This contract included increased targets for 2009-10 and 2010-11 to meet the

commitment that Home and Community Care service providers be reviewed every three years.

16. The increase in demand for social housing is due to an increase in population and private market rents. In addition, there have been improvements in collaboration with other government and non-government agencies that deal with clients in housing need, resulting in greater awareness of social housing as an option for clients.

17. The 2009-10 actual is higher due to applications for discrete Indigenous communities being included on the Housing Register as the department is taking on tenancy management responsibilities for these communities.

18. Results are taken from the National Social Housing Survey which is a biennial survey and was not undertaken during 2009-10. The next survey will be conducted in early 2010-11, with results expected mid-year. The latest available actual figure is 80 per cent as at 30 June 2009.

19. A dwelling is considered to be in acceptable condition when the Property Standard Index (PSI) maintenance component scores a value greater than 8.0 on a scale of 1 to 10, where 10 is the top condition rating.

20. The actual figure is not available due to a review of the Property Standards Index methodology. This measure has been discontinued and replaced with a service standard reporting departmentally owned social rental housing dwellings in acceptable condition.

21. The 2009-10 actual is below the 2009-10 estimated actual because a high proportion of allocations were from very high and high need applications, which receive priority assistance.

22. The 2009-10 actual is higher due to the benefits of the Client Intake and Assessment Process, which prioritises social housing assistance for those with the highest levels of need.

23. The 2009-10 actual is below the estimated actual figure as a result of slower than expected progress on some construction projects due to poor weather (cyclone activity creating access issues) and unexpected delays with the manufacture of factory-built dwellings.

24. This measure has been amended to report on all government-managed social housing. As a result, a 2009-10 estimated actual is not available.

25. The 2009-10 actual will not be available until published by the Australian Institute of Health and Welfare in 2011. The latest available actual figure is 34 per cent for 2008-09.

26. The 2009-10 actual is not available due to a review of the Property Standards Index methodology. This measure has been discontinued and replaced with a service standard reporting departmentally owned Crisis Accommodation Program dwellings in acceptable condition.

27. The 2009-10 actual is higher as a result of the investment in crisis accommodation increasing the availability of accommodation in metropolitan areas.

28. The 2009-10 actual is higher as additional dwellings were provided for the Drug Court Program. This measure has been amended to report on all crisis accommodation by amalgamating separate program measures. As a result a 2009-10 estimated actual is not available for this measure.

29. The 2009-10 actual is higher due mostly to an increased number of households assisted with Bond Loans and the Tenant Advice and Advocacy Service, which are both demand driven. Economic and market conditions have led to increased demand for private market assistance.

30. Results are taken from a biennial survey with the next survey due in 2010-11. The latest available actual figure is 95 per cent at 30 June 2008.

31. Results are taken from a triennial survey with the next survey due in 2011-12. The latest available actual figure is 95 per cent at 30 June 2009.

32. Results are taken from a triennial survey with the next survey due in 2011-12. The latest available actual figure is 96 per cent at 30 June 2007.

33. Results are taken from a triennial survey with the next survey due in 2011-12. The latest available actual figure is 96 per cent at 30 June 2009.

34. The increased actual figure is due to a higher than anticipated number of applications proceeding, particularly for the Pathways Shared Equity Loan and the Queensland Housing Finance Loan. All lending is demand driven.

35. The 2009-10 actual is higher due mostly to an increased number of households assisted with Bond Loans and the Tenant Advice and Advocacy Service, which are both demand driven. Economic and market conditions have led to increased demand for private market assistance.

36. This measure has been discontinued as the Community Renewal grants program ceased in June 2009. All approved former Community Renewal funding was allocated in February 2009. No further funding was approved for the 2009-10 financial year.

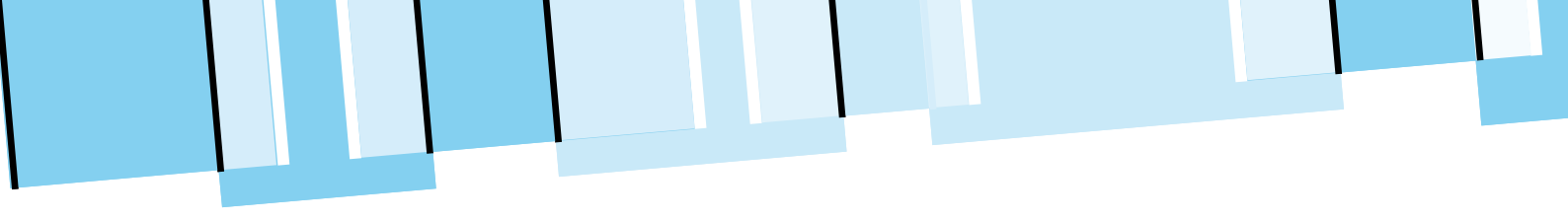
37. The department exceeded the target for this performance measure.

38. This measure has been discontinued as the Community Renewal grants program ceased in June 2009. All approved former Community Renewal funding was allocated in February 2009. No further funding was approved for the 2009-10 financial year.

39. Grants funding from 2008-09 was carried over to 2009-10. The increased budget allowed for higher average value assistance to former Community Renewal zones in 2009-10.

40. The 2009-10 actual is higher than the 2009-10 target/estimate due to a larger number of organisations being provided funding under the Multicultural Assistance Program. As this measure identified the number of organisations rather than the number of grants, it has been discontinued and replaced by a new measure identifying the number of grants provided which is a more effective measure of the grants program.

41. The 2009-10 actual is higher than the 2009-10 target/estimate due to the success of the Queensland Multicultural Festival becoming more widely known and more organisations are wanting to participate in this festival. As this measure does not provide an indication of the outcomes of the Festival, this measure has been discontinued.



42. The 2009-10 actual is higher than the 2009-10 target/estimate due to the need to address emerging community issues including consultations with the Indian community and meetings with leaders of the Indonesian, Samoan, and Tongan communities to identify supportive measures for people affected by the tsunami in early 2010.

43. The 2009-10 actual is higher than the 2009-10 target/estimate as a result of directly targeting schools that have not previously accessed a service in the third and fourth quarters.

44. Overall participation in the department's sport and recreation programs is higher as a result of greater than anticipated utilisation of the Active Recreation Centres.

45. Sport and Recreation Services' commitment to providing a high quality service to meet or exceed client expectations is reflected in the high levels of participant satisfaction.

46. Actual expenditure for 2009-10 is lower than the 2009-10 target/estimate due to a program review impacting upon release dates for funding programs. Other factors include: the late announcement of the Major Facilities Program in May/June 2009; the lead time for these projects to commence construction; and delays associated with projects meeting compliance requirements (such as development approvals) prior to construction commencement.

47. The Office for Women launched the Women in Hard Hats website in late 2009, leading to a large increase in web traffic. This has led to a higher than estimated 2009-10 actual.

48. This measure was discontinued in October 2009 as Office for Women's strategic direction moved to a model of influencing key Queensland Government agencies in the development and delivery of their policies and programs.

## Performance against corporate measures

Following is the department's 2009-10 corporate performance.

Corporate performance	PI <sup>1</sup>	Notes	2009-10 target	2009-10 actual
Number of internal audit recommendations accepted for implementation	8	5	95%	97.7%
Proportion of statutory reporting responsibilities met within agreed timeframes	8		100%	100%
Percentage of full-time equivalents by status – permanent	9	2	77.4%	76.62%
Percentage of full-time equivalents by status – temporary	9	2, 3	15.08%	19.01%
Percentage of women employees	9	2	66.86%	72.58%
Percentage of staff – people with disability	9	2	5.52%	6.07%
Percentage of staff – culturally and linguistically diverse	9	2	9.66%	8.51%
Percentage of staff – Aboriginal and Torres Strait Islander	9	2	2.09%	3.94%
Separation rate – percentage of permanent staff	9	4	12.7%	10.16%
Absenteeism rate – percentage	10	2	4.34%	4.59%
Number of claims lodged with WorkCover	10	4	609	686
Number of WorkCover claims (\$m)	10	4	1.9	2.19

### Notes

1. PI refers to the performance indicators detailed on pages 17–22. Performance indicators are how we assess our progress toward achieving our objectives.
2. The 2009-10 target for this measure is the Queensland Public Service average at 31 March 2010.
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.
4. The 2009-10 target for this measure is the rate achieved in the 2008-09 financial year.
5. This measure relates to business assurance and IT audits.

## Appendix 7 – Notes

### Table 7. Greenhouse gas emissions - notes:

1. The emissions figure has been aggregated using National Greenhouse Emissions Reporting (NGER) guidelines and represents emissions for four primary fuel types: unleaded petrol, diesel, liquefied petroleum gas (LPG) and E10. Emissions shown are estimates based on actual kilometres travelled and available fuel consumption records. The emission offsets figure relates to purchased national Greenhouse Friendly™ certified carbon offsets for vehicles that did not comply with the minimum Greenhouse Vehicle Guide (GVG) ratings.

2. The hire car vehicle emissions attributable to Avis Australia vehicles booked under the Standing Offer Arrangement managed by the Queensland Government Chief Procurement Office have been calculated by Avis Australia. The emission offsets figure relates to purchased national Greenhouse Friendly™ certified carbon offsets.

3. This emissions figure is based on available building-related electricity consumption records for the period 1 April 2009 to 31 March 2010. For these records the emissions reported are limited to those linked to electricity purchased directly from an energy retailer for this department's own buildings and any space it leases. Incomplete electricity consumption records have been extrapolated where necessary. The electricity consumption has then been converted to carbon emissions using the combined Scope 2 and Scope 3 conversion factor of 1.01 kg CO<sub>2</sub>-e/kWh as published in the Australian Government's National Greenhouse Accounts Factors Workbook (June 2009).

The emission offsets figure includes GreenPower accredited renewable energy procured through Ecofund by the Department of Public Works on behalf of each department. The process involved the centralised bulk purchase of Queensland-based GreenPower Renewable Energy Certificates (RECs), and subsequently surrendering them to the Australian Government's Office of the Renewable Energy Regulator.

4. This emissions figure is based on emissions associated with electricity use in leased spaces where the electricity is not directly purchased by the tenant department from an energy retailer (for example, where the electricity costs form part of lease charges).

This figure includes estimated consumption (where specific details aren't available) and actual electricity records received from government and private sector

landlords. Incomplete electricity consumption records have been apportioned and/or extrapolated where necessary. For example, in those major government office buildings owned by the Department of Public Works that do not have separate electricity sub-metering for tenants, the electricity consumption and associated emissions have been apportioned 45 per cent to the landlord, and 55 per cent to the tenants – in line with industry practice and historical benchmarking.

The emission offsets figure includes GreenPower accredited renewable energy procured through Ecofund by the Department of Public Works on behalf of each department.

5. Air travel includes all flights recorded by the Queensland Government Chief Procurement Office (QGCO) during the period 1 April 2009 to 31 March 2010, specifically:

- international air travel on commercial airlines
- domestic air travel on commercial airlines.

For all air travel the following methodology is used. QGCO calculates the kilometres flown from data provided. The kilometre figure is divided by 100 and multiplied by an industry average number of litres of fuel burnt per passenger per 100 kilometres. A factor of 5 has been used for all air travel (sourced from the International Civil Aviation Organisation). The use of this method gives the average litres of fuel burnt for a flight, per passenger. This figure is subsequently converted from litres into kilograms and then from kilograms into tonnes, before being multiplied by 3.157 (which represents the amount of CO<sub>2</sub> tonnes produced by burning one tonne of aviation fuel sourced from the International Civil Aviation Organisation).

The emission offsets figure for air travel relates to purchased national Greenhouse Friendly™ certified carbon offsets.

### Graph 17. Total investment in sport and active recreation in Queensland for infrastructure - note

Note: Actual expenditure for 2009-10 is lower than the 2009-10 Target/estimate due a range of factors including: protracted development approval and building approval timeframes, delays in appointing suitable project managers, and severe weather conditions which particularly impacted on projects in northern and central areas of the state.

## Glossary

Approved carer	Someone who has been approved by the department to provide 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. It is developed in a participative process between the department, the child, their family and other people significant to the child and family. It records the goal and outcomes of ongoing intervention and identifies the agreed tasks that will occur to meet the goal and outcomes. Case plans are reviewed to ensure they continue to meet the changing needs of the child.
Closing the Gap	A commitment by all Australian governments to work toward a better future for Aboriginal and Torres Strait Islander peoples. It aims to close the gap of Indigenous disadvantage in areas such as health, housing, education and employment.
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	<p>Refers to a geographic location, bounded by physical or legal boundaries, and inhabited or intended to be inhabited by predominantly Aboriginal and Torres Strait Islander peoples, with housing or infrastructure that is either owned or managed on a community basis. Discrete communities include:</p> <ul style="list-style-type: none"> <li>• communities in urban areas where the title to a parcel of land has been transferred to an Aboriginal and Torres Strait Islander organisation (for example, communities on former mission or reserve land)</li> <li>• well-established communities and outstations in remote areas</li> <li>• Deed of Grant in Trust (DOGIT) communities and their outstations, as well as the two shires of Aurukun and Mornington Island</li> <li>• communities on Indigenous pastoral properties/leases.</li> </ul>
Foster carer	<p>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.</p>
Interim order	<p>On the adjournment of a proceeding for a court assessment or child protection order the Childrens Court has the power to make an interim order. An interim order made on adjournment of a court assessment order may grant temporary custody to the Chief Executive. An interim child protection order made on adjournment of a child protection order will grant custody to a suitable family member or the Chief Executive. An interim order can direct a parent to have no contact or only supervised contact with the child.</p>

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.
Machinery-of-government	The allocation and reallocation of functions between government departments and Ministers.
No Wrong Door	A philosophy and program of work that adopts a holistic, client-centred focus to connect clients to the right mix and level of services, including those offered by non-government organisations and other providers.
One social housing system	The Queensland Government's integrated system for providing housing services. It includes products, services and programs provided, funded or subsidised by the department, ranging from high-subsidy assistance, such as the direct provision of housing, to other products, such as private housing assistance.

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.
Protective factors	In the context of substance abuse, characteristics or situations that may decrease the likelihood of problems - laws and behavioural expectations that support not using substances of abuse, access to housing and social services, access to employment and job training, youth involvement in community service etc.
Residential care services	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.
Social housing	<p>Housing funded by the Queensland Government which comprises:</p> <ul style="list-style-type: none"> <li>• department-managed housing (including public housing and Aboriginal and Torres Strait Islander housing)</li> <li>• community-managed housing through funded community and local government housing providers that deliver long-term community housing, affordable housing and time-limited transitional housing.</li> </ul> <p>Social housing is provided to those in greatest need on the basis of matching clients with the most appropriate level of housing assistance for the duration of their housing need.</p>
Toward Q2	The Queensland Government has set five ambitions that address current and future challenges for Queensland. Within these five ambitions, the Queensland Government has set 10 long-term targets to achieve by 2020. More information can be found at: <a href="http://www.towardq2.qld.gov.au">www.towardq2.qld.gov.au</a>

Transitional housing	Transitional housing provides eligible people with an opportunity to stabilise their circumstances before moving to longer term housing.
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.

# Index

## A

### Aboriginal and Torres Strait Islander peoples

- alcohol reforms **50**
- Cape York Welfare Reform **49**
- Closing the Gap **28, 38, 48, 50**
- employment **27, 28, 48**
- engagement **51, 52, 124–125**
- Family Responsibilities Commission **49, 241**
- housing assistance **48, 49, 71, 74, 75**
- NAIDOC Week **53**
- Palm Island Community Company **28**
- Queensland Aboriginal and Torres Strait Islander Advisory Council **36, 52, 124–125**
- reconciliation **35–39, 50–51**
- retail stores **27**
- sport and recreation activities **35**
- staff **136, 138, 141**
- urban and regional strategy **28, 43**
- women **85, 86, 88**
- young people **16, 32, 35, 37, 38, 55–56, 63**

### Accommodation Support and Respite Services **29, 42, 128**

### Adoption **130, 240, 244**

### Advisory bodies

- departmental **128**
- ministerial **123–128**
- other **128–130**

### Autism **30**

## C

### Capital works **42–43, 93–94, 97**

### Carers

- Carers Advisory Council **64, 125–126, 240**

- for children and young people **54–55, 131**
- for people with a disability **64, 100**
- respite **29**
- support **54–55, 147–148**

### Centre of Excellence in Behaviour Support **69, 130**

### Children and young people in care

- Aboriginal and Torres Strait Islander **55–56**
- foster care **54–55**
- safe houses **54**
- placement options **42, 54**

### Closing the Gap **28, 38, 48, 50**

### Commission for Children and Young People and Child Guardian **42, 241**

### Committees **118–121**

### Community Participation program **58**

### Complaints **105–106, 126**

### Consultants **255**

## D

### Disability Sector Quality System **41–42**

### Disability Service Plan **39**

### Domestic violence **33, 34, 57, 88**

## E

### Employees (see staff)

### Environment

- waste management **107**
- emissions **107–109**

## F

### Financial

- overview **15–16**
- summary **148–152**
- statements **153–238**

### Find Your 30 campaign **82**

Freedom of Information (see Right to Information)

## G

Governance **115–123**

Growing Stronger initiative **26, 64, 67, 68**

## H

Home and Community Care **53, 65, 129**

Homelessness **34, 72, 88, 93**

Housing (see social housing)

## I

Indigenous (see Aboriginal and Torres Strait Islander peoples)

Investing in Positive Futures initiative **68**

## L

Legislation **130, 240–244**

## M

Mental health **29, 33, 34–35, 66**

Multicultural issues

- Multicultural action plans **39, 79**
- Multicultural policy **78, 79**
- Queensland Multicultural Festival **77, 108**
- Queensland Roars Against Racism campaign **78**

## N

National partnership agreements

- Indigenous **48, 74**
- National Affordable Housing Agreement **69, 93**
- National Partnership Agreement on Homelessness **72**
- National Partnership Agreement on Social Housing **70**
- National Rental Affordability Scheme **76**
- Nation Building and Jobs Plan **69, 76, 100**

Non-government organisations **25, 90–91, 97**

No Wrong Door **25, 26**

## O

Organisational structure **110–112**

Overseas travel **247–254**

## P

Performance overview **17–22**

Prevention and early intervention **28–32, 53, 57–58, 62–63, 88**

Privacy **104**

## Q

Queensland Academy of Sport **41, 84, 126, 245**

Queensland Compact **90, 94**

Q2 (see Toward Q2)

## R

Redress Scheme **58**

RentConnect **76**

Respite services **29**

Right to Information **104**

Risk management **121**

## S

Seniors **59–60**

Social housing

- community-managed **71**
- one social housing system **33–34, 69**
- transitional housing **71, 73**

Specialist Response Service **68**

Sport and recreation

- athlete support **83–84**
- major facilities **80–81**
- schools **82–83, 91**

Staff

- absenteeism **143**



- attraction and retention **140–141**
- Code of Conduct **145–146**
- diversity **136–139**
- engagement **146**
- equal employment opportunity **136–139**
- health and wellbeing **142–143**
- number of staff **135**
- reward and recognition **144**
- training and development **139–140, 143**

#### Strategic

- objectives **10–11**
- plan **113, 132**

## T

Toward Q2 **8–9**

## V

Volunteering **83, 86–87**

## W

Whistleblowers **147**

#### Women

- leadership **85–86**
- Our Women, Our State Awards **84**
- staff **137**
- Women in Hard Hats **84**
- Women on Boards strategy **86**

## Y

#### Youth

- Duke of Edinburgh's Award **59, 126–127**
- support **62–63**
- youth detention centres **62**
- youth justice **61–62**
- youth justice conferences **61–62**
- Youth Week **59**

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