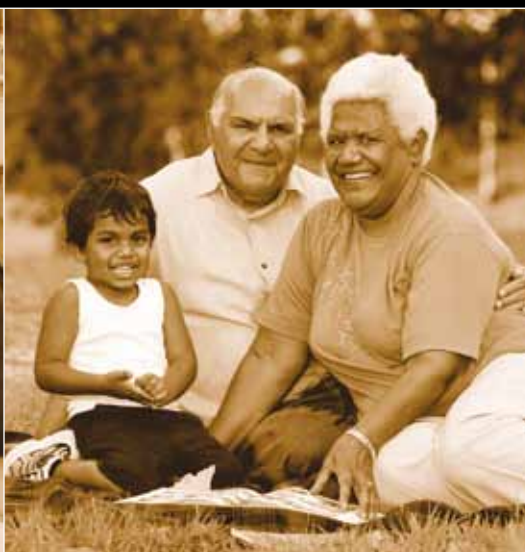


Annual Report 2010–11



Department of Communities

16 September 2011

Department of Communities

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

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

The Honourable Curtis Pitt MP
Minister for Disability Services, Mental Health and
Aboriginal and Torres Strait Islander Partnerships

The Honourable Anastacia Palaszczyk MP
Minister for Transport and Multicultural Affairs

Dear Ministers

I am pleased to present the Annual Report 2010–11 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/2010-11.

Yours sincerely

Linda A. Apelt
Director-General
Department of Communities



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Overview



Our highlights

Community recovery

Our department played a lead role in the community recovery and reconstruction efforts following the series of natural disasters that affected Queensland on an unprecedented scale in 2010–11. We established 42 Community Recovery Centres which operated as a hub for affected communities, providing financial aid, counselling and advice, referral services and other emotional support to devastated residents in 210 communities across all 73 Queensland local government areas.

We coordinated the deployment of 3538 personnel from across the Queensland Government and interstate, including 2870 from the Department of Communities. From late December 2010 to 30 June 2011 we responded to 99,699 calls to the Disaster Recovery Hotline, and the community recovery web pages received more than 295,000 page views from approximately 125,000 visitors.

Aboriginal and Torres Strait Islander Services

We continued to implement the Cape York Welfare Reform trial to improve parental and social responsibility, including the implementation of enhanced parenting services in Coen, Hope Vale, Mossman Gorge and now Aurukun.

We improved housing and development opportunities for Aboriginal and Torres Strait Islander communities including the negotiation of Deeds of Agreement to Lease in 12 communities.

Child Safety Services

Through the Helping Out Families early intervention and prevention initiative, three new Family Support Alliances covering the Beenleigh/ Eagleby/ Nerang areas, as well as Logan and the Gold Coast were opened. In 2010–11, these services received almost 1500 referrals from Child Safety Services and worked with 322 families to identify their needs and refer them to appropriate support services.

We provided funding of \$9.5 million to enable Recognised Entity services to continue their valuable role in ensuring Child Safety Services make the best decisions possible for Aboriginal and/or Torres Strait Islander children, including placement options.

Community and Youth Justice Services

We established new neighbourhood and community service centre facilities to enable service providers to meet and work together. In 2010–11 we completed the Mackay Women's Multi-Tenant Service Centre, the Mt Gravatt Neighbourhood Centre, the Nundah Neighbourhood Centre and the Marlin Coast Neighbourhood Centre.

We held youth justice conferences for 2387 young offenders to engage with victims of crime and repair the harm caused by their actions, achieving a satisfaction rating of 99 per cent from conference participants.

Disability and Community Care Services

We allocated \$1.089 billion for disability services including the implementation of Growing Stronger reforms, with Phase 1 released in September 2010 in all 18 Disability and Community Care Service Centres across the department's seven regions. Since rollout, information and assistance has been provided to almost 6000 people via the internet, phone or face-to-face interaction.

We provided \$518 million for the Home and Community Care Program to assist more than 170,000 frail, older people, and younger people with a disability to live independently through personal in-home services, home modifications and transport services.

Multicultural Services

We fostered positive community relations

by delivering key events including the Queensland Multicultural Festival, Queensland Multicultural Awards, Roar Against Racism football game and by supporting community events and projects across Queensland.

Housing and Homelessness Services

We provided more than 67,793 Queensland households with social rental housing (up from 65,898 in 2009–10) and assisted 205,391 households in the private rental market (up from 194,203 in 2009–10). We also completed construction of 3169 social housing units to provide additional accommodation for eligible clients in need.

We provided \$107.2 million in homelessness services, including \$55.8 million to support 124 services in Brisbane, Cairns, Mt Isa, Rockhampton and Townsville to address the challenge of homelessness 'hot spots'.

Sport and Recreation Services

We continued to rollout the three-year, \$138 million suite of funding programs to get Queenslanders more active, including \$12.5 million for the Sport and Recreation Infrastructure Program and \$9 million for the Sport and Recreation Active Inclusion Program. We also launched the Local Sport and Recreation Jobs Plan, with 111 coordinator positions funded to support 736 clubs as at 30 June 2011.

Women's Services

We supported women to achieve economic and financial security with a focus on increasing employment opportunities and keeping women, particularly disadvantaged and Indigenous women, in the workforce through programs such as Women in Hard Hats, Indigenous Women's Mentoring and Leadership Workshops, and Women on Boards.

About this report

This report discloses our performance in 2010–11 against the commitments made in the Department of Communities 2010–2014 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
- how we work with our non-government partners
- our financial performance
- key priorities and challenges for the year ahead
- how we measure our performance
- how we improve our performance.

This report presents our performance against each strategic objective and priority strategy in line with our strategic plan.

The majority of comparative data in this report relates to the period 2008–09 to 2010–11 — the period the department has existed. Where possible, data is provided over a five-year period.

This report shows our commitment to best practice corporate governance, accountability and transparency. We aim to continually improve our reporting and welcome your feedback on this report which can be provided at www.communities.qld.gov.au/about/corporate-publications/annual-reports/2010–11.

About us

Our vision:

Fair, cohesive and vibrant Queensland communities.

Our purpose:

Providing integrated community services that strengthen Queensland.

Our values:

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

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

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, 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 at more than 200 service centres across seven regions 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 208).

We are accountable to four Queensland Government Ministers.

Our organisational structure is shown on page 81.

For regional office contact details, see page 245.

Our clients

Our client base is drawn largely from individuals and families with long-term, multiple, chronic and complex disadvantages

and/or disabilities. We share much of our client base with other health, human service and community safety departments, and work closely with all levels of government to deliver responsive and holistic services.

We also work to increase participation and enhance sport and recreation opportunities for Queenslanders.

Our budget

In 2010–11 we spent \$3.838 billion delivering a variety of human services across the areas 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 as well as non-statutory disability services delivered by the department. The department also owns a significant property portfolio including approximately 61,000 dwellings or facilities, with a market value of approximately \$15.732 billion.

Our people

As at 30 June 2011, we had 10,029 full-time equivalent staff. Of these staff 82.82 per cent were employed in service delivery positions, including: social workers, community support officers, client care coordinators, community resource officers, youth workers, child safety officers, adoption officers, local area coordinators, Indigenous community resource officers, program officers, residential care officers, housing officers, psychologists, speech language pathologists, physiotherapists, occupational therapists, coaches, scientists and other allied health professionals.

Our environment

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

- Population growth and changing demographics, including changes in family and social structures due to greater mobility and employment patterns.
- Increasing demand for, and cost of delivering, community services and facilities to a diverse and growing client base, comprising some of the most vulnerable and disadvantaged Queenslanders.
- Changing lifestyles and levels of physical activity on people's health, wellbeing and inclusion in community life.
- The gap in life outcomes between Indigenous and non-Indigenous Queenslanders.
- Increasing expectations for better access to integrated, quality community services.
- Major national reforms, with significant investments and performance commitments agreed by the Council of Australian Governments.
- The significant impact of natural disasters on a large number of Queenslanders and on the state and national economies.

The global economic downturn exacerbated some of these factors, and has imposed resource constraints on all levels of government and the non-government sector. The strategic objectives in our 2010–2014 strategic plan were developed to respond to these environmental factors.

Our planning and performance framework

Our work contributes to a range of national reforms, discussed throughout this report.

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

Fair

- 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

- Cut by one-third obesity, smoking, heavy drinking and unsafe sun exposure.
- Queensland will have the shortest public hospital waiting times in Australia.

Smart

- 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

- Protect 50 per cent more land for nature conservation and public recreation.

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

We work toward achieving our goals through the delivery of services in the following areas:

- **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:** coordinating disability policy across government, providing and leading services to support people with a disability, people with a mental illness and people who are ageing, and their families and carers, and promoting their participation in the community.
- **Housing and Homelessness Services:** providing integrated social housing and support services to families and individuals in housing need, especially people who are homeless or at risk of homelessness.
- **Multicultural Services:** providing advice on multicultural issues, coordinating

multicultural policy across government, and supporting community events and initiatives to promote our cultural diversity and positive community relations.

- **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 priority of delivering policies and programs to support women's economic security, workforce participation, education and training, and leadership opportunities.

By delivering these services we achieve our strategic objectives:

Our key priorities for clients:

- better services and pathways for our clients
- more inclusive, active and safe communities.

Our key priorities for improving and supporting the delivery of services:

- a more sustainable community service system that delivers better value
- support priority strategies through the delivery of key business enabling services.

Progress toward achieving our strategic objectives is detailed in the performance section of this report. We assign agreed performance indicators to each strategic objective to help us monitor our performance and to inform decision-making and future strategy development (see pages 10–12).

Message from our Director-General



I am proud to present the Department of Communities' 2010–11 Annual Report. Throughout the year, and despite disruptions to staff and office buildings,

we continued to deliver our services across the state through approximately 1600 funded non-government organisations (NGOs), and directly by the department in seven regions, at more than 200 regional service centres and two youth detention centres, all supported by a central corporate office.

Community recovery

Our department played a key role in the community recovery and reconstruction effort following the natural disasters that affected Queensland in 2010–11. In response to the disasters, the department mobilised staff and resources, moving quickly into affected regions to provide on-the-ground support and accommodation solutions.

Working together

We continued to work with our non-government partners in the community services sector. We introduced common service agreements, to reduce the level of red tape for organisations to deliver a range of programs and introduced new output funding and reporting mechanisms to improve accountability.

Contributing to national priorities

We continue to work closely with the Australian Government to deliver on National Partnership Agreements and priorities.

In 2010–11, we expended \$116.7 million for Aboriginal and Torres Strait Islander communities to deliver 99 new dwellings, purchase five dwellings in urban and regional centres, and complete 630 upgrades and approximately 4200 repairs and maintenance to existing dwellings.

We also continued delivery of the social housing element of the Nation Building — Economic Stimulus Plan. Through detailed planning and management of individual construction projects, the department completed 2406 dwellings.

In conjunction with the Australian, state and territory governments we signed the National Disability Strategy to improve community inclusion, disability services, education, health and housing. Together with the Australian Government we provided \$518 million to help more than 170,000 people to remain living independently under the Home and Community Care Program.

Closing the Gap

Closing the Gap on Indigenous disadvantage is a long-term commitment and this year the department continued to work in partnership with Aboriginal and Torres Strait Islander communities to help meet targets.

We progressed implementation of the Cape York Welfare Reform trial including enhanced parenting services in Aurukun, Coen, Hope Vale and Mossman Gorge. We provided \$18 million in alcohol reform services for communities impacted by alcohol management reforms.

We also improved housing and development opportunities in Indigenous communities by negotiating land use and lease agreements and launched *deadly stories*, a three-year

campaign to raise awareness of Aboriginal and Torres Strait Islander achievements.

Supporting early intervention

The department continues to support and assist vulnerable Queenslanders through the provision of prevention and early intervention services. In 2010–11 we allocated \$9.4 million for 11 early intervention and Indigenous family support programs to support 2600 families and allocated more than \$19.2 million to fund 49 family intervention services.

We provided \$1.8 million to the dvconnect helpline and through the Helping Out Families initiative we commenced Family Support Alliances' and Intensive Family Support services, and enhanced the Home Health Visiting Program.

We conducted Eat Well Be Active sessions for more than 23,300 students and delivered Deadly Sports Clinics to more than 7300 participants in Aboriginal and Torres Strait Islander communities.

Strengthening and supporting Queenslanders and their communities

In December 2010, the department completed a Forensic Disability Service at Wacol to provide secure accommodation for people who are subject to a forensic order, have an intellectual or cognitive disability and do not require specialist in-patient care.

Throughout the year, we completed neighbourhood centres and service centres to provide improved service delivery and client access.

We hosted the Queensland Multicultural Festival, attended by more than 50,000 people and supported Queensland seniors,

pensioners and veterans by administering \$208.5 million in concessions.

To assist people with a disability, we launched the Disability Online website which provides a single entry point for disability-related information. We also allocated \$19.5 million to implement Growing Stronger reforms to deliver a stronger and fairer disability system.

In 2010–11 we provided \$1.2 million to Homeless Persons Information Queensland to operate a telephone information and referral service, as well as \$55.8 million to support 124 services in Brisbane, Cairns, Mt Isa, Rockhampton and Townsville to address homelessness 'hot spots'.

Thank you

I thank all staff for their flexibility and commitment throughout the year to continue delivering services to improve the lives of Queenslanders. As well as helping disaster-affected residents through community recovery, we continued to deliver services as usual with minimal disruption and ongoing support to our most vulnerable clients.

I would also like to thank our non-government partners and volunteers for their continued efforts and the important role they played in Queensland's recovery.

I look forward to working together in 2011–12 to continue to ensure the best possible outcomes and to build fair, cohesive and vibrant communities.

Linda A. Apelt
Director-General

Performance overview

The following table provides an overview of the department's performance. For each of our strategic objectives, we have performance indicators and a suite of related performance measures to assess our progress toward achieving those objectives. The full list of performance measures, including 2010–11 data against each performance indicator, is included in Appendix 6 (from page 218). Data from 2009–10 is available at www.communities.qld.gov.au/about/corporate-publications/annual-reports/2009-10.

Our 2010–11 results are calculated using actual and estimated data, as full year data for some performance measures was not available at the time of printing this report (performance measures which do not include 2010–11 actuals are indicated in Appendix 6). An updated performance overview will be available from November 2011 at www.communities.qld.gov.au/about/corporate-publications/annual-reports/2010-11.

Overall, in 2010–11, we achieved a satisfactory result for 86 per cent of performance measures. Further information about why targets were not met is included in Appendix 6.

	Performance indicators How we assess our progress toward achieving our strategic objectives	Result against related performance measures*		Overview of 2010–11 achievements
		2009–10 result	2010–11 result	
Our key priorities for clients	<p>PI 1 We will know if we are delivering accessible, coordinated and appropriate services for clients by monitoring and reporting our progress on:</p> <ul style="list-style-type: none"> • providing coordinated service responses • improving the accessibility of our services • ensuring services meet clients' needs. 	<p>Of the 60 performance measures related to this indicator:</p> <p>92% achieved a satisfactory result.</p>	<p>92% achieved a satisfactory result.</p>	<ul style="list-style-type: none"> • Launched the Disability Online website. • Provided early intervention family support services to Indigenous families. • Completed the Mackay Women's Multi-Tenant Service Centre, Mt Gravatt Neighbourhood Centre, Nundah Neighbourhood Centre and Marlin Coast Neighbourhood Centre. • Released Phase 1 of Growing Stronger in all 18 Disability and Community Care Service Centres across the department's seven regions.

*Our summary of performance against each indicator relates to those measures where comparative data exists for both 2009–10 and 2010–11 financial years.

	Performance indicators How we assess our progress toward achieving our strategic objectives	Result against related performance measures*		Overview of 2010–11 achievements
		2009–10 result	2010–11 result	
Our key priorities for clients	PI 2 We will know if Queenslanders are active, safe and included in their communities by monitoring and reporting on: <ul style="list-style-type: none"> • reduced barriers to social inclusion • increased opportunities for physical activity • increased levels of volunteering • increased access to early intervention services • maintained levels of safety for clients. 	Of the 62 performance measures related to this indicator:		<ul style="list-style-type: none"> • Provided social rental housing for more than 67,793 Queensland households (up from 65,898 in 2009–10). • Provided \$107.2 million in homelessness services. • Provided \$518 million to help more than 170,000 people to remain living independently under the Home and Community Care Program. • Provided \$1.8 million to the dvconnect helpline which received 51,309 calls. • Delivered 46 Seniors Participation services including 60 and Better, and Older Men’s Groups. • Funded 111 coordinators to support 736 sport and recreation clubs as at 30 June 2011. • Hosted the Queensland Multicultural Festival, attended by more than 50,000 people.
		92% achieved a satisfactory result.	84% achieved a satisfactory result.	

*Our summary of performance against each indicator relates to those measures where comparative data exists for both 2009–10 and 2010–11 financial years.

	Performance indicators How we assess our progress toward achieving our strategic objectives	Result against related performance measures*		Overview of 2010–11 achievements	
		2009–10 result	2010–11 result		
Our key priorities for improving and supporting the delivery of services	<p>PI 3 We will know if there is a capable, sustainable and flexible service system that delivers better value by monitoring and reporting on:</p> <ul style="list-style-type: none"> our contribution to improving the sustainability of non-government organisations (NGOs) our contribution to the implementation of the Queensland Compact the increase in the community sector's skills and the sport and recreation industry's capacity to meet current and future business requirements. 	<p>Of the 5 performance measures related to this indicator:</p>	<p>100% achieved a satisfactory result.</p>	<p>80% achieved a satisfactory result.</p>	<ul style="list-style-type: none"> Partnered with key recovery partners including Lifeline, Red Cross, the Salvation Army, St Vincent de Paul and other government agencies to assist disaster-affected people through 42 Community Recovery Centres, outreach and online services. Allocated \$4.7 million to assist disability service providers with the cost of audits and continuous improvement processes.
	<p>PI 4 We will know if our priority strategies are being supported through the delivery of key business enabling services by monitoring and reporting our progress on increasing the:</p> <ul style="list-style-type: none"> provision of assets that enable service delivery objectives, ensuring they are appropriately utilised and maintained, and are flexible for use across the broad range of property-dependant services compatibility of our information systems and resources and their flexibility to meet current and future business and client requirements match between the department's workforce profile and current and future business needs department's ability to assess the effectiveness of our strategy, policy and financial and non-financial performance. 	<p>Of the 13 performance measures related to this indicator:</p>	<p>77% achieved a satisfactory result.</p>	<p>77% achieved a satisfactory result.</p>	<ul style="list-style-type: none"> Spent \$842.2 million to upgrade existing dwellings or facilities, begin constructing 594 assets, acquire or complete construction of more than 2782 dwellings or facilities and acquire land to construct approximately 340 dwellings or facilities. Delivered new information systems to support business needs. Continued our strong focus on client service with 82.82 per cent of all staff employed in service delivery positions. Conducted community recovery training for 1768 staff to ensure we have a skilled pool of workers for emergencies.

*Our summary of performance against each indicator relates to those measures where comparative data exists for both 2009–10 and 2010–11 financial years.

Financial summary

Our financial performance

We delivered on services across all eight areas (Aboriginal and Torres Strait Islander, child safety, community and youth justice, disability and community care, housing and homelessness, multicultural, sport and recreation and women’s services) within the overall limit of available revenue sources. At the same time our department maintains a strong net assets position.

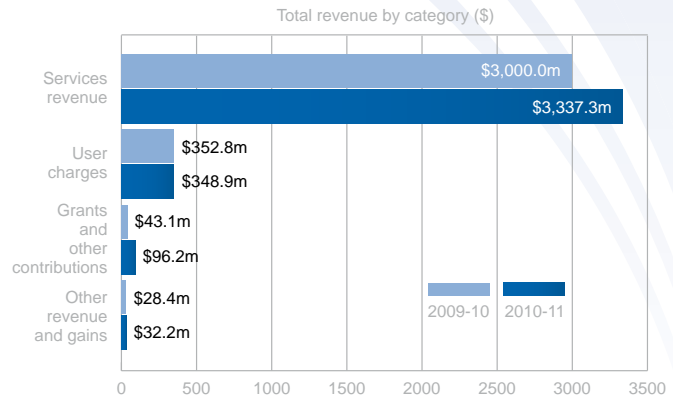
As shown in our Statement of Comprehensive Income on page 115, the department had an operating deficit (expenses minus revenue) of \$23.8 million in 2010–11.

Our income

Our total income for 2010–11 was \$3.815 billion.

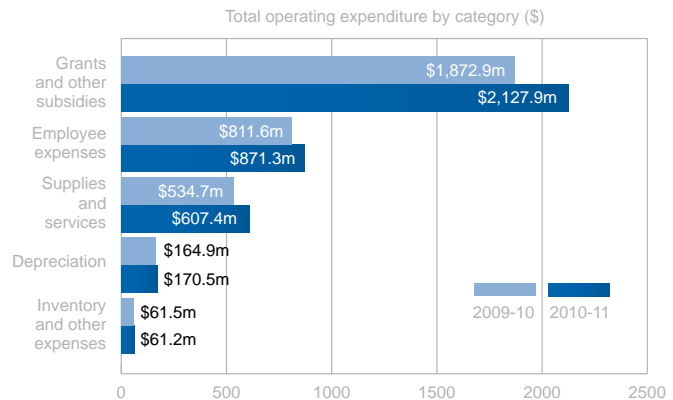
The *Financial Accountability Act 2009* ensures the allocation of funding from the Queensland Government for the provision of services. The department also receives revenue from the Australian Government (such as specific purpose payments and national partnership payments) for disability, housing, homelessness, home and community care, and Aboriginal and Torres Strait Islander services. In 2010–11, the department also received funding under the Australian Government’s Nation Building — Economic Stimulus Plan to increase the supply of social housing and provide accommodation to disadvantaged Queenslanders, particularly those who are homeless or at risk of becoming homeless.

Graph 1 Revenue by type and year



Most of our revenue is services revenue from the Queensland and Australian Governments.

Graph 2 Operating expenditure by type and year



Our largest expenses were grants and employee expenses.

The other major component of revenue is user charges, which includes rental revenue of \$313.3 million received from tenants living in the department's social housing dwellings, as well as rent from dwellings leased to community organisations, local councils and other entities.

Our expenditure

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

Grants of \$2.128 billion were provided to non-government organisations, local governments, other government departments and individuals. Employee expenses were \$871.3 million. Expenditure of \$607.4 million on supplies and services included \$203.6 million on repairs and maintenance, \$113.2 million on rates to local governments and \$81.1 million on operating lease rentals. Rates and maintenance expenditure primarily relates to the department's social housing portfolio. During 2010–11 the department also expended \$58.1 million on contractors.

We also spent \$926.1 million on capital works and capital acquisitions during the year. This included capital projects funded through the Australian Government's Nation Building — Economic Stimulus Plan and housing for remote Aboriginal and Torres Strait Islander communities.

Our financial position

Our department is in a very sound financial position. As shown in our Statement of Financial Position on page 116, we ended

2010–11 with total equity (assets minus liabilities) of \$16.256 billion.

Assets

Our total assets increased by two per cent from \$16.567 billion as at 30 June 2010 to \$16.921 billion as at 30 June 2011.

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 (\$230.9 million)
- financial assets (\$212.5 million)
- receivables (\$172.3 million)
- intangible assets (\$93.3 million)
- non-current assets classified as held for sale (\$31.6 million)
- inventories (\$19.9 million)
- other assets (\$19.6 million)
- property, plant and equipment (\$16.141 billion).

Liabilities

Our total liabilities increased by two per cent from \$653.5 million as at 30 June 2010 to \$665.1 million as at 30 June 2011.

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 (\$391.4 million)
- payables (\$220.3 million)
- accrued employee benefits (\$30 million)
- other liabilities (\$14.1 million)

- provisions (\$4.7 million)
- finance lease liabilities (\$4.6 million).

Administered items

In 2010–11, we administered the following activities on behalf of the Queensland Government:

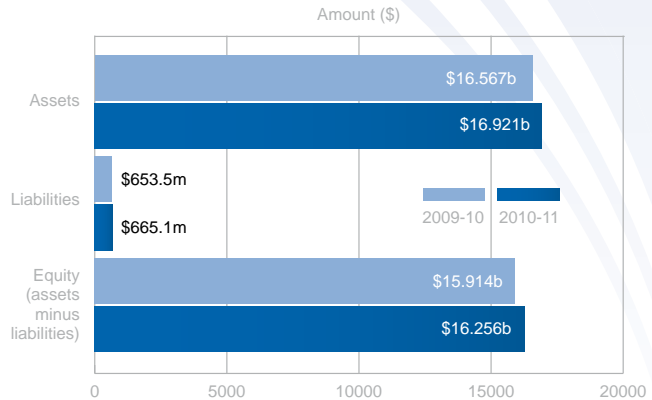
- concession payments for electricity and reticulated natural gas, pensioner rail, rate and water subsidies and electricity life support and home energy emergency assistance
- community recovery assistance.

Income and expenditure on these activities is accounted for separately from our operating accounts. More detail is provided in Graphs 4 and 5, and in our financial statements.

Chief Finance Officer

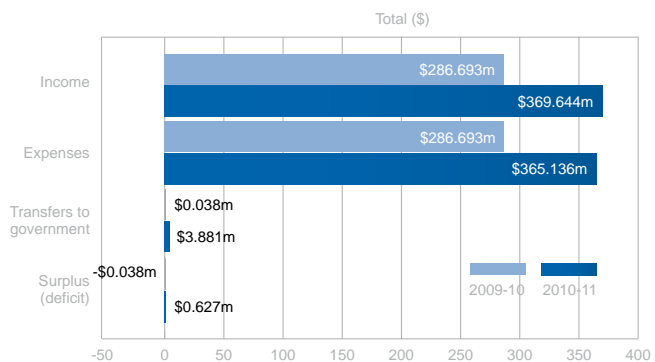
In accordance with the *Financial Accountability Act 2009*, the Chief Finance Officer has fulfilled the required responsibilities delegated to him under the Act. The Chief Finance Officer has also provided a statement to the Director-General advising that, in his opinion, the financial internal controls of the department are operating efficiently, effectively and economically in conformance with section 57 of the *Financial and Performance Management Standard 2009*.

Graph 3 Our financial position by year



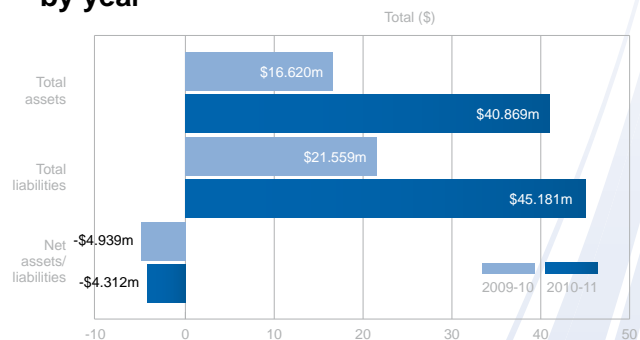
We are in a sound financial position, with a high ratio of assets to liabilities.

Graph 4 Administered revenue and expenditure by year



We administer concession payments on behalf of the Queensland Government.

Graph 5 Administered balance sheet by year



The administered balance sheet relates primarily to the operation of the Redress Scheme.

Community recovery — a key focus in 2010–11

During 2010–11, Queensland was devastated by a series of natural disasters on an unprecedented scale that included the tragic flash flooding of Toowoomba and the Lockyer Valley; flooding of Central and South West Queensland and Brisbane; as well as the destruction of coastal communities between Cairns and Townsville by Tropical Cyclone Yasi.

The department played a lead role in the community recovery and reconstruction efforts for these communities, including through leading the Human and Social Line of Reconstruction under the Queensland Reconstruction Authority.

Once emergency service workers declared these disaster areas safe, the department mobilised staff and resources, quickly moving into the affected regions to establish Community Recovery Centres to provide on-the-ground support and assistance for people in need.

Operating as a hub for affected communities, Community Recovery Centres and our recovery teams provided financial aid, counselling and advice, referral services and other emotional supports to devastated residents in 210 communities across all 73 Queensland local government areas.

We also provided information and support through our website and outreach services. For example, the Disability Online website (www.qld.gov.au/disability) was a key communication tool during the flood crisis providing information for people with a disability on what preparations should be taken, including links to other relevant websites. This information was also sent via E-Blast to National Disability Services and the Queenslanders with a Disability Network to ensure their members and contacts had relevant and timely information.

Impact on service delivery

As one of the Queensland Government's key agencies for the delivery of human services, the Department of Communities had to maintain a business as usual approach for Queenslanders already in need, while responding to the needs of a state in disaster. Following the disasters, critical work continued to be prioritised and where infrastructure was damaged, alternative locations were established. Overall, the impact of the 2010–11 disaster events on the continuation of established services was reported as being minimal.

Community Recovery Centres — on-the-ground support

Through Community Recovery Centres, the department worked closely with its

Through Community Recovery Centres the department worked closely with non-government partners and other government agencies.



non-government partners including Lifeline, Red Cross, the Salvation Army and St Vincent de Paul, and other government agencies, the banks and Australia Post to assist thousands of people who were in shock, eager for information, in need of support and, in some instances, somewhere to live.

In addition, recovery teams made visits throughout the state in outlying areas where residents were unable to travel to an established Community Recovery Centre to seek assistance. These specialised recovery teams used data collected from Emergency Management Queensland and other agencies to determine where personal visits would be most effective.

In all, more than 3500 personnel from across the department, other government agencies and other states and territories were deployed on more than 10,000 rotations, on seven-day rosters, to affected areas. These rotations continued well into March 2011 when the high numbers of requests for assistance began to decrease. As at 30 June 2011, 87 staff were still deployed in response to the disaster events and overall, a total of 2870 Department of Communities staff had been deployed.

Spirit of volunteering and giving

Our department coordinated a team of public servants who provided more than 1500 hours of support to Volunteering Queensland updating volunteer records so suitable volunteers could be identified to assist community groups.

The department also received more than 1140 offers of assistance of goods and services from citizens, professional associations, community organisations

and businesses which were referred to non-government organisations or other government agencies.

Ongoing support

The department continues to play a lead role in the recovery of Queensland communities, administering the applications for the Premier's Disaster Relief Appeal and the Australian and Queensland Governments' jointly-funded Natural Disaster Relief and Recovery Arrangements' (NDRRA) Community Recovery and Wellbeing Package.

The package was announced in April and comprises:

- \$20 million for community development and recovery funds to support Queensland communities impacted by the disasters.
- \$10 million to support mental health services in disaster-affected communities in Queensland in addition to \$1.2 million in funding announced earlier in 2011.
- Up to \$5.8 million to provide support to families and individuals affected by the disasters experiencing financial problems.
- \$2 million to help a number of non-government organisations across Queensland deliver crisis accommodation and respite care for people with a disability.

The department also launched the Sport and Recreation Flood Fightback Plan to provide assistance to sport and recreation clubs across the state to re-establish facilities and repair or replace damaged equipment.



Queensland
Government

**Community
Recovery**

Our key priorities for clients



Key priority areas

Strategic Objective 1: Better services and pathways for our clients

- Priority strategy 1: Provide client-centred, accessible and coordinated departmental services by embedding a no wrong door approach to service delivery and streamlining associated systems and processes.
- Priority strategy 2: Ensure services are fit for purpose, targeted at people who need them most, located in the right areas and accessible.
- Priority strategy 3: Partner with other agencies to provide better pathways to services for Queenslanders.

Strategic Objective 2: More inclusive, active and safe communities

- Priority strategy 4: Increase the investment in early intervention services to build our clients' self-reliance and minimise the need for future intervention.
- Priority strategy 5: Promote socially, economically inclusive and active communities through investing in targeted participation programs.
- Priority strategy 6: Lead and promote the recognition of cultural diversity and enhance community cohesion.
- Priority strategy 7: Lead the implementation of the TQ2 target delivery plan to increase the proportion of Queenslanders volunteering in their community.

Our key priorities for clients

Strategic Objective 1: Better services and pathways for our client

Our priority strategies	What we achieved in 2010–11
<p>Priority strategy 1: Provide client-centred, accessible and coordinated departmental services by embedding a no wrong door approach to service delivery and streamlining associated systems and processes.</p>	<ul style="list-style-type: none"> • Provided \$1.2 million to Homeless Persons Information Queensland to operate a telephone information and referral service. • Launched the Disability Online website which provides a single entry point for disability related information from Australian, state and local governments. <p>(see page 21)</p>
<p>Priority strategy 2: Ensure services are fit for purpose, targeted at people who need them most, located in the right areas and accessible.</p>	<ul style="list-style-type: none"> • Allocated \$9.4 million for 11 early intervention and Indigenous family support programs to support 2600 families. • Completed the Mackay Women’s Multi-Tenant Service Centre, as well as neighbourhood centres in Marlin Coast, Mt Gravatt and Nundah. • Provided capital funding to enable the completion of multi-tenant service centres in Burdekin and Dalby. • Released Phase 1 of Growing Stronger in all 18 Disability and Community Care Service Centres across the department’s seven regions to deliver a stronger and fairer disability system. <p>(see pages 22–25)</p>
<p>Priority strategy 3: Partner with other agencies to provide better pathways to services for Queenslanders.</p>	<ul style="list-style-type: none"> • Progressed implementation of the Cape York Welfare Reform trial including enhanced parenting services in Aurukun, Coen, Hope Vale and Mossman Gorge. • Improved housing and development opportunities in Aboriginal and Torres Strait Islander communities by negotiating land use and lease agreements. • Provided \$18 million in alcohol reform services in communities impacted by alcohol management reforms. • Signed the National Disability Strategy in conjunction with the Australian, state and territory governments to improve community inclusion, disability services, education, health and housing. • Held consultations across the state on the draft 10-year plan for supporting Queenslanders with a disability. <p>(see pages 25–29)</p>

Priority strategy 1: Provide client-centred, accessible and coordinated departmental services by embedding a no wrong door approach to service delivery and streamlining associated systems and processes

Improving access to services

In 2010–11, we continued to progress our client-centred no wrong door approach aimed at improving the way our services are delivered and accessed by our clients. We are working to ensure our pathways to services are easier to access and that clients (particularly those who are vulnerable and have complex needs that require multiple services at the same time) are connected to the right mix and level of services that better match their needs.

We have also made it easier for Queenslanders to find information about government supports and services.

For example:

- The launch of Disability Online in December 2010 offers disability-related information from Australian, state and local governments through a single online entry point — www.qld.gov.au/disability. Since its launch there has been more than 67,000 page visits and more than 100 pieces of feedback provided from visitors.
- To improve access to Home and Community Care (HACC) services, we have also funded the Community Care Access Point — an innovative project operating a 1800 phone number in the Central and Wide Bay Regions to streamline access, eligibility and assessment processes for people seeking HACC and other aged care assistance.

In 2010–11, 2557 calls were received and 1062 people were referred to HACC service providers.

- We provided \$1.2 million to Homeless Persons Information Queensland (HPIQ), a telephone information and referral service that provides access to homelessness services in Queensland. Operators assess the housing and support needs of callers and direct them to services that best meet their needs. In 2010–11, HPIQ responded to 18,830 calls and made 16,048 referrals.

Under our no wrong door philosophy, the different streams of our department are also continuing to work together to identify new place based opportunities to deliver tailored services to those in need. For instance, the department coordinates service delivery to assist young people with mental health issues to live in appropriate housing such as co-tenancy arrangements with relatives to help provide care. This involves providing a combination of services covering the Housing, Disability and Community Care spectrum.

Through our no wrong door approach, we are already seeing improved outcomes for clients, including behavioural improvements, re-engagement in education, improved life skills like cooking and budgeting, improved rates of long-term sustainable accommodation, finding work and reconnecting with families and communities. All of these resulting in our clients experiencing an improved quality of life, and greater acceptance within their community.

Future directions

In 2011–12 we will:

- Commence a longitudinal study tracking a group of clients with multiple complex needs across youth justice, homelessness and child protection to investigate the extent to which clients maintain the benefits gained from various programs, including possible cost benefits.
- Expand the priority of easier access to information about government services through a single entry point by researching with consumers and clients and developing websites for seniors, youth and community support more generally.

Priority strategy 2: Ensure services are fit for purpose, targeted at people who need them most, located in the right areas and accessible

Targeted Indigenous services

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

Indigenous people in urban and regional areas

This initiative 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, contributing to the Q2-Fair target.

In Queensland, approximately 78 per cent of the Aboriginal and Torres Strait Islander population (approximately 113,000 people) live in cities and regional centres. Throughout 2010–11, the department has been finalising the development of a strategy to focus on the needs of Aboriginal and Torres Strait Islander peoples living in urban and regional areas of Queensland — the LEAP: Learning Earning Active Places Strategy. The first program of

The *deadly stories* social marketing campaign is promoting Aboriginal and Torres Strait Islander culture.



action runs from 2011 to 2014 and has three components:

- Twenty across-government actions to Close the Gap in early childhood development, health, education, housing, disability services, community care and economic participation (for example establishing seven new children and family centres to deliver early education, maternal and child health, and parenting support to families).
- Social marketing communication campaign to promote the achievements and successes of Aboriginal and Torres Strait Islander Queenslanders — the *deadly stories* campaign.
- Place-based Closing the Gap actions across urban and regional areas to respond to community identified needs and government priorities.

Regular progress reports will be provided to the Queensland Government on the implementation of the strategy. Public reports will be made available annually about the achievements in our cities, towns and regional centres.

Aboriginal and Torres Strait Islander peoples will be involved in the development of place-based Closing the Gap actions across urban and regional areas of Queensland and will be provided with regular progress reports.

Equitable access to healthy food

We operate retail stores at Doomadgee, Kowanyama, Lockhart River, Palm Island, Pormpuraaw and Woorabinda to ensure people in remote Indigenous communities can access everyday food items. The stores also provide employment opportunities, with 74 people employed in Retail Stores Operations as at 30 June 2011. The stores are primarily

self-funded from trading activities and any surpluses are reinvested to ensure the stores' sustainability.

Reducing over-representation of Indigenous children in the child protection system

In December 2010, the Blueprint for Implementation Strategy: Reducing the over-representation of Aboriginal and Torres Strait Islander children in Queensland's child protection system was released in response to the comprehensive plan submitted by the Queensland Aboriginal and Torres Strait Islander Child Safety Taskforce. Implementation of the strategy has commenced and will continue over the next 12 months.

We allocated \$9.4 million for 11 early intervention and Indigenous family support programs to work with families to help reduce the risk and number of children who need to be removed from their home and their families. In a full financial year, these services are funded to support 2600 families.

We also allocated \$9.5 million to support 11 new Recognised Entity services. Recognised Entities are independent Aboriginal and Torres Strait Islander organisations who must be consulted by the department and be given the opportunity to actively participate in all significant decisions affecting Aboriginal and Torres Strait Islander children and young people in the statutory system. They also assist the department to locate potential kinship carers and have the dual objective of ensuring Aboriginal and Torres Strait Islander children only come into care where there is no other alternative; and for those in state care, they receive the

most culturally appropriate service possible. There is a Recognised Entity service available to advise each of our 61 Child Safety Service Centres.

We have committed more than \$45 million over four years to establish 11 Safe House services in Indigenous communities. Safe houses provide a safe place for Aboriginal and Torres Strait Islander children in the child protection system to remain in their communities and receive family support services while their longer-term needs are assessed. We are on track to finish eight of the 11 Safe Houses by June 2012. Safe House facilities are complete in the communities of Aurukun, Doomadgee, Kowanyama, Palm Island, Pormpuraaw and Yarrabah, with the Lockhart River, Napranum, and Northern Peninsula Area services operating from interim facilities. Since services commenced 246 children have been supported.

Supporting community sustainability

Neighbourhood and Community Service Centres are located to help deliver better and more accessible services to the community.

In 2010–11, we continued to rollout new facilities including:

- Completion of the Mackay Women's Multi-Tenant Service Centre in August 2010.
- Redevelopment of the Mt Gravatt Neighbourhood Centre in September 2010.
- Completion of the Nundah Neighbourhood Centre in November 2010.
- Completion of the Marlin Coast Neighbourhood Centre at Trinity Park in May 2011.

We also provided capital funding to enable the completion of the Dalby Multi-Tenant Service Centre in September 2010 and the Burdekin Multi-Tenant Service Centre in January 2011.

Growing Stronger

Growing Stronger is a four-year project to reform Queensland's specialist disability service system to improve service access, assessment, referrals and linkages for people with disability, their families and carers, and to provide contemporary business systems to support our staff and engage providers.

In 2010–11, we allocated \$19.5 million to implement Growing Stronger reforms.

Growing Stronger was released in September 2010 in all 18 Disability and Community Care Service Centres across the department's seven regions. Since rollout, new Service Access Teams have provided information and assistance to almost 6000 people via the internet, phone or face-to-face interaction in departmental offices, or in people's homes. The teams work closely with the person and their family or carer to identify their needs and link them to services in their own community.

Information is documented in the new system so clients only need to provide their information once. Clients no longer apply for individual programs but are assessed against a range of available programs via a single application form which is a significant reduction from the 27 pages of documentation required previously.

Queensland's first Chief Practitioner Disability

We appointed Dr Jeffrey Chan as Chief Practitioner Disability to provide authoritative advice to the Director-General on clinical issues related to developmental and therapeutic support for people with a disability. This includes people with challenging behaviours in receipt of departmentally provided or funded services. Dr Chan will also exercise the powers of Director, Forensic Disability under the *Forensic Disability Act 2011*.

Future directions

In 2011–12 we will:

- Complete new community centres at Hervey Bay and Caloundra, commence construction of new community centres at Gympie and Mt Isa and a youth centre at Moranbah, and purchase land for neighbourhood and community service centres in Bribie Island, Chinchilla, Gatton, Nerang and Upper Ross-Townsville.
- Contribute to Project 2800, a whole-of-government initiative to increase Aboriginal and Torres Strait Islander employment in the public sector to 2.8 per cent by 2015.
- Implement the Learning Earning Active Places Strategy, including its 20 government-wide actions and locally identified priorities to improve access to health, education, housing and employment opportunities for Aboriginal and Torres Strait Islander peoples living in cities and towns.
- Implement Phase 2 of the Growing Stronger reforms including prioritisation and linking tools to ensure funding is allocated fairly.

Priority strategy 3: Partner with other agencies to provide better pathways to services for Queensland

Indigenous partnerships

Closing the Gap on Indigenous disadvantage is the responsibility of all government departments, so it is important we work effectively with our partners to ensure the successful delivery of Indigenous initiatives.

Cape York Welfare Reform

These reforms contribute to the Q2-Fair target.

The Queensland Government, via our department, is working with the Australian Government, the Cape York Institute for Policy and Leadership, and local leaders to implement welfare reforms in four Cape York communities: Aurukun, Coen, Hope Vale and Mossman Gorge. The reforms aim to reverse chronic levels of welfare dependency, social dysfunction and economic exclusion through services including alcohol and treatment support, improved educational opportunities, better health services, economic development and income management support.

Wellbeing Centres have been established in all four trial communities and a range of counselling services are delivered to community members through these centres to encourage personal responsibility and to develop individual capacities. Other significant achievements include the:

- Commencement of the Cape York Aboriginal Australian Academy in Aurukun, Coen and Hope Vale.
- Availability of Financial Income Management services in each community to assist families with budgeting.

- Establishment of Student Education Trusts for students in each community to help families save for educational expenses.
- Commencement of enhanced parenting services in Coen, Hope Vale and Mossman Gorge, and now Aurukun.

The Family Responsibilities Commission is a key component of the Cape York Welfare Reforms. In 2010–11, the Family Responsibilities Commission organised 1745 conferences with individuals which resulted in 374 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 1542 conferences with individuals and 583 referrals in 2009–10.

Closing the Gap targets

We are working to ensure Aboriginal and Torres Strait Islander Queenslanders have the same opportunities and life outcomes as non-Indigenous Queenslanders.

To help meet 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.

Queensland reports on its Closing the Gap targets through the joint Australian and Queensland Government Overarching Bilateral Implementation Plan and by providing status reports on the achievement

of Closing the Gap indicators under the National Indigenous Reform Agreement.

Queensland is also developing a strategy to reduce the economic and social disparity experienced by around 79 per cent of the state's Aboriginal and Torres Strait Islander population who live in cities and towns.

Housing investment across Queensland's Aboriginal and Torres Strait Islander communities was fast-tracked in 2010–11 through the Remote Indigenous Land and Infrastructure Program Office, which works across government and with communities to resolve land and infrastructure issues.

In 2010–11 the Program Office, with a budget of \$7.3 million, delivered:

- In principle agreement to enter into lease arrangements from all 14 Indigenous Local Government Areas under the National Partnership Agreement on Remote Indigenous Housing (NPARIH).
- Deeds of Agreement to Lease in 12 of the 14 communities where 40-year leases are a condition of funding under the NPARIH.
- 1057 lots under Deeds of Agreement to Lease and a further 365 lots with leases executed.

Justice strategy

We have developed the draft Queensland Aboriginal and Torres Strait Islander Justice Strategy 2011–2014 to improve safety in Indigenous urban, regional and remote communities.

The strategy will align with Closing the Gap targets and the National Indigenous Law and Justice Framework. The draft strategy aims to reduce offending, re-offending and

victimisation of Indigenous people, and will aim to reduce the Indigenous incarceration rate.

Alcohol reforms

Alcohol reforms are contributing to the Q2-Healthy target.

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

By addressing alcohol misuse, domestic violence and other violent behaviours, community health is improved and communities are made safer — especially for women and children.

In 2010–11, we provided \$18 million in alcohol reform services in communities impacted by alcohol management reforms including:

- \$8.2 million for acute alcohol treatment and rehabilitation to be delivered by Queensland Health in Bamaga, Cherbourg, Cooktown, Doomadgee, Kowanyama, Lockhart River, Mapoon, Mornington Island, Mossman, Napranum, Normanton, Pormpuraaw, Townsville, Weipa, Woorabinda, Wujal Wujal and Yarrabah.
- \$4.5 million for diversionary services which divert people from alcohol and include men's and women's groups, community patrols and sobering-up support in Aurukun, Cherbourg, Doomadgee, Hope Vale, Kowanyama, Lockhart River, Mapoon, Mornington Island, Napranum, Northern Peninsula Area, Palm Island, Pormpuraaw, Woorabinda, Wujal Wujal and Yarrabah.

- \$3.5 million to support essential social and municipal services previously funded from canteen profits in Aurukun, Kowanyama, Lockhart River, Mornington Island, Northern Peninsula Area, Palm Island, Pormpuraaw, Torres Strait and Yarrabah.
- \$1.9 million to divert young people from harmful activities through the Community Activity Programs Through Education services in Aurukun, Kowanyama, Northern Peninsula Area and Woorabinda.

Disability services

National Disability Agreement

We participate in a number of disability working groups to progress reforms at the national level, and we lead work to improve service planning and simplify access to services.

The National Disability Strategy, a deliverable of the National Disability Agreement, was signed by the Council of Australian Governments in February 2011, and is underpinned by Australia's commitment to the United Nations Convention on the Rights of Persons with Disabilities.

The 10-year strategy provides an opportunity to improve access to, and inclusion in, the broader community for people with a disability.

The strategy is built around six policy areas: inclusive and accessible communities; rights, protection, justice and legislation; economic security; personal and community support; learning and skills; and health and wellbeing.

Draft 10-year plan

To help deliver better outcomes for people with a disability, their families and carers in

Queensland, consultations were held across the state between June and November 2010 on the draft 10-year plan for supporting Queenslanders with a disability.

A hallmark of the draft plan is the importance of partnerships across government with service providers, local government, businesses and industry, and most importantly with people with a disability, their families and carers.

Disability Service Plans

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

The Department of Communities' Disability Service Plan 2010–2014 outlines the major outcomes and actions the department will deliver to provide appropriate policies, programs and services for people with a disability.

In 2010, the Queensland Government commissioned a review of Disability Service Plans to learn about their development and implementation across government departments and agencies.

The findings from the review are being considered in the development of new Disability Service Plans which will also reflect agency-specific commitments to support delivery of the 10-year plan for supporting Queenslanders with a disability.

Carer Action Plan

The new Carer Action Plan 2011–2014 was drafted in 2010–11.

The aim of the plan will be to ensure the needs and interests of carers become an automatic matter for consideration in relation

to policy and program development as well as service delivery.

The plan will be monitored and reported on annually.

Plan for mental health community sector

A Community Mental Health Summit was held in December 2010 in partnership with the Queensland Alliance for Mental Health. The summit gave consumers, carers and government and non-government service providers the opportunity to offer their views and advice on the future development and direction for the mental health community sector in Queensland.

The summit was the culmination of a 12-month process which the government undertook to inform the development of a Community Mental Health Services Plan 2011–2017. The plan is due to be implemented from 2011–12.

Implementation of national health reforms

National health reforms, including changes to aged care and disability services, agreed by Council of Australian Government in April 2010 and February 2011 continue to be implemented in collaboration with the Australian Government, relevant Queensland Government departments, as well as government and non-government stakeholders. The reforms will transfer roles and responsibilities for aged care services to the Australian Government, and services to people with a disability under 65 years of age to state governments. The implementation of these reforms is being progressed in consultation with the sector to ensure a smooth transition and to minimise as much as possible the impost on service providers from these changes.

Sport and recreation partnerships

Off-road motorcycling

The department led the development of the Off-road Motorcycling Management Strategy on behalf of the Queensland Government in response to the Crime and Misconduct Commission report *Sound Advice: A Review of the Effectiveness of Police Powers in Reducing Excessive Noise from Off-road Motorcycles*. This strategy details how state and local governments will work together to better manage off-road motorcycling in Queensland, specifically addressing noise issues and enforcement of legislation.

We are leading the implementation of the strategy in conjunction with government agencies, the Council of Mayors (SEQ) and the Local Government Association of Queensland. We also chair the Off-Road Motorcycling Chief Executive Taskforce.

Sport and active recreation

In March 2011, the department commenced the secretariat role for the Standing Committee on Recreation and Sport. We also provided secretariat support for the final meetings of the Sport and Recreation Ministers' Council meetings in May and June 2011.

These meetings developed the National Sport and Active Recreation Policy Framework and the National Institute Systems Intergovernmental Agreement to achieve greater collaboration across jurisdictions and improved participation and success in sport and active recreation — from grass roots to elite level.

Future directions

In 2011–12 we will:

- Finalise and release the 10-year plan for supporting Queenslanders with a disability.
- Finalise and release the Carer Action Plan 2011–2014.
- Continue implementation of the national health reforms including reforms to aged care and disability services.
- Finalise and release the Queensland plan for the mental health community sector.
- Implement the Off-Road Motorcycling Management Strategy.
- Implement the National Sport and Active Recreation Policy Framework and the National Institute System Intergovernmental Agreement to improve outcomes in sport and active recreation.

Strategic Objective 2: More inclusive, active and safe communities

Our priority strategies	What we achieved in 2010–11
<p>Priority strategy 4: Increase the investment in early intervention services to build our clients’ self-reliance and minimise the need for future intervention.</p>	<ul style="list-style-type: none"> • Provided \$10 million to fund 11 early intervention Referral for Active Intervention services. • Funded 49 Family Intervention Services to provide support to families across Queensland, with more than \$19.2 million allocated in 2010–11. • Delivered through the Helping Out Families initiative: <ul style="list-style-type: none"> – three Family Support Alliances – three Intensive Family Support services – enhanced Home Health Visiting Program. • Continued work on the \$183.8 million project to increase Townsville’s Cleveland Youth Detention Centre capacity to 96 beds. • Provided more than 67,793 Queensland households with social rental housing (up from 65,898 in 2009–10). • Completed construction of 3169 social housing units. • Provided \$107.2 million in homelessness services, including \$55.8 million to support 124 services in Brisbane, Cairns, Mt Isa, Rockhampton and Townsville to address the challenge of homelessness ‘hot spots’. • Expended \$116.7 million (including \$56.1 million from the National Partnership Agreement on Remote Indigenous Housing) to support Aboriginal and Torres Strait Islander communities to: <ul style="list-style-type: none"> – deliver 99 new dwellings – purchase five dwellings in urban and regional centres – complete 630 upgrades and repairs and maintenance to approximately 4200 existing dwellings. • Provided \$518 million to help more than 170,000 people to remain living independently under the Home and Community Care Program. • Provided \$1.8 million to the dvconnect helpline which received 51,309 calls. <p>(see pages 32–44)</p>

Our priority strategies	What we achieved in 2010–11
<p>Priority strategy 5: Promote socially, economically inclusive and active communities through investing in targeted participation programs.</p>	<ul style="list-style-type: none"> • Delivered awareness, skilling and retention initiatives through the Women in Hard Hats Program such as career expos to encourage the uptake of non-traditional careers. • Supported gender equality with women representing 43 per cent of new appointments to Queensland Government boards. • Administered \$208.5 million in concessions for Queensland seniors, pensioners and veterans. • Conducted Eat Well Be Active sessions for more than 23,300 students and delivered Deadly Sports Clinics to more than 7300 participants (an increase of more than 4300 from 2009–10) in Aboriginal and Torres Strait Islander communities. • Amended the <i>Carers (Recognition) Act 2008</i> to include grandparent carers. <p>(see pages 44–53)</p>
<p>Priority strategy 6: Lead and promote the recognition of cultural diversity and enhance community cohesion.</p>	<ul style="list-style-type: none"> • Launched <i>deadly stories</i>, a three-year campaign to raise awareness of Aboriginal and Torres Strait Islander achievements. • Hosted the Queensland Multicultural Festival, attended by more than 50,000 people. • Translated community recovery information into 32 languages, other than English. <p>(see pages 53–57)</p>
<p>Priority strategy 7: Lead the implementation of the TQ2 target delivery plan to increase the proportion of Queenslanders volunteering in their community.</p>	<ul style="list-style-type: none"> • Continued to implement and lead the Volunteering Target Delivery Plan including development of a Queensland online volunteering site and hosting the Queensland Young Volunteer Awards 2010. • Allocated \$100,000 to Volunteering Queensland to continue to place volunteers following the natural disasters. • Provided programs to attract, recognise and retain volunteers in sport and recreation activities. <p>(see pages 58–61)</p>

Priority strategy 4: Increase the investment in early intervention services to build our clients' self-reliance and minimise the need for future intervention, specifically targeting services for:

- families whose children are at risk of entering the child protection system
- young people at risk of entering the youth justice system
- individuals and families who are at risk of being homeless
- frail aged people and people with a disability who require support to live independently in the community, and their carers
- people with mental illness who require support to live in the community
- individuals and families whose health and wellbeing is at risk as they are not physically active
- individuals and families who are at risk of domestic and family violence.

Early intervention for at-risk families

In 2010–11, the department funded 11 Referral for Active Intervention services through an allocated \$10 million in funding. These services provided intensive family support to help children at risk of entering the

statutory child protection system, assisting almost 2000 families in 2010–11. These prevention and early intervention services responded to families with multiple and complex needs.

We also supported family intervention services, which provide practical assistance to families in the child protection system, including teaching parenting skills to relieve stress, family conflict and anxiety. Today, there are 49 family intervention services funded to provide support to families across Queensland with more than \$19.2 million allocated in 2010–11 (an increase of \$3.1 million from 2009–10).

In 2010–11, \$10 million (as part of a \$55 million package) was allocated to the new early intervention and prevention initiative, Helping Out Families. Since its introduction in October 2010, the Helping Out Families initiative has delivered:

- Three new Family Support Alliances covering the Beenleigh/ Eagleby/ Nerang areas, as well as Logan and the Gold Coast. In 2010–11, these services received 1478 referrals from Child Safety Services and worked with 322 families to identify their needs and refer them to appropriate support services.
- Three new Intensive Family Support services providing holistic needs

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



Photo used for illustrative purposes only. : Thinkstock, Cathy Yeulet

assessments and case management, practical in-home support, individual and family counselling and specialist services to over 400 families.

- Domestic and family violence services which include counselling and support for people affected by domestic and family violence, men’s perpetrator intervention programs, children’s counselling services and court support services.
- Enhanced Home Health Visiting Program delivered by Queensland Health offering six universal contacts for babies and children aged three years and under, and for families with high needs, targeted services comprising 15 contacts in the first 12 months of a child’s life. In 2010–11, more than 5000 families registered with this service.

Support for at-risk youth

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

The Youth Enterprises Partnership supports the Q2-Fair target.

An example 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. In 2010–11, 59 vulnerable young people were assisted through support services operating in Brisbane and Townsville.

This year we allocated \$823,000 to the South West Queensland Indigenous Families, Youth Coaching and Mentoring Service, and were able to assist 42 young people and their families. The prevention and early intervention service in South West Queensland was designed to reduce the risk of Aboriginal and Torres Strait Islander young people entering out-of-home care, further offending or being remanded in custody. Family and youth coaches work intensively with young people and their families to increase their skills and learn strategies to help prevent and reduce child abuse and violence in their communities, and help families support the young person involved.

An additional \$3 million was allocated to build the Moranbah Youth Centre, providing a safe and suitable location for youth services, activities and programs.

Holding young people accountable and reducing recidivism

We held youth justice conferences for 2387 young offenders to 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 their offence. Feedback from people who have participated in conferences and completed an evaluation form indicates 99 per cent are satisfied with the outcome.

Work continued on the \$183.8 million project to increase Townsville's Cleveland Youth Detention Centre 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 2010–11 we allocated \$300,000 for the development and training of youth justice services and youth detention staff to identify and implement early intervention programs that respond to local needs. Aggression Replacement Training (ART) and Changing Habits and Reaching Targets (CHART) programs are offence focused programs that have been implemented statewide. These programs are delivered to young people who have been assessed as requiring moderate to high intervention to reduce their risk of reoffending. Staff use cognitive-behavioural oriented learning methods to support young people in developing skills in problem-solving, consequential thinking and effective coping strategies which assist them in creating and maintaining behaviour changes to prevent future offending behaviour. This year we trained an additional 111 youth justice and youth detention staff to deliver these specialist programs and 319 young people across the state engaged in these programs.

Housing support

We play an important role in providing housing assistance to people who need it most. This can be an important early intervention to prevent people from spiralling into homelessness and joblessness as well as to provide pathways to independence. We support a social housing system that

provides safe, secure, affordable and appropriate housing. By taking a responsive, integrated and flexible service approach to deliver solutions that meet housing needs, we aim to contribute to individual, family and community sustainability.

Improving social housing

Through the one social housing system, Queenslanders with low-to-moderate income 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.

In 2010–11, we provided 67,793 Queensland households with social rental housing (up from 65,898 in 2009–10) and continued to implement the National Affordable Housing Agreement and related partnership agreements for social housing, homelessness and remote Indigenous housing.

More than \$1.2 billion was spent in 2010–11 to increase and enhance social housing dwellings. This investment increased the total number of social housing dwellings owned or funded by our department to 70,719 (up from 67,607 as at 30 June 2010).

The Nation Building and Jobs Plan — Social Housing Initiative is delivering more than 4000 new social housing dwellings in Queensland, 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 effective implementation of \$1.2 billion in Australian Government funding to Queensland for social housing. Over the life of the program to date, this collaboration has resulted in the delivery of 2754 new

properties, with 2406 new constructions in 2010–11 alone, and more than 30,700 maintenance, repair and upgrade jobs completed. Another 1127 dwellings are under construction.

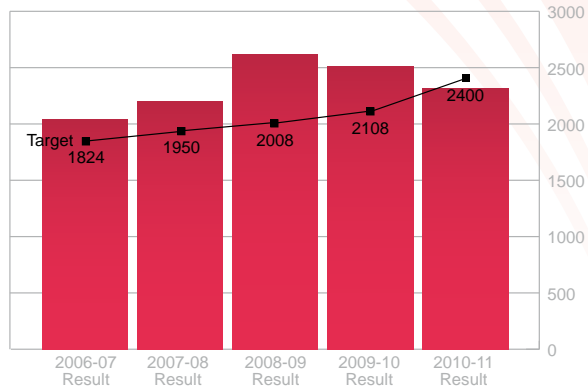
In addition, through the National Partnership Agreement on Social Housing, the Australian Government has allocated \$80.1 million to Queensland to increase the supply of social housing. Under this agreement, 79 dwellings were completed in 2009–10 and a further 207 dwellings completed in 2010–11.

Housing for households in highest need

In 2010–11, we continued to provide social housing assistance to people on low incomes with severe and immediate housing needs. Of the new households assisted in government-managed social housing, 3770 (96 per cent) were in very high or high housing need and 63.1 per cent of this group were homeless or at risk of homelessness.

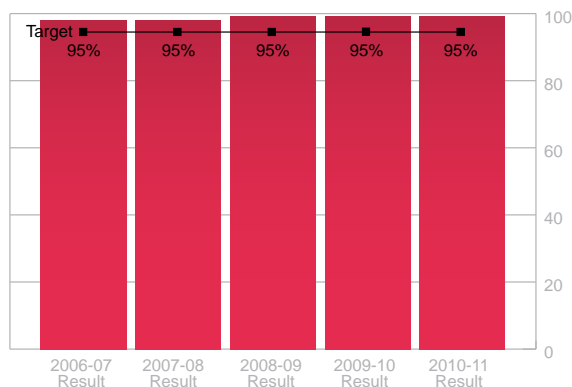
We also delivered more integrated services to benefit clients with multiple needs through greater collaboration across our programs. For instance, our housing and disability program areas coordinate service delivery to enable people with severe to moderate mental illness who were homeless or at risk of homelessness to transition from hospital or acute care settings into social housing. In 2010–11, 48 people were assisted, which not only benefited them and their families, but also potentially helped to reduce re-admissions to public mental health facilities, contributing to the Q2 target to deliver the shortest hospital waiting times in Australia.

Graph 6 Number of young people dealt with through youth justice conferencing



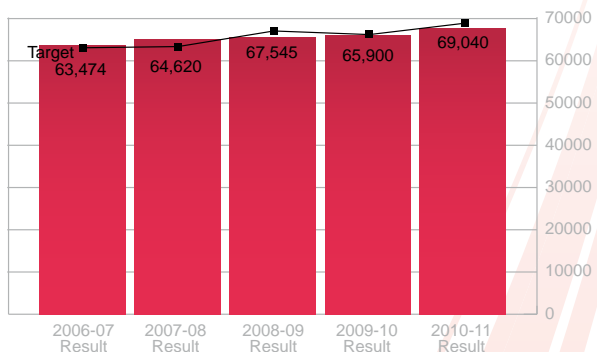
In 2010–11, 2387 youth justice conferences were held.

Graph 7 Percentage of youth justice conferences where the participants (including the victim) were satisfied with the outcome



In 2010–11, of those people who participated in a youth justice conference and completed an evaluation form, 99 per cent were satisfied with the outcome.

Graph 8 Total number of households assisted in social rental housing



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

The department continued to expand the Community-managed Housing — Studio Units Program by completing construction of 10 complexes throughout the state, providing an additional 179 units of accommodation for eligible clients in need.

Homelessness services

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

Our department provided \$107.2 million in homelessness services in 2010–11 to support a wide range of target groups including young people, families, single adults, and women and children escaping domestic and family violence.

This funding included:

- \$149.5 million under the five-year (2008–09 to 2012–13) National Partnership Agreement on Homelessness with the Australian Government to deliver new and expanded services and reform activities to help people who are homeless transition to stable accommodation. For example, under A Place To Call Home, 143 new homes are being acquired in Queensland for individuals and families experiencing, or at risk of, homelessness. In 2010–11, the department added 35 dwellings to the portfolio with funding from this initiative, and housed and supported 117 individuals and/or families, helping them to stop transitioning in and out of homelessness services. This is an increase of 42 individuals/families from 2009–10.
- \$36.4 million under the National Partnership Agreement on Homelessness

to assist people who are homeless or at risk of homelessness.

- \$55.8 million to support 124 services in Brisbane, Cairns, Mt Isa, Rockhampton and Townsville to address the challenge of homelessness ‘hot spots’.

Improving housing in Indigenous communities

We are fast-tracking improvements to housing in 34 Queensland Aboriginal and Torres Strait Islander communities. Over the life of the 10-year National Partnership Agreement on Remote Indigenous Housing we are aiming to build more than 1100 new dwellings and upgrade more than 1200 homes in remote Indigenous communities to address overcrowding, homelessness, poor housing conditions and housing shortages.

We continued with the four-year \$60 million Rural and Remote Indigenous Housing Program, which commenced in 2007, to address overcrowding and improve maintenance and condition of housing in eight councils. Over the life of the program, 47 new dwellings have been delivered, with a further 25 currently underway. In addition, another 40 new dwellings are expected to be delivered in 2011–12, which will bring a close to this program.

In 2010–11, we made significant progress in establishing 40-year leases to improve the management and maintenance of social housing and lead to better housing and living standards for families in Aboriginal and Torres Strait Islander communities. The Australian Government requires the Queensland Government to negotiate social housing leases, for a minimum period of 40 years. We also expended \$116.7 million (including \$56.1 million from

the National Partnership Agreement on Remote Indigenous Housing) to:

- Deliver 99 new dwellings (including 37 units under the Rural and Remote Housing Program).
- Purchase five 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.
- Complete 630 upgrades to existing dwellings, 425 of these under the National Partnership Agreement on Remote Indigenous Housing.
- Undertake repairs and maintenance to approximately 4200 existing dwellings.

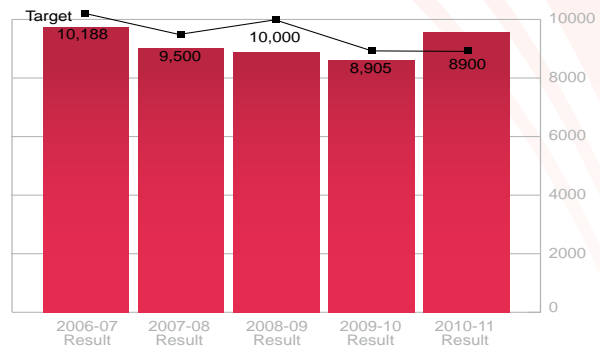
The department continued to offer tenancy management assistance to Indigenous councils, including rent collection, asset management and tenancy support services. We continued tenancy management responsibilities on behalf of the Aurukun and Mornington Shire Councils; the former Kubin Community Council; Doomadgee, Hope Vale, Lockhart River, Mornington Island, Napranum, Palm Island, Pormpuraaw, Woorabinda and Wujal Wujal Aboriginal Shire Councils, and six dwellings for Kowanyama Aboriginal Council through 40-year leases.

Supporting clients to own or rent homes

In 2010–11, we assisted 205,391 households in the private rental market (up from 194,203 in 2009–10). Through a number of initiatives, we are helping Queenslanders to rent a home in the private market or purchase a home (see Graph 12 on page 39).

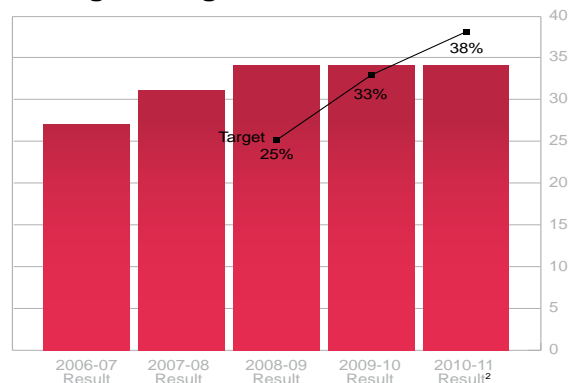
- The RentConnect Advisory Service helped a total of 3998 households to find and secure a tenancy in the private market

Graph 9 Total number of households assisted with crisis housing



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

Graph 10 In specialist homelessness services, the percentage of closed support periods where all of the client’s case management goals were achieved¹

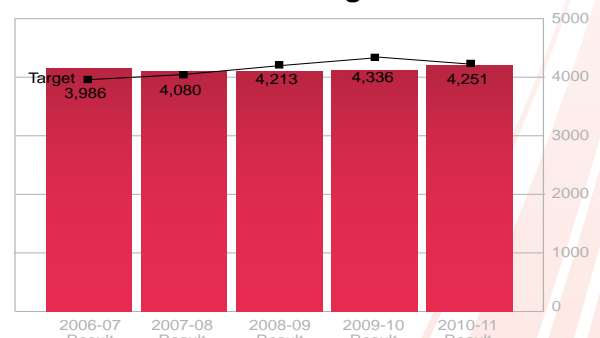


1. This measure was first reported in 2008–09, therefore no targets were in place prior to this.

2. Result is estimated; actual result will not be available until published by the Australian Institute of Health and Welfare in 2012.

We are achieving more client case management goals.

Graph 11 Total number of households assisted in discrete Indigenous communities



For the fifth consecutive year we assisted more than 4000 households in discrete Indigenous communities.

with advice and assistance to apply for tenancies and connect to local real estate agencies and community services.

- We assisted 869 households into National Rental Affordability Scheme dwellings and approved 3062 dwellings to be provided under the scheme. This 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 26 new loans at a cost of \$3.9 million for home purchasers who had difficulty obtaining loans from a financial institution or for households that had the opportunity to purchase a share of their social rental property.

Other activities undertaken by the department include:

- Allocating \$5.4 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 84,830 households (up from 79,753 in 2009–10).
- Providing 21,817 bond loans (up from 18,198 in 2009–10) as well as providing 2873 rental grants (up from 1521 in 2009–10) for households experiencing a housing crisis or who are unable to afford some of the immediate costs of moving.

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

assessable income or the market rent on 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.

Supporting community living for frail older people and people with a disability

We provided a range of initiatives to support people to continue to live in their communities, delaying the need for more interventionist services such as residential aged care.

In 2010–11, through the Disability Assistance Package, 240 people received accommodation support (an increase of eight people from 2009–10), 762 people received respite and respite effect services (an increase of 334 people from 2009–10) and 586 new families received in-home support (an increase of 286 families from 2009–10).

Under the Home and Community Care (HACC) Program, jointly funded by the Queensland and Australian Governments, we provided \$518 million (an increase of \$80.9 million from 2009–10) to help more than 170,000 people across Queensland remain living independently through a broad range of support and maintenance services (see Table 1 on page 41).

We provided disability support, housing or home modifications, and essential equipment for people to live in the community after receiving rehabilitation for a spinal cord injury. In 2010–11, the department:

- Assisted 25 individuals with personal care support.

- Provided prioritised access to accessible social housing for 28 clients.
- Provided home modifications for 32 clients to assist with their discharge from hospital and return home into the private housing market.
- Assisted 107 individuals with aids and equipment to return home through the department’s partnership with Queensland Health and the Medical Aids Subsidy Scheme.

This initiative will contribute to the Q2-Healthy target.

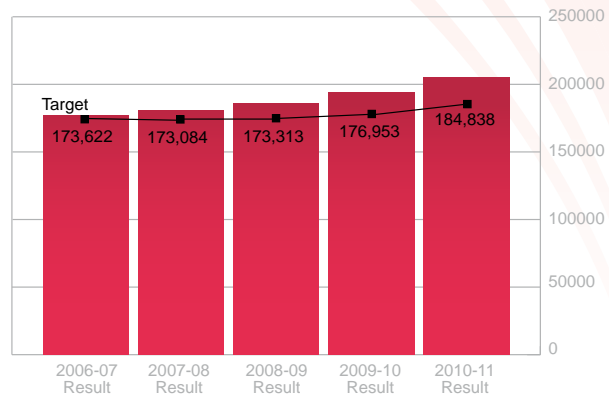
Through the Younger People in Residential Aged Care initiative, we provided \$16.8 million to support younger people to move out of residential aged care, or be diverted from entering aged care. To date, this program has supported up to 15 younger people with housing and support options, with 130 younger people assisted to move out of residential aged care or being diverted from entering aged care.

Early intervention for children with a disability

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

We allocated \$1.3 million in 2010–11 to support 360 additional children and families with respite services. A further \$6.2 million was allocated to provide intensive family support to an additional 103 families caring for a child with high and complex support needs.

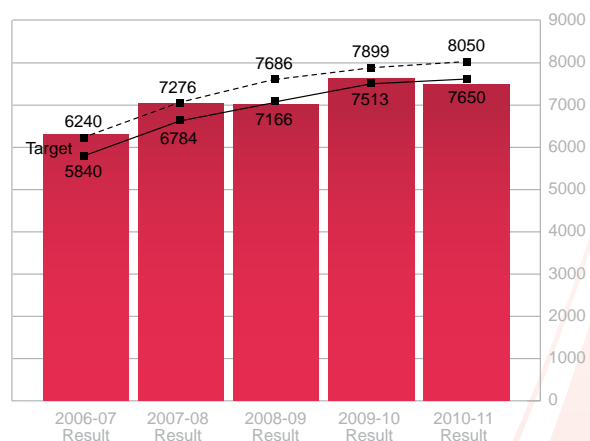
Graph 12 Total number of households assisted with private market assistance¹



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 (including 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, Sustainable Resource Communities Partnership and Compton’s Village rental subsidies.

We exceeded the target by 20,553 households in 2010–11.

Graph 13 Number of disability accommodation support services received by service users¹



1. The 2010–11 results are based on an estimated projection. Final data will be published on our website in November 2011.

2. Dashed line indicates the higher target range.

In 2010–11, we provided an estimated 7,500 accommodation support services.

In 2010–11, a total of \$3 million was allocated to the Children with a Physical Disability Initiative supporting 474 children. Services are provided through three non-government service providers and include therapy support, information for families regarding their child's disability, referral to other service options and funding to purchase aids and equipment.

The Early Intervention for Children with Autism initiative provides support to approximately 317 children with autism and their families (an increase of around 117 children from 2009–10) through nine centre-based early intervention services across the state. This year an additional \$1.3 million in recurrent funding and \$1.8 million in capital funding was approved to establish three new autism services in Bundaberg, Gladstone and Mackay. Funded non-government organisation, the Autism Early Intervention Outcomes Unit Foundation, will establish the new service in Bundaberg, and Autism Queensland will establish the services in Gladstone and Mackay. Service provision will commence in all three locations in 2011–12. This additional funding has increased total funding for the Early Intervention for Children with Autism initiative to \$4.3 million and total places to 471.

The Early Intervention for Children with Autism and the Early Intervention initiatives 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.

In 2010–11, we allocated \$245,000 to continue to implement the Child Connect initiative, which commenced in 2009–10. This year, we supported 83 children with a disability and their families. This initiative is being trialled in Ipswich and Townsville, and targets vulnerable

families including those from Aboriginal and Torres Strait Islander and/or culturally and linguistically diverse backgrounds, single parent families, or families on low incomes caring for a child up to six years of age with a disability or developmental delay. The initiative links children with a disability and their families to early intervention services and relevant community services such as parenting programs.

Early intervention for people with mental illness

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.

In 2010–11, we allocated \$2.5 million to the Time Out House initiative to support the mental health, social and emotional wellbeing of young people between 15 and 25 years of age who are experiencing early signs and symptoms of mental illness. The Time Out House initiative is designed to maintain young people's connection to social networks and life activities by helping young people to engage their family, friends and key supports. The initiative, currently being piloted in Cairns and Logan, provides short-term accommodation and support services and is expected to support 300 young people over the three-year life of the program.

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 including:

- Assisting more than 141 individuals (an increase of 62 from 2009–10)

Table 1 Number of Home and Community Care services provided¹

	2008–09 target	2008–09 result	2009–10 target	2009–10 result	2010–11 target	2010–11 result ²
Home support services (hours)	4,844,636	3,886,939	5,268,539	5,191,040	5,614,699	5,498,500 ³
Coordinated care services (hours)	260,307	280,935	334,997	290,665	398,675	423,600
Clinical and specialist care (hours)	1,091,712	898,496	1,189,346	1,161,318	1,277,102	1,264,700 ⁴
Centre-based day care (hours)	3,675,408	3,098,535	3,890,555	3,836,148	4,077,903	3,994,600 ⁵
Home modifications ⁶	432	418	518	518	\$9,742,033	\$11,426,800
Meals	2,393,548	2,499,980	2,314,218	2,366,746	2,394,798	2,374,500
Transport (trips)	805,840	1,549,140	951,324	1,005,786	1,057,190	1,207,900

1. In 2008–09, the department commenced reporting on a revised set of nationally agreed Home and Community Care measures. Data is unavailable prior to this period.

2. The 2010–11 results are an estimated projection as final data is not yet available. Final data will be published on our website in January 2012.

3. In 2010–11, the number of home support service hours funded by the department was approximately two per cent below the expected target. This was primarily attributed to a small number of organisations declining new funding to provide additional hours of support to clients. These decisions were based on a range of factors such as limited or no demand for additional services in certain locations, or lack of organisational capacity to expand services etc.

4. In 2010–11, the number of clinical and specialist care hours funded by the department was approximately one per cent below the expected target. This was primarily due to slightly higher than anticipated costs associated with providing these services.

5. In 2010–11, the number of centre based day care hours funded by the department was approximately two per cent below the expected target. This was partly attributed to the recent Queensland floods and cyclones, which resulted in the temporary closure of affected centres, clients unable to travel to the centres, and clients temporarily having to relocate during the disasters. In addition, a small number of organisations declined new funding to provide additional hours of support to clients. These decisions were based on a range of factors such as limited or no demand for additional services in certain locations, or lack of organisational capacity to expand services etc.

6. In 2010–11, this measure was amended to reflect the total expenditure on home modifications rather than the actual number of modifications carried out. This was to provide a more meaningful picture of home modification activity, as the cost per modification can vary significantly between occasions of service.

with a mental illness to transition from correctional facilities back into the community through the Transition from Correctional Facilities Program. This program is now operating in Cairns, Maryborough, Rockhampton, South East Queensland and Townsville.

- Assisting 300 people with a mental illness living in private residential services, such as hostels and boarding houses through the Resident Recovery Program, to develop skills to self-manage mental and general health, improve social interactions and community inclusion, and link to employment support.
- Supporting 31 people through the Transitional Recovery Program, located in Caboolture, the Gold Coast, Logan and the Sunshine Coast, to transition from mental health acute facilities back into their community.
- Providing \$3.5 million to assist a further 48 people to move into social housing through the Housing and Support Program, a joint initiative between Queensland Health and the Department of Communities. In 2010–11, a total of 245 places were funded through this initiative helping people with a psychiatric disability transition from public mental health facilities into community living with appropriate support from mental health service providers.

Early intervention for people at risk of domestic and family violence

Our department funds a broad range of services to assist people affected by domestic and family violence including specialist counselling services for victims and children, men’s perpetrator intervention programs, court support services, statewide telephone advice and crisis accommodation for women and children escaping violence. This investment means people affected by domestic and family violence have access to support to help them deal with the personal impacts as well as working to prevent violence through raising awareness and building community intolerance.

Reducing domestic and family violence will help the government achieve the overall goals of Toward Q2: Tomorrow’s Queensland.

We made considerable progress in delivering For Our Sons and Daughters: A Queensland 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.

Our early intervention strategies, including the dvconnect helpline, aim to stem the tide of domestic and family violence.



In 2010–11, we implemented 31 initiatives including:

- The 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.
- Continuation 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.
- Review of the *Domestic and Family Violence Protection Act 1989* to ensure legislation is effective in protecting victims of domestic and family violence, and in holding perpetrators accountable for their behaviour.

Another initiative is the Breaking the Cycle of Domestic and Family Violence Program, which is being piloted in Rockhampton. The trial links community support, legal and court services as early as possible to reduce the occurrence, escalation and impact of domestic and family violence.

In 2010–11, 624 referrals (an increase of 181 from 2009–10) have been received by the Breaking the Cycle team. Of these, 198 people have become clients and 117 referrals are being actively followed up to engage them with the services available. Additional funding has been secured to extend the Breaking the Cycle pilot to validate the preliminary positive findings of the program.

This year we continued our commitment to reducing domestic and family violence by providing \$1.8 million to the dvconnect helpline. The helpline is a statewide domestic and family violence telephone advice and support service for women and men affected by domestic and family violence.

Early intervention for people who are not physically active

We also provide a number of sport and recreation activities, some of which are aimed at providing early intervention for individuals and families whose health is at risk because they are not physically active. These initiatives, including the Get Active Queensland Schools Program, are outlined in Priority strategy 5 (from page 44).

Future directions

In 2011–12, we will:

- Continue to deliver services such as HomeStay and RentConnect under Opening Doors, the Queensland Strategy for Reducing Homelessness 2011–2014, which will help people find stable accommodation and build their tenancy skills. We will also coordinate whole-of-government efforts related to reducing exits from care and custody into homelessness.
- Provide \$1 million, as part of a \$3 million commitment over three years, to provide ongoing support for residents at the planned state-of-the-art accommodation complex now being built by Youngcare to be operated by Wesley Mission on the Gold Coast.
- Provide \$4.3 million in grants to enable early intervention support for approximately 470 children with autism and their families.
- Provide \$523.7 million to ensure the ongoing delivery of services through Home and Community Care and support service providers to transition to the national health reforms.

- Provide an additional \$1 million under the Children with a Physical Disability Initiative.
- Finalise the review of the *Domestic and Family Violence Protection Act 1989* and support the Minister to progress new domestic and family violence laws into parliament.
- Rollout new social housing dwellings in remote Aboriginal and Torres Strait Islander communities, including the anticipated delivery of 131 dwellings and 588 refurbishments.

Priority strategy 5: Promote socially and economically inclusive and active communities through investing in targeted participation programs

Support for youth

Indigenous Youth Leadership

The department supported the development of our future leaders through the Young Indigenous Leaders Forum including the Indigenous Youth Parliament which was held from 27 June – 1 July 2011. As part of the program, youth members spoke in parliament on matters of importance to them and debated a Youth Bill on education issues.

Communities that support women

Policy that supports women

The Office for Women works with government and non-government agencies to coordinate policy development and initiatives to promote women's issues including economic security, workforce participation, education and training, and leadership opportunities. In 2010–11, the office reviewed 260 government discussion papers, with the concept of gender analysis to support policy development and initiatives across government. Gender analysis training was also provided to 69 officers working on key initiatives across government.

Pathways for employment opportunities

In 2010–11, we continued to implement a 'hub and spoke' model, positioning staff from the Office for Women in key government agencies to develop policies, programs and services that increase access to education and training, pathways to employment

opportunities and improve conditions in the workforce for women. We partnered with:

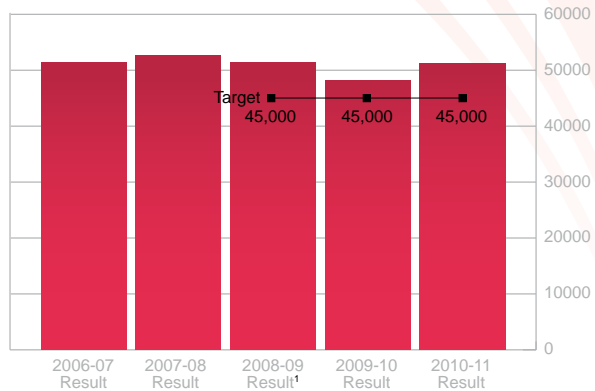
- The Department of Justice and Attorney-General on the Queensland Government Equal Remuneration submission to the Fair Work Australia test case and on a range of projects to incorporate gender analysis and improve women’s employment conditions, particularly in the areas of pay equity and flexible employment arrangements.
- The Department of Employment, Economic Development and Innovation to deliver the Employment Pathways Project to produce a range of flexible work readiness programs across Brisbane, Ipswich and the Gold Coast for women experiencing disadvantage, particularly those engaged with crisis or insecure housing services.

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. A strategic focus on three key themes of attraction, skilling and retention, and associated strategies are used to promote opportunities in the mining, construction, science, engineering, technology, manufacturing, transport and logistics industries as viable career options for women and girls.

Through Women in Hard Hats, we are improving opportunities for employment, and contributing to the Q2-Fair target.

The Women in Hard Hats website was viewed 35,896 times, with 2795 resources distributed statewide in 2010–11. The website provides women, students, employers, parents and teachers with

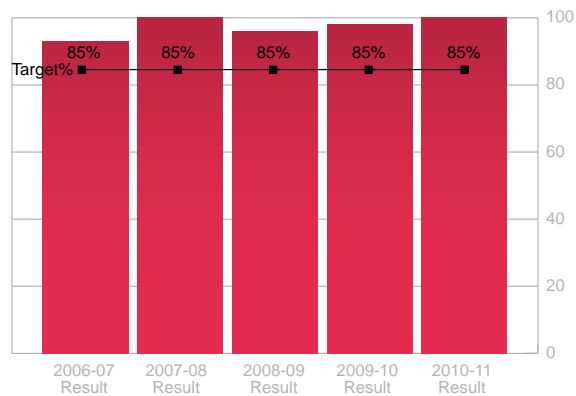
Graph 14 Number of calls to the dvconnect helpline



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

In 2010–11, we received 51,309 calls to the dvconnect helpline.

Graph 15 Client satisfaction with the quality of Office for Women events, seminars and forums



We exceeded our target for client satisfaction in 2010–11.

information about careers in the mining, construction, science, engineering and technology sectors. Women in Hard Hats delivered awareness, skilling and retention initiatives including:

- Delivery of and/or support to 10 career expos, girls careers seminars and trade events to ensure information was available that encourages uptake of non-traditional careers.
- \$8500 in funding for the Women in Hard Hats Careers Workshop, attended by 143 women and girls in Mackay.
- \$56,600 for 10 Indigenous women from Mackay to participate in a job readiness program where participants gained full-time employment with a Thiess mine near Mackay.
- \$11,750 to support four award ceremonies that profiled women's achievements and celebrated best practice employment of women in non-traditional industries.

Leadership and engagement

In 2010–11, 76 Aboriginal and Torres Strait Islander women attended Indigenous Women's Mentoring and Leadership Workshops in eight locations (Beenleigh, Blackwater, Burketown, Cannonvale/Bowen, Gold Coast, Goondiwindi, Sunshine Coast and Weipa). The free community leadership seminars are designed to provide Queensland Aboriginal and Torres Strait Islander women with mentoring skills to lead their communities and help inspire and guide the development of other women and girls in these communities.

We acknowledged women in leadership by celebrating International Women's Day 2011. In celebration of the centenary anniversary of International Women's Day, the Minister

for Community Services and Housing and Minister for Women announced the 2011 theme as 'Celebrating 100 years of women's achievements'. We celebrated this milestone by creating an online gallery of Queensland women who have helped their communities through outstanding activities or contributions. The gallery profiled 333 inspirational Queensland women, including 22 Aboriginal and Torres Strait Islander women. We distributed 162,336 resources across Queensland to celebrate this day, with more than 112 events promoted on our web portal and more than 135,000 International Women's Day webpage visits recorded.

Through the Women on Boards strategy, we are supporting gender equality with a mandated target that 50 per cent 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. As at 30 June 2011, 1342 appointees (37 per cent) on boards and statutory authorities were women. In 2010–11, 43 per cent of new appointments to Queensland Government boards were women. In addition, 19 Aboriginal and Torres Strait Islander women attended an Indigenous Women on Boards governance workshop.

A Women in Social Housing mentoring program was attended by 167 women in six locations (Caboolture, Cairns, Gold Coast, Ipswich, Mackay and Toowoomba). In addition, 110 women attended leadership capability workshops for rural and regional women in Brisbane and Cairns.

In 2010–11, we allocated \$50,000 to continue the operation of Women's Infolink. Women's Infolink consists of a statewide telephone

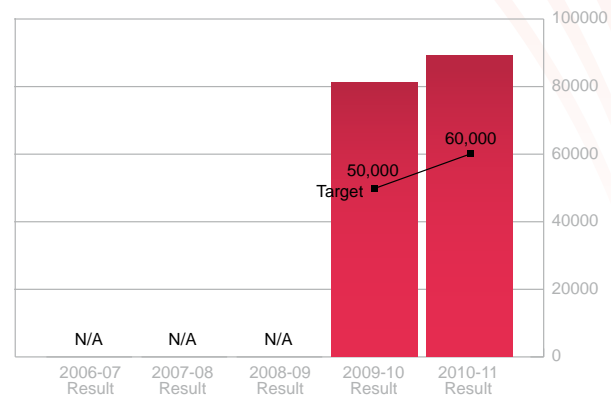
service, Find a Service on-line database, seminars, events, and information and resources on key issues impacting women (delivered online, in hard copy and via email enquiries). The telephone service has been delivered by Smart Service Queensland since December 2005, with the Office for Women providing specialist training to female call operators and comprehensive scripting to deal with incoming enquiries.

Supportive communities for seniors

In 2010–11, the implementation of the Positively Ageless Queensland Seniors Strategy began. We provided \$7.4 million to continue to deliver programs to increase the social participation of seniors in the community, including the prevention of elder abuse, support for grandparents and the promotion of active ageing. We also:

- Supported 58 Seniors Week events.
- Funded the Seniors Enquiry Line, which provided 18,838 instances of information or referral.
- Enabled the Elder Abuse Helpline to provide support and information to 1542 callers.
- Delivered 46 seniors participation services including the Older People’s Action Program, 60 and Better, and Older Men’s Groups.
- Provided the Time for Grandparents Program to support grandparents raising grandchildren.
- Funded five specialised Seniors Legal and Support Services to assist seniors who are at risk of or experiencing elder abuse.
- The inaugural Grandparents Day was held on Sunday 7 November 2010 for grandchildren, children and the community to thank grandparents.

Graph 16 Number of requests for information and referrals managed by the Office for Women through its website and seminars, Women’s Infolink and Find a Service¹



1. This measure was introduced in 2009–10, therefore no data is available prior to this period.

In 2010–11, we received 89,702 requests for information through Women’s Infolink services.

The Queensland Government provides \$1.4 billion in concessions and rebates to eligible Queenslanders. On behalf of the Queensland Government, we administered \$208.5 million in concessions for Queensland seniors, pensioners and veterans. As at 30 June 2011, approximately 544,000 seniors held Seniors Cards and 86,000 held Seniors Business Discount Cards, providing access to a wide variety of business discounts offered exclusively to these cardholders at thousands of Queensland business outlets.

The Seniors Card +go was launched in November 2010. The Seniors Card +go retains the benefits of a Seniors Card and has the ability to store credit for payment of fares on TransLink public transport services in South East Queensland. As at 30 June 2011 more than 20,000 Seniors Card +go had been issued.

Active communities

We are working toward helping Queenslanders become more active, and are the lead agency 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.

Brisbane Basketball Incorporated was funded \$60,000 under the Sport and Recreation Flood Fightback Program, to repair surface, lighting and ancillary fixtures to support basketball at Auchenflower.

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 2010–11, more than 23,300 students participated in the program. Since the program was launched in 2002, 2741 school visits have been undertaken and more than 313,130 students have been involved in the program.

In 2010–11, we continued to rollout a new suite of funding programs with a budget commitment of \$138 million over three years to provide opportunities to participate in sport and active recreation. This commitment was amended to support the redirection of funds towards the Flood Fightback Plan, which was developed in response to the extensive flooding across the state in late 2010 and early 2011.

The Sport and Recreation Flood Fightback Plan provided assistance to flood-affected sport and recreation clubs to re-establish facilities and repair or replace damaged equipment.



The six key elements of the Sport and Recreation Flood Fightback Plan included:

- The Equipment Program which provided one-off funding of up to \$12,500 for repairing or replacing sport and recreation training and playing equipment. A total of \$1.9 million was allocated to 248 equipment projects.
- The Infrastructure Program which provided one-off funding of up to \$60,000 for repairing or replacing infrastructure. A total of \$11.6 million was allocated to 316 infrastructure projects.
- The Tennis Infrastructure Program, which provided one-off funding for repairing or replacing tennis infrastructure, was a collaborative effort between the department, Tennis Queensland and Tennis Australia, with Tennis Queensland and Tennis Australia contributing \$900,000 to the \$1.8 million funding program.

- The Community Recovery Line (1800 173 349) which was the primary contact point for flood affected sport and recreation clubs seeking advice or assistance. There were a total of 185 telephone calls registered through the Community Recovery Line from organisations representing 53 sport and recreation activities.
- The linking service which was established to match volunteer tradespersons with sport and recreation organisations (working with Operation Bounce Back).
- Access to specialist technical advice including engineering, building and insurance, and restoring playing fields.

Since January 2011, more than \$1.7 million was approved under the Sport and Recreation Disaster Recovery Program to replace



Photo: Thinkstock Images

Positive or it's pointless

The Positive or it's pointless promotional campaign was launched at the Whites Hill Sports and Recreation reserve in May 2011.

Players from the Holland Park Hawks Junior Football Club, were on hand to demonstrate their ball skills on the field, whilst onlookers demonstrated their positive attitudes on the sideline.

Positive or it's pointless is aimed at reducing poor and unacceptable player, spectator and parent behaviour to make sport fun and safe for all children. It provides online information and tools to help create a positive junior sporting environment by providing factsheets, tip sheets, club checklists, case studies and links to relevant resources.

Over the past three years, the four football codes in the Brisbane area have been active supporters of this initiative.

Driven at the grassroots level of sport, club officials are pushing the campaign's key messages to achieve a positive culture around their clubs.

damaged equipment and repair infrastructure for those affected by severe weather and other natural disasters in the earlier months of the financial year.

In 2010–11, \$12.5 million was allocated for the new Sport and Recreation Infrastructure Program to continue building easily accessible infrastructure. As at 30 June 2011, funding of \$20.8 million was approved for 145 sport and recreation infrastructure projects, which are expected to be completed in 2011–12. Under this new program, access to minor capital works funding for sporting clubs has more than doubled. In addition, we have increased funding for major infrastructure projects and eligibility has been expanded to include Catholic and independent schools.

The Sport and Recreation Active Inclusion Program provides funding to support programs and initiatives targeting those groups facing the greatest barriers to participation: children and families at risk; Aboriginal and Torres Strait Islander peoples; people with a disability; cultural and linguistically diverse groups; and communities considered to be of greatest disadvantage in Queensland. In 2010–11, funding of more than \$8 million was provided to more than 840 projects across the state.

The Sport and Recreation Active Inclusion Program is contributing to the Q2-Healthy target.

We also launched the Local Sport and Recreation Jobs Plan, which funds the employment of a coordinator to build the capacity and capabilities of sport and recreation clubs. As at 30 June 2011, 111 coordinator positions had been approved funding of \$17.3 million (over three years) to support 736 clubs. Further funding in 2011–12 will see an increase in numbers to approximately 150 coordinators across the state.

In 2010–11, we delivered 12 new sport and recreation equipment libraries in disadvantaged communities across Queensland at a cost of \$96,000. This allowed more than 850 free loans of quality equipment to individuals, schools and sporting organisations in these communities.

Through the Children in Care Funding Program we continued to provide up to \$300 for each child in care to access sport and recreation. This program provides opportunities for children in care to be active and participate in a range of sport and recreation activities. As at 30 June 2011, 3649 children and young people accessed the Children in Care Funding Program.

We are delivering sport and recreation activities for Aboriginal and Torres Strait Islander Queenslanders, including at Tagai State College in the Torres Strait.



By providing funds for children in care to participate in organised sport and recreation activities, we are contributing to the Q2-Healthy target.

Indigenous focus

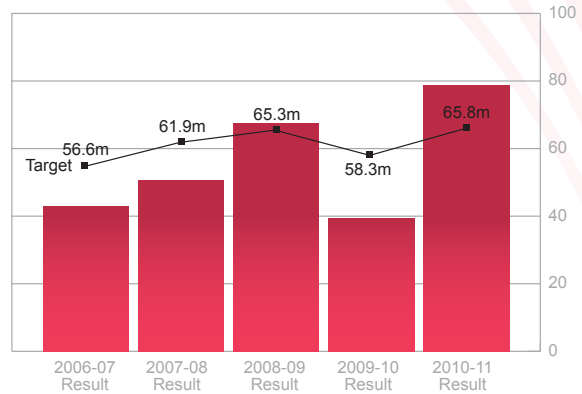
Sport and recreation activities are an important part of building the fabric of Aboriginal and Torres Strait Islander communities and provide a meaningful diversion for children and youth at risk. We are working with the Queensland Police Citizens Youth Welfare Association (QPCYWA) to deliver sport and recreation activities for Aboriginal and Torres Strait Islander Queenslanders. These activities provide sustainable sport and recreation services by employing community-based officers to promote healthier lifestyles and reduce the incidence of anti-social behaviour.

In 2010–11, we committed \$2.1 million (as part of a three-year package) to enable the QPCYWA to deliver this program. We also committed \$1.9 million (as part of a four-year package) to expand the QPCYWA Community Activities Program Through Education initiative (known as CAPE) to Aurukun, Kowanyama, Northern Peninsula Area and Woorabinda.

In 2010–11, we continued our commitment of \$380,000 per year (as part of a three-year package) to Tagai State College to employ Sport and Recreation Officers in the Torres Strait (two full-time and seven part-time). In addition, we provided nine sport and recreation kits to assist the newly appointed Torres Strait Sport and Recreation Officers in the delivery of programs in their communities.

We delivered Deadly Sports Clinics to more than 7300 participants (an increase of more

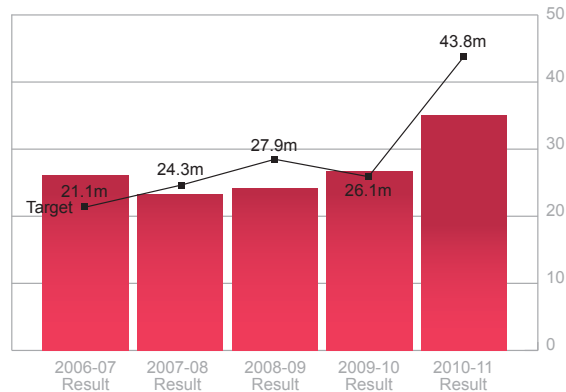
Graph 17 Total investment in sport and active recreation in Queensland for infrastructure (\$m)¹



1. The 2010–11 result includes expenditure on infrastructure that was incurred under the Community and Youth Justice Service delivery area, and responsibility was transferred to Sport and Recreation Services during 2010–11.

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

Graph 18 Total investment in sport and active recreation in Queensland for participation and development programs (\$m)



Investment in sport and active recreation in Queensland for participation and development programs increased by \$9 million in 2010–11.

than 3500 from 2009–10) 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.

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, sports science services, financial support and specialised athlete career and education support.

In 2010–11, 41 QAS athletes competed at the Commonwealth Games in Delhi. They won 40 medals including 21 gold, 10 silver and nine bronze, which represented 22 per cent of Australia's total medal tally.

Support for carers

The Carers (Recognition) Act 2008 requires us to ensure staff have an awareness and understanding of the Queensland Carers Charter (available on our website at www.communities.qld.gov.au/disability/support-and-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 all new staff of the department, through our induction process, are made aware of the unique and important role of carers and the issues they face. This includes clear direction on how carers are to be treated and how carers are to be involved in decisions about the persons for whom they care.

In 2010–11, we continued to support carers who, on a daily basis, provide ongoing care and support for family members or friends who need help with everyday tasks because of frailty, disability, mental illness, or for children whose parents are unable to look after them. Actions taken in 2010–11 included:

- Amending the *Carers (Recognition) Act 2008* to include grandparent carers, the first state in Australia to legislatively recognise grandparent carers.
- Establishing the Queensland Carers Advisory Council to provide advice on the interests and concerns of carers.
- Developing the Carer Action Plan to be released in 2011–12.
- Issuing an additional 2169 Carer Business Discount Cards to carers.
- Allocating \$4.2 million in recurrent funds to 22 respite service providers across 25 locations providing respite to 906 families with older parent carers.

We support Queensland's elite athletes to achieve their goals.



Photo: Melissa Lord

- Ensuring that the needs of employees who are carers are considered in the development of our human resource policies.

The department's Office for Carers supports the implementation of the Act and provides secretariat support for the Queensland Carers Advisory Council. The office is also the main point of contact for the community regarding Queensland Government carers' issues. During 2010–11, approximately 250 callers used the 1800 number (1800 177 120) and there were more than 17,000 visits recorded on the carer website.

Future directions

In 2011–12 we will:

- Continue to implement the Positively Ageless Queensland Seniors Strategy 2010–2020, including the development of the 2012–2014 action plan.
- Continue to raise awareness of elder abuse in the community, and to provide referral and support services for seniors.
- Increase accessibility to government services and information for seniors through the delivery of the Seniors Web franchise as part of the QGOV online project.
- Provide structured sport and active recreation activities through community programs, club support and active recreation centres.
- Continue to provide programs through the Queensland Academy of Sport to support Queensland's elite athletes to achieve high standards at the London Olympic and Paralympic Games in 2012.

Priority strategy 6: Lead and promote the recognition of cultural diversity and enhance community cohesion

Leadership on reconciliation

The Queensland Government Reconciliation Action Plan 2009–2012 was launched in June 2009. Queensland was the first state to have a whole-of-government Reconciliation Action Plan. The plan is integral to advancing reconciliation throughout Queensland and supports the government's commitment to the Council of Australian Governments' Closing the Gap targets.

In 2010–11 significant steps were made to further promote reconciliation throughout Queensland. Appendix 8 (from page 236) outlines progress against each of the six initiatives for which our department is lead agency.

We also assisted 859 Aboriginal and Torres Strait Islander clients to access personal and community information collected by our department and its predecessor agencies. This information helps people trace their families and communities, and the service provided complies with recommendation 53 of the Royal Commission into Aboriginal Deaths in Custody and recommendations 21 to 29 of the Bringing Them Home Report.

Promoting Aboriginal and Torres Strait Islander culture

In 2010–11, we celebrated NAIDOC Week with the theme Change: The Next Step is Ours. 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:

- Musgrave Park NAIDOC Family Day including sponsorship and a community stall.
- Hosted the inaugural NAIDOC Corporate Breakfast in partnership with the NAIDOC Committee, Commonwealth Bank and Ergon Energy.
- The launch of *deadly stories*, a three-year campaign to raise awareness of Aboriginal and Torres Strait Islander achievements. The first stage of this campaign has already commenced with the stories of six inspirational Aboriginal and Torres Strait Islander Queenslanders. These six men and women have made their mark in fields from sport to fashion, and their faces are on 13 billboards around the state, in newspaper advertisements and online (including social media).

Leading and promoting cultural diversity

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

In October 2010, more than 50,000 people attended our annual Queensland

Multicultural Festival, one of Brisbane's most successful free community events. The event highlighted our state's cultural diversity and promoted positive interaction among Queenslanders from different backgrounds.

The highly successful Queensland Roars Against Racism campaign delivered positive messages about community harmony and tolerance. Almost 20,000 people attended the Brisbane Roar Football Club game against English Premier League team Everton, as they encouraged Queenslanders to 'Red Card Racism' at Suncorp Stadium on Saturday 17 July 2010.

We recognised the outstanding work and volunteering efforts of Queenslanders in the promotion of multiculturalism through the 2010 Queensland Multicultural Awards. These awards recognised individuals and groups across six categories: outstanding volunteer, education, private enterprise, community organisation, media and public sector. A record 141 nominations were received from across Queensland.

We also delivered the 2010 Premier's Multicultural Photographic Awards, which provided members of the community with the opportunity to demonstrate their photographic skills by showing what multiculturalism meant to them. Queenslanders across all ages submitted photos in four categories: open, young photographer categories 5 to 12 years

The annual Queensland Multicultural Festival celebrates our state's cultural diversity.



and 13 to 18 years, and creative application. More than 850 entries were submitted — the highest number of entries ever received.

More inclusive services

We support Queensland Government agencies to deliver effective services for people from culturally and linguistically diverse backgrounds through the development of Multicultural Action Plans.

Multicultural Action Plans prioritise issues to address four priority areas: refugee issues, Pacific Islander communities, Australian South Sea Islanders and responsiveness of services funded by the Queensland Government.

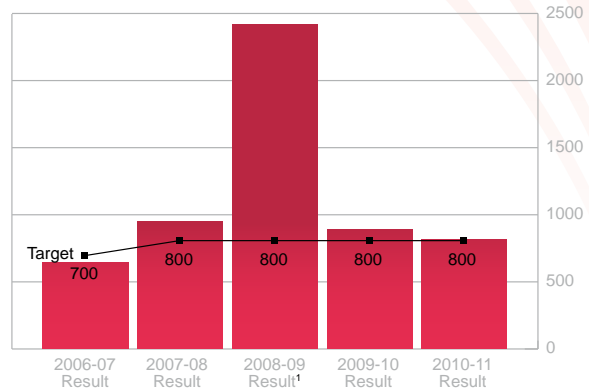
The Department of Communities’ Multicultural Action Plan outlines outcomes that the department will deliver to improve services for people from culturally and linguistically diverse backgrounds and incorporate cultural diversity into the department’s core business.

In response to the natural disasters experienced across Queensland over the 2010–11 summer, Multicultural Affairs Queensland translated community recovery information into 32 languages other than English, and distributed these resources to Community Recovery Centres and other key community organisations.

More inclusive councils

Through the Local Area Multicultural Partnerships Program, we work in partnership with local councils and the Local Government Association of Queensland to promote cultural and social inclusion at the community level.

Graph 19 Number of Aboriginal and Torres Strait Islander clients provided with access to family and community records



1. 1944 requests from 2008–09 related to information for Redress Scheme applications.

We continued to exceed the target for the number of Aboriginal and Torres Strait Islander clients provided with access to family and community records.

In 2010–11, the program helped deliver initiatives including welcome programs for new migrants 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.

Supporting communities

Through the Community Action for a Multicultural Society Program we fund community based organisations (and one local council) to undertake systemic and group advocacy and community capacity building activities to help people from culturally and linguistically diverse communities.

In 2010–11, the program contributed to ensuring the needs of culturally diverse communities were considered during consultations and research in areas such as access to services, housing and health.

Celebrating multiculturalism

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

Following statewide consultation about this policy, community input has shaped the future direction for multiculturalism in Queensland. A new policy, A Multicultural Future For All of Us, will be released in July 2011.

In 2010–11, a total of 127 grants totalling almost \$800,000 were allocated for projects and events that supported celebrations of cultural diversity and the promotion of its

benefits to Queensland. These projects and events strengthened the capacity of Queenslanders from culturally and linguistically diverse backgrounds to access services and participate more actively in various community activities.

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.

The Queensland Government continued to work with government and non-government agencies and groups to support international students to have a positive experience in Queensland. We continued to fund a community member to support international students from India to become involved in Queensland community life and link international students to required services.

Through the National Community Engagement Strategy, one of 12 initiatives under the International Student Strategy for Australia 2010–2014, we will continue to build links between international students and the broader community.

Supporting diversity

In 2010, the Department of Communities established a Lesbian, Gay, Bisexual and Transgender (LGBT) Roundtable. The Roundtable members identified a need for the department to develop a statement of inclusion to reflect the department's commitment to consulting with LGBT people on sexuality and gender identity issues in the

development of policies, programs and services.

Subsequently, a Commitment Statement was developed in partnership with the LGBT Roundtable community representatives and was launched by the Minister for Community Services and Housing and Minister for Women on 8 December 2010.

Future directions

In 2011–12 we will:

- Develop an engagement strategy with government, communities, universities and other points of service to learn and share knowledge on issues currently affecting Aboriginal and Torres Strait Islander peoples.
- Work with agencies to review the effectiveness of the current Reconciliation Action Plan including the release of a public report on the implementation of the Reconciliation Action Plan in 2012.
- Multicultural Affairs Queensland will implement the new Queensland Government multicultural policy and action plan and develop new multicultural recognition legislation.



Photos Vicki Yen

Queensland Multicultural Festival

On 17 October 2010, Roma Street Parkland hosted the seventh annual Queensland Multicultural Festival.

The day was kick-started by a citizenship ceremony and celebration of 118 new Australians from across the world including Sudan, South Africa and the UK.

The festival attracted more than 50,000 visitors eager to celebrate the 95 cultures represented by more than 85 performance groups and 100 food, craft and information stalls.

It took five days to set-up and three days to pack-down and required almost 200 volunteers, 10 sponsors, and 85 staff and contractors to bring the Queensland Multicultural Festival to life.

Mr Biel Liep, President of Nuer Community Association in Qld Inc. said “We are happy that we as refugees from Sudan have come to Australia, a country which embraces multiculturalism. And to be included in the multicultural events makes us feel at home and accepted.”

Priority strategy 7: Lead the implementation of the TQ2 target delivery plan to increase the proportion of Queenslanders volunteering in their community

Increasing the number of Queensland volunteers

Volunteers enrich Queensland communities and help individuals and community organisations daily and in times of need. Volunteers build strong, healthy and inclusive communities and, as individuals, groups or companies, can really make a difference.

The Toward Q2: Tomorrow's Queensland volunteering target under the Fair Queensland ambition aims to increase the proportion of Queenslanders involved in their communities as volunteers by 50 per cent by 2020.

The Department of Communities is the lead agency for this target and works across government and the community to develop coordinated strategies to increase volunteering. In 2010–11 we implemented new initiatives as well as continued to build on existing activities such as:

- Funding of \$368,000 to Volunteering Queensland to provide referral services,

research, training and sector support to community organisations and volunteers across Queensland.

- Eight Volunteering in the 21st Century workshops across the state to share information on contemporary volunteering trends and practice.
- The International Volunteer Day Symposium 2010, with a focus on young people, families and Aboriginal and Torres Strait Islander and culturally diverse volunteers, and using technology to expand the on the role of volunteers.
- The Queensland Young Volunteer Awards 2010.
- A Queensland Government online volunteering site, creating a one-stop shop for information on volunteering at www.volunteering.qld.gov.au.

Foster and kinship care volunteers

Through the Foster and Kinship Carer Recruitment campaign we are seeking to attract more carers to provide part-time or full-time foster and kinship care for vulnerable children. The Queensland Government has contributed more than \$15 million over five years to recruit, train and increase support for foster and kinship carers since the program commenced in May 2008. The latest available data indicates

Volunteers played an important role during community recovery after the 2010–11 Queensland floods and Tropical Cyclone Yasi.



there were 4065 approved foster and kinship carers in Queensland as at 31 March 2011. Of these, 562 were approved Aboriginal and/or Torres Strait Islander carers.

Volunteering following natural disasters

Following the 2010–11 Queensland floods, more than 1140 offers of assistance from citizens, professional associations, community organisations and businesses were lodged with the Department of Communities and its portfolio Ministers. There was a diverse range of offers from cash donations, accommodation support, pro-bono services and new and used furniture and goods. The department also coordinated a team of approximately 23 public servants, mostly from the Department of Communities, to help Volunteering Queensland manage data and referral pathways, as well as match activities with more than 80,000 unique registrations made by individuals and businesses from across Australia and overseas.

Every offer made to the department, irrespective of its significance in terms of value, was registered, acknowledged, and either referred to an appropriate government agency or directly matched with departmental clients. One significant donation was five pallets of toys from Mattel. These toys were distributed by the Department of Communities to flood-affected Child Safety Service Centres, as well as children from the declared disaster locations of Lockyer and Somerset, and the Goodna Community Child Care Centre.

We also allocated \$100,000 to Volunteering Queensland to continue to operate and place volunteers following the natural disasters, and to develop and implement a plan to

communicate with existing registered and future volunteers in the event of another storm season.

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 2010–11, we continued programs and initiatives to recognise and value the contribution of volunteers in sport including:

- Enhancing the variety and calibre of the volunteer management and club development resources available, including a volunteer online portal to assist in recruiting and training volunteers.
- Providing opportunities for 2102 teachers, school sport volunteers, tertiary and senior secondary school students to access nationally recognised sport and recreation training in coaching, officiating and sports first aid through the Get Active Queensland Accreditation Program.
- Providing opportunities to 3027 community sport volunteers to access professional development workshops through the Building Active Communities workshops and the Sports Locker Room forums.
- Consulting with the Sport and Recreation Volunteer Reference Group to support volunteering within the industry and assist in the development of a range of strategies to be implemented through the Sport and Recreation Volunteer Strategy 2011–13.

- Funding organisations through the Sport and Recreation Active Inclusion Program, to deliver education and training programs, as well as volunteer recruitment and retention initiatives.
- Delivering the Local Sport and Recreation Jobs Plan, which contributes to the employment costs of a Local Sport and Recreation Coordinator who will support organisations to build their capacity to deliver sport and recreation opportunities, including the development of volunteer recruitment and retention strategies.

Seniors volunteering

In 2010–11, we helped more seniors join Queensland’s army of volunteers. The University of the Third Age (U3A) was supported to increase volunteering and participation by seniors through the establishment of additional U3A sites in regional Queensland. Collaboration has occurred with organisations in Atherton, Beaudesert and Roma, and where more than 50 volunteers have been recruited.

Through the Golden Gurus initiative, we funded Volunteering Queensland to register 161 volunteers over the age of 60 with a range of skills and link them to 87 organisations seeking volunteers.



Queensland Young Volunteer Awards

The Queensland Young Volunteer Awards recognise the achievements and contributions of volunteers aged 12 to 25.

Young volunteers are active in all areas of society and community life. These awards recognise and reward young people who give their time to disaster relief, arts and

culture, sporting activities, health and emergency services, social welfare and environmental protection.

Winners are selected for showing innovation or creativity in their volunteering; demonstrating leadership; using their commitment and enthusiasm to raise awareness; creating something worth replicating elsewhere; inspiring others to get involved in volunteering; or demonstrating a willingness to develop their talents in new areas.

Winners receive \$500 cash, a certificate of recognition and free participation in a workshop to develop their public speaking and presentation skills.

Volunteers from culturally and linguistically diverse backgrounds

Through the National Community Engagement Strategy, one of the 12 initiatives under the International Student Strategy for Australia 2010–2014, we are helping to increase volunteering opportunities for international students.

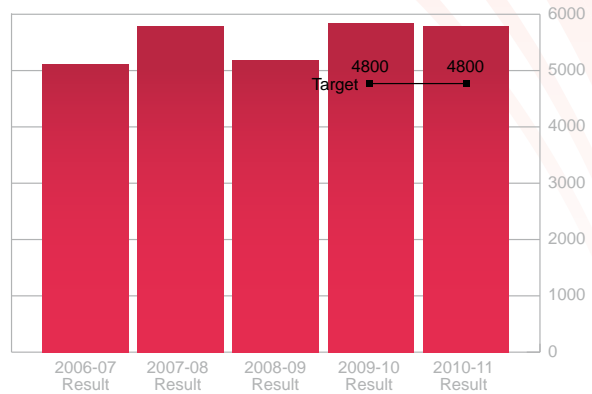
A total of 180 people, including a large number of international students, participated as volunteers at the Queensland Multicultural Festival contributing to its overall success.

Future directions

In 2011–12 we will:

- Continue to lead the whole-of-government Target Delivery Plan (Volunteering), with a focus on enabling fast and effective volunteer responses to natural disasters, improving volunteer management and safety, and improving volunteer attraction and engagement.
- Help build the capacity of the sport and recreation industry to deliver tailored services, strengthen organisational development and encourage volunteering.

Graph 20 Number of volunteers accessing education and training opportunities¹



1. This measure was first reported in 2009–10, therefore no targets were in place prior to this.

We continue to exceed the target of volunteers accessing education and training opportunities.



Community
Recovery

Queens

Our key priorities for improving and supporting the delivery of services



Key priority areas

Strategic Objective 3:

A more sustainable, community service system that delivers better value

- Priority strategy 8: Partner with the community services sector and relevant industry sectors to increase the capability, sustainability and flexibility of these groups to respond to future demand.
- Priority strategy 9: Develop a more robust purchaser/provider model with a focus on outputs, efficiency and effectiveness, while still delivering red tape reduction.

Strategic Objective 4:

Support priority strategies through the delivery of key business enabling services

- Priority strategy 10: Deliver, manage and maintain flexible property assets that meet current and future business needs through an integrated asset strategy.
- Priority strategy 11: Standardise and integrate the department's information management resources and supporting information technology (including financial systems) to ensure their compatibility and flexibility to meet future business needs.
- Priority strategy 12: Establish and support a sustainable departmental workforce that meets current and future business needs.
- Priority strategy 13: Strengthen the integration of policy, planning and performance to ensure the department is monitoring client outcomes to inform its future direction.
- Priority strategy 14: Ensure probity and sustainability through robust governance.

Our key priorities for improving and supporting the delivery of services

Strategic Objective 3: A more sustainable, community service system that delivers better value

Our priority strategies	What we achieved in 2010–11
<p>Priority strategy 8: Partner with the community services sector and relevant industry sectors to increase the capability, sustainability and flexibility of these groups to respond to future demand.</p>	<ul style="list-style-type: none"> • Certified seven new service providers under the Disability Sector Quality System with an additional 20 service providers pending certification. • Allocated \$4.7 million to disability service providers to assist with the cost of audits and continuous improvement processes. • Partnered with key recovery partners including Lifeline, Red Cross, the Salvation Army, St Vincent de Paul and other government agencies to assist disaster-affected people through 42 Community Recovery Centres, outreach and online services. <p>(see pages 65–69)</p>
<p>Priority strategy 9: Develop a more robust purchaser/provider model with a focus on outputs, efficiency and effectiveness, while still delivering red tape reduction.</p>	<ul style="list-style-type: none"> • Commenced the new interpreter invoicing arrangements for non-government organisations. • Commenced reporting in line with the new National Standard Chart of Accounts for new and renewing service agreements. • Introduced output funding and reporting to improve accountability. <p>(see pages 70–71)</p>

The Lesbian, Gay, Bisexual and Transgender (LGBT) Roundtable provides advice about issues of interest and concern to Queensland’s LGBT population.



Photo: Lyle Radford

Priority strategy 8: Partner with the community services sector and relevant industry sectors to increase the capability, sustainability and flexibility of these groups to respond to future demand

Supporting sustainability

The Queensland Government is committed to promoting a more sustainable, community service system that delivers better value for Queenslanders.

In 2010–11 non-government organisations (NGOs) continued to receive assistance as part of the \$414 million supplementary funding allocated from 2009–10 to help them respond to increased cost pressures including wages.

Together with the community services sector, we are delivering three key initiatives to build a more sustainable funded non-government service system:

- The Queensland Compact: the government and the sector are driving policy and service reform across Queensland's human service system to strengthen government and NGOs.
- Regulatory Simplification Plan: which is streamlining reporting requirements for funded NGOs to give them more time to focus on the important job of service delivery to vulnerable Queenslanders.
- Human Services Quality Framework: undertaking a trial of the framework which, when implemented, will result in funded NGOs only having to comply with one set of departmental quality standards.

Consultation

We consult with a number of groups to ensure our policies and programs are informed by current advice from topic specialists:

- The Positively Ageless Community Reference Group includes representatives from key seniors' organisations and meets with the Minister for Community Services and Housing and Minister for Women twice a year to enable feedback and advise on the Positively Ageless Queensland Seniors Strategy 2010–2020.
- The Youth Justice Reference Group meets three times a year and includes representatives from key government and non-government youth justice stakeholders and provides the opportunity to share information and raise issues concerning young people in the youth justice system.
- The Lesbian, Gay, Bisexual and Transgender (LGBT) Roundtable provides advice about issues of interest and concern to Queensland's LGBT population and identifies additional opportunities for consultation and collaboration.
- The Youth Affairs Network of Queensland is a community youth affairs organisation in Queensland that provides advice on issues affecting young people in Queensland.

The following forums also provide a vehicle for meaningful discussion and collaboration with our service delivery partners:

- Ministerial Indigenous Roundtables, which provide an engagement mechanism between relevant Queensland Government Ministers and Mayors of the discrete Indigenous communities.

- The Disability Council of Queensland and Regional Disability Councils provide strategic advice to the Minister for Disability Services, Mental Health and Aboriginal and Torres Strait Islander Partnerships on a range of issues that affect the broader community in relation to disability services. Membership comprises people with a disability, family members, advocacy representatives and service providers.
- The Queensland Carers Advisory Council, which provides advice on the interests and concerns of carers and assists in promoting understanding of and progress under the *Carers (Recognition) Act 2008* by government departments.
- Shared Visions forums across the state, which gave Queenslanders the opportunity to provide face-to-face feedback on the draft 10-year plan for supporting Queenslanders with a disability and to share their vision for a better future for people with a disability in Queensland.
- The Non-Government Organisations Disability Services Partnership Forum, which enables discussion on policy development and service delivery issues in the disability and non-government mental health sectors.
- The Disability Care and Support Working Group, which provides advice on the implications of the proposed national disability care and support scheme for people with a disability, their families and carers, service providers and advocates.
- The Home and Community Care (HACC) Partnership Forum, which enables consultation on policy and operational issues that impact on HACC service delivery and program development.
- The Community Mental Health Partnership Forum, which enables consultation on strategic policy and practice to improve outcomes for people with mental illness and their carers and families.
- The Community Mental Health Summit, which informed the development of a strategic plan for the non-government mental health community sector, a commitment under the Queensland Plan for Mental Health 2007–2017.
- The Multicultural Community Ministerial Advisory Committee, which provides the government with advice on the current needs and emerging issues of Queenslanders from culturally and linguistically diverse backgrounds. It provides guidance on implementing our state's multicultural policy.
- The Child Protection Partnership Forum, which facilitates strong partnerships between government agencies and

We deployed 2870 staff to community recovery activities following the natural disasters of 2010–11.



Photo: Vicki Yen

non-government sectors to deliver a more responsive and integrated approach.

- The Women in Trades Forum, which aims to address barriers to women's participation and leadership in trades by enabling women working in trades to network and establish mentoring relationships.

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 systems.

Currently 245 service providers are certified under the Disability Sector Quality System. In 2010–11 we certified seven new service providers and as at 30 June 2011, an additional 20 service providers were pending certification. The department has 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.

We provided funding to National Disability Services to assist new and current service providers with implementation and maintenance of their quality systems. We allocated \$4.7 million in grants to assist new and current service providers with the cost of audits and continuous improvement processes in their organisations.

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.

Helping communities recover

An important part of our community recovery and reconstruction efforts in 2010–11 was working with other government agencies and non-government organisations.

The scale of the flood and cyclone disasters experienced in Queensland since November 2010 was unprecedented. In partnership with its key recovery partners, Lifeline, Red Cross, the Salvation Army, St Vincent de Paul and other government agencies, the department assisted thousands of people who were in need of personal support, information and financial assistance through 42 Community Recovery Centres across Queensland as well as outreach and online services.

The department funded non-government organisations to continue to provide mental health and personal support services in disaster-affected communities and financial counselling to support families and individuals affected by the disasters who are experiencing financial problems.

In addition, grants of up to \$25,000 and combination grants and loans of up to \$650,000 were made available to non-government organisations, to help them repair or replace damaged equipment or infrastructure to enable them to recommence delivering services as quickly as possible.

In 2010–11, the department:

- Opened and operated 42 Community Recovery Centres across Queensland.
- Deployed 2870 staff to community recovery activities.
- Responded to 99,699 telephone calls to the Disaster Recovery Hotline.

- Received more than 295,000 page views of the department's community recovery web pages.
- Provided approximately 55,600 Emergent Assistance Grants totalling more than \$19.9 million.
- Provided over 10,000 Essential Household Grants totalling more than \$14.9 million.
- Approved Structural Assistance Grant payments of more than \$2.4 million.
- Provided more than \$137,000 for safety inspections and more than \$997,000 for repairs under the Essential Services Safety and Reconnection Grant.
- Assisted more than 400 organisations through the approval of more than 564 grants to the value of \$11.6 million for infrastructure projects and more than \$1.9 million for equipment grants, under the Sport and Recreation Flood Fightback Plan.
- Paid a total of more than \$1.2 million to 207 non-profit organisations to enable them to clean up their premises and repair and replace essential office equipment damaged in the disasters.
- Implemented the \$39 million Community Recovery and Wellbeing Package for a two-year period to provide community mental health support, financial counselling and community development

and engagement support to individuals, families and communities in disaster-affected areas.

Managing resources during recovery

It became clear early in the recovery process that the department's deployment to disaster areas would be for the longer-term, and as such, resources would need to be well managed to ensure service delivery could be maintained as long as needed.

To do this, response procedures were quickly reviewed and updated becoming more flexible and, most importantly, able to be swiftly implemented. This included:

- Ensuring sufficient staff were available to maintain a seven-day presence in areas for three months or more.
- Sourcing sufficient telephone and computer technology, such as mobile phones and satellite phones, for staff across the state, including areas with no or limited electricity and telecommunications access.
- Providing sufficient all-weather vehicles to reach disaster-affected communities, families and individuals who may have been trapped in their homes.
- Determining the most appropriate routes for trucks transporting relocatable accommodation to safely access areas.

We effectively managed resources including staff, ICT, equipment and vehicles during community recovery.



Different communities — different communication needs

Our department's on-the-ground communication staff were vital in determining the communication needs of individual communities. By having direct contact with residents, they were able to consider dynamics such as cultural and linguistic backgrounds, accessibility requirements and damage to local infrastructure (such as no letterboxes) to ensure relevant and timely communication materials were available.

The Disaster Recovery Financial Assistance fact sheet, which provided an overview of the emergent grants available, was translated into 32 languages other than English. Newspaper advertisements were also translated and placed with ethnic media to ensure all affected members of the community received necessary information.

A further example of work in this area was the department's newsletter, Community Recovery News, which was tailored and produced for each community. Information in these newsletters was sourced from a variety of government agencies and non-government organisations, providing key information including:

- Community Recovery Centre locations.
- State and Australian Government financial assistance and concessions.
- Employment assistance.
- Housing assistance (building and repairs).
- Help for primary producers and small businesses.
- Contacts for legal and insurance advice.
- General safety messages relevant to electricity supply, hot water and generators.
- Waste disposal.

- Health messages relating to general clean up and disease prevention.
- Location of available public amenities.
- A concise listing of emergency numbers and telephone hotlines for the specific area.

Future directions

In 2011–12 we will:

- Deliver additional community mental health, financial counselling and other support services to individuals and families in disaster-affected communities.
- Implement learnings in disaster events policies and procedures to improve systems, processes and communication strategies.
- Progressively update service agreements to reflect the new output funding and reporting arrangements.

Strategic priority 9: Develop a more robust purchaser/provider model with a focus on outputs, efficiency and effectiveness, while still delivering red tape reduction

Red tape reduction

The whole-of-government Smart Regulation Reform agenda aims to put in place state and national strategies that support better economic, social and environmental outcomes for Queenslanders and reduce regulatory compliance.

Under the Queensland Compact, the government's focus is on reducing the administrative burden and compliance costs on non-government organisations (NGOs) to allow resources to be reallocated to service delivery. The department is working with NGOs on practice steps to reduce regulatory and administrative costs.

The department implemented the following red tape reduction strategies in 2010–11:

- Commenced new interpreter invoicing arrangements for NGOs funded to deliver community services.
- Implemented the reporting in line with the new National Standard Chart of Accounts.

- Introduced output funding and reporting. A significant number of service agreements between NGOs and the Department of Communities were updated.
- Commenced a trial of proposed Human Services Quality Standards with 12 NGOs representing small, medium, large; rural, remote, metropolitan; Indigenous and across all funding streams.
- Commenced a review of funding legislation with a view to streamlining Queensland's funding laws.
- Adopted a risk-based approach to monitoring the performance of service providers.
- Developed an online reporting tool called OASIS. This tool will make it easier for providers to update records and report the information requested by the department.
- Streamlined the performance measures used to monitor the effectiveness of service delivery by NGOs.

Future directions

In 2011–12 we will:

- Identify and deliver reductions in red tape to non-government organisations to help keep their compliance costs to a minimum.

We work with non-government organisations to effectively deliver services.



- Complete the trial of the Human Services Quality Framework and its associated evaluation.
- Continue to work in partnership with the community services sector, under the umbrella of the Queensland Compact, to deliver tangible outcomes for our communities.
- Finalise the independent review of progress towards Queensland Compact goals to inform future priorities and project implementation.



Photo: Peter Waddington

Improved access to information about disability-related support and services

Queenslanders with a disability, their families, carers and friends now have access to disability-related information through one online entry point — www.qld.gov.au/disability.

This means people no longer have to know what department provides the service they need, navigate past machinery-of-government changes or visit countless websites to find information relevant to their lives from across state, Australian and local governments.

The development of these pages was truly citizen-centric and was a real partnership

between government and the disability community. National Disability Services, Queensland’s peak body for disability, undertook customer engagement to determine the information people wanted to be able to find.

Feedback from both face-to-face and online testing informed the development of an information architecture that makes sense and is easy to navigate.

The project was also informed by a user reference group comprising members of a number of non-government service providers who gave valuable input into the development of the website structure and content.

Feedback icons on every page mean that visitors to the site can easily tell us what they think of the quality and usefulness of content, as well as other topics they would like to see developed.

Comments received since its launch in December 2010 have noted the positive and friendly tone and language, as well as how logical the site is to navigate.

Strategic Objective 4: Support priority strategies through the delivery of key business enabling services

Our strategies	What we achieved in 2010–11
<p>Priority strategy 10: Deliver, manage and maintain flexible property assets that meet current and future business needs through an integrated asset strategy.</p>	<ul style="list-style-type: none"> • Managed a significant portfolio of property assets to meet client needs, including a range of accommodation solutions to allow for the provision of information, counselling and referral services to Queenslanders in need following the natural disasters. • Reviewed and updated the department's procurement policies and procedures. <p>(see pages 74–77)</p>
<p>Priority strategy 11: Standardise and integrate the department's information management resources and supporting information technology (including financial systems) to ensure their compatibility and flexibility to meet future business needs.</p>	<ul style="list-style-type: none"> • Delivered new systems to support business needs. • Provided information, communication and technology support in response to the natural disasters. <p>(see pages 78–79)</p>
<p>Priority strategy 12: Establish and support a sustainable departmental workforce that meets current and future business needs.</p>	<ul style="list-style-type: none"> • Continued our strong focus on client service with 82.82 per cent of all staff employed in service delivery positions and 8.01 per cent in service delivery support positions. • Provided 34 two-day Indigenous foundation studies culture training programs to all Child Safety Services staff. • Delivered 24 Multicultural Competence in Service Delivery programs attended by 269 staff and Aboriginal and Torres Strait Islander Cultural Capability training attended by 447 staff. • Conducted the biennial staff opinion survey to identify strategies for attracting and retaining staff. • Conducted community recovery training for 1768 staff to ensure we have a skilled pool of workers for emergencies. • Supported 412 managers and 285 supervisors to participate in training to develop their leadership skills. <p>(see pages 79–89)</p>

Our strategies	What we achieved in 2010–11
<p>Priority strategy 13: Strengthen the integration of policy, planning and performance to ensure the department is monitoring client outcomes to inform its future direction.</p>	<ul style="list-style-type: none"> • Improved our financial governance arrangements to reflect and support the department’s new organisational arrangements. • Delivered 25 program and project management learning programs to 443 staff. <p>(see pages 90–93)</p>
<p>Priority strategy 14: Ensure probity and sustainability through robust governance.</p>	<ul style="list-style-type: none"> • Implemented business assurance compliance, information system and operational audit methodology on the TeamMate audit management software program. • Completed the Strategic Energy Management Plan 2009–10. • Commenced implementation of the Strategic Waste Management Plan 2011–2015. <p>(see pages 94–111)</p>

Priority strategy 10: Deliver, manage and maintain flexible property assets that meet current and future business needs through an integrated asset strategy

Effective planning

Our property portfolio has a market value of approximately \$15.732 billion and includes approximately 61,000 dwellings or facilities. Our capital works projects across the state include the construction or refurbishment of social housing, youth detention centres, 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 2010–11, we spent \$842.2 million to upgrade existing dwellings or facilities, commence construction on 594 assets, acquire or complete construction on more than 2782 dwellings or facilities, and to acquire land for the future construction of approximately 340 dwellings or facilities.

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. Broad community consultation is undertaken on these specialised projects to improve community understanding of these facilities.

Our rigorous planning and delivery processes are exemplified in some of the major construction works undertaken during 2010–11.

The department completed a Forensic Disability Service at Wacol, to provide secure accommodation for people who are subject to a forensic order, have an intellectual or cognitive disability and do not require specialist in-patient mental health care. The purpose-built facility was completed in December 2010 at a total cost of \$11.3 million and provides a dedicated therapeutic environment where people's offending behaviour can be addressed and where their social, interpersonal and

Our property portfolio is diverse to suit the needs of our clients.



communication skills can be improved. The specialised infrastructure required detailed planning to ensure that client needs were met, gaining necessary planning and development approvals, developing detailed design specifications and construction documentation, undertaking extensive consultation with stakeholders, and tendering projects and securing builders skilled in constructing these types of specialised buildings.

Capital funding of \$64.4 million was expended in 2010–11 for the continued expansion of the Cleveland Youth Detention Centre in Townsville from 48 beds to 96. Two new buildings are now complete, with the remaining 22 new buildings and seven building refurbishments on track for completion by the end of 2012–13. The centre is remaining in operation during the expansion project, so rigorous planning has ensured that all buildings and construction activity meet the safety and security requirements for staff and young people, and that construction resources continue to be available despite the extreme weather events of 2010–11, including Cyclones Yasi and Anthony.

The delivery of 62 new dwellings at a cost of \$21.5 million and upgrading of 425 dwellings at a cost of \$21.9 million in remote Aboriginal and Torres Strait Islander communities under the Remote Indigenous Housing National Partnership Agreement has been achieved through detailed planning and extensive negotiation with other government agencies, including the Indigenous communities. This involved analysis of housing demand across all communities, resolution of complex land tenure, native title, survey, town planning and infrastructure issues, negotiation of

social housing 40-year leases, development of a training program for council housing officers to build their capacity to manage social housing, and the development of an arrears action plan to enhance the continued decrease in arrears on the tenancy managed communities.

We continued delivery of the social housing element of the Nation Building — Economic Stimulus Plan. Through detailed planning and management of individual construction projects, the department has completed a total of 2754 dwellings over the life of the program, with 2406 dwellings completed in 2010–11 alone. As a result, Queensland is on target to complete the delivery of more than 4000 dwellings by the end of June 2012. In addition, since implementation of the Nation Building — Economic Stimulus Plan, more than 30,700 repairs and maintenance jobs have been completed, including the installation of ceiling insulation, ceiling fans, lifts and rainwater tanks to multi-unit complexes, as well as other general upgrades and maintenance activities. Approximately 38,200 social housing units of accommodation benefited from this work with the maintenance and upgrade component of this plan now complete.

Flexible physical infrastructure

We manage and invest in infrastructure that is economically, environmentally and socially sustainable to meet our current and future service delivery needs. Our diverse client base requires effective and flexible assets, with longevity and functionality, supported by design standards, maintenance programs, effective asset utilisation and redevelopment opportunities.

We have realigned properties and found alternative uses for under utilised sites and ways to incorporate town planning expertise. For example, we:

- Reallocated vacant surplus land for social housing requirements to facilitate alternative capital solutions including Housing and Homelessness Services land in Brisbane which has been transferred to Disability Services for the construction of two and three-bedroom duplex accommodation units for clients assisted under the Community Mental Health Program.
- Redeveloped detached house sites with ageing three-bedroom timber houses to deliver one and two-bedroom apartments that are better aligned to meet clients needs.
- Planned and delivered construction, acquisition, upgrade and renewal programs based on service delivery requirements and that 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 money, present minimal safety risk to clients and staff, and support service delivery requirements.

Flexible solutions — responding to natural disasters

Recent natural disasters saw the department respond to a state in need. The statewide disasters presented us with a complex situation that included damaged or non-existent infrastructure and debris. The department adjusted to this environment by providing a range of accommodation solutions where they were needed most, along with office buildings to allow the provision of information, counselling and referral services to Queenslanders in need.

In determining how to respond, we gained an understanding of the social context of the situation, including demographics and exit strategies for people once located in short and medium-term housing.

In total, we provided the following solutions to assist with the disaster response and recovery efforts in areas that included Cardwell, Condamine, Emerald, Gatton, Grantham, Mission Beach, Theodore and Tully:

- 46 one-bed relocatable dwellings
- 17 two-bed relocatable dwellings
- 3 three-bed relocatable dwellings
- 8 four-bed relocatable dwellings
- 10 office complexes
- 9 laundry/ablution facilities
- 4 kitchens

The department responded to the natural disasters of 2010–11 by relocating dwellings and office complexes to communities in need.



Photo: John Donohue

- 4 common rooms
- 11 four-bed staff quarters
- 1 forty-person workers camp
- 1 twenty-person workers camp
- 13 caravans.

Procurement planning

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 department’s Corporate Procurement Plan 2010–2014 outlines our significant procurement projects and activities to be implemented to realise the following business objectives:

- achieve efficiency in procurement operations
- generate returns from procurement for redirection to frontline service delivery
- achieve coordinated and planned procurement
- protect lifestyle and the environment
- build visibility and confidence in procurement
- improve procurement capability.

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

The department’s procurement strategies aimed to achieve both direct and indirect financial returns, and enhanced efficiency and effectiveness to deliver better outcomes for service priorities. In 2010–11, these strategies resulted in demonstrable financial savings and cost avoidances of \$3.5 million.

A major achievement for 2010–11 was a complete review and update of the department’s procurement policies and procedures. The updated policies have enabled the development of a revised procurement training program that commenced rollout in April 2011.

A formal network for departmental procurement professionals was established in 2010–11. This network facilitates the exchange of information for procurement professionals at both departmental and whole-of-government levels.

Future directions

In 2011–12 we will:

- Continue with our specialist capital works projects.
- Improve corporate procurement by establishing clear foundations for better procurement that provide for transparent and robust expenditure management, and by focusing on environment and sustainability considerations.

Priority strategy 11: Standardise and integrate the department's information management resources and supporting information technology (including financial systems) to ensure their compatibility and flexibility to meet future business needs

Information and communication technology

The Information Management Strategic Plan 2010–2014 focuses on transforming information management, sustainable investment and agility to meet changing demands.

In 2010–11, we strengthened information and communication technology (ICT) service delivery by:

- Delivering a statewide release of the Business Information System under the Growing Stronger Program which is supporting a significant, statewide set of reforms in service delivery by the department to people with a disability, their families and carers.
- Delivering a new release for the Integrated Client Management System (ICMS) with amendments for regulation of care which better enable child safety staff to track

the progress of carer applications and improve the ability to manage and monitor placement, care service and carer entity information.

- Significantly progressing the development of the Youth Justice Court Management functionality within ICMS for delivery in August 2011.
- Delivering the Detention Centre Operational Information System (DCOIS), a new system which manages information in relation to operational activities within the Queensland Youth Detention Centres at Brisbane and Townsville.
- Delivering the Forensic Disability Act Information System (FDAIS), a system that enables staff at the new Forensic Disability Service to provide better care and support to clients.
- Further progressing the consolidation and rationalisation of infrastructure, systems and websites.

Additionally, we provided support in response to Queensland's natural disasters by providing ICT equipment and connections to Community Recovery Centres, and supported delivery of services in remote and isolated locations through the Portable Office Initiative of the Flexible Access Program. Technical and systems support was also provided by the department to the Premier's Disaster Relief Appeal.

We provided support in response to Queensland's natural disasters by providing ICT equipment and connections to Community Recovery Centres.



Photo: Vicki Yen

Making it easier for clients to access private rental opportunities

The department's ConnectPoint Kiosk is delivering a publicly accessible internet browsing 'kiosk style' device for public use within our regional housing service centres. ConnectPoint allows clients access to a limited number of internet sites that will assist them to find, apply for and access the private rental market. This includes sites such as realestate.com.au, domain.com.au and myhome.com.au.

The kiosk operating environment is specially tailored to the kiosk configuration, and there are on-going website usage reporting and security checks.

Future directions

In 2011–12 we will:

- Aim to fulfil the department's vision for information management by:
 - Continuing to integrate our systems to provide a holistic view of a client across the range of services we offer.
 - Utilising technologies such as collaboration tools and videoconferencing to enable better communication across the state.
 - Continuing to improve our systems and processes to work more effectively with our partners in the design and delivery of services and in sharing information to enable better outcomes for our clients.
 - Ensuring appropriate, effective and seamless access to information to support the efficient delivery of community services.

Priority strategy 12: Establish and support a sustainable departmental workforce that meets current and future business needs

Our organisational structure

As shown in the organisational chart on page 81, our department comprised the following service areas as at 30 June 2011:

- Complaints and Review
- Corporate Services
- Internal Audit and Compliance Services
- Office of the Chief Practitioner Disability
- Office of the Director-General, including Cabinet and Executive Services
- Regional Service Delivery Operations
- Strategy, Policy, Programs and Performance.

Machinery-of-government changes

On 10 March 2011, Administrative Arrangements Order (No. 2) 2011 provided for the transfer of responsibility for the *Manufactured Homes (Residential Parks) Act 2003* and the *Residential Services (Accreditation) Act 2002* to the Minister for Community Services and Housing and Minister for Women.

The policy and program responsibilities for both pieces of legislation have transitioned to the Housing and Homelessness Services area of our department. In addition, the Residential Services Unit, with responsibility for the registration, accreditation and monitoring and compliance of boarding houses, hostels and aged rental accommodation, is situated within Regional Service Delivery Operations.

Our staff

Our 10,029 staff are distributed across 14 service areas (see Table 2). The number of full-time equivalent (FTE) staff has increased by 2.02 per cent since 30 June 2010, predominantly in frontline service delivery roles within Regional Service Delivery Operations.

In 2010–11, we continued our strong focus on client service, with 82.82 per cent of all staff employed in service delivery positions and 8.01 per cent in service delivery support positions.

Of our total staff, 7596.30 (75.74 per cent) are permanent, while 2009.60 (20.04 per cent) are temporary, 354.32 (3.53 per cent) are casual and 68.81 (0.69 per cent) are contract staff.

Communication services staff

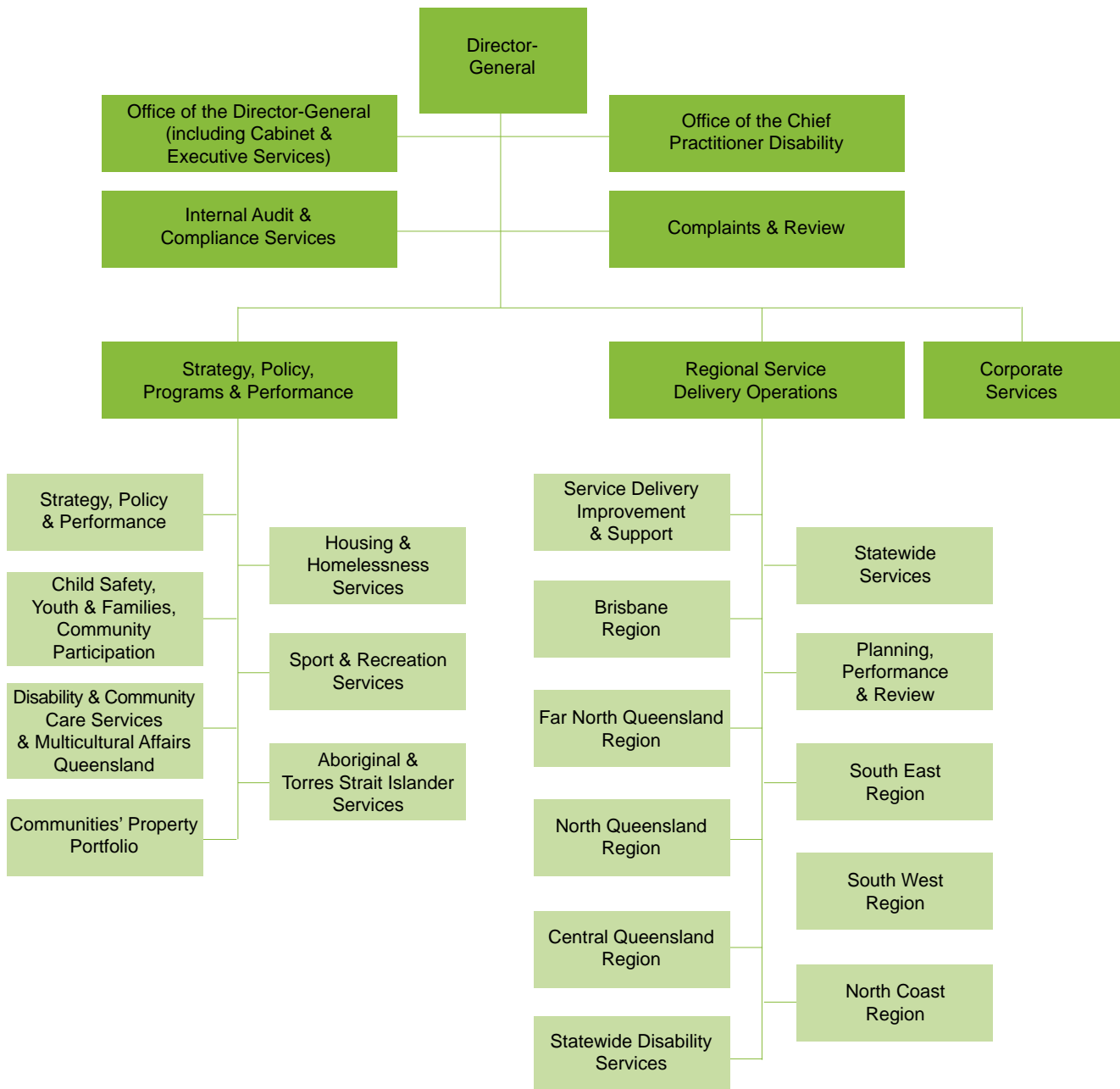
Communication of government services is essential to keep the community informed of matters such as Community Recovery, NAIDOC Week, activities to promote Find Your 30, the Queensland Multicultural Festival and Disability Action Week. Staff also develop and support campaigns addressing issues such as domestic and family violence, the promotion of volunteering and informing clients of funding programs.

As at 30 June 2011, the department employed 83.43 FTE staff whose functions relate to media, public affairs or communications.

Table 2 — Staff (FTE) by service area

Service area	Number of staff 2010–11
Office of the Director-General, including Cabinet and Executive Services	64.07
Internal Audit	30.30
Complaints and Review	58.60
Office of the Associate Director-General, Strategy, Policy, Programs and Performance	4.20
Strategy, Policy and Performance	103.30
Housing and Homelessness Services	279.11
Child Safety, Youth and Families, Community Participation	303.06
Sport and Recreation Services	132.35
Disability and Community Care Services and Multicultural Affairs Queensland	343.87
Aboriginal and Torres Strait Islander Services	117.62
Regional Service Delivery Operations, including the Office of the Associate Director-General	7387.93
Communities' Property Portfolio	164.48
Corporate Services	985.42
Retail Stores	54.72

Diagram 1: Organisational chart as at 30 June 2011



Our key priorities for improving and supporting the delivery of services

Financial statements

Appendices

A diverse workforce

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 backgrounds, Aboriginal and Torres Strait Islander peoples, and people with a disability. The percentage of staff from equal opportunity groups compares favourably to the Queensland Public Sector (QPS) average in three of the four categories (see Graph 21 on page 83).

Graph 22 (on page 83) shows the representation of women and men in our department across annual earnings categories. To support the continued high participation of women across all areas of our workforce, we:

- Create opportunities to develop skills, such as relieving in higher duties, secondments, projects and training opportunities.
- Offer purchased leave and enable part-time employment and job-sharing.
- Promote and encourage attendance at women's leadership forums.
- Celebrate International Women's Day and International Rural Women's Day.
- Adhere to relevant legislation and Public Sector Industrial and Employee Relations Directives to ensure women are treated equally in the workforce.
- Implement policies and procedures relating to equity, discrimination and grievance resolution.
- Encourage staff to participate in the 'Women in IT' forums and other information technology events, and provide training opportunities for women to increase employment in non-traditional

fields for women such as information and communications technology (ICT). Women comprise 43.1 per cent of the department's overall Information Services workforce which compares very favourably against the Australian Bureau of Statistics figure of Queensland women working in ICT occupations (11.8 per cent), and also against the Queensland Public Sector ICT benchmark of 41.59 per cent.

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

- Deliver the Multicultural Competence in Service Delivery Program and the Multicultural Competence in Decision-Making Program to all new service delivery staff.
- Offer 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.

We developed the Aboriginal and Torres Strait Islander Workforce Plan and contributed to the whole-of-government Project 2800 strategy to ensure the best possible service delivery to our clients with a focus on attracting, retaining and growing our Aboriginal and Torres Strait Islander workforce. Some of the initiatives enabling entry pathways for Indigenous school and university students include the Education Toward Employment Scheme where we sponsored 22 new students and supported 41 existing students to join the department. We continue to support eight existing participants in the Indigenous Cadetship Support Scheme, with a view to expanding the program.

We also sponsored two Aboriginal and Torres Strait Islander school-based trainees.

To assist Aboriginal and Torres Strait Islander staff with workplace promotion, we provided:

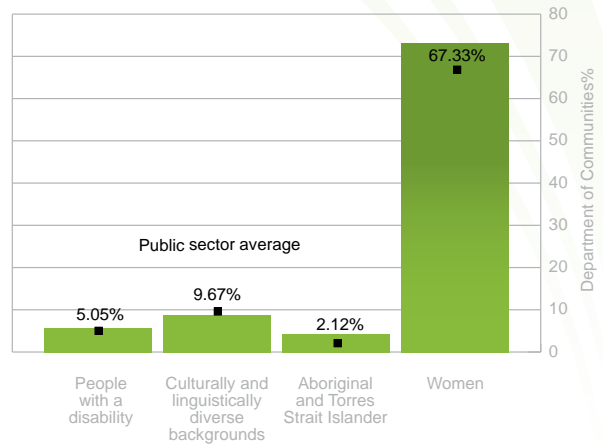
- The Wal-Meta Advancement Program, which offers on-the-job work experience, accredited and non-accredited training, and access to a formal mentoring program.
- Support to two staff to undertake the Aboriginal and Torres Strait Islander Staff Scholarship Program as a pathway to Child Safety Officer roles.
- Study and Research Assistance Scheme opportunities.

To build the Indigenous cultural competence of our front line staff, we provided 34 training programs in a two-day foundation studies culture training program to all Child Safety Services staff. We also provided 24 Multicultural Competence in Service Delivery Programs attended by 269 staff, and Aboriginal and Torres Strait Islander Cultural Capability training attended by 447 staff.

Our Diversity and Equity Management Plan 2010–2013 outlines our key actions in 2010–11 to support staff with a disability including:

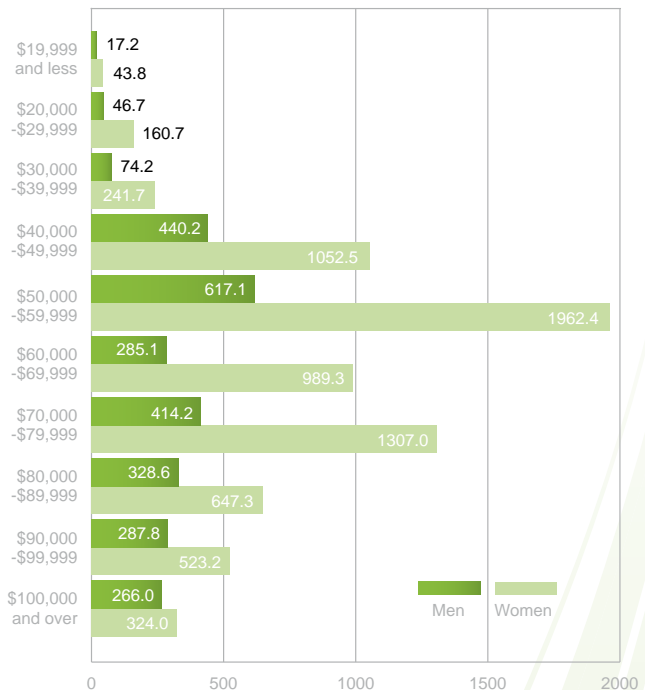
- Monitoring employment rates of people with a disability through equal employment opportunity (EEO) census data and addressing issues preventing people with a disability participating in our workforce.
- Ensuring that the department’s induction program includes disability awareness issues.
- Reviewing recruitment and selection policy and procedures to ensure they are non-discriminatory.

Graph 21 Percentage of staff by equal opportunity groups as at 30 June 2011



We exceeded the public sector average in three of the four categories.

Graph 22 Annual earnings (FTE) by gender as at 30 June 2011



Women are well represented across all levels in the department.

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

These actions and initiatives are in line with the priority recruitment and retention areas of the Disability Service Plan 2010–2014.

Work-life balance

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

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.

Workforce planning, including attraction and retention

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

We have developed the Strategic Workforce Framework: A Capable Workforce A Quality Workplace 2010–2014. This framework outlines several key objectives, which aim to provide a great place to work where staff are empowered to be the best they can be. The framework focuses on:

- Workforce capability: attracting and developing talented people, planning our workforce to ensure the right mix of staff across our services, and having a diversity in our staff that is reflective of the communities we serve.
- Workplace quality: safe, healthy and ethical worksites, with supportive and engaging environments.

From this framework, we have developed a Strategic Workforce Plan 2010–2014.

Our department encourages a diverse, flexible, safe and healthy workforce.



This includes three key strategies that will continue to be implemented over the life of the plan:

- Service delivery reform and non-government organisation partnerships — recognising the importance of collaborative service delivery across the sector.
- Talent attraction and retention: focusing on workforce sustainability.
- Workforce planning capability development: ensuring future workforce and service delivery needs by building capability in workforce planning across the organisation and establishing a strong governance structure to support the implementation of these strategies.

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

We also promote ourselves to prospective employees through targeted advertising and attendance at a number of employment and careers events across Queensland.

As at 30 June 2011, our retention rate was 90.67 per cent, compared to 85.33 per cent at 30 June 2010. Our separation rate for permanent staff in 2010–11 was 10.07 per cent — a decrease of 0.09 per cent from 2009–10 (10.16 per cent).

We also conduct biennial staff opinion surveys to identify strategies for attracting and retaining staff. The 2011 survey focused on staff engagement. Each service area of the department will develop an action plan to respond to survey results.

In 2010–11, there were no voluntary early retirement packages taken by departmental

employees. There were two retrenchments, with a total value of \$137,156.40 and no redundancies.

Learning and organisational development

Our Learning and Organisational Development Strategy outlines our vision for learning and organisational development from 2010–2015, and drives the focus of effort toward leadership, organisational culture, capability development and workforce sustainability.

A wide range of skills and training programs are available to staff to ensure clients receive the best services possible. Skills and training opportunities delivered include:

- Tailored training for 635 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 1768 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 3336 participant placements.
- Vocational Graduate Certificate (statutory child protection) for child safety officers 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.

- Five-week Youth Worker induction program for all new youth worker staff in youth detention centres.
- Certificate IV in Youth Justice and a Diploma of Youth Justice for staff working in youth detention centres delivered in partnership with the Sunshine Coast Institute of Technology.
- Diploma of Community Services Coordination and Certificate IV, Diploma and Advanced Diploma in Disability qualifications for 359 staff who support people with disabilities in Accommodation Support and Respite Services.
- Tailored training for staff to support members of the community who require access to public housing or housing support services.

Leadership and management development

We invest in our current and future leaders through leadership and professional development programs, including services for senior staff. In 2010–11, we provided 360 degree feedback services for 192 senior officers which led to the development of a senior officer strategy. We also developed and delivered a program that assisted

managers in addressing performance issues in their teams, and provided professional development opportunities for 92 staff in leadership roles in youth justice service centres and for 91 leaders in child safety service centres.

There were 33 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. Thirteen senior executive services officers participated in the Executive Challenge Academy in 2010–11 that included equivalent officers from Queensland Health, the Department of Education and Training and the Department of Community Safety. Additionally, 412 managers and 285 supervisors participated in training to develop their leadership skills.

Employee performance management

Our employee performance management framework follows the Public Service Commission's outline and includes induction, probation, performance development, career planning and talent management, recognition, unsatisfactory performance and discipline elements.

We demonstrate a commitment to health, safety and wellbeing at all levels throughout the agency while maintaining a client focus.



Photo: Vicki Yen

We have the following employee performance management strategies in place:

- Corporate and online inductions for the early engagement of new employees.
- Active promotion of achievement and capability planning discussions between employees and their supervisors.
- Excellence awards program to recognise staff innovation, excellence and dedication.
- Service recognition awards program to recognise meritorious service in the department and Queensland Public Service.
- Development of managers' skills to ensure staff issues are addressed in a timely manner.

Maintaining a safe workplace

In 2010–11, 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 Wellbeing Framework 2010–2014 was approved in August 2010 and will achieve three major objectives relating to:

- **Systems:** establish innovative policies, programs and strategies that support good decision-making, effective governance and accountability.
- **Culture:** demonstrate commitment to health, safety and wellbeing at all levels throughout the agency while maintaining a client focus.
- **Support:** enhance physical, psychological and emotional health and resilience within our workforce.

We undertook the following safety injury management and health and wellness

activities in a staged approach to implementing the approved framework and supporting the Toward Q2 Healthy ambition through:

- Developing a service delivery model with eight core safety, wellbeing and injury management functions to support the provision of a consistent approach to preventative as well as responsive safety, wellbeing and injury management services.
- Allocating dedicated Safety Wellbeing and Injury Management (SWIM) personnel to each region to support management and staff to maintain a high level of health and safety awareness in the day-to-day management of our business.
- Supporting the provision of community recovery services by departmental staff through specific safety and wellbeing information relevant to the disasters, site visits by specialised SWIM personnel, and partnering with the department's Employee Assistance Service provider in the provision of individual and group employee support services for staff during and post deployment.
- Providing a free influenza vaccination program for staff.
- Delivering healthy lifestyle lunchbox sessions.
- Participating in the Queensland Corporate Games, Bridge to Brisbane Fun Run and Bike Week.
- Education sessions on mental health and wellbeing, including training in Mental Health First Aid.

In 2010–11, 642 WorkCover claims were lodged, a decrease of 6.4 per cent from 2009–10. The cost of claims was \$2.6 million, an increase of 17 per cent

on 2009–10. One of the significant factors contributing to the increase in costs is the length of time for an injured or ill staff member to be medically recommended as fit to return to frontline duties.

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

Industrial relations

We worked cooperatively with the Together Queensland, Industrial Union of Employees (TQIUE), formerly the Queensland Public Sector Union and the Australian Workers' Union (AWU), to successfully meet the required obligations under the core State Government Departments' Certified Agreement (EB6) which has a nominal expiry date of 31 July 2012.

The department is working with TQIUE and the AWU to complete a range of agency-specific initiatives including enhanced employment conditions, workload management reviews and workforce strategy and planning activities.

Union/management consultative arrangements for the department are regularly reviewed to ensure arrangements continue to support meaningful consultation between unions and management at a local, regional and departmental level. No working hours were lost to industrial action in 2010–11.

Code of Conduct

Our agency-specific Code of Conduct was in place until 31 December 2010. 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 to new staff and are complemented by online refresher training available to all staff.

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

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

We provided individual and group support for staff during the 2010–11 community recovery period and post deployment.



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

All staff are required to complete training in the new Code of Conduct through our Ethical Decision Making and Code of Conduct course delivered by senior leaders. We also ensure that our human resource management procedures and practices are aligned to the new Code of Conduct.

The Code of Conduct for the Queensland Public Service is available to all staff through our intranet. Members of the public can access this through the department's website.

Handling suspected or alleged official misconduct

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

No departmental employees appeared before the CMC's Official Misconduct Tribunal in 2010–11.

Table 3 Allegations of official misconduct in 2010–11

Matters being managed by the Department of Communities as at 1 July 2010	117
Matters referred to the CMC by the Department of Communities during 2010–11	127
Matters referred to the Department of Communities by the CMC during 2010–11	44
Matters resolved as at 30 June 2011	133
Matters outstanding as at 30 June 2011	155

Future directions

In 2011–12 we will:

- Continue to implement the Learning and Organisational Development five-year strategy.
- Implement the Strategic Workforce Plan for the department, with particular emphasis on implementing:
 - The Project 2800 strategy with a focus on growing our Aboriginal and Torres Strait Islander workforce.
 - An age management plan to support our mature workforce to remain in the department and provide conditions and programs to enhance the attractiveness of the department to a younger workforce.

Priority strategy 13: Strengthen the integration of policy, planning and performance to ensure the department is monitoring client outcomes to inform its future direction

Integrating planning and performance

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

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

Service plans are developed annually in response to the strategic plan and translate it into the key policy, program and service delivery objectives for each of the department’s service areas.

Service plans represent the collaboration between our policy, program development and service delivery areas as well as business enabling areas to create a shared view regarding the work program for each service. Service plans also incorporate performance measures which form the basis

of quarterly reporting to the department’s Executive Leadership Team.

A system of formal, service area and regional service delivery performance reviews are undertaken bi-annually to assess the achievement of the strategic and operational objectives of each of these areas. The reviews and are intended to facilitate discussions that:

- identify areas for improvement and explore their underlying causes
- explore strategies for both preventing and addressing areas of concern
- facilitate responsive decision-making
- identify and share best practice across the department.

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

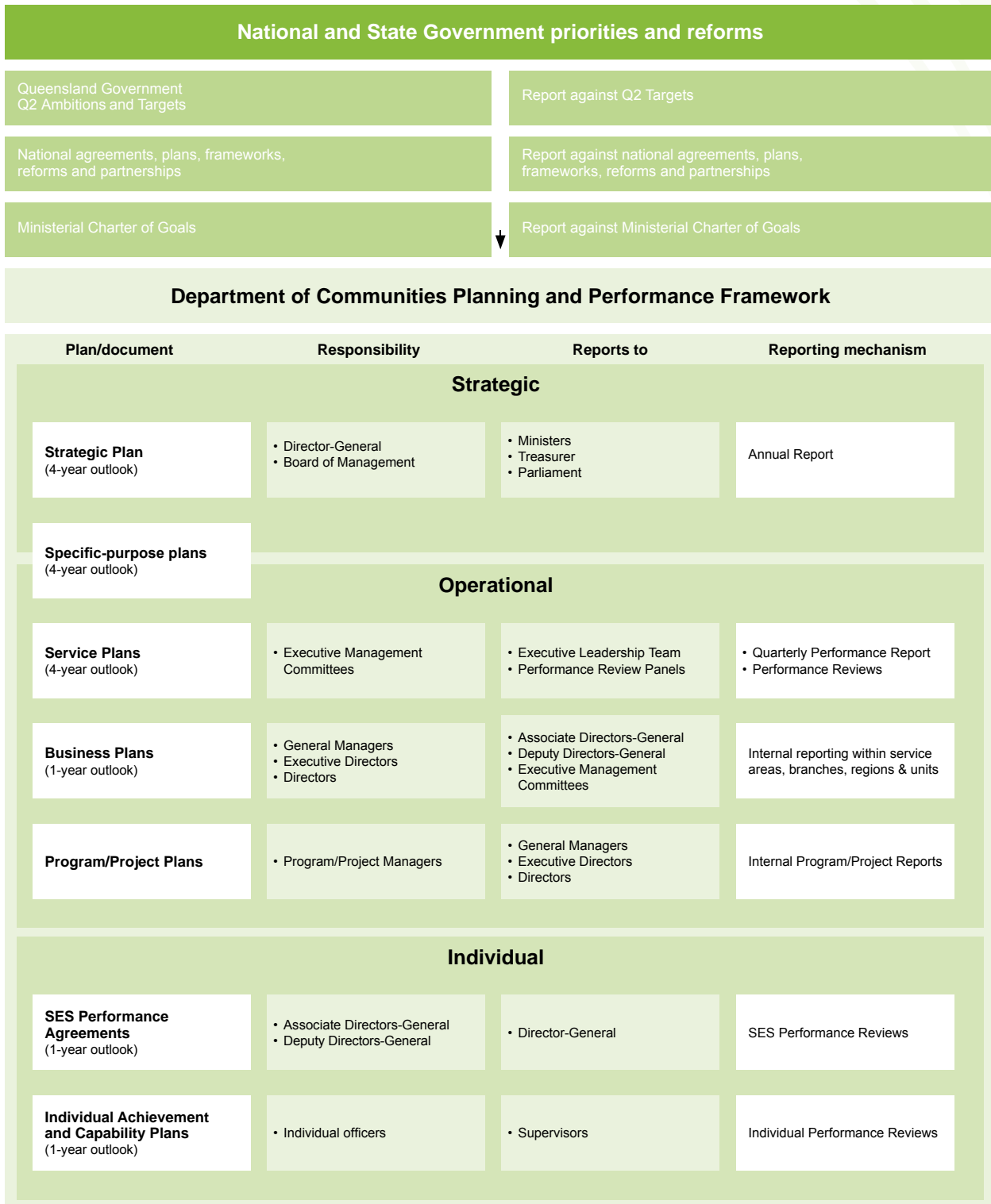
Diagram 2 (on page 91) provides an overview of the department’s planning and performance framework and shows the various levels of planning and performance and the links between these levels. This framework ensures the department meets all requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*.

Our policies and strategies aim to benefit clients with multiple needs.



Photos: Vicki Yen

Diagram 2: Planning and Performance Framework



Our key priorities for improving and supporting the delivery of services

Financial statements

Appendices

Management and allocation of resources

Financial management is a critical component of the department's overall governance structure. During 2010–11, financial governance arrangements that reflect and support the department's new organisational arrangements were implemented to review, monitor and direct financial management.

Individual budget review committees in each service area monitor all matters that impact on the financial position, financial performance and financial management of service areas.

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 Information Services and the Service Delivery Project Office, Regional Service Delivery Operations. These offices facilitate a consistent departmental approach to program and project management, support program and project managers and teams, and provide quality assurance.

Project assurance and advice was provided to all major reforms and initiatives including Helping Out Families, Growing Stronger, no wrong door, Queensland Government Service Centres as well as the full Information and Communication Technology portfolio.

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 2010–11, 25 program and project management learning programs were delivered to 443 staff. Project assurance and advice was provided to more than 110 programs and projects, with advice ranging from topics such as governance models and approaches to reviewing project documentation.

Our Community Recovery Centres were strategically planned and operated.



Photo: Vicki Yen

Future directions

In 2011–12, we will continue to drive improvements to our planning and performance processes including a concerted effort across all service areas to develop performance frameworks for the bi-annual performance reviews. These frameworks will include indicators and measures of policy, program and service

delivery effectiveness so that we are able to better demonstrate how our services:

- Make a real difference to those who receive them.
- Provide the best return on investment for government, and therefore the community.
- Achieve more inclusive, active and safe communities.



deadly stories campaign

The *deadly stories* campaign seeks to influence positive community attitudes toward Aboriginal and Torres Strait Islander peoples for the purpose of improving outcomes — or Closing the Gap — in key areas such as education, employment, health and housing.

The campaign is part of the LEAP: Learning Earning Active Places strategy, which aims to improve access to opportunities for Aboriginal and Torres Strait Islander Queenslanders living in urban and regional areas.

Part of the campaign includes a three-year social media component incorporating a dedicated website, online gallery and a Facebook page.

There are stories about quiet achievers, budding entrepreneurs and international sports stars, people who are following their dreams, working hard and making a difference — whether it's in their own local communities or on the national stage.

The campaign originally featured six faces that demonstrated how having a dream, and a willingness to follow it, can lead to success. They included:

- Cristilee Louttit, Indigenous recruiter, Virgin Australia.
- Don Bemrose, opera baritone.
- Jesse Williams, gridiron star.
- Tom Mosby, research manager and television personality.
- Dale Chapman, chef and teacher.
- Juliette Knox, businesswoman.

The *deadly stories* campaign is all about sharing our challenges and triumphs, and promoting the great contribution Aboriginal and Torres Strait Islander peoples make to our state everyday.

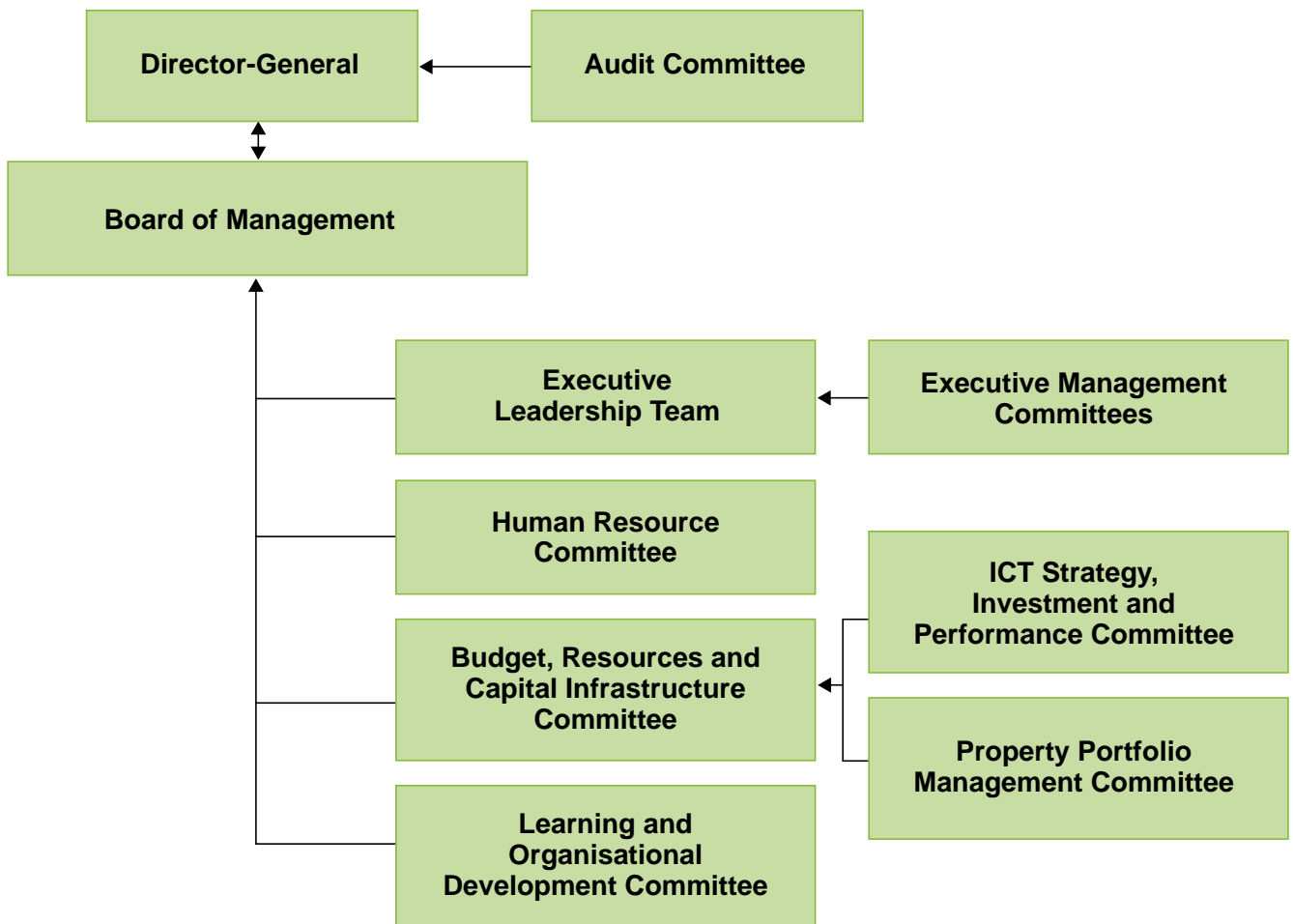
Priority strategy 14: Ensure probity and sustainability through robust governance

Governance structure

The corporate governance framework for the Department of Communities (see Diagram 3) is based upon 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.

Diagram 3: Corporate governance framework



Board of Management

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

The board consists of the Director-General (Chair), Associate Directors-General Strategy, Policy, Programs and Performance and Regional Service Delivery Operations, Deputy Director-General, Corporate Services plus three ex-officio members: the Chief Information Officer, Chief Finance Officer, and Deputy Director-General, Communities' Property Portfolio. Each board member is a senior executive with specific responsibilities within the department. At board meetings, members exercise their authority as a group in collective decision-making in the best interests of the department as a whole.

Accountability for the department's operations under the *Financial Accountability Act 2009* resides with the Director-General as the accountable officer. As the Director-General is Chair of the Board of Management, all decisions of the board are approved by the accountable officer and are binding.

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

The five key functions of the board are:

Strategic direction

- defining, guiding and reviewing corporate strategy
- establishing departmental priorities.

Resource management

- allocating resources to enable the delivery of services.

Performance

- monitoring performance against corporate objectives and the department's fiscal strategy
- monitoring service delivery
- conducting biannual organisational performance reviews
- setting the framework for reporting organisational performance against targets and milestones to our Ministers and government.

Compliance

- ensuring compliance with statutory and financial management requirements.

Culture and relationships

- maintaining effective relationships and partnerships with stakeholders
- fostering an appropriate corporate culture.

Directors-General of Queensland Health and the Department of Education and Training, and the Associate Director-General, Department of the Premier and Cabinet, may be invited to attend board meetings at the discretion of the Chair.

The board meets weekly with one meeting per month extended to include the Executive Leadership Team.

Board of Management profile



Linda A. Apelt
(Chair)
Director-General

B.Ed, Grad.Dip.C, M.Ed.St

Linda has been Director-General of the Department of Communities since 2004. During that time, the department has expanded to include Housing and Homelessness Services; Multicultural Affairs; Disability, Home and Community Care and Community Mental Health Services; Child Safety, Youth and Families and Community Participation; Sport and Recreation Services and Aboriginal and Torres Strait Islander Services. Between 1998 and 2004 Linda was the Director-General for the Department of Housing. During her extensive government career she has also held a number of senior executive positions, primarily in the Department of Local Government and Planning, and with Education Queensland.

Linda is a member of the Institute of Company Directors (Queensland).

Linda was awarded a Centenary of Federation Medal for her distinguished contribution to the Public Sector in April 2003 and has been appointed as Adjunct Professor to the Faculties of Social and Behavioural Sciences, at the University of Queensland until 30 June 2012.



Bette Kill
(Member)
Associate Director-General, Strategy, Policy, Programs and Performance

M.Public Health in Com Dvlpmt

Bette has worked in human services for more than 30 years in Queensland and New Zealand. Since 2002, Bette has worked in senior policy and service delivery positions in Disability Services Queensland and the Department of Communities. She has a Masters of Public Health (USA) in community development and expertise in public sector leadership, strategic policy, program development and service delivery.



Tony Hayes
(Member)
Associate Director-General, Regional Service Delivery Operations

B.Bus.(Accountancy) Grad.
Dip Exec. Mgmt., M. Admin

Tony has extensive experience across the Queensland public sector most recently in Queensland Health, the former Service Delivery and Performance Commission and the Public Service Commission.

Tony has specialist experience and skills in strategic management and planning, organisational review and business process improvement, information and business strategy development, change management and project management.

Tony is also an Adjunct Professor to the School of Business, Economics and Law at the University of Queensland.



Geraldine O'Grady
(Member)
Acting Deputy
Director-General,
Corporate Services
B.Econ, MBA

Geraldine has more than 30 years experience working primarily across Corporate and Executive Services areas of government, at both State and Federal level.

Immediately prior to coming back to Corporate Services, Geraldine was appointed as Assistant Director-General, Statewide Disability Services, a major provider of accommodation support services to people with an intellectual disability in Queensland.



Darrin Bond
(Ex-officio member)
Acting Chief
Information Officer,
Corporate Services
BSc (Mathematics, IT)

Darrin has more than 24 years experience working in government and executive management roles. In 1997, Darrin was appointed as Chief Information Officer, Department of Treasury. In 2002, Darrin managed the creation of CorpTech and the associated IT frameworks for the Shared Services initiative. He led the implementation of the whole-of-government Shared Services solutions until moving to the Department of Communities in 2007.



Ian Fulton
(Ex-officio member)
Chief Finance Officer
B.COM., CPA

Ian has more than 20 years senior financial management experience.

Appointed as Chief Finance Officer in 2009, Ian previously was the General Manager, Housing Finance, in the former Department of Housing.

Before joining the Department of Housing in 1985, he worked in the Tasmanian Treasury and several other departments. He has also undertaken work in China for the World Bank on behalf of the Australian and Queensland Governments.



Dr Peter Stewart
(Ex-officio member)
Deputy Director-General,
Communities' Property
Portfolio
Phd.

Peter has more than 30 years experience in the construction and education sectors and was previously the General Manager of the Infrastructure Division for the Department of Education and Early Childhood Development in Victoria.

Prior to joining the department in June 2011, Peter also held the role of Associate Professor and Head of the School of Property, Construction and Project Management at RMIT University. Earlier in his career, Peter worked for Fluor Daniel and with the Victorian Public Works Department and Ministry of Education.

Executive Leadership Team

Our Executive Leadership Team consists of:

- members of the Board of Management
- ex-officio members of the Board of Management
- Deputy Directors-General within Strategy, Policy, Programs and Performance
- Assistant Directors-General within Regional Service Delivery Operations.

The Executive Leadership Team focuses on strategic discussions on policy, portfolio priorities and resourcing matters, key organisational risks, performance and evaluation and emerging issues.

The team meets monthly and meetings are considered to be extended meetings of the Board of Management and follow on from the Board of Management forward timetable and agenda. As the Executive Leadership Team membership includes all members of the board, any decisions by the team are considered to be decisions of the board.

Executive Leadership Team meetings provide an opportunity for the department's senior executives to collaborate on departmental priorities and participate in strategic discussion with the board.

Audit Committee

The Director-General formally established a separate Audit Committee in March 2011, after an external review of governance arrangements within the department recommended the former Audit and Risk Committee be reformed into an Audit Committee.

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

The committee consists of: Les McNamara (retired), former Director Internal Audit, Education Queensland (Chair); the Director-General (special invitee); Carl Gerrard, Partner, Enterprise Risk Services, Deloitte Touche Tohmatsu (member); Deputy Director-General, Strategy, Policy and Performance (member); Executive Director, Child Safety Policy and Performance (member); Deputy Director-General, Corporate Services (member); Head of Internal Audit (invitee); Chief Finance Officer (invitee); Audit Manager, Queensland Audit Office (invitee); and Director of Audit, Queensland Audit Office (invitee).

The role of the Audit Committee is to:

- Assess the audit sub-program activity, for example, reviewing and monitoring internal audit reports and action taken.
- Undertake management review of performance of the areas of the organisation under focus with respect to action taken on audit recommendations (both internal and external).
- Review the department’s financial statements.
- Implement the department’s approach to maintaining an effective internal control framework, including over external parties such as contractors and advisors.
- Review the currency, comprehensiveness and relevance of the department’s risk management framework, policies and procedures.

The committee’s achievements in 2010–11 included:

- Monitoring compliance with the Annual Audit Plan 2010–11.
- Providing guidance on, and endorsing, the Annual Audit Plan 2011–12.
- Approving and providing guidance on the implementation of the TeamMate audit management software platform.

The Audit Committee is established pursuant to section 35 of the *Financial and Performance Management Standard 2009*, at the direction of the Director-General. The Audit Committee reports to the Director-General.

In 2010–11, the external members received total remuneration of \$9386.50.

The Audit Committee has observed the terms of its charter and had due regard to Queensland Treasury’s Audit Committee Guidelines.

The Audit Committee meets quarterly, with an additional meeting scheduled in August to approve annual financial statements.

Strategic committees

A number of strategic committees have been established to advise the Board of Management or to make decisions within their terms of reference. Each strategic committee is chaired by a member of the Board of Management and must provide a report to the board following each committee meeting, outlining the decisions, endorsements and key issues discussed at their meeting. Any policy-related decisions made by a strategic committee must be referred to the Director-General for approval.

Human Resources Committee

The purpose of the Human Resources Committee is to provide strategic and operational direction on human resource and workforce management issues, and to assist in maximising the capability of the workforce and safe and supportive workplaces to achieve the department’s goals.

The committee comprises the: Deputy Director-General, Corporate Services (Chair); General Manager, Human Resources and Ethical Standards; Deputy Directors-General, Aboriginal and Torres Strait Islander Services (rotating on a 12-month basis); Child Safety, Youth and Families, Community Participation; Disability, Home and Community Care and Community Mental Health Services; Housing and Homelessness Services; Sport and Recreation Services; Assistant Directors-General, Statewide Services and Service Delivery Improvement; and two senior executive Regional Service Delivery

Operations representatives (rotating on a 12-month basis, nominated by Associate Director-General, Regional Service Delivery Operations).

The primary role of the Human Resources Committee is to:

- Provide strategic direction and oversee the implementation of departmental human resource and workforce management policies and procedures.
- Support the department's goals in areas such as workforce diversity, performance planning, career development, succession planning, equal employment opportunity and workplace health and safety.
- Lead the implementation of the learning and development framework and priorities.
- Provide direction on the recruitment, development and retention of Aboriginal and Torres Strait Islander staff and the development of cultural awareness and cultural competency.
- Oversee and monitor the implementation of the human resource management agenda and achievements.

The committee meets monthly.

Budget, Resources and Capital Infrastructure Committee

The purpose of the Budget, Resources and Capital Infrastructure Committee is to enable the department's senior executives to collaborate on the Information and Communications Technology (ICT), financial and capital assets that support the department's service delivery functions. The committee also monitors and, where necessary, adjusts the departmental budget.

The Budget, Resources and Capital Infrastructure Committee comprises the: Director-General (Chair); Associate Director-Generals, Strategy, Policy, Programs and Performance (member); Regional Service Delivery Operations (member); Communities' Property Portfolio (ex-officio member); Deputy Director-General, Corporate Services (member); Chief Finance Officer (ex-officio member); Chief Information Officer (ex-officio member).

The primary role of the committee is to:

- Endorse budget strategies and responsibilities.
- Oversee the preparation of the department's budget submissions.
- Endorse adjustments to the department's budget for Director-General approval.
- Review whole-of-department financial performance and monitor financial performance and position against budgets.
- Review and monitor financial performance in relation to capital outlays.
- Provide direction and endorsement of budget pressures requiring funding and allocation of savings.
- Provide direction on issues that have financial impacts across the department.
- 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.

The committee meets monthly.

ICT Strategy, Investment and Performance Committee

ICT Strategy, Investment and Performance Committee is the principal ICT governance structure for the department and acts within the charter provided.

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

The committee comprises the: Deputy Director-General, Corporate Services (Chair); two senior executive Regional Service Delivery Operations representatives (rotating on a 12 month basis, nominated by the Associate Director-General, Regional Service Delivery Operations) (member); one Strategy, Policy, Programs and Performance representative (rotating on a 12 month basis, nominated by Associate Director-General, Strategy, Policy, Programs and Performance) (member); Chief Information Officer (member); whole-of-government ICT nominee (ex-officio member); Director, Internal Audit (ex-officio member); and Director, Strategy, Investment and Architecture, Information Services (ex-officio member).

The committee meets monthly.

Property Portfolio Management Committee

The Property Portfolio Management Committee provides high-level advice to members of the Budget, Resources and Capital Infrastructure Committee on the

development and implementation of the department's property related programs.

The Committee consists of: the Deputy Directors-General, Communities' Property Portfolio (Chair); 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; as well as the Chief Finance Officer; Assistant Directors-General, Service Delivery Improvement and Support; Strategy, Policy and Performance; Executive Directors, Strategic Portfolio Management; National Partnership Program Delivery.

The committee meets every two months.

Learning and Organisational Development Committee

The purpose of the Learning and Organisational Development Committee is to provide strategic and operational direction on all learning, training and organisational development within the department.

The Learning and Organisational Development Committee achieves this by:

- Providing strategic direction and oversight of the department's five-year Learning and Organisational Development Strategy including reporting to the Board of Management.
- Reviewing learning and organisational development budget submissions and monitoring budgets against targets.
- Endorsing learning and organisational development programs and monitoring their consistency with corporate targets and outcomes.

- Leading negotiations with education providers.
- Providing direction for the development of the department’s culture.
- Ensuring a strong connection with the department’s human resource management agenda.

The Learning and Organisational Development Committee consists of the: Deputy Director-General, Corporate Services (Chair); Associate Directors-General, Regional Service Delivery Operations; Strategy, Policy, Programs and Performance; and General Manager, Human Resources and Ethical Standards.

The committee meets every three months.

Executive Management Committees

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

The committees also enable Regional Service Delivery Operations to be involved in the development of policies and programs under its distributed leadership model.

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

The Executive Management Committees are authorised to make decisions pertaining to their particular service area. Following every meeting, each committee must present a Committee Report to the Executive Leadership Team for approval, outlining the decisions made and key points of discussions. Summaries of key discussions and decisions of committees are published on the department’s infonet and transmitted to staff via line management wherever possible.

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

Working groups

Strategic committees may establish working groups to deliberate on more complex issues requiring dedicated and longer term attention. The establishment and membership of sub-committees is at the discretion of the Chair.

Key discussions and decisions of sub-committees are not binding and must be submitted to the establishing committee through a committee report for final approval or endorsement.

Sub-committee processes and protocols must follow those set out for Board and Strategic Committees.

Risk management

In accordance with the current risk management standard, the AS/NZS ISO31000:2009 Risk Management —

Principles and Guidelines, we identify, monitor, treat and regularly report on strategic and operational risks across the agency. Identifying areas of significant operational and financial risk is an important part of this process.

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

The department's governance committees include risk management responsibilities. The ultimate responsibility for risk management within the department rests with the Board of Management, with the Audit and Risk Committee being responsible for reviewing the risk management framework, policy and procedure, and the strategic risk register.

Nominated senior executives, as risk owners, oversee and manage the strategic and service risks for which they are responsible. This involves taking actions to reduce the department's exposure to risks and promoting a risk aware culture. For risks related to business planning, program management and project management, the relevant senior officers have a risk owner role.

As new risks emerge as a result of changes in our environment, they are assessed and managed. Six-monthly service area performance reviews, which include risk,

provide a mechanism to review past performance and to identify opportunities for improving our services in the future.

Internal audit

Internal Audit and Compliance Services

Internal Audit and Compliance Services (IAC&S) provides independent and objective business assurance and consulting services to improve the operations of the department. In providing these services IAC&S ensures that adequate systems are in place to ensure the effective, efficient and economic operation of the department's audit function.

The IAC&S Charter and Strategic Plan 2010–2015 document the functions, reporting relationships and priorities for IAC&S. These documents are consistent with relevant standards and guidelines and are endorsed by the Audit Committee. IAC&S has due regard to the Queensland Treasury's Audit Committee Guidelines.

Audit planning and methodology

The Annual Audit Plan 2010–11 was endorsed by the Audit and Risk Committee and our accountable officer (Director-General) in June 2010.

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

In using this approach, the following factors were taken into account:

- the department's current strategic and directorate risk registers

- senior stakeholder discussions with the Director-General, Associate Directors-General and Deputy Directors-General
- discussions with the Chief Finance Officer and Chief Information Officer
- discussions with the Queensland Audit Office
- the department's Service Delivery Statements and estimate committee topics
- other documentation considered relevant to development of the plan.

This information was collated to generate an audit plan for 2010–11. Priorities were assigned and based on risk, and the audit plan outlines arrangements for managing each risk.

Achievement in 2010–11

IAC&S provided a range of services including business assurance audits, information systems audits, operational audits, special reviews, inspection of youth detention centres (by the Youth Detention Inspectorate), compliance investigations and financial reviews of funded non-government organisations.

The Youth Detention Inspectorate conducted monthly inspections every three months of the department's youth detention centres in accordance with the *Youth Justice Act 1992*.

Compliance Investigations are conducted under the *Community Services Act 2007* and the *Disability Services Act 2006* and financial reviews of funded non-government organisations are conducted in accordance with the service agreements under these Acts, in addition to services agreements under the *Family Services Act 1987*.

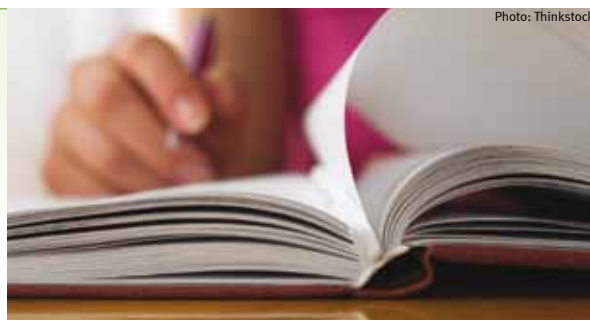
IAC&S reports to the Audit Committee on a quarterly basis. Reporting includes presentation of reports, performance against the plan, analysis of emergent risks and overall operation of the unit. These reports oversee and ensure the effective, efficient and economical operation.

The June 2011 Audit and Risk Committee meeting endorsed the Annual Audit Plan 2011–12 prepared by IAC&S.

Performance in 2010–11

The Annual Audit Plan 2010–11 was impacted by the Queensland floods and Tropical Cyclone Yasi natural disasters. Business assurance, information services and operational audits resulted in 726 recommendations, with 96.5 per cent of these accepted for implementation. The Youth Detention Inspectorate completed all inspections in accordance with legislative requirements. Two financial reviews were undertaken during the 2010–11 financial year.

We continued our commitment to progress toward compliant record keeping practices.



Also during 2010–11, the business assurance compliance, information system and operational audit methodology was implemented on the TeamMate audit management software platform. Improvements have been implemented and the methodology remained consistent with the Institute of Internal Auditors' Professional Practices Framework and the Australian Auditing Standards and Guidance Statements.

External scrutiny

The Auditor-General completed sector-wide audits during the reporting period, which included the Department of Communities in relation to IT management, IT Network Security and IT Governance and Disaster Recovery Planning.

The Auditor-General's review of expenditure under the Nation Building — Economic Stimulus Plan, also included the Department of Communities in its scope.

A number of findings and improvement opportunities raised by the Auditor-General are being addressed by the department and reported regularly through the Audit Committee.

A report on an investigation into the alleged misuse of public monies and a former ministerial adviser was released by the Crime and Misconduct Commission (CMC).

One finding raised relating to the Department of Communities has been addressed.

Keeping accurate 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 2010–11, the department continued its commitment to progress toward compliant recordkeeping practices by:

- Reviewing and consolidating a business classification scheme and thesaurus to enable the department to consistently capture and title records, to provide efficient retrieval of information and apply appropriate security and access controls.
- Implementing a recordkeeping assessment project to conduct an analysis of the current state of recordkeeping and to identify, develop and implement a planned approach to mitigate recordkeeping risks.
- Commencing planning for the Document and Records Management Program to procure and implement an electronic Document and Records Management System to manage records in all formats.
- Providing timely and effective retrieval of departmental records and files from flood-affected areas across Queensland. The department also provided search and capture of lost emails into an electronic repository to assist 'business as usual' services and undertook the disposal of unsalvageable records as per Queensland State Archives guidelines.
- Commencing the registration of historical records relating to Forgotten Australians and Former Child Migrants in response to the Find and Connect Service, an Australian Government initiative.

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 2010–11, the Department of Communities published documents relating to 10 Right to Information applications in accordance with the Ministerial Guidelines — Operation of Publication Schemes and Disclosure Logs, issued under section 21(3) of the Act.

In 2010–11, we received 506 applications under Right to Information. Of these, 430 were completed by 30 June 2011, with 124,836 pages released to applicants. We also received 350 applications under the *Information Privacy Act 2009*, of which we completed 289 by 30 June 2011 and 96,474 pages were released to applicants.

A total of \$23,120.59 in application fees, processing or access charges were collected for processing applications in 2010–11 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).

We received 1332 complaints in 2010–11, of which 67 per cent were managed in agreed timeframes (see Table 4 on page 107). 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.

Environmental management

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

In 2010–11, we improved the sustainability and amenity of our property portfolio by:

- Providing ceiling insulation to more than 2500 of the department's total social housing portfolio (approximately 55 per cent now have ceiling insulation).
- Providing ceiling fans in more than 3000 of the department's total social housing portfolio.
- Aligning social housing standards with government sustainability initiatives, including 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.
- Fitting dualflush toilet cisterns, three-star rated showerheads and water flow restrictors in more than 2400 units of social housing.
- Replacing unserviceable electric storage hot water systems in more than 2500 detached houses, duplexes and town houses with greenhouse gas efficient systems.
- Providing more than 3300 disability modifications to the social housing portfolio for clients with a disability, such as hand rails, lever taps, ramps and bathroom modifications.

Table 4 Complaints managed by the department

Output	2008–09		2009–10		2010–11	
	Complaints received	Percentage of complaints managed within agreed timeframes	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	2 ¹	100%
Child Safety Services	1655	69%	596 ¹	68%	859 ^{1, 5}	55%
Community and Youth Justice Services	19 ¹	79%	65 ¹	95%	79 ¹	97%
Disability and Community Care Services	255 ¹	77%	264 ¹	84%	261	86%
Housing and Homelessness Services	495 ²	100% ³	141 ¹	100%	130 ¹	85%
Multicultural Services	0 ¹	N/A	0 ¹	N/A	1 ¹	0%
Sport and Recreation Services	52 ¹	100%	4 ¹	N/A	0	N/A
Women's Services	0 ¹	N/A	0 ¹	N/A	0	N/A
Total	2476¹	85%⁴	1070	86.75%⁴	1332¹	67%⁴

Notes:

1. These figures include complaints managed centrally, not complaints received and managed by regional offices.
2. Of the total received, 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.
5. In addition to the 859 complaints received, 598 Child Safety Services matters were managed locally or regionally. Of these, 62 per cent were completed within agreed timeframes.

We managed 1332 complaints centrally, with more than 67 per cent managed within agreed timeframes.

Minimising waste

The Department of Communities completed its Strategic Energy Management Plan 2009–10 and commenced the Strategic Waste Management Plan 2011–2015 involving a range of actions including:

- Developing a communication strategy to promote, monitor and review employee awareness of the plans.
- 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.
- Participating in a key initiative of the ClimateQ: toward a greener Queensland response to climate change with the Isolated Communities Energy Savings Pilot project in the communities of Bamaga, Horn Island and Thursday Island.
- Undertaking external energy audits at selected high-usage tenancies and energy efficiency initiatives that were identified during those audits are currently being implemented.
- Applying 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 2011).
- Restricting motor vehicle selection to vehicles that meet the minimum Green Vehicle Guide greenhouse ratings to reduce greenhouse emissions.
- Encouraging alternatives to departmental vehicle use such as air-train, go card, cabcharge and teleconferencing.

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.

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 (i) vehicle use, (ii) electricity consumption and (iii) air travel. These activities are sources of both direct and indirect greenhouse gas emissions, which are reported as carbon dioxide equivalent emissions.

Table 5 Greenhouse gas emissions

Activity	GROSS greenhouse gas emissions (tonnes of CO ²)	Less emission offsets (tonnes of CO ²)	NET greenhouse gas emissions (tonnes of CO ²)	Explanatory notes
Vehicle usage				
• QFleet leased vehicles	5327	35	5292	1
• Department-owned vehicles				
• Hired vehicles	211	211	-	2
Electricity consumption				
– Government-owned buildings	17,550	-	17,550	3
– Leased privately-owned buildings	7876	-	7876	4
Air travel				
– Domestic air travel on commercial airlines	2590	2590	-	5
– International air travel on commercial airlines	39	39	-	5

Notes:

1. The emissions figures have been calculated using a combination of two methodologies. QFleet has supplied the data for the period 1 April to 30 June 2010 emissions calculated using the contracted kilometres-travelled methodology (used in previous years). For the period 1 July 2010 to 31 March 2011 the Queensland Government Chief Procurement Office (QGCPPO) has provided departments with available actual fuel data to enable departments to calculate their emissions using the National Greenhouse Emissions Reporting methodology. All emissions reported represent emissions associated with four primary fuel types: unleaded petrol, diesel, liquefied petroleum gas (LPG) and E10. The emissions offsets purchased by QFleet for the period up to 30 June 2010 relate to national Greenhouse Friendly™ certified carbon offsets for those vehicles that did not comply with the minimum Green Vehicle Guide (GVG) Greenhouse ratings. Vehicle emissions offsetting undertaken by this department since 1 July 2010 relates to the Queensland Government's commitment to offset 50 per cent of vehicle emissions from 2010.

2. The hire car vehicle emissions figures have been calculated by Avis Australia and are attributable to Avis Australia vehicles booked under the Standing Offer Arrangement managed by QGCPPO. The emission offsets figure relates to purchased national Greenhouse Friendly™ certified carbon offsets.

3. These emissions are calculated based on available building-related electricity consumption records for the period 1 April 2010 to 31 March 2011. The emissions reported are limited to those linked to the electricity consumed by this department in buildings it owns, or in space it leases within other government buildings. Incomplete electricity consumption records have been apportioned and/or extrapolated where necessary. For example, in those government office buildings that do not have separate electricity sub-metering for departmental 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 historical benchmarking. Emissions have been calculated by converting relevant electricity consumption using the Scope 2 conversion factor of 0.89 kg CO²-e/kWh as published in the Australian Government's National Greenhouse Accounts Factors Workbook (July 2011).

4. These emissions figures are based on available building-related electricity consumption records for the period 1 April 2010 to 31 March 2011. The emissions reported are limited to those linked to the electricity consumed by this department in spaces leased in buildings other than government-owned ones (i.e. privately-owned). Electricity usage has been calculated or estimated using actual electricity records or lease charges received from landlords. Incomplete electricity consumption records have been apportioned and/or extrapolated where necessary.

5. Air travel includes all flights recorded by QGCPPO during the period 1 April 2010 to 31 March 2011, specifically:

- international air travel on commercial airlines
- domestic air travel on commercial airlines.

The emissions are calculated by QGCPPO using the kilometres flown from data provided by the relevant commercial airline and applying a methodology based on International Civil Aviation Organisation criteria. This methodology uses an averaged consumption of fuel per passenger for flights, which can then be converted into tonnes of CO². The emission offsets figure for air travel relates to purchased national Greenhouse Friendly™ certified carbon offsets.

It should be noted that comprehensive reporting of greenhouse gas emissions by departments is sometimes limited due to the complexity of their operational boundaries within the public sector, especially in situations where internal government shared services providers are used. Due to data availability limitations and timing constraints the twelve-month reporting period from 1 April 2010 to 31 March 2011 has been applied.

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).

Table 5 (on page 109) outlines the emissions relating to the Department of Communities for the twelve-month period 1 April 2010 to 31 March 2011.

Public interest disclosures

With the repeal of the *Whistleblowers Protection Act 1994* and the introduction of the *Public Interest Disclosure Act 2010* on 1 January 2011, the way in which public interest disclosures are to be publicly reported has changed. From 1 January 2011 agencies are no longer required to report public interest disclosures in annual reports.

Under section 61 of the Public Interest Disclosure Act, the Public Service Commission (PSC) is now responsible for the oversight of public interest disclosures and preparing an annual report on the operation of the Act. From 1 January 2011 agencies are required to report information about public interest disclosures to the PSC. The PSC will prepare an annual report on the operations of the Act and the information provided by agencies. The annual report will be made publicly available after the end of each financial year.

Agencies are still required to report on public interest disclosures that were received under the Whistleblowers Protection Act between 1 July 2010 and 31 December 2010. During this time we received 20 public interest disclosures under the Act. Of these disclosures:

- Two 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.
- 18 provided information in relation to alleged official misconduct and/or maladministration.

Future directions

In 2011–12 we will:

- Review the Intellectual Property Policy in the department with a focus on fully implementing the Government Information Licensing Framework.
- Actively participate in the implementation of the ClimateQ: toward a greener Queensland Isolated Communities Energy Savings initiative, piloted by the department on Thursday Island, including the possibility of introducing the initiative at other sites.



Will it be May's day?

Not even the floods which forced May Herring from her Ipswich home in January 2011 could come between the pensioner and her garden.

Months later, having moved to the home of her daughter Judith, May was still returning to the unit every weekend to rehabilitate her flood-damaged garden.

It is dedicated social housing gardeners, like May, who encapsulate the spirit of

the annual Garden Awards run by the Department of Communities in partnership with regional tenant groups.

May was encouraged to enter the awards by the Ipswich Regional Tenant Group, which is right behind her endeavours. The group donated an orange, lemon and topiary tree, as well as potting mix and garden tools.

Now in their 17th year, the awards are an important part of the department's Tenant Participation Program and social housing tenant networks across the state.

The awards give tenants an opportunity to showcase their gardens while providing recognition of the important role residents play in improving their local community.



Financial statements

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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 2011 and income and expenses for the year ended 30 June 2011.

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 Disability Services, Mental Health and Aboriginal and Torres Strait Islander Partnerships
- Minister for Transport 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
- our clients.

**Department of Communities
Statement of Comprehensive Income
for the year ended 30 June 2011**

	Note	2011 \$'000	2010 \$'000
INCOME FROM CONTINUING OPERATIONS			
Departmental services revenue	2	3,337,257	3,000,006
User charges	3	348,899	352,832
Grants and other contributions*	4	96,175	43,127
Other revenue*	5	22,366	17,874
Total revenue		<u>3,804,697</u>	<u>3,413,839</u>
Gains	6	9,816	10,525
Total income from continuing operations		<u>3,814,513</u>	<u>3,424,364</u>
EXPENSES FROM CONTINUING OPERATIONS			
Employee expenses	7	871,270	811,562
Supplies and services	9	607,407	534,669
Grants and subsidies*	10	2,127,966	1,872,890
Depreciation and amortisation	11	170,477	164,894
Inventory expenses	12	20,080	23,176
Borrowing costs		17,903	18,446
Impairment losses	13	9,970	7,347
Other expenses	14	13,280	12,504
Total expenses from continuing operations		<u>3,838,353</u>	<u>3,445,488</u>
Operating result from continuing operations		<u>(23,840)</u>	<u>(21,124)</u>
OTHER COMPREHENSIVE INCOME			
Increase (decrease) in asset revaluation surplus	29	(305,834)	463,143
Total other comprehensive income		<u>(305,834)</u>	<u>463,143</u>
Total comprehensive income		<u>(329,674)</u>	<u>442,019</u>

*Refer to note 39 for details of adjustments made to 2010 comparatives.

The accompanying notes form part of these statements.

Department of Communities

Statement of Financial Position

as at 30 June 2011

	Note	2011 \$'000	2010 \$'000
CURRENT ASSETS			
Cash and cash equivalents	15	230,939	294,773
Loans and receivables	16	136,423	93,893
Inventories	18	19,910	20,316
Financial assets at fair value through profit or loss	19	4,000	6,000
Other assets	20	11,154	15,426
		<u>402,426</u>	<u>430,408</u>
Non-current assets classified as held for sale	21	31,577	25,077
Total current assets		<u>434,003</u>	<u>455,485</u>
NON-CURRENT ASSETS			
Loans and receivables	16	35,846	43,331
Financial assets at fair value through profit or loss	19	208,478	200,012
Other financial assets	22	8,416	8,416
Property, plant and equipment	23	16,141,299	15,772,061
Intangible assets	24	93,311	87,491
Other assets	20	-	284
		<u>16,487,350</u>	<u>16,111,595</u>
Total non-current assets		<u>16,487,350</u>	<u>16,111,595</u>
TOTAL ASSETS		<u>16,921,353</u>	<u>16,567,080</u>
CURRENT LIABILITIES			
Payables	25	220,285	198,574
Accrued employee benefits	26	30,048	31,881
Provisions	27	4,150	4,692
Finance leases	32(a)	31	-
Other liabilities	28	13,695	13,107
Australian Government borrowings	35(f)	13,112	12,827
		<u>281,321</u>	<u>261,081</u>
Total current liabilities		<u>281,321</u>	<u>261,081</u>
NON-CURRENT LIABILITIES			
Provisions	27	577	529
Finance leases	32(a)	4,563	-
Other liabilities	28	396	538
Australian Government borrowings	35(f)	378,286	391,398
		<u>383,822</u>	<u>392,465</u>
Total non-current liabilities		<u>383,822</u>	<u>392,465</u>
TOTAL LIABILITIES		<u>665,143</u>	<u>653,546</u>
NET ASSETS		<u>16,256,210</u>	<u>15,913,534</u>
EQUITY			
Contributed equity		15,670,909	14,998,559
Asset revaluation surplus	29	605,326	911,160
Accumulated surplus (deficit)		<u>(20,025)</u>	<u>3,815</u>
TOTAL EQUITY		<u>16,256,210</u>	<u>15,913,534</u>

The accompanying notes form part of these statements.

**Department of Communities
Statement of Changes in Equity
for the year ended 30 June 2011**

	Contributed equity	Asset revaluation surplus (note 29)	Accumulated surplus/(deficit)	Total
	\$'000	\$'000	\$'000	\$'000
Balance as at 1 July 2009	14,372,288	448,017	24,939	14,845,244
Operating result from continuing operations	-	-	(21,124)	(21,124)
Other comprehensive income				
- Increase in asset revaluation surplus	-	463,143	-	463,143
Total comprehensive income for the year	-	463,143	(21,124)	442,019
Transactions with owners as owners				
- Net assets/(liabilities) received from machinery-of-government changes	1,075	-	-	1,075
- Net equity injections	623,737	-	-	623,737
- Other net asset transfers	1,459	-	-	1,459
Balance as at 30 June 2010	14,998,559	911,160	3,815	15,913,534
Balance as at 1 July 2010	14,998,559	911,160	3,815	15,913,534
Operating result from continuing operations	-	-	(23,840)	(23,840)
Other comprehensive income				
- Decrease in asset revaluation surplus	-	(305,834)	-	(305,834)
Total comprehensive income for the year	-	(305,834)	(23,840)	(329,674)
Transactions with owners as owners				
- Net equity injections	672,350	-	-	672,350
Balance as at 30 June 2011	15,670,909	605,326	(20,025)	16,256,210

The accompanying notes form part of these statements.

Department of Communities

Statement of Cash Flows

for the year ended 30 June 2011

	Note	2011 \$'000	2010 \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Inflows:			
Departmental services receipts		3,374,654	2,995,488
User charges		377,519	386,587
Grants and other contributions*		59,839	33,319
GST input tax credits received from Australian Taxation Office		453,898	427,277
GST collected from customers		16,907	11,927
GST received from GST group (refer to note 1(ab))		3,502	19,941
Interest receipts		3,912	2,726
Other*		41,110	19,045
Outflows:			
Grants and subsidies*		(2,135,985)	(1,835,004)
Employee expenses		(869,325)	(825,287)
Supplies and services		(637,194)	(554,683)
GST paid		(233,896)	(209,748)
GST remitted to Australian Taxation Office		(231,430)	(253,759)
Cost of inventories		(20,075)	(19,065)
Borrowing costs		(17,903)	(18,446)
Other		(3,677)	(7,477)
Net cash provided by (used in) operating activities	30	181,856	172,841
CASH FLOWS FROM INVESTING ACTIVITIES			
Inflows:			
Sales of property, plant and equipment		87,294	60,275
Redemption of loans and advances		21,520	21,052
Redemption of financial assets at fair value through profit or loss		5,087	9,333
Outflows:			
Payments for property, plant and equipment		(929,814)	(796,972)
Payments for intangible assets		(24,199)	(17,572)
Loans and advances made		(26,498)	(29,488)
Acquisition of financial assets		(494)	(510)
Net cash provided by (used in) investing activities		(867,104)	(753,882)
CASH FLOWS FROM FINANCING ACTIVITIES			
Inflows:			
Equity injections		723,554	638,461
Outflows:			
Equity withdrawals		(89,003)	(16,991)
Repayment of borrowings		(12,827)	(12,494)
Finance lease payments		(310)	-
Net cash provided by (used in) financing activities		621,414	608,976
Net increase (decrease) in cash and cash equivalents		(63,834)	27,935
Cash and cash equivalents at beginning of financial year		294,773	266,838
Cash and cash equivalents at end of financial year		230,939	294,773

*Refer to note 39 for details of adjustments made to 2010 comparatives.

For non-cash financing and investing activities, refer to note 31.

The accompanying notes form part of these statements.

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

	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	General - not attributed	Total
	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000
INCOME FROM CONTINUING OPERATIONS*											
Departmental services revenue	568,840	340,389	711,907	1,524,711	136,437	7,807	3,526	43,640	-	-	3,337,257
User charges	312,855	644	403	477	7,522	-	-	27,261	(263)	-	348,899
Grants and other contributions	51,528	31,977	2,755	13,915	27,625	160	(19)	3,888	(35,654)	-	96,175
Other revenue	13,326	624	1,182	6,360	518	12	-	1,808	(1,464)	-	22,366
Total revenue	946,549	373,634	716,247	1,545,463	172,102	7,979	3,507	76,597	(37,381)	-	3,804,697
Gains 9,816	-	-	-	-	-	-	-	-	-	-	9,816
Total income from continuing operations	956,365	373,634	716,247	1,545,463	172,102	7,979	3,507	76,597	(37,381)	-	3,814,513
EXPENSES FROM CONTINUING OPERATIONS*											
Employee expenses	130,922	147,703	225,788	297,954	31,636	3,060	2,392	30,905	910	-	871,270
Supplies and services	370,903	54,725	70,409	71,830	27,010	1,453	993	13,430	(3,346)	-	607,407
Grants and subsidies	309,172	157,937	405,231	1,180,554	98,427	3,357	98	7,757	(34,567)	-	2,127,966
Depreciation and amortisation	129,405	12,476	13,961	10,507	1,967	94	24	2,043	-	-	170,477
Inventory expenses	11	-	-	-	-	-	-	20,069	-	-	20,080
Borrowing costs	17,903	-	-	-	-	-	-	-	-	-	17,903
Impairment losses	9,840	69	(3)	64	-	-	-	-	-	-	9,970
Other expenses	9,951	623	862	632	555	15	-	1,020	(378)	-	13,280
Total expenses from continuing operations	978,107	373,533	716,248	1,561,541	159,595	7,979	3,507	75,224	(37,381)	-	3,838,353
Operating result from continuing operations	(21,742)	101	(1)	(16,078)	12,507	-	-	1,373	-	-	(23,840)
OTHER COMPREHENSIVE INCOME											
Increase (decrease) in asset revaluation surplus	(235,971)	(20,271)	(7,007)	(51,302)	8,707	-	-	10	-	-	(305,834)
Total other comprehensive income	(235,971)	(20,271)	(7,007)	(51,302)	8,707	-	-	10	-	-	(305,834)
Total comprehensive income	(257,713)	(20,170)	(7,008)	(67,380)	21,214	-	-	1,383	-	-	(329,674)

*Allocation of income and expenses to corporate services

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

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	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
INCOME FROM CONTINUING OPERATIONS*											
Departmental services revenue	561,762	336,290	627,506	1,322,206	101,860	6,757	4,413	39,212	-	-	3,000,006
User charges	317,028	62,882	986	426	6,923	-	4	26,815	(62,232)	-	352,832
Grants and other contributions**	25,382	17,684	2,875	7,935	155	-	90	9,043	(20,037)	-	43,127
Other revenue**	13,608	521	159	1,491	1,300	-	25	868	(98)	-	17,874
Total revenue	917,780	417,377	631,526	1,332,058	110,238	6,757	4,532	75,938	(82,367)	-	3,413,839
Gains	10,525	-	-	-	-	-	-	-	-	-	10,525
Total income from continuing operations	928,305	417,377	631,526	1,332,058	110,238	6,757	4,532	75,938	(82,367)	-	3,424,364
EXPENSES FROM CONTINUING OPERATIONS*											
Employee expenses	111,674	183,208	205,561	253,997	27,035	2,298	2,555	26,326	(1,092)	-	811,562
Supplies and services	304,831	60,272	75,721	93,101	24,554	1,366	1,671	35,093	(61,940)	-	534,669
Grants and subsidies**	337,135	136,082	337,211	1,014,281	53,985	3,065	238	10,213	(19,320)	-	1,872,890
Depreciation and amortisation	117,167	18,845	11,961	11,948	3,887	-	39	1,047	-	-	164,894
Inventory expenses	4,111	19,059	-	-	-	-	-	-	6	-	23,176
Borrowing costs	18,446	-	-	-	-	-	-	-	-	-	18,446
Impairment losses	7,087	8	193	59	-	-	-	-	-	-	7,347
Other expenses	8,125	660	873	642	777	28	29	1,391	(21)	-	12,504
Total expenses from continuing operations	908,576	418,134	631,520	1,374,028	110,238	6,757	4,532	74,070	(82,367)	-	3,445,488
Operating result from continuing operations	19,729	(757)	6	(41,970)	-	-	-	1,868	-	-	(21,124)
OTHER COMPREHENSIVE INCOME											
Increase (decrease) in asset revaluation surplus	480,469	(6,744)	(160)	978	(11,400)	-	-	-	-	-	463,143
Total other comprehensive income	480,469	(6,744)	(160)	978	(11,400)	-	-	-	-	-	463,143
Total comprehensive income	500,198	(7,501)	(154)	(40,992)	(11,400)	-	-	1,868	-	-	442,019

*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

**Refer to note 39 for details of adjustments made to 2010 comparatives.

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

	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
	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000
CURRENT ASSETS										
Cash and cash equivalents	159,185	6,904	24,900	21,776	5,852	21	-	11,749	552	230,939
Loans and receivables	70,701	34,028	16,598	45,534	7,250	157	137	2,728	(40,710)	136,423
Inventories	17,031	196	-	-	-	-	-	2,683	-	19,910
Financial assets at fair value through profit or loss	4,000	-	-	-	-	-	-	-	-	4,000
Other assets	2,117	1,912	3,249	3,045	408	38	9	376	-	11,154
	253,034	43,040	44,747	70,355	13,510	216	146	17,536	(40,158)	402,426
Non-current assets classified as held for sale	31,577	-	-	-	-	-	-	-	-	31,577
Total current assets	284,611	43,040	44,747	70,355	13,510	216	146	17,536	(40,158)	434,003
NON-CURRENT ASSETS										
Loans and receivables	35,846	-	-	-	-	-	-	-	-	35,846
Financial assets at fair value through profit or loss	208,478	-	-	-	-	-	-	-	-	208,478
Other financial assets	8,416	-	-	-	-	-	-	-	-	8,416
Property, plant and equipment	15,348,362	349,436	72,529	135,063	211,905	270	-	23,734	-	16,141,299
Intangible assets	12,668	27,974	26,525	25,359	515	25	-	245	-	93,311
Other assets	-	-	-	-	-	-	-	-	-	-
Total non-current assets	15,613,770	377,410	99,054	160,422	212,420	295	-	23,979	-	16,487,350
TOTAL ASSETS	15,898,381	420,450	143,801	230,777	225,930	511	146	41,515	(40,158)	16,921,353
CURRENT LIABILITIES										
Payables 148,565		28,435	17,953	52,397	8,239	82	-	2,532	(37,918)	220,285
Accrued employee benefits	4,523	5,876	8,337	11,024	1,090	106	87	1,071	(2,066)	30,048
Provisions	-	-	124	-	-	-	-	4,026	-	4,150
Finance leases	31	-	-	-	-	-	-	-	-	31
Other liabilities	12,881	234	78	168	508	-	-	-	(174)	13,695
Australian Government borrowings	13,112	-	-	-	-	-	-	-	-	13,112
Total current liabilities	179,112	34,545	26,492	63,589	9,837	188	87	7,629	(40,158)	281,321
NON-CURRENT LIABILITIES										
Provisions	-	-	577	-	-	-	-	-	-	577
Finance lease liabilities	4,563	-	-	-	-	-	-	-	-	4,563
Other liabilities	-	51	-	345	-	-	-	-	-	396
Australian Government borrowings	378,286	-	-	-	-	-	-	-	-	378,286
Total non-current liabilities	382,849	51	577	345	-	-	-	-	-	383,822
TOTAL LIABILITIES	561,961	34,596	27,069	63,934	9,837	188	87	7,629	(40,158)	665,143

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
CURRENT ASSETS										
Cash and cash equivalents	139,640	33,660	34,719	63,969	10,790	-	633	11,362	-	294,773
Loans and receivables	54,744	8,856	12,002	28,850	3,110	79	394	4,312	(18,454)	93,893
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	48,923	48,944	96,262	14,262	181	1,040	19,717	(18,454)	430,408
Non-current assets classified as held for sale	23,156	321	-	1,600	-	-	-	-	-	25,077
Total current assets	242,689	49,244	48,944	97,862	14,262	181	1,040	19,717	(18,454)	455,485
NON-CURRENT ASSETS										
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	320,809	77,385	168,635	180,935	527	266	29,458	-	15,772,061
Intangible assets	12,594	26,532	27,103	21,262	-	-	-	-	-	87,491
Other assets	-	-	-	284	-	-	-	-	-	284
Total non-current assets	15,258,399	347,341	104,488	190,181	180,935	527	266	29,458	-	16,111,595
TOTAL ASSETS	15,501,088	396,585	153,432	288,043	195,197	708	1,306	49,175	(18,454)	16,567,080
CURRENT LIABILITIES										
Payables	71,531	33,054	27,001	62,522	3,492	675	89	12,454	(12,244)	198,574
Accrued employee benefits	5,316	11,773	5,385	11,280	543	245	164	3,385	(6,210)	31,881
Provisions	-	-	-	-	-	-	-	4,692	-	4,692
Other liabilities	11,868	110	47	173	909	-	-	-	-	13,107
Australian Government borrowings	12,827	-	-	-	-	-	-	-	-	12,827
Total current liabilities	101,542	44,937	32,433	73,975	4,944	920	253	20,531	(18,454)	261,081
NON-CURRENT LIABILITIES										
Provisions	-	-	529	-	-	-	-	-	-	529
Other liabilities	-	42	-	496	-	-	-	-	-	538
Australian Government borrowings	391,398	-	-	-	-	-	-	-	-	391,398
Total non-current liabilities	391,398	42	529	496	-	-	-	-	-	392,465
TOTAL LIABILITIES	492,940	44,979	32,962	74,471	4,944	920	253	20,531	(18,454)	653,546

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

Objectives and principal activities of the department

The objectives and principal 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 2011 and other authoritative pronouncements.

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

b) The reporting entity

The 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 34 for further information on these entities.

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

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

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

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 36.

e) Departmental services revenue/administered revenue

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

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

f) User charges

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

Rental income

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

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

g) Grants and other contributions

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

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

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

1. Summary of significant accounting policies (continued)

h) Cash and cash equivalents

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

i) Loans and receivables

Loans and receivables are recognised at the amount due at the time of sale/service provision or raising of the charge. The collect ability of loans and receivables is periodically assessed with adequate allowances made for impairment. All known bad debts were written-off as at the reporting date.

Refer to note 16 and note 35 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 as the amount of monies lent, plus interest and other costs less repayments from borrowers. Loan terms range from 15 to 25 years on average.

Trade and other debtors

Trade and other debtors include advances, recoveries of expenditure and grants revenue receivables. Trade debtors are recognised at the nominal amounts due at the time of sale or service delivery. Settlement of these amounts is required within 30 days from invoice date.

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. This mainly comprises of inventory held by the Department's Retail Stores.

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

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.

Non-current assets classified as held for sale are measured at the lower of carrying amount and fair value less costs to sell. 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. Any subsequent write-down to fair value less costs to sell is also recognised as an impairment loss expense. The methodology to estimate costs to sell is re-assessed annually.

A gain is recognised for any subsequent increase in fair value less costs to sell of a non-current asset held for sale, but not in excess of the cumulative impairment loss that has been recognised. An impairment loss expense is recognised for any subsequent write-down to fair value less costs to sell.

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. This includes architect's fees and engineering design fees, however any training costs are expensed as incurred.

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

1. Summary of significant accounting policies (continued)

m) Property, plant and equipment

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.

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

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

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

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

Land improvements undertaken by the department are included with buildings.

n) Depreciation of property, plant and equipment

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

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

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

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

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

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

1. Summary of significant accounting policies (continued)

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

Buildings subject to a finance lease are amortised on a straight line basis over the term of the lease. Refer to note 23 for more information on finance leases.

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

Class	Rate %
Buildings	2 – 3
Plant and equipment	5.6 – 48
Finance leases	2.5

o) Revaluations of property, plant and equipment

Land and buildings are measured at fair value in accordance with AASB 116 Property, Plant and Equipment and Queensland Treasury's *Non-Current Asset Policies for the Queensland Public Sector*. Assets acquired or constructed during the financial year have been valued at fair value at 30 June 2011.

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

Included in Land and buildings are the following:

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

(i) Residential Properties

Annually, the department divides the state into seventeen regions:

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

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

1. Summary of significant accounting policies (continued)

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

Geographical area	Region
South-West Queensland	Toowoomba
Wide Bay Burnett	Maryborough/Bundaberg
North West Queensland	Mt. Isa

Properties are then divided into homogeneous groups within each region according to certain criteria (including number of bedrooms, condition, value, age of property). From the number of properties in each group, a sample is selected for field valuation. Properties to be field valued are selected from these groups where the department owns its highest proportion of properties based on these groupings and where there is adequate market depth to determine fair value. The department utilises two independent valuers to value different properties within that sample. These properties have similar characteristics. Valuations are reviewed by the department for reasonableness. In 2011, the Office of Economic and Statistical Research reviewed the statistical validity of the department's sample size and concluded that the sample size appears to provide more than adequate precision of estimates, within the department's specified precision point, of the total value of assets, both within regions and overall.

Following the independent valuations of the representative sample of properties, separate indices are calculated for these assets within each region using the mean of the ratios of the previous year's values to new values. These are subsequently applied to properties across each region not field valued in order to derive current market values. The mean of the test valuations provided by the second valuation firm must be within one standard deviation (+ or -) of the mean of the valuations provided by the primary valuation firm and the relative standard error rate $\leq 4\%$, before the indices are accepted. An analysis performed by the department has indicated that on average the variance between an indexed asset value and the valuation by an independent valuer when performed on a rotational basis is not significant and the department's indices are sound.

Every five years, the sample size is extended to further test the robustness of the index calculation process and to provide greater coverage of the property portfolio by independent valuation. In 2011, the Office of Economic and Statistical Research concluded that a larger sample size using the sampling methodology would produce even more precise estimates.

(ii) Special Purposes Assets

Special purpose assets include recreation camps and youth detention centres. There is no ready market for these types of assets. These are excluded from the index development above and are independently valued every five years by the State Valuation Service (SVS) using the depreciated replacement cost approach based on cost per unit of service potential of the most appropriate modern replacement facility adjusted for any differences in future service potential of the asset being valued. Indices or desktop valuations are provided by the SVS for the intervening years between these independent valuations. The latest independent valuation by SVS for these assets was at 30 June 2011.

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

1. Summary of significant accounting policies (continued)

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

(iii) Buildings on Deed of Grant in Trust (DOGIT) land

For departmentally-owned buildings on DOGIT land, there is no active market for these assets. SVS is engaged to provide independent valuations every 5 years and indices for the intervening years using depreciated replacement cost approach based on cost per unit of service potential of the most appropriate modern replacement facility adjusted for any differences in future service potential of the asset being valued. The latest independent valuation by SVS for these buildings was at 30 June 2011, with the exception of the retail stores and associated buildings which were indexed using indices provided by SVS to reflect fair value at 30 June 2011. Land is valued at a nominal value of \$1 per parcel as land is held in trust for the local community.

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.

Materiality concepts under AASB 1031 are considered in determining whether the difference between the carrying amount and the fair value of an asset is material.

p) Impairment of non-current physical and intangible assets

Non-current physical and intangible assets are assessed for indicators of impairment on an annual basis. If an indicator of possible impairment exists, the department determines the asset's recoverable amount. An impairment loss is recorded where the asset's carrying amount materially exceeds the recoverable amount.

The asset's recoverable amount is determined as the higher of the asset's fair value less costs to sell and depreciated replacement cost.

An impairment loss is recognised immediately in the Statement of Comprehensive Income, unless the asset is carried at a revalued amount. When the asset is measured at a revalued amount, the impairment loss is offset against the asset revaluation surplus of the relevant class to the extent available.

Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised as income, unless the asset is carried at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

1. Summary of significant accounting policies (continued)

q) Leases

A distinction is made in the financial statements between finance leases that effectively transfer from the lessor to the lessee substantially all risks and benefits incidental to ownership and operating leases, under which the lessor retains substantially all risks and benefits.

Where a non-current physical asset is acquired by means of a finance lease, the asset is recognised at the lower of the fair value of the leased property and the present value of the minimum lease payments. The lease liability is recognised at the same amount.

Lease payments are allocated between the principal component of the lease liability and the interest expense.

Operating lease payments are representative of the pattern of benefits derived from the leased assets and accordingly, are expensed in the periods in which they are incurred.

Incentives received on entering into operating leases are recognised as liabilities. Lease payments are allocated between rental expense and reduction of the liability. Refer to note 28 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 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 22 for further information on other financial assets.

s) Financial instruments

Recognition

Financial assets and liabilities are recognised in the Statement of Financial Position when the department becomes party to the contractual provisions of the financial instrument.

Classification

Financial instruments are classified and measured as follows:

- Cash and cash equivalents – held at fair value through profit or loss
- Financial assets at fair value through profit or loss – held at fair value through profit or loss
- Loans and receivables – held at amortised cost
- Payables – held at amortised cost
- Australian Government borrowings – held at amortised cost.

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

1. Summary of significant accounting policies (continued)

t) 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.

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 35 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 19 for details on how market values are determined for these properties). The department has made the judgement that this measurement basis is the most reliable estimate of fair value given the inherent uncertainties associated with estimating future cash flows for these assets under the discounted cash flow valuation approach. Based on long-term averages of property growth and rental income, it is expected that the fair value of the department's interest in the properties will be recovered through future sales and, in the case of Rental Purchase Plan properties only, rental income, taking into account the time value of money. The properties are revalued by management each year to ensure they are disclosed at fair value.

The department's 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.

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

1. Summary of significant accounting policies (continued)

u) Intangible assets and amortisation

Intangible assets held by the department represent its investment in internal use software.

Intangible assets with a cost equal to or greater than \$100,000 are recognised in the financial statements, with items of a lesser value being expensed.

It has been determined that there is not an active market for any of the department's intangible assets. As such, the assets are recognised and carried at cost less accumulated amortisation and accumulated impairment losses.

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

Internally generated software

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

Costs associated with the development of computer software have been capitalised and are amortised on a straight-line basis over the period of expected benefit to the department. Refer below for details of amortisation.

Amortisation

Intangible assets are amortised on a straight-line basis reflecting their estimated useful lives to the department. The remaining useful life of each intangible asset is reviewed annually. The department has determined a residual value of zero for all its intangible assets. Assets under development (works in progress) are not amortised until they reach service delivery capacity. Service delivery capacity relates to when development is complete and the asset is first put to use or is installed ready for use in accordance with its intended application.

Class	Rate %
Software – internally generated	6 – 33
Software – other	7 – 20

v) Payables

Trade creditors are recognised upon receipt of the goods or services ordered and are measured at the agreed purchase/contract price. Amounts owing are unsecured and are settled according to individual vendors' terms which are generally 30 days.

w) Australian Government borrowings

Australian Government borrowings relate to Housing and Homelessness Services and are recognised at book value as the amount contractually owing.

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

1. Summary of significant accounting policies (continued)

w) Australian Government borrowings (continued)

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 35.

x) Employee benefits

Employer superannuation contributions, annual leave levies and long service leave levies are regarded as employee benefits.

Payroll tax and workers' compensation insurance are a consequence of employing employees, but are not counted in an employee's total remuneration package. They are not employee benefits and are recognised separately as employee related expenses.

Wages and salaries

Wages and salaries due, but unpaid at reporting date, are recognised in the Statement of Financial Position at current salary rates. For unpaid entitlements expected to be paid within 12 months, the liabilities are recognised at their undiscounted values.

Annual leave

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

No provision for annual leave is recognised in the department's financial statements as the liability is held on a whole-of-government basis and reported in those financial statements pursuant to AASB1049 Whole of Government and General Government Section Financial Reporting.

Sick leave

Prior history indicates that, on average, sick leave taken each reporting period is less than the entitlement accrued. The department has made the 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.

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

1. Summary of significant accounting policies (continued)

x) Employee benefits (continued)

Superannuation

Employer contributions for superannuation are paid to QSuper, the superannuation scheme for Queensland Government employees, at rates determined by the Treasurer on advice from the State Actuary. Contributions are expensed in the period in which they are paid or payable. The department's obligation is limited to its required fortnightly contribution to QSuper.

The QSuper scheme has defined benefit and defined contribution categories. The liability for defined benefits is held on a whole-of-government basis and reported in the whole-of-government financial statements pursuant to AASB 1049 Whole of Government and General Government Sector Financial Reporting.

Long service leave

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

No provision for long service leave is recognised in these financial statements, as this liability is held on a whole-of-government basis and reported in those financial statements pursuant to AASB 1049 Whole of Government and General Government Sector Financial Reporting.

Key executive management personnel and remuneration

Key executive management personnel and remuneration disclosures are made in accordance with the section 5 Addendum (issued in May 2011) to the Financial Reporting Requirements for Queensland Government Agencies issued by Queensland Treasury. Refer to note 8 for the disclosures on key executive management personnel and remuneration.

y) Provisions

Provisions are recorded when the department has a present obligation, either legal or constructive as a result of a past event. They are recognised at the amount expected at reporting date for which the obligation will be settled in a future period. Where the settlement of the obligation is expected after 12 months or more, the obligation is discounted to the present value using an appropriate discount rate.

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

1. Summary of significant accounting policies (continued)

z) Contributed equity

Non-reciprocal transfers of assets and liabilities between wholly-owned Queensland state public sector entities, as a result of machinery-of-government changes or other involuntary transfers, are adjusted to Contributed Equity in accordance with Interpretation 1038 Contributions by Owners Made to Wholly-Owned Public Sector Entities. Appropriations for equity adjustments are similarly designated.

aa) Insurance

The department's non-current physical assets and other risks are insured through the Queensland Government Insurance Fund, with premiums paid on a risk assessment basis. In addition, the department pays premiums to WorkCover Queensland in respect of its obligations for employee compensation.

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.

ab) Taxation

The department is a state body as defined under the *Income Tax Assessment Act 1936*, and is exempt from Australian Government taxation except for Fringe Benefits Tax (FBT) and Goods and Services Tax (GST). As such, input tax credits receivable from and GST payable to the Australian Taxation Office (ATO), along with FBT, are recognised and accrued (refer to note 25).

FBT payable by the department is recognised as a current payable in the Statement of Financial Position.

The department's GST entities are a member of the same GST group as QBuild and Project Services. Transactions between GST group members are out of scope for GST. Under GST grouping arrangements the ATO deems the department, as the nominated representative of the combined GST group, to be responsible for remitting GST collected and for claiming input tax credits for GST on behalf of all members of the group. The net amount of GST recoverable or payable by the group to the ATO 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.

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

1. Summary of significant accounting policies (continued)

ab) Taxation (continued)

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.

ac) Major departmental services

The Department of Communities is committed to achieving the Queensland Government ambitions of a fair, healthy, smart and green Queensland, as outlined in *Toward Q2: Tomorrow's Queensland*. It does this through the following services:

- Housing and Homelessness Services, including providing integrated social housing and housing services to low-to-moderate income families and individuals and providing assistance to people who are homeless or at risk of homelessness.
- Community and Youth Justice Services, including leading integrated service delivery to support vulnerable individuals, families and communities, providing effective youth justice services and encouraging seniors to participate in their community.
- Child Safety Services, including leading the provision of services to ensure the safety of children and young people who have been harmed or who are at risk of harm, enhancing the wellbeing of children in its care and administering adoption legislation in Queensland.
- Disability and Community Care Services, including leading integrated service delivery to assist people with a disability, people with a mental illness and people who are ageing to participate in their community.
- Sport and Recreation Services, including services to encourage Queenslanders to lead active and healthy lifestyles from participating in community sport and recreation activities, to achieving at elite levels.
- Multicultural Services, including providing advice on multicultural issues, coordinating multicultural policy and planning across Government, and promoting positive community relations to enhance our cultural diversity.
- Women's Services, including strategy and policy coordination and advice to government on issues affecting women, with a view to improving the economic security and health and wellbeing of women in Queensland.

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

1. Summary of significant accounting policies (continued)

ac) Major departmental services (continued)

- Aboriginal and Torres Strait Islander Services, including leading reforms to reduce the gap in life outcomes for Indigenous Queenslanders, working with Aboriginal and Torres Strait Islander Queenslanders to affirm their cultures and assisting all Queenslanders to benefit from reconciliation.

ad) 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.

ae) Issuance of financial statements

The financial statements are authorised for issue by the Director-General and Chief Finance Officer at the date of signing the Management Certificate of the Department of Communities.

af) Comparative information and rounding

Amounts included in the financial statements are in Australian dollars and have been rounded to the nearest \$1000 or, where that amount is less than \$500, to zero, unless disclosure of the full amount is specifically required.

Comparative information has been restated where necessary to be consistent with disclosures in the current reporting period.

ag) Judgements

The preparation of financial statements necessarily requires the determination and use of certain critical accounting estimates, assumptions and management judgements that have potential to cause a material adjustment to the carrying amounts of assets and liabilities within the next financial year. Such estimates, judgements and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised and in future periods as relevant.

Critical judgements, estimates and assumptions that have a potential significant effect are outlined in the following financial statement notes:

- Note 1(k) Non-current assets classified as held for sale
- Note 1(n) Depreciation
- Note 1(o) Revaluation of property, plant and equipment
- Note 1(t) Financial assets at fair value through profit or loss
- Note 1(u) Intangible assets and amortisation.

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

1. Summary of significant accounting policies (continued)

ah) New and revised accounting standards

The department did not voluntarily change any of its accounting policies during 2010-11. Only one amendment to an Australian Accounting Standard applicable for the first time for 2010-11 was relevant to the department, as explained below.

AASB 2009-5 Amendments to Australian Accounting Standards arising from the Annual Improvements Project included certain amendments to AASB 117 Leases that revised the criteria for classifying leases involving land and buildings. Consequently, the department was required to reassess the classification of the land elements of all unexpired leases the department had entered into as at 1 July 2010, on the basis of information existing at the inception of the relevant leases. The outcome of the department's reassessment was that no reclassification from an operating lease to a finance lease was necessary.

The department is not permitted to early adopt a new or amended accounting standard ahead of the specified commencement date unless approval is obtained from Queensland Treasury. Consequently, the department has not applied any Australian Accounting Standards and Interpretations that have been issued but are not yet effective. The department applies standards and interpretations in accordance with their respective commencement dates.

At the date of authorisation of the financial report the significant impacts of new or amended Australian Accounting Standards with future commencement dates are as set out below.

AASB 2010-4 Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 1, AASB 7, AASB 101, AASB 134 and Interpretation 13] becomes effective from reporting periods beginning on or after 1 January 2011. The department will then need to make changes to its disclosures about credit risk on financial instruments in note 35(c). No longer will the department need to disclose amounts that best represent an entity's maximum exposure to credit risk where the carrying amount of the instruments reflects this. If the department holds collateral or other credit enhancements in respect of any financial instrument, it will need to disclose, by class of instrument, the financial extent to which those arrangements mitigate the credit risk. There will be no need to disclose the carrying amount of financial assets for which the terms have been renegotiated, which would otherwise be past due or impaired.

Also, for those financial assets that are either past due but not impaired, or have been individually impaired, there will be no need to separately disclose details about any associated collateral or other credit enhancements held by the department.

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

1. Summary of significant accounting policies (continued)

ah) New and revised accounting standards (continued)

AASB 9 Financial Instruments (December 2010) and AASB 2010-7 Amendments to Australian Accounting Standards arising from AASB 9 (December 2010) [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 120, 121, 127, 128, 131, 132, 136, 137, 139, 1023, 1038 and Interpretations 2, 5, 10, 12, 19 & 127] become effective from reporting periods beginning on or after 1 January 2013. The main impact of these standards to the department is that they will change the requirements for the classification, measurement and disclosures associated with financial assets. Under the new requirements, financial assets will have simpler classifications according to whether they are measured at either amortised cost or fair value. Pursuant to AASB 9, financial assets can only be measured at amortised cost if two conditions are met. One of these conditions is that the asset must be held within a business model whose objective is to hold assets in order to collect contractual cash flows. The other condition is that the contractual terms of the asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

On initial application of AASB 9, the department will need to re-assess the measurement of its financial assets against the new classification and measurement requirements, based on the facts and circumstances that exist at that date. Assuming there are no changes in the types of transactions the department enters into, housing loans will continue to be the only financial assets measured at amortised cost, as they will meet the criteria in AASB 9. All of the department's other financial assets will be required to be classified as financial assets measured at fair value through profit or loss. The same classification will be used for net gains/losses recognised in the Statement of Comprehensive Income in respect of those financial assets. In the case of the department's loans and receivables (excluding housing loans), the carrying amounts will continue to be considered a reasonable approximation of fair value.

AASB 1053 Application of Tiers of Australian Accounting Standards and AASB 2010-2 Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements [AASB 1, 2, 3, 5, 7, 8, 101, 102, 107, 108, 110, 111, 112, 116, 117, 119, 121, 123, 124, 127, 128, 131, 133, 134, 136, 137, 138, 140, 141, 1050, 1052 and Interpretations 2, 4, 5, 15, 17, 127, 129, 1052] apply to reporting periods beginning on or after 1 July 2013. AASB 1053 establishes a differential reporting framework for those entities that prepare general purpose financial statements, consisting of two tiers of reporting requirements – Australian Accounting Standards (commonly referred to as tier 1), and Australian Accounting Standards – Reduced Disclosure Requirements (commonly referred to as tier 2).

Tier 1 requirements comprise the full range of AASB recognition, measurement, presentation and disclosure requirements that are currently applicable to reporting entities in Australia. The only difference between the tier 1 and tier 2 requirements is that tier 2 requires fewer disclosures than tier 1. AASB 2010-2 sets out the details of which disclosures in standards and interpretations are not required under tier 2 reporting.

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

1. Summary of significant accounting policies (continued)

ah) New and revised accounting standards (continued)

Pursuant to AASB 1053, public sector entities like the department may adopt tier 2 requirements for their general purpose financial statements. However, AASB 1053 acknowledges the power of a regulator to require application of the tier 1 requirements. In the case of the department, Queensland Treasury is the regulator. Queensland Treasury has advised that its policy decision is to require all departments to adopt tier 1 reporting requirements and in compliance with Treasury's policy which prohibits the early adoption of new or revised accounting standards unless Treasury has granted approval, the department has not early adopted AASB 1053.

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 2011

	2011 \$'000	2010 \$'000
2 Reconciliation of payments from consolidated fund		
Reconciliation of payments from consolidated fund to departmental services revenue recognised in Statement of Comprehensive Income		
Budgeted departmental services appropriation	3,705,123	3,237,559
Transfers from/to other departments	515	-
Lapsed departmental services appropriation	(330,984)	(242,071)
Net departmental services receipts	3,374,654	2,995,488
Opening balance of departmental services revenue receivable	(9,077)	(4,559)
Closing balance of departmental services revenue receivable	-	9,077
Closing balance of departmental services revenue payable	(28,320)	-
Departmental services revenue recognised in Statement of Comprehensive Income	3,337,257	3,000,006
Reconciliation of payments from consolidated fund to equity adjustment recognised in Contributed Equity		
Budgeted equity adjustment appropriation	637,470	1,178,741
Lapsed equity adjustment	(1,602)	(554,353)
Net equity adjustment receipts	635,868	624,388
Equity payments to other entities	(1,317)	(2,766)
Opening balance of equity adjustment receivable	(3,324)	(1,209)
Closing balance of equity adjustment receivable	41,123	3,324
Equity adjustment recognised in Contributed Equity	672,350	623,737
3 User charges		
Rental income	313,293	317,453
Sale of services	4,672	4,382
Sale of goods	27,258	26,818
Other	3,676	4,179
Total	348,899	352,832
4 Grants and other contributions		
Grants*	57,552	22,000
Contributed assets	19,933	13,416
Goods and services received at below fair value	1,915	2,107
Other	16,775	5,604
Total	96,175	43,127

*Refer to note 39 for details of adjustments made to 2010 comparatives.

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

	2011 \$'000	2010 \$'000
5 Other revenue		
Sale of inventories - land held for resale	1,675	3,000
Interest	3,863	2,960
Insurance recoveries	1,553	3,410
Grant refunds*	11,697	4,181
Bad debt recoveries	1,141	1,404
Expenditure recoveries	577	451
Other*	1,860	2,468
Total	22,366	17,874

*Refer to note 39 for details of adjustments made to 2010 comparatives.

6 Gains

Net gains on revaluation of financial assets at fair value through profit or loss	9,423	9,662
Net gains on disposal of financial assets at fair value through profit or loss	393	863
Total	9,816	10,525

7 Employee expenses

Employee benefits

Wages and salaries	646,730	599,408
Employer superannuation contributions*	79,471	75,058
Annual leave levy*	70,426	65,684
Long service leave levy*	14,579	11,582
Other employee benefits	4,784	8,459
	815,990	760,191

Employee related expenses

Payroll tax*	37,447	35,237
Workers' compensation premium*	9,351	8,117
Other employee related expenses	8,482	8,017
	55,280	51,371

Total

	871,270	811,562
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* Refer to Note 1(x).

The number of employees including both full-time employees and part-time employees measured on a full-time equivalent basis is:

	2011	2010
Number of employees	9,974	9,701

Department of Communities

Notes to and forming part of the financial statements

for the year ended 30 June 2011

8 Key executive management personnel and remuneration

(a) Key executive management personnel

Accountability for the department's operations under the *Financial Accountability Act 2009* resides solely with the Director-General as the Accountable Officer. The Director-General is the Chair of the Board of Management and all decisions made by the Board of Management are considered to be the decisions of the Accountable Officer, and are binding. Key executive management of the department has been defined as the Board of Management (membership of which is set out in the table below) and includes those positions that had authority and responsibility for planning, directing and controlling the activities of the department during 2010-11. Further information on these positions can be found in the body of the Annual Report under the section relating to Executive Management.

Position	Responsibilities	Current incumbents	
		Contract classification and appointment authority	Date appointed to position
Director-General	The Director-General is responsible for the efficient, effective and economic administration of the department.	CEO 3.3 employed under Section 92 of <i>Public Service Act 2008</i>	12/03/2007
Associate Director-General Regional Service Delivery Operations (RSDO)	The Associate Director-General RSDO provides strategic leadership of the department's service delivery across 7 regions and state-wide services.	CEO 5.6 employed under Section 122 of <i>Public Service Act 2008</i>	29/01/2010 (another officer acted in role from 1 July 2009 to 28 Jan 2010 at SES 3 level)
Associate Director-General Strategy, Policy, Programs and Performance (SPPP)	The Associate Director-General SPPP provides strategic leadership and direction of policy, programs, practice, performance and reporting for the department.	CEO 5.6 employed under Section 122 of <i>Public Service Act 2008</i>	17/12/2009 (acted in role from 1 July 2009 to 16 December 2009 at the SES 4 level)
Deputy Director-General Corporate Services	The Deputy Director-General Corporate Services provides strategic leadership and direction for the department's corporate systems, policies and practices.	SES 3 High employed under <i>Public Service Act 2008</i>	25/03/2010 (acted in role from 1 July 2009 to 24 Mar 2010 at the SES 3 level). Appointed officer temporarily assigned to another role from 27 Apr 2011
Acting Deputy Director-General Corporate Services	The Acting Deputy Director-General Corporate Services provides strategic leadership and direction for the department's corporate systems, policies and practices.	SES 3 High - temporary assignment under <i>Public Service Act 2008</i>	Temporary assignment from 27/4/2011
Deputy Director-General Communities' Property Portfolio	The Deputy Director-General Communities' Property Portfolio provides strategic leadership and management of the department's property assets to enable service delivery outcomes.	SES 3 High employed under <i>Public Service Act 2008</i>	26 March 2009 MoG is date of effect (resigned with effect from 7 January 2011) 14 June 2011 new appointment to position
Acting Deputy Director-General Communities' Property Portfolio	The Acting Deputy Director-General Communities' Property Portfolio provides strategic leadership and management of the department's property assets to enable service delivery outcomes.	SES 3 High - temporary assignment under <i>Public Service Act 2008</i>	Temporary assignments from 19/08/2009 to 09/10/2009; 19/04/2010 to 30/06/2010; 07/01/2011 to 13/06/2011

Department of Communities

Notes to and forming part of the financial statements for the year ended 30 June 2011

8 Key executive management personnel and remuneration (continued)

(a) Key executive management personnel (continued)

Position	Responsibilities	Current incumbents	
		Contract classification and appointment authority	Date appointed to position
Chief Finance Officer	The Chief Finance Officer provides strategic leadership and direction for the financial administration of the department.	SES 2 High under Section 122 of the <i>Public Service Act 2008</i>	26 March 2009 (MoG date) to 01/11/2009
		SES 3 High employed under Section 122 of the <i>Public Service Act 2008</i>	02/11/2009
Chief Information Officer	The Chief Information Officer provides strategic leadership and management of the department's information, communication and technology systems.	SES 3 High employed under Section 122 of the <i>Public Service Act 2008</i>	26 March 2009 MoG is date of effect
Acting Chief Information Officer	The Acting Chief Information Officer provides strategic leadership and management of the department's information, communication and technology systems.	SES 3 High - temporary assignment under <i>Public Service Act 2008</i>	Temporary assignment from 24/04/2011 to 30/06/2011

(b) Remuneration

Remuneration policy for the department's key executive management personnel is set by the Queensland Public Service Commission as provided for under the *Public Service Act 2008*. The remuneration and other terms of employment for the key executive management personnel are specified in employment contracts. The contracts provide for the provision of a salary and benefits of 12.75% superannuation, an annual leave loading and motor vehicle or an allowance commensurate with the rates assigned by the Public Service Commission for the particular role classification.

For the 2010-11 year, remuneration of key executive management personnel increased by 2.5% in accordance with government policy.

Remuneration packages for key executive management personnel comprise the following components:

- Short term employee benefits which include:
 - Base - consisting of base salary, allowances and leave entitlements paid and provided for the entire year or for that part of the year during which the employee occupied the specified position. Amounts disclosed equal the amount expensed in the Statement of Comprehensive Income.
 - Non-monetary benefits - consisting of provision of vehicle together with fringe benefits tax applicable to the benefit.
- Long term employee benefits include long service leave accrued.
- Post employment benefits include superannuation contributions.
- Redundancy payments are not provided for within individual contracts of employment. Contracts of employment provide only for notice periods or payment in lieu of notice on termination, regardless of the reason for termination.
- Performance bonuses are not paid.

Total fixed remuneration is calculated on a 'total cost' basis and includes the base and non-monetary benefits, long term employee benefits and post employment benefits.

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

8 Key executive management personnel and remuneration (continued)

(b) Remuneration (continued)

1 July 2010 – 30 June 2011

Position	Short term employee benefits		Long term employee benefits \$'000	Post employment benefits \$'000	Total remuneration \$'000
	Base \$'000	Non-monetary benefits \$'000			
Director-General (1 Jul 2010 - 30 Jun 2011)	315	30	11	43	399
Associate Director-General Regional Service Delivery Operations (1 Jul 2010 - 30 Jun 2011)	207	28	9	26	270
Associate Director-General Strategy, Policy, Programs and Performance (1 Jul 2010 - 30 Jun 2011)	210	5	6	26	247
Deputy Director-General Corporate Services (1 Jul 2010 - 26 Apr 2011)	141	2	5	18	166
Acting Deputy Director-General Corporate Services (27 Apr 2011 - 30 Jun 2011)	35	4	1	4	44
Deputy Director-General Communities' Property Portfolio (1 Jul 2010 - 7 Jan 2011, 14 Jun 2011 - 30 Jun 2011)	97	2	2	11	112
Acting Deputy Director-General Communities' Property Portfolio (8 Jan 2011 - 13 Jun 2011)	86	-	2	9	97
Chief Finance Officer (1 Jul 2010 - 30 Jun 2011)	171	26	7	22	226
Chief Information Officer (1 Jul 2010 - 23 Apr 2011)	143	22	4	18	187
Acting Chief Information Officer (24 Apr 2011 - 30 Jun 2011)	34	4	1	4	43
Total remuneration	1,439	123	48	181	1,791

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

8 Key executive management personnel and remuneration (continued)

(b) Remuneration (continued)

1 July 2009 – 30 June 2010

Position	Short term employee benefits		Long term employee benefits \$'000	Post employment benefits \$'000	Total remuneration \$'000
	Base \$'000	Non-monetary benefits \$'000			
Director-General (1 Jul 2009 - 30 Jun 2010)	336	30	14	42	422
Acting Associate Director-General Regional Service Delivery Operations (1 Jul 2009 - 28 Jan 2010)	123	2	7	13	145
Associate Director-General Regional Service Delivery Operations (29 Jan 2010 - 30 Jun 2010)	93	11	2	9	115
Associate Director-General Strategy, Policy, Programs and Performance (1 Jul 2009 - 30 Jun 2010)	204	22	8	24	258
Deputy Director-General Corporate Services (1 Jul 2009 - 30 Jun 2010)	199	3	10	17	229
Deputy Director-General Communities' Property Portfolio (1 Jul 2009 - 30 Jun 2010)	144	3	12	19	178
Acting Deputy Director-General Communities' Property Portfolio (19 Aug 2009 - 9 Oct 2009, 19 Apr 2010 - 30 Jun 2010)	59	-	1	5	65
Chief Finance Officer (1 Jul 2009 - 30 Jun 2010)	181	25	22	19	247
Chief Information Officer (1 Jul 2009 - 30 Jun 2010)	184	27	5	22	238
Total remuneration	1,523	123	81	170	1,897

Department of Communities
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for the year ended 30 June 2011

	2011	2010
	\$'000	\$'000
9 Supplies and services		
Repairs and maintenance	203,644	159,851
Professional and technical fees	62,367	50,588
Operating lease rentals	81,075	75,827
Rates to local governments*	113,168	100,629
Administration costs	22,026	20,289
Computer operating costs	18,994	12,597
Outsourced corporate services	34,405	32,455
Telecommunications	10,784	14,462
Travel	15,558	15,016
Marketing and public relations	5,247	6,018
Minor plant and equipment	7,436	6,943
Consultancies	1,562	2,083
Other #	31,141	37,911
Total	607,407	534,669

* The department is not required to pay general rates to local governments for properties covered by section 95 of the *Housing Act 2003*. Consequently, Rates to Local Governments includes special payments totalling \$36.468 million (2010 \$32.715 million) in respect of general rates.

Supplies and Services - Other includes special payments totalling \$18,383 (2010 \$13,276) representing ex-gratia compensation given to certain borrowers for maintenance of their homes.

10 Grants and subsidies

Disability and Community Care Services	1,169,004	1,007,396
Child Safety Services	405,849	337,228
Housing and Homelessness Services*	295,923	335,372
Community and Youth Justice Services*	148,156	125,393
Sport and Recreation Services*	97,822	53,985
Aboriginal and Torres Strait Islander Services	7,757	10,213
Multicultural Services	3,357	3,065
Women's Services	98	238
Total	2,127,966	1,872,890

*Refer to note 39 for details of adjustments made to 2010 comparatives.

11 Depreciation and amortisation

Depreciation and amortisation incurred in respect of:		
Buildings	133,788	126,960
Plant and equipment	18,722	20,268
Software	17,967	17,666
Total	170,477	164,894

12 Inventory expenses

Cost of sales of inventories	21,217	21,375
Inventories write-down (reversal)	(1,137)	1,801
Total	20,080	23,176

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

	2011	2010
	\$'000	\$'000
13 Impairment losses		
Rental bond loans	2,397	2,830
Rental debtors	2,068	2,142
Non-current assets classified as held for sale	5,384	2,073
Other debtors	121	302
Total	9,970	7,347
14 Other expenses		
Insurance premiums - Queensland Government Insurance Fund *	7,376	7,034
Net losses on disposal of property, plant and equipment	1,341	979
External audit fees #	856	1,406
Legal claims	496	907
Losses:		
Losses of buildings subject to insurance*	1,811	1,213
Losses of public money	2	-
Losses of public property	736	1
Special payments:		
Ex gratia payments	383	177
Other	279	787
Total	13,280	12,504

* Certain losses of public property are insured by the Queensland Government Insurance Fund. Where claims made in respect of these losses have yet to be assessed by the Queensland Government Insurance Fund and the amounts recoverable cannot be estimated reliably at reporting date, the claims are not disclosed. Upon notification by the Queensland Government Insurance Fund of the acceptance of the claims, revenue is recognised for the agreed settlement amount and disclosed as Other Revenue – Insurance Recoveries. Refer to note 5.

The Auditor-General of Queensland is the department's external auditor. Total external audit fees relating to the 2010-11 financial year are estimated to be \$1.109 million (2010 \$1.005 million). There are no non-audit services included in this amount.

15 Cash and cash equivalents

Cash at bank*	230,158	293,988
Imprest accounts	781	785
Total	230,939	294,773

*Cash at Bank includes \$7.185 million (2010 \$6.764 million) with the Queensland Treasury Corporation which earns interest for the 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 2011

	2011 \$'000	2010 \$'000
16 Loans and receivables		
<i>Current</i>		
GST input tax credits receivable	-	51,785
GST payable	-	(39,100)
Net GST receivable	-	12,685
Trade and other debtors	53,243	32,321
Less: allowance for impairment loss	(719)	(753)
	52,524	31,568
Rental bond loans	18,659	14,824
Less: allowance for impairment loss	(4,388)	(3,019)
	14,271	11,805
Rental debtors	13,569	11,575
Less: allowance for impairment	(7,692)	(6,463)
	5,877	5,112
Annual leave reimbursements	15,077	13,198
Housing loans	4,964	4,309
Departmental services revenue	-	9,078
Long service leave reimbursements	2,587	2,813
Equity injection	41,123	3,325
Total current loans and receivables	136,423	93,893
<i>Non-current</i>		
Rental bond loans	4,644	3,691
Less: allowance for impairment	(1,097)	(755)
	3,547	2,936
Housing loans	32,299	33,548
Other debtors	-	6,847
Total non-current loans and receivables	35,846	43,331

Movements in the allowance for impairment for each class are provided below.

Current allowance for impairment

	Trade and other debtors		Rental bond loans		Rental debtors	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Opening balance	753	660	3,019	1,965	6,463	4,547
Increase/(decrease) in allowance	(34)	93	1,917	2,264	2,066	2,129
Loans and receivables written off	-	-	(548)	(1,210)	(837)	(213)
Closing balance	719	753	4,388	3,019	7,692	6,463

Department of Communities
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for the year ended 30 June 2011

2011 **2010**
\$'000 **\$'000**

16 Loans and receivables (continued)

	Non-current allowance for impairment Rental bond loans	
Opening balance	755	491
Increase in allowance	479	566
Loans and receivables written off	(137)	(302)
Closing balance	1,097	755

17 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 18.

18 Inventories

Land held for resale		
Costs of acquisition	12,950	12,960
Development costs	4,082	4,083
	17,032	17,043
Inventory held for distribution	196	181
Inventory held for sale	2,699	3,114
Less: allowance for stock obsolescence	(17)	(22)
Total	19,910	20,316

Of the inventories on hand at 30 June 2011, \$8.354 million (2010 \$8.117 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 2011

	2011 \$'000	2010 \$'000
19 Financial assets at fair value through profit or loss		
<i>Current</i>		
Interest in Rental Purchase Plan properties	4,000	6,000
Total	4,000	6,000
<i>Non-current</i>		
Interest in Rental Purchase Plan properties	201,350	193,949
Interest in Pathways Shared Equity properties	7,128	6,063
Total	208,478	200,012

Management valuation is used as a basis by the department to determine its interest in Rental Purchase Plan and Pathways Shared Equity properties at fair value. The total portfolio as at 30 June 2011 comprised 1,212 properties. All properties are independently valued on a five-year rolling plan. In 2011, 413 properties were independently revalued by registered valuers whilst market-linked indices based on sale data provided by the Department of Environment and Resource Management were applied to the values for the balance of the portfolio to ensure that the department's interest is disclosed at fair value at balance date.

Refer to note 35 for other financial information on these assets.

20 Other assets

<i>Current</i>		
Prepayments	10,988	15,232
Other	166	194
Total	11,154	15,426
<i>Non-current</i>		
Other	-	284
Total	-	284

21 Non-current assets classified as held for sale

Land	23,840	19,134
Buildings	7,737	5,943
Total	31,577	25,077

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.

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

	2011 \$'000	2010 \$'000
22 Other financial assets		
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 34 for further information on these assets.		
23 Property, plant and equipment		
Land		
At fair value* †	8,957,093	8,995,579
Buildings		
At fair value* †	6,775,116	6,375,171
Plant and equipment		
At cost# †	157,951	155,034
Less accumulated depreciation	(90,863)	(78,533)
Less accumulated impairment losses	-	(262)
	<u>67,088</u>	<u>76,239</u>
Capital works in progress		
At cost †	247,896	325,072
Leased assets		
At fair value^	94,106	-
Total	<u>16,141,299</u>	<u>15,772,061</u>

*Refer to note 1(o) for further information on these assets.

The department has plant and equipment with an original cost of \$18.469 million (2010 \$5.342 million) and a written-down value of zero still being used in the provision of services.

† Refer to note 39 for details of adjustments made to 2010 comparatives.

^ During 2010-11 the department entered into 40 year finance leases with a number of Indigenous councils to facilitate the construction and/or refurbishment of properties on communal land in accordance with the National Partnership Agreement on Remote Indigenous Housing, entered into between the Australian Government and the Queensland Government. The properties are initially recognised at the present value of the minimum lease payments (lease payments are \$800 per year per dwelling), which is lower than the fair value of the leased property. The department then used management valuations to revalue these assets to fair value. The next full independent revaluation of these assets will be in 2011-12.

Department of Communities
Notes to and forming part of the financial statements
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23 Property, plant and equipment (continued)

Property, plant and equipment reconciliation

	Land \$'000	Buildings \$'000	Plant and equipment \$'000	Capital works in progress \$'000	Leased assets \$'000	Total \$'000
Carrying amount at 1 July 2009	8,603,049	5,849,842	67,517	189,807	-	14,710,215
Acquisitions 256,003		202,726	19,885	348,008	-	826,622
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)
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	<u>8,995,579</u>	<u>6,375,171</u>	<u>76,239</u>	<u>325,072</u>	<u>-</u>	<u>15,772,061</u>
Carrying amount at 1 July 2010	8,995,579	6,375,171	76,239	325,072	-	15,772,061
Acquisitions	77,899	145,227	9,405	688,615	4,904	926,050
Transfers between classes	19,557	716,549	3,042	(765,651)	26,503	-
Disposals	-	(4,197)	(2,876)	(140)	-	(7,213)
Assets reclassified as held for sale	(66,872)	(24,383)	-	-	-	(91,255)
Revaluation increments	(69,070)	(299,463)	-	-	62,699	(305,834)
Depreciation	-	(133,788)	(18,722)	-	-	(152,510)
Carrying amount at 30 June 2011	<u>8,957,093</u>	<u>6,775,116</u>	<u>67,088</u>	<u>247,896</u>	<u>94,106</u>	<u>16,141,299</u>

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

	2011	2010
	\$'000	\$'000
24 Intangible assets		
Software - internally generated (at cost)	134,982	123,375
Less accumulated amortisation	(65,959)	(48,391)
	<u>69,023</u>	<u>74,984</u>
Software - other (at cost)	20,467	20,126
Less accumulated amortisation	(18,737)	(18,339)
	<u>1,730</u>	<u>1,787</u>
Software work in progress (at cost)*	22,558	10,720
Total	<u><u>93,311</u></u>	<u><u>87,491</u></u>

* Refer to note 39 for details of adjustments made to 2010 comparatives.

Intangible assets reconciliation

	Software internally generated	Software - other	Software work in progress	Total
	\$'000	\$'000	\$'000	\$'000
Carrying amount 1 July 2009	65,704	2,506	18,491	86,701
Acquisitions	5,688	301	11,023	17,012
Acquisitions through machinery-of-government changes	1,444	-	-	1,444
Transfers between classes	18,794	-	(18,794)	-
Amortisation	(16,646)	(1,020)	-	(17,666)
Carrying amount 30 June 2010	<u>74,984</u>	<u>1,787</u>	<u>10,720</u>	<u>87,491</u>
Carrying amount 1 July 2010	74,984	1,787	10,720	87,491
Acquisitions	-	341	23,446	23,787
Transfers between classes	11,608	-	(11,608)	-
Amortisation	(17,569)	(398)	-	(17,967)
Carrying amount 30 June 2011	<u><u>69,023</u></u>	<u><u>1,730</u></u>	<u><u>22,558</u></u>	<u><u>93,311</u></u>

The department has intangible assets with an original cost of \$9.298 million (2010 \$7.244 million) and a written-down value of zero still being used in the provision of services.

	2011	2010
	\$'000	\$'000
25 Payables		
Trade creditors and accruals	96,549	110,163
Grants and subsidies payable	82,071	82,823
Departmental services revenue payable	28,320	-
Other	11,507	5,588
GST payable	48,481	-
GST input tax credits receivable	(46,643)	-
Net GST payable	<u>1,838</u>	<u>-</u>
Total	<u><u>220,285</u></u>	<u><u>198,574</u></u>

Department of Communities
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	2011 \$'000	2010 \$'000	
26 Accrued employee benefits			
Annual leave levy payable	20,766	18,052	
Salaries and wages payable	5,383	10,739	
Long service leave levy payable	3,899	3,090	
Total	<u>30,048</u>	<u>31,881</u>	
27 Provisions			
<i>Current</i>			
Make good provision	124	-	
Reparation provision	4,026	4,692	
Total	<u>4,150</u>	<u>4,692</u>	
<i>Non-Current</i>			
Make good provision	577	529	
Total	<u>577</u>	<u>529</u>	
Movements in provisions	Litigation	Reparation	Make good
	\$'000	\$'000	\$'000
<i>Current</i>			
Carrying amount at 1 July 2009	58	7,347	-
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	<u>-</u>	<u>4,692</u>	<u>-</u>
<i>Non-Current</i>			
Carrying amount at 1 July 2009	-	-	529
Carrying amount at 30 June 2010	<u>-</u>	<u>-</u>	<u>529</u>
<i>Current</i>			
Carrying amount at 1 July 2010	-	4,692	-
Reduction in provision as a result of payments	-	(666)	-
Movement in provision as a result of re-measurement	-	-	124
Carrying amount at 30 June 2011	<u>-</u>	<u>4,026</u>	<u>124</u>
<i>Non-Current</i>			
Carrying amount at 1 July 2010	-	-	529
Movement in provision as a result of re-measurement	-	-	48
Carrying amount at 30 June 2011	<u>-</u>	<u>-</u>	<u>577</u>

Department of Communities

Notes to and forming part of the financial statements for the year ended 30 June 2011

27 Provisions (continued)

Reparation provision

In November 2002, the Queensland Government decided to offer reparations to people whose wages and savings were controlled under the Protections Acts between the 1890s and the 1980s. An amount of up to \$55.4 million was to be available. The reparation included the payment of a monetary amount to individuals who met the following criteria and were assessed as eligible to receive the payment:

- \$4,000 to each person alive on 9 May 2002, who was subject to government controls over their wages or savings under the Protections Acts, and who was born on or before 31 December 1951 or
- \$2,000 to each person alive on 9 May 2002, who was subject to government controls over their wages or savings under the Protections Acts, and who was born between 1 January 1952 and 31 December 1956.

In March 2008 the Queensland Government decided to make a second payment to the original recipients:

- \$3,000 to each person alive on 9 May 2002, who was subject to government controls over their wages or savings under the Protections Acts, and who was born on or before 31 December 1951 or
- \$1,500 to each person alive on 9 May 2002, who was subject to government controls over their wages or savings under the Protections Acts, and who was born between 1 January 1952 and 31 December 1956.

In July 2008 the Queensland Government decided to re-open and extend the closing date for claims to 31 January 2009.

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. The fund is now closed and the unspent balance is to be paid during July 2011.

Make good provision

Provision is made for estimated make good expenses in accordance with the terms of the lease agreements for premises around the state. The leases have termination dates between 2011 and 2015 and it is expected that these claims will be realised upon the expiry of each lease.

28 Other liabilities

	2011 \$'000	2010 \$'000
<i>Current</i>		
Unearned revenue	13,471	12,826
Lease incentives	214	271
Other	10	10
Total	13,695	13,107
<i>Non-current</i>		
Lease incentives	396	538
Total	396	538

Department of Communities
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29 Asset revaluation surplus by class

	Land \$'000	Buildings \$'000	Leased assets \$'000	Total \$'000
Carrying amount at 1 July 2009	318,369	129,648	-	448,017
Net revaluation increments	191,997	271,146	-	463,143
Carrying amount 30 June 2010	510,366	400,794	-	911,160
Carrying amount at 1 July 2010	510,366	400,794	-	911,160
Net revaluation increments	(69,070)	(299,463)	62,699	(305,834)
Carrying amount at 30 June 2011	441,296	101,331	62,699	605,326

30 Reconciliation of operating result to net cash from operating activities

	2011 \$'000	2010 \$'000
Operating result	(23,840)	(21,124)
Non-cash items:		
Depreciation and amortisation expense	170,477	164,894
Donated assets and services expensed	1,915	2,261
Donated assets and services received	(21,848)	(15,498)
Loss (gain) on disposal of non-current assets	1,262	3,312
Impairment losses	5,384	2,073
Losses of property	2,546	1,213
Net loss (gain) on revaluation of financial assets at fair value through profit or loss	(9,423)	(9,662)
Change in assets and liabilities:		
(Increase) decrease in GST input tax credits receivable	(12,400)	(7,467)
(Increase) decrease in receivables	2,445	(3,347)
(Increase) decrease in inventories	405	3,101
(Increase) decrease in other assets	4,926	4,155
Increase (decrease) in payables	62,742	48,184
Increase (decrease) in GST payable	9,509	1,988
Increase (decrease) in provisions	(4,122)	(2,713)
Increase (decrease) in accrued employee benefits	(8,198)	(11)
Increase (decrease) in other liabilities	76	1,482
Net cash provided by (used in) operating activities	181,856	172,841

31 Non-cash financing and investing activities

Assets received or donated/transferred by the department and recognised as revenues and expenses are set out in notes 4 and 14 respectively.

Assets received or transferred by the department as a result of machinery-of-government changes or other involuntary transfers and liabilities transferred to/from other Queensland state public sector entities, are set out in the Statement of Changes in Equity.

Department of Communities
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for the year ended 30 June 2011

2011 **2010**
\$'000 **\$'000**

32 Commitments for expenditure

(a) Finance lease commitments

Lease liabilities recognised in the Statement of Financial Position

- Current	31	-
- Non-current	4,563	-
Total	4,594	-

Commitments under finance leases at reporting date are inclusive of anticipated GST and are payable as follows:

- Within 12 months	310	-
- 12 months or longer and not longer than five years	1,238	-
- Longer than five years	10,525	-
	12,073	-
Less future finance charges	(7,479)	-
Total	4,594	-

During 2010-11 the department has entered into a number of land and building finance leases with councils in remote Indigenous communities to facilitate new social housing and housing upgrades. Each lease has a life of 40 years with an option exercisable by the department to renew for another 40 years included in the lease contract. The leases have no purchase options.

(b) Non-cancellable operating lease commitments

Commitments under operating leases at reporting date are inclusive of anticipated GST and are payable as follows:

- Within 12 months	41,948	45,287
- 12 months or longer and not longer than five years	55,218	87,314
- Longer than five years	1,092	2,365
Total	98,258	134,966

Operating leases are entered into as a means of acquiring access to office accommodation and storage facilities.

Lease payments are generally fixed, but with inflation escalation clauses on which contingent rentals are determined. The lease term is generally for an initial fixed period with options to extend the lease for a further period or periods. No purchase options exist in relation to operating leases and no operating leases contain restrictions on financing or other leasing activities.

Each lease varies to some extent based on factors such as market conditions and concessions that can be negotiated with individual landlords and their agents.

(c) Capital expenditure commitments

Material classes of capital expenditure commitments inclusive of anticipated GST, contracted for at reporting date but not recognised in the accounts are payable as follows:

Land and buildings		
- Within 12 months	218,511	593,966
- 12 months or longer and not longer than five years	51,796	68,295
Plant and equipment		
- Within 12 months	2,130	2,816
Intangibles		
- Within 12 months	1,349	-
Total	273,786	665,077

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

	2011 \$'000	2010 \$'000
32 Commitments for expenditure (continued)		
(d) Grants and subsidies expenditure commitments		
Grants and subsidies commitments inclusive of anticipated GST that the department has committed to provide at reporting date, but not recognised in the accounts are payable as follows:		
Disability and Community Care Services	3,897,049	3,931,655
Community and Youth Justice Services	281,454	267,749
Child Safety Services	444,907	360,058
Sport and Recreation Services	89,556	46,636
Housing and Homelessness Services	345,916	528,707
Total	<u>5,058,882</u>	<u>5,134,805</u>
- Within 12 months	2,003,759	1,854,709
- 12 months or longer and not longer than five years	3,055,123	3,280,096
Total	<u>5,058,882</u>	<u>5,134,805</u>
(e) Other expenditure commitments		
Other expenditure committed at the end of the year but not recognised in the accounts are as follows:		
- Within 12 months	5,474	7,300
- 12 months or longer and not longer than five years	5,088	8,362
Total	<u>10,562</u>	<u>15,662</u>

Department of Communities

Notes to and forming part of the financial statements for the year ended 30 June 2011

33 Contingencies

(a) Contingent assets - property damage claims

As at 30 June 2011, the department had 44 outstanding property damage insurance claims (2010 27 claims) for which the estimated recoveries (net of excesses) total \$5.707 million (2010 \$2.483 million). The department's insurer for these claims is the Queensland Government Insurance Fund.

(b) Contingent liabilities - litigation

At 30 June 2011, the following number of cases were filed with the respective jurisdictions naming the department as defendant:

	Number of cases	
	2011	2010
Supreme Court	4	14
District Court	4	4
Coroner's Court	4	7
Other courts	9	11
Court not yet identified	32	16
	<u>53</u>	<u>52</u>

It is not possible to make a reliable estimate of the final amount payable, if any, in respect of the litigation before the courts at this time.

Should any of these cases proceed and result in judgement against the department, the maximum amount that the department will need to pay in relation to each is \$10,000, being the excess applied by the Queensland Government Insurance Fund.

A decision handed down by the full Federal Court on 17 February 2007 held the State of Queensland liable for racial discrimination to mission workers through non payment of award wages between 1975 and 1986. There are a number of claimants who are yet to litigate against the department in respect of this action. The department has not recognised a provision in relation to these cases as it is unable to reliably estimate the total number of potential claimants or the potential outcome of these claims.

34 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. On 31 March 2011, the directors of Monte Carlo Caravan Park Pty Ltd as trustee for the Monte Carlo Caravan Park Trust resolved to transfer all property and assets held on behalf of the Trust to the Public Trustee of Queensland. At balance date, the transfer had yet to be affected.

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. On 1 July 2011 Gold Coast Events Co Pty Ltd became a wholly owned subsidiary of Events Queensland Pty Ltd so it is no longer a controlled entity of the Department of Communities from that date onwards.

Department of Communities
Notes to and forming part of the financial statements
for the year ended 30 June 2011

	2011 \$'000	2010 \$'000
34 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 Trust	20	9
Lazy Acres Caravan Park	16	10
Woombye Gardens Caravan Park	14	10
Gold Coast Events Co Pty Ltd	33	40
	<u>83</u>	<u>69</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 2010 to 30 June 2011 and their financial position at 30 June 2011 is as follows, based on unaudited figures:		
(a) Monte Carlo Caravan Park Trust		
Revenues	603	794
Expenses	(684)	(595)
Operating result	<u>(81)</u>	<u>199</u>
Assets	8,708	9,200
Liabilities	(110)	(61)
Net assets	<u>8,598</u>	<u>9,139</u>
(b) Lazy Acres Caravan Park		
Revenues	508	495
Expenses	(734)	(694)
Operating result	<u>(226)</u>	<u>(199)</u>
Assets	4,282	4,926
Liabilities	(64)	(97)
Net assets	<u>4,218</u>	<u>4,829</u>
(c) Woombye Gardens Caravan Park		
Revenues	2,077	620
Expenses	(1,762)	(494)
Operating result	<u>315</u>	<u>126</u>
Assets	3,911	4,508
Liabilities	(65)	(86)
Net assets	<u>3,846</u>	<u>4,422</u>
(d) Gold Coast Events Co Pty Ltd		
Revenues	8,572	14,813
Expenses	(9,450)	(17,296)
Operating result	<u>(878)</u>	<u>(2,483)</u>
Assets	9,517	12,174
Liabilities	(5,664)	(7,362)
Net assets	<u>3,853</u>	<u>4,812</u>

Department of Communities

Notes to and forming part of the financial statements for the year ended 30 June 2011

35 Financial instruments

(a) Categorisation of financial instruments

The department has the following categories of financial assets and financial liabilities:

Category		2011 \$'000	2010 \$'000
Financial assets			
Cash and cash equivalents	Note 15	230,939	294,773
Financial assets at fair value through profit or loss	Note 19	212,478	206,012
Loans and receivables	Note 16	172,269	137,224
Total		615,686	638,009
Financial liabilities			
Payables	Note 25	220,285	198,574
Accrued employee benefits	Note 26	30,048	31,881
Finance leases	Note 32(a)	4,594	-
Australian Government borrowings	Note 35(f)	391,398	404,225
Total		646,325	634,680

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), finance lease liabilities, 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 allowance 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 15.

Department of Communities

Notes to and forming part of the financial statements

for the year ended 30 June 2011

35 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 allowances for impairment are warranted) is as disclosed in note 16.

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 allowance for impairment for that class reflects the outcomes of such separate assessments. At 30 June 2011 the department had nil (2010 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 2011, the weighted average age of such loans is 15.36 years (2010 15.82 years) with the weighted average loan balance being \$33,679 (2010 \$31,986).

The following table shows the ageing of housing loans past due but not impaired.

Value of housing loans past due but not impaired		
Arrears*	2011 \$'000	2010 \$'000
>0 & <1 months	16	16
>=1 & <2 months	9	13
>=2 & <3 months	21	14
>=3 & <4 months	5	4
>=4 & <5 months	22	9
>=5 & <6 months	4	3
>=6 months	29	3
Total	106	62

*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.

Department of Communities

Notes to and forming part of the financial statements for the year ended 30 June 2011

35 Financial instruments (continued)

(c) Credit risk exposure (continued)

The department lends to people on low-to-moderate incomes within Queensland. Approximately 79 per cent of the gross value of loans (\$29.391 million) at 30 June 2011 relates to borrowers in the south-east corner of Queensland (79 per cent or \$29.860 million as at 30 June 2010) – 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.

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 allowance 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 allowance 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 allowance for impairment to the extent that such write-offs have been anticipated via that allowance. In all other situations, write-offs of unrecoverable amounts are deducted directly from the relevant debtor's account.

Department of Communities
Notes to and forming part of the financial statements
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35 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 2011, 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 19). 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(t) for an explanation of the measurement basis for these assets.

Approximately 84 per cent (2010 84 per cent) of the value of the department's interest in these properties is concentrated in the south-east corner of Queensland.

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 per cent (2010 2 per cent) on operating result and equity:

2011					
	Interest rate risk				
	Carrying Amount \$000	+ 2 %		- 2 %	
		Operating result \$000	Equity \$000	Operating result \$000	Equity \$000
Financial assets					
Cash and cash equivalents (Queensland Treasury Corporation)	7,185	144	144	(144)	(144)
Loans and receivables (housing loans)	37,263	745	745	(745)	(745)
Overall effect on profit and equity		889	889	(889)	(889)

2010					
	Interest rate risk				
	Carrying Amount \$000	+ 2 %		- 2 %	
		Operating result \$000	Equity \$000	Operating result \$000	Equity \$000
Financial assets					
Cash and cash equivalents (Queensland Treasury Corporation)	6,764	135	135	(135)	(135)
Loans and receivables (housing loans)	37,857	757	757	(757)	(757)
Overall effect on profit and equity		892	892	(892)	(892)

Department of Communities

Notes to and forming part of the financial statements

for the year ended 30 June 2011

35 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, finance lease liabilities 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 Budget Resources and Capital Infrastructure Committee. These practices ensure cash resources are adequate to meet future commitments.

The department's liquidity risk is low for the following reasons:

- total cash resources and current loans and receivables significantly exceed the total amount of liabilities expected to become payable in the ensuing 12 months
- 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 undiscounted cash flows relating to liabilities at reporting date. The undiscounted cash flows in these tables differ from the amounts included in the Statement of Financial Position that are based on discounted cash flows.

2011					
		Payable in			Total
		<1 year \$'000	1 - 5 years \$'000	>5 years \$'000	\$'000
Financial liabilities					
Payables	Note 25	220,285	-	-	220,285
Accrued employee benefits	Note 26	30,048	-	-	30,048
Finance leases	Note 32(a)	310	1,238	10,525	12,073
Australian Government borrowings	Note 35(f)	13,112	69,821	308,465	391,398
Total		263,755	71,059	318,990	653,804

2010					
		Payable in			Total
		<1 year \$'000	1 - 5 years \$'000	>5 years \$'000	\$'000
Financial liabilities					
Payables	Note 25	198,574	-	-	198,574
Accrued employee benefits	Note 26	31,881	-	-	31,881
Finance leases	Note 32(a)	-	-	-	-
Australian Government borrowings	Note 35(f)	12,827	68,416	322,982	404,225
Total		243,282	68,416	322,982	634,680

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 2011

35 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, finance lease liabilities 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:

		2011		2010	
		Carrying Amount \$'000	Fair Value \$'000	Carrying Amount \$'000	Fair Value \$'000
Financial assets					
Loans and receivables (housing loans)	Note 16	37,263	23,691	37,857	25,708
Financial liabilities					
Australian Government borrowings	Note 35(a)	391,398	360,304	404,225	374,698

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 per cent) 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
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2011 **2010**
\$'000 **\$'000**

36 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	96	94
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Revenues

Persons in departmental care	97	93
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Trust assets

Current assets

Cash – persons in departmental care	9	6
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(b) Tenancy management

In 2005, the Queensland Government endorsed an alternative housing service delivery model for 34 Indigenous communities. Indigenous Councils were offered the opportunity to hand over responsibility for tenancy management to the department. As at 30 June 2011, twelve (2010 eight) 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 twelve 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	90	210
Collections during the year	8,134	4,580
Disbursements during the year	(7,387)	(4,700)
Balance at 30 June	837	90

(c) Premier's Disaster Relief Appeal Fund

On 29 December 2010, the Queensland Government launched a disaster relief appeal to help those affected by wide spread flooding throughout the state. The appeal was extended to include those affected by Cyclone Yasi. Payments from the Premier's Disaster Relief Appeal Fund are primarily available to help people whose homes may have been destroyed or suffered structural damage. The department acts as an agent in the distribution of round two and three payments from the fund. A summary of amounts received and distributed to eligible recipients is as follows:

Amounts received from the fund	88,146	-
Payments to eligible recipients	(87,289)	-
Balance at 30 June	857	-

Department of Communities
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for the year ended 30 June 2011

	Aboriginal and Torres Strait Islander Services		Community and Youth Justice Services		Sport and Recreation Services		Total	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
37 Schedule of administered items								
Administered revenues								
Administered appropriation (note 38)	19	12	254,946	248,597	35,452	38,047	290,417	286,656
Grants and other contributions - disaster relief	-	-	75,643	-	-	-	75,643	-
Fees	-	-	5	19	-	-	5	19
Interest	19	12	-	-	-	-	19	12
Expenditure recoveries	-	-	3,560	6	-	-	3,560	6
Total	38	24	334,154	248,622	35,452	38,047	369,644	286,693
Administered expenses								
Supplies and services	-	-	30,526	5,614	-	-	30,526	5,614
Grants and subsidies								
Rates*	-	-	43,880	43,914	-	-	43,880	43,914
Personal benefits*	-	-	49,618	10,341	-	49,618	10,341	10,341
Stadiums Queensland	-	-	-	-	28,952	26,447	28,952	26,447
Gold Coast Events Co Pty Ltd	-	-	-	-	6,500	11,600	6,500	11,600
Commission for Children and Young People and Child Guardian	-	-	39,146	42,390	-	-	39,146	42,390
Family Responsibility Commission	-	-	2,651	2,570	-	-	2,651	2,570
Impairment losses	-	-	30	33	-	-	30	33
Concession payments								
Electricity*	-	-	108,396	91,700	-	-	108,396	91,700
Rail	-	-	39,158	38,058	-	-	39,158	38,058
Water*	-	-	14,285	10,039	-	-	14,285	10,039
Natural gas*	-	-	1,906	1,716	-	-	1,906	1,716
Ex-gratia payments - Redress Scheme	-	-	88	2,271	-	-	88	2,271
Total	-	-	329,684	248,646	35,452	38,047	365,136	286,693
Operating result before transfers to government	38	24	4,470	(24)	-	-	4,508	-
Transfers of administered revenue to government	(19)	(12)	(3,862)	(26)	-	-	(3,881)	(38)
Operating result	19	12	608	(50)	-	-	627	(38)

* Refer to note 39 for details of adjustments made to 2010 comparatives.

Department of Communities
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	Aboriginal and Torres Strait Islander Services		Community and Youth Justice Services		Sport and Recreation Services		Total	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
37 Schedule of administered items (continued)								
Administered assets								
<i>Current</i>								
Cash and cash equivalents	-	-	6,611	6,440	235	260	6,846	6,700
Receivables	5	-	34,018	9,920	-	-	34,023	9,920
Total current assets at 30 June	5	-	40,629	16,360	235	260	40,869	16,620
Administered liabilities								
<i>Current</i>								
Redress provision*	-	-	-	-	-	-	-	-
Payables	5	-	45,176	21,535	-	24	45,181	21,559
Total current liabilities at 30 June	5	-	45,176	21,535	-	24	45,181	21,559
Movements in redress provision*								
<i>Current</i>								
Balance at 1 July			-	46,999				
Reduction in provision as a result of payments			-	(46,999)				
Balance at 30 June			-	-				

***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 2011

	2011 \$'000	2010 \$'000
38 Reconciliation of payments from consolidated fund to administered appropriation		
Budgeted appropriation	290,853	269,456
Additional administered appropriation	1,789	12,545
Total administered appropriation receipts	<u>292,642</u>	<u>282,001</u>
Adjustment for Appropriated Equity Injections	(1,200)	-
Opening balance of administered appropriation refundable to Treasury	-	2,565
Opening balance of administered revenue receivable	(8,643)	(6,553)
Closing balance of administered revenue receivable	7,618	8,643
Closing balance of administered appropriation refundable to Treasury	-	-
Administered appropriation recognised in note 37	<u>290,417</u>	<u>286,656</u>

39 Prior year adjustments

- a) Queensland Treasury's Minimum Reporting Requirements for the year ending 30 June 2011 require the return of grant revenue previously paid out by the department to be reported as Other Revenue, resulting in the following adjustments for the year ended 30 June 2010.
- \$1.636 million has been reclassified from Grants and Other Contributions to Other Revenue - Grant Refunds.
 - \$2.307 million has been reclassified from Other Revenue - Other to Other Revenue - Grant Refunds.
 - \$0.155 million has been reclassified from Grants and Subsidies - Housing and Homelessness and \$0.083 million from Grants and Subsidies - Sport and Recreation Services to Other Revenue - Grant Refunds.
- b) Some reclassifications of grants have been made in the Department's Administered ledger resulting in the following adjustments for the year ended 30 June 2010.
- \$1.716 million has been reclassified from Grants and Subsidies - Natural Gas to Concession Payments - Natural Gas.
 - \$1.617 million has been reclassified from Grants and Subsidies - Other to Concession Payments - Electricity.
 - \$10.039 million has been reclassified from Grants and Subsidies - Rates to Concession Payments - Water.
 - \$1.216 million has been reclassified from Grants and Subsidies - Other to Personal benefits.
- c) Several assets have been identified as being in the wrong asset classes. This has resulted in the following adjustments to opening balances as at 1 July 2009.
- \$8.321 million has been reclassified from Plant and Equipment to Land (\$5.547 million) and Buildings (\$2.774 million).
 - \$1.778 million has been reclassified from Buildings to Plant and Equipment.
 - \$1.155 million has been reclassified from Capital Work in Progress to Software Work in Progress.
- d) An adjustment has been made to correctly report Grants and Subsidies expenditure for the year ended 30 June 2010. Homelessness grant expenditure of \$84.174 million was included within Community and Youth Justice Services but should have been included under Housing and Homelessness Services.

Department of Communities

Notes to and forming part of the financial statements for the year ended 30 June 2011

40 Events occurring after balance date

The department will participate in the Queensland Government's Voluntary Separation Program. The ultimate decision as to whether eligible departmental employees are to be offered a Voluntary Separation Package (VSP), the timing of the offer and the separation rests wholly with the Department. As at 30 June 2011, the Accountable Officer of the Department had yet to make any formal offers of VSPs to any eligible departmental employee in accordance with the terms specified in the Queensland Public Service Commission's Voluntary Separation Program Handbook (the handbook). Accordingly, no reliable estimate can be determined of any potential liability given that an obligating event has not transpired, and will only transpire in the event that an eligible employee accepts a formal offer in accordance with the terms of the handbook.

In summary, any ensuing offers of VSPs to eligible employees in accordance with the Queensland Government's Voluntary Separation Program, will be calculated based on an employee's substantive appointed level, the separation date and their years of service as follows:

- a base payment of 30 weeks pay
- a separation payment of three weeks pay for each completed year of service, with a pro rata payment for an incomplete year of service, up to a maximum of 60 weeks
- the base payment for part-time employees will be adjusted to reflect the proportion of full-time hours worked by the employee as at separation date
- the separation payment for part-time employees will be calculated on three weeks full-time pay per year of full-time equivalent service, with a pro-rata payment for an incomplete year of full-time equivalent service, to a maximum of 60 weeks
- employees whose previous employment has been recognised (under the Recognition of Previous Service and Employment Directive) for the purposes of calculating long service entitlement are entitled to a VSP based on previously recognised and current periods of employment
- employees whose previous employment has been recognised (under the Recognition of Previous Service and Employment Directive) for the purpose of calculating long service leave entitlement and who have received a redundancy or similar package from their previous employer will be entitled to a VSP based on their current period of employment.

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 1 July 2010 to 30 June 2011, and of the financial position of the department at the end of that year.

Ian Fulton BCom CPA
Chief Finance Officer
DEPARTMENT OF COMMUNITIES

5/9 2011

Linda A Apelt BEd, G.Dip.C, M.Ed.St
Director-General
DEPARTMENT OF COMMUNITIES

5/9 2011

INDEPENDENT AUDITOR'S REPORT

To the Accountable Officer of the Department of Communities

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 2011, the statement of comprehensive income, statement of changes in equity, statement of cash flows and statement of comprehensive income by major departmental services, for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the certificates given by the Chief Finance Officer and the Director-General.

The Accountable Officer's Responsibility for the Financial Report

The Accountable Officer is responsible for the preparation of the financial report that gives a true and fair view in accordance with prescribed accounting requirements identified in the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*, including compliance with Australian Accounting Standards. The Accountable Officer's responsibility also includes such internal control as the Accountable Officer determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on the audit. The audit was conducted in accordance with the *Auditor-General of Queensland Auditing Standards*, which incorporate the Australian Auditing Standards. Those standards require compliance with relevant ethical requirements relating to audit engagements and that the audit is planned and performed to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control, other than in expressing an opinion on compliance with prescribed requirements. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Accountable Officer, as well as evaluating the overall presentation of the financial report including any mandatory financial reporting requirements approved by the Treasurer for application in Queensland.

I believe that the audit evidence obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independence

The *Auditor-General Act 2009* promotes the independence of the Auditor-General and all authorised auditors. The Auditor-General is the auditor of all Queensland public sector entities and can 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.

Opinion

In accordance with s.40 of the *Auditor-General Act 2009* –

- (a) I have received all the information and explanations which I have required; and
- (b) in my opinion –
 - (i) the prescribed requirements in relation to the establishment and keeping of accounts have been complied with in all material respects; and
 - (ii) the financial report presents a true and fair view, in accordance with the prescribed accounting standards, of the transactions of the Department of Communities for the financial year 1 July 2010 to 30 June 2011 and of the financial position as at the end of that year.

Other Matters - Electronic Presentation of the Audited Financial Report

This auditor's report relates to the financial report of the Department of Communities for the year ended 30 June 2011. Where the financial report is included on the Department's website the Accountable Officer is responsible for the integrity of the Department's website and I have not been engaged to report on the integrity of the Department's website. The auditor's report refers only to the subject matter described above. It does not provide an opinion on any other information which may have been hyperlinked to/from these statements or otherwise included with the financial report. If users of the financial report are concerned with the inherent risks arising from publication on a website, they are advised to refer to the hard copy of the audited financial report to confirm the information contained in this website version of the financial report.

These matters also relate to the presentation of the audited financial report in other electronic media including CD Rom.

J P BEH, FCPA
(as Delegate of the Auditor-General of Queensland)

Queensland Audit Office
Brisbane



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 2011

	Note	2011 \$'000	2010 \$'000
INCOME FROM CONTINUING OPERATIONS			
Sale of goods	2	27,258	26,808
Grants and other contributions	3	386	100
Other revenue*	4	5,119	283
Total income from continuing operations		<u>32,763</u>	<u>27,191</u>
EXPENSES FROM CONTINUING OPERATIONS			
Employee expenses*	5	4,166	4,120
Cost of sales of inventories	6	20,060	19,035
Supplies and services*	7	1,997	2,261
Depreciation	8	1,140	1,047
Impairment losses		-	(28)
Other expenses*	9	211	296
Total expenses from continuing operations		<u>27,574</u>	<u>26,731</u>
Operating result from continuing operations		<u>5,189</u>	<u>460</u>
OTHER COMPREHENSIVE INCOME			
Increase (decrease) in asset revaluation surplus	18	(1,395)	163
Total other comprehensive income		<u>(1,395)</u>	<u>163</u>
Total comprehensive income		<u><u>3,794</u></u>	<u><u>623</u></u>

* Refer to note 23 for details of adjustments made to 2010 comparatives.

The accompanying notes form part of these statements.

Department of Communities - Retail Stores
Statement of Financial Position
as at 30 June 2011

	Note	2011 \$'000	2010 \$'000
CURRENT ASSETS			
Cash and cash equivalents	10	4,392	2,969
Receivables	11	1,078	378
Inventories	12	2,692	3,091
Other current assets	13	5	6
Total current assets		<u>8,167</u>	<u>6,444</u>
NON-CURRENT ASSETS			
Property, plant and equipment	14	19,585	21,971
Total non-current assets		<u>19,585</u>	<u>21,971</u>
TOTAL ASSETS		<u>27,752</u>	<u>28,415</u>
CURRENT LIABILITIES			
Payables*	15	1,458	1,099
Other financial liabilities	16	-	600
Accrued employee benefits*	17	188	204
Total current liabilities		<u>1,646</u>	<u>1,903</u>
NON-CURRENT LIABILITIES			
Other financial liabilities	16	-	4,200
Total non-current liabilities		<u>-</u>	<u>4,200</u>
TOTAL LIABILITIES		<u>1,646</u>	<u>6,103</u>
NET ASSETS		<u>26,106</u>	<u>22,312</u>
EQUITY			
Contributed equity		9,852	9,852
Asset revaluation surplus	18	8,191	9,586
Accumulated surplus		8,063	2,874
TOTAL EQUITY		<u>26,106</u>	<u>22,312</u>

* Refer to note 23 for details of adjustments made to 2010 comparatives.

The accompanying notes form part of these statements.

**Department of Communities - Retail Stores
Statement of Changes in Equity
for the year ended 30 June 2011**

	Contributed equity	Asset revaluation surplus (note 18)	Accumulated suplus	Total
	\$'000	\$'000	\$'000	\$'000
Balance as at 1 July 2009	8,430	9,423	2,414	20,267
Operating result from continuing operations	-	-	460	460
Other comprehensive income				
- Increase in asset revaluation surplus	-	163	-	163
Total comprehensive income for the year	-	163	460	623
Transactions with owners as owners				
- Non appropriated equity injection	1,422	-	-	1,422
Balance as at 30 June 2010	<u>9,852</u>	<u>9,586</u>	<u>2,874</u>	<u>22,312</u>
Balance as at 1 July 2010	9,852	9,586	2,874	22,312
Operating result from continuing operations	-	-	5,189	5,189
Other comprehensive income				
- Increase (decrease) in asset revaluation surplus	-	(1,395)	-	(1,395)
Total comprehensive income for the year	-	(1,395)	5,189	3,794
Balance as at 30 June 2011	<u>9,852</u>	<u>8,191</u>	<u>8,063</u>	<u>26,106</u>

The accompanying notes form part of these statements.

Department of Communities - Retail Stores
Statement of Cash Flows
for the year ended 30 June 2011

	Note	2011 \$'000	2010 \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Inflows:			
Sale of goods		27,185	26,852
GST input tax credits received from Australian Taxation Office		1,449	1,600
GST collected from customers		1,632	1,573
Grants and other contributions		386	100
Other		313	271
Outflows:			
Employee expenses		(4,198)	(3,928)
Supplies and services		(1,637)	(2,762)
Advance repayment		(600)	-
GST paid to suppliers		(1,458)	(1,559)
GST remitted to Australian Taxation Office		(1,628)	(1,585)
Cost of inventories		(19,661)	(19,987)
Other		(207)	(188)
Net cash provided by (used in) operating activities	19	<u>1,576</u>	<u>387</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Inflows:			
Sales of property, plant and equipment		-	3
Outflows:			
Payments for property, plant and equipment		(153)	(2,531)
Net cash provided by (used in) investing activities		<u>(153)</u>	<u>(2,528)</u>
Net increase (decrease) in cash and cash equivalents		1,423	(2,141)
Cash and cash equivalents at beginning of financial year		2,969	5,110
Cash and cash equivalents at end of period	10	<u><u>4,392</u></u>	<u><u>2,969</u></u>

The accompanying notes form part of these statements.

Department of Communities - Retail Stores

Notes to and forming part of the financial statements

for the year ended 30 June 2011

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 whites, 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.

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 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 2011, and other authoritative pronouncements.

With respect to compliance with Australian Accounting Standards and Interpretations, Retail Stores has applied those requirements applicable to not-for-profit entities as Retail Stores is not-for-profit. 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.

Department of Communities – Retail Stores
Notes to and forming part of the financial statements
for the year ended 30 June 2011

1. Summary of significant accounting policies (continued)

c) Sales

Rendering of services

Revenue from rendering of 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.

Sale 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.

d) Grants and Contributions

Grants, contributions, donations and gifts that are non-reciprocal in nature are recognised as revenue in the year in which Retail Stores obtains control over them.

Contributed assets are recognised at their fair value. Contributions of services are recognised only when a fair value can be determined reliably and the services would be purchased if they had not been donated.

e) 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 receipted but not banked as at reporting date as well as deposits at call with financial institutions.

f) 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 allowance being made for impairment. All known bad debts were written-off as at the reporting date.

Refer to note 11 and note 22 for further information on receivables.

g) 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.

Department of Communities – Retail Stores
Notes to and forming part of the financial statements
for the year ended 30 June 2011

1. Summary of significant accounting policies (continued)

h) 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 a 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 a Queensland government entity, are recognised at their fair value at date of acquisition in accordance with AASB 116 Property, Plant and Equipment.

i) Property, plant and equipment

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

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

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

Land improvements undertaken by Retail Stores are included with buildings.

Land is recorded at \$1 for Retail Stores as it is subject to a deed of grant in trust.

j) 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. These assets are then reclassified to the relevant classes within property, plant and equipment.

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

The depreciable amount of improvements is allocated systematically over the estimated useful lives of the improvements.

Department of Communities – Retail Stores
Notes to and forming part of the financial statements
for the year ended 30 June 2011

1. Summary of significant accounting policies (continued)

j) Depreciation of property, plant and equipment (continued)

For each class of depreciable asset, the following depreciation rates were used:

Class	Rate %
Buildings	2 - 3
Plant and equipment	7 - 33

k) 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 indices provided by the State Valuation Service, 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 for the Queensland Public Sector*.

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.

Materiality concepts under AASB1031 are considered in determining whether the difference between the carrying amount and the fair value of an asset is material.

l) 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.

Department of Communities – Retail Stores
Notes to and forming part of the financial statements
for the year ended 30 June 2011

1. Summary of significant accounting policies (continued)

l) Impairment of non-current assets (continued)

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.

m) 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 normally 14 days.

n) Financial Instruments

Recognition

Financial assets and financial liabilities are recognised in the Statement of Financial Position when Retail Stores becomes party to the contractual provisions of the financial instrument.

Classification

Financial instruments are classified and measured as follows:
Cash and cash instruments – held at fair value through profit or loss
Receivables – held at amortised cost
Payables – held at amortised cost.

All other disclosures relating to the measurement and financial risk management of financial instruments held by Retail Stores are included in Note 22.

o) Other financial liabilities

Repayable advances are recognised as other financial liabilities and held at amortised cost.

p) 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.

Department of Communities – Retail Stores
Notes to and forming part of the financial statements
for the year ended 30 June 2011

1. Summary of significant accounting policies (continued)

p) Employee benefits (continued)

Annual leave

The Queensland Government's Annual Leave Central Scheme (ALCS) covers departments, commercialised business units and shared service providers. Under this scheme, a levy is made on 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.

Accordingly, no provision for annual leave is 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 scheme for Queensland Government employees, at rates determined by the Treasurer on advice from the State Actuary. Contributions are expensed in the period in which they are paid or payable. Retail Stores' obligation is limited to its required fortnightly contribution to QSuper.

The QSuper scheme has defined benefit and defined contribution categories. The liability for defined benefits is held on a whole-of-government basis and reported in those financial statements pursuant to AASB1049 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.

q) 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
for the year ended 30 June 2011

1. Summary of significant accounting policies (continued)

r) 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.

s) 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.

t) Rounding and comparatives

All figures in these statements are in Australian dollars and have been rounded to the nearest \$1000 or, where that amount is less than \$500, to zero, unless disclosure of the full amount is specifically required.

Comparative information has been restated where necessary to be consistent with disclosures in the current reporting period.

u) Judgements

The preparation of financial statements necessarily requires the determination and use of certain critical accounting estimates, assumptions and management judgements that have potential to cause a material adjustment to the carrying amounts of assets and liabilities within the next financial year. Such estimates, judgements and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised and in future periods as relevant.

Critical judgements, estimates and assumptions that have a potential significant effect are outlined in the following financial statements notes –

- Note 1(j) Depreciation of property, plant and equipment
- Note 1(k) Revaluation of property, plant and equipment.

Department of Communities – Retail Stores
Notes to and forming part of the financial statements
for the year ended 30 June 2011

1. Summary of significant accounting policies (continued)

v) New and revised accounting standards

Retail Stores did not voluntarily change any of its accounting policies during 2010-11.

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 Queensland Treasury. 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.

AASB 2010-4 Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 1, AASB 7, AASB 101, AASB 134 and Interpretation 13] becomes effective from reporting periods beginning on or after 1 January 2011. Retail Stores will then need to make changes to its disclosures about credit risk on financial instruments in note 22(c). No longer will Retail Stores need to disclose amounts that best represent an entity's maximum exposure to credit risk where the carrying amount of the instruments reflects this. If Retail Stores holds collateral or other credit enhancements in respect of any financial instrument, it will need to disclose - by class of instrument - the financial extent to which those arrangements mitigate the credit risk. There will be no need to disclose the carrying amount of financial assets for which the terms have been renegotiated, which would otherwise be past due or impaired.

Also, for those financial assets that are either past due but not impaired, or have been individually impaired, there will be no need to separately disclose details about any associated collateral or other credit enhancements held by Retail Stores.

AASB 1053 Application of Tiers of Australian Accounting Standards and AASB 2010-2 Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements [AASB 1, 2, 3, 5, 7, 8, 101, 102, 107, 108, 110, 111, 112, 116, 117, 119, 121, 123, 124, 127, 128, 131, 133, 134, 136, 137, 138, 140, 141, 1050, 1052 and Interpretations 2, 4, 5, 15, 17, 127, 129 and 1052] apply to reporting periods beginning on or after 1 July 2013. AASB 1053 establishes a differential reporting framework for those entities that prepare general purpose financial statements, consisting of two tiers of reporting requirements – Australian Accounting Standards (commonly referred to as tier 1), and Australian Accounting Standards – Reduced Disclosure Requirements (commonly referred to as tier 2).

Tier 1 requirements comprise the full range of AASB recognition, measurement, presentation and disclosure requirements that are currently applicable to reporting entities in Australia. The only difference between the tier 1 and tier 2 requirements is that tier 2 requires fewer disclosures than tier 1. AASB 2010-2 sets out the details of which disclosures in standards and interpretations are not required under tier 2 reporting.

Pursuant to AASB 1053, Retail Stores may adopt tier 2 requirements for their general purpose financial statements. However, AASB 1053 acknowledges the power of a regulator to require application of the tier 1 requirements. In the case of Retail Stores the Queensland Treasury is the regulator. Queensland Treasury has advised that its policy decision is to require all departments to adopt tier 1 reporting requirements. In compliance with Treasury's policy which prohibits the early adoption of new or revised accounting standards unless Treasury approval is granted, Retail Stores has not early adopted AASB 1053.

Department of Communities – Retail Stores
Notes to and forming part of the financial statements
for the year ended 30 June 2011

1. Summary of significant accounting policies (continued)

v) New and revised accounting standards (continued)

All other Australian accounting standards and interpretations with future commencement dates are either not applicable to Retail Stores' 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 2011

	2011	2010
	\$'000	\$'000
2 Sale of goods		
Doomadgee	7,504	7,506
Kowanyama	4,030	3,964
Lockhart River	4,245	4,050
Palm Island	6,247	6,450
Pomppuraaw	3,438	3,279
Woorabinda	1,794	1,559
Total	27,258	26,808

3 Grants and Other Contributions

Contribution from Queensland Health*	350	100
Industry contribution	36	-
Total	386	100

*Refer to note 23 for details of adjustments made to 2010 comparatives.

4 Other revenue

Interest revenue	130	107
Insurance Compensation from Loss of Property*	-	46
Debt waived	4,800	-
Eftpos and ATM rebates	80	-
Disaster reimbursements	97	-
Other	12	130
Total	5,119	283

*Refer to note 23 for details of adjustments made to 2010 comparatives.

5 Employee expenses

Employee benefits		
Wages and salaries*	3,193	3,276
Employer superannuation contributions	345	327
Long service leave levy*	291	212
Annual leave levy*	71	60
Employee related expenses		
Workers compensation premium	65	21
Payroll tax	170	172
Other employee related expenses*	31	52
Total	4,166	4,120

*Refer to note 23 for details of adjustments made to 2010 comparatives.

The number of employees, includes both full-time employees and part-time employees measured on a full-time equivalent basis is:

	2011	2010
Number of employees	56	63

6 Cost of sales of inventories

	2011	2010
	\$'000	\$'000
Doomadgee	5,800	5,247
Kowanyama	3,169	3,026
Lockhart River	3,122	3,119
Palm Island	4,689	4,756
Pomppuraaw	2,490	2,269
Woorabinda	1,273	1,089
Suppliers rebate	(483)	(471)
Total	20,060	19,035

Department of Communities – Retail Stores
Notes to and forming part of the financial statements
for the year ended 30 June 2011

	2011	2010
	\$'000	\$'000
7 Supplies and services		
Electricity	580	506
Repairs and maintenance	306	390
Professional and technical fees	195	461
Operating lease rentals	229	207
Administration costs*	153	147
Computer operating costs	257	74
Telecommunications	73	134
Travel	146	221
Marketing and public relations	-	7
Minor plant and equipment	34	80
Other	24	34
Total	1,997	2,261

*Refer to note 23 for details of adjustments made to 2010.

8 Depreciation

Depreciation incurred in respect of:

Buildings	736	674
Plant and equipment	404	373
Total	1,140	1,047

9 Other expenses

Insurance premiums - Queensland Government Insurance Fund	70	65
Net losses on disposal of property, plant and equipment	4	47
External audit fees*	56	67
Losses:**		
Public Monies	-	10
Public Property***	-	50
Donations and gifts	67	49
Bank fees	14	8
Total	211	296

* The Auditor-General of Queensland is Retail Stores' external auditor. Total external audit fees relating to 2010-11 financial year are estimated to be \$60,400 (2010 \$55,000). There are no non-audit services included in these amounts.

**Refer to note 23 for details of adjustments made to 2010.

*** Certain losses of public property are insured with Queensland Government Insurance Fund (QGIF). The claims made in respect of these losses are recognised for the agreed settlement amount and disclosed as 'Other Revenues - Insurance Compensation from Loss of Property'. Refer Note 4.

10 Cash and cash equivalents

Cash at bank	3,748	2,306
Imprest accounts	644	663
Total	4,392	2,969

Department of Communities – Retail Stores
Notes to and forming part of the financial statements
for the year ended 30 June 2011

	2011 \$'000	2010 \$'000
11 Receivables		
Trade and other debtors	955	287
Less: allowance for impairment	(10)	(15)
	<u>945</u>	<u>272</u>
GST input tax credits receivable	147	138
GST payable	(122)	(118)
Net GST receivable	<u>25</u>	<u>20</u>
Annual leave reimbursements	56	42
Interest receivable	44	38
Long service leave reimbursements	8	6
Total	<u><u>1,078</u></u>	<u><u>378</u></u>
Movements in the allowance for impairment		
Opening balance	15	44
Amounts written off during the year	(5)	(1)
Allowance re-assessment	-	(28)
Closing balance	<u>10</u>	<u>15</u>
12 Inventories		
Inventory held for sale	2,709	3,113
Less: allowance for stock obsolescence	(17)	(22)
Total	<u><u>2,692</u></u>	<u><u>3,091</u></u>
13 Other current assets		
Prepayments	5	6
Total	<u><u>5</u></u>	<u><u>6</u></u>
14 Property, plant and equipment		
Buildings		
At fair value	27,455	30,009
Less: Accumulated depreciation	(10,571)	(11,019)
	<u>16,884</u>	<u>18,990</u>
Plant and equipment		
At cost	5,373	5,256
Less: Accumulated depreciation	(2,709)	(2,358)
	<u>2,664</u>	<u>2,898</u>
Capital works in progress		
At cost	37	83
Total	<u><u>19,585</u></u>	<u><u>21,971</u></u>

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 State Valuation Service based on depreciated replacement cost.

Department of Communities – Retail Stores
Notes to and forming part of the financial statements
for the year ended 30 June 2011

14 Property, plant and equipment (continued)

Property, plant and equipment reconciliation

	Buildings	Plant and equipment	Capital works in progress	Total
	\$'000	\$'000	\$'000	\$'000
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
Depreciation	(674)	(373)	-	(1,047)
Carrying amount at 30 June 2010	<u>18,990</u>	<u>2,898</u>	<u>83</u>	<u>21,971</u>
Carrying amount at 1 July 2010	18,990	2,898	83	21,971
Acquisitions	14	109	30	153
Transfers between classes	10	66	(76)	-
Disposals	-	(4)	-	(4)
Revaluation increments (decrements)	(1,395)	-	-	(1,395)
Depreciation	(735)	(405)	-	(1,140)
Carrying amount at 30 June 2011	<u><u>16,884</u></u>	<u><u>2,664</u></u>	<u><u>37</u></u>	<u><u>19,585</u></u>

Retail Stores has property, plant and equipment with an original cost of \$1.265 million (2010 \$0.871 million) 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 2011

	2011	2010
	\$'000	\$'000
15 Payables		
Trade creditors and accruals	1,414	1,060
Other*	44	39
Total	<u>1,458</u>	<u>1,099</u>

*Refer to note 23 for details of adjustments made to 2010.

16 Other financial liabilities

Current

Advance payable	-	600
Total	<u>-</u>	<u>600</u>

Non-Current

Advance payable	-	4,200
Total	<u>-</u>	<u>4,200</u>

The cost of constructing retail stores buildings paid for by the Department of Communities, had been recognised in the financial statements as an interest free payable but the debt was forgiven during 2010-11.

17 Accrued employee benefits

Annual leave levy payable	79	63
Salaries and wages payable*	92	126
Long service leave levy payable	17	15
Total	<u>188</u>	<u>204</u>

*Refer to note 23 for details of adjustments made to 2010.

18 Asset revaluation surplus

	Buildings
	\$'000
Carrying amount at 1 July 2009	9,423
Net revaluation increments	163
Carrying amount 30 June 2010	<u>9,586</u>
Carrying amount at 1 July 2010	9,586
Net revaluation decrements	(1,395)
Carrying amount at 30 June 2011	<u>8,191</u>

Department of Communities – Retail Stores
Notes to and forming part of the financial statements
for the year ended 30 June 2011

	2011 \$'000	2010 \$'000
19 Reconciliation of operating result to net cash from operating activities		
Operating result	5,189	460
Non-cash items:		
Depreciation expense	1,140	1,047
Loss on disposal of non-current assets	4	49
Gain on disposal of non-current assets	-	(2)
Impairment losses	-	(28)
Advance waived	(4,800)	
Change in assets and liabilities:		
(Increase) decrease in receivables	(700)	140
(Increase) decrease in inventories	399	(952)
(Increase) decrease in prepayments	1	86
Increase (decrease) in payables	359	(487)
Increase (decrease) in accrued employee benefits	(16)	74
Net cash provided by operating activities	<u>1,576</u>	<u>387</u>

20 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
- 12 months or longer and not longer than five years	-	-
- Later than 5 years	-	-
Total	<u>-</u>	<u>20</u>
Plant and equipment		
- Within 12 months	-	55
- 12 months or longer and not longer than five years	-	-
- Later than 5 years	-	-
Total	<u>-</u>	<u>55</u>

21 Contingent assets and liabilities

As at 30 June 2011, 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 2011

22 Financial instruments

(a) Categorisation of financial instruments

Retail Stores has the following categories of financial assets and financial liabilities:

Category	Note	2011 \$'000	2010 \$'000
Financial assets			
Cash	10	4,392	2,969
Receivables	11	1,078	378
Total		<u>5,470</u>	<u>3,347</u>
Financial liabilities			
Payables	15	1,458	1,099
Other financial liabilities	16	-	4,800
Accrued employee benefits	17	188	204
Total		<u>1,646</u>	<u>6,103</u>

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.

Category	Note	2011 \$'000	2010 \$'000
Financial assets			
Cash	10	4,392	2,969
Receivables	11	1,078	378
Total		<u>5,470</u>	<u>3,347</u>

Department of Communities – Retail Stores
Notes to and forming part of the financial statements
for the year ended 30 June 2011

22 Financial instruments (continued)

(c) Credit risk exposure (continued)

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 allowance for 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. Aging of past due but not impaired financial assets are disclosed in the following tables:

2011 Financial Assets Past Due But Not Impaired

	Overdue			
	30 Days	30 - 60 Days	61 - 90 Days	Total
	\$'000	\$'000	\$'000	\$'000
Financial Assets				
Receivables	59	9	38	106
Total	<u>59</u>	<u>9</u>	<u>38</u>	<u>106</u>

2010 Financial Assets Past Due But Not Impaired

	Overdue			
	30 Days	30 - 60 Days	61 - 90 Days	Total
	\$'000	\$'000	\$'000	\$'000
Financial Assets				
Receivables	25	10	28	63
Total	<u>25</u>	<u>10</u>	<u>28</u>	<u>63</u>

2011 Individually Impaired Financial Assets

	Overdue			
	30 Days	30 - 60 Days	61 - 90 Days	Total
	\$'000	\$'000	\$'000	\$'000
Financial Assets				
Receivables	-	-	10	10
Total	<u>-</u>	<u>-</u>	<u>10</u>	<u>10</u>

2010 Individually Impaired Financial Assets

	Overdue			
	30 Days	30 - 60 Days	61 - 90 Days	Total
	\$'000	\$'000	\$'000	\$'000
Financial Assets				
Receivables	-	-	15	15
Total	<u>-</u>	<u>-</u>	<u>15</u>	<u>15</u>

Department of Communities – Retail Stores
Notes to and forming part of the financial statements
for the year ended 30 June 2011

22 Financial instruments (continued)

(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 Stores' financial assets and liabilities which are subject to interest rate risk, showing the effects of a plus or minus movement of 2 per cent (2010 2 per cent) on operating result and equity:

2011					
	Interest rate risk				
	Amount \$'000	+ 2%		- 2%	
		Operating Result \$'000	Equity \$'000	Operating Result \$'000	Equity \$'000
Financial Assets					
Cash at bank	3,748	75	75	(75)	(75)
Overall effect on operating result and equity		75	75	(75)	(75)

2010					
	Interest rate risk				
	Amount \$'000	+ 2%		- 2%	
		Operating Result \$'000	Equity \$'000	Operating Result \$'000	Equity \$'000
Financial Assets					
Cash at bank	2,306	46	46	(46)	(46)
Overall effect on operating result and equity		46	46	(46)	(46)

Department of Communities – Retail Stores

Notes to and forming part of the financial statements

for the year ended 30 June 2011

22 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 that sufficient 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	2011 Payable in			Total \$'000
		<1 year \$'000	1 - 5 years \$'000	>5 years \$'000	
Financial Liabilities					
Payables	15	1,458	-	-	1,458
Other financial liabilities	16	-	-	-	-
Accrued employee benefits	17	188	-	-	188
Total		1,646	-	-	1,646

	Note	2010 Payable in			Total \$'000
		<1 year \$'000	1 - 5 years \$'000	>5 years \$'000	
Financial Liabilities					
Payables	15	1,099	-	-	1,099
Other financial liabilities	16	600	2,400	1,800	4,800
Accrued employee benefits	17	204	-	-	204
Total		1,903	2,400	1,800	6,103

(f) Fair value

The fair value of financial assets and liabilities is assumed to approximate the value of the original transaction, less any allowance for impairment.

Department of Communities – Retail Stores

Notes to and forming part of the financial statements for the year ended 30 June 2011

23 Prior year adjustments

Some reclassifications have been made in the ledger resulting in the following adjustments for the year ended 30 June 2010 comparatives:

Statement of comprehensive income

- 1) Grants and other contributions - \$100,000 has been reclassified from other revenue - other to grants and other contributions - contribution from Queensland Health.
- 2) Other revenue - other - \$146,000 has been reclassified from other revenue - other to grants and other contributions \$100,000 and other revenue - insurance compensation from loss of property \$46,000.
- 3) Employee expenses - \$323,000 has been reclassified as follows:
 - (a) from wages and salaries to long service leave levy \$212,000;
 - (b) from long service leave levy to annual leave levy \$60,000; and
 - (c) from supplies and services - administration costs \$40,000; and from other employee benefits \$11,000 to employee related expenses - other employee related expenses \$51,000.
- 4) Supplies and services - \$100,000 has been reclassified from supplies and services - administration costs to other expenses - losses - public monies \$10,000; other expenses losses - public property \$50,000; and to employee related expenses - other employee related expenses \$40,000.
- 5) Other expenses - \$60,000 has been reclassified from supplies and services - administration costs to other expenses - losses - public monies \$10,000 and losses - public property \$50,000.

Statement of financial position

- 6) Payables - \$112,000 has been reclassified from payables - other to accrued employee benefits - salary and wages payable.
- 7) Accrued employee benefits - \$112,000 has been reclassified from payables - other to accrued employee benefits - salary and wages payable.

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 year ended 30 June 2011, and of the financial position of the Retail Stores at the end of that year.

Ian Fulton BCom CPA
Chief Finance Officer
DEPARTMENT OF COMMUNITIES

30 August 2011

Linda A Apelt BEd, G.Dip.C, M.Ed.St
Director-General
DEPARTMENT OF COMMUNITIES

30/8/2011

INDEPENDENT AUDITOR'S REPORT

To the Accountable Officer of the Department of Communities

Report on the Financial Report

I have audited the accompanying financial report of the Department of Communities – Retail Stores, which comprises the statement of financial position as at 30 June 2011, the statement of comprehensive income, statement of changes in equity, statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the certificates given by the Chief Finance Officer and the Director-General.

The Accountable Officer's Responsibility for the Financial Report

The Accountable Officer is responsible for the preparation of the financial report that gives a true and fair view in accordance with prescribed accounting requirements identified in the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*, including compliance with Australian Accounting Standards. The Accountable Officer's responsibility also includes such internal control as the Accountable Officer determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on the audit. The audit was conducted in accordance with the *Auditor-General of Queensland Auditing Standards*, which incorporate the Australian Auditing Standards. Those standards require compliance with relevant ethical requirements relating to audit engagements and that the audit is planned and performed to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control, other than in expressing an opinion on compliance with prescribed requirements. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Accountable Officer, as well as evaluating the overall presentation of the financial report including any mandatory financial reporting requirements approved by the Treasurer for application in Queensland.

I believe that the audit evidence obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independence

The *Auditor-General Act 2009* promotes the independence of the Auditor-General and all authorised auditors. The Auditor-General is the auditor of all Queensland public sector entities and can 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.

Opinion

In accordance with s.40 of the *Auditor-General Act 2009* –

- (a) I have received all the information and explanations which I have required; and
- (b) in my opinion –
 - (i) the prescribed requirements in relation to the establishment and keeping of accounts have been complied with in all material respects; and
 - (ii) the financial report presents a true and fair view, in accordance with the prescribed accounting standards, of the transactions of the Department of Communities – Retail Stores for the financial year 1 July 2010 to 30 June 2011 and of the financial position as at the end of that year.

Other Matters - Electronic Presentation of the Audited Financial Report

This auditor's report relates to the financial report of the Department of Communities – Retail Stores for the year ended 30 June 2011. Where the financial report is included on the Department of Communities' website the Accountable Officer is responsible for the integrity of the Department's website and I have not been engaged to report on the integrity of the Department's website. The auditor's report refers only to the subject matter described above. It does not provide an opinion on any other information which may have been hyperlinked to/from these statements or otherwise included with the financial report. If users of the financial report are concerned with the inherent risks arising from publication on a website, they are advised to refer to the hard copy of the audited financial report to confirm the information contained in this website version of the financial report.

These matters also relate to the presentation of the audited financial report in other electronic media including CD Rom.

J P BEH FCPA
(as Delegate of the Auditor-General of Queensland)

Queensland Audit Office
Brisbane





Appendices



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Appendices

Appendix 1

Legislation administered by our Ministers

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 and Administrative Arrangements Order (No.1) 2011.

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 for Part 4, sections 18-25 which are administered by the Deputy Premier and Attorney-General, Minister for Local Government and Special Minister of State); (sections 4, 8, 64-67, 70 and 71, jointly administered with the Deputy Premier and Attorney-General, Minister for Local Government and Special Minister for State)

The objective of this Act is to provide for law and order in the establishment of community justice groups for 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

(except to the extent administered by the Deputy Premier and Attorney-General, Minister for Local Government and Special Minister of State)

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

(except to the extent administered by the Deputy Premier and Attorney-General, Minister for Local Government and Special Minister of State)

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 Industrial Relations)

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 of concern 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

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.

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.

Manufactured Homes (Residential Parks) Act 2003

The main objective of the Act is to regulate, and promote fair trading practices in, the operation of residential parks to protect home owners from unfair business practices and to enable home owners, and prospective home owners to make informed choices by being fully aware of their rights and responsibilities in their relation with park owners. This Act was transferred to the Department of Communities by Administrative Arrangements Amendment Order (No. 2) in March 2011.

Mental Health Act 2000

(jointly administered with the Minister for Health)

The objective of this Act is to provide for the involuntary assessment and treatment, and the protection, of persons (whether adults or minors) who have mental illnesses while at the same time safeguarding their rights and freedoms; and balancing their rights and freedoms with the rights and freedoms of other persons.

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 Services (Accreditation) Act 2002

The objective of this Act is to regulate the conduct of residential services to protect the health, safety and basic freedoms of residents; encourage service providers to continually improve the way they conduct residential services; and support fair trading in the residential service industry. This Act was transferred to the Department of Communities by Administrative Arrangements Amendment Order (No. 2) in March 2011.

Residential Tenancies and Rooming Accommodation Act 2008

The objective of this Act is to regulate, through the Residential Tenancies Authority, 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.

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.

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.

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 *Carers (Recognition) Act 2008* was amended to recognise grandparent carers.
- The *Child Protection and Other Acts Amendment Act 2010* amended the *Child Protection Act 1999* to enhance the capacity of non-government services to intervene earlier and more effectively with at-risk families and to improve outcomes for children in out-of-home care.

It also amended the following legislation administered by the department to remove anomalies and ambiguities identified during implementation of the *Criminal History Screening Legislation Amendment Act 2010*.

- The *Criminal History Screening Legislation Amendment Act 2010* was introduced to effectively reduce duplication of criminal history screening checks and increase the consistency of criminal history screening processes. This Act amended the following legislation administered by the department: *Child Protection Act 1999*; *Child Protection (Offender Prohibition Order) Act 2008*; *Commission for Children and Young People and Child Guardian Act 2000*; *Community Services Act 2007*; *Disability Services Act 2006*; *Family Services Act 1987*; *Juvenile Justice and Other Acts Amendment Act 2009* and *Youth Justice Act 1992*.
- The *Disability Services Act 2006* was amended to strengthen and streamline criminal history screening.
- Amendments to the *Family Responsibilities Act 2008* made by the *Justice and Other Legislation Amendment Act 2010* passed Parliament on 6 October 2010 and took effect from 14 October 2010. The amendments clarify and strengthen the role of local commissioners in relation to conferences.
- The *Forensic Disability Act 2011* was enacted on 19 May 2011 and will come into effect on 1 July 2011. The legislation establishes and regulates the new forensic disability service operated by the department to provide a secure, therapeutic service for people on forensic disability orders by the Mental Health Court.
- Responsibility for the *Residential Services (Accreditation) Act 2002* (RSA) and the *Manufactured Homes (Residential Parks) Act 2003* was passed from Minister Lawlor to Minister Struthers under recent machinery-of-government changes. Regulatory functions relating to the RSA have been transitioned to the Department of Communities. Policy and program functions for both Acts now reside in our department.

All legislation is available at 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.

Until 1 July 2011 the GCEC was wholly-owned by the State of Queensland. 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 231. The transactions of the board from 1 July 2010 to 30 June 2011 are included in the accounts of the Department of Communities.

Appendix 3

Statutory authorities

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 Act, 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 Disability Services, Mental Health and Aboriginal and Torres Strait Islander Partnerships, therefore its activities are not included in the financial statements of this annual report.

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 Disability Services, Mental Health

and Aboriginal and Torres Strait Islander Partnerships, which is tabled in Parliament, 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.

Appendix 4

Overseas travel

Name of officer/ member and position	Destination	Reason for travel	Agency cost	Contribution from other agencies or sources
Aleks Osadchuk, Coach	Canada and Croatia	Professional Development Tours of Canadian Universities and European Water Polo Championships	\$119.00	\$9550.00
Aleks Osadchuk, Coach	Canada	Australian Women's Water Polo team competing in Canada Cup	\$67.00	\$5400.00
Bennett King, Executive Director	Auckland, New Zealand	NESC Meeting and World Rowing Championships	\$2175.00	\$0.00
Daniel Greenwood, Sport Scientist	Hong Kong	Australasian Skill Acquisition Research Group Conference	\$675.00	\$0.00
Daniel Greenwood, Sport Scientist	Europe	Overseas competitions and training camps — Athletics	\$1465.00	\$0.00
Dr Anthony Giorgi, Coach	USA	2010 Pan Pacific Swimming Championships	\$0.00	\$5200.00
Jeremy Sheppard, Coach	Canada and Slovenia	Professional development at Canadian Sports Centres and attend the 2011 World Congress on Volleyball	\$1799.00	\$4300.00
Jeremy Sheppard, Coach	USA	Attend and present at the National Strength and Conditioning Conference	\$993.00	\$1,300.00
Kieran Young, Coach	Japan	International Training and Competitions — Waterpolo	\$500.00	\$1500.00
Mark Osborne, Sports Science Manager	South Africa	International Competitions — BMX World Championships and visit to Sports Science Institute of South Africa	\$1297.00	\$0.00
Simon Daley, Coach	Japan	International Training and Competitions — Men's Waterpolo	\$705.00	\$1500.00

Name of officer/ member and position	Destination	Reason for travel	Agency cost	Contribution from other agencies or sources
Stephan Widmer, Coach	USA	2010 Pan Pacific Swimming Championships	\$110.00	\$5200.00
Stephan Widmer, Coach	Malaysia and India	2010 Commonwealth Games	\$112.00	\$7147.00
Stephan Widmer, Coach	Singapore and Dubai	2010 World Short Course Swimming Championships and Training Camp	\$146.00	\$6159.00
Stephen Moss, Coach	Wellington, New Zealand	2011 Oceania Triathlon Championships	\$1241.00	\$1745.00
Stephen Moss, Coach	England and Europe	ITU World Championship Series Competitions and Training Camps	\$6803.00	\$15,300.00
Stephen Moss, Coach	Mexico	ITU World Cup Series	\$175.00	\$3300.00
Tim Conrad, Head Coach	Wellington, New Zealand	Rowing World Championships	\$0.00	\$2890.00
Total			\$18,382.00	\$70,491.00

Appendix 5

Consultancies

In 2010–11, we spent \$1.482 million on consultancies as identified in the table below.

Category	Amount
Management Services	\$0.172 million
Professional and Technical	\$1.310 million
Total	\$1.482 million

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 Statement

Following is the department's 2010–11 corporate performance.

Corporate performance	PI ¹	Notes	2010–11 target	2010–11 actual
Percentage of internal audit recommendations accepted for implementation	4	2	95.00%	91.50%
Percentage of statutory reporting responsibilities met within agreed timeframes	4		100.00%	100.00%
Percentage of full-time equivalents by status (permanent)	4	3	80.56%	75.74%
Percentage of full-time equivalents by status (temporary)	4	3,4	15.75%	20.04%
Percentage of women employees	4	3	67.33%	73.10%
Percentage of staff (people with disability)	4	3	5.05%	5.60%
Percentage of staff (culturally and linguistically diverse)	4	3	9.67%	8.60%
Percentage of staff (Aboriginal and Torres Strait Islander)	4	3	2.12%	4.10%
Separation rate (percentage of permanent staff)	4	5	10.16%	10.07%
Absenteeism rate (percentage)	4	3	3.82%	5.08%
Number of claims lodged with WorkCover	4	5	686	642
Cost of WorkCover claims (\$m)	4	5	\$2.19	\$2.57

Notes

1. PI refers to the performance indicators detailed on pages 10–12. Performance indicators are how we assess progress toward achieving our objectives.
2. This measure relates to business assurance, operational and IT audits.
3. The 2010–11 target for this measure is the Queensland Public Service average at 30 June 2011.
4. 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.
5. The 2010–11 target for this measure is the rate achieved in the 2010–11 financial year.

Service standards	PI	Notes	2010–11 target/est.	2010–11 est. actual	2010–11 actual
Service: Aboriginal and Torres Strait Islander Services					
Number of clients provided with access to family and community records	1		800	800	859
Level of key stakeholder satisfaction with the department's support for engagement processes	1		75%	75.1%	75.1%
By 2012–13, all discrete Indigenous communities will have finalised Statutory Planning Policy compliant planning schemes and, where required, township Indigenous Land Use Agreements, with surveying work commencing in 2010–11	1		25%	25%	25%
Number of Ministerial Indigenous Roundtables, Queensland Aboriginal and Torres Strait Islander Advisory Council meetings and Negotiation Tables, led by ATSI, with key stakeholders to develop strategic policy positions, to progress initiatives, and to improve service delivery	1		21	24	24
Service: Child Safety Services					
Services for children and young people at risk					
Number of intakes	2	1	101,800	112,800	NA
Number of notifications requiring investigation	2	1	23,400	20,800	NA
Rate of notifications per 1000 children (0–17 years of age)	2	1	19.3	17.0	NA
Number of substantiations	2	1	7000	6700	NA
Rate of substantiated harm per 1000 children (0–17 years of age)	2	1	5.8	5.5	NA
Services for young people in care					
Admissions to protective orders	2	1	8000	7000	N/A

Service standards	PI	Notes	2010–11 target/est.	2010–11 est. actual	2010–11 actual
Number of children subject to ongoing intervention:					
• Number of children subject to child protection orders	2	1	8600	8300	NA
• Number of children subject to intervention with parental agreement	2	1	3310	2900	NA
• Total number of children subject to ongoing intervention	2	1	11,910	11,200	NA
Number of children living away from home, by placement type:					
• Approved foster care	1	1	4390	4410	NA
• Approved kinship care	1	1	2500	2500	NA
• Other	1	1	970	990	NA
• Total	1	1	7860	7900	NA
Rate of children subject to protective orders per 1000 children (0–17 years of age)	2	1	7.5	7.6	NA
Percentage of all children subject to protective orders who are Aboriginal or Torres Strait Islander children	2	1	36%	36%	NA
Percentage of Aboriginal and Torres Strait Islander children placed with kinship or Indigenous carers	1	1	55%	55%	NA
Ratio of children and young people in home-based care to the number of carer families	1	1	1.7	1.7	NA
Adoption services					
Number of expressions of interest received for local and inter-country adoption	1	2	110	100	161
Number of assessments for prospective adoptive parents completed	1	3	90	66	30
Number of applications for information received	1	4	700	702	616

Service standards	PI	Notes	2010–11 target/est.	2010–11 est. actual	2010–11 actual
Service: Community and Youth Justice Services					
Support for communities and individuals					
Number of calls to the dvconnect helpline	1	5	45,000	49,970	51,309
Number of concession services provided for eligible Queenslanders	2	6	1,020,000	970,000	970,000
Support for young people					
Number of young Queenslanders participating in The Duke of Edinburgh's Award and Bridge Award Programs	2	7	6500	6600	7200
Average daily number of young people in detention	2	1	150	150	NA
Rate per 1000 young people in detention	2	1	0.35	0.36	NA
Average daily number of Aboriginal and Torres Strait Islander young people in detention	2	1	92	90	NA
Rate per 1000 Aboriginal and Torres Strait Islander young people in detention	2	1	3.5	3.4	NA
Number of referrals for young people dealt with through youth justice conferencing	1		2400	2313	2387
Number of referrals for Aboriginal and Torres Strait Islander young people dealt with through youth justice conferencing	1	8	600	625	691
Percentage of youth justice conferencing participants (including the victim) that are satisfied with the outcome	1		95%	99%	99%
Percentage of young people referred by the court who successfully complete their conditional bail program	1	1	65%	65%	NA
Percentage of young Aboriginal and Torres Strait Islanders referred by the court who successfully complete their conditional bail program	1	1	60%	60%	NA
Percentage of community service orders for young people that are successfully completed	1	1	95%	98%	NA

Service standards	PI	Notes	2010–11 target/est.	2010–11 est. actual	2010–11 actual
Percentage of community service orders for young Aboriginal and Torres Strait Islanders that are successfully completed	1	1	90%	98%	NA
Support for seniors' participation					
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	9	78%	75%	73%
Number of Aboriginal and Torres Strait Islander Seniors Card holders	2	10	2000	2337	2392
Number of business outlets participating in the Seniors Discount Scheme	2	11	10,000	8500	8523
Increasing volunteering					
Percentage of Queenslanders involved in their communities as volunteers	2	12, 13	44%	NA	NA
Community participation					
Number of households supported through family support networks coordinated by Community Participation Programs in areas where the programs operate	2		500	1,422	NA
Number of coordination and network development activities which were undertaken by Community Participation Programs to improve homelessness service system planning and coordination	1	35	500	103	NA
Service: Disability and Community Care Services					
Accommodation support services					
Number of unique service users of funded accommodation support services	2	1	6730–7070	6590	NA
Number of accommodation support services received by service users	2	1	7650–8050	7500	NA
Satisfaction of service users with accommodation support services	1	1	80%–85%	80%	NA

Service standards	PI	Notes	2010–11 target/est.	2010–11 est. actual	2010–11 actual
Percentage of service providers that remain certified or achieve recertification under the Disability Sector Quality System within the specified timeframe	1		100%	100%	100%
Percentage of complaints that have been responded to within agreed timelines	1		80%	85%	86%
Percentage of grants budget committed	3		100%	100%	100%
Government expenditure per person receiving funded accommodation support service	1	1	\$68,680–\$83,940	\$74,030	NA
Community services					
Number of service users receiving services through the Local Area Coordination services	1	14	1250	1300	1381
Number of unique service users of funded community support services	2	1	15,600–16,280	15,550	NA
Number of community support services received by service users	2	1	27,150–28,650	27,100	NA
Number of unique service users of funded community access services	2	1	9500–9750	8025	NA
Number of community access services received by service users	2	1	11,460–11,790	9624	NA
Satisfaction of service users with community support services	1	1	75%–80%	66%	NA
Satisfaction of service users with community access services	1	1	80%–85%	76%	NA
Percentage of service providers that remain certified or achieve recertification under the Disability Sector Quality System within the specified timeframe	1		100%	100%	100%
Percentage of complaints that have been responded to within agreed timelines	1		80%	85%	86%
Percentage of grants budget committed	3		100%	100%	100%

Service standards	PI	Notes	2010–11 target/est.	2010–11 est. actual	2010–11 actual
Government expenditure per person receiving funded community support services	1	1	\$9480–\$10,170	\$6830	NA
Government expenditure per person receiving funded community access services	1	1	\$18,650–\$20,000	\$17,270	NA
Respite services					
Number of unique service users of funded respite services	2	1	5500–5660	5500	NA
Number of respite services received by service users	2	1	7900–8190	7850	NA
Satisfaction of service users with respite services	1	1	80%–85%	81%	NA
Percentage of service providers that remain certified or achieve recertification under the Disability Sector Quality System within the specified timeframe	1		100%	100%	100%
Percentage of complaints that have been responded to within agreed timelines	1		80%	85%	86%
Percentage of grants budget committed	3		100%	100%	100%
Government expenditure per person receiving funded respite service	1	1	\$14,980–\$15,750	\$13,210	NA
Community and home care					
Service category 1 — Home Support Services (number of hours)	2	15	5,614,699	5,498,500	NA
Service category 2 — Coordinated Care services (number of hours)	2	15	398,675	423,600	NA
Service category 3 — Clinical and Specialist Care (number of hours)	2	15	1,277,102	1,264,700	NA
Service category 4 — Centre-based day care (number of hours)	2	15	4,077,903	3,994,600	NA
Service category 5 — Home modifications (cost of modifications)	2	15	\$9,742,033	\$11,426,800	NA
Service category 6 — Meals (number of meals)	2	15	2,394,798	2,374,500	NA

Service standards	PI	Notes	2010–11 target/est.	2010–11 est. actual	2010–11 actual
Service category 7 — Transport (number of trips)	2	15	1,057,190	1,207,900	NA
Number of Home and Community Care service provider organisations reviewed using the National Service Standards Instrument	1	15	422	406	400
Percentage of Australian Government Home and Community Care reporting obligations met within specified timeframes	4	15	100%	100%	100%
Number of support hours provided by Transitional Recovery Programs	2	15	162,890	150,500	NA
Number of places provided by Transitional Recovery Programs	2	15	531	515	NA
Number of places provided by Housing and Support Programs	2	15	215	240	NA
Number of hours of support through Community Mental Health Intervention Programs	2	15	71,804	59,150	NA
Service: Housing and Homelessness Services					
Housing					
Number of new households assisted in social rental housing	2	16	9130	8348	7463
Total number of households assisted in social rental housing	2		69,040	69,069	67,793
Percentage of new households assisted in government-managed social housing who were in very high or high need	1		95%	95%	96%
Total number of households assisted in Indigenous communities tenancy managed by the Department of Communities	2	17	3375	1750	1910
Number of applications on the Housing Register eligible for long-term social housing	1		30,000	30,105	30,108

Service standards	PI	Notes	2010–11 target/est.	2010–11 est. actual	2010–11 actual
Percentage of Indigenous applications on the housing register eligible for long-term social housing	1		15%	15%	15%
Percentage of Indigenous households in government-managed social housing	2	18	13.20%	14.90%	15.10%
Percentage of registered providers meeting prescribed requirements under the <i>Housing Act 2003</i> and the <i>Housing Regulation 2003</i>	1		95%	94%	94%
Percentage of departmentally-owned social rental housing dwellings in acceptable condition	1		98%	97%	97%
Average wait time to allocation for assistance (months) with government-managed social housing	1		11	11	11
Percentage of dwellings in regional and remote locations:					
• Government-managed social housing	2		35%	36%	36%
• Non-government-managed social housing	2		60%	59%	59%
Total average concession	1		\$7253	\$7844	\$7754
Average tenancy and property management administration cost per households assisted	1		\$1185	\$1194	\$1230
Total number of households assisted in discrete Indigenous communities	2		4251	4234	4199
Number of Indigenous communities tenancy managed by the Department of Communities	2	19	32	11	11
Number of dwellings delivered through the capital program to Indigenous communities	2	20	151	115	99
Percentage of overcrowding in Indigenous communities dwellings on tenancy managed communities	1		24%	22%	22%

Service standards	PI	Notes	2010–11 target/est.	2010–11 est. actual	2010–11 actual
Average maintenance per dwelling in government–managed social housing	1		\$3235	\$3216	\$3293
Number of new households assisted in private market assistance	2	21	153,551	164,437	173,850
Total number of households assisted in private market assistance	2	21	184,838	195,796	205,391
Level of Client Satisfaction:					
• Bond Loans	1	22	95%	95%	NA
• Home Assist Secure	1	23	NA	NA	NA
• Tenant Advice and Advocacy Service	1	23	NA	NA	NA
• Home Purchase Assistance	1	23	NA	NA	NA
• Social Rental Housing	1	24	75%	84%	84%
Percentage of home loan offers proceeding to approval	1	25	25%	25%	43%
Percentage of assistance in regional and remote locations:					
• Private rental	2		45%	44%	45%
• Home Assist Secure	2		50%	49%	48%
• Tenant Advice and Advocacy Service	2	26	25%	30%	30%
• Home Loans	2		35%	34%	34%
Average Bond Loan assistance	1		\$1000	\$987	\$994
Average Home Assist Secure assistance	1		\$278	\$271	\$285
Homelessness					
In specialist homelessness services, the percentage of closed support periods where all of the client's case management goals were achieved	1	27	38%	34%	NA
In specialist homelessness services, the percentage of closed support periods where clients exit to independent accommodation	1	27	80%	75%	NA
Total number of households assisted with crisis housing	2		8900	8902	9559
Total number of clients supported	2	27	21,700	20,800	NA

Service standards	PI	Notes	2010–11 target/est.	2010–11 est. actual	2010–11 actual
Percentage of dwellings in regional and remote locations — Crisis accommodation	2	28	50%	57%	57%
Percentage of departmentally-owned Crisis Accommodation Program dwellings in acceptable condition	1	29	83%	98%	95%
Service: Multicultural Services					
Number of consultations with multicultural leaders, community groups and organisations	1		90	93	93
Number of grants provided through the annual grants round	3	30	95	127	127
Number of people participating in Multicultural Affairs Queensland sponsored festivals and events	2	31	550,000	757,000	757,000
Service: Sport and Recreation Services					
Percentage of athletes selected for national teams from the Queensland Academy of Sport	1		25%	29%	25%
Participation in departmental sport and active recreation programs:					
• Percentage of Queensland schools accessing the department's sport and active recreation programs	2	36	60%	55%	43%
• Participant satisfaction with the department's sport and active recreation programs	1		90%	94%	96%
Total investment in sport and active recreation in Queensland for:					
• Infrastructure	2		\$65.8m	\$80.1m	\$78.4m
• Participation and development programs	2	37	\$43.8m	\$36.8m	\$35.7m
Number of volunteers accessing education and training opportunities	2	38	4800	3876	5844

Service standards	PI	Notes	2010–11 target/est.	2010–11 est. actual	2010–11 actual
Service: Women's Services					
Number of requests for information and referrals serviced by the Office for Women through its website and seminars, Women's Infolink and Find a Service	1	32	60,000	83,324	89,702
Client satisfaction with the effectiveness of Office for Women events, seminars and forums	1	33	85%	100%	100%
Cross-government satisfaction with the Office for Women's analysis and input to support and enhance policy and service delivery for women	3	34	85%	85%	74%

Notes:

1. Data for 2010–11 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.
2. This measure is subject to external demand and is not subject to departmental controls.
3. The estimated figures are based on an annual projection. The number of couples actually required to be assessed was impacted by changes to intercountry programs including suspensions and moratoriums. This figure is also affected by client factors including engagement with assessment process.
4. This measure is subject to external demand and is not subject to departmental controls.
5. This measure is subject to external demand and is not subject to departmental controls. The number of calls to dvconnect helpline has consistently recorded above the target number. The 14 per cent increase during 2010–11 may be partly attributed to the increased stress exacerbated by the disasters experienced by Queenslanders.
6. Eligibility verification data cleanse revealed some customers were no longer eligible to receive a concession. These numbers were previously included in data provided by energy retailers.
7. The increase shows continuing growth in participation resulting from marketing initiatives targeting state high schools, partnerships with youth organisations such as the Police Citizens Youth Clubs, projects targeting at-risk young people, and the award contributing points towards the Queensland Certificate of Education.
8. The higher than expected number of referrals dealt with through youth justice conferencing for Indigenous young people in 2010–11 may be a result of enhanced relationships with key stakeholders, police and courts and the effectiveness of youth justice conferencing services in responding to youth offending.
9. The anticipated increase in uptake has not eventuated as it is primarily existing cardholders who have converted to a Seniors Card +go.
10. This percentage increase is in line with general growth of the overall program over the last two years. As this data is derived from a non-mandatory question on the application form, accurate reporting of the target group's participation cannot be obtained. This is to become a discontinued measure and is not being replaced.
11. Variance influenced by the ongoing economic climate, withdrawal from scheme, increase in internet services which have several outlets on one site, new ownership of business and natural disasters.
12. The 2010–11 estimated actual was not reported in the 2010–11 Service Delivery Statement as it is based on Australian Bureau of statistics data which is not available until October 2011. The 2010–11 actual is not available as it is based on Australian Bureau of Statistics data which is not available until October 2011.
13. The 2010–11 estimated actual number of households supported through family support networks coordinated by Community Participation Programs was higher than the 2010–11 target/estimate because there was a broadening of referral pathways into this initiative. The 2010–11 estimated actual data for the number of coordination and network development activities which were undertaken by Community Participation Programs was less than the 2010–11 target/estimate as the project was suspended during recent natural disasters.
14. Actual figure extracted from Business Information System as at 30 June 2011 and includes Level 2 Local Area Coordinators only.

15. 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.
16. The 2010–11 actual is lower than the 2010–11 target/estimate for two main reasons. Firstly, the average length of public housing tenancy is increasing resulting in the number of households being assisted reducing. Secondly, a number of community housing providers are yet to report to the department on the number of households they assisted.
17. Agency Appointment Agreements to commence tenancy management have been sent to Torres Strait Island Regional Council (comprising 15 communities), Northern Peninsula Area Regional Council (comprising five communities) and Mapoon Aboriginal Council (one community). The department is continuing to negotiate with these Councils to divest tenancy management services to the State. Once these Agreements are signed, additional households will be tenancy managed.
18. The 2010–11 target was incorrectly reported in the 2010–11 Service Delivery Statement. The target for 2010–11 should have been 14.3 per cent.
19. The annual target of 32 is a measure that refers to individual Indigenous communities. With the formation of the Torres Strait Island Regional Council and the Northern Peninsula Area Regional Council this target is commonly measured against a total of 16 Councils. As at 30 June 2011, the department delivered tenancy management services to 11 of 16 Councils and an additional six tenancies in Kowanyama are managed under a 40-year lease (fulfilling the minimum requirement under the National Partnership Agreement on Remote Indigenous Housing).
20. The variance between the 2010–11 target/estimate and 2010–11 actual is mainly due to the deferral of three significant new construction projects in the Northern Peninsula Area region, Torres Strait Islands region and the Yarrabah community. These deferred projects are expected to be delivered in 2011–12. Reasons for the construction delays included issues around potential land sites for the new dwellings and the impact of the wet season in this island region.
21. Higher than expected uptake during 2010–11 is attributed to economic factors and, to a lesser extent, the impact of the 2010–11 natural disasters.
22. The 2010–11 actual is not available. The department's priority response to the natural disasters delayed the tender process. The data is now expected in late 2011.
23. This is measured every three years by satisfaction surveys for Home Assist Secure, Tenant Advice and Advocacy Service and Home Purchase Assistance, with the next surveys due in 2011-12.
24. Queensland client satisfaction data is collected as part of a national survey administered every 2-3 years. Due to the 2007 survey using a different counting methodology than previous surveys, an average of past survey results was used to set the target/estimate for 2010–11. The 2007 result alone was 81 per cent.
25. Changes to the Queensland State Housing Loan and Queensland Housing Finance Loan in 2010 have led to an increasing number of home loans proceeding to approval.
26. Higher than expected result due to natural disaster assistance in regional areas.
27. The 2010–11 actual will not be available until published by the Australian Institute of Health and Welfare in July 2012.
28. The 2010–11 target/estimate was based on the percentage of the portfolio that existed in regional and remote locations at the time of preparation of the 2010–11 Service Delivery Statement in April 2010. Since that time, the department has responded to the need for crisis accommodation in regional and remote locations of the state by delivering crisis accommodation to areas such as North Mackay, Rangeville (Toowoomba) and Southside (Gympie).
29. Secure sites were included in the calculation for the 2010–11 target/estimate. These are now excluded in the 2010–11 estimated actual and 2010–11 actual on the basis that maintenance at secure sites has a separate maintenance process.
30. The department exceeded this service standard as the annual grants round budget was increased from \$700,000 in 2009–10 to \$800,000 in 2010–11.
31. For events funded under the Multicultural Assistance Program, community organisations provide estimates of expected attendance in funding proposals and report attendance data back to Multicultural Affairs Queensland through the acquittal process. For other events, such as the Queensland Multicultural Festival, counting of attendees is used. The department exceeded this service standard as the estimated attendance exceeded the estimated and reported attendance provided through funding proposals and the acquittal process.
32. This measure is subject to external demand and is not subject to departmental controls.
33. The increase in client satisfaction relates to the implementation of the Hub and Spoke Model with out-posted skilled staff in key government agencies and regional coordinators positioned throughout the state implemented by the Office for Women last financial year has been successful.
34. The percentage decrease was a result of changes to one of the spoke arrangements within a government agency.
35. The 2010–11 estimated actual data provided is for the period up to and inclusive of December 2010. Delivery and reporting was suspended during recent natural disasters.
36. Following the Community Program Review in 2010 the department's Get Active Queensland School Program ceased in its current format and therefore the 2010–2011 target of 60 per cent was not achieved (the program concluded in December 2010).
37. The 2010-11 actual is less than the 2010–11 target/estimate primarily due to the redirection of funding to support the Sport and Recreation Flood Fightback Plan.
38. Workshops were delayed as a result of the Queensland floods. These workshops were held in April-June 2011. A higher than expected number were held in this period to support ongoing community recovery efforts.

Appendix 7:

Government boards and committees

Government Body	Description	Total on-costs
Australian South Sea Islander Community Foundation	The purpose of the board is to provide guidance and support on scholarships to Australian South Sea Islander students at university. In 2010–11, the board of advice approved four new three-year full-time Australian South Sea Islander Scholarships.	\$51,000
Board of the Queensland Academy of Sport	The purpose of the board is to determine the overall direction of the Queensland Academy of Sport. In 2010–11, the board continued to oversee the strategic direction of the Academy in the lead up to the 2012 Olympic Games.	\$12,078
Brisbane Housing Company	The purpose of the Brisbane Housing Company is to provide affordable housing options for people on low incomes in housing need. In 2010–11, the company commenced two projects with a yield of 77 dwellings and completed four projects with a yield of 164 dwellings under the Nation Building — Economic Stimulus Plan — Social Housing Initiative. The company has also completed one project with a yield of 16 dwellings under the National Rental Affordability Scheme.	Nil
Complaints Quality Management Committee	The purpose of the committee is to provide independent advice to the Minister for Disability Services, Mental Health and Aboriginal and Torres Strait Islander Partnerships on the quality, efficiency and effectiveness of the department's complaints management system. In 2010–11 the committee held five meetings and reviewed the department's management of 14 complaints. As a result of these reviews, a series of system improvement recommendations aimed at further improving the department's Complaints Management Process were presented to the department for appropriate actioning.	\$17,558

<p>Disability Council of Queensland and Regional Disability Councils</p>	<p>The Disability Council of Queensland and 10 Regional Disability Councils advise the Minister for Disability Services and the department on key disability issues from a statewide, regional and local perspective. In 2010–11, the councils contributed to shaping a number of policies and programs, including the draft National Disability Strategy, the evaluation of disability service plans, Disability Action Week and the Disability Action Week awards, the draft 10-year plan for supporting Queenslanders with a disability, and participating in the Shared Visions regional forums. Council members are appointed for three-year terms with both councils being dissolved in 2010–11. New councils will be established in 2011–12.</p>	<p>\$142,801</p>
<p>Domestic and Family Violence Strategy Implementation Advisory Group</p>	<p>The purpose of the advisory group is to provide advice on the implementation of the Queensland Government strategy to reduce domestic and family violence: For Our Sons and Daughters. The advisory group met four times during the year and provided advice on such issues as the domestic and family violence legislation review; the National Plan to Reduce Violence Against Women and their Children; crisis accommodation and implementation of the Death Review Panel.</p>	<p>\$14,694</p>
<p>Duke of Edinburgh's Award Committee</p>	<p>The purpose of the State Award Committee is to provide strategic guidance for the delivery of the Award in Queensland and promotes the Award through industry and community networks.</p> <p>In 2010–11, the committee supported the department to continue to expand access to the Award to vulnerable and disadvantage young people, Indigenous young people, and young people involved in community agencies and Police Citizens Youth Clubs.</p>	<p>\$3000</p>

<p>Family Responsibilities Board</p>	<p>The purpose of the board is to give advice and make recommendations to the Minister for Disability Services, Mental Health and Aboriginal and Torres Strait Islander Partnerships about the operation of the commission, including, for example, action the board considers the State or Australian Governments should take to help improve the operation of the commission and to consider reports given to the board about the performance of its functions; to consider reports given to the board.</p> <p>In 2010–11, the commission witnessed the growth in the restoration of authority, with three Local Commissioners undertaking solo conferencing, responding to a decrease in school attendance in Aurukun with weekly sittings in term four, 2010 and Local Commissioners seeking solutions to local issues with stakeholders and service providers.</p> <p>The commission received recognition and acknowledgement through the media, including the ABC's Four Corners, illustrating the strength of the Local Commissioners in promoting school attendance, child welfare and socially responsible behaviour.</p>	<p>Nil</p>
<p>Gold Coast Events Co Pty Ltd (GCEC)</p>	<p>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.</p> <p>The 2009 Townsville 400 and 2010 Armor All Gold Coast 600 generated nearly \$60 million in economic benefit to Queensland.</p> <p>Until 1 July 2011 the Gold Coast Events Co Pty Ltd was wholly-owned by the State of Queensland. It is subject to all the requirements of the <i>Corporations Act 2001</i> and is annually audited by the Queensland Audit Office.</p>	<p>\$2950</p>
<p>Mt Gravatt Showgrounds Trust</p>	<p>The Mt Gravatt showgrounds is an important community hub. The purpose of the trust is to develop and manage the grounds for the purpose of showgrounds, parks and recreation. The trust is responsible for coordination of the use of the ground facilities for the benefit of all users and the community. In 2010–11, the trust hosted a range of local sporting, community and entertainment activities.</p>	<p>\$910</p>

Multicultural Community Ministerial Advisory Committee	The purpose of the committee is to advise the Minister for Multicultural Affairs on: emerging issues for consideration in multicultural policy development and implementation; implementation of the Queensland Government’s multicultural policy; and strategies and projects to improve services and programs for people from culturally and linguistically diverse backgrounds. In 2010–11, the council contributed to the review of the multicultural policy encouraging and supporting each of their communities to put forward their views and ideas in the statewide community consultation process.	\$1500
Queensland Aboriginal and Torres Strait Islander Advisory Council	The purpose of the council is to provide high level, coordinated and strategic policy advice on Indigenous issues. It is the government’s peak advisory body in Indigenous Affairs. In 2010–11 the council considered a broad range of issues integral to Closing the Gap including health, housing, employment and economic development, law and justice, child safety and education.	\$52,000
Queensland Carers Advisory Council	The purpose of the council is to promote the interests of Queensland carers. In 2010–11, the council contributed to the development of the new Carer Action Plan 2011–2014 which will be a key mechanism to support carers and will be released in 2011–12.	\$5951
Queensland Community Housing Standards and Accreditation Council	The purpose of the council is to oversee the operation of the accreditation system for community housing. In 2010–11, the council endorsed the accreditation status of six registered community housing providers and continued to provide advice to the department on issues relating to the operation and streamlining of the accreditation system in Queensland.	\$14,750
Queensland Compact Governance Committee	The purpose of the committee is to oversee implementation of the Queensland Compact. In 2010–11, the committee led a range of activities to support implementation including researching and responding to workforce development priorities; commissioning an independent review; and co-facilitating a forum to engage stakeholders in four reform agenda. The committee also supported regional and service area implementation initiatives.	\$33,996
Suncorp Stadium Management Advisory Committee	The purpose of the committee is to report to the commercial operator of Suncorp Stadium. It was established as a requirement of the Development Approval for the redevelopment of Suncorp Stadium and is required for stakeholder and community relations. In 2010–11, the committee has provided advice to the stadium operator to assist in managing the impact of events on the local area.	Nil

<p>Toowoomba Sports Ground Advisory Committee</p>	<p>The Toowoomba Sports Ground Advisory Committee was established in 2010–11 to provide advice and input to the operation and future activities of the Toowoomba Sports Ground (TSG). The committee’s role is to ensure: continuity of service and operations to users of the TSG; ongoing community support and linkages; retention of value and relevance of the TSG for the community advice on future business direction and new initiatives; linkages to facility users and the wider community; and effective promotion and marketing of the TSG.</p> <p>Committee achievements in 2010–11 included hosting the inaugural meeting in April 2011 and the provision of advice on departmental activities to date and future opportunities to further the community use of the facility.</p>	<p>Nil</p>
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Appendix 8

Queensland Government Reconciliation Action Plan – Implementation progress

Initiative	Corporate partners
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 with Aboriginal and Torres Strait Islander peoples.
Department of Communities implementation progress in 2010–11	<p>The Department of Communities is working with the Coordinator-General, Department of Local Government and Planning, Department of Employment, Economic Development and Innovation, and Department of Environment and Resource Management (including commenting on resource sector Environmental Impact Statements and Social Impact Management Plans) to influence proponents for major mining sector projects to significantly increase Indigenous economic participation.</p> <p>The department has recommended to resource sector companies increased targets for Indigenous jobs, more defined actions regarding performance measures and how companies could work with Indigenous communities, and employment of Indigenous Liaison Officers.</p>
Initiative	Queensland Aboriginal and Torres Strait Islander Advisory Council
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.
Department of Communities implementation progress in 2010–11	The department continues to provide secretariat support for QATSIAC. During its first term, QATSIAC met with a number of Ministers, Directors-General and communities. QATSIAC’s second term commenced recently with a meeting held in Cairns on 28–29 June 2011. There are currently 10 members including five new and one more member yet to be confirmed. Accomplishments to date include QATSIAC’s assistance with the wording in the <i>Preamble to the Constitution of Queensland 2001</i> acknowledging the First Australians.
Initiative	Young Aboriginal and Torres Strait Islander leaders
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.

Department of Communities implementation progress in 2010–11	The department arranged the Indigenous Youth Leadership Program including Indigenous Youth Parliament (30 May–4 June 2010) and the Indigenous Youth Leadership Program including Indigenous Youth Parliament (27 June–1 July 2011).
Initiative	Working with Aboriginal and Torres Strait Islander peoples
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, to ensure they are conducted in the most appropriate manner.
Department of Communities implementation progress in 2010–11	The department has developed 49 Aboriginal and Torres Strait Islander community specific protocols. The department updated Welcome to Country and acknowledgement of Traditional Owners / Custodians and Elders protocol. These protocols are available for all Queensland Public Service officers.
Initiative	National Aboriginal and Torres Strait Islander Reforms
Action	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.
Department of Communities implementation progress in 2010–11	<p>Following sign-off of the Overarching Bilateral Indigenous Plan 2011–2015 (OBIP) by the accountable Minister on 16 February 2011, the Department of Communities and the Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs convened the first OBIP Board of Management meeting in April 2011. This forum is charged with overseeing the implementation of all Indigenous National Partnerships and National Agreements relevant to Queensland.</p> <p>The Department of Communities has also continued to play a lead role in collecting data from Queensland agencies and compiling regular reports on progress in addressing the Closing the Gap targets through the National Indigenous Reforms Agreement Performance Reports.</p>
Initiative	Queensland Aboriginal And Torres Strait Islander Foundation
Action	The Queensland Government will actively support the Queensland Aboriginal and Torres Strait Islander Foundation (QATSIF) in creating partnerships to provide educational and other developmental opportunities for young Aboriginal and Torres Strait Islander Queenslanders.

<p>Department of Communities implementation progress in 2010–11</p>	<p>During the year, the QATSIF Board of Advice established its own secretariat. Departmental support transitioned from providing executive support to the QATSIF Board of Advice to providing support to the QATSIF secretariat when requested. In October 2010, the department supported the accountable Minister to meet responsibilities under the QATSIF Trust Deed by providing advice to the Public Trustee in relation to three appointments to the QATSIF Board of Advice.</p> <p>In March 2011, the department assisted the QATSIF secretariat arrange the official launch of the second round of scholarships at a Parliament House function hosted by the accountable Minister. The function was attended by more than 150 people including scholarship holders, school representatives, QATSIF board members and parliamentarians.</p>
<p>Initiative</p>	<p>Annual agency planning and reporting on the Queensland Government Reconciliation Action Plan 2009–2012</p>
<p>Action</p>	<p>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.</p>
<p>Department of Communities implementation progress in 2010–11</p>	<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. The department ensures that it is publicly accountable against the commitments made in the Reconciliation Action Plan by publishing details of its annual progress against these commitments in its annual report.</p>
<p>Initiative</p>	<p>Progress Report on the Queensland Government Reconciliation Action Plan 2009–2012</p>
<p>Action</p>	<p>The Queensland Government will release a public report on the progress of the implementation of the Queensland Government Reconciliation Action Plan 2009–2012.</p>
<p>Department of Communities implementation progress in 2010–11</p>	<p>The department is continuing to work with all agencies throughout 2011 in preparation for a public report in mid-2012.</p>

Glossary

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.
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	This term refers to the following 19 Indigenous communities: Aurukun, Bamaga, Cherbourg, Doomadgee, Hope Vale, Injinoo, Kowanyama, Lockhart River, Mornington Island, Mapoon, Napranum, New Mapoon, Palm Island, Pormpuraaw, Seisia, Umagico, Woorabinda, Wujal Wujal and Yarrabah.
Forensic Disability Service	The Forensic Disability Service (FDS) provides purpose-built accommodation for people with an intellectual or cognitive disability who are on a forensic disability order.
Foster carer	A person or persons approved by the department to provide care in their own home for children and young people who are assessed as in need of protection or subject to an investigation and assessment. This can be for short or long periods of time.
Growing Stronger	Growing Stronger is a four-year (2007-2011) program of reform to build a better specialist disability service system which provides a fairer and more transparent way for Queenslanders with a disability to access support and specialist services.
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.
Recognised Entities	Recognised Entities are independent Aboriginal and Torres Strait Islander organisations who must be consulted by the department and be given the opportunity to actively participate in all significant decisions affecting Aboriginal and Torres Strait Islander children and young people in the statutory system.
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: department-managed housing (including public housing and Aboriginal and Torres Strait Islander housing); and community-managed housing through funded community and local government housing providers that deliver long-term community housing, affordable housing and time-limited transitional housing.</p> <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	<p>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 www.towardq2.qld.gov.au.</p>
Transitional housing	<p>Transitional housing provides eligible people with an opportunity to stabilise their circumstances before moving to longer-term housing.</p>
Whole-of-government	<p>Denotes public service agencies working across portfolio boundaries to achieve a shared goal and an integrated government response to particular issues.</p>
Young people	<p>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.</p>

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