

Contents

Director-General message.....	006
Chief Finance Officer's Report	009
Our Future State: Advancing Queensland's Priorities.....	011
Key priorities and outcomes.....	014
Strategic opportunities and challenges.....	015
The year ahead.....	016
Fast Facts.....	018

Responding to COVID-19 020

Overview.....	020
Slowing the spread.....	020
Our workforce.....	021
Keeping Queensland moving	023
Maritime Safety Queensland.....	024
Freight.....	024
Looking ahead - stimulus and accelerated works.....	025

Integrated Transport Network..... 026

Planning best value investments for our future transport needs.....	027
Investing in passenger transport.....	032
Investing in an active Queensland	034
Marine Infrastructure.....	035
Major Projects.....	036

Accessible to everyone 070

Shaping our products and services with a customer focus	071
Digitising customer interactions.....	077
Engaging with industry.....	077
Delivering with partners	079
Environment and heritage.....	083
Road safety	085
Rail Safety.....	088
Protecting our vulnerable road users.....	089
Marine Safety.....	090
Designing solutions that create value	093
Reducing the impact of network disruption	094

Our people 97

Chief Human Resources Officer's Report.....	98
Establishing an agile and future ready workforce	100
Creating a diverse and inclusive workforce	101
Attracting talented people	103
Building a strong culture	104
Health and wellbeing	105
Safety for our employees	106
Digital uplift of our information processes.....	107

Our organisation..... 108

Management and structure	109
Robust Management Standards	117
Internal Accountability.....	118
External Accountability.....	120
Risk Management	123

Financial statements..... 124

Appendices..... 178

Appendix 1 – Legislation administered by the department	179
Appendix 2 – Associated authorities.....	180
Appendix 3 – Performance Statements 2019–20.....	181
Appendix 4 – Camera Detected Offence Program.....	187
Appendix 5 – Transport Operator Payments	191
Queensland Government bodies.....	193
Glossary.....	194
Acronyms.....	197
Compliance Checklist.....	199
Where to find us.....	200
Index.....	204
Figures and Tables.....	205
Regulator Performance Framework Reporting	206