

6. Our locations

The department's head office is located at 80 George Street, Brisbane. Service areas are located in a number of sites in the Brisbane CBD and greater Brisbane area, and in major regional centres across Queensland, including Cairns, Townsville, Rockhampton, Maroochydore, Robina and Toowoomba.

CITEC has two locations interstate.

These services are complemented by the existing Queensland Government Agency Program (QGAP) which supports multi-agency service delivery in regional and rural areas across the state.

Division	Address
Brisbane	
CITEC	Brisbane, Edward Street Railway 1C Brisbane, Edward Street Railway 1D Ipswich, Springfield DATA Centre I (Polaris)
Queensland State Archives	Runcorn, 435 Compton Road
Shared Corporate Services	Brisbane, 160 Mary Street Woolloongabba, 411 Vulture Street Woolloongabba, 897 Main Street
Smart Service Queensland (call centres)	Mt Gravatt, Garden Square Block B, Kessels Road Zillmere, Pineapple Street
Smart Service Queensland	Brisbane, 127 Creek Street
Science Division	Dutton Park, Ecosciences Precinct, 41 Boggo Road Toowong, Queensland Herbarium, Mount Coot-tha Road Deagon, Coastal Sciences, 27 Quinlan Street Smithfield, Australian Tropical Herbarium, JCU Cairns Campus, McGregor Road
Strategic Policy and Innovation	Brisbane, 100 George Street
Queensland Government Service Centre	Brisbane, 33 Charlotte Street
Strategic ICT	Brisbane, 111 George Street
Office of the Queensland Chief Scientist	Brisbane, 111 George Street
Queensland Government Chief Information Office	Brisbane, 111 George Street
Change and Operations	Brisbane, 80 George Street Brisbane, 111 George Street Brisbane, 160 Mary Street
Office of the Director-General	Brisbane, 80 George Street
Regions	
Shared Corporate Services	Cairns, 65–67 Spence Street Gympie, corner Louisa Street and Cartwright Road Maroochydore, 12 First Avenue Robina, corner Christine Avenue and Scottsdale Street Rockhampton, 80–82 Denham Street Toowoomba, 532 Ruthven Street Townsville, 187 Stanley Street
Queensland Government Service Centre	Cairns, 5B Sheridan Street Maroochydore, 12 First Avenue
Digital Economy and Productivity	Townsville, 445 Flinders Street
Interstate	
CITEC	Melbourne, 256 Queen Street Sydney, 60 Margaret Street

Queensland Government Agent Program offices

Smart Service QGAP offices are located in regional centres:

Agnes Water	Croydon	Maleny	Ravenshoe
Aramac	Cunnamulla	Mary Valley	Richmond
Augathella	Dirranbandi	Middlemount	Sarina
Babinda	Eidsvold	Miles	Springsure
Barcaldine	Gaydah	Mirani	St George
Beaunesert	Georgetown	Mitchell	Stanthorpe
Bedourie	Goombungee	Monto	Surat
Biloela	Herberton	Moranbah	Tara
Birdsville	Hughenden	Mossman	Taroom
Blackall	Inglewood	Mount Garnet	Texas
Blackbutt	Injune	Mount Morgan	Thargomindah
Boonah	Isisford	Moura	Toogoolawah
Boulia	Jandowae	Mundubbera	Tully
Camooweal	Julia Creek	Murgon	Wandoan
Cannonvale	Jundah	Nanango	Weipa
Childers	Kalbar	Normanton	Windorah
Clermont	Kilkivan	North Stradbroke Island	Winton
Collinsville	Laidley	Pittsworth	Yarrabah
Cooktown	Lowood	Quilpie	Yeppoon
Crows Nest	Malanda		

7. Our financial performance

Statement by Chief Finance Officer

In accordance with the requirements of the *Financial Accountability Act 2009*, the Chief Finance Officer has provided the Director-General with a statement confirming 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*.

The Chief Finance Officer has fulfilled the minimum responsibilities as required by the *Finance Accountability Act 2009*.

Summary of financial performance

This financial summary provides an overview of the department's financial performance for the period 1 July 2014 to 30 June 2015. A more detailed view of the department's financial performance is provided in the Financial Statements included in Part B of the annual report.

As at 30 June 2015, the economic entity consists of six major departmental services, a commercialised business unit and one shared service provider. Refer to Note 2 within the Financial Statements for further information in relation to the department's economic entity.

The department has reported an operating deficit of \$8.7 million for the year ended 30 June 2015, mainly relating to write off of work in progress from a previous financial year, timing of science-related grant expenditure and

impacts of the early repayment of science research infrastructure loan.

Total appropriated services revenue for the period was \$318.6 million appropriation revenue and the department operated within its appropriated budget during this period. Total user charges received for the period was \$341.4 million, primarily derived through ICT services by CITEC, services by SSQ and Corporate Services (including finance and payroll support) by the department's shared service provider, Queensland Shared Services (QSS).

The department's net assets reduced to \$155 million due to the machinery-of-government transfer of Arts Queensland and the CAA to the Department of the Premier and Cabinet. The net book value of plant and equipment for the department is \$143 million.

All liabilities recognised by the department are funded, and no significant contingent liabilities exist as at 30 June 2015 in respect to the department's activities.

All administered activities operated within budget and administered assets were administered consistent with departmental objectives.

With the exception of the operating result, all other financials have been significantly impacted by the machinery-of-government change that took financial effect from 1 March 2015.

Income from continuing operations has reduced by \$71 million in comparison to the prior financial year mainly due to:

- a \$24 million reduction in appropriation due to the transfer of Arts Queensland offset by increases in funding in relation to the GWN

Comparison of actual results for 2014–15 and 2013–14

Financial results	2015	2014	Variance
Income from continuing operations	\$685 million	\$756 million	(\$71 million)
Expenses from continuing operations and income tax	\$694 million	\$747 million	(\$53 million)
Operating surplus/(deficit)	(\$9 million)	\$9 million	(\$18 million)
Total assets	\$289 million	\$1.020 billion	(\$731 million)
Total liabilities	\$133 million	\$120 million	\$13 million
Equity	\$155 million	\$901 million	(\$746 million)

- a \$39 million decrease in user charges due to falling demand, and reduction in revenues associated with the department's commercialised business unit, CITEC, of \$18 million and shared service provider, QSS of \$14 million.

Expenses from continuing operations have reduced by \$53 million in comparison to the prior financial year mainly due to:

- the transfer of Arts Queensland during the financial year
- a reduction in 'once-off' IT-related costs that occurred in the 2013–14 financial year
- offset by an increase in the costs associated with the GWN.

The operating result has decreased by \$18 million to a \$9 million operating deficit due to a number of factors including:

- \$4 million reduction in the operating result for QSS compared to 2013–14 due to reduced pricing to clients
- \$3.5 million reduction in the operating result for CITEC due to a contraction in client demand for services during 2014–15
- \$3.8 million impact in relation to the early repayment of science infrastructure loans due to a combination of forgone interest and early repayment discounts
- \$3 million operating deficit due to the delivery of projects funded by grants recognised in prior periods

- \$3.4 million write off of work in progress by Arts Queensland in relation to Queensland Theatre Company building which had been recognised by the Department of Housing and Public Works.

The value of assets decreased by \$731 million to \$289 million in comparison to the prior financial year mainly due to:

- the transfer of Arts Queensland during the financial year, specifically property, plant and equipment assets associated with the cultural precinct of \$672 million
- additional GWN finance lease assets acquired as part of the South East Queensland (SEQ) phase of the program of \$30 million
- the de-recognition of the department's concessional loan facilities related to science infrastructure of \$35 million following the early repayment of these loans in January 2015.

The department's liabilities increased by \$13 million to \$133 million in comparison to the prior financial year mainly due to:

- the GWN finance lease liability of \$32 million following the rollout and commercial acceptance of the exclusive use state assets acquired under the SEQ stage of the GWN program
- offset by a reduction in loan facilities due to the transfer of Arts Queensland (\$6 million) and a reduction in CITEC's loan facilities of \$6.5 million.

7.

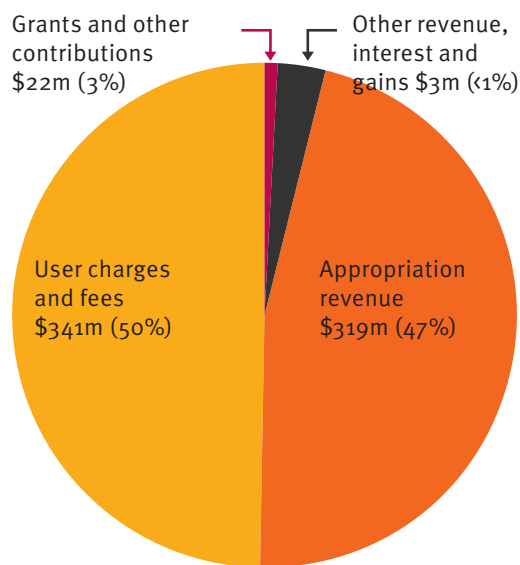
Our financial performance

Our income—where the funds come from

Income for the department totalled \$685 million for 2014–15, a decrease of \$71 million on the prior financial year, mainly due to the transfer of Arts Queensland and CAA to the Department of the Premier and Cabinet during the period.

User charges and fees are the main source of income for the department at 50%, and are generated from a variety of activities, with the main client being other Queensland Government departments.

Appropriation revenue accounted for 47% of the department’s income in 2014–15.

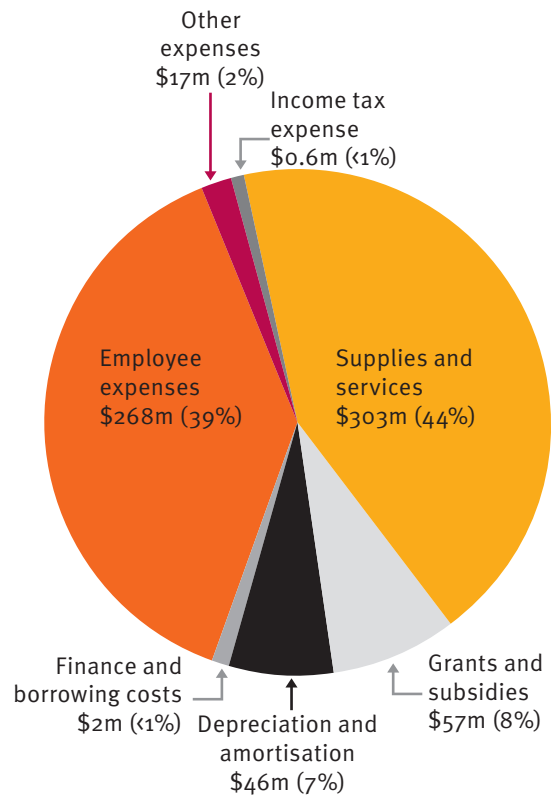


Our expenses—how funds are spent

Expenses for the department totalled \$694 million for 2014–15, a decrease of \$50 million on the prior financial year mainly due to the transfer of Arts Queensland and CAA to the Department of the Premier and Cabinet during the period.

Supplies and services are the department’s major expense component at 44%, closely followed by employee expenses at 39%.

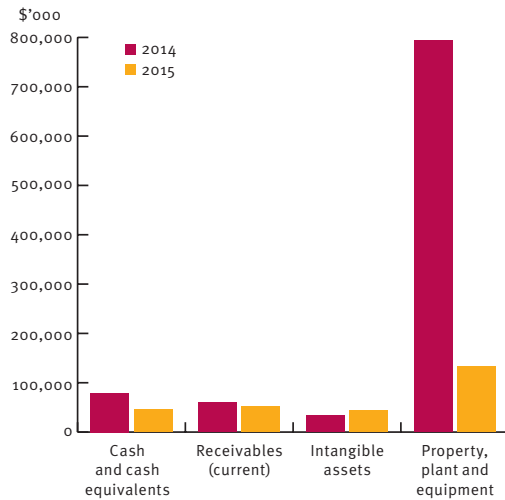
Supplies and services include service delivery expenses relating to ICT (including the GWN) and shared service providers.



Our assets—what we own

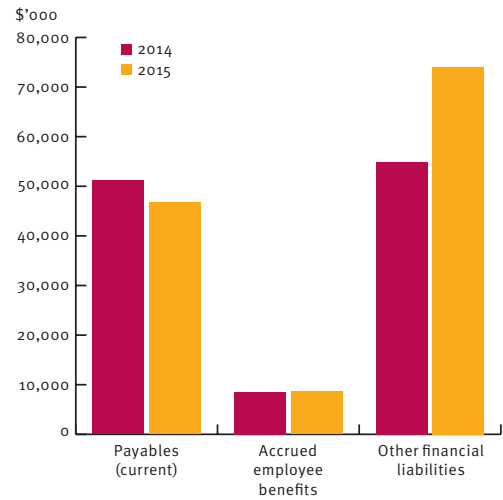
As at 30 June 2015, the department held assets totalling \$289 million, with \$177 million relating to property, plant and equipment and intangible assets.

Assets totalling \$678 million were transferred to the Department of Premier and Cabinet in relation to Arts Queensland and CAA. Non-current receivables reduced by \$36 million in comparison with last financial year, mainly due to the early repayment of science infrastructure loans.



Our liabilities—what we owe

As at 30 June 2015, the department held liabilities totalling \$133 million, with \$72 million relating to interest-bearing liabilities which relate to the finance lease for the GWN.



8. Glossary of terms

AskQGov	Queensland Government customer service via Facebook
AS/NZS	Australia/New Zealand Standard
AO	Administration Officer
AusBiotech	Australia' Biotechnology Organisation
BPA	BioPharmaceuticals Australia Pty Ltd
CloudSherpas	Global cloud advisory and technology firm.
e-forms	Electronic forms
FTE	Full-time equivalent
ICT mega category	A holistic approach that covers the entire life cycle of ICT procurement.
G20 Summit	The Group of 20 summit
Go/no-go	Pass/fail framework
Gov2Gov	Queensland Government website for Queensland Government employees
One-shop stop	A one-stop shop approach for service deliver focus on delivering better, more consistent customer experience for Queenslanders
Paperlite	Reduction of paper usage initiative
QANZAC	Queensland Government First World War Centenary
QAssure	Online registration system
QSpatial	Queensland Spatial Catalogue database
SAP	System Applications Products
ServiceNow	Enterprise software company
T5 UNIX	An upgrade to the servers on which the Solaris UNIX solutions reside.

Acronyms list

ANZSOG	Australia and New Zealand School of Government
AIMS	Australian Institute of Marine Science
BDF	Biopharmaceuticals Development Fund
BoM	Board of Management
CAA	Corporate Administration Agency
CBD	Central business district
CEO	Chief Executive Officer
CFO	Chief Finance Officer
CITEC	Centre for Information Technology and Communication
CSIR	Council of Scientific and Industrial Research
CSIRO	Commonwealth Scientific and Industrial Research Organisation
DEHP	Department of Environment and Heritage Protection
DSITI	Department of Science, Information Technology and Innovation
EMC	Data storage solution provided by EMC Corporation
GITC	Government Information Technology Contracting
GWN	Government Wireless Network
HR	Human Resources
IAB	Internal Audit Bureau NSW
IBK	Indigenous Bicultural Knowledge
IGEM	Inspector-General Emergency Management
ISO	International Standard Organisation
ICT	Information and communication technology
ISC	Information Steering Committee

JCU	James Cook University
NGO	Non-government organisation
PO	Professional Officer
PSC	Public Service Commission
QAO	Queensland Audit Office
QGAP	Queensland Government Agency Program
QGCI0	Queensland Government Chief Information Office
QGEA	Queensland Government Enterprise Architecture
QIRC	Queensland Industrial Relations Commission
QSA	Queensland State Archives
QSS	Queensland Shared Services
QUT	Queensland University of Technology
SES	Senior executive service
SES	State Emergency Service
SME	Small to medium enterprise
SO	Senior officer
SSQ	Smart Service Queensland
TCSP	Tactical Cyber Security Plan
TRESBP	Tweed River Sand Bypassing Project
WHS	Workplace health and safety

9. Compliance checklist

Summary of requirement	Basis for requirement	Annual report reference
Letter of compliance	A letter of compliance from the accountable officer or statutory body to the relevant Minister/s	ARRs—section 8 Letter to Minister Enoch p iii
Accessibility	Table of contents	ARRs—section 10.1 pp iv–v
	Glossary	Glossary of terms pp 60–61
	Public availability	ARRs—section 10.2 About our annual report p 1
	Interpreter service statement	Queensland Government <i>Language services policy</i> ARRs—section 10.3 p ii
	Copyright notice	<i>Copyright Act 1968</i> ARRs—section 10.4 p ii
Information licensing	QGEA— <i>Information licensing</i> ARRs—section 10.5 p ii	
General information	Introductory Information	ARRs—section 11.1 From the Director-General p 3 Our achievements pp 4–8
	Agency role and main functions	ARRs—section 11.2 About the department pp 9–12 Legislation administered by the department pp 52–53 Our locations pp 54–55
	Operating environment	ARRs—section 11.3 Our operating environment pp 11–12
	Machinery-of-government changes	ARRs—section 11.4 Machinery-of-government changes p 9
Non-financial performance	Government’s objectives for the community	ARRs—section 12.1 From the Director-General, p 3 Our achievements pp 4–8
	Other whole-of-government plans / specific initiatives	ARRs—section 12.2 Other whole-of-government plans/specific initiatives pp 15, 18, 22, 28, 30, 31, 48
	Agency objectives and performance indicators	ARRs—section 12.3 Our achievements pp 4–8 DSITI key performance indicators p 7
	Agency service areas and service standards	ARRs—section 12.4 Our service performance pp 13–32
Financial performance	Summary of financial performance	ARRs—section 13.1 Our financial performance pp 56–59
Governance—management and structure	Organisational structure	ARRs—section 14.1 Our structure p 9
	Executive management	ARRs—section 14.2 Our governance pp 33–43
	Government bodies (statutory bodies and other entities)	ARRs—section 14.3 Government bodies (statutory bodies and other entities) pp 50–51 Additional information available at data.qld.gov.au
	<i>Public Sector Ethics Act 1994</i>	<i>Public Sector Ethics Act 1994</i> ARRs—section 14.4 Ethics and code of conduct p 43

Summary of requirement		Basis for requirement	Annual report reference
Governance—risk management and accountability	Risk management	ARRs – section 15.1	Risk management and Audit and Risk Management Committee pp 41–42
	External scrutiny	ARRs—section 15.2	External scrutiny pp 42–43
	Audit committee	ARRs—section 15.3	Audit and Risk Management Committee pp 38, 42
	Internal audit	ARRs—section 15.4	Audit arrangements p 41
	Information systems and recordkeeping	ARRs—section 15.5	Information systems and recordkeeping p 43
Governance—human resources	Workforce planning and performance	ARRs—section 16.1	Our people pp 44–48
	Early retirement, redundancy and retrenchment	Directive No.11/12 <i>Early Retirement, Redundancy and Retrenchment</i> ARRs—section 16.2	Early retirement, redundancy and retrenchment p 45
Open Data	Consultancies	ARRs—section 17 ARRs—section 34.1	Open data p 1 data.qld.gov.au
	Overseas travel	ARRs—section 17 ARRs—section 34.2	Open data p 1 data.qld.gov.au
	Queensland Language Services Policy	ARRs—section 17 ARRs—section 34.3	Open data p 1 data.qld.gov.au
	Government bodies	ARRs—section 17 ARRs—section 34.4	Open data p 1 data.qld.gov.au
Financial statements	Certification of financial statements	FAA—section 62 FPMS—sections 42, 43, 50 ARRs—section 18.1	Financial statements Part B p 59
	Independent Auditors Report	FAA—section 62 FPMS—section 50 ARRs—section 18.2	Financial statements Part B pp 60–61
	Remuneration disclosures	<i>Financial reporting requirements for Queensland Government agencies</i> ARRs—section 18.3	Financial statements Part B pp 19–22

FAA *Financial Accountability Act 2009*

FPMS *Financial and Performance Management Standard 2009*

ARRs *Annual report requirement for Queensland Government agencies*