

APPENDIX 1: GLOSSARY

Aboriginal and Torres Strait Islander Cultural Capability Framework	<p>Cultural capability is the integration of knowledge about individuals and groups of people into specific standards, policies, practices and attitudes to produce better outcomes for Aboriginal peoples and Torres Strait Islander peoples. It is demonstrated through knowledge, skills and behaviours.</p> <p>The Aboriginal and Torres Strait Islander Cultural Capability Framework is underpinned by five principles: valuing culture; leadership and accountability; building cultural capability to improve economic participation; Aboriginal and Torres Strait Islander engagement and stronger partnerships; and culturally responsive systems and services.</p> <p>The framework is the foundation document that underpins all Queensland Government actions aimed at ensuring Aboriginal and Torres Strait Islander Queenslanders enjoy the same opportunities—economic, education, health, housing and social—as non-Indigenous Queenslanders. It underpins the way we do business so we can ensure all Aboriginal and Torres Strait Islander Queenslanders share equally in the future of our great state.</p>
Alcohol Management Plans	<p>Alcohol Management Plans are in place in 19 discrete Aboriginal and Torres Strait Islander communities across 15 local government areas in Queensland, and are designed to reduce alcohol-related violence, particularly against women, children and the elderly. Alcohol Management Plans are tailored to each community, but all contain strategies to reduce alcohol supply and demand.</p>
Carer	<p>Someone who provides ongoing care or assistance to another person who, because of a disability, impairment, frailty, chronic illness or pain, requires assistance with everyday tasks.</p>
Closing the Gap	<p>A commitment by all Australian governments to work towards a better future for Aboriginal peoples and Torres Strait Islander peoples. It aims to close the gap of Aboriginal and Torres Strait Islander disadvantage in areas such as life expectancy, health, housing, education and employment.</p>
Co-design	<p>Co-design is an approach to design that attempts to actively involve all stakeholders in the design process to help ensure the result meets their needs and is usable.</p>
Co-led	<p>Co-led refers to leading together—taking a joint lead—one of a group of equals who jointly take lead roles.</p>
Community care	<p>Provides low-intensity support services to people under 65 years of age who have a disability or condition that restricts their ability to carry out activities of daily living. Core activities of daily living include dressing, bathing or showering, preparing meals, house cleaning and maintenance, and using public transport.</p>
Cultural heritage	<p>Aboriginal and Torres Strait Islander cultural heritage is anything that is a significant Aboriginal or Torres Strait Islander area or object in Queensland, or evidence of archaeological or historical significance of Aboriginal and Torres Strait Islander occupation of an area in Queensland.</p>
Customer	<p>Person who, or organisation that receives a service. Note that a customer can be internal or external to the organisation. Synonyms include: client, consumer, end user, resident, retailer, beneficiary and purchaser.</p>
Disability	<p>A person's condition that is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment, or combination of impairments and results in a substantial reduction of the person's capacity for communication, social interaction, learning, mobility, self-care or management.</p>
Disability Connect and Outreach	<p>An intensive-support initiative delivered by the department in partnership with the Commonwealth Government to increase NDIS access in Queensland.</p>
Discrete Aboriginal and Torres Strait Islander communities	<p>This term refers to the following 19 Aboriginal and Torres Strait Islander 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.</p>

Family Responsibilities Commission	The Family Responsibilities Commission is a statutory body, established under the Queensland <i>Family Responsibilities Commission Act 2008</i> to support the establishment of local Aboriginal and Torres Strait Islander authority and the restoration of social norms in the Welfare Reform communities of Aurukun, Coen, Doomadgee, Hope Vale and Mossman Gorge.
Full-time equivalent	Full-time equivalent is calculated by the number of hours worked in a period divided by the award full-time hours prescribed by the award/industrial instrument for the person's position. For example, a person working 20 hours per week in a position prescribed as 40 hours has a full-time equivalent of 0.5. An organisation's full-time equivalent is the sum of all full-time equivalents. Minimum Obligatory Human Resources Information business requirements mean that this period is the last full fortnight of a quarter.
Governance	The framework of rules, relationships, systems and processes within, and by which, authority is exercised and controlled within organisations. It encompasses the mechanisms by which organisations, and those in authority, are held to account.
Human Services Quality Framework	A system for assessing and improving the quality of human services that applies to organisations delivering services under a service agreement with the department or other specified arrangements.
Land Holding Act Project	<p>Historical Land Holding Act (LHA) 1985 – refers to the original 1985 LHA legislation under which leases were approved or granted. This legislation was amended in 2013, see the <i>Aboriginal and Torres Strait Islander Land Holding Act 2013</i> (https://www.legislation.qld.gov.au/view/pdf/inforce/2013-09-23/act-2013-002)</p> <p>Beneficiary assessments – refers to the identification of beneficiaries for deceased estates that include LHA leases or lease entitlements, most commonly completed under Section 60 of the <i>Aboriginal and Torres Strait Islander Communities (Justice, Land and Other Matters) Act 1984</i> (https://www.legislation.qld.gov.au/view/pdf/inforce/2019-10-09/act-1984-051). The average number of individuals consulted per beneficiary assessment is seven.</p> <p>Engagement – refers to consultation undertaken with leaseholders, lease entitlement holders, or their identified beneficiaries to provide information and assist decision-making in relation to the available home ownership options and associated responsibilities. This includes providing information about the option to surrender or transfer a lease.</p>
Local Thriving Communities	Local Thriving Communities is a significant, long-term reform that will result in a visibly different way of government working with communities to deliver better outcomes for the state's remote and discrete Aboriginal and Torres Strait Islander communities.
National Aborigines and Islanders Day Observance Committee (NAIDOC) Week	NAIDOC Week is recognised nationwide in the first full week of July. It is a time to celebrate Aboriginal and Torres Strait Islander cultures, and an opportunity to recognise the contributions that Aboriginal peoples and Torres Strait Islander peoples make to our country and our society.
National Disability Insurance Agency	The National Disability Insurance Agency (NDIA) is an independent statutory agency whose role is to implement the National Disability Insurance Scheme (NDIS), which support a better life for Australians with a significant and permanent disability and their families and carers.
National Disability Insurance Scheme	The National Disability Insurance Scheme (NDIS) is an Australian Government scheme that supports people with permanent and significant disability, and their families and carers. The NDIS provides reasonable and necessary supports to people to live an ordinary life.
National partnership agreements	National partnership agreements are agreements between the Commonwealth of Australia and state and territory governments. The agreements include objectives, outcomes, outputs and performance indicators, and roles and responsibilities that will guide the delivery of services across relevant sectors.

Native Title	Native Title is the recognition by Australian law that some Aboriginal peoples and Torres Strait Islander peoples have rights to their lands and territories that derive from traditional laws and customs.
Path to Treaty	Path to Treaty represents a once-in-a-generation opportunity to come together as Queenslanders to start a journey towards a future that is more just, equal and respectful for First Nations Queenslanders.
Permanent separation rate	Separation rate is calculated by dividing the number of permanent employees who separated during a period of time by the number of permanent employees in the organisation.
Planning schemes	Planning schemes provide Aboriginal councils and Torres Strait Island councils with information to underpin decisions about the sustainable use of the community's land.
Remote and discrete Aboriginal and Torres Strait Islander communities	This term refers to the following 34 Aboriginal and Torres Strait Islander communities: Aurukun, Bamaga, Cherbourg, Doomadgee, Hope Vale, Injinoo, Kowanyama, Lockhart River, Mapoon, Mornington Island, Napranum, New Mapoon, Palm Island, Pormpuraaw, Seisia, Umagico, Woorabinda, Wujal Wujal, Yarrabah, and the Torres Strait islands of Badu, Boigu, Dauan, Erub (Darnley), Hammond, Iama (Yam), Kubin (Moa), Mabuiag, Mer (Murray), Poruma (Coconut), Saibai, St Pauls (Moa), Ugar (Stephens), Warraber and Yorke. In some instances, this also includes the communities of Laura, Mossman Gorge, Coen and Torres Shire (Thursday Island, Ngarupai (Horn Island) and Prince of Wales).
Remote Indigenous Land and Infrastructure Program Office (RILIPO)	Established in July 2009 to coordinate whole-of-government funded works and address complex tenure and land administration issues in the 34 remote and discrete Aboriginal and Torres Strait Islander communities in Queensland. RILIPO works in partnership with Traditional Owners, community leaders, the three tiers of government and key stakeholders to achieve social and economic outcomes for remote and discrete Aboriginal peoples and Torres Strait Islander peoples. RILIPO combines a collaborative approach and extensive expertise across a range of program areas to help communities to resolve complex land administration issues including Native Title; land tenure; survey, town planning and infrastructure development; and providing opportunities for home ownership and economic development.
Respite services	Services that provide short-term, temporary relief to those who are caring for family members who might otherwise require permanent placement in a facility outside the home.
Restrictive practices	Interventions such as: containment or seclusion; chemical restraint; mechanical restraint and physical restraint; or restricting access (for example, to objects by locking cupboards). These practices are required for adults with intellectual or cognitive disability who exhibit behaviour that places themselves or others at risk of harm.
Targeted Aboriginal and Torres Strait Islander communities	The term 'targeted communities' is used throughout the report in relation to the Service Delivery Statement performance measure—number of houses made available for ownership by Aboriginal peoples and Torres Strait Islander peoples in targeted communities through Queensland Government investment. These communities include: Aurukun, Cherbourg, Woorabinda, Doomadgee, Hope Vale, Kowanyama, Lockhart River, Mapoon, Mornington Island, Napranum, Northern Peninsula Area (5 communities), Palm Island, Pormpuraaw, Yarrabah, Wujal Wujal, Torres Strait Islands (15 islands), Coen and Mossman Gorge.
Tracks to Treaty	Tracks to Treaty is a Queensland Government agenda focussed on reframing the relationship with Aboriginal and Torres Strait Islander Queenslanders. The Queensland Government is committed to a new way of working, delivering change and outcomes through a genuine partnership approach. Tracks to Treaty incorporates both Path to Treaty and Local Thriving Communities.
Welfare Reform	Welfare Reform is a partnership between the Queensland Government, the Australian Government, the Cape York Institute and the communities of Aurukun, Coen, Doomadgee, Hope Vale and Mossman Gorge.

APPENDIX 2: OUR LEGISLATION

The functions and powers of the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships are derived from administering the following Acts of Parliament, in accordance with *Administrative Arrangements Order (No.2) 2020*.

ACT	STATUTORY OBJECTIVE
<p><i>Aboriginal and Torres Strait Islander Communities (Justice, Land and Other Matters) Act 1984</i></p> <p>(except to the extent administered by the Deputy Premier and Minister for State Development, Infrastructure, Local Government and Planning; and the Attorney-General and Minister for Justice, Minister for Women and Minister for the Prevention of Domestic and Family Violence); (sections 4, 8, 64-67, 70 and 71 jointly administered with the Attorney-General and Minister for Justice, Minister for Women and Minister for the Prevention of Domestic and Family Violence)</p>	<p>This Act regulates a number of issues impacting on Aboriginal and Torres Strait Islander communities, including: the establishment of Community Justice Groups, the establishment of Community Police Officers, entry to trust areas, and alcohol possession and consumption in community areas.</p>
<p><i>Aboriginal Cultural Heritage Act 2003</i></p>	<p>The main purpose of this Act is to provide effective recognition, protection and conservation of Aboriginal cultural heritage.</p>
<p><i>Torres Strait Islander Cultural Heritage Act 2003</i></p>	<p>The main purpose of this Act is to provide effective recognition, protection and conservation of Torres Strait Islander cultural heritage.</p>
<p><i>Family Responsibilities Commission Act 2008</i></p>	<p>The objectives of this Act are to:</p> <ul style="list-style-type: none"> • support the restoration of socially responsible standards of behaviour and local authority in Welfare Reform community areas • 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. <p>The objectives are achieved primarily through the operation of the Family Responsibilities Commission.</p>
<p><i>Meriba Omasker Kaziw Kazipa (Torres Strait Islander Traditional Child Rearing Practice) Act 2020</i></p>	<p>The purpose of this Act is to:</p> <ul style="list-style-type: none"> • recognise Ailan Kastom child rearing practice • establish a process for making applications for, and decisions about, the legal recognition of the practice.
<p><i>Carers (Recognition) Act 2008</i></p>	<p>The objects of this Act are to:</p> <ul style="list-style-type: none"> • 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 • establish the Carers Advisory Council.

Disability Services Act 2006

The objects of this Act are to:

- acknowledge the rights of people with disability including by promoting their inclusion in the life of the community generally
- ensure that disability services funded by the department are safe, accountable and respond to the needs of people with disability
- support the operation of the NDIS in Queensland and ensure the quality and safety of NDIS supports or services in the context of the national regulatory framework
- safeguard the rights of adults with an intellectual or cognitive disability including by regulating the use of restrictive practices by relevant service providers in relation to those adults:
 - › only where it is necessary to protect a person from harm
 - › with the aim of reducing or eliminating the need for use of the restrictive practices.

Forensic Disability Act 2011

The purpose of this Act is to provide for the involuntary detention, and the care, support and protection, of forensic disability clients, while at the same time:

- safeguarding rights and freedoms
- balancing rights and freedoms with the rights and freedoms of other people
- promoting individual development and enhancing opportunities for quality of life
- maximising opportunities for reintegration into the community.

Guide, Hearing and Assistance Dogs Act 2009

The objects 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
- ensure the quality and accountability of guide, hearing and assistance dog training services.

APPENDIX 3: DEPARTMENT BOARDS AND COMMITTEES

BOARD OF MANAGEMENT	
Purpose	To shape the strategic direction of the department to ensure the delivery of the government's priorities; monitor performance against the department's strategic objectives; and ensure strategic partnerships are established and maintained.
Membership	<ul style="list-style-type: none"> • Director-General (Chair) • Associate Director-General, Seniors and Disability Services • Deputy Director-General, Policy and Corporate Services • Deputy Director-General, Culture and Economic Policy • Assistant Director-General, Disability Connect Queensland • Assistant Director-General, Disability Accommodation, Respite and Forensic Services • Chief Human Resource Officer • Chief Finance Officer • Director, Office of the Director-General (non-voting member).
Meeting frequency	The Board of Management (BOM) meets monthly. The BOM has met five times from 13 November 2020 to 30 June 2021.
AS&RS SENIOR LEADERSHIP TEAM COMMITTEE	
Purpose	To set the strategic direction for Accommodation Support and Respite Services (AS&RS); monitor strategic and operational activities; and respond strategically to emerging issues.
Membership	<ul style="list-style-type: none"> • Assistant Director-General, Disability Accommodation, Respite and Forensic Services (Chair) • AS&RS Directors • Managers, Service Area and Service Support (Afternoon Session) • Principal Executive Officer to Assistant Director-General • Manager, Business Services.
Meeting frequency	The AS&RS Senior Leadership Team Committee meets monthly. The Committee met six times from 13 November 2020 to 30 June 2021.
AUDIT AND RISK COMMITTEE	
Purpose	To provide independent assurance and assistance to the Director-General on: <ul style="list-style-type: none"> • the risk, control and compliance frameworks, and the department's external accountability responsibilities, and other matters relevant to the duties and responsibilities of the committee as set out below, and as prescribed in the: <ul style="list-style-type: none"> › <i>Financial Accountability Act 2009</i> › the <i>Financial Accountability Regulation 2009</i> › the <i>Financial and Performance Management Standard 2009</i>.
Membership	<ul style="list-style-type: none"> • Chair, External Independent Member • External Independent Member • Associate Director-General, Seniors and Disability Services • Deputy Director-General, Policy and Corporate Services • Deputy Director-General, Culture and Economic Policy • Emerging Leader (member) – currently vacant.
Meeting frequency	The Audit and Risk Committee meets quarterly each financial year. The Committee met two times from 13 November 2020 to 30 June 2021.

FINANCE COMMITTEE

Purpose To provide expert financial and budget advice to enable the Director-General, as the Accountable Officer, to discharge the position's legislated financial management responsibilities.

Membership

- Director-General (Chair)
- Associate Director-General, Seniors and Disability Services
- Deputy Director-General, Policy and Corporate Services
- Deputy Director-General, Culture and Economic Participation
- Assistant Director-General, Disability Connect Queensland
- Assistant Director-General, Disability Accommodation, Respite and Forensic Services
- Executive Director, Infrastructure and Coordination
- Chief Human Resource Officer

Positions Reporting to the Committee

- Chief Finance Officer
- Director, Financial Management.

Meeting frequency The Finance Committee meets monthly. The Committee met four times from 13 November 2020 to 30 June 2021.

FRAUD AND CORRUPTION CONTROL SUB COMMITTEE

Purpose To oversee the department's fraud and corruption prevention programs, and monitor the effectiveness of internal controls and compliance.

Membership

- Chief Finance Officer (Chair)
- Deputy Director-General, Policy and Corporate Services
- Executive Director, Culture and Economic Participation
- Director, Accommodation Services and Respite Services Service Support
- Director, Property and Procurement
- Director, Royal Commission
- Director, Finance
- Manager, Ethical Standards
- Manager, Governance, Planning and Reporting
- Director, Information Policy, Security and Engagement (Department of Children, Youth Justice and Multicultural Affairs) (under the MOU agreement).

Meeting frequency The Fraud and Corruption Control Sub-Committee meets quarterly. The Committee met once from 13 November 2020 to 30 June 2021 due to the changes in the membership of the Sub-Committee as a direct result of the Machinery of Government and the availability of the members to convene for meeting during this period.

INFORMATION STEERING COMMITTEE

Purpose To provide strategic direction on information management to the department and ensure the investments in new information management and ICT projects are aligned with departmental and Whole of Government priorities.

Membership

- Deputy Director-General, Policy and Corporate Services (Chair)
- Deputy Director-General, Culture and Economic Participation
- Assistant Director-General, Disability and Seniors Connect
- Executive Director, Strategic Policy and Legislation, Seniors and Disability Services
- Chief Finance Officer.

Non-Voting Members

- Queensland Government CISO, Queensland Government Customer and Digital Group, Department of Communities, Housing and Digital Economy
- Deputy Director-General, CIO, Corporate Services, DCYJMA
- Chief Human Resource Officer
- Secretariat: Manager, ICT
- Director, Internal Audit
- Director, Policy, Security and Engagement Information Services (MOU CYJMA).

Meeting frequency The Information Steering Committee meets bi-monthly. The Committee met during the reporting period to allow for the finalisation of a memorandum of understanding for the delivery of corporate services including information technology.

PRIORITY PROJECTS OVERSIGHT GROUP

Purpose To provide oversight and strategic leadership of the implementation of priority projects (i.e. key time-limited initiatives) and oversight of key whole-of-government priorities.

Membership

- Director-General (special invitee)
- Associate Director-General, Seniors and Disability Services (Chair)
- Deputy Director-General, Culture and Economic Participation
- Assistant Director-General, Disability Connect Queensland
- Assistant Director-General, Disability Accommodation, Respite and Forensic Services
- Executive Director, Local Thriving Communities
- Executive Director, Strategic Policy and Legislation (Aboriginal and Torres Strait Islander Partnerships)
- Executive Director, Strategic Policy and Legislation (Seniors and Disability Services)
- Chief Human Resource Officer
- Chief Finance Officer
- Director, Office of the Director-General.

Meeting frequency The Priority Projects Oversight Group meets monthly. The Group met three times between its formation in February 2021 and to 30 June 2021.

REGIONAL SERVICE DELIVERY BOARD

Purpose To manage emerging business and operational issues that impact on regional service delivery related to Aboriginal and Torres Strait Islander Queenslanders.

Membership

- Deputy Director-General, Culture and Economic Participation (Chair)
- Deputy Director-General, Policy and Corporate Services
- Executive Director, Infrastructure and Coordination Director, Remote Indigenous Land and Infrastructure Program Office
- Regional Director, Cape and Torres
- Regional Director, Cairns and Hinterland
- Regional Director, North Queensland
- Regional Director, Central Queensland
- Regional Director, South East Queensland (North)
- Regional Director, South East Queensland (South)
- Regional Director, South West Queensland.

Meeting frequency The Regional Service Delivery Board meets bi-monthly. The Board met four times from 13 November 2020 to 30 June 2021.

WORKFORCE CAPABILITY AND CULTURE STEERING COMMITTEE

Purpose Drive the implementation of key workforce strategies to embed a culture that upholds the QPS and SOILD values; build workforce capability and re-silience to meet current and future organisational needs; and promote the highest standards of ethical behaviour.

Membership

- Assistant Director-General, Disability and Seniors Connect (Chair)
- Chief Human Resources Officer
- Deputy Director-General, Culture and Economic Participation
- Assistant Director-General, Disability Accommodation, Respite and Forensic Services
- Deputy Director-General, Policy and Corporate Services.

Meeting frequency The Workforce Capability and Culture Steering Committee meets quarterly. The Committee met two times from 13 November 2020 to 30 June 2021.

APPENDIX 4: SERVICE DELIVERY STATEMENTS

2020–2021 Performance Statement

During 2020–2021, the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships delivered the following services:

Seniors Services—developed programs and services for seniors that reduce the cost of living, enhance wellbeing, support community participation, and prevent and address elder abuse. Age-friendly communities assisted seniors to contribute economically, socially and culturally to their communities.

Disability Services—enabled people to access disability services that assist them with the core activities of daily living and achieving their goals, as part of inclusive communities, and to contribute to systems that safeguard and protect the rights of people with disability.

Aboriginal and Torres Strait Islander Partnerships – Economic Participation—increased the economic participation of Aboriginal peoples and Torres Strait Islander peoples.

Aboriginal and Torres Strait Islander Partnerships – Community Participation—increased the community participation of Aboriginal peoples and Torres Strait Islander peoples.

Seniors services

DEPARTMENT OF SENIORS, DISABILITY SERVICES AND ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS	NOTES	2020–2021 TARGET/EST.	2020–2021 ACTUAL (1 July 2020 to 30 June 2021)
SERVICE AREA: SENIORS SERVICES¹			
Service standards			
Effectiveness measure			
Percentage of eligible Seniors with a Seniors Card ²	1, 2	88%	88%
Efficiency measure³			
	3		

Notes

- ¹ This service area was previously presented in the former Department of Communities, Disability Services and Seniors' 2019–2020 Service Delivery Statement.
- ² This is a proxy measure of the effectiveness in promoting the Seniors Card scheme to applicable stakeholders and forms part of the cost of living strategy. The percentage of eligible seniors with a Seniors Card is calculated by the total number of active cardholders divided by the estimated resident population of seniors within Queensland. The estimated resident population is sourced from the Australian Bureau of Statistics, Report 3101.0 Australian Demographic Statistics. Estimated Resident Population by Single Year of Age, Queensland.
- ³ An efficiency measure is being developed and will be included in a future Service Delivery Statement.

Disability services

DEPARTMENT OF SENIORS, DISABILITY SERVICES AND ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS	NOTES	2020–2021 TARGET/EST.	2020–2021 ACTUAL (1 July 2020 to 30 June 2021)
SERVICE AREA: DISABILITY SERVICES¹			
Service standards			
Effectiveness measure			
Number of people with disability receiving departmental accommodation and support services ²	1, 2, 3	882	824
Efficiency measure			
Percentage of accommodation support places used ³	4	80%	77%

Notes

- This service area was previously presented in the former Department of Communities, Disability Services and Seniors' 2019–2020 Service Delivery Statement.*
- People with disability exercise choice and control in receiving their accommodation support services from the department, a non-government organisation or a private organisation. This service standard records the annual number of people with disability who have received accommodation support services provided by the department, including shared living arrangements and short-term accommodation support or respite. This is a proxy measure of the effectiveness of the department's services in supporting safe and independent living.*
- The variance between the 2020-2021 target/estimate and the 2020-2021 actual was due to clients' ability to exercise choice and control in selecting service providers, consistent with the principles of the NDIS. As the NDIS support market grows and there are new services and new options, clients and clients' families or guardians have more choice in who provides their supports and how they access these supports.*
- This utilisation measure records the number of people receiving accommodation support services as a proportion of the number of approved places, including shared living arrangements and short-term accommodation support (or respite). Usage rates below full capacity are required to enable people to trial and enter and exit accommodation places that are well-maintained and re-equipped between usage to ensure the wellbeing of clients and staff. Rates below full capacity are also expected as a) market growth in the number and range of supports is encouraged with the implementation of the NDIS meaning that, in particular, people may choose different types of services that provide a respite-type effect for carers (other than short-term accommodation support) and b) the department operates within the principle of competitive neutrality.*

Aboriginal and Torres Strait Islander Partnerships: Economic Participation

DEPARTMENT OF SENIORS, DISABILITY SERVICES AND ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS	NOTES	2020–2021 TARGET/EST.	2020–2021 ACTUAL (13 November 2020 to 30 June 2021)
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SERVICE AREA: ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS – ECONOMIC PARTICIPATION¹

Service standards

Effectiveness measures

Number of job placements for Aboriginal peoples and Torres Strait Islander peoples facilitated by the department	1, 2	720	591*
Percentage of Aboriginal peoples and Torres Strait Islander peoples successfully employed three months after placement by the Youth Employment Program	3	70%	83.8%*
Percentage of Aboriginal peoples and Torres Strait Islander peoples successfully employed six months after placement by the Youth Employment Program	1, 4, 5	50%	61.1%*
Number of houses made available for ownership by Aboriginal peoples and Torres Strait Islander peoples in targeted communities through Queensland Government investment	1, 6, 7	30	19*
Number of Aboriginal and Torres Strait Islander businesses securing government procurement	1, 8	450	180*
Value of government procurement from Aboriginal and Torres Strait Islander businesses	1, 9	\$350M	\$243.36M*
Efficiency measure			
Total cost per hour of economic participation policy	1, 10, 11	\$103	\$102*

*Additional performance information is provided in the former Department of Aboriginal and Torres Strait Islander Partnerships Final Report: 1 July 2020 to 12 November 2020.

Notes

- ¹ This service area was previously presented in the former Department of Aboriginal and Torres Strait Islander Partnerships 2019–2020 Service Delivery Statement.
- ² This is a proxy measure of effectiveness measuring the number of job placements that have been facilitated for Aboriginal peoples and Torres Strait Islander peoples through the Economic Participation Program. This program, which is delivered across the state, aims to increase the participation of Aboriginal and Torres Strait Islander Queenslanders in employment by facilitating job placements that are full-time, part-time or casual, as well as apprenticeships. The calculation of this figure is based on the total number of job placements where individuals meet the employment criteria. During the period 1 July 2020 to 30 June 2021 there were 823 job placements.
- ³ This service standard measures the proportion of Aboriginal peoples and Torres Strait Islander peoples who, under the Youth Employment Program, remain in employment for three months after initial placement. The Youth Employment Program is an employment support program for young Aboriginal peoples and Torres Strait Islander peoples who are finishing high school and looking for work or considering further education.
- ⁴ This service standard measures the proportion of Aboriginal peoples and Torres Strait Islander peoples who, under the Youth Employment Program, remain in employment for six months after initial placement.
- ⁵ While the service standard related to three months post job placement is a key indicator of successful transitions to the workplace by Youth Employment Program candidates, the additional service standard of six months after placement provides an indication of successful job retention and sustainable employment.

- 6 *This service standard relates to a Queensland Government initiative to facilitate home ownership in targeted communities through the removal of legal and land tenure roadblocks to home ownership, to make land available for housing. Houses are deemed to be made available for ownership after Native Title has been addressed, the lot survey has been completed and registered, the land trustee has approved the home ownership application, and all development approvals have been approved by the council. During the period 1 July 2020 to 30 June 2021, there were 31 houses made available for ownership by Aboriginal peoples and Torres Strait Islander peoples in targeted communities through Queensland Government investment.*
- 7 *Targeted communities include: Aurukun, Cherbourg, Woorabinda, Doomadgee, Hope Vale, Kowanyama, Lockhart River, Mapoon, Mornington Island, Napranum, Northern Peninsula Area (five communities), Palm Island, Pormpuraaw, Yarrabah, Wujal Wujal, the Torres Strait (15 islands), Coen and Mossman Gorge.*
- 8 *This is a proxy measure of effectiveness measuring the Queensland Government's progress in growing the number of Aboriginal and Torres Strait Islander businesses that have secured government procurement. The department contributes to this measure by connecting agency and industry business supply and employment opportunities, and by linking investments that support Aboriginal and Torres Strait Islander businesses to build capability/capacity to win procurement contracts. The data is complete for the period 1 October 2020 to 30 June 2021. The number of Aboriginal and Torres Strait Islander businesses that secured government procurement for the first time during this period was 180. During the period 1 July 2020 to 30 June 2021, 474 Aboriginal and Torres Strait Islander businesses secured government procurement.*
- 9 *This is a Whole of Government service standard which measures the Queensland Government's progress in increasing the total value of government procurement from known Aboriginal and Torres Strait Islander businesses (including not-for-profit organisations). The spend data was reported as \$78.82M in the DATSIP Final Report. It should be noted that this figure has been reviewed and amended to \$79.23M for that period. The amended amount has been included in the full financial year figure. The data is complete for the period 1 October 2020 to 30 June 2021. During the period 1 July 2020 to 30 June 2021, the total value of government procurement from Aboriginal and Torres Strait Islander businesses was \$322.59M. The variance between the 2020–2021 actual and 2020–2021 estimated target was due to the procurement value being affected by an increase in construction works utilising grants, which are not included under the Queensland Indigenous (Aboriginal and Torres Strait Islander) Procurement Policy (QIPP). While the change has resulted in a reduction in QIPP outcomes, it does not indicate an adverse outcome per se; that is, spending in Aboriginal and Torres Strait Islander Council areas is still occurring.*
- 10 *This service standard assesses the department's efficiency in delivering economic participation policy advice and development by monitoring trend data over time in relation to the total cost per hour of economic participation policy advice and development delivered.*
- 11 *The calculation of this figure is based on the department's Aboriginal and Torres Strait Islander Partnerships Policy Branch costs which include salaries and operating costs such as telecommunications, and accommodation and corporate costs related to the provision of routine economic participation policy advice and policy development.*

Aboriginal and Torres Strait Islander Partnerships: Community Participation

DEPARTMENT OF SENIORS, DISABILITY SERVICES AND ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS	NOTES	2020–2021 TARGET/EST.	2020–2021 ACTUAL (13 November 2020 to 30 June 2021)
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SERVICE AREA: ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS – COMMUNITY PARTICIPATION¹

Service standards

Effectiveness measure

Customer satisfaction with cultural heritage services provided by the department	1, 2, 3	75%	82%
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Efficiency measures

Average cost per cultural heritage search request processed	1, 4, 5	\$33	\$24*
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Average cost per community and personal histories request processed	1, 6, 7	\$5,310	\$5,109*
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Total cost per hour of community participation policy	1, 8, 9	\$103	\$102*
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*Additional performance information is provided in the former Department of Aboriginal and Torres Strait Islander Partnerships Final Report: 1 July 2020 to 12 November 2020.

Notes

- 1 This service area was previously presented in the former Department of Aboriginal and Torres Strait Islander Partnerships 2019–2020 Service Delivery Statement.
- 2 This service standard measures overall customer satisfaction with the delivery of cultural heritage services provided by the department through the Cultural Heritage Online Portal.
- 3 The survey data is based on responses received from registered land users comprising local, state and Australian Government users, government-owned corporations, non-government organisations, legal firms, private companies and consultants; and the public, from 1 January to 31 December each year. Registered land users access the Cultural Heritage Online Portal to ensure they comply with their cultural heritage duty of care.
- 4 This service standard measures the efficiency of the department's cultural heritage search request processes. The cost per search request processed calculation is based on the number of search requests received, staffing costs, costs related to providing and maintaining the Cultural Heritage Database system, and operating costs such as accommodation, information technology and corporate costs.
- 5 This service standard relates to a component of the department's service delivery which ensures that land users, Aboriginal and Torres Strait Islander parties and the public can access cultural heritage information to assess the cultural value of areas.
- 6 This service standard measures the efficiency of the department's community and personal histories request processes. The cost per service request calculation is based on staffing and report production expenses including a reflection of the complexity of individual personal history requests, and includes operating costs such as telecommunications, accommodation, information technology and direct corporate support costs.
- 7 This service standard relates to a component of the department's service delivery which ensures that Aboriginal and Torres Strait Islander Queenslanders have access to community and personal histories services that enable them to reconnect with their families and traditional country.
- 8 This service standard measures the department's efficiency in delivering community participation policy advice and development by monitoring trend data over time in relation to the total cost per hour of community participation policy advice and development delivered.
- 9 The calculation of this figure is based on the department's Aboriginal and Torres Strait Islander Partnerships Policy Branch costs which include salaries and operating costs such as telecommunications, and accommodation and corporate costs related to the provision of routine community participation policy advice and policy development.

APPENDIX 5: GOVERNMENT BODIES

(statutory bodies and other entities)

FAMILY RESPONSIBILITIES BOARD	
Act or instrument	<i>Family Responsibilities Commission Act 2008</i>
Functions	The purpose of the Family Responsibilities Board is to give advice and make recommendations to the Minister for Aboriginal and Torres Strait Islander Partnerships about the operation of the Family Responsibilities Commission.
Achievements	Recommended to the Minister the re-appointment of an Aboriginal Commissioner to the Family Responsibilities Commission; supported the Family Responsibilities Commission to respond to local issues; and continued to provide oversight for a legislative review of the <i>Family Responsibilities Commission Act 2008</i> .
Financial reporting	N/A

REMUNERATION					
Position	Name	Meetings/ sessions attendance	Approved annual, sessional or daily fee	Approved sub- committee fees if applicable	Actual fees received
Chair	Dr Chris Sarra	1	No remuneration	N/A	Nil
Member	Raymond Griggs	1	No remuneration	N/A	Nil
Member	Noel Pearson	1	No remuneration	N/A	Nil
No. scheduled meetings/sessions	1				
Total out of pocket expenses	Nil				

THE LOCAL THRIVING COMMUNITIES JOINT COORDINATING COMMITTEE (JCC)

Act or instrument	<i>Terms of Reference</i>
Functions	The Local Thriving Communities Joint Coordinating Committee (JCC) was established on 22 December 2019 as a mechanism for representatives from government (local, state and federal) and Queensland Aboriginal and Torres Strait Islander communities to oversee the LTC reform agenda and provide advice on co-design and implementation. Its membership (22) comprises six representatives from First Nations communities, five Mayoral representatives nominated by the Local Government Association of Queensland Indigenous Leaders Forum (currently awaiting endorsement and attending meetings as guests) and 11 state and federal government representatives as equal partners.
Achievements	Six meetings of the JCC were co-chaired by a community member and the Director-General of the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships to give effect to the reframed relationship between the Queensland Government and Aboriginal peoples and Torres Strait Islander peoples. Through shared decision-making, community and government JCC members are ensuring sustainable progress through an iterative approach to implementation of the reform. In 2020-21 this included a meeting and community engagement in Yarrabah on 17 March 2021. JCC community members also co-designed communication tools and resources to share clear, accessible information about the opportunities presented by LTC.
Financial reporting	The transactions of the board are captured in the department's financial statements.

REMUNERATION

Remuneration: JCC Community Members are remunerated under the Queensland Government's *Remuneration Procedures for Part-time Chairs and Members of Queensland Government Bodies*. JCC Community Members are paid in accordance with Level 3 of the Regulation, Administration and Advice Category of the Remuneration Matrix.

Community members are paid a daily meeting fee of \$300 and the Co-Chair is paid a daily meeting fee of \$390 for JCC meetings. Community Members are also remunerated for 'preparation and pre-briefing' prior to each meeting at 50 per cent of the meeting fee (less than four hours meeting fees).

As Co-Chair the Director-General, Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships, is also able to approve remuneration for additional activities including member attendance at consultation, workshops or engagement. Members are remunerated for these activities in accordance with the Queensland Government's *Remuneration Procedures for Part-time Chairs and Members of Queensland Government Bodies*.

Position	Name	Meetings/ sessions attendance	Approved annual, sessional or daily fee	Approved sub-committee fees if applicable	Actual fees received
Chair	Dr Chris Sarra Director-General Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships	6	N/A	N/A	N/A
Co-Chair (3 meetings)	Kelly Barclay	3 meetings as Co-Chair	\$390.00 (Co-Chair fee)	N/A	\$5,745.00
Member (2 meetings)		12 additional sessions as Co-Chair (workshops, pre-briefings, additional work)	\$300.00 (Member fee)		
		2 meetings as a member	50% fees for pre-brief meetings & workshops under 4 hours		
		6 additional sessions as a member (workshops, pre-briefings, additional work)			

THE LOCAL THRIVING COMMUNITIES JOINT COORDINATING COMMITTEE (JCC)

Position	Name	Meetings/ sessions attendance	Approved annual, sessional or daily fee	Approved sub-committee fees if applicable	Actual fees received
Co-Chair (3 meetings) Member (2 meetings)	Joann Schmider	3 meetings as Co-Chair 7 additional sessions as Co-Chair (workshops, pre-briefings, additional work) 2 meetings as a member 6 additional sessions as a member (workshops, pre-briefings, additional work)	\$390.00 (Co-Chair fee) \$300.00 50% fees if under 4 hours	N/A	\$4,380.00
Member	Michelle Deshong	6 additional sessions as a member (workshops, pre-briefings, additional work)	\$300.00	N/A	\$1,200.00
Member	Susan Sewter	4 meetings as a member 6 additional sessions as a member (workshops, pre-briefings, additional work)	\$300.00	N/A	\$2,100.00
Member	Michael Bond	6 meetings as a member 7 additional sessions as a member (workshops, pre-briefings, additional work)	\$300.00	N/A	\$3,750.00
Ex-Officio	Deputy Director-General Department of Education	6	N/A	N/A	N/A
Ex-Officio	Director-General, Strategy Department of Children, Youth Justice and Multicultural Affairs	4	N/A	N/A	N/A
Ex-Officio	National Director, Regional Network, National Indigenous Australians Agency Department of the Prime Minister and Cabinet	6	N/A	N/A	N/A
Ex-Officio	Assistant Commissioner, Southern Region Queensland Police Service	6	N/A	N/A	N/A
Ex-Officio	Chief Aboriginal and Torres Strait Islander Health Officer Queensland Health	5	N/A	N/A	N/A

THE LOCAL THRIVING COMMUNITIES JOINT COORDINATING COMMITTEE (JCC)

Position	Name	Meetings/ sessions attendance	Approved annual, sessional or daily fee	Approved sub-committee fees if applicable	Actual fees received
Ex-Officio	Deputy Director-General Department of Communities, Housing and Digital Economy	6	N/A	N/A	N/A
Ex-Officio	Deputy Under Treasurer, Agency Performance Queensland Treasury	6	N/A	N/A	N/A
Ex-Officio	Deputy Director-General, Justice Services Department of Justice and Attorney-General	4	N/A	N/A	N/A
Ex-Officio	Deputy Director-General, Policy Department of the Premier and Cabinet	4	N/A	N/A	N/A
No. scheduled meetings/ sessions	6 Meetings scheduled during the Reporting Period plus additional pre-meeting briefing sessions, workshops and co-chair briefings to support oversight of the LTC reform.				
Total out of pocket expenses	\$5,076.60				

APPENDIX 6: 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 7 Page iii
Accessibility	Table of contents	ARRs – section 9.1 Page iv
	Glossary	ARRs – section 9.1 Pages 53-55
	Public availability	ARRs – section 9.2 Page 72
	Interpreter service statement	<i>Queensland Government Language Services Policy</i> ARRs – section 9.3 Page 72
	Copyright notice	<i>Copyright Act 1968</i> ARRs – section 9.4 Page 72
	Information licensing	<i>QGEA – Information Licensing</i> ARRs – section 10 Page 72
General information	Introductory information	Pages 1-10
Non-financial performance	Government's objectives for the community and Whole of Government plans/specific initiatives	ARRs – section 11.1 Pages 1, 4, 9, 11-12, 14-16, 18, 20, 23-24, 26-28, 30-37, 39-40, 43-44, 53-55
	Agency objectives and performance indicators	ARRs – section 11.2 Pages 11, 13-15, 17-18, 20-21, 25, 29, 34, 36-37, 41, 43, 45, 62-66
	Agency service areas and service standards	ARRs – section 11.3 Pages 62-66
Financial performance	Summary of financial performance	ARRs – section 12.1 Pages 51-52
Governance – management and structure	Organisational structure	ARRs – section 13.1 Page 5
	Executive management	ARRs – section 13.2 Pages 6-9
	Government bodies (statutory bodies and other entities)	ARRs – section 13.3 Pages 67-70
	Public Sector Ethics	<i>Public Sector Ethics Act 1994</i> ARRs – section 13.4 Page 45
	Human Rights	<i>Human Rights Act 2019</i> ARRs – section 13.5 Pages 47-49
	Queensland public service values	ARRs – section 13.6 Page 4
Governance – risk management and accountability	Risk management	ARRs – section 14.1 Page 46
	Audit committee	ARRs – section 14.2 Page 46
	Internal audit	ARRs – section 14.3 Page 46
	External scrutiny	ARRs – section 14.4 Page 46
	Information systems and recordkeeping	ARRs – section 14.5 Page 47
	Information Security attestation	ARRs – section 14.6 Page 47
	Strategic workforce planning and performance	ARRs – section 15.1 Page 42-45
Governance – human resources	Early retirement, redundancy and retrenchment	<i>Directive No.04/18 Early Retirement, Redundancy and Retrenchment</i> ARRs – section 15.2 Page 45
	Statement advising publication of information	ARRs – section 16 Page 47
Open Data	Consultancies	ARRs – section 33.1 https://data.qld.gov.au
	Overseas travel	ARRs – section 33.2 https://data.qld.gov.au
	Queensland Language Services Policy	ARRs – section 33.3 https://data.qld.gov.au
	Certification of financial statements	FAA – section 62 FPMS – sections 38, 39 and 46 ARRs – section 17.1 Section 8—Page 74
Financial statements	Independent Auditor's Report	FAA – section 62 FPMS – section 46 ARRs – section 17.2 Section 8—Page 74

FAA *Financial Accountability Act 2009*
 FPMS *Financial and Performance Management Standard 2019*
 ARRs *Annual report requirements for Queensland Government agencies*

PUBLIC AVAILABILITY OF REPORT

This annual report is available at www.dsdsatsip.qld.gov.au

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