

ANNUAL REPORT 2021–2022



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The State of Queensland (Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships) Annual Report 2021–2022.

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16 September 2022

The Honourable Craig Crawford MP
Minister for Seniors, Disability Services and
Minister for Aboriginal and Torres Strait Islander Partnerships
PO Box 15457
CITY EAST QLD 4002

Dear Minister,

I am pleased to submit for presentation to the Parliament, the Annual Report for 2021-2022 and financial statements for the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships.

I certify that this Annual Report complies with:

- the prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2019*, and
- the detailed requirements set out in the annual report requirements for Queensland Government agencies.

A checklist outlining the annual reporting requirements is provided at page 133 of this annual report.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Chris Sarra', is written over a light grey rectangular background.

Dr Chris Sarra
Director-General
Department of Seniors, Disability Services and
Aboriginal and Torres Strait Islander Partnerships

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Acknowledgement

We pay our respects to the Aboriginal peoples and Torres Strait Islander peoples of this land, their ancestors and their legacy. The foundations laid by these ancestors—the First Australians—give strength, inspiration and courage to current and future generations towards creating a better Queensland.

We recognise it is our collective efforts and responsibility as individuals, communities and governments to ensure equality, recognition and advancement of Aboriginal and Torres Strait Islander Queenslanders across all aspects of society and everyday life.

We are committed to working with, representing, advocating for, and promoting the needs of Aboriginal and Torres Strait Islander Queenslanders with unwavering determination, passion and persistence.

As we reflect on the past and give hope for the future, we walk together on our shared journey of reconciliation where all Queenslanders are equal and the diversity of Aboriginal and Torres Strait Islander cultures and communities across Queensland are fully recognised, respected and valued by all Queenslanders.

Message from the Director-General

I would like to pay my respects to the Aboriginal and Torres Strait Islander ancestors of this land and their legacy. Our Aboriginal peoples and Torres Strait Islander peoples give us the strength, inspiration and courage towards creating an inclusive Queensland where people of all ages, abilities and cultures can thrive.

The 2021-2022 period has been a year that has tested the resilience of our Queensland communities with consecutive flooding to many areas of the state, ongoing COVID-19 impacts and upheavals of global forces that have brought financial and supply pressures into our daily lives. But through it all, the capacity for rebuilding impacted lives, with the demonstration of strong partnerships with government and non-government agencies and with local community leaders and resources, has shone through. I am proud of the many ways my department has contributed and supported the government's efforts in recovering and rebuilding, to ensure a brighter future for all Queenslanders.

I am proud to report that the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships' work during 2021-2022 made great strides towards the creation of an equitable, respectful, supportive and inclusive society.

In achieving tangible outcomes for Queensland, my staff and I were proud to increase the engagement of, and collaboration with seniors, people with disability, Aboriginal peoples and Torres Strait Islander peoples, and a range of community and government organisations. Our focus was improving opportunities for the social, economic and cultural participation of all Queenslanders, ensuring we can all contribute to, and benefit from, the state's ongoing economic recovery.

This was our first full year with three distinct portfolios 'under one roof'; a structure which enhances our vision to create an inclusive community that embraces people of all ages, abilities, languages, and cultures. We did this by improving access to government services, empowering the community to lead decision-making and program design, and partnering with Queenslanders to influence social and economic outcomes.

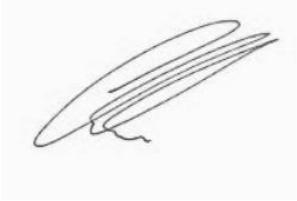
Seniors were engaged in shaping a more inclusive, respectful community in which they can safely enjoy productive, socially connected and healthier lives. This was enshrined in the Queensland Seniors Strategy which commenced during the year.

Similarly, the department engaged Queenslanders with disability, their families, and their carers to ensure their views were at the forefront of decision-making at all levels of government. The department partnered with the Queenslanders with Disability Network to proactively support people who are often hard to reach and experience multiple layers of disadvantage.

The effectiveness of this community-led approach was evident as we co-developed the Closing the Gap implementation plan, prioritising programs and services identified by Aboriginal and Torres Strait Islander communities. This work will continue in coming years, hand-in-hand with facilitating truth-telling, establishing a state-based Indigenous Voice model, developing a new Reconciliation Action Plan, and walking the Path to Treaty.

Across our portfolios, Queensland now stands at an historic crossroads. The coming year will no doubt afford many exciting opportunities.

I am exceptionally proud of all our key achievements as presented in this 2021-2022 Annual Report. I extend my thanks and appreciation to all staff, partners and community members who have come together, at times under difficult and stressful circumstances, to keep the focus on making the lives of seniors, people with disability, Aboriginal peoples and Torres Strait Islander peoples more inclusive and more engaged than ever before. In doing so, we are leading cultural change to ensure the benefits of living in Queensland are shared by all.



Dr Chris Sarra
Director-General
Department of Seniors, Disability Services and
Aboriginal and Torres Strait Islander Partnerships

01 About us

Our vision

Work together with seniors, people with disability, and Aboriginal and Torres Strait Islander communities so they can thrive culturally, socially and economically.

Our purpose

To promote respect for human rights and freedoms, enhance access to services and supports, and lead changes to improve the lives of seniors, carers, people with disability and Aboriginal and Torres Strait Islander Queenslanders.

Our partners

- Seniors, people with disability and carers throughout Queensland
- Aboriginal and Torres Strait Islander Queenslanders living in urban, regional, rural and remote communities
- Funded seniors and disability service providers
- Companies, industry, government and non-government organisations, advisory councils and peak bodies across economic, disability, seniors and community sectors
- Commonwealth, Queensland and Local Governments, and other State and Territory Governments.

Our SOLID culture

Our SOLID culture exemplifies who we are, what we do, why we do it, and the value we add.

- **S**trengths-based—we value the strengths in each other and recognise that we can grow professionally and achieve more as a team by working together and leveraging these strengths
- **O**pen—we value honest and respectful communication that recognises the whole person and builds positive workplace relationships
- **L**oyal—we collaborate and support each other as people and professionals, respectfully challenging each other to be exceptional in our roles
- **I**nnovative—we value continuous improvement that builds on what works, solves problems and identifies new opportunities.
- **D**edicated—we are purpose-driven and passionate, bringing our best selves to our roles; and we are committed to enabling ourselves, our colleagues and the people we serve to thrive

Embedding the Queensland public service values

We are committed to a way of working where:

- leaders and employees make decisions based on our values
- leaders demonstrate the values as role models for employees
- we prioritise quality, inclusion, diversity, creativity, and collaboration every day.

The following five values guide our behaviour and the way we do business:

Customers first

- Know your customers
- Deliver what matters
- Make decisions with empathy.

Ideas into action

- Challenge the norm and suggest solutions

- Encourage and embrace new ideas
- Work across boundaries.

Unleash potential

- Expect greatness
- Lead and set clear expectations
- Seek, provide and act on feedback.

Be courageous

- Own your actions, successes and mistakes
- Take calculated risks
- Act with transparency.

Empower people

- Lead, empower and trust
- Play to everyone's strengths
- Develop yourself and those around you.

What we do

Our department contributes to the following Queensland Government objectives for the community:

- **Supporting jobs**—facilitating, brokering and connecting Aboriginal and Torres Strait Islander Queenslanders and people with disability to open new employment opportunities, and communicating the latest information to realise the opportunities provided by the National Disability Insurance Scheme (NDIS).
- **Backing small business**—engaging, facilitating and empowering Aboriginal and Torres Strait Islander owned businesses and communities to grow their economic aspirations, and providing disability service providers with the latest and most strategic information to support them to grow under the NDIS.
- **Backing our frontline services**—enabling people with disability to access services that assist them with their core activities of daily living; delivering disability accommodation support, respite and forensic disability services; delivering programs and services for seniors to enhance their social and economic outcomes; advocating about and contributing to systems that safeguard and protect seniors and people with disability; working with our strategic partners to close the gap in health, education, justice, employment, child protection and housing outcomes for Aboriginal and Torres Strait Islander Queenslanders; and supporting strategies that improve the cultural capability of the public sector.
- **Growing our regions**—helping Queensland's regions grow by removing barriers in land administration to support home ownership and economic development in remote and discrete communities; acknowledging the existing leadership in Aboriginal and Torres Strait Islander communities to co-design, with Government, efficiencies and outcomes that meet the needs and aspirations of each community; reinforcing local leadership to support Aboriginal and Torres Strait Islander communities to locally manage their Alcohol Management Plans; recognising past wrongs and connecting Aboriginal and Torres Strait Islander Queenslanders to their community and family histories; providing services supporting access to the NDIS for people with disability in rural, remote and regional locations, including promoting the development and maturation of NDIS markets in these locations, and overseeing the implementation of Queensland's NDIS Full Scheme Agreement to ensure improved outcomes for participants and that their economic opportunities are realised.

Our organisational structure

Organisational structure as at 30 June 2022.

OFFICE OF THE DIRECTOR Forensic Disability		MINISTER for Seniors and Disability Services and Minister for Aboriginal and Torres Strait Islander Partnerships			COMMISSIONERS Family Responsibilities Commission Meriba Omasker Kaziw Kazipa
INTERNAL AUDIT LEGAL AFFAIRS UNIT					EXECUTIVE DIRECTOR Strategic Transition
DEPUTY DIRECTOR-GENERAL Disability and Seniors Connect	DEPUTY DIRECTOR-GENERAL Disability Accommodation, Respite and Forensic Services	DEPUTY DIRECTOR-GENERAL Strategic Policy, Legislation and Program Reform	DEPUTY DIRECTOR-GENERAL Culture and Economic Participation (Aboriginal and Torres Strait Islander Partnerships)	DEPUTY DIRECTOR-GENERAL Corporate Services	
	EXECUTIVE DIRECTOR Inclusion, Programs and Safeguards	ADMINISTRATOR Forensic Disability Service	EXECUTIVE DIRECTOR Strategic Policy and Legislation - Seniors and Disability Services EXECUTIVE DIRECTOR Strategic Policy and Legislation - Aboriginal and Torres Strait Islander Partnerships EXECUTIVE DIRECTOR Local Thriving Communities	EXECUTIVE DIRECTOR Culture and Economic Participation EXECUTIVE DIRECTOR Regional and Infrastructure Coordination	CHIEF HUMAN RESOURCE OFFICER Human Resources and Ethical Standards CHIEF FINANCE OFFICER Finance, Procurement and Property Services EXECUTIVE DIRECTOR Governance and Strategic Communications

Our Minister

The Honourable Craig Crawford MP

Member for Barron River, Minister for Seniors and Disability Services and Minister for Aboriginal and Torres Strait Islander Partnerships

Raised on a dairy farm in western Victoria, Mr Crawford learned at an early age the fundamental principles of country people—strong family values, hard work, always helping others in need and respecting the rules and laws of government.

Mr Crawford was educated in the local public-school system and began his career working in hotel management.

During his 20 years of voluntary service to the Victorian Country Fire Authority (CFA), he was promoted to the rank of Captain and selected to be an Ambulance Paramedic. He went on to work for both the Victorian and Queensland

Ambulance Services for 15 years. While working as a paramedic in Mareeba, Mr Crawford became passionate about ensuring that every part of Queensland, including remote communities, have access to equitable and quality healthcare.

He moved into politics after many years defending the workers' rights and entitlements of paramedics, as a Union Delegate both in Victoria and Queensland.

Mr Crawford was first appointed as the Minister for Fire and Emergency Services in 2017 and then as Minister for Aboriginal and Torres Strait Islander Partnerships in May 2020.

His work as the Member for Barron River and as the Ministerial Champion for Mornington Island and Palm Island has allowed him to understand first-hand the issues that impact the lives of Aboriginal peoples and Torres Strait Islander peoples in Queensland's remote and discrete communities and in urban and regional settings.

Since 12 November 2020, Mr Crawford has taken on the role as Minister for Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships, where his focus is to improve the social and economic wellbeing of Queensland seniors, people with disability, Aboriginal peoples, and Torres Strait Islander peoples, to enable Queenslanders of all ages, abilities and locations to participate and be included in their communities, to be resilient, and to enjoy everything our state has to offer.

Our executive management

Dr Chris Sarra **Director-General**

PhD, M Ed, Executive Masters in Public Administration, B Ed, Dip Teaching

Dr Chris Sarra is passionate about effecting sustainable change through positive leadership and high expectations relationships. His work championing the improvement of Aboriginal and Torres Strait Islander educational outcomes throughout Australia saw him named Queenslanders of the Year in 2004, and Queensland's Australian of the Year in 2010. He was subsequently named the NAIDOC Person of the Year in 2016 and received the Anthony Mundine Award for Courage at the National Indigenous Human Rights Awards in 2017.

Commencing as Director-General of the former Department of Aboriginal and Torres Strait Islander Partnerships in August 2018, Dr Sarra led the development and implementation of Tracks to Treaty. Working in a co-design framework with Aboriginal and Torres Strait Islander Queenslanders, Tracks to Treaty commits to building a reframed relationship that acknowledges, embraces and celebrates the humanity of Aboriginal and Torres Strait Islander Queenslanders.

On 14 July 2019, the Queensland Government signed the historic Statement of Commitment to give effect to a reframed relationship, marking the first steps in an historic journey to develop a process for statewide agreement with Aboriginal and Torres Strait Islander Queenslanders and fundamentally change the way services are delivered in Aboriginal and Torres Strait Islander communities by bringing decision-making closer to the community.

As Director-General of the new Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships, Dr Sarra's focus is to strengthen services and strategies that improve the social and economic wellbeing of Queensland's seniors; maximise employment, choice and opportunity for people with disability; and support economic prosperity and local decision-making for Aboriginal and Torres Strait Islander Queenslanders, to support an inclusive Queensland that enables everyone to thrive.

Dr Sarra is a Fellow of the Australia New Zealand School of Government (ANZSOG), and the School of Ethical Leadership at the Melbourne Business School, and has also completed the Australian Institute of Company Directors Diploma and the Australian Institute of Company Directors Diploma of International Business.

Ms Kathy Parton

Deputy Director-General, Strategic Policy, Legislation and Program Reform

Bachelor of Arts, Grad Cert Writing, Editing and Publishing

Ms Kathy Parton is a senior executive with more than 20 years' experience in government, working across departments and statutory bodies.

Ms Parton is responsible for leading the strategic policy, legislation and program reform for Seniors and Disability Services, and Aboriginal and Torres Strait Islander policy. This has included progressing significant First Nations policy reform through the Path to Treaty, Local Thriving Communities and Indigenous Voice initiatives, and representing Queensland as the Deputy Department Head for disability services reform.

She holds a Bachelor of Arts in communications and journalism, has undertaken postgraduate study in writing, editing and publishing and has completed the Australian Institute of Company Directors course.

Since joining the former Department of Aboriginal and Torres Strait Islander Partnerships in 2019, Ms Parton has led a significant policy reform agenda to reframe the relationship with Aboriginal and Torres Strait Islander Queenslanders, including progressing a Path to Treaty and passage of the *Meriba Omasker Kaziw Kazipa (Torres Strait Islander Traditional Child Rearing Practice) Act 2020*.

Ms Parton previously held Deputy Director-General roles in the Department of Local Government, Racing and Multicultural Affairs and the Department of Infrastructure, Local Government and Planning, where she specialised in leading policy and legislation reform, and overseeing governance and corporate services.

Ms Parton also spent three years leading communication and strategic engagement at the Queensland Reconstruction Authority, a statutory body established following the 2010–2011 Queensland floods. She previously managed communications and media for the Department of the Premier and Cabinet and led the Queensland Government's Crisis Communication Network in the wake of the 2010–2011 floods and Cyclone Yasi.

Dr Ian Mackie

Deputy Director-General, Culture and Economic Participation, Aboriginal and Torres Strait Islander Partnerships

PhD, BEd (1st Class Honours), Dip Teach

Dr Ian Mackie has significant experience working with Aboriginal peoples and Torres Strait Islander peoples, government agencies and service providers to develop services and programs that will improve outcomes for Aboriginal peoples and Torres Strait Islander peoples. He strives to include the voices of Aboriginal peoples and Torres Strait Islander peoples in the work undertaken by the department and government more broadly. Additionally, Dr Mackie is an advocate for increasing the number of Aboriginal and Torres Strait Islander Queenslanders in the public service and in decision-making roles.

Having worked across the public, private and community sectors, he is well-placed to influence others and negotiate outcomes that provide short, medium and long-term benefits to Aboriginal peoples and Torres Strait Islander peoples.

In his former role as Assistant Director-General, Indigenous Education and Training Futures (Education Queensland), he endeavoured to bring new thinking to improve educational outcomes for Aboriginal peoples and Torres Strait Islander peoples. Believing in the critical importance of this, formed the basis for his doctoral dissertation on reform and innovation in this field. Dr Mackie continues to take opportunities to influence others in this work through the delivery of public talks and published articles in refereed journals.

Dr Mackie took up his present position as Deputy Director-General, Culture and Economic Participation in the former Department of Aboriginal and Torres Strait Islander Partnerships in August 2018.

Mr Max Wise**Deputy Director-General, Disability and Seniors Connect**

Master of Business Administration, Bachelor of Laws, FIML

Mr Max Wise has worked for the Queensland Government for over 35 years, including almost 20 years in senior leadership roles. He has extensive experience in regulatory, oversight and human service delivery, across a range of portfolios including justice, treasury, health, child protection, disability and seniors.

While at the Queensland Family and Child Commission, Mr Wise led major reviews of the Blue Card and Foster Care systems, resulting in significant reforms to strengthen and streamline the systems. Following this, he successfully led the second half of Queensland's implementation of the National Disability Insurance Scheme (NDIS), in which participant access grew from 15,000 in mid-2018, to over 110,000 by 30 June 2021, with annual plan values now in excess of \$7.8 billion. This included delivery of the Assessment and Referral team, which over two years has provided end-to-end NDIS access support to 3,070 disadvantaged Queenslanders with disability resulting in annual plans valued at over \$150 million.

This year, Mr Wise led the successful implementation of NDIS worker screening in Queensland. Between 1 February 2021 and 30 June 2022, over 100,000 clearances to work in NDIS-related jobs have been issued to Queenslanders via a new online system.

After commencing as Assistant Director-General of Disability Connect in 2019, Mr Wise has taken on the additional responsibility of the Seniors portfolio in 2021. His work drives the inclusion and participation of people with disability and seniors. It also provides key safeguards for people with disability and seniors and ensures the performance of the National Disability Insurance Scheme (NDIS).

Mr Matthew Lupi**Deputy Director-General, Disability Accommodation, Respite and Forensic Services**

Bachelor of Science (Psych), Grad Dip Soc Sci, Grad Cert Mgmt, GAICD.

Mr Matthew Lupi leads the service delivery of the Accommodation Support and Respite Services as a NDIS service provider and provides the operational oversight of the Forensic Disability Service.

Mr Lupi has worked in social and human services in Queensland for over 30 years, spending the last 22 years with the Queensland Public Service. Mr Lupi has held a variety of senior executive roles across policy, program and service delivery throughout the state and has led significant reforms in child safety and community services.

In 2020, Mr Lupi led a whole-of-government seniors support strategy and the establishment of the Queensland Care Army. Working in partnership with key government and non-government stakeholders, the Care Army attracted over 28,000 willing volunteers who provided much needed support to older Queenslanders during the pandemic response.

During this reporting period, Mr Lupi has overseen the implementation of the new structure at the Forensic Disability Service and a raft of critical service reforms, in response to the Ombudsman's report, *The Forensic Disability Service report: An investigation into the detention of people at the Forensic Disability Service*. He has led the Accommodation Support and Respite Services (AS&RS) service delivery area through a number of client-centred reforms as part of the ongoing transition of services into the NDIS environment.

Ms Rhiannan Howell**Deputy Director-General, Corporate Services**

Executive Masters of Public Administration

Ms Rhiannan Howell joined the department in March 2022. Ms Howell was appointed as Deputy Director-General, Corporate Services, leading the functions of financial management, procurement, property services, human resources and ethical standards, governance and strategic communications. Ms Howell has

more than 20 years' experience in a number of diverse Queensland public sector agencies in a range of management, human resources, change management, governance and communications roles.

Ms Howell was previously the Head of Corporate Services, Department of Employment, Small Business and Training. She has a diverse background across the public and private sectors in a number of service delivery and corporate service roles.

Neil Smith

Chief Human Resource Officer, Human Resources and Ethical Standards

Master of Health Science, Graduate Diploma (OHS), GAICD

Mr Neil Smith has been a human resource professional in the Queensland Public Service for over 25 years and has extensive experience and achievements in leading significant workforce change strategies including the transition to the NDIS. He was first appointed as Chief Human Resource Officer in 2009.

Prior to this, Mr Smith held other senior officer and executive roles in central and line agencies of government as well as in private sector heavy engineering and construction organisations.

Mr Narinder Singh

Chief Finance Officer

Bachelor of Science (Hons), CPA, ACMA, CGMA

Mr Narinder Singh was appointed Chief Finance Officer of the former Department of Communities, Disability Services and Seniors in August 2018 and retained this position at the inception of the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships. Mr Singh has more than 15 years' experience in the Queensland Government, including 9 years' experience in senior management roles.

Prior to this, Mr Singh worked in the private sector, primarily in the financial services industry in a variety of senior finance roles for a number of blue-chip organisations. Mr Singh has held positions that have provided experience in financial management and governance, business planning, commercial pricing, organisational redesign and change, shareholder relations and financial risk management.

Our governance

Our governing legislation

The department administers (or jointly administers) a number of Acts of Parliament and relevant sections of other Acts from which the department derives its functions and powers. These include:

Carers, Seniors and Disability Services

- *Carers (Recognition) Act 2008*
- *Disability Services Act 2006*
- *Forensic Disability Act 2011*
- *Guide, Hearing and Assistance Dogs Act 2009.*

Aboriginal and Torres Strait Islander Cultural Heritage, and Aboriginal and Torres Strait Islander Policy, Rights and Culture

- *Aboriginal and Torres Strait Islander Communities (Justice, Land and Other Matters) Act 1984*
- *Aboriginal Cultural Heritage Act 2003*
- *Family Responsibilities Commission Act 2008*
- *Meriba Omasker Kaziw Kazipa (Torres Strait Islander Traditional Child Rearing Practice) Act 2020*
- *Torres Strait Islander Cultural Heritage Act 2003.*

Further information on our governing legislation can be found in Appendix 2—Our legislation on page 65.

Our governance committee structure

The department's Board of Management (Board), and other departmental boards and committees, are a significant component of the department's corporate governance structure.

Under the *Financial Accountability Act 2009*, accountability for the department's operations resides with the Director-General as the accountable officer. The Director-General is the Chair of the Board of Management, and all decisions of the Board are considered to be approved by the accountable officer and are binding.

The Director-General and the Board of Management are supported by the following strategic committees:

- Accommodation Support and Respite Services (AS&RS) Senior Leadership Team Committee
- Audit and Risk Committee
- Finance Committee
- Fraud and Corruption Control Sub-Committee
- Information Steering Committee
- Regional Service Delivery Board
- Workforce Capability and Culture Steering Committee.

The Audit and Risk Committee reports directly to the Director-General. All other Boards and Committees report to the Board, except for the Fraud and Corruption Control Sub-Committee which reports to the Finance Committee.

Further information on the department's boards and committees can be found in Appendix 3—Department boards and committees on page 67.

Our government bodies

As part of the department's portfolio, the following bodies provide their annual report as indicated:

Name of body	Constituting	Annual Report arrangements
Commissioner (Meriba Omasker Kaziw Kazipa)	<i>Meriba Omasker Kaziw Kazipa (Torres Strait Islander Traditional Child Rearing Practice) Act 2020</i>	Separate annual report prepared
Community Enterprise Queensland Board of Management	<i>Aboriginal and Torres Strait Islander Communities (Justice, Land and Other Matters) Act 1984 (the Act)</i>	Separate annual report prepared
Director (Forensic Disability)	<i>Forensic Disability Act 2011</i>	Separate annual report prepared
Family Responsibilities Board	<i>Family Responsibilities Commission Act 2008</i>	See Appendix 4 – Government bodies
Family Responsibilities Commission	<i>Family Responsibilities Commission Act 2008</i>	Separate annual report prepared
Queensland Aboriginal and Torres Strait Islanders Foundation Board of Advice	Trust Deed	Separate annual report prepared
Queensland Disability Advisory Council	<i>Disability Services Act 2006</i>	See Appendix 4 – Government bodies
The Local Thriving Communities Joint Coordinating Committee	Terms of Reference	See Appendix 4 – Government bodies

National agreements

The department leads implementation and negotiations associated with:

- the National Agreement on Closing the Gap
- the National Federation Reform Council Taskforce on Indigenous Affairs
- the Australia's Disability Strategy 2021-2031
- the Bilateral Agreement between the Commonwealth of Australia and Queensland on the National Disability Insurance Scheme.

Our operating environment

Our department's operating environment during the reporting period included:

- COVID-19 pandemic and workforce impacts requiring resilience and adjusting our way of working to deliver services while responding to COVID-19 and natural disasters
- customers expecting increased levels of choice and control in engagement with government
- the pace and scale of change, combined with fiscal pressures, having the potential to impact on our ability to respond to customer expectations
- needing to leverage the digital age and implement contemporary service solutions
- needing to provide collaborative service delivery across government.

Our strategic objectives

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships has published the following five strategic objectives in the department's *Strategic Plan 2021-2025*:

1. Promote inclusion and access to programs and services
2. Increase engagement through co-design
3. Influence social and economic outcomes
4. Foster safe and connected communities
5. Strengthen capability, innovation and governance.

Further information about the department's *Strategic Plan 2021-25* can be found at:

<https://www.dsdsatsip.qld.gov.au/about-us/corporate-publications/strategic-plan>

Our strategic risks

The department proactively monitors and manages the following strategic risks that could impact on the achievement of our vision and strategic objectives:

- **Safeguards**

Protecting the rights and safety of people with disability in service environments through investigating complaints, approval of the short-term use of restrictive practices and the screening of disability workers.

- **Investment**

Achieving value for money by managing departmental resources to deliver improved outcomes, driving performance through service agreements, and using evidence-based decision-making in prioritising the commissioning of services to ensure they respond to the needs of Queenslanders.

- **Economic and social outcomes**

Facilitating successful job placements for Aboriginal peoples and Torres Strait Islander peoples; and strategically influencing priority agencies in co-designing policies, programs and services.

- **Information security requirements**

Independently validating the evidence that information security requirements meet basic system controls.

- **Legislation**

Ensuring compliance with legislative requirements.

- **Workforce**

Building workforce capability, and maintaining a safe and healthy work environment, including during the COVID-19 pandemic.

- **Safe communities**

Providing appropriate COVID-19 advice and support to seniors, people with disability, and vulnerable Aboriginal and Torres Strait Islander communities.

Our opportunities

The department endeavours to capitalise on, and leverage, the opportunities arising from our strategic risks by undertaking the following:

- **Increasing opportunities for all Queenslanders** to feel included and achieve social and economic wellbeing within their communities
- **Helping communities to thrive** through seizing the opportunity to deliver NDIS services locally
- **Collaborating with progressive, high-performing sectors** to deliver jobs and quality services to all Queenslanders
- **Demonstrating innovation** in our approaches to improve capacity, capability and resilience of clients, communities, stakeholders and staff
- **Collaborating** with the Commonwealth, National Disability Insurance Agency (NDIA) and other states and territories to ensure Queenslanders with disability continue to benefit from the NDIS
- **Providing evidence-based advocacy** to Commonwealth and other state government agencies to improve safeguards, and service design and delivery
- **Encouraging seniors and people with disability** and/or their representatives, to participate in key decisions about them
- **Co-designing policies** with Aboriginal and Torres Strait Islander Queenslanders, people with disability and other strategic partners
- **Developing information technology solutions** that support service delivery
- **Building individual and organisational capability** to support departmental priorities
- **Strengthening strategic partnerships** with Aboriginal and Torres Strait Islander communities, mayors and government agencies, to improve community resilience in responding to pandemic events
- **Strengthening the department's governance** frameworks based on contemporary best practice.

02 Seniors Services

SNAPSHOT OF ACHIEVEMENTS

89%

ELIGIBLE SENIORS WITH A SENIORS CARD

7,163

SENIORS ACCESSING THE SENIORS ENQUIRING LINE

3,841 CALLS

INCLUDING 2,338 ABUSE NOTIFICATIONS

MADE TO ELDER ABUSE PREVENTION UNIT HELPLINE

1,726

SENIORS ASSISTED BY SENIORS LEGAL AND SUPPORT SERVICES

1,045,044

SENIORS AND CARERS CARDHOLDERS

(SENIORS CARDS, SENIORS CARD +GO, SENIORS BUSINESS DISCOUNT CARD, CARER BUSINESS DISCOUNT CARD AND COMPANION CARD SCHEMES)

DELIVERED DEPARTMENTAL OBJECTIVES

IMPROVED OUTCOMES FOR SENIORS BY:

- **PROMOTING** INCLUSION AND ACCESS TO PROGRAMS AND SERVICES
- **INCREASING** ENGAGEMENT THROUGH CO-DESIGN
- **FOSTERING** SAFE AND CONNECTED COMMUNITIES

Strategic Overview

The department supports seniors and carers to lead healthy, productive and socially connected lives, and ensure government policies and programs are age-friendly and inclusive of the needs of seniors and carers by:

- improving seniors and carers' social and economic outcomes
- advocating for inclusive programs and services
- recognising and promoting the contribution of seniors and carers to our communities.

Queensland: An Age-friendly Community

Queensland's first Seniors Strategic Direction Statement: Queensland: An age-friendly community, was launched in April 2016. The 2016 statement and the subsequent action plans in 2019–2020 and 2020–2021 captured the government's investment and initiatives that worked towards creating age-friendly communities. The department's 2021 review of actions committed to under the 2016 strategy showed:

- 26 Queensland Government agencies committed to 114 actions
- 111 actions were completed (97 per cent completion rate)
- 79 actions were adopted as business-as-usual
- 72 actions were expanded beyond their initial scope and continued.

A key achievement was Queensland's confirmation as an Affiliate Member of the World Health Organisation's Global Network of Age-friendly Cities and Communities. The Global Network connects cities, communities and organisations worldwide with the common vision of making communities great places to grow old in, based on a platform for action in eight domains: (1) Outdoor spaces and buildings; (2) Transport; (3) Housing; (4) Social participation; (5) Respect and social inclusion; (6) Civic participation and employment; (7) Communication and information; (8) Community support and health services. Affiliate Membership puts Queensland in an enviable position to lead and learn about strategies that work to meet the needs of an age-friendly community.

In 2022, an estimated 16.9 per cent of the Queensland population (880,000 people), were 65 years or older. ABS population projections estimate that by 2050, more than 1 in 5 Queenslanders will be 65 years or older (22.1 per cent or 1.8 million people).

We recognise the impacts of an ageing population and affirm the government's ongoing commitment to creating age-friendly cities and communities. We are reviewing the Age-friendly Strategy and working in partnership to co-design a new Queensland Seniors Strategy, which will ensure older people in Queensland can lead healthy productive lives, where they are: connected to their communities and the important people in their lives; cared for and supported, if care and support are needed; and contributing to their local communities in the ways of their choosing.

Key achievements

During the reporting period, the department:

- reviewed the actions committed to under the *Queensland: Age-friendly Community* action plans for 2019-2020 and 2020-2021 and noted that 26 Queensland Government agencies committed to 114 actions, of which 111 were completed (97 per cent completion rate)
- commenced the process to inform a refreshed, contemporary Queensland Seniors Strategy. To date, more than 650 seniors in Queensland have completed surveys showing what matters to them, and what they think about their communities
- supported the first Seniors Month in October 2021.

Seniors events

Queensland Seniors Month

Queensland Seniors Month provides opportunities to align with the Queensland Government's vision of building age-friendly communities by:

- promoting positive community attitudes towards older people and ageing
- facilitating community participation
- enhancing community connections.

In 2021, Queensland Seniors Month was held in October. The month, celebrating the theme 'social connections' commenced with the United Nations International Day of the Older Person (1 October) and concluded on Grandparents Day (31 October), a day that recognises the significant contribution grandparents make to their families and communities.

Seniors Month aligns with the Queensland Government's age-friendly approach to support older Queenslanders to be engaged and active in their communities. The department provided \$221,000 to the Council on the Ageing Queensland to support Seniors Month 2021. This included \$100,000 for grants of up to \$1,000 to support 114 Seniors Month events across Queensland, celebrating seniors and promoting social connection.

The department also directly funded two significant events during Seniors Month:

- The B.OLD short film festival was launched on 1 October 2021 to mark the beginning of Seniors Month and the International Day of the Older Person. The festival aimed to challenge negative stereotypes that create barriers to seniors' participation, by presenting older Queenslanders in diverse and active roles in workplaces, communities, and family life.

- Ballet for Seniors workshops were held virtually to ensure safety and wellbeing during the COVID-19 pandemic. These workshops were filmed with Queensland Ballet and provided online so people from across the state could participate.

Seniors Expos

A vital part of ageing well is to be active and connected. We are committed to ensuring older Queenslanders are connected to people, services, information and activities in their communities. To better understand how we can support seniors to maintain these connections, we commenced a series of Seniors Expos in communities across Queensland during 2020 and these have continued through 2021 and into 2022.

In 2021–2022, despite program disruption due to COVID-19 restrictions, six Seniors Expos were held across the state, and they were attended by more than 600 seniors. This included an expo for LGBTIAQ+ seniors held in Cairns.

These expos have provided seniors with the opportunity to meet face-to-face with government representatives and local organisations and discuss services and supports available in their community.

The expos brought together experts from Queensland Health, the Queensland Police Service, and our funded legal and financial service representatives to ensure seniors could get advice on:

- the COVID-19 vaccination rollout
- tips to protect themselves at home, in the community and financially
- local services supports and organisations they might want to join.

Experts on Seniors Cards and related concessions and rebates were also on hand to ensure seniors were accessing all the services and discounts for which they were eligible.

Our expo events also provided an opportunity to talk to a diverse range of older people, about what we can do to make Queensland a more accessible and age-friendly place for everyone. This consultation is informing our work and enabling older people to have a voice in how Queensland communities can best meet the needs of everyone, including seniors living in rural and regional communities.

Seniors Expos were complemented by Seniors Saver Pop-up events in four locations across Queensland. These provided the opportunity for seniors to meet with a Queensland Government representative to discuss eligibility for cards, rebates and concessions to help address cost-of-living pressures.

Key achievements

During the reporting period:

- \$100,000 funded 114 community events held during Seniors Month 2021
- 57 people attended screenings of the films at B.OLD Event Cinemas across the state. It is likely that attendance was impacted by COVID-19 outbreaks and associated restrictions in the lead up to Seniors Month
- 72 individuals registered on behalf of organisations to host a screening of the B.OLD short films in the lead up to their release, with many more organisations hosting screenings without registering once the films were available to download
- the online Ballet for Seniors workshop was shared on 1 October 2021 after public health restrictions forced the cancellation of in-person workshops planned for Sunday 3 October 2021. Social media posts promoting the online ballet workshops reached more than 51,000 Queenslanders, with more than 1,500 link clicks and 71,000 appearances in Facebook feeds
- six Seniors Expos were held, and more than 600 seniors attended these events. Four seniors savers pop-up events were held.

Elder abuse awareness, prevention and response services

The Queensland Government invested \$4.9 million in 2021–2022 for services to prevent and respond to elder abuse. These included:

- Seniors Legal and Support Services, and Seniors Financial Protection Services, which provide free legal and social support for older Queenslanders experiencing elder abuse, mistreatment, neglect or financial exploitation, in 11 locations across Queensland
- the statewide Elder Abuse Prevention Unit and Helpline, which promotes the rights of older people to live free from abuse and provides free advice and assistance to anyone who experiences, witnesses or suspects the abuse of an older person
- providing access to information on scams and fraud awareness through the Seniors Enquiry Line, including a consumer protection and scams advice service
- promoting inclusion and recognition for seniors in the community through awareness raising activities.

In June 2022, the department launched the annual elder abuse awareness campaign, to coincide with International World Elder Abuse Awareness Day. The campaign theme was 'Together we can stop elder abuse' and its focus was to raise awareness of elder abuse and the need for individual and community action to prevent elder abuse.

The department also provided sponsorship of \$2,750 to community partner Caxton Legal Centre to support a community awareness raising event 'It's all about Respect' that was held in the Queens Street Mall on World Elder Abuse Awareness Day on 15 June 2022.

The department also works with the Commonwealth Government and other states and territories in implementing the National Plan to Respond to the Abuse of Older Australians.

Key achievements

During the reporting period:

- more than 6,258 seniors were assisted by Seniors Legal and Support Services (as at 31 March 2022)
- the Elder Abuse Prevention Unit received 3,841 phone calls to the Helpline, including 2,338 abuse notifications
- the most reported concerns were psychological abuse, which were raised in 62.1 per cent of notifications, and financial abuse, which were raised in 76.6 per cent of calls.

Cost-of-living support through cards, concessions and rebates

In 2021-2022, the department continued to administer a range of Queensland Government concessions, such as electricity, rates, water and gas with expenditure of \$390.65 million. Holders of the Queensland Seniors Card or Seniors Card +go, and other Queenslanders on low or fixed incomes, can access cost-of-living assistance including concessions for electricity, reticulated natural gas, public transport, long distance rail, vehicle and boat registration, spectacles, dental, medical aids, life support, fishing permits and entry fees to Queensland Government museums and art galleries.

Further support is available for eligible Queenslanders to manage the cost of living by using their Seniors Card, Seniors Business Discount Card and Carers Business Discount Card. These cards can be used to access discounts at more than 7,000 business outlets across Queensland.

Key achievements

During the reporting period:

- 89 per cent of eligible seniors in Queensland held a seniors card
- Queensland Government card schemes provided access to benefits to over 1,045,000 card holders across Queensland

- the department continued to assist eligible Queenslanders to receive cost-of-living support through the delivery of concession and rebate schemes, including administration of the Electricity Asset Ownership Dividend—\$50 was credited to all Queensland residential accounts.

Supporting seniors during the COVID-19 pandemic

In 2021–2022 the department:

- used Seniors Expos to deliver messages about COVID-19 vaccination rollouts and public health responses
- actively promoted information about COVID-19 to more than 350,000 seniors card holders who have opted into receive messaging
- worked with the Council on the Ageing Queensland to identify any extra supports required for senior Queenslanders
- worked with funded service providers to pivot their service delivery to modes other than face-to-face during lockdowns.

Our Performance—Seniors services

Service standards	Notes	2021–2022	2021–2022
		Target/Est.	Actual
<i>Effectiveness measure</i>			
Percentage of eligible seniors with a Seniors Card		88%	89%

- Strategic Plan Performance measure: percentage of funded services that meets the needs of seniors. Following a review of the Seniors Program, this measure has been discontinued.
- Strategic Plan Performance measure: percentage of eligible people accessing concessions and support services. Following a review of the Seniors Services Program, this measure has been discontinued. The data for this measure is not able to be calculated as there is no defined cohort and some concessions/discounts are assessed differently from businesses, resulting in lack of available data.

Future directions

Promote inclusion and access to programs and services by:

- developing and implementing a contemporary Queensland Seniors Strategy, underpinned by the World Health Organisation age-friendly approach, to support older Queenslanders to lead healthy, productive and socially connected lives, and ensure government policies and programs are age-friendly and inclusive
- reducing the cost-of-living pressures for seniors and other vulnerable Queenslanders by administering a range of rebates and concessions
- working with strategic partners, including disability and seniors service providers, and Aboriginal and Torres Strait Islander communities, to prepare for, respond to, and recover from pandemic and other disaster events
- undertaking a review of relevant Queensland legislation to identify gaps in safeguarding provisions, in line with recommendation 5.1 of the National Plan to Respond to the Abuse of Older Australians (Elder Abuse) 2019-2023.

Increase engagement through co-design by:

- demonstrating commitment to the co-design of new departmental policies and programs with seniors, people with disability, Aboriginal peoples and Torres Strait Islander peoples.

Foster safe and connected communities by:

- funding programs and services through competitive processes that generate best value and outcomes in safeguarding the wellbeing of older Queenslanders, including preventing and responding to elder abuse.

03 Disability Services

SNAPSHOT OF ACHIEVEMENTS

706

NUMBER OF PEOPLE WITH DISABILITY

WHO HAD AT LEAST ONE STAY DURING 2021–2022 WITH THE DEPARTMENTAL ACCOMMODATION AND RESPITE SUPPORT SERVICES

3,070

QUEENSLANDERS WITH DISABILITY

ASSISTED BY THE ASSESSMENT AND REFERRAL TEAM (ART) TO ACCESS THE NDIS

86,852

CLEARANCES FOR PEOPLE TO COMMENCE WORK IN NDIS ROLES THROUGHOUT QUEENSLAND

232

ORGANISATIONS WERE IN-SCOPE OF INDEPENDENT AUDITS

RELATED TO COMPLIANCE WITH THE HUMAN SERVICES QUALITY FRAMEWORK

DELIVERED DEPARTMENTAL OBJECTIVES

IMPROVED OUTCOMES FOR PEOPLE WITH DISABILITY BY:

- **PROMOTING** INCLUSION AND ACCESS TO PROGRAMS AND SERVICES
- **INCREASING** ENGAGEMENT THROUGH CO-DESIGN
- **INFLUENCING** SOCIAL AND ECONOMIC OUTCOMES
- **FOSTERING** SAFE AND CONNECTED COMMUNITIES

Strategic Overview

The department improves social and economic outcomes of people with disability through the delivery of quality accommodation support and respite services, access to opportunities provided through the National Disability Insurance Scheme (NDIS), and by contributing to systems that safeguard and protect the rights of people with disability.

NDIS Full Scheme Agreement and participation

The department continues to work with the Commonwealth Government to ensure equitable access to the NDIS for all eligible Queenslanders. It also chairs a Queensland Government inter-departmental oversight committee, which monitors the ongoing implementation of the NDIS in Queensland and other priority matters relating to disability reform.

The department is working with the National Disability Insurance Agency (NDIA) to grow the NDIS market in areas where it has not developed as expected, and to identify opportunities for growth in the local workforce.

The department receives complaints and concerns by NDIS participants about NDIS issues impacting them, including plan funding and approval of necessary supports, and provider service delivery. The department ensures that NDIS concerns are escalated to the NDIA or the NDIS Quality and Safeguard Commission for necessary action. This includes identifying potential systemic issues affecting Queensland NDIS participants.

Through this work, and our relationship with funded advocacy services and peak bodies, the department monitors systemic issues impacting participants, families and guardians and escalates concerns through the relevant governance mechanisms, including the national Disability Reform Ministers Meeting.

The Disability Connect and Outreach Program (DCOP) has continued to deliver a suite of projects to increase NDIS participation in Queensland. This included the Assessment and Referral Team (ART) work to assist 3,070 Queenslanders with disability to access the NDIS since February 2020. The total value in NDIS plans for the 2,867 people supported by ART who already have a NDIS plan in place is almost \$332 million. More than 43 per cent of these people had previously tried to access the NDIS but were unsuccessful.

The department continued to partner with the Queenslanders with Disability Network (QDN) to provide assertive outreach services to vulnerable Queenslanders who are hard to reach and often experience multiple layers of disadvantage. The Targeted Outreach Project (TOP) worked to build trusting and positive relationships with clients, and provide referrals to ART for assistance to apply to the NDIS. Over the course of the project almost 18 per cent of all referrals made to ART were from the TOP.

DCOP delivered the First Nations NDIS Business Development Seminar Series, which included online and in-person seminars to 131 people across the state. The seminars provided business intelligence and advice about NDIS business development opportunities for existing or potential First Nations providers who are considering entering the NDIS market.

DCOP has also commissioned research to better understand the barriers and enablers of NDIS plan utilisation in Queensland for First Nations participants and those living in rural and remote areas. Once finalised, the findings from this research will contribute to a wider study seeking to understand the factors influencing plan utilisation across Australia.

In this reporting period, over 20,000 Queenslanders with disability received a plan of funded NDIS supports, with 96 per cent receiving funded disability services for the first time.

Key achievements

During the reporting period, the department:

- completed 86,852 worker screening clearances through the new NDIS Worker Screening system
- prevented 289 high-risk individuals from working with people with a disability through screening processes in Queensland
- assessed, and where necessary, referred 218 complaints about NDIS-related matters to the NDIA and/or the NDIS Quality and Safeguards Commission, or another relevant entity
- continued to work with the NDIS Quality and Safeguards Commission to support service providers with the requirements of the co-regulatory system, ensuring robust safeguards for authorisation and use of restrictive practices
- managed the short-term approval of restrictive practices in accordance with the *Disability Services Act 2006* and supported the safety and wellbeing of people with disability through the development of positive behaviour support plans
- safeguarded the human rights of vulnerable adults with cognitive or intellectual disability by ensuring that appropriate authorisations were in place for the use of restrictive practices. The department received 572 applications for short-term approval of the use of restrictive practices from service providers, and 344 of these applications were approved.

Representing the views and interests of Queenslanders with disability

As the lead agency supporting the shareholding Minister for the NDIS in Queensland, the department worked to ensure the views and interests of people with disability and the disability sector were at the forefront of relevant inquiries and inter-governmental negotiations processes.

One of the ways the department obtains the views of people with disability is through the Queensland Disability Advisory Council (QDAC).

The Disability Reform Ministers Meeting (DRMM) was established after National Cabinet endorsed the report of the Review of Council of Australian Governments (COAG) Councils and Ministerial Forums on 23 October 2020.

The DRMM was created to continue to provide a forum for Ministers to drive national reforms in disability policy. The department supports the Honourable Craig Crawford MP, Minister for Seniors and Disability Services and Minister for Aboriginal and Torres Strait Islander Partnerships, to represent Queensland's interests at the DRMM.

Key achievements

During the reporting period, the department:

- actively sought the views of people with lived experience of disability by convening meetings of the QDAC to provide advice to the Minister and department
- contributed to submissions for key inquiry processes, such as the Queensland Parliament Health and Environment Committee's Inquiry into the provision of primary, allied and private health care, aged care and NDIS care services and its impact on the Queensland public health system
- continued to contribute to the Queensland Government's response to the COVID-19 pandemic to ensure Queenslanders with disability continued to receive critical health and disability supports
- ensured the interests of Queenslanders were represented in considerations regarding the national response to the COVID-19 pandemic for people with disability through DRMM
- championed the interests of Queenslanders through the development of *Australia's Disability Strategy 2021-2031*, which was released on 3 December 2021—the International Day of People with Disability.

The department continued to support the Minister for Seniors and Disability Services to work with Disability Reform Ministers to advocate for improvements under the NDIS to ensure Queenslanders with disability can access the supports they need. This included supporting the independent review of the NDIA forecasting model and drivers of scheme costs in an effort to better understand scheme sustainability. The department supports the Minister to ensure discussions about financial sustainability are balanced by consideration of the wide-ranging benefits of the scheme, such as improved outcomes for participants and the broader community.

The department also led the Queensland Government response to the Queensland Productivity Commission's (QPC) inquiry into the NDIS market in Queensland, which was released in October 2021 along with the final report. The QPC final report and the Queensland Government response are valuable resources in working to ensure the state's annual \$2 billion investment in the NDIS results in improved outcomes for Queensland NDIS participants, as well as realising the potential for job creation, economic stimulation in regional locations and workforce and skills development.

The department is working with other Queensland Government agencies to implement recommendations for which the Queensland Government is responsible. The department is also advocating to other NDIS governing partners to highlight the findings and recommendations.

Improve the wellbeing of individuals requiring disability services

The department is developing the next state disability plan, supported by Queensland Government agencies Disability Service Plans. The plan will be the primary mechanism to give effect to Queensland's commitments under *Australia's Disability Strategy 2021–2031*.

Peak and Advocacy Services

During 2021-2022, the department provided \$3.9 million to extend funding to nine disability peak organisations to maintain ongoing service delivery to support people with disability during the reporting period. This funding enabled the peak and representative bodies to provide:

- information and referral services for people from specific cohorts with disability
- opportunities for greater community and economic engagement for people with disability
- capacity-building initiatives across the disability sector.

The department also completed an open grant round process to allocate \$4.2 million over three years to nine organisations, commencing from 1 July 2022, under the Disability Peaks and Representative Bodies—Inclusion Program.

In 2021-2022 the department provided:

- \$2.1 million and a six-month extension of funding to 14 existing advocacy organisations while an open grants round process was finalised to allocate funding under the new Queensland Disability Advocacy Program (QDAP)
- \$6 million to 11 organisations to deliver advocacy services to Queenslanders with disability under QDAP for the period 1 January 2022 to 30 June 2023.

In the first six months of QDAP service provision (1 January 2022 to 30 June 2022), 10,175 hours of advocacy service were provided to 2,837 service users.

Safeguards

The department has maintained a program of service quality audits under the *Human Services Quality Framework* (the Framework). The Framework provides the quality assurance and safeguarding framework for 372 human services organisations funded by five Queensland Government departments.

The Framework includes a set of standards and assesses the quality of service delivery to clients through independent audits, self-assessment and recognition of other accreditation. In 2021–2022, 232 organisations were required to demonstrate the quality of their service delivery through independent audits, which are completed every 18 months.

Key achievements

During the reporting period, the department:

- developed and implemented the Queensland Disability Advocacy Program delivering individual advocacy services state-wide for people with disability, their family members and carers that support them
- undertook a co-design process with a working party comprised of people with lived experience of disability to develop the next state disability plan
- redesigned the peak body funding arrangements and conducted an open grant process to fund organisations to deliver state-wide services to support the inclusion of people with disability.

During the reporting period, the department's Accommodation Support and Respite Services:

- provided in-home accommodation support to 479 clients, and 266 clients accessed respite services
- maintained its certification status against the Human Services Quality Standards
- provided 706 accommodation and respite supports to clients that contribute to the goals in their NDIS plans
- supported 35 clients over 65 years of age to access specialist allied health supports to enable them to continue to live independently
- facilitated access to comprehensive annual health plans for 433 clients
- ensured that 91 per cent of Accommodation Support and Respite Services' clients had comprehensive annual health plans during 2021–2022
- achieved 89 per cent satisfaction by families and guardians with the quality of services.

Provision of disability supports outside of the NDIS

Under the Queensland Government's mandate for the continuity of services, Accommodation Support and Respite Services in conjunction with Queensland Health, provides accommodation and coordination of ongoing specialist disability supports for clients aged over 65 years.

During 2021-2022 Disability Accommodation, Respite and Forensic Services administered funding to 17 previous Disability Services' clients aged under 65 years, and who were deemed ineligible under the NDIS, to

ensure individuals were supported to achieve similar outcomes to those they were achieving prior to the introduction of the NDIS.

Forensic Disability Service

The Forensic Disability Service is a medium secure 10-bed facility at Wacol for the involuntary detention and care of people who have been found unfit to stand trial as a result of an intellectual or cognitive disability. The facility is operated by the department with oversight from the Director of Forensic Disability.

Key achievements

During the reporting period, the department:

- supported the successful transition of two clients from the Forensic Disability Service
- supported the participation of Forensic Disability Service clients in 590 Limited Community Treatment events in line with the conditions of their Forensic Order and assessed risk
- implemented the restructure of the Forensic Disability Service, providing a new suite of treatment programs and model of care.

Our Performance—Disability services

Service standards	Notes	2021–2022 Target/Est.	2021–2022 Actual
<i>Effectiveness measures</i>			
Percentage of approved accommodation support places used for people with disability	1,2,3	80%	93%
Number of people with disability receiving departmental accommodation and support services	4,5	762	706

Notes:

- This service standard was previously presented as a measure of efficiency in the 2021–2022 SDS and has been reclassified as a measure of effectiveness as required by the Queensland Government Performance Management Framework policy, as it is measuring the utilisation of the service rather than efficiency.
 - The wording of this service standard has been amended from the 2021–2022 SDS to clarify that it relates to people with disability.
 - The variance between the 2021–2022 Target/Estimate and the 2021–2022 Actual is due to more clients electing to stay in Accommodation Support and Respite Services' (AS&RS) supported houses than anticipated. This figure is based on the overall clients supported during the year and (includes those who exited during 2021–2022).
 - As a result of the review of the department's program structure, this service standard has been discontinued.
 - The variance between the 2021–2022 Target/Estimate and 2021–2022 Actual reflects a significant decline in respite use due to COVID-19 impacts.
- Strategic Plan Performance measure: Percentage of funded services that meet the needs of people with disability. Following a review of the Disability Services Program, this measure has been discontinued.
 - Strategic Plan Performance measure: Satisfaction of industry partners with their engagement with the department. Following a review of the Disability Services Program, this measure has been discontinued.
 - Strategic Plan Performance measure: Increase in satisfaction with the effectiveness of the Human Services Quality Framework. Following a review of the Disability Services Program, this measure has been discontinued.

Future directions

Promote inclusion and access to programs and services, by:

- implementing commitments under *Australia's Disability Strategy 2021–2031* through the next state disability plan
- ensuring the voices of Queenslanders with disability are heard, and people with disability have access to employment opportunities and are supported to participate fully in their communities, by funding disability advocacy organisations and peak and representative organisations, and supporting the QDAC

- actively monitoring the performance of the NDIS in Queensland, and advocating for policy and operational changes, to ensure Queenslanders with disability can access the services and supports they need
- working with Queensland Health to continue to develop an improved service delivery model for forensic disability services in Queensland
- working with strategic partners, including disability and seniors service providers, and Aboriginal and Torres Strait Islander communities, to prepare for, respond to, and recover from pandemic and other disaster events.

Increase engagement through co-design, by:

- demonstrating commitment to the co-design of new departmental policies and programs with seniors, people with disability and Aboriginal peoples and Torres Strait Islander peoples
- providing a voice to government and mechanism for co-design through maintaining the Ministerial Advisory Councils on disability and carers.

Influence social and economic outcomes, by:

- supporting social and economic outcomes for Queensland NDIS participants by examining and reporting on plan utilisation and advocating for action on systemic issues
- delivering initiatives that help build the capacity of individuals and small businesses to provide NDIS services and related jobs within Queensland, including remote communities
- supporting the growth of employment opportunities in the disability care and support sector through the administration of an efficient disability worker screening system.

Foster safe and connected communities, by:

- safeguarding the rights and wellbeing of people with disability by undertaking disability worker screening, preparing positive behaviour support plans and assessing the short-term use of restrictive practices
- supporting the implementation of the *Domestic and Family Violence Prevention Strategy 2016–2026*, and the strategies within *Queensland's Framework for Action — Reshaping our approach to Aboriginal and Torres Strait Islander domestic and family violence*, and *Queensland's Plan to respond to domestic and family violence against people with disability*.

04 Aboriginal and Torres Strait Islander Partnerships

SNAPSHOT OF ACHIEVEMENTS

736 JOB PLACEMENTS

FOR ABORIGINAL AND TORRES STRAIT ISLANDER JOB SEEKERS

80%

OF ABORIGINAL AND TORRES STRAIT ISLANDER PARTICIPANTS BEING **SUCCESSFULLY EMPLOYED** THREE MONTHS AFTER PLACEMENT BY THE YOUTH EMPLOYMENT PROGRAM (YEP)

54%

OF ABORIGINAL AND TORRES STRAIT ISLANDER PARTICIPANTS BEING **SUCCESSFULLY EMPLOYED** SIX MONTHS AFTER PLACEMENT BY YEP

78%

OF CUSTOMERS SATISFIED WITH CULTURAL HERITAGE SERVICES

505

REQUESTS FOR HISTORICAL RECORDS RELATING TO ABORIGINAL AND TORRES STRAIT ISLANDER QUEENSLANDERS FINALISED

38 HOUSES MADE AVAILABLE FOR OWNERSHIP

BY ABORIGINAL PEOPLES AND TORRES STRAIT ISLANDER PEOPLES IN TARGETED COMMUNITIES

DELIVERED DEPARTMENTAL OBJECTIVES

IMPROVED COMMUNITY PARTICIPATION, AND ECONOMIC PARTICIPATION, OUTCOMES FOR ABORIGINAL AND TORRES STRAIT ISLANDER QUEENSLANDERS BY:

- **PROMOTING** INCLUSION AND ACCESS TO PROGRAMS AND SERVICES
- **INCREASING** ENGAGEMENT THROUGH CO-DESIGN
- **INFLUENCING** SOCIAL AND ECONOMIC OUTCOMES
- **FOSTERING** SAFE AND CONNECTED COMMUNITIES

Strategic Overview

The department increases the community participation, and influences more economic participation opportunities, for Aboriginal peoples and Torres Strait Islander peoples, through whole-of-government leadership on new ways of working and a genuine partnership approach with Aboriginal and Torres Strait Islander Queenslanders.

Local Thriving Communities

The Queensland Government is committed to working with Aboriginal and Torres Strait Islander communities to increase community-led decision-making into service design and delivery through the Local Thriving Communities (LTC) reform agenda. This includes remote and discrete communities and urban and regional areas across Queensland.

Through LTC, the Queensland Government seeks to build on a community's strengths by embracing existing leadership structures, including Indigenous councils and community leaders, to enable Local Decision-Making Bodies (LDMBs) that will:

- co-design and influence the delivery of services
- ensure investment makes their community stronger

- maximise opportunities from local service and industry partnerships.

A key focus of LDMBs will be ensuring greater accountability to the community for government investment, including addressing the unnecessary duplication of services in the community.

Through the LTC agenda, the department also works in partnership with Aboriginal and Torres Strait Islander Queenslanders to deliver initiatives focused on Aboriginal and Torres Strait Islander youth mental health and suicide prevention. The department works in partnership with the Queensland Mental Health Commission and Aboriginal and Torres Strait Islander Queenslanders to co-design initiatives to strengthen mental health and wellbeing, respond to problematic alcohol and other drug use, and reduce rates of suicide in remote and discrete Aboriginal and Torres Strait Islander communities.

The department is working with the Department of Justice and Attorney-General to deliver the Positive and Respectful Relationships project in partnership with the Yarrabah community which is consistent with the LTC reform.

Key achievements

During the reporting period, the department:

- released the LTC Action Plan 2022-2024 co-designed by government and community representatives, which sets out the short-term activity for the Queensland Government to enable local decision-making and to support self-determination, equality and culture for Aboriginal peoples and Torres Strait Islander peoples
- released a progress report of the Queensland Government's Response to the Queensland Productivity Commission's inquiry into service delivery in remote and discrete Aboriginal and Torres Strait Islander communities
- enhanced the existing strengths of local leadership with the establishment of interim LDMBs in five communities: Mapoon, Napranum, Aurukun, Hope Vale and Wujal Wujal
- commenced discussion around the expansion of the LTC reform approach across urban and regional Queensland
- shared data with local leaders in remote and discrete Aboriginal and Torres Strait Islander communities to enable more effective local decision-making
- facilitated direct engagement between interim LDMBs and decision-makers across the Queensland Government to share decisions on the design and delivery of services
- supported communities, other relevant agencies and Ministerial and Government Champions to work with their community's interim LDMB to progress a formalised local decision-making structure and develop a Community Agreement
- invested over \$3.2 million in initiatives that are co-designed with local leadership to improve mental health and social emotional wellbeing outcomes, respond to substance misuse, and reduce rates of suicide in Aboriginal and Torres Strait Islander communities
- held five meetings of the Joint Coordinating Committee, which includes community representatives, Mayors and State and Commonwealth members.

These examples illustrate positive progress by the Queensland Government in terms of enabling self-determination to drive Queensland Government responses and embedding a more collaborative, culturally appropriate approach in the way government responds to community needs.

Path to Treaty

The department continues to work to reframe the relationship between Aboriginal and Torres Strait Islander communities and the Queensland Government through the Path to Treaty, which will invest in new ways of working and partnering together. This reform is an historic opportunity to build a future of shared equality and prosperity for all Queenslanders through the key actions of treaty-making and truth-telling.

A Treaty Advancement Committee (the Committee) was established, as part of the government's response to progress the Path to Treaty in partnership with Aboriginal peoples and Torres Strait Islander peoples, and to develop options and provide independent advice on how to progress treaty-making.

Committee members included former members of the Eminent Panel (Dr Jackie Huggins AM, Mr Mick Gooda, Dr Josephine Bourne and Emeritus Professor Michael Lavarch AO) for continuity of expertise and insight, and a new member, Dr Sallyanne Atkinson AO.

Key achievements

During the reporting period, the department:

- supported the Treaty Advancement Committee to re-engage with Queenslanders about the Path to Treaty process and next steps
- supported the Treaty Advancement Committee to prepare and deliver their report to the government
- commenced work to prepare Government agencies for the next steps on the Path to Treaty.

Indigenous Voice

The department is building on the Queensland Government's commitment to reframe the relationship with Aboriginal peoples and Torres Strait Islander peoples through Indigenous Voice, which will provide First Nations Queenslanders with a greater say on issues that matter most to them.

A First Nations Consultative Committee has been established to co-design an Indigenous Voice model for Queensland informed by Aboriginal peoples and Torres Strait Islander peoples' views and aspirations. The Committee will draw on their experience and expertise to consider a range of Indigenous Voice options, including the establishment of a statewide Indigenous Voice body.

Committee members represent eight regions across the state and include Mrs Patricia Lees AM (Gulf and West), Mr Edward Smallwood (North Queensland), Mr Terry O'Shane (Far North Queensland), Ms Karen Dini-Paul (Cape York Peninsula), Ms Kerry Crumblin (Southwest), Mr Cameron Costello (Southeast), Mr Joshua Gorrington (Central Queensland), and Ms Talei Elu (Torres Strait).

The Committee's work will inform Queensland's continued input to the national Indigenous Voice process and link with existing and emerging voice structures, including those provided through LTC, Path to Treaty and Closing the Gap.

Key achievements

During the reporting period, the department:

- undertook a public Expression of Interest process in late 2021 for membership on the First Nations Consultative Committee.

Implementing the new National Agreement on Closing the Gap

The *National Agreement on Closing the Gap* (National Agreement), signed by the Queensland Government, was launched on 30 July 2020. The National Agreement commits governments to building the capability and capacity of the community-controlled sector, recognising that this is critical to improving life outcomes for Aboriginal peoples and Torres Strait Islander peoples by ensuring that self-determination and equity are the underpinning principles for driving change.

Key achievements

During the reporting period, the department:

- released Queensland's 2021 Closing the Gap implementation plan
- provided funding of \$0.255 million in 2021-2022 out of a total of \$2.43 million over four years to support the support the Queensland Aboriginal and Torres Strait Islander Coalition to co-design Queensland's implementation plans and broader Closing the Gap initiatives

- supported Ministerial contributions to the Joint Council on Closing the Gap, and the National Federation Reform Council - Indigenous Affairs Taskforce.

Information about the implementation plan and progress report can be found on the department's internet site: <https://www.dsdsatsip.qld.gov.au/our-work/aboriginal-torres-strait-islander-partnerships/reconciliation-tracks-treaty/closing-gap>

Aboriginal and Torres Strait Islander cultural heritage

The department, through the administration of the *Aboriginal Cultural Heritage Act 2003* and the *Torres Strait Islander Cultural Heritage Act 2003* (the Cultural Heritage Acts), supports the recognition, protection and conservation of Aboriginal and Torres Strait Islander cultural heritage.

The Cultural Heritage Acts require land users to take all reasonable and practicable measures to ensure their activity does not harm cultural heritage. The department manages an award-winning cultural heritage database, which is accessible to land users through an online portal so they can ascertain whether any cultural heritage sites and places have been previously recorded on the database. The database provides an accessible search process that enables land users to meet their duty of care obligations established by the Cultural Heritage Acts.

Key achievements

During the reporting period, the department:

- enabled 33,440 cultural heritage searches on the cultural heritage online portal
- approved and registered 18 cultural heritage management plans in accordance with Part 7 of the Cultural Heritage Acts
- completed public consultation on the review of the Cultural Heritage Acts to inform consideration of enhanced arrangements for the protection of cultural heritage
- progressed the review of the legislation by releasing an options paper from 17 December 2021 to 31 March 2022. More information is available by visiting www.dsdsatsip.qld.gov.au/our-work/aboriginal-torres-strait-islander-partnerships/culture/aboriginal-torres-strait-islander-cultural-heritage

Community and personal history services

The department continues to support Aboriginal peoples and Torres Strait Islander peoples to access government records for assistance in tracing their family and community histories.

The most requested records are for family history research and evidence of Aboriginal or Torres Strait Islander descent. Requests are also received for the confirmation of date and place of birth to assist with the creation of retrospective birth certificates by the Queensland Registry of Births, Deaths and Marriages.

The department also undertakes requests relating to Native Title and participates in the National Redress Scheme (NRS) by providing high-quality research responses to applications and requests associated with the NRS.

Key achievements

During the period, the department:

- finalised 505 requests for historical records relating to Aboriginal and Torres Strait Islander Queenslanders.

A renewed approach to alcohol management

The Queensland Government's Renewed Approach to Alcohol Management (the renewed approach) is a commitment to community leadership driving the alcohol management arrangements in remote and discrete Aboriginal and Torres Strait Islander communities, consistent with the LTC reform. Community Safety Plans (CSPs) are a key element of the renewed approach as they are locally led, co-designed strategies to improve community safety and wellbeing, reduce demand for and harm from alcohol, address sly grog and

homebrew, and promote a safe alcohol culture. CSPs include actions to promote cultural rights, the right to receive government services without discrimination, and the right to education and health services.

All 15 Local Government Councils with Alcohol Management Plans have access to \$335,000 over three years to develop, implement and monitor their CSPs, and deliver supporting services that contribute to community health and wellbeing.

Key achievements

During the reporting period, the department:

- received CSPs from all 15 councils with alcohol restrictions, and worked with councils to support implementation, monitoring and updates in line with community priorities
- partnered with local leadership to progress alcohol carriage limit changes in Mornington Shire and Kowanyama, as identified in locally led CSPs. This demonstrates the Queensland Government's commitment to a renewed approach to alcohol management, where alcohol restrictions are managed locally and include strategies tailored to the unique characteristics and aspirations of each community
- shared CSPs across Queensland Government agencies to inform and support coordinated whole-of-government responses
- allocated a further \$285,000 per community to support CSP implementation and to enhance local services.

Supporting safe communities

The department is working with the Department of Justice and Attorney-General to implement the Queensland Government's response to the *Not Now Not Ever: Putting an End to Domestic and Family Violence in Queensland* report to ensure government-funded services provide inclusion and equity of access to meet the needs of Aboriginal and Torres Strait Islander families and communities. This includes support for two discrete Aboriginal and Torres Strait Islander communities to develop action plans, and one community to develop a social reinvestment project to address underlying causes of violence against women and children.

The department is also working with the Department of Justice and Attorney-General, and other agencies and communities, to implement *Queensland's Framework for Action – Reshaping our Approach to Aboriginal and Torres Strait Islander Domestic and Family Violence* to respond to Recommendation 20 from the *Domestic and Family Violence Death Review and Advisory Board Annual Report 2016-2017*, which called for a specific strategy to address family violence issues experienced by Aboriginal and Torres Strait Islander families and communities.

Key achievements

During the reporting period, the department:

- committed \$175,000 each over 12 months to the Hope Vale Aboriginal Shire Council, and the Torres Strait Island Regional Council, to develop locally led domestic and family violence action plans based on community specific priorities
- committed \$150,000 over 12 months to support the Yarrabah Aboriginal Shire Council with a domestic and family violence social reinvestment project aimed at addressing the underlying causes of crime and violence against women and children, with savings reinvested into strategies that strengthen the community and prevent crime
- invested over \$800,000 in locally led social reinvestment initiatives aimed at community safety, supporting young people, and reducing youth crime as a key part of the Queensland Government's investment reform.

Aboriginal and Torres Strait Islander languages

Aboriginal and Torres Strait Islander languages are intrinsic to the cultural heritage of Queensland and important in maintaining Aboriginal peoples and Torres Strait Islander peoples' connection to culture, community and identity, and in building resilience. The department is committed to leading the implementation of the whole-of-government

Many Voices Queensland Aboriginal and Torres Strait Islander Language Policy Action Plan 2020-22 to realise the *Many Voices Indigenous Languages Policy*.

The Indigenous Languages Grants, jointly funded by this department and the Department of Education, were first launched in May 2019. The Indigenous Languages Grants complements the *Many Voices: Indigenous Languages Policy* and helps to fulfill the requirements under Target 16 — Cultures and languages are strong, supported and flourishing, of the *National Agreement on Closing the Gap*. The aim of this national target is to achieve a sustained increase in the number and strength of Aboriginal and Torres Strait Islander languages being spoken by 2031.

Key achievements

During the reporting period, the department:

- delivered the 2021 Indigenous Languages Grants funding to support 31 initiatives, totalling \$400,000, to promote, preserve and revive Aboriginal and Torres Strait Islander languages and dialects.

Queensland Government Reconciliation Action Plan

The department oversees the implementation of the *Queensland Government Reconciliation Action Plan 2018-2022* (Reconciliation Action Plan) and is responsible for coordinating the implementation of the plan through the Cultural Agency Leaders (CAL) committee.

The Reconciliation Action Plan demonstrates the Queensland Government's commitment to building stronger relationships between Aboriginal peoples and Torres Strait Islander peoples, and non-Indigenous Queenslanders. It builds on the collective efforts of government agencies and its staff to ensure equality, equity, recognition and advancement of Aboriginal peoples and Torres Strait Islander peoples across all aspects of society and in everyday life.

The Reconciliation Action Plan outlines a suite of initiatives that build on and strengthen partnerships, and empower local communities, to achieve positive and practical outcomes.

Key achievements

During the reporting period, the department:

- commissioned an evaluation of the *Queensland Government Reconciliation Action Plan 2018–2022*. Findings from this evaluation will be reviewed and used to inform the development of the next Queensland Government Reconciliation Action Plan.

Culturally significant events

The department provides leadership to whole-of-government initiatives that recognise, acknowledge and maintain Aboriginal and Torres Strait Islander cultures and heritage, including promotion of culturally significant days and events.

NAIDOC (National Aborigines and Islanders Day Observance Committee) Week is the most significant cultural celebration on the calendar for Aboriginal and Torres Strait Islander Queenslanders and presents an opportunity to raise awareness and understanding of Aboriginal and Torres Strait Islander cultures and customs.

Each year, the department delivers funding for local initiatives and promotional activities to support all Queenslanders to celebrate NAIDOC Week within their communities, including promotional materials and support for local events.

The Celebrating Reconciliation Small Grants program encourages all Queenslanders to participate in National Reconciliation Week and commemorate two significant milestones in our national history: the anniversary of the 1967 Referendum and the 1992 High Court Mabo decision.

Key achievements

During the reporting period, the department:

- provided promotional support for statewide NAIDOC Week by distributing tote bags and note-books for regional NAIDOC Week activities
- approved 71 funding applications to support community events across the state to celebrate NAIDOC Week activities
- delivered a total of \$155,000 in Celebrating Reconciliation Grants 2022 funding, to support 38 initiatives held during National Reconciliation Week 2022.

Ministerial and Government Champions program

The department administers the Ministerial and Government Champions program (the Champions Program), which provides an opportunity for Queensland Government Ministers, and Chief Executives of Queensland Government agencies, to work collaboratively with remote and discrete Aboriginal and Torres Strait Islander communities. Champions work closely with mayors, community leaders, government agencies and key service providers from their partner communities to engage more effectively on the opportunities and challenges facing Aboriginal peoples and Torres Strait Islander peoples. The program also builds cultural capability in government through the relationship between Ministers, Chief Executives, government agencies and communities.

Through the program, Ministers and Chief Executives are provided the opportunity to learn about the experiences of Aboriginal peoples and Torres Strait Islander peoples and communities and the impacts of government decisions. There is also the opportunity to engage in high-expectations relationships and mutual accountability to improve social and economic outcomes for Aboriginal peoples and Torres Strait Islander peoples.

The Champions Program is a key element to reframing the relationship between Aboriginal and Torres Strait Islander remote and discrete communities and the Queensland Government. Through strong, open partnerships with councils, service providers, individuals and families, the champions facilitate access to government networks to overcome barriers and address priority concerns more effectively. The Champions Program enables communities to cut through administrative complexity and layers, to deliver results. This includes implementing the change required to close the gap in Aboriginal and Torres Strait Islander outcomes.

Key achievements

During the reporting period:

- the department continued to strengthen the alignment with the LTC reform, improve information sharing and reporting, build positive relationships with community leaders and other stakeholders, and support LTC implementation
- Government champion representatives worked in conjunction with Local Disaster Management Groups and Queensland Public Sector agencies, under the Queensland State Disaster Management Framework, to deliver local community-based responses to assist community members and promote vaccination rates in First Nations communities.

Cultural Capability Framework

The *Aboriginal and Torres Strait Islander Cultural Capability Framework* (the Framework) is the foundation that underpins all Queensland Government actions to ensure Aboriginal and Torres Strait Islander Queenslanders enjoy the same economic, education, health, housing and social opportunities as non-Indigenous Queenslanders.

To implement the Framework, there is a mandatory requirement that all departments maintain a Cultural Capability Action Plan (CCAP). The department is responsible for coordinating the reporting and ensuring compliance with the requirement for a current CCAP.

The department supports the implementation of the Framework by facilitating the Cultural Agency Leaders committee and its supporting officer-level Culture and Reconciliation Working Group (CARWG). These bodies have representation from all Queensland Government departments.

Key achievements

During the reporting period, the department:

- coordinated the implementation of the Certificate IV in Indigenous Cultural Capability training across the Queensland Public Service, with the first cohort of trainees commencing the online program on 1 November 2021
- supported Queensland Government agencies to develop their CCAPs, resulting in 20 Queensland Government agencies having a CCAP in place in 2021–2022.

Moving Ahead strategy

Throughout the reporting period, the Queensland Government continued to implement the whole-of-government strategy, *Moving Ahead: A strategic approach to increasing the participation of Aboriginal people and Torres Strait Islander people in Queensland's economy 2016–2022* (Moving Ahead).

Moving Ahead seeks to increase Aboriginal peoples and Torres Strait Islander peoples' participation in the economy by building a more skilled and diverse workforce and supporting business and entrepreneurship, with a focus on the needs of young people and on building partnerships with industry.

This involves the department continuing to drive the implementation of the Queensland Indigenous (Aboriginal and Torres Strait Islander) Procurement Policy (QIPP), which aims to increase the Queensland Government's spend with Aboriginal and Torres Strait Islander businesses to three per cent of the value of the addressable procurement spend by 2022. This is a pathway to increasing Aboriginal and Torres Strait Islander economic participation through jobs and business ownership. For the purposes of the QIPP, an Aboriginal and Torres Strait Islander business is defined as one that is at least 50 per cent owned by an Aboriginal person or a Torres Strait Islander person, and which may take the form of a social enterprise, registered charity or not-for-profit organisation.

Key achievements

During the reporting period, the department:

- worked with stakeholders including community, business and industry representatives to develop a new Aboriginal and Torres Strait Islander Economic Strategy to follow-on from Moving Ahead after its expiry in late 2022. It is anticipated that the new strategy will provide a long-term framework to promote economic empowerment and self-determination for Aboriginal and Torres Strait Islander Queenslanders.

Maximising job opportunities

The department maximised employment opportunities for Aboriginal and Torres Strait Islander Queenslanders by:

- delivering the YEP and providing post-job placement support, and creating employment opportunities through social housing and infrastructure projects
- supporting the Queensland Indigenous (Aboriginal and Torres Strait Islander) Procurement Policy (QIPP), that provides a whole-of-government framework to increase procurement from Aboriginal and Torres Strait Islander businesses.

Key achievements

During the reporting period the department:

- facilitated 736 job placements for Aboriginal peoples and Torres Strait Islander peoples across Queensland. This included:
 - 504 job placements for YEP candidates, including Year 12 graduates and other higher qualified and job-ready Aboriginal and Torres Strait Islander job seekers
 - 80 per cent of Aboriginal and Torres Strait Islander participants placed into employment through the YEP, remained in employment three months later
 - 54 per cent of Aboriginal and Torres Strait Islander participants placed into employment through the YEP, remained in employment six months later
 - 232 job placements for Aboriginal and Torres Strait Islander job seekers in social housing and infrastructure projects across the National Partnership on Remote Housing communities, and other capital works in remote and discrete Aboriginal and Torres Strait Islander communities.

Whole-of-government Integrated Capital Works program

The Integrated Capital Works program increases employment, training and business outcomes by coordinating maintenance, upgrades and capital infrastructure investments to maximise economic opportunities within Queensland's remote and discrete Aboriginal and Torres Strait Islander communities. This program contributes to improving sustainable economic outcomes through improved integrated procurement practices and supporting business and employment opportunities for Aboriginal and Torres Strait Islander Queenslanders.

In partnership with councils and communities, the department delivers infrastructure and construction projects catering to the needs and aspirations of Aboriginal and Torres Strait Islander Queenslanders in remote and discrete Aboriginal and Torres Strait Islander communities.

Key achievements

The department facilitated the design, construction and delivery of the following maintenance and construction projects:

- Mossman Gorge: completed Mossman Gorge Infrastructure Upgrades construction (currently in defects liability period and progressing handover to Douglas Shire Council by December 2022)
- Torres Shire: commenced the design phase of developing a splash park on Thursday Island, and Capital Funding Agreement executed with Torres Shire Council
- Aurukun, Mapoon, Napranum and Pormpuraaw: implemented operation and maintenance Service Agreements (2021–2024) for the four splash parks
- Palm Island Memorial: completed.

Ongoing projects in this period included:

- Petford Reserve infrastructure and associated upgrades to bring it to a safe and habitable state
- Mona Mona Reserve wastewater, water and health and safety upgrades.

Employment opportunities—infrastructure projects within the remote and discrete communities

Increases in employment and business opportunities for Aboriginal and Torres Strait Islander Queenslanders were achieved by leveraging the procurement associated with civil, building and construction projects, through effective negotiations for Aboriginal and Torres Strait Islander economic opportunities within the remote and discrete communities.

Key achievements

During the reporting period, the department facilitated the following employment and business outcomes:

- 232 job placements for Aboriginal peoples and Torres Strait Islander peoples on *Queensland Government Building and Construction Training Policy* eligible projects constructed within the remote and discrete Aboriginal and Torres Strait Islander communities
- 48 Aboriginal peoples and Torres Strait Islander peoples engaged as either an apprentice or trainee.

Employment opportunities—infrastructure projects outside the remote and discrete communities

Increases in employment, training and business opportunities for Aboriginal and Torres Strait Islander Queenslanders were achieved by leveraging the procurement associated with Queensland Government building and civil construction projects, outside the remote and discrete Aboriginal and Torres Strait Islander communities, through effective negotiations for Aboriginal and Torres Strait Islander economic opportunities.

Job outcomes were achieved by facilitating compliant Indigenous Employment Opportunity Plans for eligible projects with procuring agencies and principal contractors; monitoring the employment and business supply outcomes during construction; and ensuring that outcomes achieved were uploaded by the principal contractor on the Training Policy Administration System.

Key achievements

During the reporting period, the following employment and business outcomes were reported from completed projects outside the remote and discrete Aboriginal and Torres Strait Islander communities:

- 299,931 hours of work or training opportunities for 994 Aboriginal peoples and Torres Strait Islander peoples
- 36,137 hours of accredited training for 119 Aboriginal and Torres Strait Islander workers
- over \$2.87 million worth of contracts awarded to Aboriginal and Torres Strait Islander owned businesses.

Working in partnership

The department is committed to brokering education, training and employment opportunities for Aboriginal and Torres Strait Islander Queenslanders.

Key achievements

During the reporting period, the department:

- worked collaboratively with the following industry partners to deliver activities aimed at increasing Aboriginal and Torres Strait Islander economic participation:
 - Australian Unity
 - Clontarf Academy
 - Community Development providers
 - Construction Skills Queensland
 - Griffith University
 - Job Services Australia providers
 - Many Rivers
 - Principal Contractors awarded contracts
 - Queensland Resources Council
 - Rio Tinto-Weipa operations.
- provided advice and support to industry partners including:
 - delivering best practice forums and webinars on Aboriginal and Torres Strait Islander employment and training, and increasing procurement from Aboriginal and Torres Strait Islander owned businesses
 - conducting 'Meet the Buyer' events

- developing practitioner guides
- facilitating local Indigenous Business Month and business and industry connection events, in partnership with the Department of Employment, Small Business and Training
- providing one-on-one assistance to companies with the development and implementation of Aboriginal and Torres Strait Islander participation strategies, plans and targets for their operations
- promoting leading practices in Aboriginal and Torres Strait Islander participation, and good news stories, through social media.

Whole-of-government land tenure

The department provided whole-of-government advice on land tenure within the remote and discrete Aboriginal and Torres Strait Islander communities in Queensland, including enabling and providing current and future home ownership and leasing opportunities. This assistance also extends to supporting state agencies with tenure and Native Title advice, and coordination of such activities across the 34 remote and discrete Aboriginal and Torres Strait Islander communities.

Key achievements

During the reporting period, the department:

- undertook the land tenure resolution process for the proposed Rural Fire and State Emergency Services Station at Bamaga
- completed land tenure actions for the Hopevale Congress Aboriginal Corporation to enable the negotiation of an Indigenous Land Use Agreement that supports country-based planning of trust land
- provided specialist tenure, Native Title and planning advice for the Coen supermarket and fuel depot development in Coen
- facilitated the registration of 40-year social housing leases to enable social housing investment in the communities of Aurukun, Doomadgee, Kowanyama and Pormpuraaw.

The department facilitates home ownership pathways for Aboriginal and Torres Strait Islander Queenslanders in targeted communities throughout Queensland.

Key achievements

During the reporting period, the department:

- made 38 houses available for ownership by Aboriginal peoples and Torres Strait Islander peoples in targeted communities through Queensland Government investment.

Land Holding Act (1985)—Resolution Project

The Land Holding Act Resolution Project is a cross-agency project responsible for the resolution of historical lease, land tenure and asset issues, generated by the legislative and administrative failures of the original 1985 Land Holding Act. The department's project responsibility was to lead and finalise engagement with the applicants and beneficiaries of valid applications; and identify beneficiaries of applicants where the applicant has passed away. The department's involvement in the project was finalised on 30 June 2022.

Key achievements

During the reporting period, the department:

- finalised the Land Holding Act Resolution Project engagement, noting that of the 436 valid applications, engagement produced a result in 358 cases. Of the 78 remaining cases:
 - 27 were referred to the Department of Communities, Housing and the Digital Economy (DCHDE)
 - 35 were referred to the Department of Resources
 - 16 cases remain with the department owing to their level of complexity and need for bespoke solutions. The department continues to provide support to these partner agencies to progress the remaining cases

- finalised beneficiary assessments, noting that as at 30 June 2022, of the 410* primary beneficiary assessments required to be completed, 388 were completed with 22 being identified as unresolvable (* the number of beneficiary assessments required to be completed is not a static number due to applicants who have passed away).

Further information regarding the definition of the Land Holding Act Project can be found in Appendix 1—Glossary, on page 61.

Master planning

In partnership with remote and discrete Aboriginal and Torres Strait Islander communities, councils, Traditional Owners and residents, the department led a range of master planning projects to plan for the needs and aspirations of Aboriginal and Torres Strait Islander Queenslanders, including commercial, residential, industrial and community goals. A master plan is a council policy document that provides internal and external stakeholders with effective and tailored guidance for decisions about future development and facilitates positive service delivery and economic outcomes for remote and discrete Aboriginal and Torres Strait Islander communities.

Key achievements

The department facilitated the preparation of the following Master Plans, and new Precinct Plans for communities:

Master Plans

- *Master Plans*: six Master Plans have been completed (Badu Island, Boigu Island, Dauan Island, Erub Island, Kubin Community Moa Island, Mabuiag Island)
- *Rural Master Plans*: three Rural Master Plans are nearing completion (Northern Peninsula Area, Woorabinda and Gunggandji-Mandingalbay Yidinji Peoples Prescribed Body Corporate (GMYPPBC), and one is underway in Hope Vale)
- *Urban Master Plans*: 25 Urban Master Plans have been completed, including one review of an Urban Master Plan in Pormpuraaw (Please refer to Appendix 5: Master Plan information on page 81, for further details).

New Precinct Plans for communities

- five Precinct Plans were completed in Mapoon (Economic and Tourism Strategies; Cullen Point Campground and Street Landscaping), in Aurukun for the Tourism Precinct, and in Cherbourg for its residential, recreational and cemetery facilities
- six detailed contour and site analysis surveys were carried out at Cherbourg, Doomadgee, Mornington Island (2 surveys), Woorabinda and Wujal Wujal.

Town planning

The department provided assistance to Aboriginal and Torres Strait Islander Councils to make informed planning decisions in their communities throughout Queensland.

Key achievements

Planning schemes

During the reporting period, the department:

- assisted the Northern Peninsula Area Regional Council in the amendment of its Planning Scheme, improving and clarifying assessment benchmarks, notably codes to ensure they are sufficiently robust to enable and support the assessment of development applications as required by the *Planning Act 2016*
- developed a new Planning Scheme for the Torres Shire Local Government Area, including latest advances in town and environmental planning as well as assessment procedures to enable and support the assessment of development applications as required under the *Planning Act 2016*.

Development applications

During the reporting period, the department:

- prepared and managed 44 development applications to support and inform councils in their local decision-making processes, including:
 - four economic development applications (three completed)
 - two community facility applications (one completed)
 - 16 Social Housing applications (eight completed)
- provided 210 new housing opportunities in eight communities through the DCHDE led Social Housing Program.

On behalf of the state government and non-government entities, prepared and managed:

- three development applications including: Queensland Health, Queensland Police Service, and Queensland Fire and Emergency Services
- eight non-government entity applications.

On behalf of the home ownership DCHDE led program, prepared and managed:

- six home ownership applications (completed)
- four home ownership applications (awaiting local decision-making)
- one home ownership application (being prepared).

During the reporting period, the department prepared detailed advice reports on proposed developments to support and inform councils in their local decision-making processes, including:

- two advice reports relating to investment opportunities
- one advice report on the development of a community facility
- four advice reports on residential developments.

Environmental planning

During the reporting period, the department undertook four specialist studies related to environmental planning:

Kowanyama Flood Study

- The department carried out work on the Kowanyama Flood Study which included: Digital Elevation Modelling (DEM), hydraulic modelling, climate change rainfall impacts and taking into consideration available storm surge and sea-level rise information.
- The final Flood Study and Flood Modelling have been provided to the Kowanyama Aboriginal Shire Council for review and adoption.

Mapoon Bushfire Study

- Modelling, Geographic Information System (GIS) Mapping, climate change impacts and current ecological (Flora) mapping information aspects of the Mapoon Bushfire Study were completed by the department.
- The Mapoon Aboriginal Shire Council adopted the Bushfire Study as policy in December 2021.

Mapoon Flood Study

- The following aspects of the Mapoon Flood Study have been undertaken by the department: modelling, DEM, GIS Mapping, climate change rainfall impacts and taking into consideration available storm surge and sea-level rise information.
- Mapoon Aboriginal Shire Council adopted the Flood Study as policy in December 2021.

Mapoon Ecological Study

- The department is currently undertaking site investigations including drone and GIS mapping for the Mapoon Ecological Study (Flora and Fauna).
- The Mapoon Ecological Study outcome will inform, enable and support the determination of relevant natural hazard risk management through local decision-making.

Community survey programs

During 2021–2022, the department led programs to standardise survey infrastructure and to progress economic development throughout the remote and discrete Aboriginal and Torres Strait Islander communities in Queensland.

Although the implementation of the survey programs has resulted in the resolution of most of the long outstanding land tenure issues, ongoing surveying is required to deliver outcomes in line with master planning and new community aspirations, including improved land management, new roads, social housing, home ownership, and private and commercial leasing.

Key achievements

During the reporting period, the department:

- developed the Built-Environment Integrated Information System (BEIIS), which features land and infrastructure-related spatial data available to the 34 Aboriginal and Torres Strait Islander communities, government departments and other key stakeholders
- managed 30 cadastral survey plans
- completed 31 Digital Asset Management Plans, including the creation of a geodatabase and online mapping feature service of this data
- assisted three councils assign community street addressing.

Indigenous Land Use Agreements

Indigenous Land Use Agreements (ILUAs) are voluntary agreements between Native Title parties and others about the use and management of land. ILUAs allow Aboriginal peoples and Torres Strait Islander peoples to negotiate flexible arrangements that suit their circumstances and aspirations.

The department works with councils, other state government agencies, Traditional Owners and Registered Native Title Bodies Corporate on negotiating various types of land use agreements to support economic development for communities. Agreements negotiated usually provide for state, Commonwealth or local government infrastructure development, home ownership or leasing, social housing construction or leasing, and commercial leasing. They also provide an up-front compensation amount for some future acts, body corporate fees for service, and cultural heritage clearance procedures, including remuneration for cultural heritage monitors.

Where an ILUA is not possible, the department works with councils, other state government agencies, Traditional Owners and Registered Native Title Bodies Corporates to address Native Title under section 24JAA of the *Native Title Act 1993* (NTA) for social housing and other essential government infrastructure such as, education, health, police and emergency facilities.

Key achievements

During the reporting period, the department provided advice to Prescribed Body Corporates, and progressed and completed the following ILUAs:

Torres Strait Infrastructure and Housing ILUAs

- negotiated two ILUAs for the islands of Poruma and Mer.

Township ILUAs

- negotiated ILUAs for Cherbourg and Lockhart River.

Social Housing ILUAs template for Aboriginal communities

- finalised the template to provide an option for councils to address Native Title for Queensland and the Commonwealth's social housing investment.

Native Title consent for social housing investment and other essential infrastructure

- completed the Native Title consent process to enable social housing investment for the communities of Aurukun, Cherbourg, Kowanyama, Napranum, Wujal Wujal and Woorabinda
- progressed the Native Title consent process for Police and Corrective Services and Aged care facilities at Wujal Wujal.

Our Performance—Aboriginal and Torres Strait Islander Partnerships, Community Participation

Service standards	Notes	2021–2022 Target/Est.	2021–2022 Actual
<i>Effectiveness measure</i>			
Customer satisfaction with cultural heritage services provided by the department		75%	78%
<i>Efficiency measures</i>			
Average cost per cultural heritage search request processed	1	\$33	\$19.50
Average cost per community and personal history request processed	2, 3	\$5,310	\$5,981
Total cost per hour of community participation policy	4	\$103	\$97.50

Notes:

1. Average cost per cultural heritage search request is lower than the target due to higher volumes received and processed in the financial year.
2. The variance between the 2021–2022 Target/Estimate and the 2021–2022 Actual is due to a higher number of cultural heritage search requests being processed in 2021–2022 than originally forecast.
3. As a result of the review of the program structure, this service standard has been discontinued.
4. This service standard is discontinued as it has been replaced with a new service standard, 'Total cost per hour of policy provided for Aboriginal peoples and Torres Strait Islander peoples' in the department's 2022–2023 Service Delivery Statements.

Our Performance—Aboriginal and Torres Strait Islander Partnerships, Economic Participation

Service standards	Notes	2021–2022 Target/Est.	2021–2022 Actual
<i>Effectiveness measures</i>			
Number of Aboriginal and Torres Strait Islander businesses securing government procurement	1	450	475
Value of government procurement from Aboriginal and Torres Strait Islander owned businesses	2	\$350M	\$338M
Number of job placements for Aboriginal and Torres Strait Islander peoples facilitated by the department	3	720	736
Percentage of Aboriginal and Torres Strait Islander participants remaining in employment 3 months after placement by the Youth Employment Program	3	70%	80%

Service standards	Notes	2021–2022	2021–2022
		Target/Est.	Actual
Percentage of Aboriginal and Torres Strait Islander participants remaining in employment 6 months after placement by the Youth Employment Program	3	50%	54%
Number of houses made available for ownership by Aboriginal and Torres Strait Islander peoples in targeted communities through Queensland Government investment	3	30	38
<i>Efficiency measure</i>			
Total cost per hour of economic participation policy	4	\$103	\$97.50

Notes:

1. This is a whole-of-government measure of effectiveness for 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 collation of data for this measure has been delayed due to COVID-19 and other external impacts, and as a result, only the data available (as at 31 March 2022) at time of publication has been able to be provided. The 2021–2022 actual result will be published on the department's website by 31 March 2023.
2. This is a whole-of-government service standard which measures the Queensland Government's progress in increasing the total value of government procurement from Aboriginal and Torres Strait Islander businesses. The department connects agency and industry business supply and employment opportunities, and links investments that support Aboriginal and Torres Strait Islander businesses to build capability/capacity to win procurement contracts. The collation of data for this measure has been delayed due to COVID-19 and other external impacts, and as a result, only the data available (as at 31 March 2022) at the time of publication has been able to be provided. The 2021–2022 actual result will be published on the department's website by 31 March 2023.
3. As a result of the review of the program structure, this service standard has been discontinued.
4. This service standard is discontinued as it has been replaced with a new service standard, 'Total cost per hour of policy provided for Aboriginal peoples and Torres Strait Islander peoples in the department's 2022–2023 Service Delivery Statements'.

Future directions

Promote inclusion and access to programs and services by:

- developing a Queensland Indigenous Voice model that best meets the needs and priorities of Aboriginal and Torres Strait Islander Queenslanders informed by existing reforms underway in Queensland, including Path to Treaty and Local Thriving Communities, and by the national Indigenous Voice process
- working with strategic partners, including disability and seniors service providers, and Aboriginal and Torres Strait Islander communities, to prepare for, respond to, and recover from pandemic and other disaster events.

Increase engagement through co-design by:

- continuing to drive the Queensland Government's commitment to reframing the relationship with Aboriginal and Torres Strait Islander Queenslanders through implementing the next steps to the Path to Treaty, including truth-telling and healing actions, supporting Aboriginal and Torres Strait Islander Queenslanders' treaty readiness and leading the government's treaty readiness
- leading the implementation of the National Agreement on Closing the Gap
- working with Queensland's Aboriginal and Torres Strait Islander communities to build local Aboriginal and Torres Strait Islander authority and governance and establish local decision-making bodies through the Local Thriving Communities reform.

Influence social and economic outcomes by:

- driving the whole-of-government implementation of the Queensland Indigenous (Aboriginal and Torres Strait Islander) Procurement Policy
- empowering individuals, businesses and communities to achieve their economic aspirations through supporting the development of policies and programs to increase participation by Aboriginal and Torres Strait Islander Queenslanders in employment and business
- releasing a new economic strategy that expressly recognises the rich and vibrant contribution of Aboriginal peoples and Torres Strait Islander peoples to the Queensland economy
- continuing the development and implementation of strategic initiatives that support economic development and whole-of-government co-ordination of infrastructure works within remote and discrete communities, and other areas of Queensland

Foster safe and connected communities by:

- providing ongoing support for the implementation of the *Domestic and Family Violence Prevention Strategy 2016–2026*, and the strategies within *Queensland’s Framework for Action — Reshaping our approach to Aboriginal and Torres Strait Islander domestic and family violence*, and *Queensland’s Plan to respond to domestic and family violence against people with disability*
- working with relevant Ministers and departments to implement the renewed approach to alcohol management in Aboriginal and Torres Strait Islander communities; and supporting timely responses and community-led strategies that promote a safe, regulated supply of alcohol
- supporting activities that promote reconciliation through the development and monitoring of the *Queensland Government Reconciliation Action Plan 2018–2022*, including the Celebrating Reconciliation Grants Program
- supporting communities to protect and value Aboriginal and Torres Strait Islander cultures and heritage by reviewing and administering Queensland’s Cultural Heritage Acts
- continuing to provide assistance and research related to community and personal histories of Aboriginal peoples and Torres Strait Islander peoples
- partnering with community leadership to deliver community-led initiatives to improve Aboriginal and Torres Strait Islander people’s social and emotional wellbeing outcomes.

05 Strengthen capability, innovation and governance

DELIVERED DEPARTMENTAL OBJECTIVES

ENABLED THE DEPARTMENT TO RESPOND AND ADAPT TO CHANGING INTERNAL AND EXTERNAL CHALLENGES, AND TO ACHIEVE ITS STRATEGIC OBJECTIVES, BY:

- **STRENGTHENING** CAPABILITY, INNOVATION AND GOVERNANCE

Our people

Workforce profile

Employees are our most valuable asset. Our people are a key component of leading change with a focus on improving the outcomes for seniors, people with disability and Aboriginal and Torres Strait Islander Queenslanders.

The department's SOLID values underpin all that we do and set the tone for our work. They set the scene for high-expectation relationships in which individual strengths and capabilities are acknowledged and valued. They encourage us to respectfully challenge ourselves and work together to create solutions and pathways to positive change.

The department is committed to supporting a thriving workplace where all people feel safe, valued and respected, and where the principles of inclusion are strongly reflected in our culture and values, as set out in our *Inclusion and Diversity Strategy 2021–24*.

Full-time equivalent employees

The Service Delivery Statement breakdown of full-time equivalent employees as at 30 June 2022 is highlighted below.

Workforce profile data:

Service area	2021–2022 FTE
Seniors and Disability Services	1,648
Aboriginal and Torres Strait Islander Partnerships Services	311
Total FTE for Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships	1,959*

*Number based on the last full pay fortnight – ending 17 June 2022.

Employment diversity

Target group data¹

Gender	Number (Headcount)	Percentage of total workforce (Calculated on headcount)
Woman	1,321	66.38%
Man	667	33.52%
Non-binary	<5	0.10%

Diversity groups	Number (Headcount)	Percentage of total workforce (Calculated on headcount)
Women	1,324	66.53%
Aboriginal peoples and Torres Strait Islander peoples	126	6.33%
People with disability	100	5.03%
Culturally and linguistically diverse—born overseas	58	2.91%
Culturally and linguistically diverse—speaks a language at home other than English (including Aboriginal and Torres Strait Islander languages or Australian South Sea Islander languages)	40	2.01%
Women in leadership	Number (Headcount)	Percentage of total leadership cohort (Calculated on headcount)
Women in leadership roles ²	35	53.85%

Notes

1. To ensure privacy, in tables where there are less than 5 respondents in a category, specific numbers have been replaced by <5.
2. Women in leadership roles relate to those positions that are senior officer and equivalent, or above.

The department has 53.85 per cent of women in leadership roles which exceeds the public sector target of 50 per cent. It is also noted that 66.53 per cent of our total employment numbers are female employees. The department has commenced preliminary work with the Public Service Commission on future reporting on gender pay equity.

In 2021–2022, in consultation with the department’s inclusion and diversity network, the department developed an Inclusion and Diversity Strategy 2021-2024, which outlines a range of initiatives including improving employment outcomes for target groups. These include Aboriginal and Torres Strait Islander employees and employees with disability.

The department has 6.33 per cent of its employees who identify as Aboriginal and Torres Strait Islander employees which exceeds the public sector target of 3 per cent. The department has 5.03 per cent of employees who identify as having a disability, which is well above the public sector average of 3.31 per cent but below the public sector target of 8 per cent.

It is anticipated that staff network groups for Aboriginal and Torres Strait Islander employees and employees with disability will be established in 2022–2023. These network groups focus on supporting employees through their personal and professional development.

Strategic workforce planning and performance

In 2021, the department approved its *Strategic Workforce Plan 2021–2025, A Capable Workforce; A Quality Workplace*. The strategic plan aligns workforce initiatives with the department’s priorities and provides a consistent reference point for its workforce agenda.

The objectives and strategies set out in our Strategic Workforce Plan 2021–2025 support the achievement of the department’s vision and are designed to guide the department to develop an agile, high-performing, professional and innovative workforce that can meet the department’s current and future business needs.

The department has a range of other strategies and frameworks in place to foster a healthy workplace culture and an inclusive workplace, while creating an agile future-focused organisation. These include the Safety, Wellbeing and Injury Management Strategy and Operating framework, Positive Performance Management framework, the Wellbeing Strategy, and the Workforce Capability Framework 2021–2025, all of which have our SOLID values at their core. In addition, the department is White Ribbon-accredited and has an ongoing commitment to supporting employees in relation to domestic and family violence.

Attraction and retention strategies

Attracting and retaining a diverse talent pool drawn from all sections of the community is crucial to the department's ability to deliver effective services that reflect the community and its expectations.

The department offers a range of career pathways and benefits to support and retain a skilled and capable workforce. This includes offering competitive salary and working conditions to enable a work-life balance. The span of learning and development opportunities available demonstrates the department's continued commitment to developing staff capability and providing career pathways for our workforce.

In 2021–2022, the department focused on implementing a range of recruitment and selection strategies to support frontline service delivery roles to attract and retain casual Residential Care Officers within Accommodation Support and Respite Services. This included the focus group continuing to address recruitment challenges, and the development of a virtual information session video to provide interested applicants with an overview of the role.

The department's recruitment and selection policy, and supporting guideline and templates were also reviewed and refreshed.

We also partnered with the Public Service Commission to attract, retain and develop Aboriginal and Torres Strait Islander public servants and public service employees with disability. Two positions were funded by the department in these areas and the two employees worked in the Public Service Commission. Specific areas of work included the development and implementation of the Aboriginal and Torres Strait Islander Careers Pathways Service and assisting the public service with employment initiatives for people with disability.

Learning and development opportunities

The department's approach to capability development is underpinned by a growth mindset and maintains that all employees can grow and improve, and that they should be supported in this by their leaders and colleagues. The department continues to invest and value the importance of a skilled and capable workforce. The range of training and capability development strategies enable staff, from commencement of employment, to have a clear and shared understanding of their role demonstrating SOLID values, working in teams and delivering effective services to Queensland communities.

All training and capability development activities were guided by the Workforce Capability Framework 2021–2025 and linked to individual's performance and development agreements.

In 2021–2022, 24,806 staff participated in a range of learning and development activities, including mandatory training, role-specific capability training, professional development opportunities and skill development.

Additionally, 84 staff completed national qualifications to support role requirements and professional development. Qualifications included Certificate IV in Community Services, Certificate IV in Disability, Diploma of Community Services and Diploma of Leadership and Management.

During 2021–2022, the department worked with the Public Service Commission to support the Aboriginal and Torres Strait Islander Career Pathways Service, which was established in 2019. Currently, there are 36 Aboriginal and Torres Strait Islander participants and supervisors from this department participating in the Career Pathways Service. Opportunities for participants, as a result of their involvement, include higher duties

secondments, access to learning and development opportunities, and mentoring, coaching and networking opportunities.

Building cultural capacity

The department recognises that the cultural capability of all staff is integral to achieving our vision of thriving Queensland communities and creating an inclusive workplace. In 2021–2022, 699 staff completed mandatory cultural awareness training, and 13 staff were supported to participate in the Certificate IV in Indigenous Cultural Capability as part of the whole of government initiative to develop public service cultural capability.

Further, during this reporting period the department achieved:

- 100 per cent of departmental Cultural Capability Action Plan deliverables implemented
- 100 per cent of the departmental Reconciliation Action Plan deliverables implemented.

Employee induction

The department provides a comprehensive departmental induction program to support and orientate new employees to their environment and provide them with meaningful work as quickly as possible.

In 2021–2022, the department's induction process was reviewed and refreshed to ensure alignment with its SOLID values. A range of mandatory modules are provided to new employees. Additional role-specific training is delivered for key frontline staff including residential care officers and forensic officers.

All new employees undertake the induction process, which is designed to:

- ensure a smooth transition into the department and work environment
- provide information on employment conditions and entitlements
- help new starters to understand the responsibilities and behaviours expected of them by the Queensland Government and the department
- provide an understanding of the function and operations of the department, as well as those of the business group or work unit
- provide an understanding of the department's SOLID values.

All employees, including new employees, are required to undertake mandatory online courses through the department's iLearn site or complete self-paced workbooks to ensure they have the necessary skills and knowledge to deliver effective and efficient services. In 2021–2022, 13,356 staff participated in mandatory departmental training courses achieved flexibly via online, face-to-face or self-paced workbooks.

Leadership development

Effective leadership is critical to ensuring we have a positive and supportive workplace culture focused on high performance, innovation and continuous improvement.

The department's approach to leadership development is underpinned by the public service leadership competencies for Queensland.

During 2021–2022, the department supported 17 staff to participate in LEAD4QLD, and currently, a cohort of 15 team leaders/program leaders have commenced the LEAD4QLD program. A further nine staff were supported to participate in the People Matters leadership programs.

In addition, one staff member completed the Public Sector Management Program, and another completed the Diploma of Leadership and Management via an externally registered training provider.

Managing high performance

High standards of performance, clear behavioural expectations and our SOLID values are aligned to the Queensland Public Service values and employee performance development framework. The framework, which

was refreshed by the department in 2021, promotes a positive and healthy workplace culture where employees and supervisors engage in a performance management process with regular, meaningful and supportive conversations about performance expectations and capability development opportunities.

Performance and Development Agreements are used to provide an opportunity for supervisors and their staff to discuss and record performance expectations, how their role links to the department's goals, and the immediate and future career goals for the employee.

Employee health, safety and wellbeing

The *Strategic Workforce Plan 2021–2025* identifies the department's commitment to supporting employees' wellbeing and safety. This plan is supported by our Health, Safety and Wellbeing Policy and Wellbeing Strategy 2022–2025, and related procedures and guidelines, which aim to:

- establish and maintain a workplace that is free from risks to the health, safety and wellbeing of individuals
- maintain a workplace in which employees strive for optimum levels of wellbeing
- detail the agreed employer or employee responsibilities, including responsibilities for reporting workplace hazards and incidents.

During the reporting period, measures were implemented to improve workplace health, safety and wellbeing across the department. These included:

- providing ongoing employee support through the department's Employee Assistance Program delivered by Benestar, including a range of services such as Manager Assist, on-site employee support and a dedicated support line for Aboriginal and Torres Strait Islander staff
- producing regular communications to promote a positive workplace culture including regular updates on human resource matters and distribution of a weekly wellbeing newsletter
- promoting wellbeing and health initiatives including Mental Health Week and Safe Work Month
- developing resources to support the implementation of self-care and workplace wellbeing strategies
- completing the White Ribbon reaccreditation for the department and updating training and resources to better support staff impacted by domestic and family violence
- hosting weekly all staff online forums led by the Director-General and other senior leaders, to ensure staff stay connected, share best practice advice, celebrate success, and provide direct access to information from senior leaders
- providing staff with a range of supports and resources to assist them through the COVID-19 pandemic. This included advice on enhanced hygiene practices, social distancing and flexible work arrangements, and developing additional fact sheets around personal protective equipment
- developing and implementing the COVID-19 vaccination requirements policy
- developing the Safety, Wellbeing and Injury Management (SWIM) Strategy 2022–2025, and the SWIM Operating Framework
- developing the departmental Wellbeing Strategy 2022–2025 and the Wellbeing Action Plan 2022–23, and providing the wellbeing portal
- developing and promoting the bullying and harassment portal and resources
- implementing the annual influenza vaccination program.

Employee opinion survey

The Working for Queensland Survey (WFQ) is an annual survey measuring Queensland Public Sector employee perceptions of their work, manager, team and organisation. The results of the WFQ survey are used to drive positive workplace change across the organisation.

Fifty per cent of staff responded to the 2021 survey. As a restructured department, the 2021 results provide a new baseline for ongoing improvement opportunities.

The results of many factors are very similar to the whole of public sector results, including agency engagement at 56 per cent and organisational leadership at 48 per cent.

The department was particularly strong on understanding how the *Human Rights Act 2019* applies to our work and anti-discrimination, including staff who felt they made a difference in this area.

In response to areas where improvements are needed, the department is actively working to reduce reported experiences of bullying and harassment, implementing positive performance management, building the capability of managers and implementing a new employee wellbeing plan.

SOLID values are continuing to be embedded and regular workshops, engagement and communication with staff continues.

Code of Conduct and Public Sector Ethics

The *Code of Conduct for the Queensland Public Service* (the Code of Conduct) is based on the ethics, principles and associated set of values prescribed by the *Public Sector Ethics Act 1994*. It also contains standards of conduct for each of the ethics' principles, namely:

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

The Code of Conduct applies to all departmental employees including volunteers, students, contractors, consultants and anyone working in any other capacity for the department. Adherence to the Code of Conduct is another way the department demonstrates ethical leadership in how it performs its role.

During 2021–2022, the department regularly provided ethical decision-making education to employees, and ensured all new employees undertook ethics-related training as part of the mandatory induction process.

During the year, 941 employees completed ethical decision-making and code of conduct training.

Management of suspected corrupt conduct and misconduct

Allegations of corrupt conduct, or a breach of the *Code of Conduct for the Queensland Public Service* involving a departmental employee, are reported to Ethical Standards. The matter is assessed with consideration given to the definition of corrupt conduct outlined in section 15 of the *Crime and Corruption Act 2001* and the *Public Interest Disclosure Act 2010*.

During 2021–2022, the department received 131 referrals. Of the 131 referrals, 31 were assessed as corrupt conduct matters, 82 as misconduct matters, and 18 matters did not reach the threshold of misconduct/corrupt conduct or remained in assessment.

Early retirement, redundancy and retrenchment

During the reporting period, one employee received a redundancy package at a cost of \$94,498, plus leave that was owing to the officer.

Upholding human rights

The department gives regard to the Queensland *Human Rights Act 2019* (HR Act) within all aspects of decision-making, policies, processes and practices to ensure an organisational culture that respects, protects and promotes all human rights.

As at 30 June 2022, 906 employees completed or refreshed the HR Act initial awareness mandatory training with a further 385 staff completing the Human Rights role-specific training, and six staff completing other Human Rights training programs.

The department's 2021 Employee Opinion Survey results showed that 90 per cent of staff had an understanding of the HR Act and how it applies to their work. This result was 13 percentage points above the Queensland public sector average. This was a significant achievement for the department during 2021.

Actions to further the objects of the *Human Rights Act 2019*

During the reporting period the department has undertaken the following activities to further the objects of the HR Act:

- On 8 December 2021, Ms Neroli Holmes, Deputy Commissioner, Queensland Human Rights Commission (QHRC), presented information to departmental staff through the weekly All Staff Forum (on-line Teams presentation) about the QHRC's second annual report, and provided summaries of outcomes and trends, and case examples. Ms Holmes also took questions from staff members. This was an activity undertaken to promote human rights during Human Rights Week, and an opportunity for departmental staff to hear about the work of the Commission.
- Human Rights Week 2021 promotions included links and information on the department's internal and external websites, and social media platforms.
- In partnership with the Commonwealth and other states and territories, the department developed and launched *Australia's Disability Strategy 2021–2031*, which will play an important role in protecting, promoting and realising the human rights of people with disability in Queensland and across Australia, in line with Australia's commitments under the United Nations Convention on the Rights of Persons with Disabilities (UN CRPD).
- A three-month public consultation process was undertaken between November 2021 and January 2022 as part of the current review of Queensland's positive behaviour support and restrictive practices authorisation framework. In recognition of the significant human rights issues involved, the key focus of the review included promoting the reduction and elimination of the use of restrictive practices, and ensuring restrictive practices are used only as a last resort and in the least restrictive way possible.
- Implementation of the Local Thriving Communities' (LTC) reform advanced the preamble to the HR Act which acknowledges the importance of self-determination for Aboriginal and Torres Strait Islander Queenslanders. Consistent with this acknowledgement, Local Thriving Communities (LTC) is a long-term reform that facilitates the Queensland Government to respond to community needs and priorities; to bring decision-making closer to communities; and to enhance self-determination.
- The department is progressing a Path to Treaty in Queensland, which will help give effect to the principles of the HR Act that acknowledge the specific cultural rights of Aboriginal peoples and Torres Strait Islander peoples as recognised by section 28 of the HR Act. Path to Treaty is a long-term process, and actions and decisions related to this program will incorporate considerations of all relevant human rights to ensure compatibility with the HR Act.
- The department is partnering with the Public Service Reform Office and Aboriginal and Torres Strait Islander stakeholders to ensure the public sector legislative framework, currently being developed, promotes and protects the distinct cultural rights of Aboriginal peoples and Torres Strait Islander peoples as provided for in section 28 of the HR Act.

Human rights complaints

Customer human rights complaints

During the reporting period, the department had three* customer complaints that were identified to engage various human rights (*some matters contained multiple human rights issues):

- 2 related to s.17. Protection from torture and cruel, inhuman or degrading treatment
- 2 related to s.29. Right to liberty and security of person
- 1 related to s.25. Privacy and reputation
- 1 related to s.30. Humane treatment when deprived of liberty
- 1 related to s.28. Cultural rights—Aboriginal peoples and Torres Strait Islander peoples.

Outcome and resolutions as at 30 June 2022:

- concerns about three human rights were resolved as not substantiated (related to s.25, s.17 and s.29)
- concerns about the other four were still being considered by the department/not yet finalised (subject to ongoing departmental investigation or other processes).

Human resources—staff (internal) human rights complaints

During the reporting period, the department did not receive any complaints directly referring to the *Human Rights Act 2019*; however, when assessed, there were 42* matters containing identified human rights that may have been engaged (*some matters contained multiple human rights issues).

The identified human rights that were alleged to have been engaged were:

- 3 referred to s15. Recognition and equality before the law
- 19 referred to s17. Protection from torture and cruel, inhuman or degrading treatment
- 4 referred to s25. Privacy and reputation
- 18 referred to s29. Right to liberty and security of person
- 2 referred to s37. Right to health services.

As at 30 June 2022, the outcomes and resolutions were:

- 21 were resolved as not substantiated (5 related to s17. protection from torture and cruel, inhuman or degrading treatment; one related to s25. privacy and reputation and 15 related to s29. right to liberty and security of person)
- 8 were resolved as substantiated (2 related to s15. recognition and equality before the law; 2 related to s17. protection from torture and cruel, inhuman or degrading treatment; 1 related to s25. privacy and reputation; 2 related to s29. right to liberty and security of person; and 1 related to s37. right to health services)
- 17 were still being considered by the department/not yet finalised (subject to ongoing departmental investigation or other processes).

Reviews of policy, programs, procedures, practices or services undertaken for compatibility with human rights

During the reporting period, the following reviews were undertaken for compatibility with human rights:

- the review of the *Aboriginal Cultural Heritage Act 2003* and *Torres Strait Islander Cultural Heritage Act 2003* (Cultural Heritage Acts) is underway, and an options paper was publicly released from 17 December 2021 to 31 March 2022
- human rights certificates were developed with respect to the *Liquor (Mornington) and Other Legislation Amendment Regulation 2022* (Amendment Regulation) and the *Liquor (Kowanyama) and Other Legislation Amendment Regulation 2022* made under the *Liquor Act 1992* (Liquor Act) and the *Aboriginal and Torres Strait Islander Communities (Justice, Land and Other Matters) Act 1984* (JLOM Act). Due to Mornington and Kowanyama Shires' requests to maintain a ban on home brew and home brew equipment following the introduction of an alcohol carriage limit, the following human rights were engaged by the Amendment Regulation: equal protection of the law without discrimination (section 15(3) of the HR Act); and right to property (section 24 of the HR Act)
- the provisions in the JLOM Act regarding home brew constitute a 'special measure' under the *Racial Discrimination Act 1975* (Cth). It was recommended that human rights engaged in relation to these purposes were reasonable and justifiable to support local decision-making around alcohol management to impose constraints on individual liberties in favour of promoting safety for the broader community
- commissioning an independent review of the portfolio body, the Family Responsibilities Commission (FRC), which will include ensuring the work of the FRC is consistent with the HR Act
- consideration of the legislative amendments to the *Disability Services Act 2006* and the *Guide, Hearing and Assistance Dog Act 2009* to address minor potential incompatibilities with the HR Act, will be progressed through portfolio legislative vehicles proceeding to Parliament

- all human resources policies were assessed as compatible with human rights.

Governance—risk management and accountability

Risk management

Risk management is a key element of good corporate governance. In accordance with the *Financial Accountability Act 2009*, overall accountability for risk management resides with the Director-General, is exercised through the Board of Management and is the responsibility of all staff throughout the department. The department's Audit and Risk Committee assists the Director-General in the oversight of the effectiveness of the risk management framework.

The department's risk management framework provides the management approach, principles and processes for managing risk within the department in accordance with the *Financial Accountability Act 2009*, *Financial and Performance Management Standard 2019* and Queensland Treasury's whole-of-government risk management guidelines. The framework aligns with the *AS/NZS ISO 31000:2018 Risk management — Guidelines* and other best practice risk and resilience methodologies.

This approach ensures identified risk events that may impact on the delivery of the department's strategic objectives, are effectively managed in a structured and coordinated manner, and are reflected in the department's culture and practices.

During the reporting period, the department:

- conducted a Board of Management Strategic Risk Assessment workshop to identify the emerging risks that may impact on the delivery of our department's strategic objectives and the opportunities arising from these risks. The workshop included a presentation on global and national insights to stimulate blue-sky thinking about the potential strategic risks that the department may be exposed to in the current environment. The workshop resulted in a recalibration of the department's strategic risks, framed as opportunities and reflected in the 2022-2025 strategic plan
- continued to implement the department's risk management framework, including the risk appetite statement and risk management methodology
- continued to develop strategic and operational risk registers to support the systematic identification, assessment, review and monitoring of enterprise-wide risks
- continued to prepare quarterly Enterprise Risk reports, providing a holistic view of the department's 'top' risks to support Board of Management decision-making.

The focus during the year has been to further embed enterprise risk management within the department to support the effective management and mitigation of the department's risks; improve the reporting to senior executives; and to build a strong risk culture within the department.

Fraud and corruption control

The department is committed to an organisational culture where any act of fraud or corruption is not tolerated. This commitment requires staff to act ethically and professionally in their dealings with other staff, clients and service providers. The Fraud and Corruption Control Sub-Committee, which reports to the Finance Committee, continued to exercise its mandate to provide oversight of the department's fraud and corruption prevention program, and to monitor the effectiveness of internal controls and compliance with relevant legislation and government practice requirements, through its quarterly meetings.

During the reporting period, the department:

- finalised the development and publication of the department's three-year Fraud and Corruption Control Action Plan, supported by an annual reporting regime
- continued to implement the department's Fraud and Corruption Control Policy and Procedure through active monitoring and oversight by the Fraud and Corruption Control Sub-Committee

- developed the fraud and corruption control risk register to support the systematic identification, assessment, review and monitoring of fraud risks within the department
- continued to prepare quarterly fraud and corruption control risk register reports to provide the Finance Committee with assurance that the department's fraud risks are adequately being managed and monitored
- completed the fraud and corruption control self-assessment to evaluate the effectiveness of the department's fraud and corruption controls following the machinery-of-government changes
- ensured alignment of the department's Fraud and Corruption Control program with the requirements of the new Australian Standard on Fraud and Corruption Control (AS 8001:2021)
- strengthened its resilience to fraud and corruption through regular monitoring by the Fraud and Corruption Control Sub-Committee and the implementation of a variety of training and awareness raising strategies (e.g. information security awareness campaign) to foster an ethical organisational culture.

Information systems and recordkeeping

The department's information and communication technology-enabled business initiatives are provided by the Department of Children, Youth Justice and Multicultural Affairs (DCYJMA) as part of an overarching Memorandum of Understanding for the provision of corporate services.

The department meets the accountability requirements of the Queensland *Public Records Act 2002* and complies with the General Retention and Disposal Schedule to maintain accurate records for accountability and business continuity.

The department has commenced the implementation of the records governance policy and is working in partnership with DCYJMA to establish the processes required to ensure successful transitioning from paper-based records to digital recordkeeping.

Information Security attestation

During the mandatory annual Information Security reporting process, the Director-General attested to the appropriateness of the information security risk management within the department to the Queensland Government Chief Information Security Officer, noting that appropriate assurance activities have been undertaken to inform this opinion and the department's information security risk position.

Internal Audit

Internal Audit provides an independent and objective assurance and advisory service designed to add value and improve the operations of the department.

The work of the internal audit function is performed in accordance with the Strategic Internal Audit Plan, developed in consultation with departmental senior executives and approved by the Director-General with a focus on risk exposures and independent assurance needs. The Internal Audit Charter defines the functions' responsibilities and is consistent with relevant legislation and international internal auditing standards.

For the internal audit reviews scheduled within the 2021–2022 Strategic Internal Audit Plan:

- eight have been finalised
- four are in the process of being finalised
- one is currently in progress.

Internal Audit also provided continual advice and assurance against ad hoc reviews as requested by management.

External scrutiny

The Auditor-General, supported by the Queensland Audit Office and in accordance with the *Queensland Auditor-General Act 2009*, conducts the financial and performance audits of the department.

During the reporting period, the Queensland Audit Office continued with its audit review program and progressively released its performance reports.

The department provides quarterly Conduct and Performance Excellence (CaPE) data to the Queensland Public Service Commission which is published on the Queensland Government website.

Open data

For additional final reporting information related to consultancies, overseas travel, and Queensland Language Services Policy, visit: <https://data.qld.gov.au>

Future directions

Strengthen capability, innovation and governance by:

- strengthening performance through contemporary governance best practice
- improving departmental workforce inclusion and diversity
- driving performance, innovation and service delivery improvements aligned to the government's priorities, through evaluations, reviews, data and feedback
- building on and maintaining workforce capability that is outcomes focussed to consistently deliver service expectations
- valuing our staff, supporting them through change, and assisting them to engage in departmental programs that build leadership competencies and capability, and encourage innovation in line with our SOLID values
- investing in the learning and capability development of our staff, ensuring that their safety, health and wellbeing is a priority, with a focus on the attraction and retention of a skilled and diverse workforce
- engaging with staff on the outcome of the Working for Queensland survey and empowering staff to design approaches that make the department an employer of choice.

06 Financial performance

Chief Finance Officer's report

Financial Assurance and Risk Management

Section 77(2)(b) of the *Financial Accountability Act 2009* requires the Chief Finance Officer of the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships to provide the accountable officer with a statement on whether the department's internal financial controls are operating efficiently, effectively and economically.

The 2021–2022 Statement of Assurance provided to the Director-General satisfies all requirements of the *Financial and Performance Management Standard 2019*. The statement was also provided to the department's Audit and Risk Committee.

The statement indicated no deficiencies or breakdowns in internal controls that would impact adversely on the department's financial governance or financial statements for the year.

The department manages financial risks and liabilities by reviewing its financial performance through the corporate governance framework. To help us manage risks, the department's Audit and Risk Committee oversees audit activities, audit recommendations, financial reporting, internal controls and compliance. For more information on our financial performance, please refer to Appendix 6: Financial Statements on page 83.

Financial Performance

The department's strong fiscal discipline resulted in an operating surplus of \$31.191 million for 2021–2022. Importantly, this result included the effects of asset revaluation increases of \$28.569 million.

Income

Our income in 2021–2022 was \$336.127 million, with the major sources of income being the Queensland and Australian governments for the provision of services.

Income by category for the year ended 30 June 2022:

Income	Income %	\$ Million
Appropriation Revenue	84.2%	282.968
User Charges	3.1%	10.412
Grants and other contributions	3.3%	11.209
Other revenue	0.9%	2.969
Reversal of Asset Revaluation Decrement	8.5%	28.569
Total Income		336.127

User charges include revenues to offset costs associated Disability Worker Screening applications for individuals seeking to be engaged in roles that require either a NDIS or state based screening clearance.

In accordance with Australian Accounting Standards, the department has recognised revenue of \$28.569 million reflecting the effects of asset revaluation increases.

Operating expenses

Our department provides a wide range of services to the community, delivered by contracted non-government organisations and through direct service delivery. As a result, our two largest expense categories are employee expenses and supplies and services. Our total operating expenses for 2021–2022 were \$304.936 million.

Expenses by category for the year ending 30 June 2022:

Expenses	Expenses %	\$ Million
Employee expenses	70.5%	214.908
Supplies and services	22.2%	67.636

Expenses	Expenses %	\$ Million
Grants and subsidies	5.2%	15.863
Depreciation and amortisation	1.2%	3.784
Impairment losses on financial assets	0.2%	0.531
Other expenses	0.7%	2.214
Total Expenses		304.936

Supplies and services include service procurement expenses of \$17.880 million, services provided by other state agencies under memorandum of understanding arrangements of \$14.549 million, property and vehicle rent expenses of \$11.078 million, property repairs and maintenance expenses of \$8.880 million, professional and technical fees of \$8.872 million and other operational expenses of \$6.377 million.

Other expenses include items such as insurance costs, audit fees, and services received below fair value. Other expenses also reflect \$0.814 million in property costs associated with damage to a department disability facility.

Assets

Our total assets as at 30 June 2022 were \$265.988 million. The primary assets held by our department were properties used to:

- support people with disability, including accommodation and respite services
- support Aboriginal and Torres Strait Islander partnerships service delivery.

The value of our assets by category was:

- Cash and cash equivalents – \$51.005 million
- Receivables – \$7.510 million
- Property, plant and equipment – \$205.173 million
- Intangibles – \$0.438 million
- Other current assets – \$0.982 million
- Non-Current assets classified as held for sale - \$0.880 million.

Liabilities

Our liabilities consist primarily of payables for trade creditors, deferred appropriation payable to the Consolidated Fund, and provisions for employee entitlements.

Our total liabilities as at 30 June 2022 were \$36.805 million. Liabilities by category were:

- Payables – \$26.482 million
- Accrued employee benefits – \$9.261 million
- Other current liabilities – \$1.062 million.

Administered Payments

In 2021–2022, on behalf of the Queensland Government, we administered total payments and expenses of \$2,405,434 million including:

- payments of \$1,992.273 million to the National Disability Insurance Agency for Queensland NDIS participants
- concession payments of \$390.650 million for electricity and reticulated natural gas, rates and water subsidies, electricity for life support, home energy emergency assistance and asset ownership electricity dividend
- residual grant payments of \$0.316 million for electricity relief to small and medium businesses impacted by the pandemic
- grant payment of \$16.373 million to the Western Cape Communities Trust
- grant payment of \$4.218 million to the Family Responsibilities Commission
- grant of \$1.605 million reflecting the transfer of ownership of Olandi Hall to Torres Shire Council.

Income and expenditure on these administered items are accounted for separately from our operating accounts. Variances between budget and actual results are explained in the financial statements.

07 Appendices

In this Section

- Appendix 1: Glossary
- Appendix 2: Our legislation
- Appendix 3: Department boards and committees
- Appendix 4: Government bodies (Statutory bodies and other entities)
- Appendix 5: Master Plan information
- Appendix 6: Financial Statements

Appendix 1—Glossary

<p>Aboriginal and Torres Strait Islander Cultural Capability Framework</p>	<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>
<p>Alcohol Management</p>	<p>Alcohol restrictions 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. Through the renewed approach to alcohol management, all 15 local government areas have developed Community Safety Plans that are tailored to each community and contain strategies to reduce alcohol supply, demand and harm.</p>
<p>Carer</p>	<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>
<p>Closing the Gap</p>	<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>
<p>Co-design</p>	<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>
<p>Cultural heritage</p>	<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>
<p>Customer</p>	<p>Person 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>
<p>Disability</p>	<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 Program	An intensive initiative delivered by the department in partnership with the Commonwealth Government to increase NDIS access in Queensland.
Discrete Aboriginal and Torres Strait Islander communities	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.
Family Responsibilities Commission	The Family Responsibilities Commission is a statutory body, established under the <i>Queensland 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 an FTE of 0.5. An organisation's FTE is the sum of all FTEs. Minimum Obligatory Human Resources Information (MOHRI) business requirements mean that this period is the last full fortnight of a quarter.
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><i>Historical Land Holding Act (LHA) 1985</i> – 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 7).</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 (LTC) is the Queensland Government's response to the Queensland Productivity Commission's inquiry into service delivery in the state's 19 remote and discrete Aboriginal and Torres Strait Islander Communities (QPC Report). LTC works with community, at their pace, to ensure that decision-making processes are informed directly by the needs and aspirations of community. LTC also works across government to address structural and systemic reforms.

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 supports 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. 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 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 Aboriginal and Torres Strait Islander 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).
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.

<p>Targeted Aboriginal and Torres Strait Islander communities</p>	<p>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.</p> <p>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.</p>
<p>Tracks to Treaty</p>	<p>Tracks to Treaty is a Queensland Government agenda focused 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.</p>
<p>Welfare Reform communities</p>	<p>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.</p>

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) 2021*

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>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, and • 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; and • establish a process for making applications for, and decisions about, the legal recognition of the practice.
<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>Carers (Recognition) Act 2008</i></p>	<p>The objects of this Act are—</p> <ul style="list-style-type: none"> • to recognise the valuable contribution by carers to the people they care for; and

ACT	STATUTORY OBJECTIVE
	<ul style="list-style-type: none"> • to recognise the benefit, including the social and economic benefit, provided by carers to the community; and • to provide for the interests of carers to be considered in decisions about the provision of services that impact on the role of carers; and • to establish the Carers Advisory Council.
<i>Disability Services Act 2006</i>	<p>The objects of this Act are—</p> <ul style="list-style-type: none"> • to acknowledge the rights of people with disability including by promoting their inclusion in the life of the community generally; and • to ensure that disability services funded by the department are safe, accountable and respond to the needs of people with disability; and • to support the operation of the national disability insurance scheme in Queensland and ensure the quality and safety of NDIS supports or services in the context of the national regulatory framework; and • to 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— <ul style="list-style-type: none"> ➤ only where it is necessary to protect a person from harm; and ➤ with the aim of reducing or eliminating the need for use of the restrictive practices.
<i>Forensic Disability Act 2011</i>	<p>The purpose of this Act is to provide for the involuntary detention, and the care and support and protection, of forensic disability clients, while at the same time—</p> <ul style="list-style-type: none"> • safeguarding their rights and freedoms; and • balancing their rights and freedoms with the rights and freedoms of other people; and • promoting their individual development and enhancing their opportunities for quality of life; and • maximising their opportunities for reintegration into the community.
<i>Guide, Hearing and Assistance Dogs Act 2009</i>	<p>The objects of this Act are—</p> <ul style="list-style-type: none"> • to assist people with a disability who rely on guide, hearing or assistance dogs to have independent access to the community; and • to ensure the quality and accountability of guide, hearing and assistance dog training services.

Appendix 3—Department boards and committees

Board of Management (Board)	
Purpose	To shape the strategic direction of the department to ensure the delivery of the government's priorities; to monitor performance against the department's strategic objectives; and to ensure strategic partnerships are established and maintained.
Membership	<ul style="list-style-type: none"> • Director-General (Chair) • Deputy Director-General, Corporate Services • Deputy Director-General, Culture and Economic Policy • Deputy Director-General, Strategic Policy, Legislation and Program Reform • Deputy Director-General, Disability and Seniors Connect • Deputy 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 meets monthly.

AS&RS Senior Leadership Team Committee	
Purpose	To set the strategic direction for Accommodation Support and Respite Services (AS&RS); to monitor strategic and operational activities; and to respond strategically to emerging issues.
Membership	<ul style="list-style-type: none"> • Deputy Director-General, Disability Accommodation, Respite and Forensic Services (Chair) • AS&RS Directors • Managers, Service Area and Service Support (Afternoon Session) • Principal Executive Officer to the Deputy Director-General • Manager, Business Services
Meeting frequency	The AS&RS Senior Leadership Team Committee meets monthly.

Audit and Risk Committee	
Purpose	<p>To provide independent assurance and assistance to the Director-General on 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:</p> <ul style="list-style-type: none"> • <i>Financial Accountability Act 2009</i> • <i>Financial Accountability Regulation 2019</i> • <i>Financial and Performance Management Standard 2019</i>
Membership	<ul style="list-style-type: none"> • Ms Susanne Ryan, Chair, External Independent Member • Mr Richard Moore, External Independent Member • Ms Kathy Parton, Deputy Director-General, Strategic Policy, Legislation and Program Reform • Dr Ian Mackie, Deputy Director-General, Culture and Economic Participation • Mr Max Wise, Deputy Director-General, Disability and Seniors Connect • Emerging Leader (internal) – currently vacant
Achievement	<p>The Audit and Risk Committee operated in accordance with an agreed Work Plan to ensure responsibilities under the Charter were met.</p> <p>Key achievements included:</p> <ul style="list-style-type: none"> • Endorsement of the departmental annual financial statements and Chief Finance Officer Assurance Statement for 2020-21. • Monitoring of the project plan, internal controls and the Chief Finance Officer assurance statement preparation during 2021-22. • Endorsement of key pieces of documentation such as the Audit and Risk Committee Charter, the Internal Audit Charter and the Strategic Internal Audit Plan. • Discussion and feedback on the department's Information Security IS18:2018 Annual Return. • Overseeing the internal audit program in terms of deliverables, as well as the implementation of agreed audit recommendations by management. • Overseeing key areas of compliance such as Business Continuity Management, fraud, risk management and ethical behaviour reporting. <p>A self-evaluation survey was completed during the year to evaluate the effectiveness and efficiency of committee performance, resulting in a strong satisfaction rate as well as some improvements to process.</p>
Report on QAO audit recommendations	<p>Information was provided to the Audit and Risk Committee on a quarterly basis with respect to QAO reports published during the quarter, as well as highlighting of those recommendations within reports that were directed to all government agencies for consideration. There were no recommendations received through reports published during the financial year that were directed specifically to the department for actioning.</p>
Remuneration	<p>Chair, External Independent Member – \$10,000 per annum External Independent Member – \$5,000 per annum</p>

Audit and Risk Committee	
Meeting frequency	The Audit and Risk Committee meets quarterly each financial year with an additional two extraordinary meetings for the purpose of financial statements and Information Security Management System (ISMS).

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	<ul style="list-style-type: none"> • Director-General (Chair) • Deputy Director-General, Corporate Services • Deputy Director-General, Strategic Policy, Legislation and Program Reform • Deputy Director-General, Culture and Economic Participation • Deputy Director-General, Disability and Seniors Connect • Deputy Director-General, Disability Accommodation, Respite and Forensic Services • Executive Director, Infrastructure and Coordination • Chief Human Resource Officer <p>Positions Reporting to the Committee:</p> <ul style="list-style-type: none"> • Chief Finance Officer • Director, Financial Management
Meeting frequency	The Finance Committee meets monthly.

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	<ul style="list-style-type: none"> • Chief Finance Officer (Chair) • Deputy Director-General, Corporate Services • Executive Director, Culture and Economic Participation • Director, Financial Management • Director, AS&RS Services Support • Director, Operations Team, Disability and Seniors Connect • Director, Property and Procurement • Manager, Governance, Planning and Reporting • Manager, Ethical Standards • Director, Information Policy, Security and Engagement (Department of Children, Youth Justice Multicultural Affairs) (under the memorandum of understanding agreement)
Meeting frequency	The Fraud and Corruption Control Sub-Committee meets quarterly.

Information Steering Committee	
Purpose	To oversight all ICT-enabled business initiatives. The Information Steering Committee (ISC) is the primary governance body by which departments ensure they maximise the value of their business investments that have an ICT-enabled component.
Membership	<ul style="list-style-type: none"> • Deputy Director-General/Chief Information Officer, Corporate Services, DCYJMA (Chair) • Deputy Director General, Strategy, DCYJMA (Member) • Deputy Director General/Chief Operating Officer, Service Delivery (Child and Family Specialist), DCYJMA (Member) • Deputy Director General/Chief Operating Officer, Service Delivery (Youth Justice Specialist), DCYJMA (Member) • Assistant Director-General, Children and Youth Justice Systems Reform (Unify), DCYJMA (Member) • Deputy Director-General, Corporate Services, DSDSATSIP (Member) • Deputy Director-General, Disability Accommodation, Respite and Forensic Services, DSDSATSIP (Member) • Deputy Director-General, Strategic Policy, Legislation and Program Reform DSDSATSIP (Member) • Regional Executive Director, South-East region, Service Delivery, DCYJMA (Member) • Whole-of-Government Representative, Queensland Government Customer and Digital Group (Guest) • Director, Internal Audit, DCYJMA (Guest) • Director, Internal Audit, DSDSATSIP (Guest) • Director, Information Policy, Security and Engagement, IS, DCYJMA (Observer)
Meeting frequency	The Information Steering Committee meets quarterly, or as required by the Chair.

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	<ul style="list-style-type: none"> • Deputy Director-General, Culture and Economic Participation (Chair) • Deputy Director-General, Strategic Policy, Legislation and Program Reform • Executive Director, Regional and Infrastructure Coordination • 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 • Director, Remote Indigenous Land and Infrastructure Program Office

Regional Service Delivery Board	
	<ul style="list-style-type: none"> • Director, Major Economic Projects
Meeting frequency	The Regional Service Delivery Board meets bi-monthly.

Workforce Capability and Culture Steering Committee	
Purpose	To drive the implementation of key workforce strategies to embed a culture that upholds the government and SOILD values; build workforce capability and resilience to meet current and future organisational needs; and promote the highest standards of ethical behaviour.
Membership	<ul style="list-style-type: none"> • Deputy Director-General, Disability and Seniors Connect (Chair) • Chief Human Resources Officer • Deputy Director-General, Culture and Economic Participation • Deputy Director-General, Disability Accommodation, Respite and Forensic Services • Deputy Director-General, Corporate Services • Deputy Director-General, Strategic Policy, Legislation and Program Reform
Meeting frequency	The Workforce Capability and Culture Steering Committee meets quarterly.

Appendix 4—Government bodies (statutory bodies and other entities)

QUEENSLAND CARERS ADVISORY COUNCIL	
Act or instrument	<i>Carers (Recognition) Act 2008</i>
Functions	<p>The Queensland Carers Advisory Council (the council) is appointed to advise the Minister for Seniors and Disability Services and Minister for Aboriginal and Torres Strait Islander Partnerships (the Minister) on:</p> <ul style="list-style-type: none"> • work to advance the interests of carers and promote compliance by public authorities with the Queensland Carers Charter • make recommendations to the Minister on enhancing compliance by public authorities with the Queensland Carers Charter • provide general advice to the Minister on matters relating to carers • carry out other functions as directed by the Minister. <p>At the Minister’s invitation, the council will:</p> <ul style="list-style-type: none"> • contribute to the annual National Carers Week • contribute to the annual International Grandparents’ Day • contribute to relevant forums • provide advice on carer related issues • promote compliance of public authorities to the Queensland Carers Charter • facilitate consultation with carers and carer organisations. <p>The council consists of 12 members appointed by signed notice by the Minister.</p> <ul style="list-style-type: none"> • Four members must be carers, one of whom must be a grandparent carer. • Three members must be representatives of different carers associations. • One member must be a representative of grandparent carers. • Four members must be public service employees. <p>Appointments to the council are for a period of up to two years.</p>
Achievements	<p>The new 2022–2024 term of the council was appointed on 31 January 2022. The first meeting of the newly appointed council was on 20 April 2022.</p> <p>The Honourable Craig Crawford MP, Minister for Seniors and Disability Services and Minister for Aboriginal and Torres Strait Islander Partnerships attended the council meeting.</p> <p>The Minister noted the extraordinary contribution that carers make to the lives of the people they care for and their communities. He recognised the value of having the council’s expert advice on how policy, programs, services and strategies can best meet the needs of carers.</p> <p>The Minister and the council members discussed:</p> <ul style="list-style-type: none"> • areas of the Queensland <i>Carer’s (Recognition) Act 2008</i> that may need to be reviewed • the difficulties faced by young carers, particularly relating to education or training • research gaps for all carer cohorts, including young carers and grandparent carers • the need to raise the awareness of the economic and social value of carers • the opportunity cost that carers face over their lifetime, through reduced earnings and lower retirement incomes • the social isolation that carers face, often leading to other mental and physical health problems • the social and economic returns to government of investing in carers, through increased support and services, that will result in future savings to the economy

QUEENSLAND CARERS ADVISORY COUNCIL

- the need for all workplaces to support carers through flexible work arrangements, recognising the principles of the Queensland Carers Charter. These issues will continue to be a focus for the council over the next two years and form a workplan to guide actions and outcomes.

Financial reporting No financial decision-making or reporting

Remuneration:

Members of the council who are not employed in the Queensland public service are entitled to receive meeting fees in accordance with *Remuneration Procedures for Part-time Chairs and Members of Queensland Government Bodies*. Members are not remunerated for any additional work required to carry out their role.

Position	Name	Meetings/sessions attendance	Approved annual, sessional or daily fee	Approved sub-committee fees if applicable	Actual fees received
Chair – public sector employee	Dr Chris Sarra	1	N/A	N/A	NIL
Deputy Chair - grandparent carer	Ms Slawka Bell	1	\$300 per meeting/session	N/A	\$300
Member - carer	Ms Melissa Williams	1	\$300 per meeting/session	N/A	\$300
Member - carer	Dr Nancy Spencer	1	\$300 per meeting/session	N/A	\$300
Member - carer	Ms Natalie Bird	0	\$300 per meeting/session	N/A	NIL
Member – org representative	Ms Debra Cottrell	1	\$300 per meeting/session	N/A	\$300
Member – org representative	Ms Irene Clelland	1	\$300 per meeting/session	N/A	\$300
Member – org representative	Ms Robynne Cooper	1	\$300 per meeting/session	N/A	\$300
Member – org representative	Mr Adam Campbell	1	\$300 per meeting/session	N/A	NIL
Member – public sector employee	Ms Carmel Ybarlucea	1	NIL	N/A	NIL
Member – public sector employee	Mr David Harmer	1	NIL	N/A	NIL
Member – public sector employee	Ms Lisa Pritchard	1	NIL	N/A	NIL

QUEENSLAND CARERS ADVISORY COUNCIL	
No. scheduled meetings/session	During 2021–2022, the Queensland Carers Advisory Council met once, on 20 April 2022.
Total out of pocket expenses	No out-of-pocket expenses for members. \$395.75 travel costs met for regionally based council member to attend 20 April 2022 meeting in Brisbane.

QUEENSLAND DISABILITY ADVISORY COUNCIL	
Act or instrument	<i>Disability Services Act 2006</i>
Functions	The Queensland Disability Advisory Council operates as a key channel for independent advice to the Minister for Seniors and Disability Services and Minister for Aboriginal and Torres Strait Islander Partnerships, and for the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships, on regional, state and national disability-related matters. The council represents the views and opinions of the disability community that are important to Queenslanders.
Achievements	<p>The 2021–2022 council was appointed on 3 December 2021 and the first meeting of the council for the term was on 15 December 2021.</p> <p>In 2021–2022 council members actively engaged with their networks and communities about the COVID-19 pandemic, NDIS implementation in Queensland and other sector issues, providing new information, clarifying processes, raising issues and sharing experiences.</p> <p>Members played a significant role in advising government about the impact of COVID-19 for people with disability and the disability sector services including opportunities to improve information and support.</p> <p>Members provided a critical role in providing input on the development of the next state disability plan including feedback on the key components and approach for implementation.</p> <p>Members also provided advice to the Minister on the following matters:</p> <ul style="list-style-type: none"> • development of the department's Disability Service Plan • the Queensland Disability Advocacy Program.
Financial reporting	No financial decision-making or reporting
Remuneration:	<p>Council members who are not employed in the Queensland public service are entitled to receive meeting fees in accordance with <i>Remuneration Procedures for Part-time Chairs and Members of Queensland Government Bodies</i>.</p> <p>In addition to these entitlements, the Chair is paid an annual allowance that recognises the additional work they undertake in advising the Minister and department, and in representing the disability sector on other groups. Members are not remunerated for any additional work required to carry out their role.</p>

QUEENSLAND DISABILITY ADVISORY COUNCIL					
Position	Name	Meetings/ sessions attendance	Approved annual, sessional or daily fee	Approved sub- committee fees if applicable	Actual fees received
Chair	Dr Sharon Boyce	5	\$17,160 per annum plus \$520 per meeting/session	N/A	\$2,600.00
Deputy Chair	Ms Anita Veivers	5	\$400 per meeting/session	N/A	\$2,000.00
Member	Mr Ken Parker	4	\$400 per meeting/session	N/A	\$1,600.00
Member – public sector employee	Professor Harry McConnell	4	\$400 per meeting/session	N/A	NIL
Member	Mr Peter Gurr	4	\$400 per meeting/session	N/A	\$1,600.00
Member	Ms Semah Mokak-Wischki	4	\$400 per meeting/session	N/A	\$1,600.00
Member	Mrs Pamela Spelling	5	\$400 per meeting/session	N/A	\$2,000.00
Member	Mr Simon Wright	5	\$400 per meeting/session	N/A	\$2,000.00
Member	Ms Gillian Costabeber	3	\$400 per meeting/session	N/A	\$1,200.00
Member	Ms Paige Armstrong	4	\$400 per meeting/session	N/A	\$2,000.00
Member	Mr Peter Tully	5	\$400 per meeting/session	N/A	\$2,000.00
Member	Vacant	0	\$400 per meeting/session	N/A	NIL
No. scheduled meetings/session	<p>During 2021–2022, the Queensland Disability Council met five times. The first meeting on 15 December 2021 was a 30-minute meeting to meet the Minister and discuss strategic objectives and priorities for the upcoming term.</p> <p>Three meetings were held via video-conference due to Queensland Health directives for pandemic management on 8 February 2022, 7 April 2022 and 16 May 2022.</p> <p>The final meeting was held in-person in Brisbane, over a two-day period on 27–28 June 2022.</p>				

QUEENSLAND DISABILITY ADVISORY COUNCIL	
Total out of pocket expenses	No out-of-pocket expenses for members. \$1,420.05 travel costs met for regionally based council members to attend two-day meeting in Brisbane on 27–28 June 2022.

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 Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships about the operation of the Family Responsibilities Commission.				
Achievements	Oversight of the Family Responsibilities Commission achieved through six monthly Board meetings.				
Financial reporting	Not applicable				
Remuneration					
Position	Name	Meetings/sessions attendance	Approved annual, sessional or daily fee	Approved sub-committee fees if applicable	Actual fees received
Chairperson	Mr Robert Gee	2	Not applicable		Nil
Member	Mr Raymond Griggs	2	Not applicable		Nil
Member	Mr Noel Pearson	2	Not applicable		Nil
No. scheduled meetings/sessions	2				
Total out of pocket expenses	Nil				

THE LOCAL THRIVING COMMUNITIES JOINT COORDINATING COMMITTEE (JCC)	
Act or instrument	Terms of Reference
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 6 representatives from First Nations communities, 5 Mayoral representatives nominated by the Local Government Association of Queensland Indigenous Leaders Forum and 11 state and federal government representatives as equal partners.
Achievements	Five 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

THE LOCAL THRIVING COMMUNITIES JOINT COORDINATING COMMITTEE (JCC)

	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. The JCC informed the development of the Local Thriving Communities Action Plan 2022-2024, the first in a series of action plans that articulates the steps the government needs to take to implement the reform. JCC community members provided guidance into the development of activity so self-determination and local decision-making are embedded into practices across government to effect the change required to improve service coordination, design and delivery in communities.
Financial reporting	The transactions of the board are captured in the department's financial statement.

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) and for participation in a community members pre-meeting workshop 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
Co-Chair Director-General, Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships	Dr Chris Sarra	5	N/A	N/A	N/A
Member (2 meetings) Co-Chair (3 meetings)	Kelly Barclay	5 JCC meetings 2 meetings as co-chair 4 additional sessions as co-chair (workshops, meeting prep, pre-briefings, additional work) 3 meetings as member	\$390 (Co-Chair fee) \$300 (Member fee) 50% fees for pre-brief meetings & workshops under 4 hours	N/A	\$3,615 ¹

Position	Name	Meetings/sessions attendance	Approved annual, sessional or daily fee	Approved sub-committee fees if applicable	Actual fees received
		7 additional sessions as a member (workshops, pre-briefings, meeting prep, and additional work)			
Co-Chair (3 meetings)/Member (2 meetings)	Joanne Schmider	5 JCC meetings 1 meeting as co-chair 4 additional sessions as co-chair (pre-briefings, meeting prep, workshop, additional work) 4 meetings as member 8 additional sessions as a member (workshops, meeting prep, pre-briefings and additional work)	\$390 (Co-Chair fee) \$300 (Member fee) 50% fees for pre-brief meetings & workshops under 4 hours	N/A	\$4,770 ²
Member	Michelle Deshong	1 JCC Meeting 1 meeting as co-chair 3 additional sessions as co-chair (pre-brief, meeting prep, and workshop) 1 additional session as member (additional work (community-members workshop))	\$390 (Co-Chair fee) \$300 (Member fee) 50% fees for pre-brief meetings & workshops under 4 hours	N/A	\$930
Member	Susan Sewter	2 JCC Meetings 2 meetings as a member 4 additional sessions as member (workshops & meeting prep)	\$300 (Member fee) 50% fees for pre-brief meetings & workshops under 4 hours	N/A	\$1,050
Member	Michael Bond	1 (JCC meeting) 1 meeting as a co-chair 3 additional sessions as co-	\$390 (Co-Chair fee) \$300.00 (Member fee)	N/A	\$780

Position	Name	Meetings/sessions attendance	Approved annual, sessional or daily fee	Approved sub-committee fees if applicable	Actual fees received
		chair (workshops, pre-brief and additional work)	50% fees for pre-brief meetings & workshops under 4 hours		
Member	Zhanae Dodd	2 JCC meetings 2 meetings as a member 4 additional sessions as a member (workshops, pre-brief and additional work)	\$390 (Co-Chair fee) \$300.00 (Member fee) 50% fees for pre-brief meetings & workshops under 4 hours	N/A	\$1,650 ³
Member	Mayor Mislam Sam	3 JCC meetings	N/A	N/A	N/A
Member	Mayor Joshua Weasel	1 JCC meeting	N/A	N/A	N/A
Member	Mayor Patricia Yusia	2 JCC meetings	N/A	N/A	N/A
Member	Mayor Janita Motton	2 JCC meetings	N/A	N/A	N/A
Member	VACANT – Mayor Kyle Yanner nominated by ILF and approved by Queensland Government however Mayor Yanner has not yet accepted the role.	1 JCC meeting (Mayor Yanner attended as a guest in September 2021)	N/A	N/A	N/A
Ex-Officio	Deputy Director-General Department of Education (or proxy)	0 (member) 4 (proxy) Nil attendance at 1 meeting	N/A	N/A	N/A
Ex-Officio	Deputy Director-General, Strategy Department of Children, Youth Justice and Multicultural Affairs (or proxy)	2 (member) 2 (proxy) Nil attendance at 1 meeting	N/A	N/A	N/A
Ex-Officio	Assistant Commissioner, Southern Region Queensland Police Service (or proxy)	2 (member) 3 (proxy) Attended all meetings	N/A	N/A	N/A
Ex-Officio	Deputy Director-General and Chief Aboriginal and Torres Strait	1 (member) 3 (proxy)	N/A	N/A	N/A

Position	Name	Meetings/sessions attendance	Approved annual, sessional or daily fee	Approved sub-committee fees if applicable	Actual fees received
	Islander Health Officer, Queensland Health (or proxy)	Nil attendance at 1 meeting			
Ex-Officio	Deputy Director-General Department of Communities, Housing and Digital Economy (or proxy)	0 (member) 5 (proxy) Attended all meetings	N/A	N/A	N/A
Ex-Officio	Deputy Under Treasurer, Agency Performance Queensland Treasury (or proxy)	5 (member) Nil proxy attendance Attended all meetings	N/A	N/A	N/A
Ex-Officio	Deputy Director-General Department of State Development, Infrastructure, Local Government and Planning (or proxy)	1 (member) 3 (proxy) Nil attendance at 1 meeting	N/A	N/A	N/A
Ex-Officio	Deputy Director-General, Justice Services Department of Justice and Attorney-General (or proxy)	4 (member) 1 (proxy) Attended all meetings	N/A	N/A	N/A
Ex-Officio	Deputy Director-General, Policy Department of the Premier and Cabinet (or proxy)	1 (member) 4 (proxy) Attended all meetings	N/A	N/A	N/A
Ex-Officio	National Indigenous Australians Agency, Australian Government (or proxy)	2 (member) 2 (proxy) Nil attendance at 1 meeting	N/A	N/A	N/A
No. of meetings	5				
Total out of pocket expenses	Total out of pocket expenses \$2,126.19				
Notes	<ol style="list-style-type: none"> 1. Kelly Barclay includes \$750 for additional work as approved 2. Joanne Schmitter includes \$1,650 for additional work as approved 3. Zhanae Dodd includes \$600 for additional work as approved 				

Appendix 5—Master Plan information

Note: Due to COVID-19 restrictions during the reporting period 2021–2022, significant delays were experienced in undertaking the community consultation component of developing the master plans.

Council	Community	Master Plan Type
Aurukun Shire Council	Aurukun	Urban Master Plan completed
Cherbourg Shire Council	Cherbourg	Urban Master Plan completed
Cook Shire Council	Coen	Urban Master Plan completed
Doomadgee Aboriginal Shire Council	Doomadgee	Urban Master Plan completed
Hope Vale Aboriginal Shire Council	Hope Vale	Urban Master Plan completed
Hope Vale Congress	Hope Vale	Rural Based Master Plan underway
Kowanyama Aboriginal Shire Council	Kowanyama	Urban Master Plan completed
Lockhart River Aboriginal Shire Council	Lockhart River	Urban Master Plan completed
Mapoon Aboriginal Shire Council	Mapoon	Urban Master Plan completed
Mornington Shire Council	Mornington Island	Urban Master Plan completed
Napranum Shire Council	Napranum	Urban Master Plan completed
Northern Peninsula Area Regional Council	Bamaga, Injinoo, Seisia, Umagico, New Mapoon	Urban Master Plan completed
Northern Peninsula Area Regional Council	Northern Peninsula Area	Rural Master Plan nearing completion
Palm Island Aboriginal Shire Council	Palm Island	Urban Master Plan completed
Pormpuraaw Aboriginal Shire Council	Pormpuraaw	Revision of Urban Master Plan completed
Torres Shire Council	Wasaga (Horn Island)	Urban Master Plan completed
Torres Strait Island Regional Council	Badu Island	Master Plan completed
Torres Strait Island Regional Council	Boigu Island	Master Plan completed
Torres Strait Island Regional Council	Dauan Island	Master Plan completed
Torres Strait Island Regional Council	Erub Island	Master Plan completed
Torres Strait Island Regional Council	Hammond Island	Urban Master Plan completed
Torres Strait Island Regional Council	Iama Island	Urban Master Plan completed

Council	Community	Master Plan Type
Torres Strait Island Regional Council	Kubin Community Moa Island	Master Plan completed
Torres Strait Island Regional Council	Mabuiag Island	Master Plan completed
Torres Strait Island Regional Council	Masig Island	Urban Master Plan completed
Torres Strait Island Regional Council	Mer Island	Urban Master Plan completed
Torres Strait Island Regional Council	Poruma	Urban Master Plan completed
Torres Strait Island Regional Council	Saibai Island	Urban Master Plan completed
Torres Strait Island Regional Council	St Pauls Community Moa Island	Urban Master Plan completed
Torres Strait Island Regional Council	Ugar Island	Urban Master Plan completed
Torres Strait Island Regional Council	Warraber Island	Urban Master Plan completed
Woorabinda Aboriginal Shire Council	Woorabinda	Urban Master Plan completed
Woorabinda Aboriginal Shire Council	Woorabinda	Rural Master Plan nearing completion
Wujal Wujal Aboriginal Shire Council	Wujal Wujal	Urban Master Plan completed
Yarrabah Aboriginal Shire Council	Yarrabah	Urban Master Plan completed
Yarrabah Aboriginal Shire Council	Gunggandji-Mandingalbay Yidinji Peoples Prescribed Body Corporate (GMYPPBC)	Rural Master Plan nearing completion

Legend
Master Plan completed
Urban Master Plan completed
Non-shaded – underway or nearing completion.

**Department of Seniors, Disability Services and
Aboriginal and Torres Strait Islander
Partnerships
Annual Financial Statements
2021–2022**

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships
Financial Statements
for the year ended 30 June 2022

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Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships
Statement of Comprehensive Income - Controlled
for the year ended 30 June 2022

	Note	Actual 2022 \$'000	Original Budget^ 2022 \$'000	Budget Variance* 2022 \$'000	Actual 2021 \$'000
Income from Continuing Operations					
Appropriation revenue	B1-1	282,968	297,144	(14,176)	320,736
User charges and fees	B1-2	10,412	1,149	9,263	10,178
Grants and other contributions	B1-3	11,209	12,373	(1,164)	13,489
Interest		-	-	-	3
Reversal of revaluation decrement	C4-1	28,569	-	28,569	1,229
Other revenue	B1-4	2,969	864	2,105	4,188
Total Income from Continuing Operations		336,127	311,530	24,597	349,823
Expenses from Continuing Operations					
Employee expenses	B2-1	214,908	203,793	(11,115)	205,688
Supplies and services	B2-2	67,636	90,085	22,449	116,539
Grants and subsidies	B2-3	15,863	9,112	(6,751)	16,763
Depreciation and amortisation	B2-4	3,784	6,960	3,176	5,051
Impairment losses on financial assets		531	400	(131)	(57)
Other expenses	B2-5	2,214	1,105	(1,109)	2,944
Revaluation decrement		-	-	-	112
Total Expenses from Continuing Operations		304,936	311,455	6,519	347,040
Operating Result from Continuing Operations		31,191	75	31,116	2,783
Operating Result for the Year		31,191	75	31,116	2,783
Total Comprehensive Income		31,191	75	31,116	2,783

*An explanation of major variances is included at Note E1-1.

^These figures represent budgeted figures as published in the 2021-22 Service Delivery Statement tabled in Parliament.

The accompanying notes form part of these financial statements.

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships
Statement of Comprehensive Income by Major Departmental Services - Controlled
for the year ended 30 June 2022

	Disability Services	Disability Services	Seniors Services	Seniors Services	Community Services^	Economic Participation Services	Economic Participation Services *	Community Participation Services	Community Participation Services *	Total	Total
	2022	2021	2022	2021	2021	2022	2021	2022	2021	2022	2021
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income from Continuing Operations											
Appropriation revenue	209,529	211,125	11,244	11,701	64,832	28,031	16,236	34,164	16,842	282,968	320,736
User Charges and fees	10,280	7,826	-	-	2,341	17	5	115	6	10,412	10,178
Grants and Other Contributions	10,206	11,469	-	-	1,460	320	93	683	467	11,209	13,489
Interest	-	3	-	-	-	-	-	-	-	-	3
Reversal of revaluation decrement	25,852	1,220	248	-	-	242	1	2,227	8	28,569	1,229
Other revenue	756	2,781	1,174	6	742	100	26	939	633	2,969	4,188
Total Income from Continuing Operations	256,623	234,424	12,666	11,707	69,375	28,710	16,361	38,128	17,956	336,127	349,823
Expenses from Continuing Operations											
Employee expenses	176,439	177,589	1,024	739	5,743	17,271	10,473	20,174	11,414	214,908	205,688
Supplies and services	42,908	45,983	10,387	10,402	51,827	6,804	4,419	7,537	3,908	67,636	116,539
Grants and Subsidies	4,541	4,099	223	520	9,221	4,070	1,202	7,029	1,721	15,863	16,763
Depreciation and amortisation	2,852	3,368	28	-	980	55	39	849	664	3,784	5,051
Impairment losses on financial assets	(227)	(57)	755	-	-	2	-	1	-	531	(57)
Other Expenses	1,636	716	1	36	1,874	266	146	311	172	2,214	2,944
Revaluation Decrement	-	112	-	-	-	-	-	-	-	-	112
Total Expenses from Continuing Operations	228,149	231,810	12,418	11,697	69,375	28,468	16,279	35,901	17,879	304,936	347,040
Operating Result from Continuing Operations	28,474	2,614	248	10	-	242	82	2,227	77	31,191	2,783
Operating Result for the Year	28,474	2,614	248	10	-	242	82	2,227	77	31,191	2,783
Total Comprehensive Income	28,474	2,614	248	10	-	242	82	2,227	77	31,191	2,783

* Economic and Community Participation Services comparative amounts are from 13 November 2020 to 30 June 2021 due to the 2020 Machinery-of-Government changes.

^ Comparative amounts for Community Services are from 1 July 2020 to 30 November 2020. Community Services were transferred to Department of Communities, Housing and Digital Economy due to the 2020 Machinery-of-Government changes.

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships
Statement of Financial Position - Controlled
for the year ended 30 June 2022

	Notes	Actual 2022 \$'000	Original Budget^ 2022 \$'000	Budget Variance* 2022 \$'000	Actual 2021 \$'000
Current Assets					
Cash and cash equivalents	C1	51,005	24,251	26,754	54,840
Receivables	C2	7,510	4,544	2,966	6,009
Other current assets		982	2,452	(1,470)	1,774
		59,497	31,247	28,250	62,623
Non-current assets classified as held for sale	C3	880	-	880	-
Total Current Assets		60,377	31,247	29,130	62,623
Non-Current Asset					
Property, plant and equipment	C4	205,173	183,788	21,385	181,296
Intangible assets	C5	438	1,261	(823)	609
Total Non-Current Assets		205,611	185,049	20,562	181,905
Total Assets		265,988	216,296	49,692	244,528
Current Liabilities					
Payables	C6	26,482	4,390	(22,092)	37,926
Accrued employee benefits	C7	9,261	8,875	(386)	8,811
Interest bearing liabilities		-	51	51	-
Provisions		-	2,356	2,356	119
Other current liabilities		1,062	344	(718)	571
Total Current Liabilities		36,805	16,016	(20,789)	47,427
Net Assets		229,183	200,280	28,903	197,101
Equity					
Contributed equity		174,972	-	-	174,080
Asset revaluation surplus		-	-	-	-
Accumulated surplus (deficit)		54,211	-	-	23,021
Total Equity		229,183	-	-	197,101

*An explanation of major variances is included at Note E1-1.

^These figures represent budgeted figures as published in the 2021-22 Service Delivery Statement tabled in Parliament.

The accompanying notes form part of these financial statements.

**Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships
Statement of Assets and Liabilities by Major Departmental Services - Controlled
for the year ended 30 June 2022**

	Disability Services	Disability Services	Seniors Services	Seniors Services	Community Services^	Economic Participation Services	Economic Participation Services *	Community Participation Services	Community Participation Services *	Total	Total
	2022	2021	2022	2021	2021	2022	2021	2022	2021	2022	2021
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Current Assets											
Cash and cash equivalents	29,767	30,241	855	2,374	-	6,613	7,280	13,770	14,945	51,005	54,840
Receivables	5,654	4,765	155	19	-	821	590	880	636	7,510	6,009
Other current assets	689	1,173	8	10	-	105	252	180	339	982	1,774
Non-current assets classified as held for sale	880	-	-	-	-	-	-	-	-	880	-
Total Current Assets	36,990	36,178	1,018	2,403	-	7,539	8,122	14,830	15,920	60,377	62,622
Non-Current Assets											
Property, plant and equipment	187,039	165,545	2,208	-	-	1,170	708	14,756	15,042	205,173	181,296
Intangible assets	438	521	-	-	-	-	-	-	88	438	609
Total Non-Current Assets	187,477	166,066	2,208	-	-	1,170	708	14,756	15,130	205,611	181,905
Total Assets	224,467	202,244	3,226	2,403	-	8,709	8,830	29,586	31,050	265,988	244,527
Current Liabilities											
Payables	13,337	21,627	990	2,344	-	4,688	5,226	7,467	8,729	26,482	37,926
Accrued employee benefits	7,867	7,511	28	59	-	550	596	816	645	9,261	8,811
Provisions	-	104	-	-	-	-	7	-	7	-	119
Other current liabilities	1,062	571	-	-	-	-	-	-	-	1,062	571
Total Current Liabilities	22,266	29,814	1,018	2,403	-	5,238	5,829	8,283	9,381	36,805	47,428
Total Liabilities	22,266	29,814	1,018	2,403	-	5,238	5,829	8,283	9,381	36,805	47,428

* Economic and Community Participation Services comparative amounts are from 13 November 2020 to 30 June 2021 due to the 2020 Machinery-of-Government changes.

^ Comparative amounts for Community Services are from 1 July 2020 to 30 November 2020. Community Services were transferred to Department of Communities, Housing and Digital Economy due to the 2020 Machinery-of-Government changes.

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships
Statement of Changes in Equity - Controlled
for the year ended 30 June 2022

	Note	Contributed Equity \$'000	Accumulated Surplus \$'000	Total \$'000
Balance as at 1 July 2020		303,051	20,133	323,184
Operating Result				
Operating result from continuing operations		-	2,783	2,783
Total Comprehensive Income for the Year		-	2,783	2,783
Transactions with Owners as Owners				
Net equity adjustments	C8	4,501	-	4,501
Net transfers in/(out) - Queensland Government entities - MoG		(133,472)	105	(133,367)
Net Transactions with Owners as Owners		(128,971)	105	(128,866)
Balance as at 30 June 2021		174,080	23,021	197,101
Operating Result				
Operating result from continuing operations		-	31,191	31,191
Total Comprehensive Income for the Year		-	31,191	31,191
Transactions with Owners as Owners				
Net equity adjustments	C8	2,510	-	2,510
Net transfers in/(out) - Queensland Government entities - MoG ^	A4	(13)	-	(13)
Net transfer out to Administered *		(1,605)	-	(1,605)
Net Transactions with Owners as Owners		892	-	892
Balance as at 30 June 2022		174,972	54,211	229,183

^ Final transfer of assets to the Department of Communities, Housing and Digital Economy. Refer to note A4 Machinery-of-Government (MoG) Changes.

*On 6 September 2021, the Minister approved the transfer of Olandi Hall (land net book value of \$0.495 million and building net book value of \$1.109 million) to the Torres Shire Council for nil consideration. The transfer of this asset to Council Trusteeship is consistent with Queensland Government policy. The land title transferred on 1 October 2021. As per Section 4F.5 of the Treasury Financial Reporting Requirements for Government Agencies 2021-2022, the transaction has been recognised as a reduction in Controlled Equity and recognition of the asset transfer as an Administered Grant.

The accompanying notes form part of these financial statements.

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships
Statement of Cash Flows - Controlled
for the year ended 30 June 2022

	Note	Actual 2022 \$'000	Original Budget^ 2022 \$'000	Budget Variance* 2022 \$'000	Actual 2021 \$'000
Cash Flows from Operating Activities					
<i>Inflows:</i>					
Service appropriation receipts		274,541	295,216	(20,675)	316,892
User charges and fees		9,949	1,149	8,800	10,672
Grants and other contributions		10,897	12,048	(1,151)	11,748
GST input tax credits received from ATO		10,768	72,072	(61,304)	6,603
GST collected from customers		254	1,213	(959)	1,996
Interest receipts		-	-	-	3
Other inflows		3,864	827	3,037	4,762
<i>Outflows:</i>					
Employee expenses		(214,614)	(203,793)	(10,821)	(206,337)
Supplies and services		(70,895)	(90,385)	19,490	(112,378)
Grants and subsidies		(15,562)	(9,112)	(6,450)	(21,339)
GST paid to suppliers		(10,996)	(72,072)	61,076	(5,931)
GST remitted to ATO		(254)	(1,213)	959	(1,996)
Other outflows		(1,631)	(1,050)	(581)	(3,679)
Net cash provided by (used in) operating activities	CF-1	(3,680)	4,900	(8,580)	1,016
Cash Flows from Investing Activities					
<i>Inflows:</i>					
Sales of property, plant and equipment		-	-	-	1,895
<i>Outflows:</i>					
Payments for property, plant and equipment		(2,216)	(7,572)	5,356	(16,334)
Net cash used in investing activities		(2,216)	(7,572)	5,356	(14,439)
Cash flows from Financing Activities					
<i>Inflows:</i>					
Equity withdrawals		(183)	-	(183)	(183)
Equity injection		2,244	6,670	(4,426)	4,501
Net cash provided by (used in) financing activities		2,061	6,670	(4,609)	4,318
Net (decrease) increase in cash and cash equivalents		(3,835)	3,998	(7,833)	(9,105)
Cash and Cash Equivalents - Opening balance		54,840	20,253	34,587	72,041
Cash transfers from restructure		-	-	-	(8,097)
Cash and Cash Equivalents - Closing balance	C1	51,005	24,251	26,754	54,840

*An explanation of major variances is included at Note E1-1.

^These figures represent budgeted figures as published in the 2021-22 Service Delivery Statements tabled in Parliament.

The accompanying notes form part of these financial statements.

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships
Notes to the Statement of Cash Flows - Controlled
for the year ended 30 June 2022

CF-1 Reconciliation of Operating Result to Net Cash Provided by Operating Activities

	Note	Actual 2022 \$'000	Actual 2021 \$'000
Operating Result for the Year		31,191	2,783
Non-cash items included in operating result			
Reversal of revaluation increment		(28,569)	112
Reversal of revaluation decrement		-	(1,229)
Depreciation and amortisation expense		3,784	5,051
Loss (gain) on disposal of non-current assets		3	209
Impairment losses		-	(52)
Write off of assets	B2-5	814	-
Changes in assets and liabilities			
(Increase) decrease in GST input tax credits receivable		(228)	672
(Increase) decrease in trade receivables		(1,025)	494
(Increase) decrease in other current receivables		-	182
(Increase) decrease in other assets		791	572
Increase (decrease) in payables		(11,263)	4,235
Increase (decrease) in accrued employee benefits		450	(647)
Increase (decrease) in provisions		(119)	(2,382)
Increase (decrease) in other liabilities		491	(8,984)
Net Cash Provided by (Used in) Operating Activities		(3,680)	1,016

CF-2 Non-cash investing and financing activities

Assets and liabilities received or donated/transferred by the department are recognised as revenues (refer Note B1-3) or expenses (refer Note B2-3) as applicable. In 2021-22 there were nil assets and liabilities received or donated/transferred recognised through the Controlled accounts. The department transferred land and property to the Torres Shire Council recognised through the Administered accounts (refer Statement of Changes in Equity).

The accompanying notes form part of these financial statements.

A1 Departmental Objectives

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships' vision is to partner with people of all ages, abilities and backgrounds so that they can thrive culturally, socially and economically. The department's purpose is to improve the social and economic wellbeing of Queensland seniors and people of all abilities by delivering quality targeted support, and to lead change through enhanced relationships and improved decision-making across government, to enable Aboriginal and Torres Strait Islander Queenslanders to truly thrive.

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships delivers its services through the following major service areas:

- **Seniors Services:** develop 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 assist seniors to contribute economically, socially and culturally to their communities.
- **Disability Services:** enable 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.
- **Economic Participation:** increase the economic participation of Aboriginal peoples and Torres Strait Islander peoples.
- **Community Participation:** increase the community participation of Aboriginal peoples and Torres Strait Islander peoples.

The department is funded for the departmental services it delivers principally by parliamentary appropriations. It also provides the following on a fee for service basis:

- Application fees for an assessment of persons seeking engagement to work in disability services delivered or funded by the department.

A2 Basis of Financial Statement Preparation

A2-1 General Information

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (the department) is a State Government department established under the *Public Service Act 2008* and controlled by the State of Queensland, which is the ultimate parent. The department was formed from the former Department of Communities, Disability Services and Seniors and the former Department of Aboriginal and Torres Strait Islander Partnerships.

The head office of the department is 1 William Street, Brisbane QLD 4000.

A2-2 Compliance with Prescribed Requirements

The department has prepared these financial statements in compliance with section 38 of the *Financial and Performance Management Standard 2019*. The financial statements comply with Queensland Treasury's Minimum Reporting Requirements for reporting periods beginning on or after 1 July 2021.

The department is a not-for-profit entity and these general-purpose financial statements are prepared on an accrual basis (except for the Statement of Cash Flow which is prepared on a cash basis) in accordance with Australian Accounting Standards and Interpretations applicable to not-for-profit entities.

A2-3 Presentation

Currency and Rounding

Amounts included in the financial statements are in Australian dollars and rounded to the nearest \$1,000 or, where that amount is \$500 or less, to zero, unless disclosure of the full amount is specifically required.

A2 Basis of financial Statements Preparation (Continued)

A2-3 Presentation (Continued)

Comparatives

Comparative information reflects the audited 2020-21 financial statements except where restated for a change in accounting policy as detailed at Note F3.

Current/Non-Current Classification

Assets and liabilities are classified as either 'current' or 'non-current' in the statement of financial performance and associated notes.

Assets are classified as 'current' where their carrying amount is expected to be realised within 12 months after the reporting date. Liabilities are classified as 'current' when they are due to be settled within 12 months after the reporting date, or the department does not have an unconditional right to defer settlement to beyond 12 months after the reporting date. All other assets and liabilities are classified as non-current.

A2-4 Authorisation of Financial Statements for Issue

The financial statements are authorised for issue by the Director-General and Chief Finance Officer at the date of signing the Management Certificate.

A2-5 The Reporting Entity

The reporting entity is the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships. The financial statements include all income, expenses, assets, liabilities and equity of the department. The department has not entered into any contractual arrangements which involve the sharing of control or significant influence over another entity. As a result, the department has determined that it does not control any other entity and has no interests in unconsolidated structured entities.

A2-6 Basis of Measurement

Historical cost is used as the measurement basis in this financial report except for land and buildings which are measured at fair value.

Historical Cost

Under historical cost, assets are recorded at the amount of cash or cash equivalents paid or the fair value of the consideration given to acquire assets at the time of their acquisition. Liabilities are recorded at the amount of proceeds received in exchange for the obligation or at the amounts of cash or cash equivalents expected to be paid to satisfy the liability in the normal course of business.

Fair Value

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date under current market conditions (i.e. an exit price) regardless of whether that price is directly derived from observable inputs or estimated using another valuation technique. Where fair value is used, the fair value approach is disclosed. Refer to Note C4-7 for further information about fair value measurement by the department.

A2-7 Controlled and Administered Transactions and Balances

Transactions and balances are controlled by the department where they can be deployed for the achievement of the departmental objectives.

The department administers, but does not control, certain activities on behalf of the Queensland Government. In doing so, it has responsibility for administering those activities (and related transactions and balances) efficiently and effectively but does not have the discretion to deploy those resources for the achievement of the department's own objectives.

The department has elected to report the administered transactions and balances as notes within the agency's overall financial statements. Accounting policies applicable to administered items are consistent with the equivalent policies for controlled items, unless stated otherwise.

A2 Basis of financial Statements Preparation (Continued)

A2-7 Controlled and Administered Transactions and Balances (continued)

The department's administered ledger is used for the following purposes:

- The payment to the National Disability Insurance Agency under the National Disability Insurance Scheme.
- The payment of concessions, such as rebates on household expenses, to eligible recipients.
- The payment to the Western Cape Community Trust to provide and benefit the general welfare of the communities described under the Western Cape Co-Existence Agreement, including the Aboriginal communities and Traditional Owners of Western Cape York Peninsula.
- The payment to the Family Responsibilities Commission to support welfare reform and responsible standards of behaviour, local authority and wellbeing.

A2-8 Taxation

The department is a State body as defined under the *Income Tax Assessment Act 1936* and is exempt from Commonwealth taxation with the exception of Fringe Benefits Tax (FBT) and Goods and Services Tax (GST). FBT and GST are the only taxes accounted for by the department. GST credits receivable from, and GST payable to, the Australian Taxation Office (ATO) are recognised (refer to Note C2).

A3 National Disability Insurance Scheme

Full scheme arrangements under the Bilateral Agreement between the Commonwealth and State of Queensland on the National Disability Insurance Scheme (Full Scheme Agreement) commenced from 1 October 2020. Under the Full Scheme Agreement, Queensland has committed to paying its fixed and capped full scheme annual contribution of \$2.128 Billion, indexed at 4% per annum.

A4 Machinery-of-Government (MoG) Changes

Community Services activities were transferred to the Department of Communities, Housing and Digital Economy as part of Machinery-of-Government changes effective from 1 December 2020.

On 24 June 2022 a final transfer of assets to the Department of Communities, Housing and Digital Economy totalling \$0.013M was completed (refer to Statement of Changes in Equity and Note C4-1).

The Community Services activities continued to operate within the Department's financial and human resource systems during 2021-22 until the Department of Communities, Housing and Digital Economy (DCHDE) established its own systems. DCHDE reimbursed the department for those Community Services costs incurred: (\$17.645M) for 2021-22 (\$52.029M in 2020-21). Those transactions are not incorporated into the department's financial results.

Our Performance

B1 Revenue

B1-1 Appropriation Revenue

	2022	2021
	\$'000	\$'000
Reconciliation of Payments from Consolidated Fund to Appropriation Revenue Recognised in Operating Result		
Budgeted appropriation revenue	295,216	328,408
Treasurer's transfers	-	(5,520)
Lapsed appropriation revenue	(20,675)	(6,262)
Total Appropriation Receipts (cash)	274,541	316,626
Plus: Opening balance of departmental services revenue payable	28,263	21,652
Adjustment for Machinery-of-Government transfer	-	10,721
Less: Closing balance of departmental services revenue payable	(19,836)	(28,263)
Net Appropriation Revenue	282,968	320,736
Appropriation Revenue Recognised in Statement of Comprehensive Income	282,968	320,736

Appropriations provided under the *Appropriation Act 2021* are recognised as revenue when received. Where the department has an obligation to return unspent (or unapplied) appropriation receipts to Consolidated Fund at year end (a deferred appropriation repayable to Consolidated Fund), a liability is recognised with a corresponding reduction to appropriation revenue, reflecting the net appropriation revenue position with Consolidated Fund for the reporting period. Capital appropriations are recognised as adjustments to equity - refer to Note G1-3.

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships
Notes to the Financial Statements
for the year ended 30 June 2022

B1-2 User Charges and Fees

	2022	2021
	\$'000	\$'000
The department received the following revenue for user charges and fees during the financial year		
Disability Worker Screening application fees	8,604	4,037
Funds from National Disability Support Agency to provide specialist disability client support	919	2,860
Gambling Help counselling services and hotline*	-	2,202
Rent received from clients in specialist disability accommodation	889	676
Other fees and charges	-	403
Total User Charges and Fees	10,412	10,178

* This service has transitioned to the Department of Communities, Housing and Digital Economy in the 2020 Machinery-of-Government restructure.

B1-3 Grants and Other Contributions

	2022	2021
	\$'000	\$'000
Revenue from contracts with customers		
Commonwealth grants - specific obligations	9,789	11,374
Other grants and contributions		
Queensland Government grants	906	362
Commonwealth grants - non-specific obligations	-	95
Other grants and contributions	113	-
Services received below fair value *	401	1,658
Total	11,209	13,489

* Services received below fair value includes archiving services provided by Queensland State Archives (2021-22 \$327K, 2020-21 \$198K) and COVID 19 test kits supplied by Queensland Health (2021-22 \$74K, 2020-21 Nil). Services received below fair value in 2020-21 included \$1.4 million relating to volunteer services for Community Recovery. The Community Recovery program was transferred to Department of Communities, Housing and Digital Economy in the 2020 Machinery-of-Government changes

Accounting policy - Grants, contributions and donations

Grants, contributions and donations revenue arise from non-exchange transactions where the department does not directly give approximately equal value to the grantor.

Where the grant agreement is enforceable and contains sufficiently specific performance obligations for the department to transfer goods or services to a third-party on the grantor's behalf, the transaction is accounted for under AASB 15 *Revenue from Contracts with Customers*. In this case, revenue is initially deferred (as a contract liability) and recognised as or when the performance obligations are satisfied.

Otherwise, the grant is accounted for under AASB 1058 *Income of Not-for-Profit Entities*, whereby revenue is recognised upon receipt of the grant funding, except for special purpose capital grants received to construct non-financial assets to be controlled by the department. Special purpose capital grants are recognised as unearned revenue when received, and subsequently recognised progressively as revenue as the department satisfies its obligations under the grant through construction of the asset.

Disclosure – Grants and contributions

The department has a number of grant arrangements with the Commonwealth that relate to funding of activity-based services. One of these arrangements is for the Disability Services for Older Australians (DSOA) program and has been identified as having sufficiently specific performance obligations under enforceable grant agreements.

The remaining Commonwealth grants, although under enforceable agreements, do not contain sufficiently specific performance obligations, these grants are recognised upon receipt.

Accounting policy - Services received below fair value

Contributions of services are recognised only if the services would have been purchased if they had not been donated and their fair value can be measured reliably. Where this is the case, an equal amount is recognised as revenue and expense.

B1-4 Other Revenue

	2022	2021
	\$'000	\$'000
Expenditure recoveries	431	5
Grant and service procurement refunds [^]	1,484	2,283
Other	1,054	1,900
Total	2,969	4,188

[^] These refunds relate to the return of prior year unspent funds by non-government organisations.

B2 Expenses

B2-1 Employee Expenses

	2022	2021
	\$'000	\$'000
Employee Benefits		
Wages and salaries	167,242	162,067
Employer superannuation contributions	20,089	18,792
Annual leave levy	16,878	15,303
Long service leave levy	4,182	3,826
Other employee benefits	1,588	1,345
	209,979	201,333
Employee Related Expenses		
Workers' compensation premium	3,718	2,941
Other employee related expenses	1,211	1,414
	4,929	4,355
Total	214,908	205,688
	2022	2021
Number of full-time equivalent employees	1,796	1,888

Accounting policy – Wages and salaries

Wages and salaries due, but unpaid at reporting date, are recognised in the statement of financial performance at the current salary rates. As the department expects such liabilities to be wholly settled within 12 months of reporting date, the liabilities are recognised at undiscounted amounts. Wages and salaries include any non-vesting sick leave that has been paid by the department during the financial year.

Accounting policy - Annual leave

Under the Queensland Government's Annual Leave Central 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.

Accounting policy - 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. The levies are expensed in the period in which they are payable. Amounts paid to employees for long service leave are claimed from the scheme quarterly in arrears.

Accounting policy - Superannuation

Post-employment benefits for superannuation are provided through defined contribution (accumulation) plans or the Queensland Government's defined benefit plan (the former QSuper defined benefit categories now administered by the Government Division of the Australian Retirement Trust) as determined by the employee's conditions of employment.

Defined Contribution Plans - Contributions are made to eligible complying superannuation funds based on the rates specified in the relevant EBA or other conditions of employment. Contributions are expensed when they are paid or become payable following completion of the employee's service each pay period.

B2 – Expenses (continued)

B2-1 Employee Expenses (continued)

Defined Benefit Plan - The liability for defined benefits 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*. The amount of contributions for defined benefit plan obligations is based upon the rates determined on the advice of the State Actuary. Contributions are paid by the department at the specified rate following completion of the employee's service each pay period. The department's obligations are limited to those contributions paid.

Accounting policy - Workers compensation premiums

The department pays premiums to WorkCover Queensland in respect of its obligations for employee compensation. Workers' compensation insurance is a consequence of employing employees but is not counted in an employee's total remuneration package. It is not employee benefits and is recognised separately as employee related expenses.

Key management personnel and remuneration disclosures are detailed in Note F1.

B2-2 Supplies and Services

	2022	2021
	\$'000	\$'000
Service Procurement		
Disability Services	7,520	10,048
Seniors Services	9,988	9,946
Aboriginal and Torres Strait Islander Partnerships Services *	372	1,172
Community Services*	-	48,789
Services provided by other State Agencies under MOU ^	14,549	14,554
Property and motor vehicle expenses	11,078	10,067
Property support, repairs and maintenance costs	8,880	8,584
Professional and technical fees	8,872	9,205
Other Supplies and Services	6,377	4,174
Total	67,636	116,539

*Aboriginal and Torres Strait Islander Partnerships (ATSIP) services comparative amounts are from 13 November 2020 to 30 June 2021 due to the 2020 Machinery-of-Government changes. Community Services transactions are from 1 July 2020 to 30 November 2020 due to the Machinery-of-Government changes.

^ Services provided by other State Agencies under MOU (refer to Note F2).

Accounting policy - Property and Motor Vehicle Expenses

The majority of the property and motor vehicle expenses relate to arrangements where the Department of Energy and Public Works provides the department with access to office accommodation and motor vehicles under government-wide frameworks. These arrangements are categorised as procurement of services rather than as leases because the Department of Energy and Public Works has substantive substitution rights over the assets.

Accounting policy - Distinction between Service Procurement and Grants

For a transaction to be classified as service procurement, the value of goods or services received by the department must be of approximately equal value to the value of the consideration exchanged for those goods or services. Where this is not the substance of the arrangement, the transaction is classified as a grant (refer to Note B2-3).

B2 – Expenses (continued)

B2-3 Grants and Subsidies [^]

	2022	2021
	\$'000	\$'000
Disability Services	4,541	4,099
Seniors Services	223	520
Aboriginal and Torres Strait Islander Partnership Services *	11,099	2,922
Community Services *	-	9,221
Donations and gifts	-	1
Total	15,863	16,763

[^] Refer to B2-2 for the accounting policy on the distinction between service procurement and grants.

* ATSIP services comparative amounts are from 13 November 2020 to 30 June 2021 due to the 2020 Machinery-of-Government changes. Community Services transactions are from 1 July 2020 to 30 November 2020 due to the Machinery-of-Government changes.

B2-4 Depreciation and Amortisation

	2022	2021
	\$'000	\$'000
Depreciation - property, plant and equipment (refer C4-1)	3,701	4,756
Depreciation - right-of-use assets	-	22
Amortisation - intangible assets (refer C5-1)	83	273
Total	3,784	5,051

Refer to Notes C4-5 and C5-3 for the accounting policies for depreciation and amortisation expense.

B2-5 Other Expenses

	2022	2021
	\$'000	\$'000
Net losses on disposal of property, plant and equipment	3	209
Insurance premiums - QGIF	686	758
Queensland Audit Office - external audit fees [^]	285	285
Losses of Public Property #	814	-
Special payments - ex gratia payments	2	3
Other *	424	1,689
Total	2,214	2,944

[^] Total audit fees quoted by the Queensland Audit Office relating to the 2021-22 financial statements are \$0.285M (2020-21: \$0.285M). There are no non-audit services included in this amount.

As a result of property damage caused by a client in care, a loss of public property has been recognised. Certain losses of public property are insured with the Queensland Government Insurance Fund (QGIF). The claim made in respect of this loss has yet to be assessed by QGIF and the amount recoverable cannot be estimated reliably at reporting date. Upon notification by QGIF of the acceptance of the claim, revenue will be recognised for the agreed settlement amount and disclosed as 'Other revenue - Insurance compensation from loss of property'.

* Other expenses include services received below fair value, including archiving services provided by Queensland State Archives (2021-22 \$327K, 2020-21 \$198K) and COVID 19 test kits supplied by Queensland Health (2021-22 \$74K, 2020-21 Nil). Services received below fair value in 2020-21 included \$1.4 million relating to volunteer services for Community Recovery. The Community Recovery program was transferred to Department of Communities, Housing and Digital Economy in the 2020 Machinery-of-Government changes.

Special Payments

Special payments represent ex gratia expenditure and other expenditure that the department is not contractually or legally obligated to make to other parties. No individual special payments over \$5,000 were made during 2021-22. No individual special payments over \$5,000 were made during 2020-21.

Our Financial Position

C1 Cash and Cash Equivalents

	2022	2021
	\$'000	\$'000
Cash on hand	2	5
Cash at Bank	51,003	54,835
Total	51,005	54,840

Accounting policy - Cash and Cash equivalents

For the purposes of the statement of financial performance and the statement of cash flows, cash assets include all cash and cheques received but not banked on 30 June 2022.

The department's cash at bank as at 30 June 2022 is held with the Commonwealth Bank of Australia. The department held cash with the Queensland Treasury Corporation (QTC) to support the Elderly Parent Carer Innovation Initiative with that bank account closed in November 2021 following the conclusion of the Initiative.

C2 Receivables

	2022	2021
	\$'000	\$'000
Current		
Trade and other debtors	1,785	1,934
Less: Allowance for impairment loss	(1,060)	(1,671)
	725	263
GST input tax credits receivable	865	637
Annual leave reimbursements	4,652	4,175
Long service leave reimbursements	1,268	934
Total	7,510	6,009

Accounting policy – Receivables

Receivables are measured at amortised cost which approximates their fair value at reporting date. Trade debtors are recognised at the amounts due at the time of sale or service delivery i.e., the agreed purchase/contract price. Settlement of these amounts is required within 30 days from invoice date

Accounting policy - Impairment of receivables

The collectability of receivables is assessed periodically with provision being made for impairment. Where the department has no reasonable expectation of recovering an amount owed by a debtor, the debt is written-off by directly reducing the receivable against the loss allowance. If the amount of the debt written off exceeds the loss allowance, the excess is recognised as an impairment loss.

Disclosure - Impairment of receivables

The balance of allowance for impairment loss of \$1.060M is due to trade debtors being deemed to be likely to be uncollectable in the current and future financial years. The debts are mainly related to the transition of disability services to the National Disability Insurance Scheme (NDIS) with the department no longer holding related funding agreements.

C2 Receivables (continued)

Disclosure - COVID-19 pandemic impact

The department recognises receivables from non-government organisations when required to repay excess funds from prior years, based on the terms and conditions of their funding arrangements. To date there has been minimal impact upon related receivables beyond that which existed prior to the pandemic.

The department continues to monitor the financial viability of non-government organisations holding funding agreements to identify risks in service delivery and debt recovery.

Disclosure - Credit risk of receivables

The majority of the department's receivables are from the State Government or Commonwealth agencies who are expected to have an insignificant, and therefore immaterial, level of credit risk exposure. No loss allowance is recorded for these receivables on the basis of materiality.

C3 Non-Current Assets Held for Sale

The department has placed a property which is not suitable to support service delivery up for sale. The current carrying value of the property is \$0.880M (land \$0.500M and building \$0.380M). Refer to Note C4-1 for further details of the department's land and building assets.

C4 Property, Plant and Equipment and Depreciation Expense

C4-1 Closing Balances and Reconciliations of Carrying Amount

	2022 \$'000	2021 \$'000
Property, Plant and Equipment Reconciliation at 30 June 2022		
Land		
At fair value	55,964	50,663
	55,964	50,663
Buildings		
At fair value	204,012	178,759
Less accumulated depreciation	(57,626)	(50,541)
	146,386	128,218
Plant and equipment		
At cost	5,896	6,846
Less accumulated depreciation	(4,423)	(4,900)
	1,473	1,946
Capital works in progress		
At cost	1,350	469
	1,350	469
Total	205,173	181,296

C4 Property, Plant and Equipment (continued)

C4-1 Closing Balances and Reconciliations of Carrying Amount (continued)

	Land \$'000	Buildings \$'000	Plant and equipment \$'000	Capital works in progress \$'000	Total \$'000
Represented by Movements in Carrying Amount:					
Carrying amount at 1 July 2020	82,986	189,745	2,017	9,177	283,925
Acquisition	-	119	48	14,020	14,187
Disposals	(1,037)	(3,786)	(6)	-	(4,829)
Transfers in from other Queensland Government entities MoG	1,410	14,316	491	-	16,217
Transfers out to other Queensland Government entities MoG	(32,840)	(76,683)	(195)	(14,952)	(124,670)
Transfers between asset classes	-	7,663	113	(7,776)	-
Net revaluation increments recognised in Operating Result	144	1,078	-	-	1,222
Depreciation charge	-	(4,234)	(522)	-	(4,756)
Carrying amount at 30 June 2021	50,663	128,218	1,946	469	181,296
Carrying amount at 1 July 2021	50,663	128,218	1,946	469	181,296
Acquisition	-	-	-	2,323	2,323
Disposals #	-	(814)	(3)	-	(817)
Transfers out to other Queensland Government entities MoG ^	-	-	(13)	-	(13)
Assets reclassified as held for sale	(500)	(380)	-	-	(880)
Transfers between asset classes	-	1,420	22	(1,442)	-
Net revaluation increments recognised in Operating Result	6,296	22,273	-	-	28,569
Transfer of assets to other entities *	(495)	(1,109)	-	-	(1,604)
Depreciation charge	-	(3,222)	(479)	-	(3,701)
Carrying amount at 30 June 2022	55,964	146,386	1,473	1,350	205,173

Refer to Note B2-5 for further information.

^ Final transfer of assets to the Department of Communities, Housing and Digital Economy. Refer to note A4 Machinery-of-Government (MoG) Changes.

*The department transferred land and building, Olandi Hall, to the Torres Shire Council. The transaction has been recognised as a reduction in Controlled Equity and recognition of the asset transfer as an Administered Grant. Refer to the Statement of Changes in Equity and Note G1-6 for further information.

C4 Property, Plant and Equipment (continued)

C4-2 Recognition and Acquisition

Accounting policy – Recognition

Basis of Capitalisation and Recognition Thresholds

Items of property, plant and equipment with a historical cost or other value equal to or in excess of the following thresholds are recognised as assets for financial reporting purposes in the year of acquisition:

Buildings (including land improvements)	\$10,000
Land	\$1
Plant and equipment	\$5,000

Items with a lesser value are expensed in the year of acquisition.

Expenditure on property, plant and equipment is capitalised where it is probable that it will increase the service potential or useful life of the existing asset. Maintenance expenditure that merely restores original service potential (lost through ordinary wear and tear) is expensed.

Separately identified components of assets are measured on the same basis as the assets to which they relate.

Accounting policy - Cost of Acquisition

Historical cost is used for the initial recording of all property, plant and equipment acquisitions. Historical cost is determined as the value given as consideration and costs incidental to the acquisition (such as architect's fees and engineering design fees), plus all other costs incurred in getting the assets ready for use.

Where assets are received free of charge from another State Government entity, whether as a result of a Machinery-of-Government change, or other involuntary transfer, the acquisition is recognised as the carrying amount in the books of the other entity immediately prior to the transfer.

C4-3 Measurement Using Historical Cost

Accounting policy

Plant and equipment are measured at historical cost in accordance with the Queensland Treasury's Non-Current Asset Policies (NCAP) for the Queensland Public Sector. The carrying amounts for such plant and equipment is not materially different from their fair value.

C4-4 Measurement Using Fair Value

Accounting policy

Land, buildings, infrastructure, major plant and equipment and heritage and cultural assets are measured at fair value as required by Queensland Treasury's Non-Current Asset Policies for the Queensland Public Sector. These assets are reported at their revalued amounts, being the fair value at the date of valuation, less any subsequent accumulated depreciation (refer to Note C4-1).

The cost of items acquired during the financial year has been judged by management to materially represent their fair value at the end of the reporting period.

Comprehensive revaluations using independent professional valuers are undertaken at least once every five years, with the application of appropriate and relevant asset market indices in interceding years. However, if a particular asset class experiences significant and volatile changes in fair value, the class is subject to specific appraisal in the reporting period, where practicable, regardless of the timing of the last specific appraisal.

The fair values reported by the department are based on appropriate valuation techniques that maximise the use of available and relevant observable inputs and minimise the use of unobservable inputs. Materiality is considered in determining whether the difference between the carrying amount and the fair value of an asset is material (in which case revaluation is warranted).

C4 Property, Plant and Equipment (continued)

C4-4 Measurement Using Fair Value (continued)

Use of Specific Appraisals

The department's land and buildings were revalued by independent professional valuers, APV Valuers & Asset Management (APV) valuers certificates 2962 and 4079, in the current financial year. The effective date of the revaluation is 30 June 2022. Management have confirmed there has been no significant shift in the values since then.

Use of Indices

APV undertook specific appraisals of land and building assets supporting the Aboriginal and Torres Strait Islander Partnerships Service Area and undertook a desktop revaluation of land and building supporting the Disability Services and Seniors Services Service Areas. Both revaluation processes included the application of relevant land and building industry indices in the assessment of the asset values (refer to Note C4-7).

APV provides assurance of the robustness, validity and appropriateness of the indices for application to the relevant assets. Management assesses and confirms the relevance and suitability of indices provided by APV based on the department's own particular circumstances.

Accounting for Changes in Fair Value

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 it reverses a revaluation decrement for the class previously recognised as an expense. A decrease in the carrying amount of an asset on revaluation is charged as an expense, to the extent it exceeds the balance if any, in the revaluation surplus relating to the asset class.

The department depleted its asset revaluation reserve in the 2011-12 financial year and a \$201.000M revaluation decrement was recognised. The decrement was due to the revaluation of rental housing stock at fair value prior to the asset transfer to the former Department of Housing and Public Works. The fair value of the housing stock was significantly lower than the book value due to economic factors impacting on the property market at that time.

In accordance with Australian Accounting Standards, the revaluation increment on the department's land and buildings in 2021-22 has been recognised as revenue in the statement of comprehensive income, as a reversal of the revaluation decrement.

As at 30 June 2022, the carrying amount of the asset revaluation decrements were \$64.892M (2020-21: \$71.187M) for land and \$53.1201M (2020-21: \$75.394M) for buildings.

C4-5 Depreciation Expense

Accounting policy

Property, plant and equipment is depreciated on a straight-line basis so as to allocate the net cost or revalued amount of each asset, less any estimated residual value, progressively over its estimated useful life to the department. The remaining useful lives of buildings, plant and equipment are reviewed annually.

Land is not depreciated as it has an unlimited useful life.

Straight line depreciation is used as that is consistent with the even consumption of service potential of these assets over their useful life to the department.

Assets under construction (work-in-progress) are not depreciated until construction is complete and the asset is put to use or is ready for its intended use, whichever is the earlier. These assets are then reclassified to the relevant class within property, plant and equipment.

The depreciable amount of improvements to or on leasehold land is allocated progressively over the estimated useful lives of the improvements or the unexpired period of the lease, whichever is the shorter. The unexpired period of a lease includes any option period where exercise of the option is probable.

For the department's depreciable assets, the estimated amount to be received on the disposal at the end of their useful life (residual value) is determined to be zero.

C4 Property, Plant and Equipment (continued)

C4-5 Depreciation Expense (continued)

Depreciation Rates

Key Estimates: Depreciation rates for each class of depreciable asset (including significant identifiable components):

Asset	Range of Useful Life	Average Useful Life
Buildings	23 – 97 years	58
Plant and Equipment	2 – 19 years	12

C4-6 Impairment

Accounting policy - Property, Plant and Equipment

Indicators of Impairment and Determining Recoverable Amount

All property, plant and equipment assets are assessed for indicators of impairment on an annual basis or, where the asset is measured at fair value, for indicators of a change in fair value/service potential since the last valuation was completed.

Where indicators of a material change in fair value or service potential since the last valuation arise, the asset is revalued at the reporting date under AASB 13 *Fair Value Measurement*. If an indicator of possible impairment exists, the department determines the asset's recoverable amount under AASB 136 *Impairment of Assets*. Recoverable amount is equal to the higher of the fair value less costs of disposal.

C4-7 Fair Value Measurement

Fair Value Measurement Hierarchy

All assets of the department for which fair value is measured are categorised within the following fair value hierarchy:

- level 1 - represents fair value measurements that reflect unadjusted quoted market prices in active markets for identical assets and liabilities;
- level 2 - represents fair value measurements that are substantially derived from inputs (other than quoted prices included within level 1) that are observable, either directly or indirectly; and
- level 3 - represents fair value measurements that are substantially derived from unobservable inputs.

None of the department's valuations of assets or liabilities are eligible for categorisation into level 1.

Categorisation of Assets Measured at Fair Value

	Level 2		Level 3		Total Carrying Amount	
	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000
Land *	55,964	50,663	-	-	55,964	50,663
Buildings ^	9,052	8,728	137,334	119,490	146,386	128,218

* Level 2 Land assets primarily reflect land under buildings supporting disability services.

^ Level 2 Building assets primarily reflect houses to support disability services that are assessed as having a market value within the general real estate market due to their limited specific design features compared to more special purpose facilities (which are assessed as Level 3 buildings).

* Level 3 The department is the trustee of various reserve lands which are valued at a nominal value of \$1 per parcel as land is held in trust for the local community – refer Note C4-7.

^ Level 3 Buildings include special purpose designed houses and facilities to support disability services, and special purpose buildings to support Retail Stores operations in remote discrete communities

C4 Property, Plant and Equipment (continued)

C4-7 Fair Value Measurement (continued)

	Land		Buildings	
	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000
Level 3 Fair Value Measurement - Reconciliation				
Carrying amount at 1 July 2021	-	170	119,490	181,610
Acquisitions		-	-	119
Disposals		-	(814)	(2,928)
Transfers in from other Queensland Government entities MoG		-		12,082
Transfers out to other Queensland Government entities MoG		(170)		(75,733)
Transfers between asset classes		-	1,193	7,637
Net revaluation increments in operating surplus		-	20,512	714
Depreciation		-	(3,047)	(4,011)
Carrying amount at 30 June 2022	-	-	137,334	119,490

Basis for Fair Values of Assets

APV undertook specific appraisals of land and building assets supporting the Aboriginal and Torres Strait Islander Partnerships Service Area and undertook a desktop revaluation of land and building assets supporting the Disability Services and Seniors Services Service Areas.

The valuation approach for the department's land assets is a market-based assessment where a commercial market exists. Inputs for this assessment include publicly available data on recently sold properties which are of a similar type. This comparison is adjusted to take into consideration the characteristics of the land, such as size, zoning, topography and configuration etc.

The department's general-purpose buildings (level 2 category) also reflect a market-based assessment as their valuation approach. This included residential properties where the relevant inputs were able to be observed from current market evidence. The residential properties fair value has been derived from sales prices of comparable properties after adjusting for differences in key attributes such as property size.

The department's special purpose buildings (level 3 category) as well as buildings where due to external circumstances there was no evidence to support a market-based approach, are valued using current replacement cost as their valuation approach. Under this approach the cost to replace the asset is calculated and then adjusted to take account of any obsolescence. Key inputs used in this approach include the condition of the building assets, legal and commercial obsolescence. Current replacement cost is estimated based on data from construction guides including Rawlinson's Construction Guide and the Cordell Construction Cost Index, data from the Australian Bureau of Statistics, and APV Valuers internal research.

The department is the trustee of various reserve lands which are valued at a nominal value of \$1 per parcel as land is held in trust for the local community - Deed of Grant in Trust (DOGIT) Land. The department controls buildings on those reserve lands, including Retail Stores and other buildings (refer Note C4-8). As there is no active market for departmentally owned buildings on DOGIT land, the current replacement cost approach is used.

C4 Property, Plant and Equipment (continued)

C4-8 Retail Stores and Community Facilities Divestment Program

The department is the trustee of various reserve lands located within discrete indigenous communities, urban communities and islands in the Torres Strait, some of which have community facilities attached used by the local communities. The department is assessing options to transfer these assets to Traditional Owners or local councils, and there is no certainty as to likely outcomes over the foreseeable future. Until agreement is reached with the Traditional Owners and relevant local councils for these prospective transfers, the department will continue to control these assets.

These assets include:

- Mona Mona (land held in trust and a meeting shed) - value \$0.892M
- Residential dwellings and land held in trust, Irvinebank - value \$0.245M
- A number of reserves in remote locations in the Torres Strait and on the mainland. The majority of these reserves are valued at \$1 in accordance with The Land Act 1994 which enables unallocated state land held in trust for the local community to be valued at a nominal amount.

The department transferred Olandi Hall (land net book value of \$0.495 million and a building net book value of \$1.109 million) to the Torres Shire Council during 2021-22. The transaction has been recognised as a reduction in Controlled Equity and recognition of the asset transfer as an Administered Grant (\$1.604 million). Refer to the Statement of Changes in Equity and Note G1-6 for further information.

The department currently controls a number of Retail Stores and associated housing assets in remote communities. These assets are valued at \$10.302M. Community Enterprise Queensland currently operates the Retail Stores on behalf of the department under memorandum of understanding arrangements whereby Community Enterprise Queensland reimburses the department's depreciation expenses. The department also controls the Lockhart River Multi-Tenant Service Centre \$1.997M.

C5 Intangibles

C5-1 Closing Balances and Reconciliations of Carrying Amount

	2022 \$'000	2021 \$'000
Intangible Assets Reconciliation at 30 June 2022		
Internally Generated		
Software - internally generated (at cost)	871	1,215
Less accumulated amortisation	(433)	(606)
Total	438	609

Intangibles (continued)

C5-1 Closing Balances and Reconciliations of Carrying Amount (continued)

Represented by Movements in Carrying Amount:

	Software internally generated	Software works in progress	Total
	\$'000	\$'000	\$'000
Carrying amount at 1 July 2020	2,148	571	2,719
Additions	-	13	13
Transfer in from other Queensland Government Entities MoG	142	-	142
Adjustments MoG	(3)	-	(3)
Transfers between classes	584	(584)	-
Transfers out to other Queensland Government entities MoG	(1,989)	-	(1,989)
Amortisation	(273)	-	(273)
Carrying amount at 30 June 2021	609	-	609
Carrying amount at 1 July 2021	609	-	609
Disposals	(88)	-	(88)
Amortisation	(83)	-	(83)
Carrying amount at 30 June 2022	438	-	438

C5-2 – Recognition and Measurement

Accounting policy

Intangible assets of the department comprise internally developed software and software works in progress. Intangible assets with a historical cost or other value equal to or greater than \$100,000 are recognised in the financial statements. Items with a lesser value are expensed. Any training costs are expensed as incurred.

There is no active market for any of the department's intangible assets. As such, the assets are recognised and carried at historical cost less accumulated amortisation and accumulated impairment losses.

Refer to Note F3-1 for accounting policy on Cloud Computing Arrangements.

C5-3 Amortisation Expense

All intangible assets of the department have finite useful lives and are amortised on a straight-line basis over their estimated useful life to the department. Straight line amortisation is used reflecting the expected consumption of economic benefits on a progressive basis over the intangible's useful life. The residual value of all the department's intangible assets is nil. For each class of intangible asset, the following amortisation useful lives are used:

Asset	Useful Life
Software Internally Generated	7 years

C5-4 Impairment

Accounting policy – Intangibles

All 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. Any amount by which the asset's carrying amount exceeds the recoverable amount is recorded as an impairment loss.

Intangible assets are principally assessed for impairment by reference to the actual and expected continuing use of the asset by the department, including discontinuing the use of the software or patent. Recoverable amount is determined as the higher of the asset's fair value less costs to sell and its value-in-use.

C6 Payables

	2022	2021
	\$'000	\$'000
Current		
Trade creditors and accruals	4,943	8,074
Grants and subsidies payable	1,619	1,359
Deferred appropriation payable to Consolidated Fund	19,836	28,263
Other	84	230
Total	26,482	37,926

Accounting policy – Payables

Trade creditors are recognised upon receipt of the goods or services ordered and are measured at the agreed purchase or contract price, gross of applicable trade and other discounts. Amounts owing are unsecured.

Disclosure - COVID-19 pandemic impact

In response to COVID-19 the State Government announced a new payment policy to assist suppliers with the financial impact of the pandemic. The department now pays suppliers as soon as possible after the goods or services are received and following receipt of a tax invoice. There is no cash risk to the department. The department continues to monitor the financial viability of major non-government suppliers annually to identify risks to provision of government services.

C7 Accrued Employee Benefits

	2022	2021
	\$'000	\$'000
Salaries and wages payable	3,160	2,943
Annual leave levy payable	4,862	4,759
Long service leave levy payable	1,239	1,109
Total	9,261	8,811

Accounting policy - Accrued Employee Benefits

No provision for annual leave or long service 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 AASB 1049 *Whole of Government and General Government Sector Financial Reporting*.

C8 Equity

C8-1 Contributed Equity

Interpretation 1038 *Contributions by Owners Made to Wholly-Owned Public Sector Entities* specifies the principles for recognising contributed equity by the department. The following items are recognised as contributed equity by the department during the reporting and comparative years:

- Appropriations for equity adjustments (refer Note C8-2); and
- Non-reciprocal transfers of assets and liabilities between Wholly-Owned Queensland State Public Sector entities as a result of Machinery-of-Government changes (refer Note A4).

C8 Equity (continued)

C8-2 Appropriations Recognised in Equity

	2022 \$'000	2021 \$'000
Reconciliation of Payments from Consolidated Fund to Equity Adjustment		
Budgeted equity adjustment appropriation	6,670	9,470
Lapsed Appropriation s29	(4,609)	(4,520)
Equity Adjustment Receipts (Payments)	2,061	4,950
Plus: Opening balance of equity adjustment payable	449	-
Less: Closing balance of equity adjustment payable	-	(449)
Equity Adjustment Recognised in Contributed Equity	2,510	4,501

Risks and Other Accounting Uncertainties

D1 Financial Risk Disclosures

D1-1 Financial Instrument Categories

Financial assets and financial liabilities are recognised in the statement of financial position when the department becomes party to the contractual provisions of the financial instrument.

The department has the following categories of financial assets and financial liabilities:

	Note	2022 \$'000	2021 \$'000
Financial Assets			
Cash and cash equivalents	C1	51,005	54,840
Financial assets at amortised cost:			
Current Receivables	C2	7,510	6,009
Total financial assets		58,515	60,849
Financial Liabilities			
Financial liabilities at amortised cost:			
Payables	C6	26,482	37,926
Total financial liabilities at amortised cost		26,482	37,926

D1-2 Risks Arising from Financial Instruments

Financial risk management is implemented pursuant to government and departmental policy. These policies focus on the unpredictability of financial markets and seek to minimise potential adverse effects on the financial performance of the department.

All financial risk is managed by the accounting and reporting division under policies approved by the department. The department provides written principles for overall risk management, as well as policies covering specific areas.

The department measures risk exposure using a variety of methods as follows:

Risk Exposure	Measurement Method
Credit risk	Ageing analysis, earnings at risk
Liquidity risk	Sensitivity analysis, where material
Market risk	Interest rate sensitivity analysis, where material

D1-3 Credit Risk Disclosures

Credit risk management practices

The department typically considers a financial asset to be in default when it becomes 90 days past due. However, a financial asset can be in default before that point if information indicates that the department is unlikely to receive the outstanding amounts in full. The department's assessment of default does not take into account any collateral or other credit enhancements

Credit risk exposure

Credit risk exposure relating to receivables is disclosed in Note C2.

D1-4 Liquidity Risk

There are no material liquidity, market and credit risks for the department. A sensitivity analysis has not been undertaken for the interest rate risk of the department as it has been determined that the possible impact on income from fluctuations in interest rates is immaterial.

Management review and follow up aged receivables monthly to minimise the credit risk exposure of the department.

D2 Contingencies

D2-1 Contingent Asset

Prior to the introduction of the NDIS, the department provided capital grant funds to some Non-Government Organisations (NGOs) for the purpose of provisioning property and facilities to support the delivery of disability services. Under these capital grant funding agreements, the Department retains a mortgage over the property to secure the payment of any money that may become owing to the Department should the conditions of the funding agreement not be met. The likelihood of these Agreements being breached is considered low and cannot be reliably measured.

D2-2 Native Title Claims over Departmental Assets

As at reporting date native title claims exist that covers departmental land with buildings and site improvements totalling \$0.160M. At the reporting date it is not possible to make an estimate of any probable outcome of these claims, or any financial effects.

D3 Commitments

D3-1 Capital Commitments

Commitments for capital expenditure at reporting date (inclusive of non-recoverable GST input tax credits) are payable:

	No later than one year		Later than one year and not later than five years		Longer than five years		Total	
	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000
Payable								
Land and buildings	257	1,287	-	-	-	-	257	1,287
Plant and equipment	83	-	-	-	-	-	83	-
Total	340	1,287	-	-	-	-	340	1,287

Performance compared to Budget

E1 Budgetary Reporting Disclosures

E1-1 Explanation of Major Variances – Statement of comprehensive income

Appropriation Revenue

Appropriation revenue is \$14.176M lower than the budget of \$297.144M principally reflecting a reduction of \$9M in Appropriation revenue to offset user charges revenue retained to fund the costs associated with the processing of Disability Worker Screening applications for individuals seeking to be engaged in roles that require either a NDIS or state based worker screening clearance; and reflecting a range of timing adjustments for initiatives including splash parks in remote communities and the alcohol management program.

User charges and fees

User charges and fees is \$9.263M higher than the budget of \$1.149M reflecting the retention of revenues to offset costs associated with the processing of Disability Worker Screening applications. The revenue was originally budgeted as Appropriation revenue.

Grants and other contributions

Grants and other contributions for 2021-22 includes revenue for the delivery of a range of disability support services for older Australians funded by the Commonwealth government. Revenue is \$1.164M below the budget of \$12.373M principally due to the number of clients supported by the department declining as they exit the department's care.

Reversal of revaluation decrement

The balance of \$28.569M represents the increment of the annual revaluation of land and building assets which reverses historical revaluation decrements. These asset movements are not budgeted for due to the uncertain outcomes of asset values across financial years.

Other revenue

Other revenue is \$2.105M higher than the budget of \$0.864M principally reflecting the return of grant funds unspent from prior years of \$1.484M and general expenditure recoveries of \$0.431M which are not budgeted for due to the variable nature of these events.

Employee Expenses

Employee expenses are \$11.115M higher than the budget of \$203.793M principally reflecting Enterprise Bargaining increases which were approved post the publication of the 2021-22 Budget, and the provision of disability support services by employees for older Australians which was originally budgeted for as service procurement.

Supplies and services

Supplies and services expenses were \$22.449M lower than the budget of \$90.085M. The original budget included estimated service procurement expenses of \$10M for the delivery of disability support services for older Australians that were ultimately delivered by employees. Actual expenses are also lower, reflecting a range of timing adjustments for initiatives including land planning programs, with the ability to engage fully with local community and stakeholders impacted due to the ongoing effects of the COVID-19 pandemic. The reclassification of several programs from supplies and services to grants and subsidies in accordance with accounting policy also reduced actual expenses in this category.

Grants and subsidies

Grants and subsidies expenses were \$6.751M higher than the budget of \$9.112M reflecting initiatives rescheduled from 2020-21. The associated funding was deferred from 2020-21, post the publication of the 2021-22 Budget. These programs were rescheduled because of the COVID-19 pandemic where the ability to engage fully with local communities and operationalise initiatives was affected. Expenses were also higher reflecting the reclassification of several programs from supplies and services to grants and subsidies in accordance with accounting policy.

E1 Budgetary Reporting Disclosures (continued)

E1-1 Explanation of Major Variances – Statement of comprehensive income (continued)

Depreciation and amortisation

Depreciation and amortisation expenses were \$3.176M lower than the budget of \$6.960M, reflecting the recalibration of the asset portfolio and commensurate depreciation budget following the December 2020 Machinery-of-Government changes, and the relieving of non-current assets in the current year.

Other expenses

Other expenses are \$1.109M higher than the budget of \$1.105M principally due to the recognition of a property loss as disclosed in Note B2-5.

E1-2 Explanation of Major Variances – Statement of financial performance

Cash

The Cash balance is \$26.754M higher than the budget of \$24.251M principally reflecting cash held of \$19.836M which represents the Appropriation payable to be returned to the Consolidated Fund.

Receivables

Receivables are \$2.966M higher than the budget of \$4.544M principally reflecting a higher level of annual and long service leave claims receivable under the Queensland Government's Annual Leave Central Scheme than forecast.

Property, Plant and Equipment

Property, Plant and equipment is \$21.385M higher than the budget of \$183.788M reflecting asset revaluation increases as summarised in Note C4-1.

Payables

Payables are \$22.092M higher than the budget of \$4.390M principally reflecting the \$19.836M Appropriation payable to be returned to the Consolidated Fund.

E1-3 Explanation of Major Variances – Statement of Cash Flows

Service appropriation receipts

Appropriation receipts are \$20.675M lower than budget of \$295.216M principally reflecting a reduction of \$9M in Appropriation revenue to offset user charges revenue retained to fund the costs associated with the processing of Disability Worker Screening applications for individuals seeking to be engaged in roles that require either a NDIS or state based worker screening clearance, and reflecting a range of timing adjustments for initiatives including splash parks in remote communities and the alcohol management program.

E1 Budgetary Reporting Disclosures (continued)

E1-3 Explanation of Major Variances – Statement of Cash Flows (continued)

User charges and fees

User charges and fees are \$8.800M higher than budget of \$1.149M reflecting the retention of revenues to offset costs associated with the processing of Disability Worker Screening applications. The revenue was originally budgeted as Appropriation receipts.

Grants and other contributions

Grants and other contributions for 2021-22 includes revenue for the delivery of a range of disability support services for older Australians funded by the Commonwealth government. Revenue is \$1.151M below the budget of \$12.048M principally due to the number of clients supported by the department is declining as they exit the department's care.

GST Input tax credits received from ATO

GST input tax credits are lower than budget due to service procurement expenditure reducing because of the introduction of the NDIS. Disability services non-government organisations now receive funding directly from the NDIS.

Other inflows

Other cash inflows are \$3.037M higher than the budget of \$0.827M principally reflecting the return of grant funds unspent from prior years and general expenditure recoveries which are not budgeted for due to the variable nature of these events.

Employee expenses

Employee expenses are \$10.821M higher than the budget of \$203.793M principally reflecting Enterprise Bargaining increases which were approved post the publication of the 2021-22 Budget, and the provision of disability support services by employees for older Australians which was originally budgeted for as service procurement.

Supplies and services

Supplies and services expenses were \$19.490M lower than the budget of \$90.385M. The original budget included estimated service procurement expenses of \$10M for the delivery of disability support services for older Australians that were ultimately delivered by employees. Actual expenses are also lower reflecting a range of timing adjustments for initiatives including land planning programs, with the ability to engage fully with local community and stakeholders impacted due to the ongoing effects of the COVID-19 pandemic. The reclassification of several programs from supplies and services to grants and subsidies in accordance with accounting policy also reduced actual expenses in this category.

Grants and subsidies

Grants and subsidies expenses were \$6.450M higher than the budget of \$9.112M reflecting initiatives rescheduled from 2020-21. The associated funding was deferred from 2020-21, post the publication of the 2021-22 Budget. These programs were rescheduled because of the COVID-19 pandemic where the ability to engage fully with local communities and operationalise initiatives was affected. Expenses were also higher reflecting the reclassification of several programs from supplies and services to grants and subsidies in accordance with accounting policy.

GST paid to suppliers

GST paid to suppliers is lower than budget due service procurement expenditure reducing because of the introduction of the NDIS. Disability services non-government organisations now receive funding directly from the NDIS.

Payments for property, plant and equipment

Payments for property, plant and equipment are \$5.356M below the budget of \$7.572M principally reflecting the rescheduling of expenditure as complex land and environmental planning requirements were required to be met before works could commence at the Wacol disability services precinct, and the project further affected by inclement weather conditions which delayed construction.

Equity Injection

Equity injections are \$4.426M below the budget of \$6.670M principally reflecting the rescheduling of expenditure as complex land and environmental planning requirements were required to be met before works could commence at the Wacol disability services precinct, and the project further affected by inclement weather conditions which delayed construction.

Other Key Information

F1 Key Management Personnel Disclosures

F1-1 Details of Key Management Personnel and Remuneration Expense

The department's responsible Minister is identified as part of the department's Key Management Personnel (KMP), consistent with additional guidance included in AASB 124 *Related Party Disclosures*. The department operated under the Honourable Craig Crawford MP, Minister for Seniors and Disability Services and Minister for Aboriginal and Torres Strait Islander Partnerships from 1 July 2021 to 30 June 2022. The following details for non-ministerial KMP reflect those departmental positions that had authority and responsibility for planning, directing and controlling the activities of the department during 2021-22 and 2020-21. Further information about these positions can be found in the body of the Annual Report under the section relating to Executive Management.

The following disclosures focus on the expenses incurred by the department attributable to non-Ministerial KMP during the respective reporting periods. The amounts disclosed are determined on the same basis as expenses recognised in the Statement of Comprehensive Income. The remuneration expenses disclosed include the substantive KMP's remuneration expenses as well as remuneration earned while he/she has acted in another KMP position throughout the financial year on a short-term basis. It does not include non-KMPs acting in the position less than three months.

1 July 2021 - 30 June 2022	Short Term Employee Expenses		Other Employee Benefits			Total Expenses
	Monetary Expenses	Non Monetary Benefits	Long Term Employee Expenses	Post Employment Expenses	Termination Benefits	
Position	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Director-General	465	6	11	54	-	536
Associate Director-General, Seniors and Disability Services (01/07/2021 to 01/10/2021)	89	1	2	11	-	103
Deputy Director-General, Corporate Services (commenced 07/03/2022) *	79	2	2	8	-	91
Deputy Director-General, Corporate Services (acting 05/10/2021 to 06/03/2022) ^	102	2	2	8	-	114
Deputy Director-General, Culture and Economic Policy	264	6	6	27	-	303
Deputy Director-General, Strategic Policy, Legislation and Program Reform	258	6	6	27	-	297
Deputy Director-General, Disability Connect Queensland	260	5	6	24	-	295
Deputy Director-General, Disability Accommodation, Respite and Forensic Services	274	5	6	26	-	311
Chief Human Resources Officer	235	5	5	22	-	267
Chief Finance Officer	137	3	3	15	-	158
Chief Finance Officer (acting 29/09/2021 to 06/03/2022) #	106	1	2	8	-	117

* The Deputy Director General, Corporate Services position took effect from 5 October 2021. The duties of the position were previously encompassed within the role of Deputy Director-General Policy & Corporate Services.

^ The Chief Finance Officer was acting Deputy Director-General, Corporate Services from 5 October 2021 to 6 March 2022.

The Director Financial Management, which is a non KMP position, was acting as Chief Finance Officer from 29 September 2021 to 6 March 2022.

F1 Key Management Personnel Disclosures (continued)

F1-1 Details of Key Management Personnel and Remuneration Expense (continued)

1 December 2020 - 30 June 2021	Short Term Employee Expenses		Other Employee Benefits			Total Expenses
	Monetary Expenses	Non Monetary Benefits	Long Term Employee Expenses	Post Employment Expenses	Termination Benefits	
	\$'000	\$'000	\$'000	\$'000	\$'000	
Position						
Director-General	279	2	7	34	-	322
Associate Director-General Seniors and Disability Services	200	2	4	25	-	231
Deputy Director-General Culture and Economic Participation	148	2	3	16	-	169
Deputy Director-General Policy & Corporate Services	122	2	3	14	-	141
Assistant Director-General, Disability and Seniors Connect	120	2	3	14	-	139
Assistant Director-General, Disability Accommodation, Respite and Forensic Services	143	2	3	15	-	163
Chief Human Resources Officer	125	2	3	13	-	143
Chief Finance Officer	120	2	3	13	-	138

1 July 2020 - 30 November 2020	Short Term Employee Expenses		Other Employee Benefits			Total Expenses
	Monetary Expenses	Non Monetary Benefits	Long Term Employee Expenses	Post Employment Expenses	Termination Benefits	
	\$'000	\$'000	\$'000	\$'000	\$'000	
Position						
Director-General	143	2	3	18	-	166
Assistant Director-General (Community Services and Seniors)	95	1	2	11	-	109
Assistant Director-General (Disability, Accommodation and Respite Services)	104	1	2	11	-	118
Assistant Director-General (Disability Connect Queensland)	88	1	2	10	-	101
Assistant Director-General (Corporate Services)	91	1	2	10	-	104
Executive Director (Strategic Policy and Legislation)	74	1	2	9	-	86
Chief Human Resources Officer	89	1	2	9	-	101
Chief Finance Officer	84	1	2	9	-	96

F1 Key Management Personnel Disclosures (continued)

F1-2 Remuneration Policies

Ministerial remuneration entitlements are outlined in the Legislative Assembly of Queensland's Members' Remuneration Handbook. The department does not bear any cost of remuneration of Ministers. The majority of Ministerial entitlements are paid by the Legislative Assembly, with the remaining entitlements being provided by Ministerial Services Branch within the Department of the Premier and Cabinet. As all Ministers are reported as KMP of the Queensland Government, aggregate remuneration expenses for all Ministers is disclosed in the Queensland General Government and Whole of Government Consolidated Financial Statements, which are published as part of Queensland Treasury's Report on State Finances.

Remuneration policy for the department's other KMP is set by the Queensland Public Service Commission as provided for under the Public Service Act 2008. Individual remuneration and other terms of employment (including motor vehicle entitlements and performance payments if applicable) are specified in employment contracts.

Remuneration expenses for those KMP comprise the following components:

Short-term employee expenses, including:

- salaries, allowances and leave entitlements earned and expensed for the entire year, or for that part of the year during which the employee occupied a KMP position;
- performance payments recognised as an expense during the year; and
- non-monetary benefits - consisting of provision of vehicle together with fringe benefits tax applicable to the benefit

Long term employee expenses include amounts expensed in respect of long service leave entitlements earned.

Post-employment expenses include amounts expensed in respect of employer superannuation obligations.

Termination benefits include payments in lieu of notice on termination and other lump sum separation entitlements (excluding annual and long service leave entitlements) payable on termination of employment or acceptance of an offer of termination of employment.

F1-3 Performance Payments

No remuneration packages for KMP provide for any performance or bonus payments.

F2 Related Party Transactions

F2-1 Transactions with other Queensland Government-controlled entities

The department's primary ongoing sources of funding from State Government for its services are appropriation revenue (refer Note B1-1) and equity injections (refer Note C8-2), both of which are provided in cash via Queensland Treasury.

The department's primary source of accommodation, motor vehicles and asset works and repairs are managed through the Department of Energy and Public Works.

The department purchases a range of services provided by other State Agencies under Memorandum of Understanding arrangements (MOU). These includes Information, Communication and Technology services from the Department of Children, Youth Justice and Multicultural Affairs, and transactional payroll and financial processing services from the Department of Communities, Housing and Digital Economy.

The department also purchases services from Queensland Police and the Department of Transport and Main Roads to support Disability Worker Screening processes (refer Note B2-2).

F2-2 Transactions with people/entities related to KMP

Based upon KMP declarations, there have been no transactions with related parties that have materially affected the agency's operating result and/or financial position.

F3 First Year Application of New Accounting Standards or Change in Accounting Policy

Accounting standards applied for the first time

No new accounting standards or interpretations that apply to the department for the first time in 2021-22 had any material impact on the financial statements.

Following the issuance of IFRIC's agenda decision on Configuration or Customisation Costs in a Cloud Computing Arrangement in April 2021, the department has changed its accounting policy for certain cloud computing and software-as-a-service (SaaS) costs. The effect of this change is detailed in Note F3-1 below.

Accounting standards early adopted

No Australian Accounting Standards have been early adopted for 2021-22.

F3-1 Configuration or Customisation Costs in a Cloud Computing Arrangement

Summary of change in accounting policy

The department changed its accounting policies in 2021-22 after completing a full analysis of the department's previously capitalised software in response to the IFRIC agenda decision released in March 2021.

The department's new accounting policy now considers where the software code resides, whether it is identifiable and whether the department has the power to both obtain economic benefits from the software and restrict the access of others to those benefits. Configuration or customisation costs that do not qualify for recognition as an intangible asset are further assessed as to the appropriate timing of expense recognition, using the following criteria:

- (a) Where the configuration or customisation is considered a distinct (i.e. separately identifiable) service from the subsequent access to the cloud software, the costs are expensed when the configuration or customisation services are received. This is typically the case when the vendor providing the services is different from the vendor providing access to the software.
- (b) Where the configuration or customisation is not a distinct service from the department's right to access the software, the costs are expensed over the period of access on a straight-line basis. A prepayment asset is recognised when the payment is made upfront. This is usually the case when the same vendor is providing both the configuration or customisation services and the access to the cloud software.

Any software that qualifies as an intangible asset is recognised and accounted for in accordance with the department's existing accounting policies on software assets in Note C5, which have not changed.

The changes have been applied retrospectively with an adjustment of comparative opening balances at 1 July 2020. However, a separate statement of financial position as at 1 July 2020 is not provided because the overall impact of these changes is not considered material.

Impact of changes

As a result of the change in accounting policy, \$0.507M of capitalised software intangible assets as at 1 July 2020 have been expensed through opening accumulated surplus, with a \$0.066M reduction in 2020-21's reported amortisation expense.

F4 Climate Risk Assessment

The department has not identified any material climate related risks relevant to the financial report at the reporting date. The department continues to monitor the emergence of such risks under the Queensland Government's Climate Transition Strategy, and Climate Action Plan 2030.

F5 Impact of COVID-19 Pandemic

The department provided the financial assistance below during the financial year as a result of the pandemic. The assistance has a limited life and expenditure between years is not comparable.

Expenditure recognised in the statement of comprehensive income - administered includes the following items under the heading of grants and subsidies.

- \$0.316M in electricity relief payments provided under the State Government Power Bill Relief Package for small and medium business enterprises with consumption less than 100,000 kilowatt hours (kWh), with a \$500 rebate being automatically applied to electricity accounts. \$6.708M provided in 2020-21.
- \$0.317M in electricity relief payments provided under the State Government Household Utility Assistance Package to Queensland residential households, with a \$50 rebate being automatically applied to their electricity accounts. \$11.447M provided in 2020-21.

Further information on the impact of the COVID-19 pandemic is provided within Note C2, Receivables and Note C6 Payables.

What we Look After on Behalf of Whole-of-Government

G1-1 Schedule of Administered Income and Expenses

	Note	Actual 2022 \$'000	Original Budget [^] 2022 \$'000	Budget Variance* 2022 \$'000	Actual 2021 \$'000
Administered income					
Appropriation revenue *	G1-3	2,403,611	2,434,745	(31,134)	2,393,476
Grants and other contributions	G1-4	1,800	-	1,800	2,853
Other revenue		23	-	23	-
Total administered income		2,405,434	2,434,745	(29,311)	2,396,329
Administered expenses					
Employee expenses		-	-	-	206
Supplies and services	G1-5	-	-	-	1,002
Grants and subsidies	G1-6	2,405,434	2,434,745	29,311	2,406,599
Total administered expenses		2,405,434	2,434,745	29,311	2,407,807
Operating surplus/(deficit)		-	-	-	(11,478)

[^] These figures represent budgeted figures as published in the 2021-22 Service Delivery Statement tabled in Parliament.

* An explanation of major variances is included at Note G1-8.

G1-2 Schedule of Administered Assets and Liabilities

	Note	Actual 2022 \$'000	Original Budget [^] 2022 \$'000	Budget Variance* 2022 \$'000	Actual 2021 \$'000
Administered assets					
Current					
Cash and cash equivalents		54,365	210,531	(156,166)	44,315
Receivables	G1-7	1,770	23,888	(22,118)	1,959
Total current assets		56,135	234,419	(178,284)	46,274
Total assets		56,135	234,419	(178,284)	46,274
Administered liabilities					
Current					
Payables	G1-8	57,493	235,773	178,280	47,733
Total current liabilities		57,493	235,773	178,280	47,733
Net administered assets/liabilities		(1,358)	(1,354)	(4)	(1,459)

[^] These figures represent budgeted figures as published in the 2021-22 Service Delivery Statement tabled in Parliament.

* An explanation of major variances is included at Note G1-10.

The accompanying notes form part of these financial statements.

G1-3 Appropriation Revenue

Appropriation Revenue

	2022 \$'000	2021 \$'000
Reconciliation of Payments from Consolidated Fund to Administered Income		
Budgeted appropriation	2,434,745	2,423,678
Transfers from Administered services	-	5,520
Lapsed administered appropriation	(17,514)	-
Total administered receipts	2,417,231	2,429,198
Less: Opening balance of administered revenue receivable	-	-
Plus: Closing balance of administered revenue receivable	-	(14,801)
Plus: Opening balance of departmental services revenue payable	20,972	-
Less: Closing balance of departmental services revenue payable	(34,592)	(20,921)
Administered income recognised in Note G1-1	2,403,611	2,393,476
Reconciliation of Payments from Consolidated Fund to administered equity adjustment		
Lapsed appropriation	(1,605)	-
Administered equity adjustment	(1,605)	-
Administered equity adjustment recognised in contributed equity	(1,605)	-

This appropriation revenue is provided in cash by Queensland Treasury and funds activities and expenses that the department administers on behalf of the State Government (refer to Note A2-7).

G1 Administered (continued)

G1-4 Grants and Other Contributions

	2022	2021
	\$'000	\$'000
Commonwealth grants - Family Responsibilities Commission	1,800	900
Grants from Queensland Reconstruction Authority*	-	1,953
Total	1,800	2,853

* Queensland Reconstruction Authority grants are from 1 July 2020 to 30 November 2020 due to the Machinery-of-Government changes.

G1-5 Supplies and Services

	2022	2021
	\$'000	\$'000
Service procurement	-	725
Disaster recovery	-	277
Total	-	1,002

G1-6 Grants and Subsidies

	2022	2021
	\$'000	\$'000
Grants - National Disability Insurance Agency	1,992,273	1,976,912
Grants - Electricity - COVID-19 - Small Medium Business Relief	316	6,708
Grants - Family Responsibilities Commission	4,218	2,079
Grants - Transfer Ownership of Olandi Hall to Torres Shire Council *	1,605	-
Grants - Western Cape Communities	16,373	7,025
Grants - Disaster Recovery Personal Hardship Assistance Scheme	-	1,065
Grants - Disaster Recovery	-	11,157
Total grants and subsidies	2,014,784	2,004,946
Concession - Asset ownership electricity dividend	106,332	104,780
Concession - Electricity	195,617	198,835
Concession - Electricity - COVID-19 - Residential Household Relief	327	11,447
Concession - Rates	53,652	54,340
Concession - Water	19,836	18,271
Concession - Home Energy Emergency Assistance	8,555	7,696
Concession - Natural gas	2,608	2,497
Concession - Life Support	1,973	2,071
Concession - Medical cooling and heating electricity	1,750	1,716
Total concession payments	390,650	401,653
Total	2,405,434	2,406,599

* Transfer of land and building, Olandi Hall, to the Torres Shire Council. Refer to the Statement of Changes in Equity for further information.

G1 Administered (continued)

G1-7 Receivables

	2022	2021
	\$'000	\$'000
Current		
Trade and other debtors	23	-
	23	-
GST input tax credits receivable	1,748	1,959
Total	1,771	1,959

G1-8 Payables

	2022	2021
	\$'000	\$'000
Current		
Trade creditors and accruals	7	3
Service Concessions payable	22,894	26,808
Deferred appropriation payable to Consolidated Fund	34,592	20,921
Other	-	1
Total	57,493	47,733

G1-9 Financial Instruments

The department does not consider that there are any material financial management risks associated with the above financial assets and liabilities.

The department has the following categories of financial assets and financial liabilities

	2022	2021
Note	\$'000	\$'000
Financial Assets		
Cash and cash equivalents	54,365	44,315
Financial assets at amortised cost:		
Current Receivables	1,771	1,959
Total financial assets	56,136	46,274
Financial Liabilities		
Financial liabilities at amortised cost:		
Payables	57,493	47,733
Total financial liabilities at amortised cost	57,493	47,733

G1 Administered (continued)

G1-10 Administered Budgetary Reporting Disclosures

Explanation of Major Variances - Statement of comprehensive income

Appropriation revenue

Administered Appropriation revenue is \$31.134M lower than the budget of \$2.434B principally due to the timing of concessions payments for electricity rebates for households and small or medium businesses. The variance is influenced by timing of application of rebates to quarterly consumer bills.

Grants and other contributions revenue

Grants and other contributions are \$1.800M higher than budget reflecting the recognition of Commonwealth funding received for the Family Responsibility Commission. The MOU with the Commonwealth formalising this funding arrangement was agreed post the publication of the 2021-22 State Budget.

Grants and subsidies expenses

Grants and subsidies were \$29.311M lower than the budget of \$2.434B. The key contributor to the variance relates to electricity concessions and rebates for households and small or medium businesses with expenditure outlays influenced by the timing of application for the rebates.

Explanation of Major Variances – Statement of financial performance

Cash

The Cash balance is \$156.166M lower than the budget of \$210.531M reflecting revised timings to the payment of the State's contribution to the National Disability Insurance Agency (NDIA), transitioning from a monthly in arrears to a quarterly in advance payment schedule which has resulted in lower cash balance than forecast and a commensurate offset of a lower budgeted payables position.

Receivables

Receivables are \$22.118M lower than the budget principally reflecting a lower Appropriation receivable position than forecast. The Administrative expenditure is below budget, and the department is in a net Appropriation payable position rather than an Appropriation receivable position.

Payables

Payables are \$178.280M lower than the budget of \$235.773M, principally reflecting revised timings for the payment of the State's contribution to the NDIA, transitioning from a monthly in arrears to a quarterly in advance payment schedule.

CERTIFICATE OF THE DEPARTMENT OF SENIORS, DISABILITY SERVICES AND ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS

These general-purpose financial statements have been prepared pursuant to s.62(1) of the *Financial Accountability Act 2009* (the Act), section 38 of the *Financial and Performance Management Standard 2019* and other prescribed requirements. In accordance with s.62(1)(b) of the Act we certify that in our opinion:

- (a) the prescribed requirements for establishing and keeping the accounts have been complied with in all material respects; and
- (b) the financial 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 Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships for the financial year ended 30 June 2022 and of the financial position of the department at the end of that year.

The Director-General, as the Accountable Officer of the department, acknowledges responsibility under s.7 and s.11 of the *Financial and Performance Management Standard 2019* for the establishment and maintenance, in all material respects, of an appropriate and effective system of internal controls and risk management processes with respect to financial reporting throughout the reporting period.

Narinder Singh ACMA CGMA CPA Bsc (Hons)
Chief Finance Officer



29 August 2022

Dr Chris Sarra, PhD
Director-General



29 August 2022

INDEPENDENT AUDITOR'S REPORT

To the Accountable Officer of the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

Report on the audit of the financial report

Opinion

I have audited the accompanying financial report of the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships.

In my opinion, the financial report:

a) gives a true and fair view of the department's financial position as at 30 June 2022, and its financial performance and cash flows for the year then ended

b) complies with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards.

The financial report comprises the statement of financial position and statement of assets and liabilities by major departmental services as at 30 June 2022, 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 to the financial statements including summaries of significant accounting policies and other explanatory information, and the management certificate.

Basis for opinion

I conducted my audit in accordance with the *Auditor-General Auditing Standards*, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report.

I am independent of the department in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code and the *Auditor-General Auditing Standards*.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Key audit matters

Key audit matters are those matters that, in my professional judgement, were of most significance in my audit of the financial report of the current period. I addressed these matters in the context of my audit of the financial report as a whole, and in forming my opinion thereon, and I do not provide a separate opinion on these matters.

Valuation of specialised buildings (\$137.334 million)

Refer to notes C4-4 and C4-7 in the financial report.

Key audit matter	How my audit addressed the key audit matter
<p>The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (DSDSATSIP) specialised building assets were valued at balance date using the current replacement cost method that comprises:</p> <ul style="list-style-type: none"> • Gross replacement cost, less • Accumulated depreciation. <p>Specialised buildings represented 94 per cent of the total building assets as at balance date.</p> <p>The department performs comprehensive revaluations of all of its buildings at least every five years, with desktop valuations conducted in the intervening period.</p> <p>In making these judgements, the department engaged an external valuation expert to perform a comprehensive revaluation of Aboriginal and Torres Strait Islander Partnerships Service Area land and buildings and perform a desktop revaluation of Disability Services and Seniors Services Service Areas land and buildings in 2021-22.</p> <p>The Department derived the gross replacement cost of its buildings at balance date using unit prices that required significant judgements for:</p> <ul style="list-style-type: none"> • identifying the components of buildings with separately identifiable replacement costs (known as unit rate categories) • developing a unit rate for each of these components, including: <ul style="list-style-type: none"> - estimating the current cost for a modern substitute (including locality factors and oncosts), expressed as a rate per unit (e.g. \$/square metre) - identifying whether the existing building contains obsolescence or less utility compared to the modern substitute, and if so, estimating the adjustment to the unit rate required to reflect this difference • indexing unit rates for subsequent increases in input costs. <p>The measurement of accumulated depreciation involved significant judgements for forecasting the remaining useful lives of asset components.</p> <p>The significant judgements required for gross replacement cost and useful lives are also significant for calculating annual depreciation expense.</p>	<p>My procedures included, but were not limited to:</p> <ul style="list-style-type: none"> • Assessing the competence, capability, and objectivity of the valuation specialist. • Assessing the adequacy of management's review of the valuation process. • Obtaining an understanding of the methodology used and assessing its design, integrity and appropriateness using common industry practices. • Assessing the appropriateness of the building components used for measuring gross replacement cost with reference to the department's asset management plans and common industry practices. • On a sample basis, evaluating the relevance, completeness and accuracy of source data used to derive the unit rates for the: <ul style="list-style-type: none"> - modern substitute - adjustment for excess quality or obsolescence. • Evaluating the reasonableness of the indices used against other publicly available information about movements in values for replacement costs of similar assets. • Evaluating useful life estimates for reasonableness by reviewing management's annual assessment of useful lives. • Performing reasonableness tests to confirm depreciation is calculated in accordance with the department's accounting policies and industry standards.

Responsibilities of the department 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 the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards, and for 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.

The Accountable Officer is also responsible for assessing the department's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless it is intended to abolish the department or to otherwise cease operations.

Auditor's responsibilities for the audit of the financial report

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances. This is not done for the purpose of expressing an opinion on the effectiveness of the department's internal controls, but allows me to express an opinion on compliance with prescribed requirements.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the department.
- Conclude on the appropriateness of the department's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the department's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. I base my conclusions on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the department to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Accountable Officer regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

From the matters communicated with the Accountable Officer, I determine those matters that were of most significance in the audit of the financial report of the current period and are therefore the key audit matters. I describe these matters in my auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, I determine that a matter should not be communicated in my report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Report on other legal and regulatory requirements

Statement

In accordance with s.40 of the *Auditor-General Act 2009*, for the year ended 30 June 2022:

- a) I received all the information and explanations I required.
- b) I consider that, the prescribed requirements in relation to the establishment and keeping of accounts were complied with in all material respects.

Prescribed requirements scope

The prescribed requirements for the establishment and keeping of accounts are contained in the *Financial Accountability Act 2009*, any other Act and the Financial and Performance Management Standard 2019. The applicable requirements include those for keeping financial records that correctly record and explain the department's transactions and account balances to enable the preparation of a true and fair financial report.



Michelle Reardon
as delegate of the Auditor-General

31 August 2022

Queensland Audit Office
Brisbane

08 Compliance Checklist

Summary of requirement		Basis for requirement	Annual report reference
Letter of compliance	<ul style="list-style-type: none"> A letter of compliance from the accountable officer or statutory body to the relevant Minister/s 	ARRs – section 7	3
Accessibility	<ul style="list-style-type: none"> Table of contents Glossary 	ARRs – section 9.1	4-5
	<ul style="list-style-type: none"> Public availability 	ARRs – section 9.2	2
	<ul style="list-style-type: none"> Interpreter service statement 	<i>Queensland Government Language Services Policy</i> ARRs – section 9.3	2
	<ul style="list-style-type: none"> Copyright notice 	<i>Copyright Act 1968</i> ARRs – section 9.4	2
	<ul style="list-style-type: none"> Information Licensing 	<i>QGEA – Information Licensing</i> ARRs – section 9.5	2
General information	<ul style="list-style-type: none"> Introductory Information 	ARRs – section 10	9-18
Non-financial performance	<ul style="list-style-type: none"> Government's objectives for the community and whole-of-government plans/specific initiatives 	ARRs – section 11.1	7, 10, 12, 13, 14, 17, 19, 20, 23, 26, 29, 31, 32, 34, 35, 36, 37, 38, 39, 40, 45, 46, 48, 49, 54
	<ul style="list-style-type: none"> Agency objectives and performance indicators 	ARRs – section 11.2	10, 17-18, 23, 28, 44-45
	<ul style="list-style-type: none"> Agency service areas and service standards 	ARRs – section 11.3	23, 28, 44-45
Financial performance	<ul style="list-style-type: none"> Summary of financial performance 	ARRs – section 12.1	58-59
Governance – management and structure	<ul style="list-style-type: none"> Organisational structure 	ARRs – section 13.1	11
	<ul style="list-style-type: none"> Executive management 	ARRs – section 13.2	12-15
	<ul style="list-style-type: none"> Government bodies (statutory bodies and other entities) 	ARRs – section 13.3	16, 72-80
	<ul style="list-style-type: none"> Public Sector Ethics 	<i>Public Sector Ethics Act 1994</i> ARRs – section 13.4	52
	<ul style="list-style-type: none"> Human Rights 	<i>Human Rights Act 2019</i> ARRs – section 13.5	52-55
	<ul style="list-style-type: none"> Queensland public service values 	ARRs – section 13.6	9-10
Governance – risk management and accountability	<ul style="list-style-type: none"> Risk management 	ARRs – section 14.1	55
	<ul style="list-style-type: none"> Audit committee 	ARRs – section 14.2	68-69
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	<ul style="list-style-type: none"> External scrutiny 	ARRs – section 14.4	57

Summary of requirement	Basis for requirement	Annual report reference
<ul style="list-style-type: none"> Information systems and recordkeeping Information Security attestation 	ARRs – section 14.5	56
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Governance – human resources <ul style="list-style-type: none"> Strategic workforce planning and performance Early retirement, redundancy and retrenchment 	ARRs – section 15.1	48-49
	Directive No.04/18 <i>Early Retirement, Redundancy and Retrenchment</i> ARRs – section 15.2	52
Open Data <ul style="list-style-type: none"> Statement advising publication of information Consultancies Overseas travel Queensland Language Services Policy 	ARRs – section 16	57
	ARRs – section 31.1	https://data.qld.gov.au
	ARRs – section 31.2	https://data.qld.gov.au
	ARRs – section 31.3	https://data.qld.gov.au
Financial statements <ul style="list-style-type: none"> Certification of financial statements Independent Auditor's Report 	FAA – section 62 FPMS – sections 38, 39 and 46 ARRs – section 17.1	127
	FAA – section 62 FPMS – section 46 ARRs – section 17.2	128-131

FAA *Financial Accountability Act 2009*

FPMS *Financial and Performance Management Standard 2019*

ARRs *Annual report requirements for Queensland Government agencies*

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Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

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