

Department of Communities,
Child Safety and Disability Services

2012–13 Annual Report

Public availability of report

The Department of Communities, Child Safety and Disability Services' website is: <http://www.communities.qld.gov.au>. This annual report is available on our website at: <http://www.communities.qld.gov.au/gateway/about-us/corporate-publications/annual-report>.

Enquiries and further information

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Office of the
Director-General

Department of
**Communities, Child Safety
and Disability Services**

17 September 2013

The Honourable Tracy Davis MP

Minister for Communities, Child Safety and Disability Services

Dear Minister

I am pleased to present the Annual Report 2012–13 for the Department of Communities, Child Safety and Disability Services.

I certify that this annual report complies with:

- the prescribed requirements of the *Financial Accountability Act 2009* and the Financial and Performance Management Standard 2009
- the detailed requirements set out in the Annual Report Requirements for Queensland Government agencies.

A checklist outlining the annual reporting requirements is available on our website at:
www.communities.qld.gov.au.

Yours sincerely

Margaret Allison
Director-General

Department of Communities, Child Safety and Disability Services

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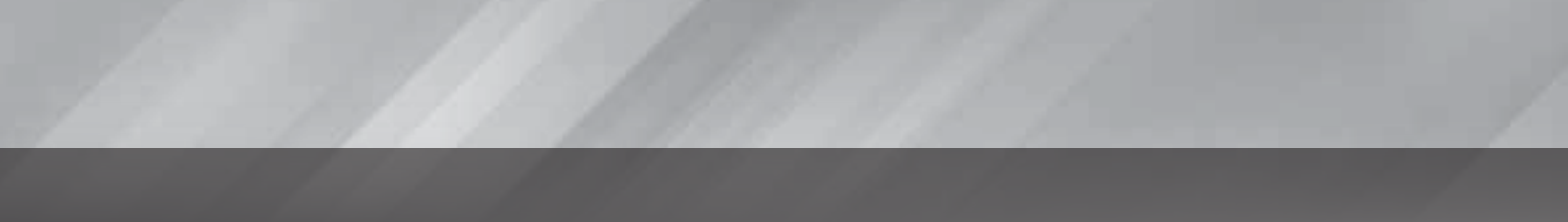
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Overview

Part 1



Director-General's message

I am pleased to present the 2012–13 annual report for the Department of Communities, Child Safety and Disability Services.

The department has a broad mandate, funding and delivering child protection and disability services, as well as a range of other programs to support seniors, women and young people. We also have a lead role in supporting the resilience of individuals and communities affected by disasters; and administer \$185.6 million of concessions on behalf of the government, which assist eligible Queenslanders reduce the cost of regular household bills.

Protecting children and supporting families

The department works collaboratively with a number of Queensland Government departments, non-government organisations and foster and kinship carers to keep children safe, whether by supporting them in their own families or through out-of-home care.

This year saw a continuing increase in the number of referrals to the child protection system, with 124,848 intakes received for the year ended 31 March 2013. This represents a 57.2 per cent increase over the last four years.

We also implemented the Protecting our Children reforms including an Intensive Family Intervention program trial known as the Fostering Families initiative; and counselling services for child victims of abuse.

A priority for the department during this year has been supporting the work of the Queensland Child Protection Commission of Inquiry, chaired by Tim Carmody SC. The inquiry was established to review the current child protection system and to deliver a roadmap for reform over the next 10 years. We responded to more than 160 information requests, and 41 officers provided statements and gave evidence.

A new era in disability services

On 8 May 2013, the Premier signed a heads of agreement with the Australian Government for full implementation of DisabilityCare Australia, the national disability insurance scheme (NDIS). In 2012–13, we started planning for this transition by establishing a collaborative Queensland NDIS Planning and Implementation Group, commencing preparation of a NDIS work program 2013–2016, and a joint NDIS transition plan (2016–2019) with the Australian Government and DisabilityCare Australia.

This year also saw planning commence for the transition of Accommodation Support and Respite Services to non-government organisations over the next three years, in line with the recommendations of the Queensland Commission of Audit.

We also amended legislation to support the Your Life Your Choice initiative, which has allowed for direct payments to individuals from 1 July 2013, enabling greater consumer choice and control in the purchase and delivery of services.

We also commenced the Elderly Parent Carer Innovation Trial and the Parent Connect program for parents of newborn babies with disability.

Supporting a resilient Queensland

Our department played a key role in disaster recovery work after Tropical Cyclone Oswald and associated flooding affected many Queensland communities, including Bundaberg and the North Burnett. We established community recovery centres in 15 locations and made outreach and mobile recovery services available in 23 local government areas. Through these services, we worked collaboratively with key recovery partners, including Red Cross, Lifeline and Centrelink to provide support services, information and emergency financial assistance.

We also commenced a process for the recommissioning of funded youth services. This process will enable us to look at where the government's investment in youth services should best be located and the outcomes we seek to achieve for young people and their families.

Improving efficiency and cutting red tape

Our department has made a significant contribution to the government's fiscal repair commitments. We have introduced a more streamlined, flatter organisational structure, and raised the profile of our regions.

We have also worked hard to streamline business processes and make it easier to do business with us by:

- introducing the Human Services Quality Framework for the department's funded services, which reduces four sets of standards to a single set of standards
- implementing a single statewide licensing process for non-government organisations (NGOs) providing child protection services
- reducing reporting requirements by aligning conditions of service agreements for both the Australian and Queensland Governments for some jointly-funded providers
- phasing in streamlined financial reporting for funded NGOs.

A key area of focus for the department is to reconsider our own systems and processes from the perspective of those individuals and families who seek or use our services. The introduction of a DG's Innovation Challenge has provided the opportunity for departmental staff to give us their ideas about what we could do to simplify and improve our processes.

I would like to thank all staff for their hard work and commitment during 2012–13. We have seen some huge changes in our department, and the focus on the needs of our clients and the communities we serve during this time, has been remarkable.

I look forward to the opportunities and challenges in the coming year as we ensure our funded and delivered services are of the highest standard possible and we continue to make a positive difference to the lives of Queensland's most vulnerable people.

About us

The Department of Communities, Child Safety and Disability Services was established on 3 April 2012 through the Governor in Council, under the authority of the *Public Service Act 2008* and the Queensland Government Gazette No. 77. We are accountable to the Minister for Communities, Child Safety and Disability Services.

The department's vision is to support a resilient Queensland through excellence in human services. We aim to improve the wellbeing, safety, inclusion and cohesion in our communities.

Our purpose is to lead excellence in contemporary frontline human services to Queenslanders.

Our services are delivered across the state through approximately 800 funded non-government organisations, and directly by the department through centralised statewide services and 83 service centres across 7 regions. This is all supported by a central corporate office.

For head office and regional office contact details, see page 182.

A strong legislative framework supports our department's work and is administered to fulfil our statutory obligations (more details are contained in appendix 1 from page 154).

Our organisational structure is shown on page 15.

Our clients

The Department of Communities, Child Safety and Disability Services works to strengthen and protect the wellbeing of Queenslanders, particularly those who are most in need of support.

The department provides services ranging from everyday support for families and individuals, including adoption services, to providing services to support community recovery and resilience following disaster events.

Our client base is diverse, and we have responsibility for supporting some of the most disadvantaged Queenslanders, including:

- children at risk of harm and their families
- people with disability
- people who are subject to domestic violence
- seniors.

We also assist carers, volunteers, young people, women, and people and communities affected by natural disasters.

To ensure responsive and holistic services for our clients, we work closely with other health, human services and housing government and non-government organisations.

Our operating environment

The 2012–2016 strategic plan details our priorities for the next four years and highlights the importance of legislation; policy and programs; corporate management and governance functions;

and our staff in achieving enhanced wellbeing, safety and participation of Queenslanders.

We actively contribute to delivering on the government commitments to:

- grow a four pillar economy
- lower the cost of living for families
- deliver better infrastructure and better planning
- revitalise frontline services for families
- restore accountability in government.

To realise our vision and purpose, the department provides high-quality and responsive frontline support and services to people most in need. We achieve this by:

- efficient and effective service and program delivery
- focussing on early and primary interventions
- designing legislation, policies and programs that support the revitalisation of frontline service delivery
- developing and maintaining strong partnerships with non-government stakeholders
- simplified organisational structures
- collaborative relationships across the department.

Environmental factors that shape our strategic directions and services include:

- population growth and changing demographics
- increasing demand for, and cost of delivering, community services
- increasing expectations for better access to integrated and quality

community, disability and child safety services

- contemporary evidence and research about the most effective and efficient methods of service delivery
- the significant impact of natural disasters on Queenslanders and on the state and national economies.

Economic factors have exacerbated some of these pressures and imposed resource constraints on all levels of government and the non-government sector.

Our people

As at 30 June 2013, we had 5884.13 full-time equivalent staff. Of these, 66.03 per cent were employed in frontline service delivery positions, including: child protection workers; residential care officers; therapists and other allied health professionals.

Our budget

The department's 2012–2016 strategic plan articulates our priorities and indicators from a financial perspective. In 2012–13, we worked towards our priorities to:

- ensure value for money and return on investment for services and service delivery models
- maintain effective budget management
- identify and deliver budget savings.

The published budget for departmental services in 2012–13 was \$2.56 billion to deliver a variety of human services, including prevention, early intervention, intensive support and continuing care.

These services are delivered to clients primarily through non-government service providers, with a range of statutory child protection as well as disability services delivered by the department. In addition, the department administers a published budget of \$243 million.

A comprehensive set of financial statements covering all of the department's activities is provided at page 92 of the report.

Chief Finance Officer's message

In accordance with my responsibilities as Chief Finance Officer under the *Financial Accountability Act 2009* and Financial and Performance Management Standard 2009, I have provided the Director-General with a statement that:

- the financial records of the department have been properly maintained throughout the year ended 30 June 2013 in compliance with prescribed requirements
- the risk management and internal compliance and control systems of the department relating to financial management have been operating efficiently, effectively and economically throughout the financial year
- since the balance date of 30 June 2013 there have been no changes that may have a material effect on the operation of the risk management and internal compliance and control systems of the department
- external service providers have given an assurance about their controls.

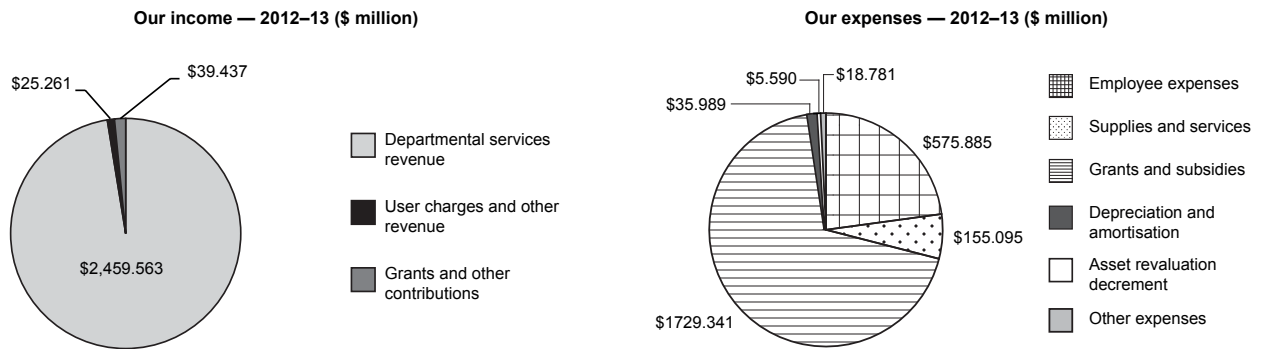
The Department of Communities, Child Safety and Disability Services' 2012–13 Statement of Assurance provided to the Director-General satisfies all requirements of section 57 of the Financial and Performance Management Standard 2009. It indicated no deficiencies or breakdowns in internal controls which would impact adversely on the department's financial governance or financial statements for the year.

The department has made significant progress in reducing the complexity of the accounting and human resource systems during 2012–13. These systems have been reduced from four down to two, with the aim of operating out of one system by the end of 2013–14, subject to whole-of-government timeframes.

As a result of the 2011–12 machinery-of-government changes and the transfer of the functions of the former Department of Communities to other agencies, the comparative financial statements provided in this report include results for the former Department of Communities for the period 1 July 2011 to 30 April 2012 and the new Department of Communities, Child Safety and Disability Services for the period 1 May 2012 to 30 June 2012. As such, direct comparison cannot be made between results in the 2011–12 year and results in the 2012–13 year.

Our income in 2012–13 was \$2.524 billion, with the major sources of income provided by the Queensland and Australian Governments for the provision of services. During 2012–13, we received our income from:

- services revenue (\$2.460 billion)
- user charges (\$9.606 million)
- grants and other contributions (\$39.437 million)
- other revenue (\$15.655 million).



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

Our total operating expenses for 2012–13 were \$2.520 billion, including:

- employee expenses (\$575.885 million)
- supplies and services, for example, property maintenance, general operating expenses and accommodation lease costs (\$155.095 million)
- grants and subsidies (\$1.729 billion)
- depreciation and amortisation expense (\$35.989 million)
- asset revaluation decrement (\$5.590 million)
- other expenses, such as insurance costs, audit fees, losses on disposal of property, plant and equipment and service revenue refundable (\$18.781 million).

Our total assets as at 30 June 2013 were \$572.448 million. The primary assets held by our department were properties utilised to:

- support people with disability, including Supported Accommodation and Positive Future's Accommodation
- support the safety of children, including Residential Care facilities and Therapeutic Residential Care facilities
- strengthen our communities, including Multi-Purpose and Neighbourhood Community Centres and Safe Havens.

The department's assets also include intangible assets primarily internally generated software and systems.

The value of our assets by category is as follows:

- cash and cash equivalents (\$125.937 million)
- receivables (\$58.784 million)
- property, plant and equipment (\$309.363 million)
- intangible assets (\$69.359 million)
- other assets (\$6.313 million)
- non-current assets classified as held for sale (\$2.692 million).

The department's cash at bank balance largely represents grants and subsidies payables of \$97.666 million, mainly comprising disability services grants of \$75.001 million payable to the Commonwealth for the National Partnership Agreement on transitioning responsibilities for Aged Care and Disability Services. In addition, cash at bank includes a Cashfund investment established with Queensland Treasury Corporation in February 2013 for the Elderly Parent Carer Innovation Trial. The balance of Cashfund investment as at 30 June is \$15.481 million.

Our total liabilities as at 30 June 2013 is \$145.989 million. Our liabilities consist primarily of trade creditors, grants payable, payables for service revenue refundable and provisions for employee entitlements. Liabilities by category are shown below:

- payables (\$123.168 million)
- accrued employee benefits (\$18.373 million)
- provisions (\$3.072 million)
- other liabilities (\$1.376 million).

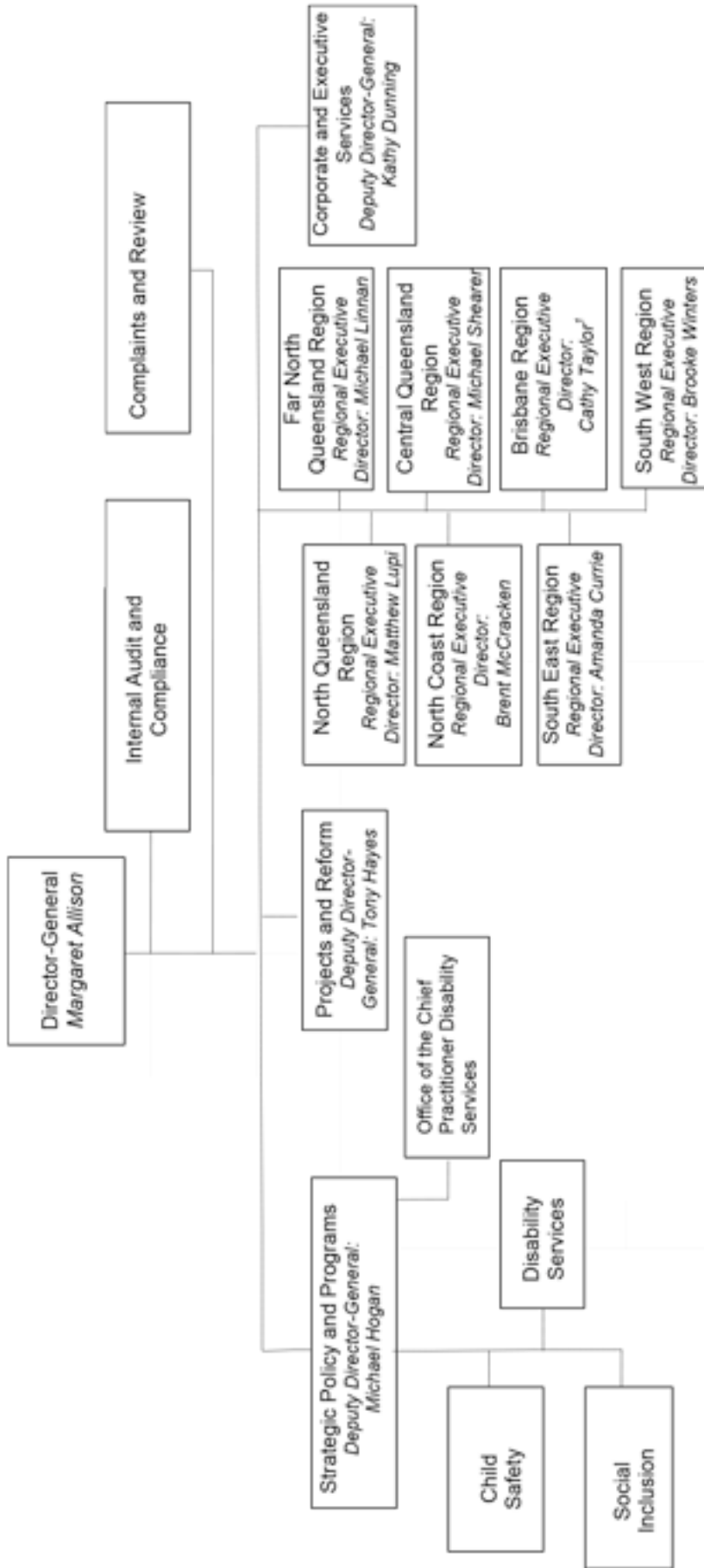
In 2012–13, on behalf of the Queensland Government, we administered concession payments for electricity and reticulated natural gas; rate and water subsidies; electricity life support and home energy emergency assistance; as well as community recovery assistance. Income and expenditure on these activities is accounted for separately from our operating accounts.

We remain committed to managing financial risks and liabilities by reviewing our financial performance through our corporate governance framework. To help us manage risks, the Audit Committee oversees audit activities, audit recommendations, financial reporting and compliance and risk management practices. For more information on governance committees see appendix 4.

We continue to operate in a tight fiscal environment. It is imperative we make good financial decisions in resource allocation and expenditure. We will continue to review and improve our programs of service delivery to ensure they are achieving the most effective outcomes while delivering value for money.

For more information on our financial performance please see our financial statements provided from page 92.

Our structure



Corporate and Executive Services provides strategic leadership and direction for the department's corporate systems, policies and practices. It also manages corporate risk and governance and assists the other divisions in achieving the department's vision and objectives as outlined in the strategic plan.

Regional Services (the seven regions) coordinate and deliver a range of client-centred services for which the department is accountable by direct service delivery or managing coordinated approaches to community services for clients and services provided by non-government organisations.

Strategic Policy and Programs leads the development of strategic policy across all areas of human services under the responsibility of the department and develops — in response to the identified needs of clients and communities — program responses that are robust, evidence-based and represent value for money. Strategic Policy and Programs also lead the development of initiatives, and implementation of major reforms, to improve the sustainability of non-government organisations and innovation in the delivery of client services.

¹Merrilyn Strohfeldt was acting in this position from May–June 2013

Our key governing body

The Executive Management Team is responsible for the overall strategic direction and management of the department's performance. The Executive Management Team also oversees the portfolio of programs and projects. Executive Management Team functions and achievements are outlined in appendix 4.

Further information on our governance structure is provided from page 74.

Executive Management Team	
Name and position	Biography
Margaret Allison, (Chair), Director-General B.SocWk, M. Pub. Ad FIPAA	<p>Margaret has had a diverse career spanning over 35 years in the public sector in Queensland and New South Wales, in local and state government. With a professional background in human services, she has led services and reforms in areas including youth justice, child protection, disability, legal aid, domestic and family violence, child care and customer services.</p> <p>Margaret took up her current role as Director-General for the Department of Communities, Child Safety and Disability Services in March 2012, following two years as the Public Service Commissioner.</p>
Kathy Dunning, (Member), Deputy Director-General, Corporate and Executive Services B.Bus. (Accounting)	<p>Kathy commenced the role of Deputy Director-General, Corporate Services, Department of Communities in November 2009. Previously, Kathy was Acting Deputy Director-General of Community and Youth Justice Services March–November 2009; and General Manager, Service Delivery, Department of Communities March 2007–March 2009.</p> <p>Prior to this, Kathy was in senior management roles over a 12-year period in Disability Services Queensland. During this time, she held the position of Executive Director, Programs and Community Specialist Services for six years, along with various positions as a regional director.</p>
Michael Hogan, (Member), Deputy Director-General, Strategic Policy and Programs BA (Hons), LLB	<p>Michael has over 10 years' experience in the Queensland Public Service in senior executive positions, as well as significant experience at senior levels in the New South Wales Government and in the community sector.</p> <p>Within the Department of Communities, Michael has provided strong, strategic leadership in policy and programs for disability and community care services, Aboriginal and Torres Strait Islander services, multicultural affairs and community services.</p>

Executive Management Team	
Name and position	Biography
Michael Linnan, (Member), Regional Executive Director, Far North Queensland Region Member Australian Property Institute	Michael has more than 36 years' experience in the public service. Michael started his career as a cadet valuer in the 1970s and held management and director roles in the Department of Lands; Department of Natural Resources and Mines; State Development and Tropical North Queensland TAFE prior to joining the Department of Communities in 2006.
Matthew Lupi, (Member), Regional Executive Director, North Queensland Region B.AppSc (Psych), Grad Dip (Counselling), Grad Cert Management	Matthew has worked in human services in Queensland for more than 22 years spending the last 12 years with the Queensland Public Service. Matthew has held senior executive roles since 2004, leading significant reform in child safety and community services since that time. Matthew has successfully led the North Queensland Region since 2010.
Michael Shearer, (Member), Regional Executive Director, Central Queensland Region B.Human Services	<p>Michael has over 25 years' experience in the human services sector having worked within several Queensland Government departments in a range of locations across the state. He has delivered, managed and led child protection; youth justice; social housing; disability; and community services throughout his career.</p> <p>He is an executive member of the Central Queensland Regional Managers Coordination Network, a key member of the Gladstone Region Community Development Committee and Chair of the Central Queensland Primary Care Partnership.</p>
Brent McCracken, (Member), Regional Executive Director, North Coast Region B.Soc Sc, Grad Dip in Ed, Executive Masters in Public Administration	<p>Brent commenced the role of Regional Executive Director, North Coast Region, in February 2013.</p> <p>Brent has 30 years' experience working in youth, disability and age care services in Queensland, Victoria and New South Wales for both government and non-government organisations. Over recent years, Brent has worked extensively with non-government organisations to build strong, collaborative service delivery partnerships.</p>
Cathy Taylor, (Member), Regional Executive Director, Brisbane Region LL.B, Grad Dip L.P., Executive Masters in Public Administration	Cathy was admitted as a solicitor in November 1987 and practised family law and childrens law. Cathy has held positions as Registrar in the Family Court of Australia; Coordinator of Women's Legal Aid, Legal Aid Queensland; and Regional Executive Director, Brisbane Region.

Executive Management Team	
Name and position	Biography
Merrilyn Strohfeldt, (Member), Acting Regional Executive Director, Brisbane Region Executive Masters in Public Administration; Bachelor of Speech Therapy	Merrilyn has 30 years' experience in the delivery of disability services, health and rehabilitation services across Australian and state government jurisdictions, the not-for-profit sector and private industry.
Amanda Currie, (Member), Regional Executive Director, South East Region B.Soc Sc(Human Services)	Amanda Currie joined the then Department of Families, Youth and Community Care in 1995 as a Family Services Officer at the Inala and Goodna Offices. She gained a wide range of policy development and implementation experience in areas as diverse as youth justice, child protection and violence prevention. In 2009, she was appointed Regional Director, Child Safety, Youth and Families in Brisbane Region. In 2012 she was appointed Regional Executive Director, South East Region, Department of Communities, Child Safety and Disability Services.
Brooke Winters, (Member), Regional Executive Director, South West Region BA, Grad Cert Mngt, MA (Hons)	Brooke has been with the public service since 1985, and has spent 19 years working in a wide range of fields within Corrective Services before joining the Department of Communities to manage the Sir Leslie Wilson Youth Detention Centre and later the Brisbane Youth Detention Centre. She became the Regional Executive Director for the former Moreton and South West regions in 2007. In 2012, Brooke was awarded the inaugural National Emergency Medal for services rendered during the 2010–11 floods.

Our performance overview

In 2012–13, we continued to deliver quality human services to Queenslanders, particularly those who are vulnerable and most in need.

The Department of Communities, Child Safety and Disability Services 2012–2016 Strategic Plan outlines our priorities and indicators to revitalise frontline services for families. These priorities focus on four perspectives:

- client and community
- finances
- business and governance processes
- people.

The table below shows what was achieved from each perspective in relation to the priorities and indicators as outlined in the strategic plan.

Perspective	What we achieved in 2012–13
Client and community: - service and program delivery - legislation, policy and programs	<ul style="list-style-type: none"> • Commenced the delivery of a specialist counselling services in Far North Queensland (see page 32). • More than 230 people decided to self-direct their disability support through one of the 59 Your Life Your Choice host providers (see page 40). • Released the Queensland Youth Strategy— connecting young Queenslanders (see page 64). • Commenced phasing in reduced financial reporting for funded non-government organisations (see page 68). • Successfully audited 27 non-government organisations under the Human Services Quality Framework (see page 68).
Finances	<ul style="list-style-type: none"> • Made significant progress in reducing the complexity of the accounting and human resource systems (see page 12). • Remained committed to managing financial risks and liabilities by reviewing our financial performance through our corporate governance framework (see page 72).
Business and governance processes	<ul style="list-style-type: none"> • The department processed \$1.375 billion in grant payments to 1170 organisations with 3900 service outlets. Of these, 94 per cent

Perspective	What we achieved in 2012–13
People	<p>of payments were processed within five working days (see page 77).</p> <ul style="list-style-type: none"> • Reported a planned benefit of \$30.35 million through the grants efficiencies project (see page 81). • Reported a 10 per cent decrease in WorkCover claims compared to 2011–12 (see page 87). • Continued our strong focus on client service, with 66.03 per cent of all staff employed in frontline positions and 24.64 per cent in frontline support positions (see page 89).

Analysis of our performance is provided throughout the report, with a comprehensive performance statement available at appendix 5.

Our regional highlights

Brisbane Region

The region covers 1220 square kilometres — 0.07 per cent of the total area of the state — extending from Bracken Ridge in the north, Wacol in the south-west, to Wynnum in the south-east.

As at 30 June 2013, the region employed 1220.29 full-time equivalent employees.

As at 30 June 2013, the total 2012–13 recurrent grants allocation for all services across the region was \$339.847 million.

Achievements

- Established the Fostering Families initiative in the inner south side of Brisbane to provide intensive, in-home and out-of-hours family support services to vulnerable families where a notification has been made to the department, primarily because of neglect.
- As at 28 June 2013, 84 people in the Brisbane Region had chosen to self-direct their support through a host provider under the Your Life Your Choice framework.
- In 2012–13 Accommodation Services and Respite Services (AS&RS) Brisbane Region introduced a new model of rostering support for clients through the use of the Lifestyle Support Team, delivering improved outcomes and efficiency.

- Statewide clinical assessments identified additional health concerns to be addressed in 41 per cent of referred cases; these diagnoses have improved lifestyle, health and wellbeing outcomes for these clients.
- To reduce administrative burden and red tape, the Brisbane Region commenced leading the establishment of account management in the department, targeting agencies that the department funds more than \$5 million and provides services across multiple departmental program areas and at least three regions.

Central Queensland Region

The region covers 494,966 square kilometres — 28.5 per cent of the total area of the state — extending from Rockhampton in the north to Kingaroy in the south, and the Northern Territory border in the west to Hervey Bay in the east.

As at 30 June 2013, the region employed 564.47 full-time equivalent employees.

As at 30 June 2013, total 2012–13 recurrent grants allocation for all services across the region was \$153.734 million.

Achievements

- The department supported the human and social community recovery efforts in Bundaberg and North Burnett following the 2013 floods.

- As at 28 June 2013, 41 people from the Central Queensland Region had chosen to self-direct their support through a host provider under the Your Life Your Choice framework.
- Completed construction of a new four bedroom duplex in Rockhampton to meet the complex support needs of two clients.
- Established the Fostering Families initiative in Fraser Coast.
- Completed construction of the Winton Neighbourhood Centre.
- In April 2013, the new EDON Place Safety Upgrade Service commenced in Bundaberg to assist women and their children remain safely in their own home following an experience of domestic and family violence.

Far North Queensland Region

The region covers 273,157 square kilometres — 15.8 per cent of the total area of the state — extending from the international border between Australia and Papua New Guinea in the north, to the Cardwell Range in the south, and to Croydon in the west.

As at 30 June 2013, the region employed 305.46 full-time equivalent employees.

As at 30 June 2013, the total 2012–13 recurrent grants allocation for all services across the region was \$97.901 million.

Achievements

- The Cape York South Child Safety Service Centre worked closely with the Lockhart River Aboriginal community on East Cape York to revitalise the community's Child Protection Committee. With the committee's assistance, fewer children have been removed from the community.
- Established the Far North Queensland Assessment, Support and Investigation Unit in October 2012 to enhance the consistency of decision-making and timeliness of responses for child safety services.
- Transitioned nine clients with disability from unsustainable and unstable living situations — including hospital, homelessness and complex family environments — into long-term accommodation support.
- Under the Regional Reconnect program for period 2012–13, the Weipa Child Safety Hub, with the assistance of the region's Safe Houses saw 26 children who had been living away from their community returned either to their parents, kin or country.
- Established Disability Services and Child Safety Services Far North Queensland Immediate Response Meetings to offer coordination and support in response to issues for clients and/or families that present at significant risk.

North Coast Region

The region covers 12,036 square kilometres — 0.65 per cent of the total area of the state — extending from Rainbow Beach in the north, to Gympie in the west, to Redcliffe and Samford in the south, and Woodford in the south-west.

As at 30 June 2013, the region employed 544.13 full-time equivalent employees.

As at 30 June 2013, total 2012–13 recurrent grants allocation for all services across the region was \$166.867 million.

Achievements

- Instigated a range of new, less intrusive and more supportive interventions for families reported to child safety services.
- As at 28 June 2013, 35 people with disability had chosen to self-direct their support through a host provider under the Your Life Your Choice framework.
- Established the Disability Indigenous Discussion Group in partnership with the Department of Aboriginal and Torres Strait Islander and Multicultural Affairs to provide collaborative responses to Indigenous families or individuals with disability.
- Convened a forum with non-government organisations to promote evidence-based practice in residential services.
- Completed the construction of the new Caloundra and Pine Rivers Neighbourhood Centres, and

90 per cent completion of the new Gympie Neighbourhood Centre.

North Queensland Region

The region covers 539,581 square kilometres — 31.2 per cent of the total area of the state — extending along the coast from Ingham in the north to St Lawrence in the south and extending west to the Queensland–Northern Territory border.

As at 30 June 2013, the region employed 495.45 full-time equivalent employees. As at 30 June 2013, the total 2012–13 recurrent grants allocation for all services across the region was \$152.410 million.

Achievements

- Supported 99 individuals with disability to secure recurrent funding.
- As at 28 June 2013, 11 people from the North Queensland Region had chosen to self-direct their support through a host provider under the Your Life Your Choice framework.
- Worked closely with the Recognised Entity to increase the number of Indigenous children placed with kin, Indigenous carers or Indigenous care services.
- Focused on improved permanency planning resulting in an increase in the number of children subject to Long Term Guardianship to Other Orders. This enables children to have secure, permanent placements while also retaining their legal connections with birth families.
- Worked with Cootharinga Society of North Queensland to deliver the Parent Connect initiative.

South East Region

The region covers 2830.2 square kilometres — 0.2 per cent of the total area of the state — extending from Cleveland in the north to Coolangatta in the south.

As at 30 June 2013, the region employed 712.34 full-time equivalent employees.

As at 30 June 2013, the total 2012–13 recurrent grants allocation for all services across the region was \$218.390 million.

Achievements

- A pilot project was conducted with two child safety service centres in the Logan area to enhance culturally sound practice in the delivery of tertiary child protection services to Culturally and Linguistically Diverse (CALD) communities. This pilot resulted in the development of a multicultural toolkit, which will be rolled out across the region in 2013–14.
- Helping Out Families initiative continued to operate in Logan, Beenleigh and the Gold Coast.
- Specialist Disability Services developed and delivered a pilot for establishing the capacity and benchmarking of caseload and workload per staff member. This was supported by development of a multi-purpose data capture tool for analysis of performance against the benchmark.
- As at 28 June 2013, 37 people had chosen to self-direct their support

through a host provider under the Your Life Your Choice framework.

- The Gold Coast Street to Home service known as Bryant Place Accommodation and Outreach Services were involved in the evaluation of the Street to Home initiative undertaken by the Institute of Social Science Research. Clients of the Bryant Place Accommodation and Outreach Services who have been housed have not had any tenancies end as a result of 'bad tenancy', and with wraparound support clients have been able to sustain their tenancies.

South West Region

The region covers 410,242 square kilometres — 23.79 per cent of the state — extending from Beaudesert in the east to the Queensland–South Australia border in the west.

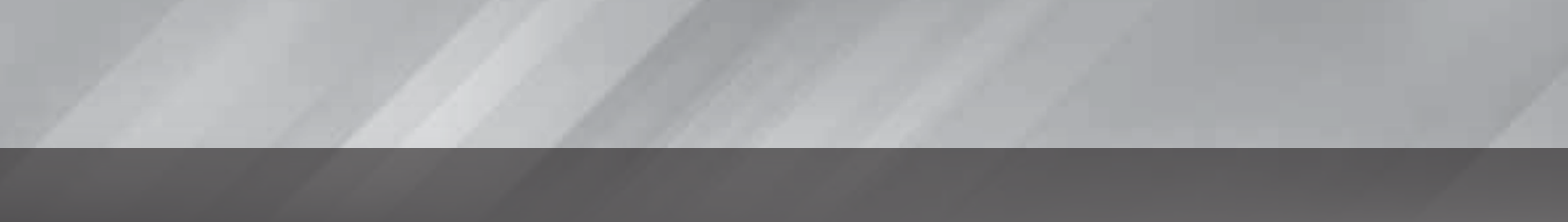
As at 30 June 2013, the region employed 906.74 full-time equivalent employees.

As at 30 June 2013, the total 2012–13 recurrent grants allocation for all services across the region was \$155.738 million.

Achievements

- Established the Western Downs Investigation and Assessment Child Safety Service Centre in Toowoomba to provide for the development of a more specialised intake and assessment service, enhancing the outcomes for children and their families.
- Completed the construction of a small group home for children and

- young people who require out-of-home care.
- Completed construction of a three bedroom property in Roma to accommodate children of ageing parent carers.
 - As at 28 June 2013, 22 people with disability had chosen to self-direct their support through a host provider under the Your Life Your Choice framework. Also supported 48 people with disability who expressed an interest in transitioning or transitioned to self-directed funding support through Your Life Your Choice.
 - Assisted communities that were affected by Tropical Cyclone Oswald and associated rainfall and flooding, including: 2377 Outreach visits; 7050 recovery centre visitors; and the processing of 3736 Personal Hardship Assistance Scheme applications.



Client and community

Part 2

Service and program delivery

Child safety

The Department of Communities, Child Safety and Disability Services provides a range of statutory child protection services.

Our child safety services provides services to protect children and young people from harm or who are at risk of harm, and whose parents cannot provide adequate care or protection for them. Child safety services also provides adoption services in Queensland and funds services to support families whose children may be at risk of harm.

Services to protect children and young people in care

Case planning

Case planning is the primary tool for managing ongoing departmental intervention for a child in need of protection. Each case plan provides a clear statement about why the child is in need of protection and the roles and responsibilities of all those who will address the child's protection and care needs.

As at 31 March 2013, 10,895 children subject to ongoing intervention had a case plan, representing 96.5 per cent of all children subject to ongoing intervention.

A small proportion of children subject to ongoing statutory intervention may not have a case plan recorded, for example the case is awaiting a family group meeting to develop a case plan.

Child health passports

A child health passport records a child's or young person's health information and provides carers with the information they need to meet the child's day-to-day health needs.

The program ensures children and young people in out-of-home care — subject to a child protection order with custody or guardianship to the Chief Executive— receive effective health care including dental care, visual and hearing screenings and an appraisal of their developmental milestones.

As at 31 March 2013, 96.4 per cent of eligible children living away from home had a child health passport commenced. This is an improved response from 30 June 2012 when 94.2 per cent of eligible children had a child health passport commenced or recommenced.

Cultural support plans

A cultural support plan is developed for children who identify as Aboriginal and/or Torres Strait Islander and are subject to ongoing intervention. The plan aims to keep children connected to their culture, families and communities regardless of the placement in which they are living.

As at 31 March 2013, 95.9 per cent of Aboriginal or Torres Strait Islander children subject to ongoing intervention

had a cultural support plan. This is an increase of 1.1 percentage points since 31 March 2012 (94.8 per cent).

Education support plans

Education support plans are a joint initiative between our department and the Department of Education, Training and Employment. The plans record each child's education and learning needs and detail where additional supports are required to help children in care reach their educational potential.

The plans are developed for each child and young person in out-of-home care and on a custody or guardianship order to the Chief Executive and enrolled in Preparatory year to Year 12 at a state, Catholic or independent school.

At August 2012, 4068 (93 per cent) children in care had a plan either completed or under development, with planning yet to commence for the remaining 301 (7 per cent) of children.

The reason not all children subject to ongoing statutory intervention may not have an education support plan completed can reflect a variety of factors such as children who have recently entered care or changed schools.

Evolve Interagency Services

In 2012–13, the department allocated \$7.518 million to disability services and \$18.243 million to Queensland Health to deliver the Evolve Interagency Services program (Evolve).

The Evolve program provides therapeutic and behavioural support for

children in out-of-home care with complex and severe needs who are under an interim or finalised child protection order granting custody or guardianship to the Chief Executive of the Department of Communities, Child Safety and Disability Services.

The program aims to improve placement stability, educational engagement and community participation, and decrease challenging behaviour.

There are 14 Hospital and Health Services and 11 Disability Evolve Behaviour Support Services providing Evolve services in every region across the state. A total of 1033 children with complex or severe needs accessed an Evolve service during 1 July 2012 to 30 June 2013.

Queensland Child Protection Commission of Inquiry outcomes

The Queensland Child Protection Commission of Inquiry was established on 1 July 2012. The inquiry was tasked with reviewing Queensland's child protection system and delivering a roadmap for child protection over the next decade. The inquiry provides an opportunity to assess the current response to children and families in the child protection system to achieve the best possible outcomes for children, young people and families.

Supporting foster and kinship carers

Foster and kinship carers are part of a team of people who work to provide safe and supportive environments for vulnerable children and young people who cannot stay at home because their parents are unable to look after them or they may be at risk of harm.

At 31 March 2013, there were 4665 approved carer families, an increase from 4433 approved carer families as at 31 March 2012. Of these, 3236 were approved foster carer families, 1288 were approved kinship carer families and 141 were provisionally approved carer families. These figures include 721 Aboriginal and Torres Strait Islander carer families.

Being a foster or kinship carer can be a challenging role with some stresses and pressures. The department and non-government foster and kinship care services provide support for foster and kinship carers which can include:

- formal carer training
- access to a local carer support group
- crisis response
- financial support
- home visits and supporting telephone calls
- telephone support lines, for example, the Foster and Kinship Care Support Line
- Foster and Kinship Carer Card
- information and resources, for example, the Foster and Kinship Carer Handbook and carer fact sheets
- respite placements.

Transitional placements

Transitional placements provide time-limited placements for children or young people while preparing them for less intensive and more sustainable placements.

The department funds both not-for-profit church and charitable organisations and for-profit private companies to provide transitional placements.

In 2012–13, the department expended \$72 million on fee-for-service transitional placements. This funding provided placement and support packages for 676 children or young people during 2012–13.

As at 30 June 2013, there were 276 clients in transitional placement arrangements.

Transition from care

Young people transitioning from out-of-home care have unique needs that require targeted and specific intervention. The transition into adulthood is a critical developmental event and they need support and services to guide them through this phase of their life.

The department provides support through a number of strategies to ensure young people transition to greater independence and stability including:

- Life Without Barriers Transition from Care service in the Beenleigh, Goodna and Logan areas to assist young people leaving care to overcome barriers in accessing

suitable education, training, employment, housing and health services

- Youth Housing and Reintegration Service and After Care Services, which focus on engaging young people in education, training and employment activities, as well as establishing and maintaining successful tenancies to ensure young people transition to greater independence and stability
- Transition and Post Care Support program to provide direct support to assist young people with disability aged 15 to 25 years during their transition from care and post-care to live in stable adult accommodation
- Young People Exiting the Care of the State program to ensure continuity of support for young people with disabilities when they turn 18 and leave care.

At 31 March 2013, there were 1260 young people in the 15–17 year old age group eligible for transition from care planning as part of their case plan.

Of these, planning had occurred for 883 young people or 70.1 per cent. This is a slight increase from 31 March 2012. This is an area for improvement and will be a focus this year.

Services to support families and children at risk

We are committed to refining and developing programs and responses to early intervention and prevention to reduce the risk of children and young people entering the child protection system.

Child Safety After Hours Service Centre

The department's statewide Child Safety After Hours Service Centre is a 24 hour service providing after hours child protection frontline service delivery and responses to clients of child safety services, the community, other government departments, and community agencies.

The service provides a statutory response to critical and immediate child protection issues with service delivery targeted at securing the child's immediate safety and addressing presenting critical issues.

For the year ending 31 March 2013, 9985 intakes (8 per cent of the department's intakes) were received by the Child Safety After Hours Service Centre.

Counselling

Regional

As part of the government's election commitment, \$500,000 was allocated over four years to expand the Kids Helpline 24/7 telephone support service to support vulnerable 5–18 year olds from remote and regional Queensland.

This is a general counselling service for children who may need to talk to someone independent to their families and friends about day-to-day concerns and problems.

Kids Helpline recorded a total of 21,851 telephone calls originating from Queensland between 1 January to 30 June this year. Where the location was able to be identified, the percentage of callers living in regional Queensland was 49.6 per cent, with 0.3 per cent of callers living in remote Queensland.

Sexual abuse

The department is providing funding of \$250,000 each year for four years to Family Planning Queensland to deliver specialist counselling services in Far North Queensland for children who have experienced sexual abuse.

The counselling targets children and young people living in out-of-home care as well as children not requiring ongoing intervention.

The service, which commenced in December 2012, is expected to deliver more than 3500 hours of counselling per annum.

The scope of sexual abuse counselling services was also expanded to include children and young people who display problem sexual behaviour or sexually abusive behaviour and are subject to ongoing intervention with a child protection order.

The service was working with 15 clients within three months of accepting referrals. This is on track to exceed the annual target.

Sexual abuse counselling services are also delivered in all other regions by funded non-government organisations.

Evolve Behaviour Support Service

Evolve Behaviour Support: Early Intervention Service is a multidisciplinary service providing positive behaviour support, family support and education and training for parents that aims to prevent families relinquishing to the state the care of their child with disability.

Evolve works with the child, carers, family, school and other services supporting the child to respond to the child's challenging behaviours.

In 2012–13, the Evolve Behaviour Support Service provided early intervention supports to 120 families at risk of relinquishment.

Family Intervention Services

The Family Intervention Services program is Queensland's frontline intensive family support program for children and young people who require ongoing intervention and case management.

The program is delivered by a large range of non-government organisations to assist the department in keeping families together in their home, thereby avoiding placement in out-of-home care.

In 2012–13, the department provided funding of \$20.580 million to 52 Family Intervention Services that enabled support to 3334 individual children.

Of this total:

- 34 per cent (1124) were Indigenous children
- 64 per cent (2149) lived with their parents

- 30 per cent (987) lived in out-of-home care
- 73 per cent (2437) were aged under 10 years.

Fostering Families

Fostering Families initiative provides intensive, in-home and out-of-hours family support services to vulnerable families where a notification has been made to the department, primarily because of neglect.

The initiative helps to address neglect issues by focusing on developing practical skills in the family home and improving parenting skills, thereby reducing the need for ongoing intervention from the department.

The Fostering Families services commenced in December 2012 and all three Fostering Families services are now fully operational across Brisbane South, Toowoomba and Maryborough.

As at 30 June 2013, a total of 233 families were referred to the Fostering Families program and a total of 163 families were engaged or working to engage with the three services.



Helping Out Families

The Helping Out Families initiative is designed to provide appropriate family support services to help families who are at risk of entry to the statutory system.

In 2012–13, the department provided \$15.336 million to deliver the Helping Out Families initiative.

Evaluation findings released in January 2013 showed Helping Out Families is making a difference, with rates of re-reporting to child safety services substantially reduced by almost 40 per cent for clients engaged with the Helping Out Families Intensive Family Support services compared with those who did not engage.

Referral for Active Intervention

Referral for Active Intervention (RAI) services provide intensive early intervention support to families with medium-high complex needs in 12 locations across Queensland.

The service delivers direct support to families, as well as referring the family to targeted family support services and specialist counselling services, to prevent the family entering or re-entering the child protection system.

As at 30 June 2013, RAI services were supporting 1135 Queensland families by:

- identifying needs and tailoring services and interventions to respond to those needs
- ensuring integrated service delivery so children, young people and their families have access to the most appropriate support
- providing intensive family support services, in-home care and brokerage.

Support for Aboriginal and Torres Strait Islander children and families

Family Support Services

Aboriginal and Torres Strait Islander Family Support Services are primarily early intervention services working with families to help reduce the risk and number of children who need to be removed from their home and families. A key feature of the program is helping Indigenous families when problems first emerge.

In 2012–13, the department provided \$9.566 million for the Aboriginal and Torres Strait Islander community controlled early intervention family support program.

As at 30 June 2013, the program was working to engage or support 2030

families across the state since 1 July 2012. This is compared to 1731 families as at 30 June 2012.

Recognised entities

The *Child Protection Act 1999* requires that the department works to ensure the safety, wellbeing and best interests of Aboriginal and Torres Strait Islander children be carried out in a way that allows them to develop and maintain connections with their family, culture, traditions, community and family.

Under the Act, when making a significant decision for an Aboriginal or Torres Strait Islander child, the recognised entity for that child must be given the opportunity to participate in the decision-making process.

In 2012–13, the department provided \$9.756 million to deliver recognised entity services throughout Queensland. This means there is a recognised entity service available for participation and consultation to staff at each of the department's child safety service centres.

Safe Havens

Safe Haven services are a joint state and Australian government initiative. The initiative aims to reduce the impact of domestic and family violence on children, young people and their families in Cherbourg, Coen, Mornington Island and Palm Island; and keep children, young people and their families from entering or re-entering the statutory system.

In 2012–13, the department:

- recommenced design work on the Mornington Island Women's Resource Centre
- supported the Department of Housing and Public Works in seeking Mornington Island Shire Council approval to progress the development of the Mornington Island Women's Resource Centre
- concluded design work on the Mornington Island non-government organisation staff accommodation project
- supported the Department of Housing and Public Works in working towards the resolution of Native Title issues
- reviewed, in collaboration with the Australian Government, projects planned for the Coen community
- collaborated with the Department of Housing and Public Works to provide options for the establishment of a Safe Haven initiative in Cherbourg that could incorporate the existing Women's Shelter service.

Safe Houses

A child safety Safe House provides a dwelling for the care and support of up to six children and/or young people in statutory care (aged 0–17 years) in remote Indigenous communities. This enables the child to be placed within their community, facilitating community connection and stability, and family contact while their child protection needs are being assessed.

In 2012–13, funding of \$9.472 million was provided to 10 services statewide.

This program funding comprised \$0.248 million in capital funds and \$9.224 million in operating funds.

Safe House services are located at Aurukun, Doomadgee, Kowanyama, Lockhart River (also supporting the Hope Vale, Laura and Wujal Wujal communities), Mornington Island, Napranum, Bamaga (also supporting the Injinoo, New Mapoon, Seisia and Umagico communities), Palm Island, and Pormpuraaw.

Adoption services

The department is responsible for providing services in Queensland for:

- parents considering adoption for their children
- children requiring adoptive placements
- people seeking to adopt children
- people seeking information or to lodge a contact statement in relation to a past adoption.

We provide services in accordance with the requirements of the *Adoption Act 2009* and the *Adoption Regulation 2009*.

In 2012–13, there were 45 children adopted in Queensland, including 23 children subject to an overseas adoption order.

Past practice and apology

On 27 November 2012, the Premier made a historic apology in Parliament to people affected by past forced adoption policies and practices.

The department was instrumental in the formulation of the apology including the coordination of public consultation about the framing of the apology and arrangement for events in support of the apology. Public consultation included a key stakeholder forum held on 3 October 2012 for organisations representing people affected by past forced adoption practices. The forum was chaired by the Minister for Communities, Child Safety and Disability Services and attended by representatives of:

- Adoption Loss Adult Support
- Jigsaw Queensland
- Link-Up (Qld) Aboriginal Corporation
- Origins Queensland
- Post Adoption Support Queensland
- White Australian Stolen Heritage.

The proceedings on 27 November 2012 were watched by people affected by forced adoptions in the Parliamentary Public Gallery, at a live broadcast in the parliamentary precinct and online.



For siblings Trevor Jordan and Collette Glazebrook, the apology was an emotional and rewarding experience.

Future directions

In 2013–14 we will:

- respond to the Queensland Child Protection Commission of Inquiry report and develop strategies to reform the departmental operations of child safety services with a focus on revitalising frontline services
- provide additional funding for foster and kinship care allowances to meet the demand for the increasing numbers of children in out-of-home care
- implement reforms of the Transition from Care program that will include providing support to young people who were formerly in care to the age of 21. Reforms will focus on three phases: preparation commencing at 15 years to improve outcomes for young people while in care; transitioning from care; and post care support up to the age of 21 years
- continue to ensure children from regional areas have access to counselling 24/7 through the provision of a telephone support line
- continue the government's commitment to boost counselling services for victims of child abuse and sexual assault
- provide \$2 million to continue the Fostering Families trial to target neglect
- provide \$1.2 million to continue construction activities and the establishment of facilities to support the Safe Haven program
- provide \$3.3 million to continue investment in Residential Care facilities, expanding the range of placement options for children and

young people in the child protection system

- support frontline child safety staff through career development and working to reduce case loads
- develop plans to implement the accepted recommendations from the Queensland Commission of Audit final report.

Disability

Disability services leads policy and programs across the government and non-government sectors and provides and funds disability and community care services to support people with disability, their families and carers.

We are committed to helping people with disability to access the support and services they need as they move through different life stages.

National disability policies and reforms

National Disability Agreement and National Disability Strategy

The National Disability Agreement provides the national framework for the provision of government support to services for people with disability. The objective of the agreement is to enhance the quality of life of people with disability, their families and carers. It also aims to support the participation of people with disability as valued members of the community.

The National Disability Strategy 2010–2020 — a deliverable of the National Disability Agreement — sets a national vision for an inclusive Australian society that enables people with disability to fully participate in their communities. The strategy provides an agreed approach to improve access to mainstream services, and ensure public policy takes account of the needs of people with disability.

The National Disability Strategy 2010–2020: Report to the Council of

Australian Governments 2012, which includes the first three-year implementation plan, Laying the Groundwork 2011–2014, was released in February 2013.

DisabilityCare Australia, the national disability insurance scheme

In December 2012, the Premier announced that by 2018–19 the Queensland Government would invest an additional \$868 million in the delivery of disability services as part of the state's commitment to the national disability insurance scheme (NDIS).

The NDIS will provide eligible Queenslanders with access to a scheme that provides lifetime coverage for the costs of reasonable and necessary disability care and support.

Year	Increase in funding in Qld
2013–14	\$25 million
2014–15	\$50 million
2015–16	\$80 million
2016–17	\$165 million
2017–18	\$235 million
2018–19	\$313 million
Total	\$868 million

On 7 December 2012, Queensland signed the intergovernmental agreement for the NDIS launch at the Council of Australian Governments' meeting.

On 8 May 2013, the Queensland Government signed a heads of agreement with the Australian Government for full implementation of the NDIS.

In 2012–13, the department commenced planning for the Queensland NDIS work program 2013–2016 in consultation with people with disability, their families and carers, advocates, service providers and government to ensure the state is ready to transition to the NDIS from 1 July 2016.

Planning also commenced for the joint transition plan 2016–2019, which will be agreed with the Australian Government and DisabilityCare Australia by December 2014. This plan will set out arrangements for eligible people with disability to transition to the scheme.



NDIS Planning and Implementation Group

In 2012–13, the Queensland NDIS Planning and Implementation Group was established to drive the state's transition to the NDIS.

Since February 2013, this group has met three times. Membership includes people with disability, carers and families, service providers, advocacy organisations and peak bodies.

National Health Reform Agreement

Under the implementation of the National Health Reform Agreement, from 1 July 2012, the Australian Government assumed full funding responsibility for aged care and disability services for people 65 years and over (Aboriginal and Torres Strait Islander people 50 years and over).

States now have full responsibility for non-Indigenous people with disability under 65 years of age and Aboriginal and Torres Strait Islander people with disability under 50 years of age.

In 2012–13, the Australian, state and territory governments worked in partnership to align contracting processes and streamline systems to ensure:

- continuity of services to existing clients
- that the state continued to contract with existing service providers who provide services to people with disability under 65 years and under 50 years for Aboriginal and Torres Strait Islander peoples.

Queensland's disability policies and reforms

Queensland's five-year disability plan

The Queensland disability plan has a five-year horizon and will prepare mainstream and disability services for the introduction of the NDIS. It will also deliver on Queensland's commitments under the National Disability Strategy.

In 2012–13, a draft Queensland disability plan was developed and used in targeted consultation conducted between April and June 2013. There was strong engagement during consultation from all sectors. Feedback was received from people with disability, families and carer groups, and disability and community sector representatives.

Disability service plans

The *Disability Services Act 2006* requires every Queensland Government agency to develop and implement a disability service plan. These plans outline the way each department is working to improve access to government services and to provide appropriate services for people with disability and their families.

Our Disability Service Plan 2011–2014 outlines the major outcomes and actions the department will deliver to provide appropriate policies, programs and services for people with disability.

Your Life Your Choice

Self-directed support is a funding approach that enables people with disability and their families to have greater flexibility, choice and control over the disability supports and services they receive. It is a key part in preparing Queensland for the NDIS.

Launched in September 2012, Your Life Your Choice provides the framework for how self-directed support operates in Queensland.

In April 2013, the *Disability Services (Your Life Your Choice) Amendment*

Act 2012 was proclaimed to allow the department to pay funding directly to people with disability.

The Australian Tax Office ruled that, from 1 January 2013, any funding received under Your Life Your Choice or any interest earned on those funds in a person's bank account is not considered to be assessable or taxable income.

The Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs also determined that any Your Life Your Choice funding paid into a person's own bank account is not considered income when determining eligibility for Centrelink social security payments.

At the end of June 2013, more than 230 people have decided to self-direct their support through one of the 59 host providers under the Your Life Your Choice framework.



Specialist disability services

Specialist disability services are designed to meet the needs of individuals with disability who have profound or severe core activity limitations. We provide specialist disability services across four support categories:

- accommodation support services
- community support services
- community access services
- respite services.

Accommodation support services

The department funds and directly provides a wide range of accommodation support services to people with disability according to their circumstances and the level of their assessed support need.

Services usually include assistance with personal care, household management and accessing community services, such that people with disability will attain skills to live as independently as possible in their own home or shared housing in the community.

In 2012–13, we funded approximately 6000 unique service users to access accommodation support services.

Accommodation Support and Respite Services

Accommodation Support and Respite Services (AS&RS) operates across Queensland providing direct delivery of a range of accommodation support options and centre-based respite for

people with a moderate to profound intellectual disability.

The Queensland Government's Independent Commission of Audit publicly released its final report on 30 April 2013. The report included a recommendation that prior to the full commencement of DisabilityCare Australia, the national disability insurance scheme, all services currently provided by AS&RS be transitioned to the non-government sector. The transition should be conducted through a formal and transparent recommissioning process that allows a progressive movement towards choice and control.

The Queensland Government accepted this recommendation consistent with the government's policy position on contestability of service delivery. Early stage planning is underway that will inform a formal, comprehensive consultation phase with clients and their families, staff and non-government organisations.

In September 2012, the Queensland Government announced an Elderly Parent Carer Innovation Trial as part of a suite of new initiatives for people with disability. The objective of the trial is to test innovative sustainable living arrangements for adults with disability who are cared for by their elderly parents.

In March 2013, the first funding round was announced by the Minister. It is anticipated that announcements about the successful projects will be made early in the new financial year.



Younger people in residential aged care

Since 2006, the department has supported more than 150 people with disability to move out of residential aged care, or be diverted from entering aged care, or to receive enhanced support while continuing to reside in aged care facilities.

Younger people with disability requiring this level of support continue to be identified through the assessment process and are responded to as suitable support options become available in the service system.

In 2012–13, \$1.26 million was allocated to provide housing and support at Tewanin for six residents.

We also provided \$1 million as part of a \$3 million commitment over three years (2012–2015) for ongoing support for seven residents at the state-of-the-art accommodation complex built by Youngcare, and operated by Wesley Mission on the Gold Coast.

Community support services

Community support services provide the person with disability the appropriate support mechanisms to live in the community. This includes aids and equipment; therapy support and counselling; early childhood intervention; behavioural/specialist intervention; case management and local area coordination. These services are either provided by funded non-government service providers or directly by the department.

Aids and equipment

The Department of Health provides the largest subsidy program for aids and equipment in Queensland through the Medical Aids Subsidy Scheme. The scheme supports people to continue living in their homes, assists with hospital discharge and prevents admission to residential care.

In March 2013, we commenced the Community Aids Equipment and Assistive Technologies initiative to provide aids and equipment subsidies for items to eligible applicants that help people participate in their communities of choice.

The initiative provides aids and equipment subsidies to support people with their communication and mobility needs. As at 30 June 2013, the initiative has received more than 700 applications, and has processed 141 subsidies to 87 clients.

The department also provides support for people with disability to improve private vehicle access through the Vehicle Options Subsidy Scheme.

Subsidies available range from \$400 for driving lessons to \$4500 to assist with the purchase of a vehicle to be modified enabling people with disability greater opportunities to independently participate and become involved in activities outside their home. In 2012–13, the scheme assisted 450 clients and provided 695 subsidies.

In 2012–13, the Community Care program allocated more than \$420,000 in funding as a contribution to the cost of continence consumables provided through the Department of Health's Medical Aids Subsidy Scheme.

Specialist disability services for children

The early years are an important time for families of children with disability to access the information and supports they need to care for their child, including necessary early intervention services.

We provide a number of initiatives to support children with disability aged 0–17 years and their families, including:

- Autism early intervention
- Baby Bridges™
- Early intervention for children with a physical disability

- Evolve Behaviour Support Service (see page 32)
- Family and early childhood services
- Support for Families
- Parent Connect.

The Autism Early Intervention initiative — provides information, multidisciplinary therapy and support with key transitions to school in centre-based and family settings for children with autism aged up to six years.

In 2012–13, the department allocated \$5.121 million to Autism Queensland and the Autism Early Intervention Outcomes Unit Foundation (AEIOU) to provide specialist disability early intervention services to more than 470 children and families. We also allocated \$1.5 million in capital grants to build two new specialist autism early learning centres in Bundaberg and Mackay.

We also allocated \$455,000 for children aged 7–17 years and their families to purchase a range of supports from non-government service providers in their local areas. This is the first allocation of funds provided through the Autism Early Intervention initiative that families can self-direct if they choose through Your Life Your Choice (page 40).

Baby Bridges™ — provides new parents of children with disability, aged zero to five years with information, training and support to increase their capacity to care for their child now and in the future. Children receive specialised play activities from qualified therapists. Baby Bridges also provides opportunities for parents to develop informal supports with other families.

In the 12 months through to 31 May 2013, Baby Bridges delivered 1931 hours of support for 126 parents/carers.

Early Intervention for children with a physical disability — provides therapy and early intervention services to families of children with a physical disability.

More than \$4 million is invested in the Early Intervention for Children with Physical Disability initiative and supports 614 children aged 0–17 years with a physical disability across the state.

Family and Early Childhood Services (FECS)— support families with a child aged up to six years who has, or is at risk of having, a significant developmental delay.

FECS services include: information; therapy; counselling; and support with transitions to early childhood education such as child care, kindergarten and school.

Support for Families— provides services and support such as:

- respite so families can have a break from their caring role
- therapy and intervention services, including therapy and counselling and other interventions assessed as needed by a specialist practitioner
- community participation and social inclusion supports
- specialised goods and equipment where the need is assessed and they cannot be provided through other subsidies.

The department allocated funding of \$35.855 million to support more than 1400 families and individuals through non-government service providers and the department.

Parent Connect — commenced in November 2012, and is provided across eight locations with funding of \$4 million over four years. The Parent Connect initiative forms part of our commitment to providing early intervention, prevention and transition support to parents of children with disability or developmental delay from birth to six years of age. In addition, it also recognises the importance of delivering early response services for parents of older children with newly acquired or identified disability.

Parent Connect will guide parents through planning and capacity mapping to help determine the best possible response for their family, and offer a range of supports for up to 12 months.

To date, 137 families have made contact with Parent Connect service providers across the state.

Spinal Cord Injuries Response program

The Spinal Cord Injuries Response program is a coordinated cross-government program that provides disability support, essential equipment and housing or home modifications for people to live in the community after receiving rehabilitation for a spinal cord injury.

The benefits of the program include:

- reducing the time spent in hospital waiting for appropriate housing,

community services and personal support

- minimising the impact of high acute care costs
- helping people with a recently acquired spinal injury to more quickly resume life with family and friends, with ongoing community-based disability support
- helping people to build a support network and access a range of options within their community.

In 2012–13, a total of \$14.353 million was allocated to provide in-home accommodation support to 154 clients, which included 22 new clients discharged from the Princess Alexandra Hospital Spinal Injury Unit.

In addition, funding of \$1.737 million was allocated to modify the homes of 48 clients discharged from the Spinal Injury Unit during 2012–13.



Community access services

Community access services provide opportunities for people with disability to pursue their life goals, including learning and life skills development, recreation and holiday programs, and support to access community activities.

Post-school support

Supports for young people transitioning from school are provided through:

- My Future: My Life, which is an early intervention strategy that assists young people with disability in school Years 11 and 12 plan their future career goals such as employment, education and/or community participation
- Supports for School Leavers, where funding makes it possible for young people with disability, who have exited school, to build pathways that enable them to transition from school to adult life opportunities.

To establish their life and meet their post-school goals, young people with disability exiting from school may also receive funding for specialised aids or equipment.

In 2012–13, \$9.859 million was made available for young people aged 16–25 years, through flexible respite support and supports for young people leaving school. This enabled the department to provide support to more than 500 young people.

In 2012–13, the department allocated \$1.553 million to Centacare to administer the My Future: My Life strategy.

Since the strategy commenced in February 2012, Centacare has received in excess of 1300 enquiries from families and educational personnel, and have received and processed more than 200 applications for support.

Local Area Coordination program

Local area coordinators work in local communities across Queensland to plan and link people with disability to a range of different support networks and services, depending on their individual needs and interests.

There are 56 local area coordinators, in 40 locations across the state. In 2012–13, the coordinators assisted 3285 people access mainstream services and information and build supportive networks.

Respite services

Respite services provide a short-term and time-limited break for families and other care givers of people with disability. This supports and maintains the primary care-giving relationship, while providing a positive experience for the person with disability.

Regular and timely breaks can replenish carers and as a result strengthen their ability to continue to care for their family member with disability.

The department provides a wide range of respite services and supports across Queensland by:

- allocating funding to non-government providers to deliver a range of respite services

- directly providing centre-based respite services across the state from 11 service outlets for people with an intellectual disability.

The government has committed to invest \$22 million over four years (2012–2016) for extra respite hours for people with high needs disabilities aged between 16 and 25 years, and their carers, through more flexible arrangements.

In 2012–13, as part of this commitment, the department allocated almost 240 places for respite to the regions.

Flexible Respite

Flexible Respite funding of \$1.8 million was allocated in 2012–13 to support more than 500 families of children with disability aged up to 12 years.

Respite Plus

In addition, during 2012–13 the department allocated \$397,000 — increasing to \$1 million annually from 2013–14 — for the provision of flexible respite services for children and young people with Rhetts syndrome and other similar fragile conditions. This will ensure this group of children and young adults and their families have access to respite supports that meet their unique needs.

Community care services

In 2012–13, community care services continued to implement changes resulting from the age-based separation of responsibilities for the Home and Community Care programs and supported approximately 38,000

younger people with disability to live independently in the community. State funding of \$136 million was allocated for the delivery of community care services in Queensland by approximately 223 organisations through 609 service outlets across every region of Queensland.

Two initiatives were rolled out statewide:

- Community Access Point, which provides information on, assessment for, and referral to community care services. More than 7000 calls were taken in 2012–13, with 3447 people assisted to receive community care services
- a web-based service availability register, which allows service providers to input up-to-date information on their service availability in order to streamline the referral process for clients and provide valuable planning information.

Reducing the use of restrictive practices and improving quality of life

The Positive Futures initiative was part of a six-year (2007–08 to 2012–13), \$229.3 million program to promote best practice positive behaviour support and help safeguard the rights of people with an intellectual or cognitive disability with challenging behaviours.

The initiative included a suite of service delivery reforms, as well as a legislative regime to regulate the use of restrictive practices.

In its five years of operation, the initiative led to reduced or discontinued use of restrictive practices with the client group.

In 2012–13, the department continued to assist non-government service providers to implement the Positive Futures reforms by providing \$1.937 million in recurrent funding.

Under the High and Complex Needs capital program, \$3.084 million was spent in 2012–13 on purpose-built accommodation and modifications including:

- \$0.795 million on the construction of two purpose-built units in Rockhampton
- \$0.170 million on modifications to a property in Thornlands to accommodate up to two clients
- \$0.515 million on modifications to a property in Yamanto to accommodate up to three clients
- \$0.381 million on the upgrades to the Forensic Disability Service in Wacol
- \$1.223 million for various upgrades to existing department buildings, including minor works in Wacol and Forest Lake.

As at 30 June 2013, service providers reported that 594 adults were subject to restrictive practices, including containment and seclusion; physical, mechanical and chemical restraint; and restricted access to objects. This is a reduction from approximately 1500 people four years earlier.

Specialist Response Service teams

At 30 June 2013, Specialist Response Service (SRS) teams were providing

clinical and or counselling support to 29 clients.

The Wacol SRS Clinical team has a specialist Positive Futures function. The team is currently working with 18 clients with complex support needs. These clients are supported in purpose-built accommodation at Wacol and are subject to intensive therapeutic and behavioural supports.

The Wacol SRS Clinical team partners with non-government service providers and with accommodation support and respite services in the provision of these services.

The service is underpinned by strong clinical and administrative governance mechanisms that support eligibility, entry, service design, and delivery and service exit. These mechanisms have been effective in facilitating the transition of a number of people from Wacol to other regional locations in the past six months.

Specialist Disability Services Assessment and Outreach Team

The Specialist Disability Services Assessment and Outreach Team (formerly the Mental Health Assessment and Outreach Team) is a statewide service whose core responsibility is to provide a mental health contribution towards the reduction of restrictive practice among people with disabilities, through the alleviation and prevention of behavioural problems.

During 2012–13 the team has:

- provided assessment and outreach work on 594 cases

- provided training to registrars in psychiatry, medical interns and masters students
- provided crucial clinical preventative consultation and outreach services to people with disabilities within rural, remote and Far North Queensland Indigenous communities
- provided clinical input into the Forensic Disability Service, and other individuals within the community who receive support and services under parallel Mental Health Legislation
- authored and/or co-authored five peer-reviewed published journal articles, three book chapters and 10 presentations at national and/or international conferences.

Centre of Excellence for Behaviour Support

The Centre of Excellence for Behaviour Support is a partnership between the Department of Communities, Child Safety and Disability Services and the University of Queensland.

The centre leads the integration of theory and evidence-based practices in positive behaviour support to assist service providers in delivering better services to adults with a cognitive or intellectual disability who exhibit challenging behaviour.

In 2012–13 the Centre of Excellence:

- delivered training to 824 participants from across the government and non-government sector
- hosted three seminars, which included international experts as speakers, attended by approximately 414 people

- had a number of articles and book chapters published
- encouraged initiative and best practice by awarding innovation micro-grants to service providers.

Office of the Chief Practitioner Disability and Director of Forensic Disability

The Director of Forensic Disability is a statutory role responsible for ensuring effective oversight, monitoring and compliance relating to the implementation of the *Forensic Disability Act 2011*. The Director also oversees the operations of the Forensic Disability Service.

In 2012–13, this role was co-located within the Office of the Chief Practitioner Disability, which provides clinical leadership and expert clinical advice about service and practice for people with disability including those with behaviours of concern and those in contact with the criminal justice system.

Forensic Disability Service

The Forensic Disability Service has been purpose-built to provide a dedicated therapeutic environment for up to a maximum of 10 people.

The service supports people within an environment and support model where the person's offending behaviour can be addressed and where their social, interpersonal and communication skills can be improved.

The Forensic Disability Service is currently at capacity with nine adults residing in the complex and one adult residing in an adjacent duplex. Significant physical modifications were

completed in 2012–13 to one of the units of accommodation to cater for the special needs of a client.

In 2012–13, the department allocated \$7.577 million to accommodate and support 10 clients.

Support for non-government organisations

In 2012–13, the department continued to assist non-government service providers to implement the Positive Futures reforms with \$1.92 million in recurrent funding.

In 2012–13, the government agreed to review the legislative and service delivery response under the Positive Futures initiative. This review will be finalised in 2013–14 and aims to:

- improve the care and quality of life for adults; and safe guard adults; with challenging behaviour causing, or at risk of causing, physical harm
- streamline processes and reduce red tape for service providers
- build the capacity of service providers to implement positive behaviour support
- equip workers to support clients effectively and in a way that is safe for all.

In early 2013, the department established the Restrictive Practices Red Tape Reduction Working Group with key service providers, the Adult Guardian and Public Advocate. The working group's aim is to support the review and identify opportunities to address issues creating compliance burden. The opportunities include streamlining processes and providing clarity to service providers through

changes to practice, policy, education or communication.

Community engagement

Disability Action Week

Disability Action Week 2012 was celebrated from 9–15 September 2012 with the theme, ‘empower, enable, everybody’, to highlight the importance of working together to make our communities inclusive of all people.

Disability Action Week aims to:

- encourage positive attitudes towards people with disability
- promote improved access to the wider community.

Events in 2012 included morning teas, family fun days, art exhibitions, sporting events and a circus performance.

In 2012–13, we allocated \$13,950 to Disability Action Week activities, including:

- promotional posters, postcards and web content
- an online event calendar listing more than 100 Disability Action Week events and activities
- broadcast emails to approximately 3500 key stakeholders and community groups
- a Twitter campaign
- distribution of pre-recorded community service announcements to all mainstream and Indigenous radio stations across Queensland.

Disability advisory councils

One Queensland and seven regional disability advisory councils are established under legislation to provide the Minister with advice on a range of regional, state and national disability and disability related matters that affect the broader community.

The councils’ members are representative of the community and include people with disability, family members, carers, and advocacy representatives, as well as members from community organisations, businesses, local government and disability service providers.

Further information about the Queensland Disability Advisory Council and the regional disability advisory councils can be found in appendix 3.

Share your Story initiative

We continued the Share your Story initiative, which gives people with disability and their families and carers the opportunity to share their views, ideas and reflections on the experience of disability. Sharing stories is one way to help build supportive and inclusive communities.



Future directions

In 2013–14, we will:

- prepare for Queensland's transition to the NDIS by:
 - releasing Queensland's five-year disability plan
 - developing a transition plan jointly with the Australian Government and DisabilityCare Australia
 - developing a workforce strategy and skills plan to strengthen the readiness of the existing workforce
 - providing training and resources to build the capacity of people with disability, their families and disability providers
- conduct peer support information sessions for people with disability and their families to increase their understanding and confidence to self-direct their supports under Your Life Your Choice
- provide \$12.2 million in capital funding across Queensland to provide purpose-built accommodation and upgrades to existing infrastructure to support people with intellectual and/or cognitive disability
- provide \$7.5 million in accommodation capital funding for adults with disability who are being cared for by their elderly parent
- introduce legislation to reduce red tape burden on service providers for the use of restrictive practices while maintaining protections for clients
- provide additional funding to support up to 27 people with spinal cord injuries to leave hospital and live in the community
- provide assistance for up to 300 young people with disability leaving school
- provide \$6.5 million to continue the government's commitment to provide extra respite hours for people with high needs disabilities aged between 16 and 25
- develop plans to implement the accepted recommendations from the Queensland Commission of Audit final report
- implement operational improvements to the clinical governance arrangements in disability services.

Social inclusion

Social inclusion services coordinates volunteering, carers, seniors, youth and women's policy and community recovery efforts across government.

Social inclusion services funds community services to support vulnerable individuals, families and communities, including those who are homeless, experiencing domestic and family violence and requiring community recovery services.

Carers

The department plays a significant role in developing awareness of carer needs and initiatives, and assisting carers with maintaining a balance between their caring role and other life activities. It is also a responsibility of the community as a whole to support carers.

Carers (Recognition) Act

The *Carers (Recognition Act) 2008* recognises the valuable contribution carers make to the people they care for and the social and economic benefit carers provide to the community.

The Act sets out requirements for public authorities to recognise and support carers through services to them and the people they care for, and also for employees of public authorities who undertake a caring role, specifically through:

- the Carers Charter, which contains 13 principles recognising the significant contribution carers make to the community

- the Queensland Carers Advisory Council, which advises the Minister on matters relating to carers and works to advance carers' interests.

More information on the Queensland Advisory Council can be found in appendix 3.

Carer Business Discount Card

The Carer Business Discount Card is a concession card that provides eligible carers with discounts on goods and services from participating businesses. This scheme is a partnership between the state government and businesses across Queensland.

As at 31 March 2013, there were more than 5200 businesses across Queensland participating in the scheme and providing discounts to more than 13,200 carers.

Companion Card

The Companion Card promotes fair ticketing for people with a disability who need significant assistance from a companion to attend activities and venues in their community.

As at 31 March 2013, there were more than 10,600 Companion Card holders and more than 760 affiliated businesses and venues providing two tickets for the price of one to activities and entertainment.

Office for Seniors, Carers and Volunteering

The Office for Seniors, Carers and Volunteering is Queensland's main

government contact point for carers' issues.

The office actively engages with other government departments, non-government organisations and the community to raise awareness about carers and embed Carers Charter principles in government and community activity. It also provides secretariat support to the Queensland Carers Advisory Council.

Community support

Caring for our community

The Queensland Government has committed \$4 million over three years from 2012–13 to assist community and volunteer groups to purchase essential equipment to enhance service delivery.

In 2012–13, funds of \$1.408 million were allocated to 357 community and volunteer groups for essential equipment required to help them support Queenslanders.

Counselling and support services

The department funds a number of counselling and other support services to assist vulnerable individuals with a wide range of issues, including: family and relationship issues; coping with chronic illness; and personal crisis and trauma-related conditions.

Generalist counselling

In 2012–13, the department provided funding of \$2.7 million for 26 Generalist Counselling services, which provided 86,507 occasions of information advice and referral.

Gambling help

Gambling help services provide a range of responses to clients adversely affected by gambling.

Responses include prevention; early intervention; crisis treatment and support; community education; information; referral; and face-to-face counselling services.

Funding of \$5.157 million was provided to 15 gambling help services to provide support for problem gamblers. More than 3000 calls were made to the Gambling Help Line.

The Department of Communities, Child Safety and Disability Services administers the funds on behalf of the Department of Justice and Attorney-General.

Emergency relief

In 2012–13, the department provided \$1.733 million to 88 funded organisations to distribute emergency relief through 138 service outlets across the state.

Funding of \$792,168 was also provided to Foodbank to distribute donated goods to an average of 230 non-government organisations per quarter.

Neighbourhood centres

Neighbourhood centres are community facilities that respond to the needs of local communities, with a priority on vulnerable individuals and families. In 2012–13 the department provided \$13.935 million in operating funds to 122 neighbourhood centres.

Public intoxication

The Public Intoxication program supports vulnerable people who are intoxicated in public spaces and are at risk of incarceration or harm.

In 2012–13, a total of \$20.841 million was provided to 41 services across 7 initiatives: Addressing Volatile Substance Misuse; Cell Visitor; Community Patrol; Diversion Centre; Managing Public Intoxication; Drink Safe Precinct; and Reducing Demand.

Men's services

Alcohol Management Reform services funded by the department in 2012–13 included rehabilitation, and diversionary and treatment services to underpin a sustained reduction in alcohol-related harm.

The department allocated \$3.012 million to deliver 29 services across 19 Indigenous communities from 1 July until 31 December 2012. The department also contributed to the whole-of-government Alcohol Management Reform strategy by allocating \$623,884 to nine Men's Support services and one volatile substance misuse service across 14 Indigenous communities from 1 January until 30 June 2013.

Men's Support services are located in Doomadgee, Hope Vale, Kowanyama, Lockhart River, Mornington Island, Napranum, the Northern Peninsula Area, Pormpuraaw, Woorabinda and Wujal Wujal.

Community recovery

The department is the lead agency for human and social community recovery in the event of a disaster.

This includes building community resilience through the provision of services to support emotional, social and physical recovery following disasters. We also develop financial assistance packages for individuals, families and non-government organisations under the joint Commonwealth and State Natural Disaster Relief and Recovery Arrangements.

Community recovery efforts

Following Tropical Cyclone Oswald and associated rainfall and flooding, community recovery centres were established in 15 locations within the Central Queensland, North Coast, Brisbane, South East and South West departmental regions and were supported by outreach and mobile recovery services in 23 local government areas.

We provided personal support services, information, emergency financial assistance and worked collaboratively with key recovery partners including Red Cross, Lifeline and Centrelink to deliver key services.

As part of community recovery efforts, the department conducted a large outreach operation in conjunction with community recovery centres. In total, we processed:

- 48,354 Emergent Assistance Grants totalling \$21.456 million

- Essential Household Contents Grants totalling \$4.696 million
- Structural Assistance Grants totalling \$1.768 million
- Essential Services Safety and Reconnection Scheme grants totalling \$0.412 million.



Departmental staff assisted North Bundaberg residents following devastating flooding in January 2013.

Financial counselling

Financial counselling helps clients to more effectively plan and manage their financial circumstances and to build emotional resilience following a disaster-related event, such as flooding.

In 2012–13, \$2.630 million was allocated for financial counselling services resulting in assessment and referrals and 7366 hours of counselling sessions for clients in disaster-affected locations.

Community recovery operational practices

The Community Recovery Ready Reserve, established in August 2012, enables the government to temporarily redirect public servants to the more critical priorities associated with

response and recovery following significant disaster events.

During 2013, more than 1900 public servants from 19 government agencies were deployed to support individuals and families affected by disaster events.

Domestic and family violence

Domestic and family violence affects many Queenslanders, their families and communities. The department funds a range of initiatives to support people affected by domestic and family violence, including court support services, specialist counselling for adults and children, perpetrator intervention programs and a statewide telephone helpline.

In addition to helping people directly affected by domestic and family violence, the department funds prevention and early intervention programs, programs to raise community awareness about domestic violence and a statewide research centre to ensure evidence-based responses to this complex issue.

Domestic and Family Violence Prevention Month

Domestic and Family Violence Prevention Month is held during May each year to raise community awareness of domestic and family violence and its impacts. It also connects people with available support services.

Make the Call

'Make the Call' is the department's new three-year social marketing campaign that aims to address some of the social barriers that may discourage people from seeking help to address and prevent domestic and family violence.

The campaign was launched in April 2013 and encourages anyone who is concerned that someone they know is experiencing abuse within their relationship, to call DVConnect Womensline (1800 811 811) or Mensline (1800 600 636) for confidential advice on how to support that person's safety.

Domestic and Family Violence Protection Act

The *Domestic and Family Violence Protection Act 2012* commenced on 17 September 2012.

The new Act makes a clear statement that domestic and family violence is a violation of human rights and is not acceptable to Queensland communities.

The department is working with its partner agencies to monitor the implementation of the Act.

DVConnect

DVConnect provides free assistance to women, men, children and their pets affected by domestic and family violence across Queensland.

DVConnect can provide crisis intervention, support, information, counselling, referrals and access to

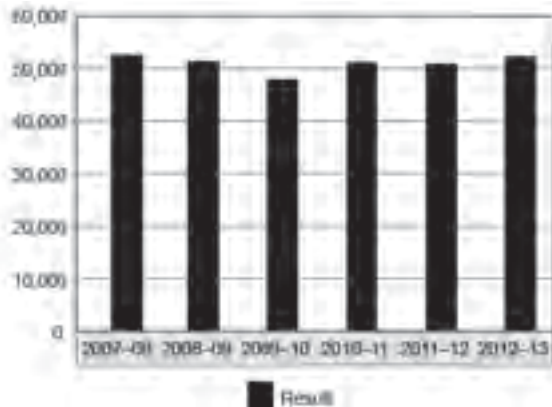
emergency refuge for women and children escaping domestic and family violence across Queensland.

In 2012–13, we allocated \$2.224 million to the DVConnect helpline that offers three statewide telephone lines:

- Womensline: for women experiencing domestic and family violence
- Mensline: for men affected by domestic violence as either victims or perpetrators
- Serviceline: for professionals such as the police, hospital emergency departments and refuge staff to receive information and assistance in responding to domestic and family violence concerns.

In 2012–13, DVConnect reported receiving 52,447 calls for assistance, comprised of: 37,457 calls to Womensline; 4385 calls to Mensline; and 10,605 calls to the Service Line. In addition to the calls received during this period, police referred 3903 individuals to DVConnect for support via SupportLink, an online e-referral tool.

Graph 1: Number of calls to the DVConnect helpline



Year	2008-09	2009-10	2010-11	2011-12	2012-13
Result	51,473	48,119	51,309	51,000	52,447

National Plan to Reduce Violence Against Women and their Children

The National Plan to Reduce Violence Against Women and their Children 2010–2022 (the National Plan) is a 12-year plan to keep communities safe, resource frontline services that support people experiencing violence, ensure effective justice responses and hold perpetrators to account.

A National Centre of Excellence established early in 2013 under the National Plan will link researchers, policy makers and practitioners to develop evidence-based responses to reduce sexual, domestic and family violence across Australia.

Queensland is contributing annual funding to the centre of more than \$307,000 through the well-established and respected Queensland Centre for Domestic and Family Violence

Research funded by the department and based in Mackay.

Homelessness

The department supports a range of service models including temporary accommodation with support, outreach, mobile and centre-based service delivery to support people to transition from homelessness to being housed, or to prevent them from becoming homeless.

We work in partnership with the Australian Government and a range of community stakeholders to deliver services to homeless people and those at risk of homelessness to have access to the services they require.

In 2012–13, the department allocated recurrent funds totalling \$120.598 million to support the delivery of specialist homelessness services by government and non-government organisations.

In total, 135 organisations provided more than 244 specialist homelessness services to support 23,385 people in the first two quarters of 2012–13.

In 2012–13, the decision was made to transfer the responsibility for homelessness to the Department of Housing and Public Works from 1 July 2013.

National Partnership Agreement on Homelessness

The Queensland and Australian Governments contributed \$284.6 million over five years (2008–09 to 2012–13) to reduce homelessness in

Queensland, as part of the National Partnership Agreement on Homelessness (NPAH).

In 2012–13, Queensland continued to implement the NPAH initiatives in this, the final year of the agreement, including:

- the development of a Common Homelessness Assessment and Referral Tool — an electronic assessment tool enabling services to record, store and retrieve demographic information on clients as well as the ability to electronically refer clients between services
- the continuation of the Logan Foyer service to provide effective assistance for young people through stable supported accommodation and assistance to achieve education or training outcomes
- support for young people at risk of or are homeless and/or are exiting state care to access safe and stable accommodation and develop their capacity to live independently through the Youth Housing and Reintegration Service and the Aftercare Service
- support for rough sleepers and the chronically homeless through the Brisbane Common Ground and Street to Home services
- funding HomeStay Support services to support people at risk of homelessness to maintain their tenancies.

Homeless Persons Information Queensland

Homeless Persons Information Queensland is a telephone information and referral service for people who are experiencing homelessness.

In 2012–13, the service responded to 25,115 calls. This is an increase on 21,800 calls taken in 2011–12.

Homelessness Vacancy Capacity Management System

In 2012–13, we fully implemented the Vacancy Capacity Management System (VCMS). VCMS is an online system that services use to update their vacancies and determine where vacancies exist before making referrals. This means that clients can be quickly referred to available accommodation without the need for multiple phone calls or enquiries. VCMS also provides information about capacity in the system, service delivery areas of highest need and compliance by NGOs with their service agreements.

As at 30 June 2013, there are more than 1374 registered users utilising the Vacancy Capacity Management System.

Brisbane Common Ground

In August 2012, Brisbane Common Ground opened an apartment building in South Brisbane with a capacity for 149 clients. The tenant mix is 50 per cent people who were formerly chronically homeless and 50 per cent people on low incomes at risk of homelessness. On-site support is provided to tenants by Micah Projects

Inc. and tenancy management is provided by Common Ground Queensland. In 2012–13, the service assisted 274 people. This figure includes clients who were supported on-site as well as those supported through an outreach capacity.

Bundaberg Men's Hostel — disaster recovery

The departmentally funded Ozcare Bundaberg Men's Hostel, a specialist homelessness service for homeless single adult men, sustained severe damage following the major floods in Bundaberg in January 2013.

The department worked closely with Ozcare to temporarily house clients at a caravan park in Bundaberg. Repairs were completed and clients were able to return to the supported accommodation service in June 2013.

The service has now introduced mobile support services to homeless adult men across a range of accommodation and community settings.

Townsville Homelessness Hub

The department remodelled the Townsville Homelessness Hub by allocating the Australian Red Cross with more than \$579,000 each year for three years (2013–2016) to run the service. The hub was opened in January 2013 to provide homeless people with information, advice and access to specialist homeless and housing services.

In the first six months of operation until 30 June 2013, 899 clients have already accessed the service.

The hub works with local homelessness and related support service providers to connect people with the help they need and will also provide ongoing case management.

Seniors

The department, through the Office for Seniors, Carers and Volunteering, has the lead role across government for ageing and older peoples' issues.

We are committed to ensuring the needs, interests and concerns of seniors are listened and responded to. We work in partnership with other government departments, seniors' organisations, service providers and academia, to develop programs that respond to the needs of seniors.

Concessions

In 2012–13, the department allocated \$185.6 million, to assist pensioners, seniors and veterans, including:

- \$50.319 million for the Pensioner Rate Subsidy scheme —to assist approximately 260,000 households
- \$107.004 million for the Electricity Rebate scheme —to assist approximately 530,000 households.

These concessions are designed to help Queenslanders reduce the cost of regular household bills, access essential services, and maintain a healthy, active lifestyle.

Elder Abuse Prevention Unit and helpline

The Elder Abuse Prevention Unit includes a free statewide telephone helpline (1300 651 192), which provides seniors who are at risk of and/or experiencing elder abuse with information and support.

In 2012–13, the unit was provided \$469,568 and responded to 1837 telephone calls and emails, a slight increase from 1645 in 2011–12.

Older People's Action program

As part of the program, the department provides funds to 20 non-government organisations in various locations across the state that aim to:

- assist seniors to increase seniors' social participation
- reduce fear of crime and increase their sense of safety and security in their communities.

In 2012–13, the department provided \$1.424 million to fund 21 services under the Older People's Action program to reduce social isolation.

Seniors Card programs

Through Smart Service Queensland, we administer the Seniors Card program and a number of concession schemes and services to assist pensioners, seniors and veterans with the cost of living expenses.

The Seniors Business Discount Card scheme is free to join and delivers savings to permanent residents of Queensland aged 60 years and older. The Seniors Card, Seniors Card +go

and Seniors Business Discount Card are part of the scheme.

The Seniors Card program provides discounts on travel, accommodation, hospitality, retail, entertainment, leisure and further education.

In Queensland in 2012–13, there were more than 607,700 Senior Card Holders and more than 90,000 Senior Business Card Holders.

As at 30 June 2013, 76 per cent of eligible persons (60 years of age and over) were current holders of a Seniors Card or a Seniors Business Discount Card.

Seniors Enquiry Line

The Seniors Enquiry Line (1300 135 500) is a statewide information and referral service. For the cost of a local call, the Seniors Enquiry Line gives Queensland seniors, their family, friends, grandparents and carers access to information on concessions, social activities, independent living, health, finance, retirement and support services for seniors.

The Seniors Enquiry Line provided information to or referral for 17,742 enquiries during 2012–13, up from 17,026 in 2011–12.

Seniors Legal and Support Service

Seniors Legal and Support Services are staffed by solicitors and social workers who assist older people who are at risk of and/or experiencing elder abuse or financial exploitation.

In 2012–13, five Seniors Legal and Support Services across the state were provided \$2.374 million and responded to 2831 telephone calls and emails.

60 and Better program

The 60 and Better program supports older people to develop and manage healthy ageing programs in their own communities using community development principles and practices.

The program offers participants a mix of physical, social and intellectual activities that support people to make connections with others and to develop interests. Activities include exercise programs, health talks, craft activities, theatre groups, card games and opportunities to explore information technology.

In 2012–13, the department provided \$1.319 million to 23 services funded under the 60 and Better program to promote active ageing.

Seniors Week

Seniors Week 2012 was celebrated from Saturday 18 August to Sunday 26 August.

The department allocated a total of \$124,655 to 44 organisations to provide events across the state and conducted a public awareness and engagement campaign for Seniors Week 2012.

Support for grandparents

Time for Grandparents program

The Time for Grandparents program provides respite for grandparents raising children by funding and facilitating access to recreational camps and day activities.

The 'Grandfamily' camps provide:

- safe and enjoyable recreational activities for both grandparents and grandchildren, which are run by qualified instructors
- information sessions on parenting issues, finances and legal matters
- a range of individual and group counselling sessions
- information about local support systems and services available in the community.

In 2012–13, 276 grandparents and children attended these camps with 676 activities conducted for grandchildren.

Grandparents Day

Grandparents Day 2012 was held on 18 November with the theme 'Make your grandparent's day!' Grandparents Day celebrates the special contribution grandparents make to their families and communities and is an opportunity for everyone to thank grandparents for their love and support.

The department provided a range of free resources to help with celebrations including posters, postcards and downloadable certificates of recognition for grandparents.

Volunteering

Volunteers enrich Queensland communities and help individuals and community organisations every day. Volunteers build strong, healthy and inclusive communities, and we deliver a number of programs to support Queensland's volunteers.

National Volunteer Week

National Volunteer Week was held from 13–19 May 2013 and is the largest celebration of volunteers in Australia. The department allocated \$22,500 to Volunteering Queensland to deliver a range of National Volunteer Week events, including the annual launch event, 'One Big Thank You'.

Office for Seniors, Carers and Volunteering

The department, through the Office for Seniors, Carers and Volunteering, aims to:

- increase volunteering and support the sustainability of volunteering in Queensland
- engage the general population and specific population groups in volunteering
- support good practice in Queensland Government volunteer programs
- improve non-government organisations' knowledge and skill to attract and retain volunteers
- support effective coordination of volunteers during disasters
- provide access to up-to-date information and resources for volunteers and community organisations.

Volunteering Queensland

In 2012–13, we provided \$389,285 to Volunteering Queensland to:

- provide referral services, education and training, and sector support to businesses, community organisations and volunteers
- conduct four National Volunteer Week activities, engaging 340 participants and a National Volunteer Week Event Calendar, promoting 32 state-based events.

Women

The department aims to address the multiple layers of disadvantage still experienced by women who are more vulnerable to poverty and exclusion, by developing and informing government policies, programs and services.

International Women's Day

International Women's Day 2013 was celebrated across the state on 8 March with the theme, 'Queensland Women — Building Connections'.

Events across Queensland recognised the contribution women make to our society, while providing a great avenue for women to connect and broaden their networks.

A statistical snapshot of Queensland Women was released as part of the International Women's Day celebrations showing how women are progressing across key areas that contribute to their wellbeing, such as employment, health and safety.

The statistical snapshot can be viewed by visiting www.women.qld.gov.au.



Sexual assault services

Sexual assault services are funded to support adults who have experienced sexual assault to rebuild their lives.

In 2012–13, the department provided \$5.925 million to 20 funded organisations to assist adults, predominately women, via holistic support including advocacy and sexual assault counselling.

Sexual assault services contribute to Queensland's commitments under the National Plan to Reduce Violence Against Women and their Children 2010–2022.

Women's health services

Women's health services are funded to promote the health and wellbeing of women.

In 2012–13, the department provided \$4.181 million to 13 funded organisations to facilitate the active participation of women in the management of their own health and wellbeing.

Women's health services contribute to Queensland's commitments under the National Women's Health Policy 2012.

National Council of Women of Queensland Bursaries

In 2012–13, the department sponsored two National Council of Women of Queensland study bursaries, designed to assist female students across Queensland with their study costs.

Two women received bursaries worth \$1000 each to help them achieve their career aspirations.

Women's Infolink

Women's Infolink provides free and confidential information and referral services about government agencies and community services supporting women. Women's Infolink responds to women's issues, queries and problems by providing confidential support and referral options through the free call telephone service (1800 177 577) and web-based services.

In 2012–13, we received approximately 122,400 information queries through Women's Infolink including 92,506

website views and more than 14,500 referrals provided through free call telephone, email and web services.

Young people

The department provides funding for youth initiatives that deliver services ranging from intensive support through to developmental and preventative programs.

Queensland Youth Strategy — connecting young Queenslanders

Released on 30 June 2013, the Queensland Youth Strategy — connecting young Queenslanders directs whole-of-government effort through six key areas of connection for young people, namely: families, friends and social networks; education, training and employment; health and wellbeing; volunteering and participation; supports and services; and arts and culture.

Youth preventative support

We have a range of initiatives designed to provide support and development for young people, especially vulnerable young people, Indigenous young people, and those at risk of offending and/or homelessness.

Youth at Risk initiative

The Youth at Risk initiative responds to vulnerable young people aged between 10 and 25 years and works to target resources where they are needed most.

The initiative also supports young people with complex and multiple needs to address risk factors that may result in harm, poor health outcomes,

homelessness, offending, or the need for intervention by the department.

During 2012–13, the department provided \$13.125 million to deliver more than 150,000 hours of direct services under the initiative.

Youth recommissioning

In 2012–13, a review of youth programs was completed, and a review and recommissioning of youth investment, including that under the Youth at Risk initiative, commenced.

More than 1300 individuals, representing service providers and other key stakeholders, participated in forums in regional locations in Queensland between November 2012 and July 2013. The forums provided opportunities for communities to share their knowledge of the needs of vulnerable young people and effective service models.

Youth Housing and Reintegration Service and After Care Service

The Youth Housing and Reintegration Service (YHARS) and the After Care Service are funded under the National Partnership Agreement on Homelessness to 30 June 2014.

These programs assisted young people who are at risk of homelessness, or who are homeless and are transitioning from or recently exited statutory care to access and maintain affordable housing, or access housing options, including community housing youth studio units.

In 2012–13, 252 new referrals were accepted by the Youth Housing and Reintegration Service. In the same period, 321 referrals were accepted by the After Care Service, an increase of 77 from 2011–12.

Youth Support Coordinator initiative

The Youth Support Coordinator initiative targets young people who are at risk of disengaging, or who have recently disengaged from school.

Youth Support Coordinators work in schools to provide support and counselling to students in the school environment, and link students to relevant support services in their community.

In 2012–13, we jointly funded the initiative with the Department of Education, Training and Employment. As at 30 June 2013, youth support coordinators commenced approximately 10,000 case support plans for young people, with 57 per cent having improved educational outcomes recorded.

Youth development, leadership and engagement

We continued our initiatives and services aimed at providing young people with an opportunity to participate in their communities and in making decisions that have a positive impact on their lives.

Duke of Edinburgh's Award and Bridge Award program

The Duke of Edinburgh's Award and Bridge Award programs provide

opportunities for young people to engage in four learning and development challenges: physical recreation; skills; volunteering; and adventurous journey.

In 2012–13, more than 8000 young Queenslanders participated in the Duke of Edinburgh's and Bridge Award programs.

Indigenous Youth Leadership program

The Queensland Indigenous Youth Leadership program is an exciting opportunity for young Indigenous Queenslanders aged 18–25 years to develop leadership skills and learn about Queensland's democratic processes.



Tamika Palmer, 18 years old, from Gladstone, debates the Indigenous Education Bill in Parliament House as part of the 2013 Queensland Indigenous Youth Leadership program.

In 2012–13, in partnership with Xstrata Coal Queensland Pty Ltd and Queensland Parliament, we supported 39 Aboriginal and Torres Strait Islander young people to participate in the program and provided:

- intensive leadership workshops facilitated by Indigenous community leaders
- mentoring and networking opportunities
- a civil leadership experience through the inaugural Eric Deeral Indigenous Youth Parliament program
- career development days.

National Youth Week

National Youth Week is Australia's largest celebration of and for young people aged between 12 and 25 years, and in 2013 was held from 5–14 April with the theme, 'Be Active. Be Happy. Be You.'

We allocated \$70,000 to complement Australian Government funding to support a diverse range of events across Queensland, including music festivals, dance events and art workshops. In total, 54 events were held across the state, with an estimated attendance of 14,400 young people.

Safer Schoolies initiative

The statewide Safer Schoolies initiative is a whole-of-government response to help manage the influx of young people holidaying in Queensland at the end of Year 12.

The initiative has been effective in minimising harm, particularly on the Gold Coast, by reducing high-risk, anti-social behaviour and encouraging safe and responsible behaviour of school leavers.

In 2012, more than 30,000 school leavers attended Schoolies activities across the state.



A coordinated program of volunteers helps to improve safety and security at schoolies events.

In 2012–13, the department allocated \$1.019 million to deliver the initiative, including:

- the provision of statewide grants to support community safety responses at Airlie Beach, Magnetic Island and Yeppoon, and accommodation outreach services across the state
- the delivery of the Gold Coast schoolies community safety response including the provision of a range of support services and safety initiatives, including drug and alcohol-free diversionary activities, for more than 28,000 school leavers
- the delivery of the statewide 'Be Safe and Watch Your Mates' communication campaign.

YMCA Queensland Youth Parliament

Queensland Youth Parliament brings together a diverse group of young people to learn about parliamentary processes, and to debate policy and legislation affecting young people in Queensland.

Participants represent each of the 89 state electorates in Queensland and four additional seats for Indigenous young people.

In 2012–13, we funded YMCA Queensland for 93 young people to learn about the parliamentary process, formed working groups and committees to guide their activities through the program, and developed Youth Bills to be debated in Queensland Parliament.

Youth engagement grants

Youth engagement grants enable young people aged 12 to 25 years to raise and address issues relevant to them at local, regional and statewide levels, and to participate actively in making decisions and developing services in their communities.

In 2012–13, \$169,765 was provided for projects and forums that gave young people opportunities to raise issues of relevance with government and their community, and implement projects to address those issues.

The Youth Engagement Grants initiative concluded on 31 December 2012.

Future directions

In 2013–14, we will:

- conduct a second round of Caring for Our Community small grants to assist community and volunteer groups purchase goods and equipment
- provide funding to continue the Emergency Relief program

- provide funding of \$7.4 million for the Youth Support Coordinator initiative to 31 December 2013
- commence implementation of the youth strategy
- prepare a new Queensland women's strategy
- prepare a profile of Queensland women
- commence a Queensland social services industry partnership
- prepare a social and human services blueprint
- prepare a Queensland seniors strategy
- develop plans to implement the accepted recommendations from the Queensland Commission of Audit final report
- provide \$2.3 million for neighbourhood centres in Mount Isa and Chinchilla to provide access to universal community support services, and an entry point to more targeted support services
- continue recommissioning youth program investment through a new youth framework, and program and performance specifications
- transition responsibility for homelessness to the Department of Public Works and Housing
- transition the Duke of Edinburgh's Award Scheme to the Department of Education, Training and Employment
- transfer responsibility for the Youth Support Coordinator initiative to the Department of Education, Training and Employment.

Legislation, policy and program

The department relies on non-government organisations to deliver a wide variety of community services to vulnerable Queenslanders.

Red tape reduction

Together with the community services sector, we are implementing a number of initiatives to build a more sustainable funded non-government service system by reducing red tape and unnecessary compliance costs and ensuring government investment is directed to frontline services.

Child safety care service licensing

From March 2013, the department introduced a single statewide licensing process for organisations licensed under the *Child Protection Act 1999*.

Non-government organisations (NGOs) operating across the state will now spend less time making licence applications and preparing for assessment; reducing duplication of work for NGOs and the department, and increasing the focus on frontline services.

Financial reporting for funded non-government organisations

The department has commenced phasing in reduced financial reporting for funded NGOs. Time formerly spent by NGOs preparing periodic financial acquittals is now being focused on service delivery. This reform is being

implemented in a way that will increase accountability for delivery of outputs and outcomes while reducing red tape.

Reporting has been minimised by aligning conditions of state and federal service agreements and reducing the frequency and number of reports required.

NGOs funded by both the state and the Australian Governments under the community care programs will also spend less time preparing reports as periodic financial and performance reports have been reduced from quarterly to half yearly, and the number of separate reports have been reduced by up to half.

Human Services Quality Framework

The Human Services Quality Framework (HSQF) was implemented in February 2013 and will be delivered over the next three years (to 2015).

The framework is designed to reduce red tape by allowing non-government organisations funded by the department to conform with only one set of quality standards.

The intent of the HSQF is to create a streamlined and client focused quality framework for human services that facilitates continuous quality improvement.

It is anticipated that the HSQF will reduce the duplication of the existing suite of quality standards, from 42 standards to six, and allow funded NGOs to maintain a focus on quality while freeing up resources to be redirected to frontline services.

By 30 June 2013, 27 NGOs were successfully audited under HSQF.

Account management

The department has adopted an account management model to streamline relationships with large organisations that deliver services across multiple regions and service streams.

Three organisations were operating with an account manager in 2012–13.

The senior organisational level relationships will provide the department with real examples and practical opportunities to refine funding processes and practices for broader application across all funded services.

Future directions

During 2013–14, we will:

- continue to deliver key initiatives to reduce red tape
- reduce the number of measures that NGOs are required to regularly report on to the department
- continue to invite large organisations to work with a departmental account manager
- develop plans to implement the accepted recommendations from the Queensland Commission of Audit final report
- streamline funding legislation
- establish a Community Services Partnership Forum
- continue to implement HSQF and organisational level child safety licensing.

Business and governance processes

Part 3

Streamline business and governance processes

Governance framework

The corporate governance framework for the Department of Communities, Child Safety and Disability Services (see page 14) is based on the principles of:

- shared purpose
 - a common understanding of our purpose and direction
- alignment
 - simple management structures aligned with our goals
 - no duplication of functions
 - working effectively across organisational boundaries
- expectations
 - clear understanding of performance and expectations in roles and responsibilities
- accountability
 - clear and transparent accountabilities through reporting and compliance and relationship management with stakeholders
- performance
 - outcomes are measurable and reported in an accurate, reliable and timely manner
 - we manage our risks and maximise opportunities
- improvement
 - continuous practice improvement of service delivery and individual performance.

Executive Management Team

The Executive Management Team (EMT) is the key strategic governing body for the department. It is responsible for the overall strategic direction, strategic management of performance, and oversight of the portfolio of programs and projects.

Each board member is a senior executive with specific responsibilities within the department. At board meetings, members exercise collective decision-making in the best interests of the department as a whole.

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

The EMT also has a number of strategic committees that advise on matters within their terms of reference, or make decisions on matters within their terms of reference that do not require the full Executive Management Team.

As the key governing body for the department, the EMT must be kept informed of, and is ultimately responsible for, all strategic committee decisions.

Details of the EMT, including membership and achievements for 2012–13, can be found at appendix 4.

Audit Committee

The primary role of the Audit Committee is to provide independent advice and assurance to the Director-General on the department's risk, control and compliance frameworks. The committee also assists in the discharge of the Director-General's financial management responsibilities imposed under the *Financial Accountability Act 2009*, Financial Accountability Regulation 2009 and the Financial and Performance Management Standard 2009.

Details of this committee, including membership and achievements for 2012–13, can be found at appendix 4.

Finance and Budget Committee

The Finance and Budget Committee oversees the budget investment decisions and allocation process for ensuring that appropriate financial controls are in place.

Details of this committee, including membership and achievements for 2012–13, can be found at appendix 4.

Human Resources and Workforce Committee

The Human Resources and Workforce Committee provides strategic and operational direction on human resource and workforce management issues.

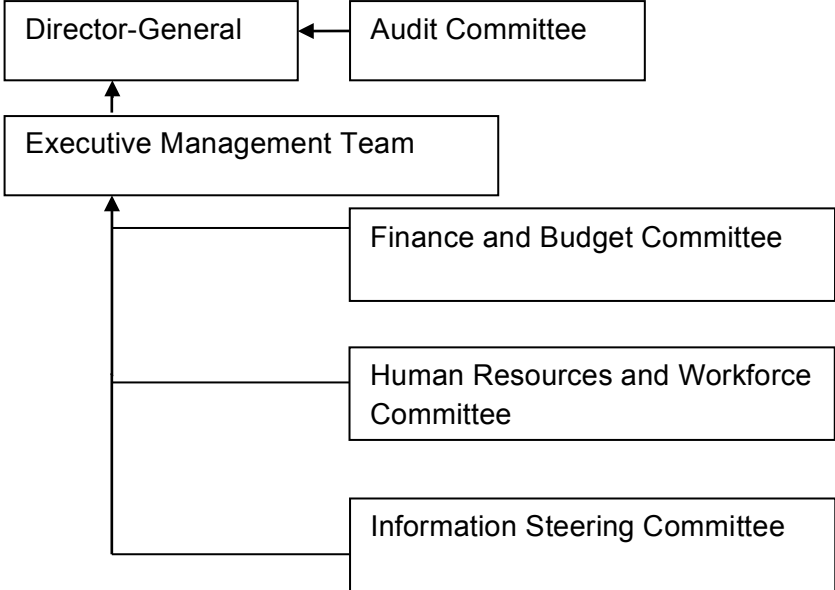
Details of this committee, including membership and achievements for 2012–13, can be found at appendix 4.

Information Steering Committee

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

Details of this committee, including membership and achievements for 2012–13, can be found at appendix 4.

Diagram 2: Corporate governance framework as at 30 June 2013



Planning and performance framework

Section 9 of the Financial and Performance Management Standard 2009 requires the Director-General to develop a strategic plan for the agency to cover a period of four years.

In developing its strategic plan the department also plans and assesses its performance against external obligations resulting from national partnership agreements and other high-level frameworks.

The strategic plan also sets the parameters for the development and delivery of operational plans.

Operational planning identifies the deliverables, programs and projects to be delivered by the divisions across the department that will support or contribute to achieving the 2012–2016 Strategic Plan. Operational planning, including operational risk planning therefore cascades from the strategic plan and is required for each of the departmental divisions.

At a whole-of-agency level, the department also undertakes specific-purpose planning. Specific-purpose plans are developed to focus the department's attention on work undertaken by the business units which support the delivery of services.

Specific-purpose plans may be developed to address identified needs such as the Fraud and Corruption Control Plan.

Individual business areas within the divisions may also plan, monitor and evaluate day-to-day activities. Business planning links these activities to operational plan deliverables.

Performance priorities, measures and targets cascade from operational plans to the business plans. These plans are optional.

Program and project management framework

The department has a management framework to ensure the consistent and effective delivery of our programs. The framework formalises the whole-of-government endorsed PRINCE2 and Managing Successful Programs methodologies.

During 2012–13, 713 program and project management learning programs were delivered to 2171 staff. In addition, project assurance and advice ranged from topics such as governance models and approaches, to reviewing project documentation.

Risk management framework

The risk management framework provides the foundation and organisational arrangements for managing risk within the department.

The *Financial Accountability Act 2009* requires all accountable officers and statutory bodies to establish and maintain appropriate systems of internal control and risk management.

This framework aligns with the AS/NZS ISO 31000:2009 Risk Management —

Principles and guidelines. The framework aims to streamline and embed risk management to support the department to achieve its strategic and operational objectives through:

- proactive executive involvement
- assessment of, and response to, risk across the whole department
- real-time analysis of risk exposures and meaningful reporting.

Internal audit

Internal Audit and Compliance Services (IACS) provides independent and objective business assurance and consulting services to the Director-General to help improve the operations of the department. In providing these services, IACS ensures adequate systems are in place for the efficient operation of the department's audit function.

The Internal Audit Charter and Strategic Audit Plan 2011–2015 document the functions, reporting relationships and priorities for IACS. These documents are consistent with relevant standards and guidelines and are endorsed by the Audit Committee. IACS has due regard to the Queensland Treasury's Audit Committee Guidelines.

The Annual Audit Plan 2012–13 was developed using a risk-based approach and endorsed by the Audit Committee and the Director-General in September 2012.

In 2012–13, IACS:

- conducted business assurance, information services and operational audits of departmental functions resulting in 396 recommendations

with 98.5 per cent of these accepted for implementation

- provided consulting and advisory services to key departmental program boards, steering committees and working groups on system and process changes, risk management and control processes
- conducted compliance investigations and financial reviews of funded non-government organisations
- provided assurance over the migration of the department's payroll to a new system
- complied with the International Standards for the Professional Practice of Internal Auditing and Financial and Performance Management Standard 2009.

External scrutiny

The Auditor-General completed sector-wide audits during the reporting period, which included our department. In 2012–13, the Auditor-General:

- issued an unqualified report on the department's 2011–12 General Purpose Financial Statements
- issued a report on the performance audit on the National Partnership Agreement on Homelessness
- provided certification of the department's Natural Disaster Relief and Recovery Arrangements funding for 2010–11
- assessed the controls existing over the department's major financial systems.

Opportunities to improve performance and implement recommendations made by the Auditor-General are addressed by the department on a continuing

basis and reported regularly through the Audit Committee.

Asset management

Our property portfolio has a market value of approximately \$246 million and includes 286 buildings and facilities, including residential facilities for child safety and disability services and community facilities. Our capital works projects across the state include new neighbourhood centres, safe houses for children who have suffered abuse or neglect and residential accommodation to support people with disability.

In 2012–13, we:

- spent over \$16.7 million to modify 90 existing dwellings or facilities
- acquired one dwelling
- commenced construction on two dwellings/facilities
- continued with the construction of two additional facilities
- completed the construction of 10 dwellings/facilities
- entered into a contract for three land parcels for a future construction project
- spent over \$4 million to maintain existing dwellings/facilities, including statutory inspections for fire safety equipment.

Before assets are built or purchased, the department completes detailed service models, implementation schedules and accurate costings. Capital assets are reviewed on a regular basis to ensure they continue to meet service delivery needs.

Procurement planning

The agency procurement plan was developed to support the achievement of the department's strategic priorities which provide direction for managing and coordinating the procurement function. This will contribute to maximising frontline service delivery through the achievement of value for money in the procurement of fit-for-purpose goods and services.

Our procurement strategies aim to achieve both direct and indirect financial returns, and enhanced efficiency to deliver better outcomes for service priorities. In 2012–13, these strategies resulted in demonstrable financial savings and cost avoidances of \$5.3 million.

Manage grants processes effectively

Grant programs are developed to support the delivery of government policy and can be established under legislation, regulation or be subject to Cabinet, ministerial or other administrative direction.

In developing grant programs, the department has an obligation to deliver program benefits to recipients in an efficient, effective and economical manner.

In 2012–13, the department processed \$1.375 billion in grant payments to 1170 organisations with 3900 service outlets. Of these, 94 per cent of payments were processed within five working days.

Deliver government commitments

The department has lead responsibility for 15 government commitments: eight for child safety; three for disability services; and four for social inclusion services.

The government commitments include:

- delivering the Caring for Our Community grants program
- implementing the Strengthening Queensland Families — Protecting our Children reforms
- supporting Queenslanders with disability.

As at 30 June 2013, all election commitments not yet delivered were on track to be completed by the expected delivery date.

Eliminate wasteful expenditure

In 2012–13, the department reduced expenditure for:

- advertising, printing and publications
- Go Plant hire
- hospitality and entertainment expenses through reduced catering
- mobile devices
- printing
- motor vehicles: the department has reduced its regular fleet to 91 vehicles
- travel within Australia for the department by ensuring that staff visit a range of clients and services when visiting locations.

The use of video conferencing to conduct training sessions and/or meetings has also aided in the reduction of departmental travel costs and assisted regional staff to undertake necessary training. In 2012–13, the web conferencing tool, WebEx, was used to facilitate 83 training sessions.

The department has also upgraded approximately 6500 devices, or 90 per cent of the department's networked computers and laptops to Windows 7 and Office 2010. This rollout has improved client service delivery by enabling the installation of contemporary applications and systems. Additionally, it has provided increased performance and reliability as well as greater compatibility for data sharing with other agencies and non-government organisations.

Maintain responsive and reliable information management systems

Information Management Strategic Plan

The Information Management Strategic Plan identifies and communicates the priorities and strategies for developing and managing the department's information resources and associated information and communications technology (ICT). The plan focuses on supporting an increasingly mobile workforce with the need for information wherever they are, and the vision to provide appropriate, effective and

seamless access to information to support the efficient delivery of community services.

In 2012–13, we strengthened ICT service delivery by:

- developing an ICT Service Model designed to identify and capitalise on opportunities to provide a better ICT service offering by leveraging on the principles of contestability and 'ICT as a service'
- rolling out Windows 7 and Office 2010 to 90 per cent of networked desktop and laptop computers to improve security, performance and compatibility
- replacing failing regional servers and networking technologies to improve the performance of ICT systems used by frontline service delivery staff — the solution was deployed to 22 regional offices that had experienced equipment degradation
- reducing legacy and duplicated ICT equipment, such as database servers within its data centres, resulting in a cost reduction associated with hosting of ICT equipment within the department's data centres.

Information systems

The main information systems used across the department include:

- Business Information System
- Integrated Client Management System
- CarePay
- SAP Finance and HR
- Grants Management:
 - Online Acquittal Support Information System (OASIS)

- Community Recovery Processing System (CRPS)
- Grants Management System (GMS).

Business Information System

Business Information System (BIS) is the information system used by Disability and Community Care services. BIS delivers real-time information and is the source of truth for all information disability services staff need in order to perform their daily tasks.

In 2012–13, the department:

- consolidated the Outputs Tracking Information System and Statewide Funding Tracking business applications to BIS. The BIS system now provides the single source of truth for all disability services funding, grant, and output management data delivering efficiencies in reporting and data entry
- simplified the client service planning data and improved visibility to regional staff for client funding and output data
- implemented approved enhancements required to support key changes to current and future business processes and policies, for example: Your Life Your Choice (self-directed support); and preparation for the introduction of DisabilityCare Australia, the national disability insurance scheme.

Integrated Client Management System

Integrated Client Management System (ICMS) is a statewide web-based core information system for managing information about our clients and their placements with carers and care services.

It is a secure, stable and reliable system that enables frontline staff to effectively do their job by providing information to make well-informed decisions about children.

As many of child safety services' clients are highly mobile, ICMS plays an important role in ensuring that the information is available in statewide and in real-time. It is not office or region specific, and as such, allows child safety officers from anywhere in the state to access client records and ascertain if a referred child or family has a child protection history.

It records professional activities such as assessments, plans and reviews undertaken with children, families and courts. It also records information that is required of the department by the *Child Protection Act 1999* and *Child Protection Regulation 2000*. It is designed to mirror and support child protection practice, as defined in the *Child Safety Practice Manual*.

In 2012–13, the department:

- delivered the final components of the ICMS Program of Work in August 2012, and the system entered a business-as-usual phase
- used ICMS to extract and supply data and information for subpoenaed information requests

for the Queensland Child Protection Commission of Inquiry

- adjusted the transfer and storage of court information in ICMS to cater for the changes introduced with the *Domestic and Family Violence Protection Act 2012*
- enhanced ICMS to reflect the changing business environment.

Keeping accurate records

As a Queensland Government agency, we meet the accountability requirements of the *Public Records Act 2002*, as well as other whole-of-government policies and standards, including Information Standard 40: Recordkeeping and Information Standard 31: Retention and Disposal of Public Records.

During 2012–13, the department continued its commitment to progress toward compliant recordkeeping practices by:

- developing and reviewing key recordkeeping tools to enable the department to consistently capture and title records, provide efficient retrieval of information and apply appropriate security and access controls
- reviewing and developing a functional retention and disposal schedule that allows authorised disposal of core records as per legislative requirements
- continuing data cleansing of recordkeeping systems, monitoring and reporting to ensure the quality and integrity of records
- providing timely and effective statewide recordkeeping awareness and process training to departmental staff

- continuing to provide ongoing recordkeeping support to departmental staff, including direct support to frontline service delivery to assist with recordkeeping requirements.

Open data

The Open Data initiative is part of the Queensland Public Sector Renewal program. The initiative provides government data from the department for open use in an easily accessible format and at no cost to the public. Through the use of de-identified information, it maintains confidentiality of personal information while providing a secure, stable and reliable disclosure of government information.

By June 2013, 20 sets of data were published on the Open Data website, including information on:

- child safety and family services
- disability and community care services
- funding for people with disability
- adoption services
- non-government grants and funding
- services for seniors, youth and women
- homelessness
- community recovery.

This data spans most aspects of the department and will be regularly updated for use by industry and the general public.

Public Sector Renewal program

The Public Sector Renewal program confirms the government's commitment to returning the budget to surplus and restoring Queensland's AAA credit rating, and finding savings to fund election commitments. It aims to create a renewed, refocused and more efficient public service, realise significant savings and drive cultural change.

Four projects are being led by the department:

- efficiency and contestability of Accommodation Support and Respite Services (AS&RS)
- Your Life Your Choice self-directed support framework
- grants efficiencies and review
- commissioning of social inclusion funding.

In 2012–13, the department reported a planned benefit of \$30.35 million through the grants efficiencies project. It is expected further benefits, both financial and service oriented, will be achieved as each project is implemented.

Future directions

In 2013–14, we will:

- continue to manage our property asset portfolio in accordance with strategic asset management principles
- commence the development of a provider management information portal to streamline grants and funding administration
- complete implementation of the ICT strategy and implementation plan
- contribute to the development and release of the first phase of the government's ICT dashboard to track progress of key ICT projects
- implement the ICT Service Model adopting the principles of contestability and 'ICT as a service'
- deliver the 2013–14 ICT-enabled portfolio of work
- aim to reduce the laptop fleet by 30 per cent in line with whole-of-government directives to maximise efficiencies
- enhance the Integrated Client Management System in response to changing business needs and legislation, including any outcomes arising from the government's response to the Queensland Child Protection Commission of Inquiry
- enhance Business Information System to ensure process and data readiness for the transition to DisabilityCare Australia, the national disability insurance scheme
- trial mobile solutions within the department to assess their effectiveness in service delivery
- publish and regularly update more than 100 sets of data on the open data website
- continue to implement programs and reforms as part of the public sector renewal project
- undertake stakeholder engagement and market sounding to inform key planning decisions in relation to the transition of Accommodation Support and Respite Services to the non-government sector
- continue implementation of government accepted Commission of Audit recommendations.

People

Part 4

Support a capable and engaged workforce

Employee relations

The department has continued to work cooperatively with the Public Service Commission to contribute to the government's negotiation of the proposed core State Government Departments' Certified Agreement (EB7).

Joint consultative arrangements for the department are in place and the committees meet in central and regional locations. This allows management and union representatives to convene on a regular basis to discuss a broad range of issues relevant across the agency, which may affect employees and organisational outcomes.

Employee opinion survey

A sector-wide independent employee opinion survey was administered in partnership with the Public Service Commission in June 2013 and resulted in an overall departmental response rate of 56.2 per cent.

Learning and development

The department invests strongly in capability development for its staff to ensure that it delivers services to clients effectively. This is achieved through a mix of internally conducted learning initiatives and brokered in program delivery. Managers are encouraged to consider developmental opportunities

for staff using all the formal and informal options available to them.

The department provides additional learning supports that link with improving staff capability such as:

- cadetships
- a graduate development program
- a public sector training package
- a study and research assistance scheme.

Each of these is leveraged to maximise the capability development of staff.

Achievement and capability planning

An Achievement and Capability Plan records the conversations between a team member and their supervisor about the requirements and expectations of a role and how the role links to the goals of the department and work unit. The plan also records the development a team member needs to fulfil the expectations of the role.

Achievement and Capability Planning is mandatory for all permanent employees and all temporary employees who are engaged for six months or more.

Induction program

The department is committed to the consistent and comprehensive induction of all new employees.

The departmental induction program includes local and corporate induction processes and provides information on:

- the system of government
- the department and its structure
- terms of employment
- job requirements.

When staff join the department they are automatically enrolled in the following online training programs:

- Departmental Induction
- Interactive Ochre Cultural Awareness program
- Ethical Decision Making
- Introduction to Records Management.

Training

A wide range of skills and training programs are available to staff. In 2012–13, the number of participations by topic area was:

Topic	Participations
Child safety	442
Community recovery	2355
Corporate programs	1662
Disability services	11,628
Finance	1349
Induction	334
Information services	1850
Records management	511
Grand total	20,131

Training teams

Dedicated training teams focus on job readiness for child safety, disability services, finance and administration, information systems and corporate processes.

In 2012–13, child safety and disability services training teams were decentralised to ensure that training staff were located in every region and available to provide local coaching and program delivery.

The department's learning management system, Learning Station, was enhanced for community recovery responsibilities. These improvements allow for access to the system from outside the government's intranet. As a result, staff from other government agencies and non-government organisations can now undertake eLearning courses through Learning Station by accessing the internet.

Workforce diversity

The department respects and is supportive of diversity and equity in the workplace and the need to reflect the community it serves.

Managing diversity successfully means creating an environment that values and utilises the contributions of people with different backgrounds, experiences and perspectives. To do this, we invest in strategies to increase the participation of people with disability, people from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islander peoples, and women. These diversity strategies are underpinned by a number of action plans, including the:

- disability service plan
- multicultural action plan.

In 2012–13, we continued to increase participation and staff awareness by:

- continuing employment programs for graduates, Indigenous cadets, and the Education to Employment Scheme
- reviewing a range of workforce policies to ensure appropriate

reflection of workforce diversity issues.

Table 1: Percentage of staff by equal opportunity groups as at 30 June 2013

	Our department	Queensland public sector average ¹
People with disability	5.08%	4.92%
Culturally and linguistically diverse backgrounds	8.49%	8.55%
Aboriginal and Torres Strait Islander	2.43%	2.15%
Women	76.92%	67.65%

1. Based on June 2013 Queensland public sector figures.

Raising cross-cultural awareness

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

- 137 new service delivery staff received training in Multicultural Competence in Service Delivery
- 182 staff received training in Aboriginal and Torres Strait Islander Cultural Capability.

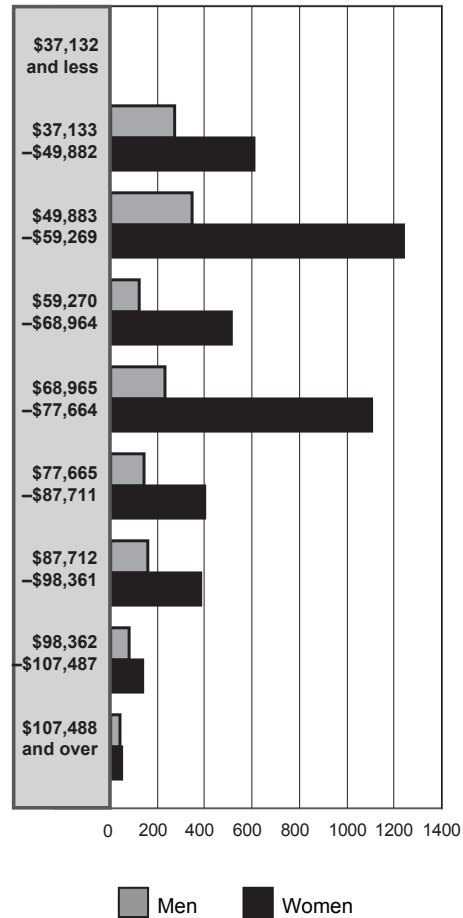
Participation of women in our workforce

Women made up 76.92 per cent of the total workforce, which compared favourably with the Queensland Public Service benchmark.

The representation of women and men in our department across annual

earnings categories is shown in graph 2.

Graph 2: Annual earnings (FTE) by gender as at 30 June 2013



Wage	
\$37,132 and less	0
	0
\$37,133 – \$49,882	274.6
	614.87
\$49,883 – \$59,269	349.41
	1256.44
\$59,270 – \$68,964	122.45
	517.69
\$68,965 – \$77,664	233.08
	1119.59
\$77,665 – \$87,711	143.2
	403.5
\$87,712 – \$98,361	159.48
	386.32
\$98,362 – \$107,487	79.2
	137.3
\$107,488 and over	40
	47
Men	Women

Workplace health and safety

The health, safety and wellbeing of its employees is of paramount importance to the department. As such, we are committed to providing and maintaining a safe, healthy and supportive work environment at all times.

In 2012–13, we provided a safe workplace for our employees through:

- proactive health and safety risk management
- raising awareness of slip, trip and fall hazards and the remedies to minimise the risk of injury

- early intervention for individuals requiring psychological support in the workplace
- regular monitoring, analysis and reporting of workers' compensation information.

In 2012–13, 449 WorkCover claims were lodged, a decrease of 10 per cent from 2011–12. The cost of these claims was \$1.85 million, a decrease of two per cent from 2011–12.

Address workforce challenges

Code of conduct and public sector ethics

The department is committed to maintaining a positive organisational culture that values and promotes ethical leadership and strong ethical decision-making.

All employees are required to observe the Queensland Public Service Code of Conduct. The ethics principles and values contained in the Code of Conduct are incorporated into departmental policy, procedures and plans, which cascade down to each employee's achievement and capability plans.

The department offers ethical decision-making education and training to all employees on a regular basis and all new employees undertake ethics-related training as part of their mandatory induction. During 2012–13, 354 departmental employees completed ethical decision-making training.

Management of suspected misconduct

By promoting and maintaining an ethical culture throughout the department, employees are made aware of their obligation to report behaviour not consistent with the values of the Code of Conduct and disclose suspected wrongdoing to a proper authority.

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

Table 2: Allegations of official misconduct in 2012–13

Matters being managed by the Department of Communities, Child Safety and Disability Services as at 1 July 2012	97
Matters referred to the CMC by the Department of Communities, Child Safety and Disability Services during 2012–13	110
Matters referred to the Department of Communities, Child Safety and Disability Services by the CMC during 2012–13	26
Matters resolved as at 30 June 2013	160
Matters outstanding as at 30 June 2013	47

In 2012–13, no departmental employees appeared before the CMC’s Official Misconduct Tribunal.

Machinery-of-government changes

In 2012–13, the decision was made for homelessness functions to be integrated into the Department of Housing and Public Works, to take effect from 1 July 2013.

Develop a shared culture through effective leadership

We invest in our current and future leaders through leadership and professional development programs. In 2012–13, our leadership and professional development programs for senior staff included:

- 360-degree feedback services for 45 senior officers
- management and leadership programs for 143 leaders
- participation of SES officers in the Australian and New Zealand School of Government (ANZOG) executive workshop series.

Maintain establishment controls

Workforce planning

We recognise the importance of workforce planning for the department, particularly in an environment of workforce change. Planning is important to ensure we continue to deliver, and enable delivery of, high-

quality services for our vulnerable clients.

In 2012–13, we continued to implement the relevant parts of the Strategic Workforce Plan 2010–2013. The plan focuses on:

- service delivery reform and non-government organisational partnerships
- talent attraction and retention
- workforce capability development.

Workforce profile

Our 5884.13 full-time equivalent (FTE) staff are distributed across three service areas: child safety services; disability services; and social inclusion services.

In 2012–13, we continued our strong focus on client service, with 66.03 per cent of all staff employed in frontline positions and 24.64 per cent in frontline support positions.

Of our total staff, 5035.23 (85.57 per cent) are permanent, 666.94 (11.33 per cent) are temporary, 139.96 (2.38 per cent) are casual and 42 (0.71 per cent) are contract staff.

Early retirement, redundancy and retrenchment

A program of redundancies was administered in partnership with the Public Service Commission during 2012–13. During the period, 333 employees accepted redundancy packages at a cost of \$28.07 million including cash equivalents.

Employees who did not accept an offer of a redundancy were individually case managed to find alternative employment placements. Where it was deemed that continued attempts of ongoing placement were no longer appropriate, unplaced staff were terminated and paid a retrenchment package. During the period only one employee received a retrenchment package at a cost of \$33,808.95.

Workforce attraction, recruitment and retention

The department has enhanced processes for attraction and retention of capable and resilient staff, with enthusiasm for helping people, by:

- streamlining recruitment and selection practices and standardised position titles
- revising accelerated progression for child safety and adoptions officers
- developing a manager's guide for supporting wellbeing.

Separation and retention rates for the department are not able to be calculated due to the complexity of machinery-of-government changes effective 3 April 2012 and the consequential movement of staff between the different payroll systems within the department.

Implement the principles of good organisational design

In 2012–13, the department continued to review its processes to strengthen its frontline service delivery by:

- designing and successfully implementing a client facing organisational structure based on whole-of-government organisational design principles
- further refining the organisational structure through realigning the central office operations with existing functions to achieve greater synergies
- participating in and contributing to the whole-of-government corporate services review.

Future directions

In 2013–14, we will:

- analysing the data from the Employee Opinion Survey results and formulate an action plan by the end of November 2013
- develop plans to implement the accepted recommendations from the Commission of Audit final report
- respond to the Queensland Child Protection Commission of Inquiry Report and develop strategies to reform the departmental operations of child safety services with a focus on revitalising frontline services
- develop a new five-year strategic workforce plan 2013–2017.

Additional information

Additional information for a number of whole-of-department initiatives and measures are now reported through the Queensland Government Open Data website <http://www.qld.gov.au/data>

Additional reporting information for 2012–13 can also be found on our website at: <http://www.communities.qld.gov.au/gateway/about-us/corporatepublications/annual-report> and includes:

- consultancies
- overseas travel
- Queensland Multicultural Policy Queensland Multicultural Action Plan 2011–2014.

Financial statements

Part 5

**Department of Communities, Child Safety and Disability Services
Financial Statements
for the year ended 30 June 2013**

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General Information

The financial statements enable readers to assess the department's financial results for the 2012-13 financial year and its financial position as at the end of the financial year.

The Department of Communities, Child Safety and Disability Services was created under Public Service Departmental Arrangements Notice (No. 1) 2012; and Public Service Departmental Arrangements Notice (No. 2) 2012.

As a result of machinery-of-government changes the former Department of Communities was renamed the Department of Communities, Child Safety and Disability Services.

The department is controlled by the State of Queensland which is the ultimate parent.

The head office and principal place of business is:

Floor 5
111 George Street
BRISBANE QLD 4000

For information in relation to the department's financial statement please contact Financial Services on 324 73682, e-mail fsfinancialreporting@communities.qld.gov.au or visit the departmental website www.communities.qld.gov.au.

Department of Communities, Child Safety and Disability Services
Notes to and forming part of the financial statements
for the year ended 30 June 2013

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Department of Communities, Child Safety and Disability Services
Statement of Comprehensive Income - Controlled
for the year ended 30 June 2013

	Note	2013 \$'000	2012 * \$'000
Income from Continuing Operations			
Departmental services revenue	2	2,459,563	3,602,132
User charges	3	9,606	312,069
Grants and other contributions	4	39,437	50,861
Other revenue	5	15,655	40,684
Total revenue		<u>2,524,261</u>	<u>4,005,746</u>
Gains	6	-	41
Total income from continuing operations		<u>2,524,261</u>	<u>4,005,787</u>
Expenses from Continuing Operations			
Employee expenses	7	575,885	903,641
Supplies and services	9	155,095	560,042
Grants and subsidies	10	1,729,341	2,354,969
Depreciation and amortisation	11	35,989	158,902
Inventory expenses	12	-	19,723
Borrowing costs		-	15,449
Impairment losses	13	(259)	9,683
Revaluation decrement	15	5,590	201,379
Other expenses	14	18,781	36,035
Total expenses from continuing operations		<u>2,520,422</u>	<u>4,259,823</u>
Operating result from continuing operations		<u>3,839</u>	<u>(254,036)</u>
Other Comprehensive Income			
Increase (decrease) in asset revaluation surplus	26	16,451	(600,634)
Total other comprehensive income		<u>16,451</u>	<u>(600,634)</u>
Total comprehensive income		<u>20,290</u>	<u>(854,670)</u>

*Refer to note 44 for details of adjustments made to 2012 comparatives.

The accompanying notes form part of these statements.

Department of Communities, Child Safety and Disability Services
Statement of Financial Position - Controlled
as at 30 June 2013

	Note	2013 \$'000	2012 * \$'000
Current Assets			
Cash and cash equivalents	16	125,937	32,390
Receivables	17	58,784	88,320
Other assets	18	5,916	7,277
		<u>190,637</u>	<u>127,987</u>
Non-current assets classified as held for sale	19	2,692	307
Total current assets		<u>193,329</u>	<u>128,294</u>
Non-Current Assets			
Property, plant and equipment	20	309,363	314,117
Intangible assets	21	69,359	80,192
Other assets	18	397	-
Total non-current assets		<u>379,119</u>	<u>394,309</u>
Total Assets		<u>572,448</u>	<u>522,603</u>
Current Liabilities			
Payables	22	118,568	79,883
Accrued employee benefits	23	18,373	22,644
Provisions	24	836	278
Other liabilities	25	338	171
Total current liabilities		<u>138,115</u>	<u>102,976</u>
Non-Current Liabilities			
Payables	22	4,600	-
Provisions	24	2,236	327
Other liabilities	25	1,038	236
Total non-current liabilities		<u>7,874</u>	<u>563</u>
Total Liabilities		<u>145,989</u>	<u>103,539</u>
Net Assets		<u>426,459</u>	<u>419,064</u>
Equity			
Contributed equity		530,432	543,326
Asset revaluation surplus	26	16,451	-
Accumulated surplus (deficit)		(120,423)	(124,262)
Total Equity		<u>426,461</u>	<u>419,064</u>

*Refer to note 44 for details of adjustments made to 2012 comparatives.

The accompanying notes form part of these statements.

Department of Communities, Child Safety and Disability Services
Statement of Changes in Equity - Controlled
for the year ended 30 June 2013

	Contributed equity \$'000	Asset revaluation surplus (note 26) \$'000	Accumulated surplus/ (deficit)* \$'000	Total \$'000
Balance as at 1 July 2011	15,670,909	600,634	(21,899)	16,249,644
Operating result from continuing operations*	-	-	(254,036)	(254,036)
Other comprehensive income	-	(448,961)	-	(448,961)
- Decrease in asset revaluation surplus	-	(448,961)	(254,036)	(702,997)
Total comprehensive income for the year				
Transactions with owners as owners				
- Net assets transferred through machinery-of-government changes	(15,265,401)	-	-	(15,265,401)
- Net equity injections	148,810	-	-	148,810
- Transfer to retained surplus for assets transferred through machinery-of-government changes	-	(151,673)	151,673	-
- Net equity withdrawals	(10,992)	-	-	(10,992)
Balance as at 30 June 2012	543,326	-	(124,262)	419,064
Balance as at 1 July 2012	543,326	-	(124,262)	419,064
Operating result from continuing operations	-	-	3,839	3,839
Other comprehensive income	-	16,451	-	16,451
- Increase in asset revaluation surplus	-	16,451	-	16,451
Total comprehensive income for the year			3,839	20,290
Transactions with owners as owners				
- Net assets transferred through machinery-of-government changes	(3,832)	-	-	(3,832)
- Net equity injections**	(4,727)	-	-	(4,727)
- Other (Post Machinery-of-government adjustment) ***	(4,335)	-	-	(4,335)
Balance as at 30 June 2013	530,432	16,451	(120,423)	426,461

*Refer to note 44 for details of adjustments made to 2012 comparatives.

**Equity injection – represents equity appropriation injections by Government to fund capital projects - \$9.663 million. Equity withdrawal – represents return of equity where depreciation costs funded by Government are not used in replacement of assets, primarily intangible assets - (\$14.390 million)

***Includes asset transfers with other government departments following the March 2012 machinery-of-government change. Refer to notes 20 and 21.

The accompanying notes form part of these statements.

Department of Communities, Child Safety and Disability Services
Statement of Cash Flows - Controlled
for the year ended 30 June 2013

	Note	2013 \$'000	2012 * \$'000
Cash Flows from Operating Activities			
<i>Inflows:</i>			
Departmental services receipts		2,458,407	3,560,574
User charges		10,858	254,042
Grants and other contributions		25,376	57,927
GST input tax credits received from Australian Taxation Office		168,019	381,082
GST collected from customers		2,686	2,581
GST received from GST group		-	7,316
Interest receipts		171	2,626
Sale of Inventories		-	12,540
Other		37,262	77,137
<i>Outflows:</i>			
Grants and subsidies		(1,649,524)	(2,377,959)
Employee expenses		(592,503)	(889,723)
Supplies and services		(156,933)	(548,654)
GST paid		(167,052)	(233,713)
GST remitted to Australian Taxation Office		(2,718)	(212,422)
Cost of inventories		-	(15,645)
Borrowing costs		-	(955)
Other		(13,987)	(10,869)
Net cash provided by (used in) operating activities	27	<u>120,062</u>	<u>65,885</u>
Cash Flow from Investing Activities			
<i>Inflows:</i>			
Sales of property, plant and equipment		3,161	63,339
Redemption of loans and advances		-	23,869
Redemption of financial assets at fair value through profit or loss		-	3,663
<i>Outflows:</i>			
Payments for property, plant and equipment		(22,327)	(296,920)
Payments for intangible assets		(2,952)	(8,166)
Loans and advances made		-	(26,417)
Acquisition of financial assets		-	(820)
Net cash provided by (used in) investing activities		<u>(22,118)</u>	<u>(241,452)</u>
Cash Flows from Financing Activities			
<i>Inflows:</i>			
Equity injections		9,993	206,066
<i>Outflows:</i>			
Equity withdrawals		(14,390)	(27,455)
Net cash provided by (used in) financing activities		<u>(4,397)</u>	<u>178,611</u>
Net increase (decrease) in cash and cash equivalents		93,547	3,044
Cash and cash equivalents at beginning of financial year		32,390	230,938
Net transfers through machinery-of-government changes		-	(201,592)
Cash and cash equivalents at end of financial year		<u>125,937</u>	<u>32,390</u>

*Refer to note 44 for details of adjustments made to 2012 comparatives.

For non-cash financing and investing activities, refer to note 28.

The accompanying notes form part of these statements.

Department of Communities, Child Safety and Disability Services
Statement of Comprehensive Income by Major Departmental Services - Controlled
for the year ended 30 June 2013

	Disability Services	Child Safety Services	Social Inclusion Services	General - not attributed ^	Total
	2013 \$'000	2013 \$'000	2013 \$'000	2013 \$'000	2013 \$'000
Income from Continuing Operations *					
Departmental services revenue	1,333,655	818,835	307,072	-	2,459,562
User charges	492	250	610	8,254	9,606
Grants and other contributions	5,919	5,486	28,033	-	39,438
Other revenue	14,527	232	896	-	15,655
Total revenue	1,354,592	824,803	336,612	8,254	2,524,261
Gains	-	-	-	-	-
Total income from continuing operations	1,354,592	824,803	336,612	8,254	2,524,261
Expenses from Continuing Operations*					
Employee expenses	297,715	232,702	40,900	4,569	575,886
Supplies and services	57,944	63,848	29,626	3,678	155,095
Grants and subsidies	969,565	503,164	256,601	11	1,729,341
Depreciation and amortisation	14,893	15,629	5,467	-	35,989
Revaluation decrement	(181)	(62)	(15)	-	(259)
Impairment losses	(54)	5,871	(227)	-	5,590
Other expenses	13,036	2,238	3,508	-	18,781
Total expenses from continuing operations	1,352,918	823,389	335,859	8,257	2,520,423
Operating result from continuing operations	1,675	1,414	753	(3)	3,838
Other Comprehensive Income					
Increase (decrease) in asset revaluation surplus	13,345	158	2,948	-	16,451
Total other comprehensive income	13,345	158	2,948	-	16,451
Total comprehensive income	15,020	1,572	3,701	(3)	20,289

*Allocation of income and expenses to corporate services

Income	173	134	100	-	407
Expenses	50,667	39,150	11,274	-	101,091

^ Relates to memorandum of understanding in providing services to the Department of Aboriginal and Torres Strait Islander and Multicultural Affairs, and the Department of Justice and Attorney-General.

**Department of Communities, Child Safety and Disability Services
Statement of Comprehensive Income by Major Departmental Services – Controlled
for the year ended 30 June 2012**

	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	Total 2012 \$'000
		Housing and Homelessness Services	Community and Youth Justice Services	Child Safety Services	Disability and Community Care Services	Sport and Recreation Services	Multicultural Services	Women's Services	Aboriginal and Torres Strait Islander Services	Inter-departmental service eliminations	Correction of Error Adj.#									
Income from Continuing Operations*																				
Departmental services revenue	570,031	404,697	748,102	1,727,438	100,649	5,766	3,152	42,297	-	-	-	-	-	-	-	-	-	-	-	3,602,132
User charges	281,037	1,480	929	619	6,706	-	6	21,783	(491)	-	-	-	-	-	-	-	-	-	-	312,069
Grants and other contributions	20,801	33,217	3,578	14,875	(370)	45	-	774	(22,059)	-	-	-	-	-	-	-	-	-	-	50,861
Other revenue	22,135	325	430	16,405	881	25	-	703	(220)	-	-	-	-	-	-	-	-	-	-	40,684
Total revenue	894,004	439,719	753,039	1,759,337	107,866	5,836	3,158	65,557	(22,770)	-	-	-	-	-	-	-	-	-	-	4,005,746
Gains	41	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	41
Total income from continuing operations	894,045	439,719	753,039	1,759,337	107,866	5,836	3,158	65,557	(22,770)	-	-	-	-	-	-	-	-	-	-	4,005,787
Expenses from Continuing Operations*																				
Employee expenses#	136,844	155,304	233,263	317,597	26,486	2,377	2,437	25,334	(120)	-	-	-	-	-	-	-	-	-	-	903,641
Supplies and services#	312,795	70,458	68,150	68,151	21,135	538	643	13,292	(398)	-	-	-	-	-	-	-	-	-	-	560,042
Grants and subsidies	309,484	193,112	441,048	1,362,916	58,282	2,921	77	9,354	(22,225)	-	-	-	-	-	-	-	-	-	-	2,354,969
Depreciation and amortisation	116,242	16,934	9,897	12,955	1,654	-	-	1,220	-	-	-	-	-	-	-	-	-	-	-	158,902
Inventory expenses	4,188	-	-	-	-	-	-	15,535	-	-	-	-	-	-	-	-	-	-	-	19,723
Borrowing costs	15,449	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	15,449
Impairment losses	9,576	(7)	195	(57)	2	-	1	-	(27)	-	-	-	-	-	-	-	-	-	-	9,683
Revaluation decrements	201,379	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	201,379
Other expenses#	25,107	3,918	486	4,409	307	-	-	822	-	-	-	-	-	-	-	-	-	-	-	36,035
Total expenses from continuing operations	1,131,064	439,719	753,039	1,765,971	107,866	5,836	3,158	65,557	(22,770)	10,383	-	-	-	-	-	-	-	-	-	4,259,823
Operating result from continuing operations	(237,019)	-	-	(6,634)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(254,036)
Other Comprehensive Income	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Increase (decrease) in asset revaluation surplus	(600,634)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(600,634)
Total other comprehensive income	(600,634)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(600,634)
Total comprehensive income	(837,653)	-	-	(6,634)	-	-	-	-	-	(10,383)	-	-	-	-	-	-	-	-	-	(854,670)
*Allocation of income and expenses to corporate services																				
Income	77	2,130	1,769	327	13	-	-	18	-	-	-	-	-	-	-	-	-	-	-	4,334
Expenses	59,535	76,173	86,582	75,103	9,520	670	-	6,251	-	-	-	-	-	-	-	-	-	-	-	324,217

Refer to note 44 for details of adjustments made to 2012 comparatives.

Department of Communities, Child Safety and Disability Services
Statement of Assets and Liabilities by Major Departmental Services - Controlled
as at 30 June 2013

	Disability Services	Child Safety Services	Social Inclusion Services	General - not attributed ^	Total
	2013 \$'000	2013 \$'000	2013 \$'000	2013 \$'000	2013 \$'000
Current Assets					
Cash and cash equivalents	111,245	14,292	400	-	125,937
Receivables	15,607	9,236	18,279	15,662	58,784
Other assets	5,596	265	55	-	5,916
	132,448	23,794	18,733	15,662	190,637
Non-current assets classified as held for sale	-	2,221	471	-	2,692
Total current assets	132,448	26,015	19,204	15,662	193,329
Non-Current Assets					
Property, plant and equipment	151,837	75,263	82,263	-	309,363
Intangible assets	22,625	41,651	5,083	-	69,359
Other Assets	-	397	-	-	397
Total non-current assets	174,462	117,311	87,346	-	379,119
Total Assets	306,910	143,326	106,550	15,662	572,448
Current Liabilities					
Payables	97,981	14,666	5,427	494	118,568
Accrued employee benefits	8,581	6,105	1,580	2,107	18,373
Provisions	307	529	-	-	838
Other liabilities	295	43	-	-	338
Total current liabilities	107,164	21,344	7,006	2,601	138,117
Non-Current Liabilities					
Payables	4,600	-	-	-	4,600
Provisions	-	2,236	-	-	2,236
Other liabilities	-	1,038	-	-	1,038
Total non-current liabilities	4,600	3,274	-	-	7,874
Total Liabilities	111,764	24,618	7,006	2,601	145,989

^ Relates to memorandum of understanding in providing services to the Department of Aboriginal and Torres Strait Islander and Multicultural Affairs, and the Department of Justice and Attorney-General. Also includes recoupment of salaries for National Parks, Recreation, Sport and Racing.

Department of Communities, Child Safety and Disability Services
Statement of Assets and Liabilities by Major Departmental Services - Controlled
as at 30 June 2012

	Homelessness Services		Community Services		Child Safety Services		Disability and Community Care Services		Women's Services		Inter-departmental service eliminations		Correction of Error Adj. #		Total	
	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	
CURRENT ASSETS																
Cash and cash equivalents	15,948	969	28,064	8,644	140	-	32,390									
Receivables	53	39,627	11,665	38,334	20	(1,379)	88,320									
Other assets	36	700	2,687	3,840	14	-	7,277									
	16,037	41,296	42,416	50,818	174	(1,379)	127,987									
Non-current assets classified as held for sale	-	-	-	307	-	-	307									
	16,037	41,296	42,416	51,125	174	(1,379)	128,294									
NON-CURRENT ASSETS																
Property, plant and equipment	-	85,703	85,072	143,342	-	-	314,117									
Intangible assets	-	27,035	23,410	29,747	-	-	80,192									
Total non-current assets	-	112,738	108,482	173,089	-	-	394,309									
TOTAL ASSETS	16,037	154,034	150,898	224,214	174	(1,379)	522,603									
CURRENT LIABILITIES																
Payables	15,919	9,660	15,902	39,750	23	(1,371)	79,883									
Accrued employee benefits	118	2,144	8,423	11,922	45	(8)	22,644									
Provisions	-	-	278	-	-	-	278									
Other liabilities	-	19	44	108	-	-	171									
Total current liabilities	16,037	11,823	24,647	51,780	68	(1,379)	102,976									
NON-CURRENT LIABILITIES																
Provisions	-	-	327	-	-	-	327									
Other liabilities	-	29	-	207	-	-	236									
Total non-current liabilities	-	29	327	207	-	-	563									
TOTAL LIABILITIES	16,037	11,852	24,974	51,987	68	(1,379)	103,539									

Refer to note 44 for details of adjustments made to 2012 comparatives.

Department of Communities, Child Safety and Disability Services
Statement of Comprehensive Income - Administered
for the year ended 30 June 2013

	Note	2013 \$'000	2012 \$'000
INCOME FROM CONTINUING OPERATIONS			
Administered appropriation	32	223,462	311,964
Grants and other contributions	33	851	24,098
Other revenue	33	12,607	42,558
Total income from continuing operations		<u>236,920</u>	<u>378,620</u>
EXPENSES FROM CONTINUING OPERATIONS			
Employee expenses	34	5,284	-
Supplies and services	35	9,748	21,897
Grants and subsidies	36	122,439	130,875
Impairment losses		(13)	-
Concession payments	37	132,836	186,063
Other Expenses #		6,283	-
Total expenses from continuing operations		<u>276,577</u>	<u>338,835</u>
Operating result before transfers to government		(39,657)	39,785
Transfers of administered revenue to government		(12,345)	(39,676)
Operating result *		<u>(52,002)</u>	<u>109</u>

* Timing differences between the outlay of costs incurred in relation to disaster efforts and the receipt of grant revenues from the Queensland Reconstruction Authority under the NDRRA disaster recovery processes will lead to surpluses or deficits in any particular year. Refer to note 1 (g).

Represents prior year disaster costs where claims are yet to be approved. Refer to note 1 (g).

The accompanying notes form part of these statements.

Department of Communities, Child Safety and Disability Services
Statement of Financial Position - Administered
as at 30 June 2013

	Note	2013 \$'000	2012 \$'000
Current Assets			
Receivables	38	11,186	57,862
Prepayments	39	-	304
Total current assets		<u>11,186</u>	<u>58,166</u>
Current Liabilities			
Payables	40	26,095	19,674
Bank overdraft *		42,042	42,931
Total current liabilities		<u>68,137</u>	<u>62,605</u>
Net Assets		<u>(56,951)</u>	<u>(4,439)</u>
Equity			
Contributed equity		(7,322)	(6,812)
Accumulated surplus (deficit)		(49,629)	2,373
Total Equity		<u>(56,951)</u>	<u>(4,439)</u>

* Overdraft Facility - The department has been granted approval under the *Financial Accountability Act 2009* to operate a departmental financial institution in overdraft. The approved limit is \$100 million.

The accompanying notes form part of these statements.

Department of Communities, Child Safety and Disability Services
Statement of Changes in Equity - Administered
for the year ended 30 June 2013

	Contributed equity	Accumulated surplus/(deficit)	Total
	\$'000	\$'000	\$'000
Balance as at 1 July 2011	(6,536)	2,264	(4,272)
Operating result from continuing operations	-	109	109
Total comprehensive income for the year	-	109	109
Transactions with owners as owners			
- Net assets transferred through machinery-of-government changes	(276)	-	(276)
Balance as at 30 June 2012	(6,812)	2,373	(4,439)
Balance as at 1 July 2012	(6,812)	2,373	(4,439)
Operating result from continuing operations	-	(52,002)	(52,002)
Total comprehensive income for the year	-	(52,002)	(52,002)
Transactions with owners as owners			
- Other - Non Appropriated Equity withdrawals	(510)	-	(510)
Balance as at 30 June 2013	(7,322)	(49,629)	(56,951)

The accompanying notes form part of these statements.

Department of Communities, Child Safety and Disability Services
Statement of Cash Flows - Administered
for the year ended 30 June 2013

	Note	2013 \$'000	2012 \$'000
Cash Flows from Operating Activities			
<i>Inflows:</i>			
Departmental services receipts		233,694	309,461
Grants and other contributions		28,448	197
Other revenue		97	90
GST input tax credits received from Australian Taxation Office		6,579	-
GST collected from customers		183	-
Interest receipts		4	19
Other		12,022	44,586
<i>Outflows:</i>			
Grants and subsidies		(136,356)	(171,112)
Employee expenses		(4,354)	-
Supplies and services		(12,327)	(26,688)
GST paid		(3,504)	501
GST remitted to Australian Taxation Office		(183)	-
Revenue transfer to government		(12,345)	(39,676)
Other		(110,560)	(166,920)
Net cash provided by (used in) operating activities	41	<u>1,398</u>	<u>(49,542)</u>
Cash Flows from Financing Activities			
<i>Outflows:</i>			
Equity withdrawals		(510)	-
Net cash provided by (used in) financing activities		<u>(510)</u>	<u>-</u>
Net increase (decrease) in cash and cash equivalents		888	(49,542)
Cash and cash equivalents at beginning of financial year		(42,931)	6,611
Cash and cash equivalents at end of financial year		<u><u>(42,042)</u></u>	<u><u>(42,931)</u></u>

The accompanying notes form part of these statements.

Department of Communities, Child Safety and Disability Services
Notes to and forming part of the financial statements
for the year ended 30 June 2013

Objectives and principal activities of the department

The objectives and principal activities of the Department of Communities, Child Safety and Disability Services are detailed in the body of the Annual Report in the appendix headed Legislation administered by our department.

The department is funded for the departmental services it delivers principally by parliamentary appropriations.

1. Summary of significant accounting policies

a) Statement of compliance

The Department of Communities, Child Safety and Disability Services has prepared these financial statements in compliance with section 42 of the *Financial and Performance Management Standard 2009*.

The financial statements are general purpose financial statements and have been prepared on an accrual basis in accordance with Australian Accounting Standards and Interpretations. In addition, the financial statements comply with Treasury's Financial Reporting Requirements for the year ending 30 June 2013, and other authoritative pronouncements.

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

b) The reporting entity

The reporting entity is the Department of Communities, Child Safety and Disability Services.

The financial statements include the value of all revenues, expenses, assets, liabilities and equity of the department.

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

c) Administered transactions and balances

The department administers, but does not control, certain resources on behalf of the government. In doing so, it has responsibility and is accountable for administering related transactions and items, but does not have the discretion to deploy the resources for the achievement of the department's objectives.

Administered transactions and balances are disclosed in notes 32 to 43. These transactions and balances are material in comparison to the department's overall financial performance/financial position.

**Department of Communities, Child Safety and Disability Services
Notes to and forming part of the financial statements
for the year ended 30 June 2013**

d) Trust and agency transactions and balances

The department acts as a trustee and agent for other entities. It also acts in a fiduciary capacity on behalf of persons in departmental care. As the department acts only in a custodial role in respect of these transactions and balances, they are not recognised in the financial statements, but are disclosed in note 43. Applicable audit arrangements are also shown.

e) Departmental services revenue/administered revenue

Appropriations provided under the *Appropriation Act 2012* are recognised as revenue when received. Appropriation revenue is recorded as a receivable if amounts are not received at the end of the financial year.

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

f) User charges and other fees

User charges controlled by the department are recognised as revenues when the revenue has been earned and can be measured reliably with a sufficient degree of certainty. This involves either invoicing for goods/services and/or the recognition of accrued revenue. User charges are controlled where they can be deployed for the achievement of departmental objectives.

The department has memoranda of understanding with the Department of Aboriginal and Torres Strait Islander and Multicultural Affairs, and the Department of Justice and Attorney-General for the delivery of certain corporate services and information technology support. Refer to note 3 under Sale of Services.

Revenue collected, but not controlled, by the department is reported as administered revenue. Refer to note 33.

g) Grants and other contributions

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

Queensland Reconstruction Authority

The department recognises revenue from the Queensland Reconstruction Authority under the National Partnerships Agreement (NPA) for Natural Disaster Reconstruction and Recovery upon receipt of cash.

Department of Communities, Child Safety and Disability Services
Notes to and forming part of the financial statements
for the year ended 30 June 2013

Where funding is provided under the Natural Disaster Relief and Recovery Arrangements, eligible expenditure means expenditure on an eligible measure as defined in the Australian Government Natural Disaster Relief and Recovery Arrangements Determination 2007. On receipt, assessment and approval of a properly completed submission the Queensland Recovery Authority makes available funding to match the eligible component of the claim. Timing differences between the outlay of costs incurred in relation to disaster efforts and the receipt of grant revenues from the Queensland Reconstruction Authority under the NDRRA disaster recovery processes will lead to surpluses or deficits in any particular year.

The department and Administered Items received \$49.1m in cash settlements from the Queensland Reconstruction Authority (QRA) in 2012-13 in relation to expenditure incurred in prior years for disaster events. The QRA is presently assessing \$51.6m in claims as at 30 June 2013. These claims comprise expenditure incurred in the 2012-13 financial year (\$33.5m) as well as prior years (\$18.1m). The department and Administered Items has incurred approximately \$8.7m in costs in 2012-13 that have yet to be submitted to the QRA for formal assessment for reimbursement.

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

h) Special Payments

Special payments include ex gratia expenditure and other expenditure that the department is not contractually or legally obligated to make to other parties. In compliance with the *Financial and Performance Management Standard 2009*, the department maintains a register setting out details of all special payments greater than \$5,000. The total of all special payments (including those of \$5,000 or less) is disclosed separately within Other Expenses (Note 14). However, descriptions of the nature of special payments are only provided for special payments greater than \$5,000.

i) Cash and cash equivalents

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

j) Receivables

Trade debtors are recognised at the amounts due at the time of sale or service delivery. Settlement of these amounts is required within 30 days from invoice date.

The collectability of receivables is assessed periodically with adequate allowances made for impairment. All known bad debts were written off as at the reporting date.

Increases in the allowance for impairment are based on loss events as disclosed in note 17.

Department of Communities, Child Safety and Disability Services
Notes to and forming part of the financial statements
for the year ended 30 June 2013

Debtors generally arise from transactions outside the usual operating activities of the department and are recognised at their assessed values. Terms are a maximum of three months, no interest is charged and no security is obtained.

k) Non-current assets classified as held for sale

Non-current assets held for sale consist of those assets that management has determined are available for immediate sale in their present condition and for which sale is highly probable within the next 12 months.

Non-current assets classified as held for sale are measured at the lower of carrying amount and fair value less costs to sell. These assets are not depreciated.

l) Acquisitions of assets

Actual cost is used for the initial recording of all non-current physical and intangible asset acquisitions. Cost is determined as the value given as consideration plus costs incidental to the acquisition, including all other costs incurred in getting the assets ready for use. This includes architect's fees and engineering design fees, however any training costs are expensed as incurred.

Where assets are received free of charge from another Queensland department as a result of a machinery-of-government change or other involuntary transfer, the acquisition cost is recognised as the gross carrying amount in the books of the transferor, immediately prior to the transfer, together with any accumulated depreciation.

Assets acquired at no cost or for nominal consideration, other than from an involuntary transfer from another Queensland Government entity, are recognised at their fair value at date of acquisition in accordance with *AASB 116 Property, Plant and Equipment*.

m) Property, plant and equipment

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

Buildings	\$10,000
Land	\$1
Plant and equipment	\$5,000

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

Subsequent expenditure that increases the originally assessed service potential of an asset is capitalised to the value of that asset.

Plant and equipment is measured at cost in accordance with Treasury's Non-Current Asset Policies.

Capital works in progress are measured at their acquisition cost or construction cost.

Department of Communities, Child Safety and Disability Services
Notes to and forming part of the financial statements
for the year ended 30 June 2013

n) Revaluations of property, plant and equipment

Land and buildings are measured at fair value in accordance with AASB 116 *Property, Plant and Equipment* and Queensland Treasury and Trade's Non-Current Asset Policies for the Queensland Public Sector. In respect of these asset classes, 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.

The former Department of Communities applied the net value method for buildings. Due to the machinery-of-government changes which had an effective date of 1 May 2012, the department has adopted the gross value method thus reinstating accumulated depreciation for buildings.

Non-current physical assets measured at fair value are revalued on an annual basis by appraisals undertaken by an independent professional valuer or by the use of appropriate and relevant indices. Revaluations by an independent professional valuer are undertaken at least once every three to five years. However, if a class of asset experiences significant and volatile changes in fair value (i.e. where indicators suggest that the value of the class of asset may have changed by 20% or more from one reporting period to the next), these assets may be revalued more frequently.

Where indices are used in the revaluation process the department ensures that the application of such indices would result in a valid estimation of the assets' fair value at reporting date. State Valuation Service (SVS) supplied the indices and provided assurance of their robustness, validity and appropriateness for application to the relevant assets.

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

On revaluation, accumulated depreciation is restated proportionately with the change in the carrying amount of the asset and any change in the estimate of remaining life.

State Valuation Services (SVS) performed this year's comprehensive land and building revaluation with an effective date of 30 June 2013. The table below shows the program of revaluations for this financial year. The total value of land and buildings that were revalued comprehensively represents approximately 71% of the total value of all land and buildings.

Brisbane Region	Full comprehensive
North Coast Region	Full comprehensive
South East Region	Full comprehensive
South West Region	Full comprehensive
Far North Qld	Indexed
North Qld	Indexed
Central Qld	Indexed

The table below shows the intended program of revaluations for the financial year 2013-14.

Department of Communities, Child Safety and Disability Services
Notes to and forming part of the financial statements
for the year ended 30 June 2013

Brisbane Region	Indexed
North Coast Region	Indexed
South East Region	Indexed
South West Region	Indexed
Far North Qld	Full comprehensive
North Qld	Full comprehensive
Central Qld	Full comprehensive

Fair value is based on current depreciated replacement cost, unless a market price in an active and liquid market exists, where the fair value of the asset is determined by its current market price. For all properties, a full property inspection was undertaken, including internal inspection where available.

The remaining 29% of property assets (land and buildings) that were not comprehensively revalued, were indexed using individual factor changes per property derived from a review of market transactions. SVS provided these indices having regard to the review of land values undertaken for each local government area as issued by the Valuer-General, Department of Natural Resources and Mines.

Building improvements were indexed using the most appropriate method of indexation, which is dependent on the type of asset being indexed. Built improvements such as Specialised Government assets were indexed with the Department of Housing and Public Works Building Price Index (BPI) which is based on recent tenders for typical government buildings. General non-residential construction were indexed using the Implicit Price Deflator from the Queensland Government Statistician. Residential assets were indexed using the Cordell Housing Price Index which is specific to Queensland house price movements.

o) Depreciation of property, plant and equipment

Land, being an asset with an unlimited useful life, is not depreciated.

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

Assets under construction (works in progress) are not depreciated until they reach service delivery capacity. Service delivery capacity relates to when construction is complete and the asset is first put to use or is installed ready for use in accordance with its intended application. These assets are then reclassified to the relevant classes within property, plant and equipment.

Where assets have separately identifiable components that are subject to regular replacement, these components are assigned useful lives distinct from the asset to which they relate and are depreciated accordingly.

Any expenditure that increases the originally assessed capacity or service potential of an asset is capitalised and the new depreciable amount is depreciated over the remaining useful life of the asset.

Department of Communities, Child Safety and Disability Services
Notes to and forming part of the financial statements
for the year ended 30 June 2013

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.

Items comprising the department's library are expensed on acquisition.

For each class of depreciable asset, the following rates are used:

Class	Rate %
Buildings	1-9
Plant and equipment	5-25

p) Intangible assets and amortisation

Intangible assets held by the department represent its investment in internal use software.

Where intangible assets have an active market, they are measured at fair value, otherwise they are measured at cost.

Intangible assets with a cost equal to or greater than \$100,000 are recognised in the financial statements, with items of a lesser value being expensed. Each intangible asset is amortised over its estimated useful life to the department, less any anticipated residual value.

It has been determined that there is not an active market for any of the department's intangible assets. As such, the assets are recognised and carried at cost less accumulated amortisation and accumulated impairment losses.

No intangible assets have been classified as held for sale or form part of a disposal group held for sale.

Purchased software

The purchase cost of software has been capitalised and is being amortised on a straight-line basis over the period of the expected benefit to the department.

Internally generated software

Expenditure on research activities relating to internally generated intangible assets is recognised as an expense in the period in which it is incurred.

Costs associated with the development of computer software have been capitalised and are amortised on a straight-line basis over the period of expected benefit to the department.

Department of Communities, Child Safety and Disability Services
Notes to and forming part of the financial statements
for the year ended 30 June 2013

Amortisation

Intangible assets are amortised on a straight-line basis reflecting their estimated useful lives to the department. The remaining useful life of each intangible asset is reviewed annually. The department has determined a residual value of zero for all its intangible assets. Assets under development (works in progress) are not amortised until they reach service delivery capacity. Service delivery capacity relates to when development is complete and the asset is first put to use or is installed ready for use in accordance with its intended application.

The following amortisation rates are used.

Class	Rate %
Software – internally generated	7-50
Software – other	9-20

q) Impairment of non-current assets

Non-current physical and intangible assets are assessed for indicators of impairment on an annual basis. If an indicator of possible impairment exists, the department determines the asset's recoverable amount. An impairment loss is recorded where the asset's carrying amount materially exceeds the recoverable amount.

The asset's recoverable amount is determined as the higher of the asset's fair value less costs to sell and depreciated replacement cost.

An impairment loss is recognised immediately in the Statement of Comprehensive Income, unless the asset is carried at a revalued amount. When the asset is measured at a revalued amount, the impairment loss is offset against the asset revaluation surplus of the relevant class to the extent available.

Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised as income, unless the asset is carried at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase. Refer note 1(n).

r) Leases

The entity's leases are classified as operating leases. Operating lease payments are representative of the pattern of benefits derived from the leased assets and are expensed in the periods in which they are incurred.

Incentives received on entering into operating leases are recognised as liabilities. Lease payments are allocated between rental expense and reduction of the liability.

Department of Communities, Child Safety and Disability Services
Notes to and forming part of the financial statements
for the year ended 30 June 2013

s) Payables

Trade creditors are recognised upon receipt of the goods or services ordered and are measured at the agreed purchase/contract price. Amounts owing are unsecured and are settled according to individual vendors' terms which are generally 30 days.

t) Financial instruments

Recognition

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

Classification

Financial instruments are classified and measured as follows:

- Cash and cash equivalents – held at fair value through profit or loss
- Receivables – held at amortised cost
- Payables – held at amortised cost.

All other disclosures relating to the measurement and financial risk management of financial instruments held by the department are included in note 31 and note 42.

u) Employee benefits

Employer superannuation contributions, annual leave levies and long service leave levies are regarded as employee benefits.

Payroll tax and workers' compensation insurance are a consequence of employing employees, but are not counted in an employee's total remuneration package. They are not employee benefits and are recognised separately as employee related expenses.

Wages and salaries

Wages and salaries due, but unpaid at reporting date, are recognised in the Statement of Financial Position at current salary rates.

For unpaid entitlements expected to be paid within 12 months, the liabilities are recognised at their undiscounted values.

Sick leave

Prior history indicates that on average, sick leave taken each reporting period is less than the entitlement accrued. The department has made the judgement that this is expected to continue in future periods. Accordingly, it is unlikely that existing accumulated entitlements will be used by employees and no liability for unused sick leave entitlements is recognised.

As sick leave is non-vesting, an expense is recognised for this leave as it is taken.

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Annual leave

The Queensland Government's Annual Leave Central Scheme (ALCS) covers departments, commercialised business units and shared service providers. Under this scheme, a levy is made on the department to cover the cost of employees' annual leave (including leave loading and on-costs). The levies are expensed in the period in which they are payable. Amounts paid to employees for annual leave are claimed from the scheme quarterly in arrears.

No provision for annual leave is recognised in the department's financial statements as the liability is held on a whole-of-government basis and reported in those financial statements pursuant to AASB1049 *Whole of Government and General Government Sector Financial Reporting*.

Superannuation

Employer contributions for superannuation are paid to QSuper, the superannuation scheme for Queensland Government employees, at rates determined by the Treasurer on advice from the State Actuary. Contributions are expensed in the period in which they are paid or payable. The department's obligation is limited to its required fortnightly contribution to QSuper.

The QSuper scheme has defined benefit and defined contribution categories. The liability for defined benefits is held on a whole-of-government basis and reported in the whole-of-government financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*.

Long service leave

Under the Queensland Government's long service leave scheme, a levy is made on the department to cover the cost of employees' long service leave. This levy is expensed in the period in which it is payable. Amounts paid to employees for long service leave are claimed from the scheme quarterly in arrears.

No provision for long service leave is recognised in these financial statements, as this liability is held on a whole-of-government basis and reported in those financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*.

Key executive management personnel and remuneration

Key executive management personnel and remuneration disclosures are made in accordance with section 5 of the Financial Reporting Requirements for Queensland Government Agencies issued by Queensland Treasury and Trade. Refer to note 8 for the disclosures on key executive management personnel and remuneration.

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v) Provisions

Provisions are recorded when the department has a present obligation, either legal or constructive as a result of a past event. They are recognised at the amount expected at reporting date for which the obligation will be settled in a future period. Where the settlement of the obligation is expected after 12 months or more, the obligation is discounted to the present value using an appropriate discount rate.

w) Allocation of income and expenses to corporate services

The department discloses income and expenses attributable to corporate services in the Statement of Comprehensive Income by Major Departmental Services.

x) Major departmental services

The identity and purpose of the major departmental services undertaken by the department during the year are as follows:

- Child Safety Services leads child safety policy and manages program investment to support families whose children may be at risk of harm. It provides services to protect children and young people from harm or who are at risk of harm and whose parents cannot provide adequate care or protection for them. Child Safety Services also provides adoption services.
- Disability Services leads disability policy and manages program investment across the government and non-government sectors to support people with disability, their families and carers and provides funds for services for children, young people and adults with disability and their families and carers.
- Social Inclusion Services leads policy and manages program investment across the government and non-government sectors for vulnerable groups including young people, seniors, women, and people impacted by homelessness and domestic and family violence. Social Inclusion Services leads the provision of advice regarding relevant concessions, volunteering and issues impacting carers in Queensland. It also leads non-government organisation reform, including red tape reduction, and leads the human and social community recovery response in the event of a natural disaster.

y) Insurance

The department's non-current physical assets and other risks are insured through the Queensland Government Insurance Fund (QGIF), with premiums paid on a risk assessment basis. In addition, the department pays premiums to WorkCover Queensland in respect of its obligations for employee compensation.

z) Services received free of charge or for nominal 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 an expense.

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aa) Contributed equity

Non-reciprocal transfers of assets and liabilities between wholly-owned Queensland state public sector entities, as a result of machinery-of-government changes or other involuntary transfers, are adjusted to Contributed Equity in accordance with Interpretation 1038 *Contributions by Owners Made to Wholly-Owned Public Sector Entities*. Appropriations for equity adjustments are similarly designated.

ab) Taxation

The department is a state body as defined under the *Income Tax Assessment Act 1936*, and is exempt from Australian Government taxation except for Fringe Benefits Tax (FBT) and Goods and Services Tax (GST). As such, input tax credits receivable from and GST payable to the Australian Taxation Office (ATO), along with FBT, are recognised and accrued.

FBT payable by the department is recognised as a current payable in the Statement of Financial Position.

The department's GST entities were a member of the same GST group as Department of Housing and Public Works GST entities, Housing and Homelessness Services, QBuild and Project Services until 1 November 2012. On 1 November 2012 the GST group was closed and a new GST group was formed solely for the department's GST entities. Transactions between GST group members are out of scope for GST. Under GST grouping arrangements the ATO deems the department, as the nominated representative of the combined GST group, to be responsible for remitting GST collected and for claiming input tax credits for GST on behalf of all members of the group. The net amount of GST recoverable or payable by the group to the ATO is included in the GST receivable or payable in the Statement of Financial Position. In turn, the department recognises a receivable from other group members to the extent that any GST payable is attributable to those respective group members. Further, the department recognises a payable to other group members to the extent that a GST receivable is attributable to those respective group members.

Income, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable as an input tax credit from the ATO. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of the item of expense.

All receivables and payables are stated with the amount of GST included, provided the related invoices are dated on or before the reporting date. Other receivables and payables resulting from accrued income and expenses are not reported inclusive of GST (if any is applicable).

Cash flows are included in the Statement of Cash Flows on a gross basis. The GST components of cash flows arising from investing and financing activities which are recoverable from, or payable to, the ATO are classified as operating cash flows.

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ac) Issuance of financial statements

The financial statements are authorised for issue by the Director-General and Chief Finance Officer at the date of signing the Management Certificate of the Department of Communities, Child Safety and Disability Services.

ad) Accounting estimates and judgments

The preparation of financial statements necessarily requires the determination and use of certain critical accounting estimates, assumptions and management judgments that have potential to cause a material adjustment to the carrying amounts of assets and liabilities within the next financial year. Such estimates, judgments and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised and in future periods as relevant.

Critical judgements, estimates and assumptions that have a potential significant effect are outlined in the following financial statement notes:

- Note 1(o) Depreciation of property, plant and equipment
- Note 1(n) Revaluation of property, plant and equipment
- Note 1(p) Intangible assets and amortisation
- Note 24 Provisions
- Note 30 Contingencies

ae) Comparative information and rounding

Amounts included in the financial statements are in Australian dollars and have been rounded to the nearest \$1000 or, where that amount is less than \$500, to zero, unless disclosure of the full amount is specifically required.

Other comparative information has been restated where necessary to be consistent with disclosures in the current reporting period.

There is no comparability between 2011-12 and 2012-13 due to the machinery-of-government changes which had an effective date of 1 May 2012. The former Department of Communities was renamed the Department of Communities, Child Safety and Disability Services. A number of functions transferred from the former Department of Communities to the following entities:

- Sport and Recreation Services and the Queensland Academy of Sport (including associated executive support functions) to the Department of National Parks, Recreation, Sport and Racing
- Housing Services and Residential Services Unit to the Department of Housing and Public Works
- Youth Justice to the Department of Justice and Attorney-General.

As a result of the Public Service Departmental Arrangements Notices, the Department of Aboriginal and Torres Strait Islander and Multicultural Affairs was created on 3 April 2012 to assume the following functions from the former Department of Communities:

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- Multicultural Affairs Queensland and the associated executive support services
- Aboriginal and Torres Strait Islander Services (ATSIS) and the associated executive support services.

The 2011-12 Financial Statements included an error of resource allocations to Service Areas, where there was a duplication of corporate cash allocation and a number of expense items understated.

Accordingly, the comparatives have been restated – Note 44.

af) Machinery-of-government changes

As a result of machinery-of-government changes the Community Mental Health function transitioned to Queensland Health with an effective date 1 July 2012. In accordance with the requirements of the Public Service Departmental Arrangements Notice (No.4) 2012, all assets and liabilities of this function were transferred.

Note 45 Machinery-of-Government Changes provide further information regarding the transfer.

ag) New and revised accounting standards

The department did not voluntarily change any of its accounting policies during 2012-13. Australian Accounting Standard changes applicable for the first time for 2012-13 have had minimal effect on the department's financial statements, as explained below.

The department is not permitted to early adopt a new or amended accounting standard ahead of the specified commencement date unless approval is obtained from Queensland Treasury and Trade. Consequently, the department has not applied any Australian Accounting Standards and Interpretations that have been issued but are not yet effective. The department applies standards and interpretations in accordance with their respective commencement dates.

AASB 2011-9 Amendments to Australian Accounting Standards – Presentation of Items of Other Comprehensive Income [AASB 1, 5, 7, 101, 112, 120, 121, 132, 133, 134, 1039 & 1049] became effective from reporting periods beginning on or after 1 July 2012. The only impact for the department is that, in the Statement of Comprehensive Income, items within the 'Other Comprehensive Income' section are now presented in different subsections, according to whether or not they are subsequently classifiable to the operating result. Whether subsequent reclassification is possible depends on the requirements or criteria in the accounting standard/interpretation that relates to the item concerned.

At the date of authorisation of the financial report, the expected impacts of new or amended Australian Accounting Standards with future commencement dates are as set out below.

A revised version of AASB 119 *Employee Benefits* applies from reporting periods beginning on or after 1 January 2013. The revised AASB 119 is generally to be applied retrospectively. Given the department's circumstances, the only implications for the department are that the revised standard clarifies the concept of 'termination benefits', and the recognition criteria for liabilities for termination benefits will be different. If

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termination benefits meet the timeframe criterion for 'short-term employee benefits', they will be measured according to the AASB 119 requirements for 'short-term employee benefits'. Otherwise, termination benefits will need to be measured according to the AASB 119 requirements for 'other long-term employee benefits'. Under the revised standard, the recognition and measurement of employer obligations for 'other long-term employee benefits' will need to be accounted for according to most of the requirements for defined benefit plans.

The revised AASB 119 includes changed criteria for accounting for employee benefits as 'short-term employee benefits'. However, as the department is a member of the Queensland Government central schemes for annual leave and long service leave, this change in criteria has no impact on the department's financial statements as the employer liability is held by the central scheme. The revised AASB 119 also includes changed requirements for the measurement of employer liabilities/assets arising from defined benefit plans, and the measurement and presentation of changes in such liabilities/assets. The department makes employer superannuation contributions only to the QSuper defined benefit plan, and the corresponding QSuper employer benefit obligation is held by the State. Therefore, those changes to AASB 119 will have no impact on the department.

AASB 13 *Fair Value Measurement* applies from reporting periods beginning on or after 1 January 2013. AASB 13 sets out a new definition of 'fair value' as well as new principles to be applied when determining the fair value of assets and liabilities. The new requirements will apply to all of the department's assets and liabilities (excluding leases) that are measured and/or disclosed at fair value or another measurement based on fair value. The potential impacts of AASB 13 relate to the fair value measurement methodologies used and financial statement disclosures made in respect of such assets and liabilities.

The Department has commenced reviewing its fair value methodologies (including instructions to valuers, data used and assumptions made) for all items of property, plant and equipment measured at fair value to determine whether those methodologies comply with AASB 13. To the extent that the methodologies don't comply, changes will be necessary. While the department is yet to complete this review, no substantial changes are anticipated, based on the fair value methodologies presently used. Therefore, at this stage, no consequential material impacts are expected for the department's property, plant and equipment as from 2013-14.

AASB 13 will require an increased amount of information to be disclosed in relation to fair value measurements for both assets and liabilities. To the extent that any fair value measurement for an asset or liability uses data that is not 'observable' outside the department, the amount of information to be disclosed will be relatively greater.

The following new and revised standards apply as from reporting periods beginning on or after 1 January 2014 –

- AASB 10 *Consolidated Financial Statements*;
- AASB 11 *Joint Arrangements* ;
- AASB 12 *Disclosure of Interests in Other Entities*;
- AASB 127 (revised) *Separate Financial Statements*;
- AASB 128 (revised) *Investments in Associates and Joint Ventures*; and
- AASB 2011 -7 *Amendments to Australian Accounting Standards arising from the Consolidation and Joint Arrangements Standards [AASB 1, 2, 3, 5, 7, 9, 2009-11, 101,*

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107, 112, 118, 121, 124, 132, 133, 136, 138, 139, 1023 & 1038 and Interpretations 5, 9, 16 & 17].

Since the department at this stage has no joint ventures, interests in other entities and consolidation of financial statements there will be no impact on the department.

AASB 9 *Financial Instruments* (December 2010) and AASB 2010-7 Amendments to Australian Accounting Standards arising from AASB 9 (December 2010) [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 120, 121, 127, 128, 131, 132, 136, 137, 139, 1023 & 1038 and Interpretations 2, 5, 10, 12, 19 & 127] become effective from reporting periods beginning on or after 1 January 2015. The main impacts of these standards on the Department are that they will change the requirements for the classification, measurement and disclosures associated with the department's financial assets. Under the new requirements, financial assets will be more simply classified according to whether they are measured at amortised cost or fair value. Pursuant to AASB 9, financial assets can only be measured at amortised cost if two conditions are met. One of these conditions is that the asset must be held within a business model whose objective is to hold assets in order to collect contractual cash flows. The other condition is that the contractual terms of the asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

The most significant impact of the new measurement requirements on the Department is that the 'held to maturity' investment will need to be measured at fair value. In addition, that investment will no longer be classified as 'held to maturity'. The Department currently has no "held to maturity" investment and is not yet able to reliably estimate what the fair value of this investment will be at the date of initial application of AASB 9. The difference between the carrying amount of this investment and its initial fair value will be recognised as an adjustment to the balance of Accumulated Surplus on initial application of AASB 9. AASB 9 allows an entity to make an irrevocable election at the date of initial recognition to present in 'other comprehensive income' subsequent changes in the fair value of such an asset. Queensland Treasury and Trade is currently considering mandating this accounting treatment when AASB 9 becomes effective.

The department has commenced reviewing the measurement of its financial assets against the new AASB 9 classification and measurement requirements. However, as the classification of financial assets at the date of initial application of AASB 9 will depend on the facts and circumstances existing at that date, the department's conclusions will not be confirmed until closer to that time. At this stage, and assuming no change in the types of transactions the department enters into, it is not expected that any of the department's financial assets will meet the criteria in AASB 9 to be measured at amortised cost. Therefore, as from the 2015-16 financial statements, all of the department's financial assets are expected to be required to be measured at fair value, and classified accordingly (instead of the measurement classifications presently used in Notes 1(s), 31 and 43). The same classification will be used for net gains/losses recognised in the Statement of Comprehensive Income in respect of those financial assets. In the case of the department's current receivables, as they are short-term in nature, the carrying amount is expected to be a reasonable approximation of fair value.

The department will not need to restate comparative figures for financial instruments on adopting AASB 9 as from 2015-16. However, changed disclosure requirements will apply from that time. A number of one-off disclosures will be required in the 2015-16 financial statements to explain the impact of adopting AASB 9.

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Assuming no change in the types of financial instruments that the department enters into, there will be no material impact on the department.

AASB 1055 *Budgetary Reporting* applies from reporting periods beginning on or after 1 July 2014. From that date, based on what is currently published in the Queensland Government's Budgetary Service Delivery Statements, this means the department will need to include in these financial statements the original budgeted statements for the Statement of Comprehensive Income, Statement of Financial Position, Statement of Changes in Equity, and Statement of Cash Flows. These budgeted statements will need to be presented consistently with the corresponding (actuals) financial statements, and will be accompanied by explanations of major variances between the actual amounts and the corresponding budgeted financial statement.

In addition, based on what is currently published in the Queensland Government's Service Delivery Statements, the department will need to include in these financial statements the original budgeted information for major classes of administered income and expenses, and major classes of administered assets and liabilities. This budgeted information will need to be presented consistently with the corresponding (actuals) administered information, and will be accompanied by explanations of major variances between the actual amounts and the corresponding budgeted financial information.

All other Australian accounting standards and interpretations with future commencement dates are either not applicable to the department's activities, or have no material impact on the department.

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	2013 \$'000	2012 \$'000
2 Reconciliation of payments from consolidated fund		
Reconciliation of payments from consolidated fund to departmental services revenue recognised in statement of comprehensive income		
Budgeted departmental services appropriation	2,519,217	3,898,878
Transfers from/to other departments - redistribution of public business	-	(216,082)
Lapsed departmental services appropriation	(70,010)	(122,222)
Net departmental services receipts	<u>2,449,207</u>	<u>3,560,574</u>
Opening balance of departmental services revenue receivable	(13,238)	-
Closing balance of departmental services revenue receivable	2,838	13,238
Opening balance of departmental services revenue payable	20,756	28,320
Departmental services revenue recognised in Statement of Comprehensive Income	<u><u>2,459,563</u></u>	<u><u>3,602,132</u></u>
Reconciliation of payments from consolidated fund to equity adjustment recognised in contributed equity		
Budgeted equity adjustment appropriation	11,252	170,705
Transfers from/to other departments - redistribution of public business	-	(59,290)
Lapsed equity adjustment	(15,649)	78,188
Net equity adjustment receipts	<u>(4,397)</u>	<u>189,603</u>
Opening balance of equity adjustment receivable	(330)	(41,123)
Closing balance of equity adjustment receivable	-	330
Equity adjustment recognised in contributed equity	<u><u>(4,727)</u></u>	<u><u>148,810</u></u>
3 User charges		
Rental income	1,036	280,748
Sale of services	8,310	5,006
Sale of goods	-	22,084
Other	260	4,231
Total	<u><u>9,606</u></u>	<u><u>312,069</u></u>
4 Grants and other contributions		
Grants	31,985	45,486
Contributed assets	4,946	737
Goods and services received at below fair value	1,844	1,460
Other	662	3,178
Total	<u><u>39,437</u></u>	<u><u>50,861</u></u>

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	2013 \$'000	2012 \$'000
5 Other revenue		
Sale of inventories - land held for resale	-	12,540
Interest	165	2,589
Insurance recoveries	6	5,247
Grant refunds	14,587	18,168
Bad debt recoveries	5	747
Expenditure recoveries	98	181
Other	794	1,212
Total	15,655	40,684
6 Gains		
Net gains on disposal of property, plant and equipment	-	41
Total	-	41
7 Employee expenses		
Employee benefits #		
Wages and salaries	406,408	638,859
Employer superannuation contributions*	52,367	78,866
Annual leave levy*	42,977	71,257
Long service leave levy*	9,388	14,124
Other employee benefits	25,949	43,867
	537,089	846,973
Employee related expenses #		
Payroll tax*	24,379	38,201
Workers' compensation premium*	12,474	12,757
Other employee related expenses	1,943	5,710
	38,796	56,668
Total	575,885	903,641

#Refer to note 44 for details of adjustments made to 2012 comparatives.

* Refer to note 1(u)

The number of employees as at 30 June, including both full-time and part-time employees, measured on a full-time equivalent basis (reflecting Minimum Obligatory Human Resource Information (MOHRI)) is:

	2013	2012
Number of employees	5,884	6,758

Department of Communities, Child Safety and Disability Services
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8 Key executive management personnel and remuneration

a) Key executive management personnel

The following details for key executive management personnel include those positions that had authority and responsibility for planning, directing and controlling the activities of the agency during 2012-13. Further information on these positions can be found in the body of the Annual Report relating to executive management.

b) Remuneration

Remuneration policy for the agency's key executive management personnel is set by the Queensland Public Service Commission as provided for under the *Public Service Act 2008*. The remuneration and other terms of employment for the key executive management are specified in employment contracts.

Remuneration of key executive management personnel increased by 2.2% in 2012-13 in accordance with government policy.

Remuneration packages for key executive management personnel comprise the following components:

- Base - consisting of base salary, allowances and leave entitlements paid and provided for the entire year or for that part of the year from which the employee was appointed to (or acted in) the specified position. Amounts disclosed equal the amount expensed in the Statement of Comprehensive Income.
- Non-monetary benefits - consisting of provision of vehicle together with fringe benefits tax applicable to the benefit.
- Long term employee benefits include long service leave levy paid and provided for during the year.
- Post-employment benefits include amounts expensed in respect of employer superannuation obligations.
- Redundancy payments are not provided for within individual contracts of employment. Contracts of employment provide only for notice periods or payment in lieu of notice of termination, regardless of the reason for termination.

The remuneration package for the Director-General includes a potential performance payment up to a maximum of 15% of that position's total fixed remuneration, which equates to approximately \$70,145. Eligibility for such a performance payment is conditional on the achievement of objectives that are documented in that position's performance agreement.

Eligibility to a performance payment is determined based on:

- analysis by the Public Service Commission (PSC) of relevant performance data;
- consultation with the Under Treasurer and the Director-General of the Department of the Premier and Cabinet;
- recommendations from the PSC Chief Executive and Chair of the PSC Board; and
- the Premier's ultimate discretion regarding whether the incumbent will be paid a performance payment and, if so, how much.

As at the date of management certification of these financial statements, the eligibility to a performance payment for the Director-General had not yet been confirmed. The Premier's ultimate decision is expected to be made during September 2013.

Therefore, any performance payment approved by the Premier will be reported as an expense within 2014.

No performance payment has been made in the financial year ending 2013.

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8 Key executive management personnel and remuneration (continued)

Position	Responsibilities	Current incumbents		Employee Benefits					Total Remuneration 2013	Total Remuneration 2012
		Contract classification and appointment authority	Date appointed to position (Date resigned from position)	Short Term	Long Term	Post Employment	Termination			
								Base \$'000		
Director-General	Responsible for the efficient, effective and economic administration of the department.	CEO Public Service Act 2008	Appointed 28 March 2012	400	20	8	49	-	477	114
Associate Director-General Regional Service Delivery Operations	Responsible for providing strategic leadership of the department's service delivery across 7 regions and state-wide services.	CEO Public Service Act 2008	Appointed 29 January 2010 to 28 January 2013	136	15	3	17	-	171	280
Deputy Director-General Projects and Reform	Responsible for leading major departmental reforms and other emerging complex reform agendas.	CEO Public Service Act 2008	Appointed 29 January 2013	98	11	2	12	-	123	-
Deputy Director-General Strategic, Policy and Programs	Responsible for providing strategic leadership and direction of policy, programs, practice, performance and reporting for the department.	SES 4 Public Service Act 2008	Temporary assignment from 1 Jul 2012 to 4 Jan 2013. Appointed 5 January 2013	227	-	5	20	-	252	36
Deputy Director-General Corporate and Executive Services	Responsible for providing strategic leadership and direction for the department's corporate systems, policies and practices.	SES 3 High Public Service Act 2008	Appointed 6 September 2011 ADG from 1 to 27 Jan 2013	222	2	5	24	-	253	191
Chief Finance Officer	Responsible for providing strategic leadership and direction for the financial administration of the department.	SES 3 High Public Service Act 2008	Appointed 6 February 2012	174	23	4	21	-	222	86
Chief Information Officer	Responsible for providing strategic leadership and management of the department's information, communication and technology systems.	SES 3 High Public Service Act 2008	Appointed 17 February 2012	186	11	4	21	-	222	75
Regional Executive Director, Brisbane Region	Responsible for leadership of the department's service delivery across the Brisbane region.	SES 3 High Public Service Act 2008	Appointed 30 March 2012	185	17	4	21	-	227	59
Regional Executive Director, Far North Queensland	Responsible for leadership of the department's service delivery across Far North Queensland.	SES 3 Low Public Service Act 2008	Appointed 30 March 2012	191	-	4	21	-	216	55
Regional Executive Director, North Queensland	Responsible for leadership of the department's service delivery across North Queensland.	SES 3 Low Public Service Act 2008	Appointed 30 March 2012	191	-	4	20	-	215	53
Regional Executive Director, Central Queensland	Responsible for leadership of the department's service delivery across Central Queensland.	SES 3 Low Public Service Act 2008	Appointed 30 March 2012	191	-	4	21	-	216	54
Regional Executive Director, South East Queensland	Responsible for leadership of the department's service delivery across South East Queensland.	SES 3 Low Public Service Act 2008	Temporary assignment from 1 Nov to 16 Dec 2012. Appointed 17 December 2012	108	15	2	11	-	136	-
Regional Executive Director, South West Queensland	Responsible for leadership of the department's service delivery across South West Queensland.	SES 3 Low Public Service Act 2008	Appointed 30 March 2012	168	21	4	20	-	213	51
Regional Executive Director, North Coast Queensland	Responsible for leadership of the department's service delivery across the North Coast region.	SES 3 Low Public Service Act 2008	Appointed 11 February 2012	71	-	1	8	-	80	-

Department of Communities, Child Safety and Disability Services
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8 Key executive management personnel and remuneration (continued)

Relieving arrangement

Position	Responsibilities	Current Incumbents		Employee Benefits				Total Remuneration 2013	Total Remuneration 2012	
		Contract classification and appointment authority	Date appointed to position (Date resigned from position)	Short Term		Long Term	Post Employment			Termination
				Base \$'000	Non-Monetary Benefits \$'000					
A/Regional Executive Director, Brisbane Region	Responsible for leadership of the department's service delivery across the Brisbane region.	SES 3 High Public Service Act 2008	Temporary assignment from 12 Dec 2012 to 27 Jan 2013 and from 6 May to 30 Jun 2013	54	-	1	5	-	60	-
A/Regional Executive Director, Brisbane Region	Responsible for leadership of the department's service delivery across the Brisbane region.	SES 3 High Public Service Act 2008	Temporary assignment from 28 Jan 2013 to 1 Mar 2013	18	-	-	2	-	20	-
A/Regional Executive Director, North Coast Queensland	Responsible for leadership of the department's service delivery across the North Coast region.	SES 3 Low Public Service Act 2008	Temporary assignment from 23 Oct 2012 to 10 Feb 2013	50	6	1	5	-	62	-

* Temporary incumbents relieving in a position less than one month is not disclosed in this note as it is considered immaterial to the total disclosure during the reporting period.

Former Executive Personnel

Position	Responsibilities	Current Incumbents		Employee Benefits				Total Remuneration 2013	Total Remuneration 2012	
		Contract classification and appointment authority	Date appointed to position (Date resigned from position)	Short Term		Long Term	Post Employment			Termination
				Base \$'000	Non-Monetary Benefits \$'000					
General Manager	Responsible to Community Recovery; Child Safety Specialist Support Services including Court Services, Child Safety After Hours Service Centre and Adoption and Specialist Support Services; and Safer Schoolies Initiative.	SES 2 High Public Service Act 2008	Temporary assignment from 1 Jul 2012 to 8 May 2013 (Position ceased on 9 May 2013)	154	-	3	17	-	174	-
Regional Executive Director, South East Queensland	Responsible for leadership of the department's service delivery across South East Queensland.	SES 3 Low Public Service Act 2008	Appointed 30 March 2012 (resigned 31 October 2012)	59	6	1	7	55	128	53
Regional Executive Director, North Coast Queensland	Responsible for leadership of the department's service delivery across the North Coast region.	SES 3 Low Public Service Act 2008	Appointed 30 March 2012 (resigned 31 December 2012)	86	9	2	10	199	306	53

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	2013 \$'000	2012 \$'000
9 Supplies and services #		
Operating lease rentals	55,124	78,736
Computer operating costs	19,884	18,801
Outsourced corporate services	19,171	36,100
Professional and technical fees	17,343	55,906
Repairs and maintenance	7,295	176,668
Administration costs	6,874	17,456
Telecommunications	6,123	9,900
Travel	4,471	14,663
Minor plant and equipment	3,389	4,851
Marketing and public relations	788	5,316
Rates to local governments	625	102,199
Consultancies	554	866
Internal charges	47	-
Other	13,407	38,580
Total	<u>155,095</u>	<u>560,042</u>
#Refer to note 44 for details of adjustments made to 2012 comparatives.		
10 Grants and subsidies		
Disability Services	969,565	1,354,026
Child Safety Services	503,164	441,048
Housing and Homelessness Services	-	296,149
Social Inclusion Services	256,601	193,112
Sport and Recreation Services	-	58,282
Aboriginal and Torres Strait Islander Services	-	9,354
Multicultural Services	-	2,921
Women's Services	-	77
Other	11	-
Total	<u>1,729,341</u>	<u>2,354,969</u>
11 Depreciation and amortisation		
Depreciation and amortisation incurred in respect of:		
Buildings	3,468	116,821
Plant and equipment	18,736	16,816
Leased assets	-	3,691
Software	13,785	21,574
Total	<u>35,989</u>	<u>158,902</u>
12 Inventory expenses		
Cost of sales of inventories	-	19,723
Total	<u>-</u>	<u>19,723</u>
13 Impairment losses		
Rental bond loans	-	3,018
Rental debtors	-	2,199
Non-current assets classified as held for sale	-	4,318
Other debtors	(259)	148
Total	<u>(259)</u>	<u>9,683</u>

Department of Communities, Child Safety and Disability Services
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	2013 \$'000	2012 \$'000
14 Other expenses		
Losses on financial assets at fair value through profit or loss:		
Net losses on revaluation of financial assets at fair value through profit or loss	-	6,017
Net losses (gains) on disposal of financial assets at fair value through profit or loss	-	(549)
	-	5,468
Departmental services revenue refundable	9,200	20,756
Insurance premiums — Queensland Government Insurance Fund * ^^	1,294	6,136
Net losses on disposal of property, plant and equipment **	5,562	-
External audit fees #	503	778
Legal claims	8	-
Losses:		
Losses of buildings subject to insurance*	-	785
Losses of public money	-	1
Special payments:		
Ex gratia payments****	217	531
Debts waived	-	1
Goods and services received below fair value	-	1,460
Other ***	1,997	119
Total	18,781	36,035

* Certain losses of public property are insured by the Queensland Government Insurance Fund. Where claims made in respect of these losses have yet to be assessed by the Queensland Government Insurance Fund and the amounts recoverable cannot be estimated reliably at reporting date, the claims are not disclosed. Upon notification by the Queensland Government Insurance Fund of the acceptance of the claims, revenue is recognised for the agreed settlement amount and disclosed as Other Revenue — Insurance Recoveries. Refer to note 5.

** Net losses on disposal of property, plant and equipment are primarily related to the department vacating leased accommodation due to machinery-of-government changes.

*** Includes \$1.826 million in costs incurred in prior financial years in relation to disaster events that the Queensland Reconstruction Authority deemed not recoverable in 2012-13 under NDRRA cost recovery arrangements.

The Auditor-General of Queensland is the department's external auditor. Total external audit fees relating to the 2012–13 financial year are estimated to be \$0.495 million (2012 \$0.768 million). There are no non-audit services included in this amount.

^^ Refer to note 44 for details of adjustments made to 2012 comparatives.

****Includes payments of \$18,005 and \$8,260 for damage caused by children in departmental care and \$18,440 for a void sponsorship deal. No other individual payments exceeded \$5,000.

Department of Communities, Child Safety and Disability Services
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	2013 \$'000	2012 \$'000
15 Revaluation decrement		
Land	5,590	76,058
Buildings	-	125,321
Total	<u>5,590</u>	<u>201,379</u>

The asset revaluation surplus represents the net effect of upwards and downwards revaluations of assets to fair value. The decrement, not being a reversal of a previous revaluation increment in respect of the same class of assets, has been recognised as an expense in the Statement of Comprehensive Income.

16 Cash and cash equivalents

Cash at bank*	125,881	32,315
Imprest accounts	56	75
Total	<u>125,937</u>	<u>32,390</u>

* Refer to note 44 for details of adjustments made to 2012 comparatives.

Departmental bank accounts grouped within the whole-of-Government set-off arrangement with the Queensland Treasury Corporation do not earn interest on surplus funds. Interest earned on the aggregate set-off arrangement balance accrues to the Consolidated Fund.

Cash at bank includes a cash fund held with the Queensland Treasury Corporation for the Elderly Parent Carer Innovation Trial established in February 2013. Refer note 31(b) for weighted average effective interest rate.

The Cash at bank held for the Elderly Parent Carer Innovation Trial is held by the department, but is restricted for use by the department to that trial. The amount for 30 June is \$15.481 million.

17 Receivables

Current		
Trade and other debtors	38,938	57,229
Less: Allowance for impairment loss	(108)	(537)
	<u>38,830</u>	<u>56,692</u>
GST input tax credits receivable	4,567	115
Annual leave reimbursements	12,419	15,031
Departmental services revenue receivable	-	13,238
Long service leave reimbursements	2,968	2,914
Equity injection	-	330
Total	<u>58,784</u>	<u>88,320</u>

18 Other assets

<i>Current</i>		
Prepayments	5,716	7,158
Other	200	119
Total	<u>5,916</u>	<u>7,277</u>
<i>Non-current</i>		
Lease incentives	397	-
Total	<u>397</u>	<u>-</u>

Department of Communities, Child Safety and Disability Services
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	2013 \$'000	2012 \$'000
19 Non-current assets classified as held for sale		
Land	1,628	121
Buildings	1,064	186
Total	<u>2,692</u>	<u>307</u>
Refer to note 1(k) for an explanation of the valuation basis for these properties.		
20 Property, plant and equipment		
Land		
At fair value	97,471	111,774
Buildings		
At fair value	200,670	141,417
Less accumulated depreciation	<u>(52,537)</u>	<u>(16,428)</u>
	148,133	124,989
Plant and equipment		
At cost #	135,310	126,393
Less accumulated depreciation	<u>(87,888)</u>	<u>(75,590)</u>
	47,422	50,803
Capital works in progress		
At cost	16,337	26,551
Total	<u>309,363</u>	<u>314,117</u>

The department has plant and equipment with an original cost of \$19.719 million (2012 \$9.488 million) and a written-down value of zero still being used in the provision of services.

Department of Communities, Child Safety and Disability Services
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20	Property, plant and equipment (continued)	Land \$'000	Buildings \$'000	Plant and equipment \$'000	Capital works in progress \$'000	Leased assets \$'000	Total \$'000
	<i>Property, plant and equipment reconciliation</i>						
	Carrying amount at 1 July 2011	8,957,093	6,775,116	67,088	247,896	101,631	16,148,824
	Acquisitions	21,661	121,441	5,582	159,341	28,296	336,321
	Transfers though machinery-of-government changes	(8,288,292)	(6,547,492)	(9,926)	(173,946)	(227,584)	(15,247,240)
	Transfers between classes and machinery-of-government adjustments	(13,438)	142,117	5,776	(206,740)	7,682	(64,603)
	Disposals	(5,239)	(4,978)	(901)	-	-	(11,118)
	Assets reclassified as held for sale	(42,658)	(17,741)	-	-	-	(60,399)
	Revaluation increments (decrements)	(517,353)	(226,653)	-	-	93,666	(650,340)
	Depreciation	-	(116,821)	(16,816)	-	(3,691)	(137,328)
	Carrying amount at 30 June 2012	111,774	124,989	50,803	26,551	-	314,117
	Carrying amount at 1 July 2012	111,774	124,989	50,803	26,551	-	314,117
	Acquisitions	-	213	1,312	17,891	-	19,416
	Transfers though machinery-of-government changes	(2,239)	(1,521)	-	(73)	-	(3,832)
	Transfers between classes	530	13,585	7,755	(23,197)	-	(1,327)
	Post 2012 machinery-of-government changes *	(1,695)	52	179	(1,928)	-	(3,392)
	Make Good Provision	-	-	2,468	-	-	2,468
	Donations Received	-	-	4,946	-	-	4,946
	Disposals	(764)	(777)	(1,305)	(2,907)	-	(5,752)
	Assets reclassified as held for sale	(4,544)	(1,393)	-	-	-	(5,937)
	Revaluation increments (decrements)	(5,590)	16,451	-	-	-	10,860
	Depreciation	-	(3,468)	(18,736)	-	-	(22,204)
	Carrying amount at 30 June 2013	97,471	148,133	47,422	16,338	-	309,363

* Includes asset transfers with other government departments following the March 2012 machinery-of-government change.

Department of Communities, Child Safety and Disability Services
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	2013 \$'000	2012 \$'000
21 Intangible assets		
Software - internally generated (at cost)	156,114	153,647
Less accumulated amortisation	(89,290)	(76,034)
	<u>66,824</u>	<u>77,613</u>
Software - other (at cost)	3,572	1,493
Less accumulated amortisation	(1,639)	(517)
	<u>1,933</u>	<u>976</u>
Software work in progress (at cost)	602	1,603
Total	<u><u>69,359</u></u>	<u><u>80,192</u></u>

Intangible assets reconciliation

	Software internally generated \$'000	Software - other \$'000	Software work in progress \$'000	Total \$'000
Carrying amount 1 July 2011	69,023	1,730	22,558	93,311
Acquisitions	-	431	18,794	19,225
Transfers between classes	39,302	-	(38,261)	1,041
Transfers through machinery-of-government changes	(9,618)	(668)	(1,488)	(11,774)
Amortisation	(21,094)	(517)	-	(21,611)
Carrying amount 30 June 2012	<u>77,613</u>	<u>976</u>	<u>1,603</u>	<u>80,192</u>
Carrying amount 1 July 2012	77,613	976	1,603	80,192
Acquisitions	-	-	1,969	1,969
Transfers between classes	2,970	1,327	(2,970)	1,327
Post 2012 machinery-of-government changes *	(688)	344	-	(344)
Amortisation	(13,071)	(715)	-	(13,785)
Carrying amount 30 June 2013	<u><u>66,824</u></u>	<u><u>1,933</u></u>	<u><u>602</u></u>	<u><u>69,359</u></u>

*Includes asset transfers with other government departments following the March 2012 machinery-of-government change.

The department has intangible assets with an original cost of \$10.903 million (2012 \$9.490 million) and a written-down value of zero still being used in the provision of services.

22 Payables	<u>\$'000</u>	<u>\$'000</u>
<i>Current</i>		
Trade creditors and accruals	12,199	18,406
Grants and subsidies payable	97,666	31,681
Departmental services revenue payable	1,763	20,756
Other	6,940	9,040
Total	<u><u>118,568</u></u>	<u><u>79,883</u></u>
<i>Non-Current</i>		
Departmental services revenue payable	4,600	-
Total	<u><u>4,600</u></u>	<u><u>-</u></u>

Department of Communities, Child Safety and Disability Services
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	2013 \$'000	2012 \$'000
23 Accrued employee benefits		
Annual leave levy payable	14,000	15,748
Salaries and wages payable	1,645	5,270
Long service leave levy payable	2,728	1,626
Total	<u>18,373</u>	<u>22,644</u>
24 Provisions		
<i>Current</i>		
Make good provision	836	278
Total	<u>836</u>	<u>278</u>
<i>Non-Current</i>		
Make good provision	2,236	327
Total	<u>2,236</u>	<u>327</u>
Movements in provisions		
<i>Current</i>		
Carrying amount at 1 July	278	124
Movement in provision	558	154
Carrying amount at 30 June	<u>836</u>	<u>278</u>
<i>Non-Current</i>		
Carrying amount at 1 July	327	577
Movement in provision	1,909	(250)
Carrying amount at 30 June	<u>2,236</u>	<u>327</u>
<p>Provision is made for estimated make good expenses in accordance with the terms of the lease agreements for premises around the State. The leases have termination dates between 2012 and 2015 and it is expected that these claims will be realised upon the expiry of each lease.</p>		
25 Other liabilities	2013	2012
	\$'000	\$'000
<i>Current</i>		
Unearned revenue	43	22
Lease incentives	295	149
Total	<u>338</u>	<u>171</u>
<i>Non-current</i>		
Lease incentives	1,038	236
Total	<u>1,038</u>	<u>236</u>

Department of Communities, Child Safety and Disability Services
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for the year ended 30 June 2013

26 Asset revaluation surplus by class	Land	Buildings	Leased assets	Total
	\$'000	\$'000	\$'000	\$'000
Carrying amount at 1 July 2011	441,296	101,331	58,007	600,634
Net revaluation increments (decrements)	(441,296)	(101,331)	93,666	(448,961)
Transfer to retained surplus for assets transferred through machinery-of-government changes	-	-	(151,673)	(151,673)
Carrying amount at 30 June 2012	-	-	-	-
Carrying amount at 1 July 2012	-	-	-	-
Net revaluation increments (decrements)	-	16,451	-	16,451
Carrying amount at 30 June 2013	-	16,451	-	16,451

The asset revaluation surplus represents the net effect of upwards and downwards revaluations of assets to fair value.

27 Reconciliation of operating surplus to net cash from operating activities

	2013	2012
	\$'000	\$'000
Operating result *	3,837	(254,036)
Non-cash items:		
Revaluation decrement	5,590	201,379
Depreciation and amortisation expense	35,989	158,902
Donated assets and services expensed	-	1,461
Donated assets and services received	(4,946)	(2,197)
Loss (gain) on disposal of non-current assets	5,562	(149)
Impairment losses	-	4,318
Losses of property	-	785
Net loss (gain) on revaluation of financial assets at fair value through profit or loss	-	6,017
Change in assets and liabilities:		
Adjustment to assets and liabilities due to machinery-of-government changes		62,531
(Increase) decrease in GST input tax credits receivable	966	46,910
(Increase) decrease in receivables	25,433	48,828
(Increase) decrease in inventories	-	19,910
(Increase) decrease in other assets	2,111	13,724
Increase (decrease) in payables Increase	48,851	(164,120)
(decrease) in GST payable Increase	(30)	(48,749)
(decrease) in provisions	-	(1,818)
Increase (decrease) in accrued employee benefits	(4,270)	(9,456)
Increase (decrease) in other liabilities	969	(18,356)
Net cash provided by (used in) operating activities	120,062	65,884

* Refer to note 44 for details of adjustments made to 2012 comparatives

28 Non-cash financing and investing activities

Assets received or donated/transferred by the department and recognised as revenues and expenses are set out in notes 4 and 14 respectively.

Assets received or transferred by the department as a result of machinery-of-government changes or other involuntary transfers, and liabilities transferred to/from other Queensland state public sector entities, are set out in the Statement of Changes in Equity

Department of Communities, Child Safety and Disability Services
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2013
\$'000

2012
\$'000

29 Commitments for expenditure

(a) Non-cancellable operating lease commitments

Commitments under operating leases at reporting date are inclusive of anticipated GST and are payable as follows:

- Within 12 months	24,305	30,784
- 12 months or longer and not longer than five years	22,217	36,155
- Longer than five years	446	1,650
Total	46,968	68,589

Operating leases are entered into as a means of acquiring access to office accommodation and storage facilities.

Lease payments are generally fixed, but with inflation escalation clauses on which contingent rentals are determined. The lease term is generally for an initial fixed period with options to extend the lease for a further period or periods. No purchase options exist in relation to operating leases and no operating leases contain restrictions on financing or other leasing activities.

Each lease varies to some extent based on factors such as market conditions and concessions that can be negotiated with individual landlords and their agents.

(b) Capital expenditure commitments

Material classes of capital expenditure commitments inclusive of anticipated GST, contracted for at reporting date but not recognised in the accounts are payable as follows:

Land and buildings		
- Within 12 months	6,230	19,366
Plant and equipment		
- Within 12 months	230	1,128
Intangibles		
- Within 12 months	1,919	692
- 12 months or longer and not longer than five years	-	417
Total	8,379	21,603

(c) Grants and subsidies expenditure commitments

Grants and subsidies commitments inclusive of anticipated GST that the department has committed to provide at reporting date, but not recognised in the accounts are payable as follows:

Disability and Community Care Services	4,881,728	3,980,189
Social Inclusion Services	378,758	471,741
Child Safety Services	519,148	433,806
Total	5,779,634	4,885,736
- Within 12 months	1,408,721	1,388,433
- 12 months or longer and not longer than five years	3,606,051	3,497,303
- Longer than five years	764,861	-
Total	5,779,634	4,885,736

(d) Other expenditure commitments - Controlled

Other expenditure committed at the end of the year but not recognised in the accounts are as follows:

- Within 12 months	17,076	5,290
- 12 months or longer and not longer than five years	660	451
Total	17,736	5,741

(e) Other expenditure commitments - Administered

Other expenditure committed at the end of the year but not recognised in the accounts are as follows:

- Within 12 months	11	-
Total	11	-

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30 Contingencies

(a) Contingent assets - recovery of suspected fraudulent claims (2010)

Investigations are continuing into multiple payments made under the Natural Disaster Relief and Recovery Arrangements. These payments have been included in 'grants – personal benefits' as disclosed in Note 36 Schedule of Administered Items. To date approximately 200 individuals have been referred to the Queensland Police Service for investigation for fraud and a large percentage of these individuals have been charged and are awaiting trial. The department expects that a successful prosecution will result in the court ordering full restitution be made. At reporting date, it is not possible to estimate the likely financial effect from the ongoing investigations and any resulting legal action.

(b) Contingent assets - TC Oswald - Emergent assistance grant payments

As a result of the impact of TC Oswald Emergent Assistance Grants (EAG) were paid to people claiming to have been disaster impacted. The majority of these payments were made as a result of power outages during the event resulting in the spoilage of refrigerated food. In some circumstances a grant payment was claimed, however, power was not lost. The department is currently investigating overpayments and suspected fraud. At reporting date it is not possible to estimate the financial effect.

(c) Contingent liabilities - Litigation

At 30 June 2013, the following number of cases was filed with the respective jurisdictions naming the department as defendant:

	Number of cases	
	2013	2012
Supreme Court	2	2
District Court	3	3
Coroner's Court	2	2
Other courts	3	3
Court not yet identified	2	2
	12	12

It is not possible to make a reliable estimate of the final amount payable, if any, in respect of the litigation before the courts at this time.

Should any of these cases proceed and result in judgment against the department, the maximum amount that the department will need to pay in relation to each is \$10,000, being the excess applied by the Queensland Government Insurance Fund.

The department has received a number of discrimination claims made to the Australian Human Rights Commission alleging there was indirect racial discrimination against indigenous children who were placed under Aboriginal Protection laws.

The department has not recognised a provision in relation to these cases as it is unable to reliably estimate the total number of potential claimants or the potential outcome of these claims.

Department of Communities, Child Safety and Disability Services
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31 Financial Instruments

(a) Categorisation of financial instruments

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

Category	Note	2013 \$'000	2012 \$'000
Financial assets			
Cash and cash equivalents	16	125,937	32,390
Receivables	17	58,784	88,320
Total		184,721	120,710
Financial liabilities			
Payables	22	123,168	79,883
Total		123,168	79,883

(b) Financial risk management

The department's activities expose it to a variety of financial risks - credit risk, liquidity risk and market risk.

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 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:

- Credit risk - Ageing analysis, earnings at risk
- Liquidity risk - Sensitivity analysis
- Market risk - Interest rate sensitivity analysis

Cash and cash equivalents includes a cash fund held with the Queensland Treasury Corporation for the Elderly Parent Carer Innovation Trial established in February 2013. The weighted average effective interest rate is 3.825% per annum.

(c) Credit risk exposure

Credit risk exposure refers to the situation where the department may incur financial loss as a result of another party to a financial instrument failing to discharge their obligation.

The maximum exposure to credit risk at balance date in relation to each class of recognised financial asset is the gross carrying amount of those assets inclusive of any allowances for impairment.

No collateral is held as security and no credit enhancements relate to financial assets held by the department.

No financial assets and financial liabilities have been offset and presented net in the Statement of Financial Position.

The department manages credit risk through the use of a credit management strategy. This strategy aims to reduce the exposure to credit default by ensuring that the department invests in secure assets and monitors all funds owed on a timely basis. Exposure to credit risk is monitored on an ongoing basis.

To minimise credit risk, timely monitoring and management of overdue accounts is conducted, including prompt follow-up of outstanding debts with letters and telephone calls.

The allowance for impairment reflects the occurrence of loss event. The most readily identifiable loss event is where a debtor is overdue in paying a debt to the department, according to the due date (normally terms of 30 days).

The write off of unrecoverable amounts for receivables are deducted from the relevant allowance for impairment to the extent that such write-offs have been anticipated via that allowance.

In other situations, if the department determines that an amount owing by a debtor becomes uncollectible (after appropriate range of debt recovery actions), that amount is recognised as a Bad Debt expense and written-off directly against receivables.

Department of Communities, Child Safety and Disability Services
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31 Financial Instruments (continued)

(d) Market risk

The department does not trade in foreign currency and is not materially exposed to commodity price changes. The department is not exposed to any interest rate risk as at 30 June 2013 (refer to note 16). The department manages its risk as per the liquidity risk management strategy.

(e) Liquidity risk

Liquidity risk refers to the situation where the department may encounter difficulty in meeting obligations associated with financial liabilities.

The department is exposed to liquidity risk in respect of its payables, in that the department needs to be able to pay these amounts when they fall due.

The department manages liquidity risk through the use of a liquidity management strategy. This strategy aims to reduce the exposure to liquidity risk by ensuring the department has sufficient funds available to meet employee and supplier obligations as they fall due. This is achieved by ensuring that minimum levels of cash are held within the various bank accounts so as to match the expected duration of the various employee and supplier liabilities.

The following table sets out the liquidity risk of financial liabilities held by the department. It represents the contractual maturity of financial liabilities, calculated based on undiscounted cash flows relating to liabilities at reporting date. The undiscounted cash flows in these tables differ from the amounts included in the Statement of Financial Position that are based on discounted cash flows.

	Note	Payable in 2013			Total
		<1 year \$'000	1 - 5 years \$'000	>5 years \$'000	\$'000
Financial liabilities					
Payables	22	118,568	4,600	-	123,168
Total		118,568	4,600	-	123,168

	Note	Payable in 2012			Total
		<1 year \$'000	1 - 5 years \$'000	>5 years \$'000	\$'000
Financial liabilities					
Payables	22	79,883	-	-	79,883
Total		79,883	-	-	79,883

(f) Fair value

The carrying amount of the department's receivables and payables is assumed to approximate the value of the original transaction, less any allowance for impairment.

Department of Communities, Child Safety and Disability Services
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for the year ended 30 June 2013

	2013 \$'000	2012 \$'000
32 Reconciliation of payments from consolidated fund to administered appropriation		
Budgeted appropriation	249,041	314,690
Transfers from/to other departments - redistribution of public business	-	(3,600)
Lapsed administered appropriation	(15,347)	(1,629)
Total administered appropriation receipts	233,694	309,461
Opening balance of administered revenue receivable	(10,121)	(7,618)
Closing balance of administered revenue receivable	-	10,121
Opening balance of departmental services revenue payable	-	-
Closing balance of departmental services revenue payable	(111)	-
Administered appropriation	223,462	311,964
33 Other revenue - Administered		
GST Refund	12,337	39,658
Grants and other contributions	851	24,098
Expenditure recoveries	270	2,882
Interest revenue	-	18
Total	13,458	66,656

There was a major reinterpretation of GST law on government rebates schemes in the "Commissioner of Taxation v Secretary to the Department of Transport (Vic)"(Federal Court,2009). The department made a retrospective adjustment to its tax returns after confirming the new tax treatment by private binding ruling application to the Australian Taxation Office in 2011.

A GST refund of \$39.6 million was received in 2011-12 for electricity concessions in the period 2005 to 2011. A further refund of \$10.7 million was received in 2012-13 for electricity concessions in the period 2011 to 2013. Further amounts of \$0.9 million for GST on electricity concessions and \$0.7 million for gas concessions were recognised for refunds pending for the period 2008 to 2013.

34 Employee expenses

Employee benefits

Wages and salaries	4,823	-
Employer superannuation contributions	82	-
Annual leave levy	52	-
Long service leave levy	22	-
Other employee benefits	122	-
	5,101	-

Employee related expenses

Payroll tax	184	-
Workers' compensation premium	(1)	-
	183	-
Total	5,284	-

Department of Communities, Child Safety and Disability Services
Notes to and forming part of the financial statements - Administered
for the year ended 30 June 2013

	2013 \$'000	2012 \$'000
35 Supplies and services		
Professional and technical fees	3,787	-
Travel	1,655	-
Administration costs	398	-
Telecommunications	238	-
Marketing and public relations	128	-
Outsourced corporate services	28	-
Repairs and maintenance	10	-
Operating lease rentals	6	-
Computer operating costs	4	-
Consultancies	3	-
Minor plant and equipment	1	-
Other	3,490	21,897
Total	<u>9,748</u>	<u>21,897</u>

36 Grants and subsidies

Rates	50,320	49,396
Personal benefits	30,018	4,311
Grants - Capital	-	10,000
Grants - Operating	-	22,621
Commission for Children and Young People and Child Guardian	42,099	42,947
Family Responsibility Commission	-	1,600
Other	2	-
Total	<u>122,439</u>	<u>130,875</u>

37 Concession payments

Electricity	111,925	118,252
Rail*	122	48,618
Water	18,711	17,244
Natural gas	2,078	1,949
Total	<u>132,836</u>	<u>186,063</u>

* The administration of Rail Concessions was transferred to the Department of Transport and Main Roads from 1 July 2012

Department of Communities, Child Safety and Disability Services
Notes to and forming part of the financial statements - Administered
for the year ended 30 June 2013

	2013 \$'000	2012 \$'000
38 Receivables		
<i>Current</i>		
Trade and other debtors	14,209	47,795
Less: Allowance for impairment loss	-	(54)
	<u>14,209</u>	<u>47,741</u>
GST input tax credits receivable	(3,023)	-
Departmental services revenue receivable	-	10,121
Total	<u><u>11,186</u></u>	<u><u>57,862</u></u>
39 Other assets		
Prepayments	-	304
Total	<u><u>-</u></u>	<u><u>304</u></u>
40 Payables		
Trade creditors and accruals	1,030	3,796
Grants and subsidies payable	12,746	1,354
Departmental services revenue payable	1,753	-
Services concession rebates	9,449	14,173
Other	1,117	351
Total	<u><u>26,095</u></u>	<u><u>19,674</u></u>
41 Reconciliation of operating result to net cash from operating activities		
Operating result	(52,002)	109
Change in assets and liabilities:		
(Increase) decrease in GST input tax credits receivable	3,075	-
(Increase) decrease in receivables	43,600	(23,840)
(Increase) decrease in other assets	304	(304)
Increase (decrease) in payables	5,193	(25,507)
Increase (decrease) in accrued employee benefits	1,117	-
Increase (decrease) in other liabilities	111	-
Net cash provided by (used in) operating activities	<u><u>1,398</u></u>	<u><u>(49,542)</u></u>

Department of Communities, Child Safety and Disability Services
Notes to and forming part of the financial statements - Administered
for the year ended 30 June 2013

42 Financial Instruments - Administered

(a) Categorisation of financial instruments

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

Category	Note	2013 \$'000	2012 \$'000
Financial assets			
Receivables	38	11,186	57,862
Total		11,186	57,862
Financial liabilities			
Payables	40	26,095	19,674
Bank overdraft		42,042	42,931
Total		68,137	59,905

(b) Financial risk management

The department's activities expose it to a variety of financial risks - credit risk, liquidity risk and market risk.

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.

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

- Credit risk - Ageing analysis, earnings at risk
- Liquidity risk - Sensitivity analysis
- Market risk - Interest rate sensitivity analysis

(c) Credit risk exposure

Credit risk exposure refers to the situation where the department may incur financial loss as a result of another party to a financial instrument failing to discharge their obligation.

The maximum exposure to credit risk at balance date in relation to each class of recognised financial asset is the gross carrying amount of those assets inclusive of any allowances for impairment.

No collateral is held as security and no credit enhancements relate to financial assets held by the department.

No financial assets or financial liabilities have been offset and presented net in the Statement of Financial Position.

The department manages credit risk through the use of a credit management strategy. This strategy aims to reduce the exposure to credit default by ensuring that the department invests in secure assets and monitors all funds owed on a timely basis. Exposure to credit risk is monitored on an ongoing basis.

To minimise credit risk, timely monitoring and management of overdue accounts is conducted, including prompt follow-up of outstanding debts with letters and telephone calls.

The allowance for impairment reflects the occurrence of loss event. The most readily identifiable loss event is where a debtor is overdue in paying a debt to the department, according to the due date (normally terms of 30 days).

The write off of unrecoverable amounts for receivables are deducted from the relevant allowance for impairment to the extent that such write-offs have been anticipated via that allowance.

In other situations, if the department determines that an amount owing by a debtor becomes uncollectible (after appropriate range of debt recovery actions), that amount is recognised as a bad debt expense and written-off directly against receivables.

Department of Communities, Child Safety and Disability Services
Notes to and forming part of the financial statements -
Administered for the year ended 30 June 2013

42 Financial Instruments - Administered (continued)

(d) Market risk

The department does not trade in foreign currency and is not materially exposed to commodity price changes. The department is not exposed to any interest rate risk as at 30 June 2013 (refer to note 16). The department manages its risk as per the liquidity risk management strategy.

(e) Liquidity risk

Liquidity risk refers to the situation where the department may encounter difficulty in meeting obligations associated with financial liabilities.

The department is exposed to liquidity risk in respect of its payables, in that the department needs to be able to pay these amounts when they fall due.

The department manages liquidity risk through the use of a liquidity management strategy. This strategy aims to reduce the exposure to liquidity risk by ensuring the department has sufficient funds available to meet employee and supplier obligations as they fall due. This is achieved by ensuring that minimum levels of cash are held within the various bank accounts so as to match the expected duration of the various employee and supplier liabilities.

The following table sets out the liquidity risk of financial liabilities held by the department. It represents the contractual maturity of financial liabilities, calculated based on undiscounted cash flows relating to liabilities at reporting date. The undiscounted cash flows in these tables differ from the amounts included in the Statement of Financial Position that are based on discounted cash flows.

	Note	Payable in 2013			Total
		<1 year	1 - 5 years	>5 years	
		\$'000	\$'000	\$'000	\$'000
Financial liabilities					
Payables	40	26,095	-	-	26,095
Bank overdraft		42,042	-	-	42,042
		68,137	-	-	68,137

	Note	Payable in 2012			Total
		<1 year	1 - 5 years	>5 years	
		\$'000	\$'000	\$'000	\$'000
Financial liabilities					
Payables	40	19,674	-	-	19,674
Bank overdraft		42,931	-	-	42,931
		59,905	-	-	59,905

(f) Fair value

The carrying amount of the department's receivables and payables is assumed to approximate the value of the original transaction, less any allowance for impairment.

Department of Communities, Child Safety and Disability Services
Notes to and forming part of the financial statements
for the year ended 30 June 2013

43 Trust transactions and balances

All trust and agency transactions and balances are subject to audit by the Auditor-General of Queensland. The audit fee for these balances is included in the cost of the audit of the department.

As the department performed only a custodial role in respect of these transactions and balances they are not recognised in the financial statements but are disclosed in these notes for the information of users.

Premier's disaster relief appeal fund

On 29 December 2010, the Queensland Government launched a disaster relief appeal to help those affected by widespread flooding throughout the state. The appeal was extended to include those affected by Cyclone Yasi. Payments from the Premier's Disaster Relief Appeal Fund were primarily available to help people whose homes may have been destroyed or suffered structural damage. The department acted as an agent in the distribution of round two and three payments from the fund. Activities of this fund were completed on 31 October 2011. A summary of amounts received and distributed to eligible recipients is as follows:

	2013 \$'000	2012 \$'000
Opening balance	-	857
Amounts received from the fund	-	114,668
Payments to eligible recipients	-	(115,525)
Balance at 30 June	-	-

44 Prior year adjustments

- a) In relation to Housing Services, some corporate costs were understated and cash at bank was overstated for the 2011-12 financial year. This error occurred during the allocation of transactions and balances between this department and the Department of Housing and Public Works, as both departments were transacting within the same financial system and bank account in the period following the machinery-of-government changes. The following adjustments to comparative information have been made:

- Employee expenses have increased by \$4.119 million
- Supplies and services have increased by \$5.278 million
- Other expenses have increased by \$0.986 million
- Cash at bank has decreased by \$10.383 million

These adjustments have resulted in adjustments to the Cash Flow Statement and Note 27 Reconciliation of operating surplus to Net Cash from operating activities.

Department of Communities, Child Safety and Disability Services
Notes to and forming part of the financial statements
for the year ended 30 June 2013

44 Prior year adjustments (continued)

- b) A further assessment of the cash allocation between this department and the Department of Housing and Public Works has resulted in the following adjustments for the 2011-12 financial year:

- Cash at bank has decreased by \$10.992 million
- Contributed equity has decreased by \$10.992 million

The department has made a retrospective restatement due to the correction of prior period errors, however, as this change only affected the 2012 financial year, no column for the 2011 financial year has been provided.

30 June 2012 Comparative year

	2012 \$'000	Adjustment \$'000	Restated Actual 2012 \$'000
Statement of Comprehensive Income - Controlled (Extract)			
Expenses from Continuing Operations			
Employee expenses	899,522	4,119	903,641
Supplies and services	554,764	5,278	560,042
Other expenses	35,049	986	36,035
Total expenses	4,249,440	10,383	4,259,823
Operating result from continuing operations	(243,653)	(10,383)	(254,036)
Statement of Financial Position - Controlled (Extract)			
Current Assets			
Cash and cash equivalents	53,765	(21,375)	32,390
Total assets	543,978	(21,375)	522,603
Net assets	440,439	(21,375)	419,064
Statement of Changes in Equity - Controlled (Extract)			
Accumulated surplus			
Accumulated surplus (deficit)	(113,879)	(10,383)	(124,262)
Total equity	440,439	(21,375)	419,064
Statement of Cash Flows - Controlled (Extract)			
Cash flows from Operating Activities			
Outflows:			
Employee expenses	(885,604)	(4,119)	(889,723)
Supplies and services	(543,376)	(5,278)	(548,654)
Other	(9,883)	(986)	(10,869)
Net cash provided by (used in) operating activities	76,268	(10,383)	65,885
Cash Flows from Financing Activities			
Outflows:			
Equity withdrawals	(16,463)	(10,992)	(27,455)
Net cash provided by (used in) financing activities	189,603		178,611
Net increase (decrease) in cash and cash equivalents	24,419	(21,375)	3,044
Cash and cash equivalents at end of financial year	53,765	(21,375)	32,390

Department of Communities, Child Safety and Disability Services
Notes to and forming part of the financial statements
for the year ended 30 June 2013

44 Prior year adjustments (continued)

30 June 2012 Comparative year

Financial Statement Line Item / Balance Affected

Note	Actual 2012 \$'000	Adjustment \$'000	Restated Actual 2012 \$'000
Employee expenses (extract)			
7 Employee benefits			
Wages and salaries	635,944	2,915	638,859
Employee Superannuation Contributions	78,512	354	78,866
Annual leave levy	70,903	354	71,257
Long service leave levy	14,040	84	14,124
Employee related expenses			
Payroll tax	37,982	219	38,201
Workers compensation premium	12,679	78	12,757
Other employee related expenses	5,595	115	5,710
9 Supplies and services (extract)			
Repairs and maintenance	176,630	38	176,668
Operating lease rentals	76,431	2,305	78,736
Professional and technical fees	55,483	423	55,906
Travel	14,653	10	14,663
Consultancies	865	1	866
Other	36,079	2,501	38,580
14 Other expenses (extract)			
Insurance premiums - Queensland Government Insurance Fund	5,150	967	6,117
External audit fees	778	19	797
16 Cash and cash equivalents (extract)			
Cash at bank	53,765	(21,375)	32,390
27 Reconciliation of operating surplus to net cash from operating activities (extract)			
Operating result	(243,653)	(10,383)	(254,036)
Net cash provided by (used in) operating activities	76,268	(10,383)	65,885
31 Financial instruments (extract)			
(a) Categorisation of financial instruments			
Financial assets			
Cash and cash equivalents	53,765	(21,375)	32,390

Department of Communities, Child Safety and Disability Services
Notes to and forming part of the financial statements
for the year ended 30 June 2013

45 Machinery-of-government changes

Community Mental Health function transfer to Queensland Health

Assets transferred 1 July 2012

	2013
	\$'000
Non-current assets	
Property, plant and equipment	3,832
Net Assets	<u>3,832</u>

46 Subsequent events

The Duke of Edinburgh Award program will transfer to the Department of Education, Training and Employment effective from 1 July 2013. The financial effect of this transfer is not material.

Homelessness services will transfer to Department of Housing and Public Works effective from 1 July 2013. The department cannot estimate the financial effect of this transfer.

The Queensland Commission of Audit Final Report – February 2013 recommended the open, transparent and gradual transition of the department's Accommodation Support and Respite Services to the non-government sector over the next three years. The Government accepted the Commission of Audit's recommendation that AS&RS be transitioned to the non-government sector. As this is in the early stages of transitioning, the department cannot estimate the financial effect.

On 8 May 2013, Queensland signed a heads of agreement with the Commonwealth Government to implement Disability Care Australia, the national disability insurance scheme. The Queensland Government is developing a plan to transition to Disability Care Australia from 1 July 2016, and the department cannot at this stage estimate the financial effects on its operations.

CERTIFICATE OF THE DEPARTMENT OF COMMUNITIES, CHILD SAFETY AND DISABILITY SERVICES

These general purpose financial statements have been prepared pursuant to section 62(1) of the *Financial Accountability Act 2009* (the Act), relevant sections of the *Financial and Performance Management Standard 2009* and other prescribed requirements. In accordance with section 62(2) 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 statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of the Department of Communities, Child Safety and Disability Services for the financial year ended 30 June 2013 and of the financial position of the department at the end of the year.

Arthur O'Brien FCPA FIPA, M Bus P Actg, B Bus Mgt
Chief Finance Officer

Margaret Alison B. Soc. Wk. M. Pub. Ad
Director-General

28th August 2013

28th August 2013

INDEPENDENT AUDITOR'S REPORT

To the Accountable Officer of the Department of Communities, Child Safety and Disability Services

Report on the Financial Report

I have audited the accompanying financial report of the Department of Communities, Child Safety and Disability Services, which comprises the controlled and administered statements of financial position and controlled statement of assets and liabilities by major departmental services as at 30 June 2013, the controlled and administered statements of comprehensive income, statements of changes in equity, statements of cash flows and controlled statement of comprehensive income by major departmental services for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the certificates given by the Director General and Chief Finance Officer.

The Accountable Officer's Responsibility for the Financial Report

The Accountable Officer is responsible for the preparation of the financial report that gives a true and fair view in accordance with prescribed accounting requirements identified in the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*, including compliance with Australian Accounting Standards. The Accountable Officer's responsibility also includes such internal control as the Accountable Officer determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on the audit. The audit was conducted in accordance with the *Auditor-General of Queensland Auditing Standards*, which incorporate the Australian Auditing Standards. Those standards require compliance with relevant ethical requirements relating to audit engagements and that the audit is planned and performed to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control, other than in expressing an opinion on compliance with prescribed requirements. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Accountable Officer, as well as evaluating the overall presentation of the financial report including any mandatory financial reporting requirements approved by the Treasurer for application in Queensland.

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

Independence

The *Auditor-General Act 2009* promotes the independence of the Auditor-General and all authorised auditors. The Auditor-General is the auditor of all Queensland public sector entities and can be removed only by Parliament.

The Auditor-General may conduct an audit in any way considered appropriate and is not subject to direction by any person about the way in which audit powers are to be exercised. The Auditor-General has for the purposes of conducting an audit, access to all documents and property and can report to Parliament matters which in the Auditor-General's opinion are significant.

Opinion

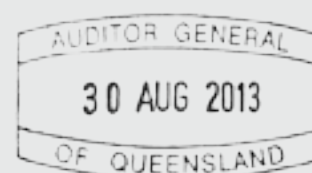
In accordance with s.40 of the *Auditor-General Act 2009* –

- (a) I have received all the information and explanations which I have required; and
- (b) in my opinion –
 - (i) the prescribed requirements in relation to the establishment and keeping of accounts have been complied with in all material respects; and
 - (ii) the financial report presents a true and fair view, in accordance with the prescribed accounting standards, of the transactions of the Department of Communities, Child Safety and Disability Services for the financial year 1 July 2012 to 30 June 2013 and of the financial position as at the end of that year.

Other Matters - Electronic Presentation of the Audited Financial Report

Those viewing an electronic presentation of these financial statements should note that audit does not provide assurance on the integrity of the information presented electronically and does not provide an opinion on any information which may be hyperlinked to or from the financial statements. If users of the financial statements are concerned with the inherent risks arising from electronic presentation of information, they are advised to refer to the printed copy of the audited financial statements to confirm the accuracy of this electronically presented information.

A M GREAVES FCA FCPA
Auditor-General of Queensland



Queensland Audit Office
Brisbane

Appendices

Part 6

Appendix 1 — Our legislation

The Department of Communities, Child Safety and Disability Services' functions and powers are derived from administering the following Acts of Parliament, in accordance with Administrative Arrangements Order (No.3) 2012.

Our Director-General, on behalf of our Minister, is responsible for administering these Acts, except the *Commission for Children and Young People and Child Guardian Act 2000*, which is administered by the Commission for Children and Young People and Child Guardian.

The statutory objectives for each Act are outlined below.

Act	Statutory objective
<i>Adoption Act 2009</i> (except to the extent administered by the Attorney-General and Minister for Justice)	The objective of this Act is to provide for the adoption of children in Queensland and to provide access to information in a way that: <ul style="list-style-type: none"> • promotes the wellbeing and best interests of adopted persons throughout their lives • supports efficient and accountable practice in the delivery of adoption services • complies with Australia's obligations under the Hague Convention.
<i>Carers (Recognition) Act 2008</i>	The objectives of this Act are to: <ul style="list-style-type: none"> • recognise the valuable contribution of carers • recognise the benefit, including the social and economic benefit, provided by carers to the community • provide for the interests of carers to be considered in decisions about services that impact on the role of carers • establish the Carers Advisory Council.
<i>Childrens Court Act 1992</i> (ss. 20(1)(f), 20(2)(a)(ii))	The objective of this Act is to establish the Childrens Court of Queensland and for related purposes.
<i>Child Protection Act 1999</i> (jointly administered with the Attorney-General and Minister for Justice)	The objective of this Act is to provide for the protection of children.

<p><i>Child Protection (International Measures) Act 2003</i></p>	<p>The main objectives of this Act are to recognise:</p> <ul style="list-style-type: none"> • the importance of international cooperation for the protection of children • the need to avoid conflict between the legal systems of different countries about the jurisdiction, applicable law, recognition and enforcement of measures for the protection of children • that a child's best interests are a primary consideration in relation to a measure for protecting the child or a measure for protecting the child's property.
<p><i>Commission for Children and Young People and Child Guardian Act 2000</i></p>	<p>The objective of this Act, through the Commission for Children and Young People and Child Guardian, which is an independent commission, is to promote and protect the rights, interests and wellbeing of children in Queensland.</p>
<p><i>Community Services Act 2007</i> (jointly administered with the Minister for Education, Training and Employment and the Minister for Aboriginal and Torres Strait Islander and Multicultural Affairs and Minister Assisting the Premier)</p>	<p>The main objective of this Act is to help build sustainable communities by facilitating access by Queenslanders to community services.</p>
<p><i>Disability Services Act 2006</i></p>	<p>The objectives of this Act are to acknowledge the rights of people with disability, including promoting their inclusion in community life, and ensuring that disability services funded by the department are safe, accountable and respond to the needs of people with disability.</p> <p>The Act also recognises the right of people with disability to live a life free from abuse, neglect and exploitation.</p> <p>It safeguards the rights of adults with an intellectual or cognitive disability who exhibit behaviours of concern by mandating a positive behaviour support approach and regulating the use of restrictive practices by departmentally provided and funded services.</p>
<p><i>Domestic and Family Violence Protection Act 2012</i></p>	<p>The main purpose of this Act is to provide for the safety and protection of a person in the case of domestic violence committed by someone else if any of the following domestic relationships exist between the two persons: a spousal relationship; an intimate personal relationship; a family relationship; and an informal care relationship.</p>

<p><i>Family Services Act 1987</i></p>	<p>The objectives of this Act include the:</p> <ul style="list-style-type: none"> • promotion and support of the welfare of families as the basis of community wellbeing • establishment of services and the encouragement of the development of services that promote, support and protect the wellbeing of families • encouragement of the development of coordinated social welfare services and programs that promote and strengthen local, neighbourhood and community interests • promotion of the wellbeing of the community by assisting individuals and families to overcome social problems with which they are confronted.
<p><i>Forensic Disability Act 2011</i></p>	<p>The Act creates the position of the Director Forensic Disability who is responsible for the proper administration of the Act. 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 • balancing their rights and freedoms with the rights and freedoms of other people • promoting their individual development and enhancing their opportunities for quality of life • maximising their opportunities for reintegration into the community.
<p><i>Guide, Hearing and Assistance Dogs Act 2009</i></p>	<p>The objectives of this Act are to assist people with disability who rely on guide, hearing or assistance dogs to have independent access to the community. The Act also ensures the quality and accountability of guide, hearing and assistance dog training services.</p>
<p><i>Youth Justice Act 1992 (jointly administered with the Attorney-General and Minister for Justice)</i></p>	<p>The principal objectives of this Act are to:</p> <ul style="list-style-type: none"> • establish the basis for the administration of youth justice • establish a code for dealing with children who have, or are alleged to have, committed offences • provide for the jurisdiction and proceedings of courts dealing with children • ensure that courts that deal with children who have committed offences deal with them according to principles established under this Act • recognise the importance of families of children and communities, in particular Aboriginal and Torres Strait Islander communities, in the provision of services designed to: rehabilitate children who commit offences; and reintegrate children who commit offences into the community.

Changes in law

The following changes in law have affected, or will affect, the department:

Act	Change in law
<i>Domestic and Family Violence Protection Act 1989</i> was repealed in September 2012 and replaced by the <i>Domestic and Family Violence Protection Act 2012</i>	The <i>Domestic and Family Violence Protection Act 2012</i> was passed by Parliament on 16 February 2012 and came into effect on 17 September 2012. The Act introduces a number of changes to improve the safety and protection of people affected by domestic and family violence. Key changes include: <ul style="list-style-type: none"> • the introduction of short-term police protection notices • an expanded definition of domestic and family violence • increased penalties for breaches of domestic violence orders.
<i>Disability Services (Your Life Your Choice) Amendment Act 2012</i>	On 22 November 2012, the Disability Services (Your Life Your Choice) Amendment Act 2012 was assented to. The Act commenced on 19 April 2013, and provides a power for the Minister to approve funding directly to a person with disability or a person on their behalf to obtain disability services. These amendments support the roll out of the Your Life Your Choice Self-directed support framework, which enables people with disability and their families to have greater choice and control over the disability services they receive, and is a key part of DisabilityCare Australia, the national disability insurance scheme.

All legislation is available at www.legislation.qld.gov.au

Appendix 2 – Statutory authorities

Commission for Children and Young People and Child Guardian	
Objective/function	The Commission for Children and Young People and Child Guardian promotes and protects the rights, interests and wellbeing of children and young people in Queensland, particularly those who: <ul style="list-style-type: none"> • are in care or detention • have no one to act on their behalf • are not able to protect themselves • are disadvantaged because of disability, geographic isolation, homelessness or poverty.
Constituting Act	The Commission for Children and Young People and Child Guardian is an independent statutory body established under the <i>Commission for Children and Young People and Child Guardian Act 2000</i> . In accordance with Section 17 of the Act, the Commissioner acts independently and is not under the control or direction of the Minister.

Note: The Commission for Children and Young People and Child Guardian provides an annual report to the Minister for Communities, Child Safety and Disability Services for tabling in Parliament and, therefore, its activities are not included in the financial statements of this annual report.

Appendix 3 — Government boards and committees

Queensland Disability Advisory Council and regional disability advisory councils	
<p>Role, function and responsibilities</p>	<p>The Queensland Disability Advisory Council and the seven regional disability advisory councils play an important role in providing the Minister with independent advice on disability matters that are important to the broader community.</p> <p>The council members are representatives of the Queensland community and are made up of people with disability, family members, carers and advocacy representatives, as well as members from community organisations, businesses, local government, and disability service providers all who were recruited for their knowledge and connections within the disability sector.</p> <p>The Queensland Disability Advisory Council comprises an independent chair, the chairs of the seven regional councils, and up to four additional members with specialist expertise or knowledge. Each of the seven regional councils has between 7 and 10 members.</p> <p>Members commenced their three-year term of appointment on 1 September 2011.</p>
<p>Achievements for 2012–13</p>	<p>The councils' significant contributions in 2012–13 included:</p> <ul style="list-style-type: none"> • providing feedback to the Australian Government on the national disability insurance scheme (NDIS) legislation and framework • providing input into the workshops used to develop the approach to implementing Your Life Your Choice self-directed support • providing feedback representing the disability sector's views on the Taxi Subsidy Scheme Review being managed by the Department of Transport and Main Roads • participating in the statewide consultation on the approach for the draft Queensland disability plan • commenting on the proposed Commonwealth Games legacy program being led by the Department of Tourism, Major Events, Small Business and the Commonwealth Games. <p>Individual members have also represented the councils in a broad range of fields, including transport advice, sporting accessibility, accessible tourism and universal design.</p> <p>As the independent chair for the Queensland Disability Advisory Council, Mr Brett Casey, also met as a member of the National</p>

Queensland Disability Advisory Council and regional disability advisory councils	
	Disability Advisory Bodies to discuss policy priorities and to advise on the progress of the National Disability Strategy.
Total remuneration payments and on-costs	\$119,533.69

Duke of Edinburgh's Award State Award Committee	
Role, function and responsibilities	The purpose of the Duke of Edinburgh's Award State Award Committee is to provide strategic guidance for the delivery of the award in Queensland and to promote the award through industry and community networks.
Achievements for 2012–13	In 2012–13, the committee continued to support the department to expand access to the award to vulnerable and disadvantaged young people, Indigenous young people and young people involved in community agencies and Police Citizens Youth Clubs. The committee also supported the transfer of the Duke of Edinburgh Award to the Department of Training and Employment effective 1 July 2013.
Total remuneration payments and on-costs	\$1111.38

Queensland Carers Advisory Council	
Role, function and responsibilities	The purpose of the council is to provide advice to the Minister on strategies aimed at increasing recognition of carers by public authorities and advancing the interests of carers.
Achievements for 2012–13	The council met in November 2012 and May 2013 to confirm the policy priorities of the Queensland Government and to provide advice to the Minister on issues affecting Queensland carers. A recruitment process to select new council members commenced in early 2013, with nominations closing on 29 May 2013. The membership of the new council will be announced in the second half of 2013, following the finalisation of the recruitment process.
Total remuneration payments and on-costs	Approximately \$3700

Queensland NDIS Planning and Implementation Group	
Role, function and responsibilities	<p>The Queensland NDIS (national disability insurance scheme) Planning and Implementation Group provides advice to the Queensland Government on the transition to a NDIS in Queensland. This includes advising on how to prepare people with disability, families, carers, the sector and government for an NDIS.</p> <p>Membership includes people with disability, carers and families, services providers, advocacy organisations and peak bodies.</p>
Achievements for 2012–13	<p>The group was convened for the first time in February 2013 and has met a further three times in 2012–13.</p> <p>The group has provided valuable input into planning of the national disability insurance scheme work program 2013–2016 to ensure Queensland is ready to transition to the NDIS from 1 July 2016.</p>
Total remuneration payments and on-costs	\$0

Appendix 4 — Governance boards and committees

Audit Committee	
Description	The primary role of the Audit Committee is to provide independent advice and assurance to the Director-General on the department's risk, control and compliance frameworks, and assist in the discharge of the Director-General's financial management responsibilities imposed under the <i>Financial Accountability Act 2009</i> , Financial Accountability Regulation 2009 and the Financial and Performance Management Standard 2009.
Membership	<ul style="list-style-type: none"> • Les McNamara (retired), former Director Internal Audit, Education Queensland (Chair) • Director-General (special invitee) • Carl Gerrard, Partner, Risk Services, Deloitte Touche Tohmatsu (member) • Deputy Director-General, Corporate and Executive Services (member) • Executive Director, Social Inclusion, Strategic Policy and Programs • Head of Internal Audit (invitee) • Chief Finance Officer (invitee) • Director of Audit, Queensland Audit Office (invitee) • Audit Manager, Queensland Audit Office (invitee)
Total on-costs	In 2012–13, the external members received total remuneration of \$7041.
Meeting frequency	The Audit Committee meets quarterly, with an additional meeting scheduled in August to endorse annual financial statements.
Achievements for 2012–13	<p>The committee's achievements in 2012–13 included:</p> <ul style="list-style-type: none"> • monitoring compliance with the 2012–13 Annual Audit Plan and the implementation of recommendations arising from audit reports • providing guidance on and endorsing the 2013–2016 Strategic Audit Plan and the 2013–14 Audit Plan • managing the interface between the department and the Queensland Audit Office • reviewing and endorsed the annual financial statements.

Executive Management Team	
Description	<p>The Executive Management Team (EMT) is the key strategic governing body for the department and is responsible for the overall strategic direction of the department; strategic management of the department's performance and oversight of the department's portfolio of programs and projects.</p> <p>The EMT has several sub-committees, each chaired by a member of the EMT, which provide advice on matters within their terms of reference particular areas of expertise. The sub-committees also make decisions on matters within their terms of reference that do not require referral to EMT. As the key governing body for the department, the EMT must be kept informed of, and is ultimately responsible for, all strategic sub-committee decisions.</p>
Membership	<ul style="list-style-type: none"> • Director-General (Chair) • Deputy Director-General, Strategic Policy and Programs • Deputy Director-General, Corporate and Executive Services • Deputy Director-General, Programs and Reform • Regional Executive Director, Far North Queensland Region • Regional Executive Director, North Queensland Region • Regional Executive Director, Central Queensland Region • Regional Executive Director, North Coast Region • Regional Executive Director, Brisbane Region • Regional Executive Director, South East Region • Regional Executive Director, South West Region
Total on-costs	All costs associated with Executive Management Team meetings are met from approved budget allocations.
Meeting frequency	The Executive Management Team meets weekly via teleconference facilities and monthly in person.
Achievements for 2012–13	<p>The Executive Management Team:</p> <ul style="list-style-type: none"> • initiated strategic reviews of frontline and support functions to identify opportunities for enhanced service delivery to vulnerable clients • implemented streamlined reporting mechanisms and simplified organisational structures to reduce red tape and increase focus on frontline customer service • led clinical governance reforms in specialist disability services • led department preparations for significant whole-of-government initiatives such as the implementation of DisabilityCare Australia, the national disability insurance scheme, and the Queensland Child Protection Commission of Inquiry • monitored organisational performance against targets and milestones and the department's fiscal strategy.

Finance and Budget Committee	
Description	The Finance and Budget Sub-Committee is responsible for overseeing the budget investment decisions and allocation process; and for ensuring that appropriate financial controls are in place.
Membership	<ul style="list-style-type: none"> • Deputy Director-General, Corporate and Executive Services (Chair) • Director-General • Deputy Director-General, Strategic Policy and Programs • Regional Executive Director, Far North Queensland Region • Regional Executive Director, North Queensland Region • Regional Executive Director, Central Queensland Region • Regional Executive Director, North Coast Region • Regional Executive Director, Brisbane Region • Regional Executive Director, South East Region • Regional Executive Director, South West Region • Chief Finance Officer
Total on-costs	The committee is cost neutral.
Meeting frequency	The committee meets monthly.
Achievements for 2012–13	<p>In 2012–13, the committee focused on:</p> <ul style="list-style-type: none"> • overseeing the preparation of the department’s budget and reviewing and monitoring financial performance and position against budget • applying the fiscal strategy and budget rules and ensuring these were adopted by all organisational units to support and guide robust financial management throughout the department • closely monitoring budget pressures and evaluating and prioritising the use of savings to address budget pressures most critical to the department’s objectives • identifying strategies to maximise the availability of departmental funds in both the current and future years • providing sound leadership and direction in the financial management and performance of the department • monitoring and reviewing financial performance in relation to capital outlays to achieve optimum outcomes • reviewing the overall ICT-enabled portfolio for strategic alignment, value and benefit delivery and making changes or providing direction as required on the make-up of the portfolio.

Human Resources and Workforce Committee	
Description	The purpose of the Human Resources and Workforce Sub-Committee is to provide strategic and operational direction on human resource and workforce management issues. The sub-committee also assists in maximising the capability of the workforce, and ensuring a safe and supportive workplace to achieve the goals of the department.
Membership	<ul style="list-style-type: none"> • Deputy Director-General, Corporate and Executive Services (Chair) • Regional Executive Director, Central Queensland Region • Regional Executive Director, North Coast Region • Regional Director, South West Region • Executive Director, Child Safety, Strategic Policy and Programs • Chief Human Resources Officer • Director, Workforce Capability
Total on-costs	The committee is cost neutral.
Meeting frequency	The committee meets bi-monthly.
Achievements for 2012–13	<p>In 2012–13, the committee focused on and endorsed:</p> <ul style="list-style-type: none"> • a streamlined human resource policy platform to ensure a user friendly self-service interface for staff and managers • enhanced attraction and retention policy and processes, including revised accelerated progression processes for professional staff in child safety services and standardised position titles • support resources for staff including a manager's guide for supporting wellbeing and a staff support strategy • stronger controls in relation to establishment management and enhanced processes in relation to absenteeism management.

Information Steering Committee	
Description	The Information Steering Committee manages all Information and Communications Technology (ICT) Enabled Business initiatives regardless of the funding source. It is the primary governance body by which the department ensures it maximises the value of its business investments that have an ICT enabled component.
Membership	<ul style="list-style-type: none"> • Deputy Director-General, Corporate and Executive Services (Chair) • Executive Director, Strategic Policy and Programs • Regional Executive Director, Far North Queensland Region • Regional Director, North Coast Region • Chief Information Officer • Chief Finance Officer
Total on-costs	The committee is cost neutral.

Information Steering Committee	
Meeting frequency	The committee meets bi-monthly.
Achievements for 2012–13	<p>In 2012–13, the committee:</p> <ul style="list-style-type: none"> • ensured strategic alignment of the department’s ICT investment to maximise the benefits to the department • identified and progressed ICT savings opportunities • progressed and monitored ICT service delivery • actively monitored, mitigated and escalated risks as required • managed the security profile of ICT within the department • addressed and progressed Internal Audit and Queensland Audit Office recommendations • reviewed the 2012–13 ICT-Enabled Portfolio initiatives to ensure investment and alignment to government and department strategic directions and provided value for money • reviewed, analysed and approved the 2013–14 ICT-Enabled Portfolio of Work.

Appendix 5 — Performance statement

Following is the department's 2012–13 corporate performance.

Corporate performance	Notes	2011–12 actual	2012–13 target	2012–13 actual
Percentage of internal audit recommendations accepted for implementation	1	90%	90%	98.5%
Percentage of statutory reporting responsibilities met within agreed timeframes		100%	100%	100%
Percentage of full-time equivalents by status (permanent)	2	80.42%	82.34%	85.57%
Percentage of full-time equivalents by status (temporary)	2, 3	16.28%	13.97%	11.33%
Percentage of women employees	2	76.89%	67.65%	76.92%
Percentage of staff (people with disability)	2	5.26%	4.92%	5.08%
Percentage of staff (culturally and linguistically diverse)	2	8.76%	8.55%	8.49%
Percentage of staff (Aboriginal and Torres Strait Islander)	2	2.93%	2.15%	2.43%
Absenteeism rate (percentage)	2	6.86%	3.97%	3.85%
Number of claims lodged with WorkCover		501	458	449
Cost of WorkCover claims (\$m)		\$1.89	\$1.99	\$1.85

1. This measure relates to business assurance, operational and IT audits.

2. The 2012–13 target for this measure is the Queensland Public Service actual as at 30 June 2013.

3. Temporary staff are employed to backfill a permanent officer who: takes planned leave (annual or long service leave); takes long-term leave (maternity or long-term sick leave); temporarily relieves in a higher position or undertakes a special project.

Following is the department's 2012–13 service area performance.

Performance Measure	Notes	2012–13 Target/est.	2012–13 Est. actual	2012–13 actual
Service Area: Child Safety Services				
Rate of substantiated harm per 1,000 children (0–17 years of age)	1,2	6.2	6.6	N/A
Rate of children subject to protective orders per 1,000 children (0–17 years of age):				
• Aboriginal and Torres Strait Islander children	1,3	51.0	48.0	N/A
• Other children		5.3	5.7	N/A
• All children		8.2	8.5	N/A
Proportion of children on a care and protection order exiting care after 12 months or more who had 1 or 2 placements	1,4	41%	34%	N/A
Number of intakes:				
• Child concern reports	1,5	94,000	102,800	N/A
• Notifications	1	26,700	25,700	N/A
• Total intakes		120,700	128,500	N/A
Number of substantiations:	1			
• Child in need of protection	1	4,900	4,900	N/A
• Child not in need of protection	1	2,800	3,000	N/A
• Total substantiations	1	7,700	7,900	N/A
Number of children subject to ongoing intervention:				
• Number of children subject to child protection orders	1	9,300	9,300	N/A
• Number of children subject to intervention with parental agreement	1	2,200	2,300	N/A
• Total number of children subject to ongoing intervention	1	11,500	11,600	N/A
Service Area: Disability Services⁶				
Government expenditure, per person, receiving disability services:				
• Accommodation support services	1	\$74,000– \$79,000	\$78,500	N/A
• Community support services	1	\$7,500– \$10,500	\$8,000	N/A
• Community access services	1,7	\$15,000– \$18,000	\$16,000	N/A

Performance Measure	Notes	2012–13 Target/est.	2012–13 Est. actual	2012–13 actual
• Respite services	1	\$13,000– \$16,000	\$15,000	N/A
Number of unique service users funded:				
• Accommodation support services	1	6,730–7,250	6,850	N/A
• Community support services	1	15,600– 16,600	16,300	N/A
• Community access services	1	8,800–9,750	9,500	N/A
• Respite services	1	5,500–5,660	5,500	N/A
Number of hours of home support provided to community care clients	1,8	2,367,000	N/A	N/A
Service Area: Social Inclusion Services⁹				
In specialist homelessness services, the percentage of closed support periods where all of the client's case management goals were achieved	10,11	35%	35%	N/A
In specialist homelessness services, the percentage of closed support periods where clients exit to independent accommodation	11,12	70%	84.7%	N/A
Number of requests for information and referrals serviced by Office for Women through Women's Infolink services, including website, telephone, information resources and Find a Service facility	13	65,000	92,500	122,401
Percentage of eligible persons (60 years of age and over) who are current holders of a Seniors Card or a Seniors Business Discount Card	14	75%	75%	76%
Total number of clients supported (homelessness services)	11,15	25,000	42,930	N/A

Notes:

1. Data for 2012–13 are not yet available. In accordance with nationally agreed reporting guidelines data extraction for a financial year occurs on 31 August of the following financial year. This additional eight week period enables activities that started close to the end of the financial year to be finalised and entered into information systems.
2. The 2012–13 target/estimate was based on a historical decline in the number of substantiations. This trend reversed from 2011–12, and coupled with lower than expected population growth, has resulted in an increase for the 2012–13 estimated actual substantiation rate.
3. The number of children subject to protective orders grew faster than expected through the first nine months of 2012–13, while the population growth was lower than expected.
4. The decrease in the 2012–13 estimated actual for the proportion of children experiencing only one or two placements during their time in care may be partly due to children and young people staying in care for longer. Over recent periods there have been more children admitted to out-of-home care than exiting care.
5. The 2012–13 estimated actual for the number of child concern reports is above the target due to higher than anticipated growth experienced in the first nine months of 2012–13.
6. This is a new service area introduced from 2012–13.
7. Decrease of expenditure per user for community access services from 2011–12 Target/estimate to 2011–12 Estimated actual and 2012–13 Target/estimate reflects a reduction of costs as a result of the implementation of improved service mix.
8. From 1 July 2012, the Australian Government assumed operational responsibility for services to non-Indigenous people aged 65 years and over and Aboriginal and Torres Strait Islander people aged 50 years and over. Services for people with disability aged under 65 and Aboriginal and Torres Strait Islander people under 50 years are provided as part of Disability Services. As a result of this transition the 2012–13 estimated actual data is not available at this time.
9. This is a new service area introduced from 2012–13.
10. The 2012–13 estimated actual data is sourced from the Specialist Homelessness Services Collection (SHSC) for 2011–12. As the data for the current measure is no longer available, this is based on a proxy measure which is very close to the original: 'Percentage of clients with a case plan who had achieved all their case management goals after support'. (Data Source: AIHW [unpublished] SHSC 2011–12 National Data Collection, annual report, Australia.)
11. Data for 2012–13 are not yet available.
12. The data for this performance measure for 2012–13 is not available under the new Specialist Homelessness Services Collection (SHSC) as the measure discontinued on 1 July 2011 and has been replaced for this year by the 'Closed support periods in which clients needed assistance to obtain/maintain independent housing, by type of tenure' as sourced from the Report on Government Services 2013.
13. This measures usage rates of delivering information and advice to women through the department's Women's Infolink services.
14. Take-up of the Card is voluntary. Although significant growth in the number of Card holders has been experienced, this has not, to date, kept pace with population projections.
15. The 2012–13 estimated actual data is sourced from the SHSC for 2011–12. The increase in clients is due to the inclusion of children in the SHSC for 2011–12. There were 27,251 clients over 18 years of age.

Appendix 6 — National partnership agreements and national agreements

National Partnership Agreement on Certain Concessions for Pensioners and Seniors Card Holders	
Additional information	The national partnership agreement (NPA) was a 2007 election commitment by the Australian Government. The agreement expired on 30 June 2012 and a new agreement was signed by the Premier on 14 December 2012.
Objectives/targets	The NPA aims to improve the affordability of specific services for Pensioner Concession Card holders and out-of-state Seniors Card holders by supplementing the state's funding for concessions.
Achievements for 2012–13	<p>The NPA contributes to pensioner concessions provided in Queensland including in the areas of rates, utilities, motor vehicle registration and public transport, and public transport concessions for out-of-state Seniors Card holders. The key achievements in 2012–13 of the concessions administered by Department of Communities, Child Safety and Disability Services, included:</p> <ul style="list-style-type: none"> • The Electricity Rebate scheme provides a rebate off the cost of an eligible person's domestic electricity supply. The scheme assisted approximately 530,000 households. • The Electricity Life Support Concession scheme assists seriously ill people on low incomes who use home-based life support systems which are supplied by Queensland Health. The scheme assisted approximately 3500 people. • The Medical Cooling and Heating Electricity Concession scheme aims to assist low-income individuals, who have specific medical conditions, to meet their electricity costs incurred through frequent operation of an air-conditioner to regulate body temperature. The scheme assisted more than 2900 people. • The Home Energy Emergency Assistance scheme provides a one-off payment to low-income households experiencing a crisis or unforeseen emergency, that are unable to pay their current electricity and/or reticulated natural gas account and are at risk of disconnection. The scheme assisted nearly 9000 people. • The Reticulated Natural Gas Rebate scheme provides a rebate off the cost of an eligible person's reticulated natural gas supply. The scheme assisted more than 35,000 households. • The South East Queensland Pensioner Water Subsidy scheme provides a rebate to eligible pensioners in the South East Queensland Water Grid. The scheme assisted more

	<p>than 160,000 households.</p> <ul style="list-style-type: none"> • The Pensioner Rate Subsidy scheme provides a subsidy on rates and charges for freehold properties. The scheme assisted approximately 260,000 households.
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National Partnership Agreement on Homelessness (2008–09 – 2012–13)	
Additional information	The National Partnership Agreement on Homelessness (NPAH) ceased on 30 June 2013. A one-year transitional NPAH was signed by the Australian and Queensland Governments for 2013–14.
Objectives/ targets	<p>The agreement aims to reduce overall homelessness by 50 per cent by 2020.</p> <p>Queensland’s Implementation Plan for the agreement details 23 initiatives to be designed to make a substantial contribution towards reducing homelessness. These initiatives are delivered by a range of government departments, including the: Department of Housing and Public Works; Department of Communities, Child Safety and Disability Services; Department of Health; Department of Community Safety; and Department of Justice and Attorney-General.</p>
Achievements for 2012–13	<p>The Gold Coast Street to Home service known as Bryant Place Accommodation and Outreach services were involved in the evaluation of the Street to Home initiative undertaken by the Institute of Social Science Research. Bryant Place Accommodation and Outreach Services clients who have been housed have not had any tenancies end as a result of ‘bad tenancy’ and with wraparound support clients have been able to sustain their tenancies.</p> <p>Seven Homelessness Community Action Plans were implemented as well as the Vacancy Capacity Management System.</p>

National Partnership Agreement on Transitioning Responsibilities for Aged Care and Disability Services	
Additional information	The national partnership agreement will expire on 30 June 2014, or on completion of all requirements set out in the agreement, including the acceptance of final performance reporting and processing of final payments, whichever is the later.
Objectives/ targets	The objective of this agreement is to ensure that the basic community care services previously delivered to people with disability through the Home and Community Care (HACC) program continue to be provided during the implementation of the changes to roles and responsibilities for aged care and disability services until the agreement expires in 2013–14.

National Partnership Agreement on Transitioning Responsibilities for Aged Care and Disability Services	
Achievements for 2012–13	<p>The implementation of the NPA is continuing following the separation of responsibilities for aged care and disability services including the Home and Community Care (HACC) program from 1 July 2012.</p> <p>In 2012–13, we continued funding the delivery of basic community care support to younger people with disability and assisted funded organisations to prepare and implement the program reforms including:</p> <ul style="list-style-type: none"> • \$129.472 million to continue delivery of client services during the separation of the program • \$8.986 million for both major and minor capital projects. <p>Negotiations continued with the Australian Government through Queensland Treasury to reach for an agreement on financial arrangements under the NPA.</p>

National Disability Agreement	
Additional information	The agreement came into effect on 1 January 2009 and the revised National Disability Agreement between the Australian, state and territory governments was signed on 25 July 2012. Changes were made to reflect the policy direction concerning basic community care outlined in the National Health Reform Agreement, adding in five new reform priority areas and improving the performance framework.
Objectives/targets	The agreement affirms the commitment of all governments to work in partnership with stakeholders, including people with disability, their families and carers, to improve outcomes for people with disability.
Achievements for 2012–13	The Queensland Government signed the revised National Disability Agreement at the Council of Australian Governments' meeting in July 2012.

National Disability Strategy	
Additional information	The 10-year strategy was an Australian Government 2007 election commitment and a deliverable of the National Disability Agreement. The strategy was developed in close consultation with the Australian community, disability and carer peak bodies, employers and industry experts and was endorsed by the Council of Australian Governments on 13 February 2011.
Objectives/targets	The strategy, intended to be budget neutral, is a broad whole-of-government response to advance social inclusion for people with disability in mainstream areas such as education, health, transport and housing. The strategy applies to anyone with

National Disability Strategy	
	<p>disability and is not limited to those who may be eligible for specialist disability support services.</p> <p>The strategy sets out the vision of an inclusive Australian society that enables people with disability to fulfil their potential as equal citizens, and is a mechanism to give effect to principles and articles of the UN Convention on the Rights of Persons with Disabilities.</p>
Achievements for 2012–13	The Queensland Government endorsed the National Disability Strategy Report to the Council of Australian Governments 2012, including the implementation plan Laying the Groundwork 2011–14.

Personal criminal liability for directors, and other corporate officers	
Additional information	<p>The Council of Australian Governments has committed to a nationally consistent and principled approach to personal criminal liability for directors, and other corporate officers, in circumstances of corporate fault.</p> <p>This is to address concerns that personal liability has been increasingly imposed in situations where a director may not have had any direct involvement in a corporate offence. Such liability may be imposed without justification. The inconsistent application of standards of personal responsibility within and across jurisdictions is confusing.</p>
Objectives/ targets	<p>A national project is currently in progress aimed at considering the extent of director liability. Currently, the majority of the provisions rely on a finding of guilt by the corporate entity. The executive officer is then deemed to have committed an offence, and the onus lies on that officer to prove, on the balance of probabilities, that the officer had no knowledge of the offence and was not in a position to influence the corporate entity in relation to the omission of the offence.</p> <p>The national project will review the provisions of director's liability offences taking into account submissions made by the Australian Institute of Company Directors that such liability should be removed and if it is determined deemed liability should remain, specific offences for such liability will need to be identified, rather than retaining a blanket provision.</p>

Personal criminal liability for directors, and other corporate officers	
Achievements for 2012–13	<p>Analysis into what legislation carries personal criminal liability for directors and the rationale for it being required. Reporting has occurred to the lead agency for Queensland as to the need for such liability and whether it is appropriate for the director to bear the onus of proof, or whether the prosecution should bear this.</p> <p>Reporting has also occurred in relation to proposed legislative amendments, based on the above considerations.</p>

National Plan to Reduce Violence against Women and their Children 2010–2022	
Objectives/ targets	<p>The plan brings together the efforts of governments across the nation to make a real and sustained reduction in the levels of violence against women. It sets out a framework for action over the next 12 years and shows Australia's commitments to upholding the human rights of Australian women through the:</p> <ul style="list-style-type: none"> • Convention on the Elimination of All Forms of Discrimination against Women • Declaration to End Violence Against Women • Beijing Declaration and Platform for Action.
Achievements for 2012–13	<p>Contribution through the Centre for Domestic and Family Violence Research to the establishment of a National Centre of Excellence to inform the evidence-base to prevent domestic, family and sexual violence against women and their children.</p>

National Framework for Protecting Australia's Children	
Additional information	<p>In April 2009, the Council of Australian Governments endorsed the National Framework for Protecting Australia's Children, covering six broad outcome areas. In September 2009, the Queensland Government endorsed the Queensland Position Statement on the National Framework.</p> <p>The National Framework will run from 2009 to 2020. The Standing Council on Community and Disability Services Ministers endorsed the Second Action Plan 2012–2015 for the National Framework for Protecting Australia's Children on 17 August 2012.</p>

National Framework for Protecting Australia's Children	
<p>Objectives/ targets</p>	<p>The Second Action Plan 2012–2015 work plan contains 69 actions under 20 key priorities to strengthen collaboration across government, non-government and the community to achieve better outcomes for children and families through joining up service delivery across a range of services in and outside of the child protection sector.</p> <p>Six areas prioritised for the Second Action Plan, include: service integration; health and mental health; domestic and family violence; transition to independence; disability; and sector development.</p> <p>The actions outlined in the Second Action Plan aligns with the department's priorities to support young people transitioning to independence and to focus on child and family support, including improved access to services to divert them from child protection systems.</p>
<p>Achievements for 2012–13</p>	<p>The Minister successfully hosted the Standing Council on Communities and Disability Services meeting on 17 August 2012.</p> <p>The department contributed to the development of actions to focus on initiatives to improve outcomes for children and young people in care.</p> <p>Queensland successfully hosted the 2012 National Therapeutic Residential Workshop in Brisbane from 11–12 October 2012. The workshop was attended by more than 360 government and non-government participants from all states and territories and the Australian Government to share best practice ideas to improve access to therapeutic care for children in care.</p> <p>The department co-led a national workshop in collaboration with the Australian Government to discuss barriers to the implementation of the Aboriginal and Torres Strait Islander Child Placement Principles and strategies to address the issues at a national level.</p>

Glossary

Approved carer	A departmentally approved person who provides home-based care for children subject to ongoing departmental intervention.
Carer	Someone who provides, in a non-contractual and unpaid capacity, ongoing care or assistance to another person who, because of disability, frailty, chronic illness or pain, requires assistance with everyday tasks.
Case plan	A written plan for meeting a child's care and protection needs.
Case planning	A participative process of planning strategies to address a child's protection and care needs and promote a child's wellbeing.
Consultation	A process of inviting service user comment to inform decision-making processes.
Community recovery	Coordination of support for the restoration of emotional, social and physical wellbeing, and for developing financial assistance packages for individuals, families and non-government organisations to help people recover from a disaster as quickly as possible.
Contestability	Contestability is a process where Government test the market to ensure it is providing the public with the best possible solution at the best possible price.
Disability	A person's condition that is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of impairments, and results in a substantial reduction of the person's capacity for communication, social interaction, learning, mobility or self-care or management.
DisabilityCare Australia	The national disability insurance scheme — a new way of providing community linking and individualised support for people with permanent and significant disability, their families and carers.
Domestic and family violence	Domestic and family violence occurs when one person in a relationship uses violence or abuse to maintain power and control over the other person.

Forensic Disability Service	The Forensic Disability Service provides purpose-built accommodation for people with an intellectual or cognitive disability who are on a forensic disability order.
Foster carer	A person or persons approved by the department to provide care in their own home for children and young people who are assessed as in need of protection or subject to an investigation and assessment. This can be for short or long periods of time.
Funded service provider	A business or organisation that is funded by the department to supply expert care or specialised services rather than an actual product.
Kinship carer	A person or persons who are approved by the department to provide care to a specific child (or children) to whom they are related or for whom they are a person of significance. For Aboriginal and Torres Strait Islander children, a kinship carer may be another Aboriginal and Torres Strait Islander person who is a member of their community, a compatible community or from the same language group.
Living away from home	The provision of care outside the home to children who are in need of protection or who require a safe placement while their protection and safety needs are assessed. Before July 2006, figures included children placed with approved foster carers, provisionally approved carers, approved kinship carers and residential care services only. From July 2006, figures also include hospitals, Queensland youth detention centres, independent living and all other placements. Reporting this way provides a more complete picture of the number of children living away from home with whom the department has contact.
Local area coordination	Local Area Coordination is an approach to supporting people with disability and/or their families living in local communities.
Machinery-of-government	The allocation and reallocation of functions between government departments and Ministers.
National disability insurance scheme	The national disability insurance scheme (NDIS) will provide long-term, high-quality support for people across Australia who have permanent disability that significantly affects their communication, social interaction, learning, mobility, self-care or self-management.

	<p>It will also include a comprehensive information and referral service, to help people with disability who need access to mainstream, disability and community supports.</p> <p>The NDIS will be delivered by DisabilityCare Australia.</p>
National partnership agreement	National partnership agreements are agreements between the Commonwealth of Australia and the state and territory governments. The agreements contain the objectives, outcomes, outputs and performance indicators, and clarify the roles and responsibilities, that will guide the Commonwealth and states in the delivery of services across the relevant sectors.
Non-government organisation	Not-for-profit community-managed organisations that receive government funding specifically for the purpose of providing community support services.
Out-of-home care	The provision of care outside the home to children who are in need of protection or who require a safe placement while their protection and safety needs are assessed. Data for out-of-home care placements refers only to children in approved foster care, approved kinship care, provisionally approved care and residential care services.
Policy	A general principle by which government, a company, or an organisation is guided in its management.
Prevention and early intervention	Prevention and early intervention approaches are those that prevent or arrest problems at early stages in the development of problem situations. A focus on early intervention and prevention, rather than on treatment after a problem has developed, is both socially and economically more effective in the long-term.
Recognised entity	Aboriginal and Torres Strait Islander organisations or individuals connected with their communities and approved and funded by the department to provide cultural and family advice to the department and courts in relation to child protection matters for Indigenous children and families.
Recommissioning	A process of reviewing the purpose and patterns of investment to priority groups against current need and contemporary evidence of effective service delivery. Findings inform future purchase requirements through a tendering process for existing or additional investment.

Referral for Active Intervention	Referral for Active Intervention (RAI) services provide prevention and early intervention support for children, young people and their families who may be at risk of entering the child protection system.
Residential care	Non-family-based accommodation and support services funded by the department to provide placement and support for children who are the subject of ongoing departmental intervention. These residential services provide daily care and support for children from a house parent or rostered residential care workers model.
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	Restrictive practices include: <ul style="list-style-type: none"> • containing or secluding an adult with an intellectual or cognitive disability • using chemical, mechanical or physical restraint on an adult with an intellectual or cognitive disability • restricting access of an adult with an intellectual or cognitive disability.
Rough sleepers	People sleeping, or bedded down, in the open air or in buildings or other places not designed for habitation (such as barns, sheds, car parks, cars, derelict boats or stations).
Self-directed support	Self-directed support is a funding approach that enables people with disability and their families to have greater choice and control over the disability services they receive. It is integral to the establishment of DisabilityCare Australia, the national disability insurance scheme (NDIS).
Service provider	A business or organisation that supplies expert care or specialised services rather than an actual product.
Social exclusion	Form of social disadvantage, lack of connectedness and participation often associated with a person's social class, educational status, relationships in childhood, and living standards. It also applies to some degree to people with disability, to minority, of all sexual orientations and gender identities (the LGBT community), to the elderly and to youth.
Social inclusion	Society where all people are given the opportunity to participate

	<p>fully in political, cultural, civic and economic life to improve their living standards and their overall wellbeing.</p> <p>It aims to remove barriers for people or for areas that experience a combination of linked problems such as unemployment, poor skills, low incomes, poor housing, high crime environments, bad health and family breakdown.</p>
Specialist Response Service	Disability services direct service delivery team providing specialised multidisciplinary behaviour assessment and behaviour support services to adults with an intellectual or cognitive disability whose behaviour causes harm to themselves or others.
Stakeholders	Individuals and organisations that are actively involved in the project, or whose interests may be positively or negatively affected as a result of the project execution/completion.
Supported accommodation	A living environment for children or adults who have disabilities or high-support needs. Staff assist residents with activities of daily living.
Whole-of-government	Denotes public service agencies working across portfolio boundaries to achieve a shared goal and an integrated government response to particular issues.
Young people	People aged 12 to 25 years. In terms of youth justice, a young person is someone aged 10 to 16 years at the time of committing an offence.

Contact us

The department works to strengthen and protect the wellbeing of Queenslanders, particularly those who are most in need of support.

Information regarding the department's supports and services can be accessed through:

- the Queensland Government website
- our service centres
- the 13 QGOV (13 74 68) telephone number
- the Queensland Government Service Centres.

Online — Queensland Government website

The Queensland Government website www.qld.gov.au has been designed to present information based on relevance to customer groups so people can find information at one online location, regardless of which department is responsible for providing the service.

By phone — 13 QGOV

The 13 QGOV (13 74 68) telephone number provides a single entry point to the Queensland Government for customers. It operates 24 hours a day, 365 days a year.

Rather than having to contact different departments to get information or services, customers can call 13 QGOV (13 74 68) for assistance with a range of transactions and information across the Queensland Government.

In person — Department service centres

We deliver services via 83 service centres located in communities throughout Queensland. Dedicated child safety, community and disability service centres provide services from everyday support for families and individuals through to organising specialised services in emergencies.

Queensland Government Service Centres

At a Queensland Government Service Centre you can access a range of Queensland Government services, advice and information from a single location. You can also make payments over the counter for a variety of government services, irrespective of which department owns the service.

Along with the face-to-face counter service, the Queensland Government Service Centres have self-service computer kiosks and a telephone linked to Smart Service Queensland's Integrated Contact Centre.

In 2012–13, we continued to participate in two multi-agency Queensland Government Service Centres located in Cairns and Maroochydore.

The service centres are in addition to the 79 Queensland Government Agent Program offices in regional locations across Queensland. These offices provide government information about transactional services for people in their local community.

Head Office

Level 13
 111 George Street
 Brisbane Qld 4001
 Ph: 13 QGOV (13 74 68) (local call cost)
 Email: enquiries@communities.qld.gov.au
 Internet: www.communities.qld.gov.au

We provide our services through seven regions:**Far North Queensland**

William McCormack Place
 5B Sheridan Street Cairns Qld 4870
 PO Box 4626 Cairns Qld 4870
 Ph: 4036 5522 Fax: 4036 5577

North Queensland

Level 10, Suncorp Building
 61 Sturt Street Townsville Qld 4810
 PO Box 1168 Townsville Qld 4810
 Ph: 4799 5533 Fax: 4799 5570

Central Queensland

Level 3, State Government Building
 209 Bolsover Street
 Rockhampton Qld 4700
 PO Box 1503 Rockhampton Qld 4700
 Ph: 4938 6996 Fax: 4938 4869

North Coast

Mike Ahern Building
 12 First Avenue
 Maroochydore Qld 4558
 PO Box 972 Maroochydore Qld 4558
 Ph: 5352 7385 Fax: 5352 7343

Brisbane

Ground Floor 55 Russell Street (Cnr Edmondstone St)
 South Brisbane
 Qld 4101
 PO Box 3022
 South Brisbane BC
 Qld 4101
 Ph: 3109 7007 Fax: 3895 3250

South West

Level 2 Limestone Street Centre (from 19 October 2013)
 38 Limestone Street (Cnr Gordon St)
 Ipswich Qld 4305
 PO Box 876 Ipswich Qld 4305
 Ph: 3432 7211 Fax: 3812 9249

South East

Ground Floor 100 George Street
 Beenleigh Qld 4207
 PO Box 1170 Beenleigh Qld 4207
 Ph: 3884 7400 Fax: 3884 7428

Queensland Government Service Centres**Cairns**

Ground Floor, William McCormack Place
 5B Sheridan Street Cairns Qld 4870
 Ph: 13 QGOV (13 74 68)

Maroochydore

Ground Floor, Mike Ahern Building
 12 First Avenue Maroochydore Qld 4558
 Ph: 13 QGOV (1374 68)

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