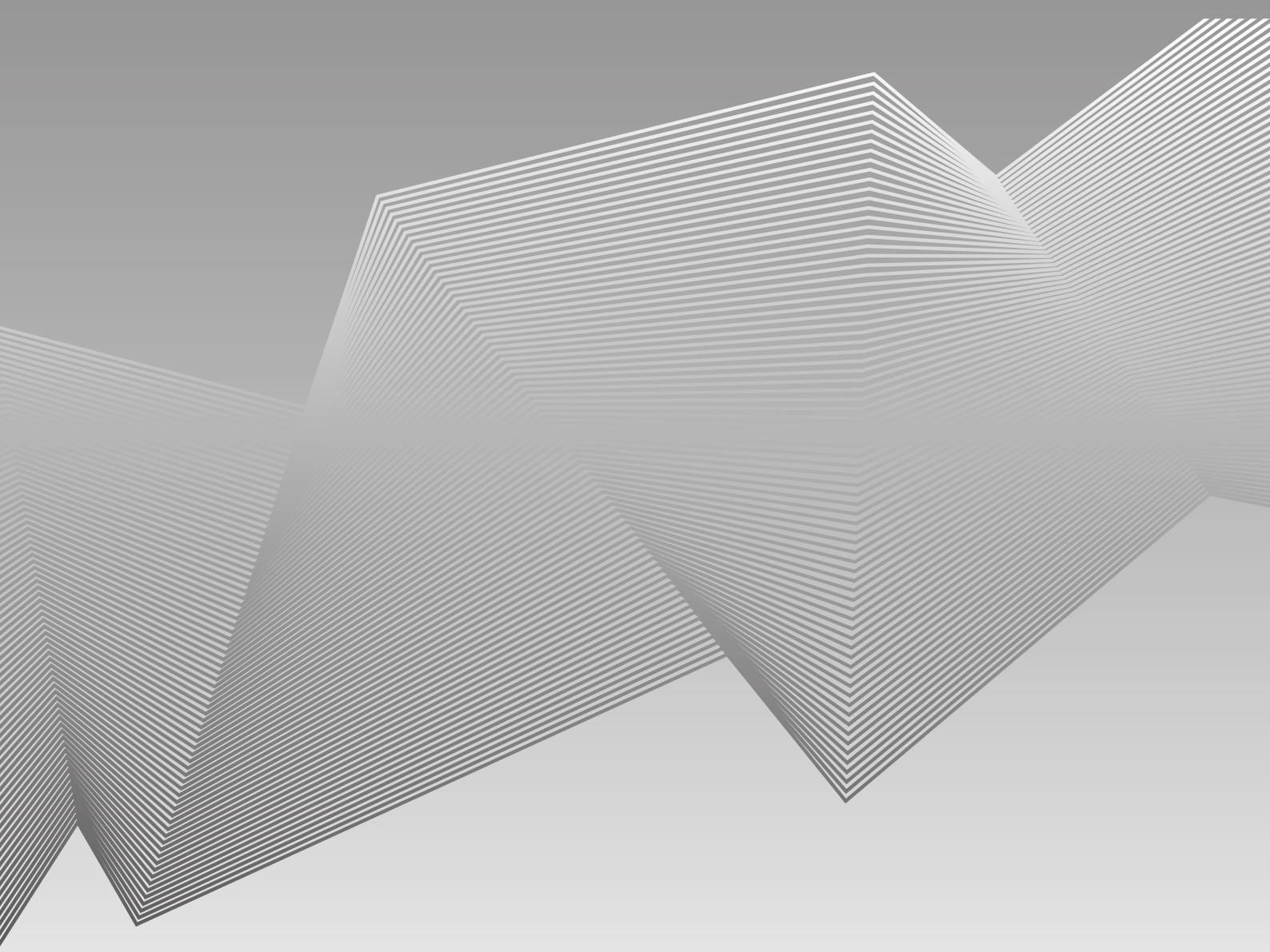


Department of Seniors, Disability Services and  
Aboriginal and Torres Strait Islander Partnerships

# ANNUAL REPORT 2020–2021



**Queensland**  
Government





10 September 2021

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

Dear Minister

I am pleased to submit for presentation to the Parliament, the Annual Report for 2020–2021 and financial statements for the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships.

I certify that this report complies with the:

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

A checklist outlining the Queensland Government's annual reporting requirements is provided at page 71 of this annual report.

Yours sincerely



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

# TABLE OF CONTENTS

01	ABOUT US	1	05	STRENGTHEN CAPABILITY, INNOVATION AND GOVERNANCE	41
	Message from the Director-General	1		Our people	41
	A shared vision	2		Corporate governance arrangements	45
	Machinery of Government changes	3		Upholding human rights	47
	Our vision	3	06	FINANCIAL PERFORMANCE	51
	Our purpose	3		Chief Finance Officer's report	51
	Our partners	3		Income	51
	Our SOLID culture	3		Operating expenses	51
	Embedding the Queensland public service values	4		Assets	51
	What we do	4		Liabilities	52
	Our organisational structure	5		Administered payments	52
	Our Minister	6		Financial risk management	52
	Our executive management	6	07	APPENDICES	53
	Our governance	10		Appendix 1: Glossary	53
	Our operating environment	11		Appendix 2: Our legislation	56
	Our strategic objectives	11		Appendix 3: Department boards and committees	58
02	SENIORS	13		Appendix 4: Service Delivery Statements	62
	Snapshot of achievements	13		Appendix 5: Government bodies	67
	Delivered departmental objectives	13		Appendix 6: Compliance checklist	71
	Strategic overview	14		Public availability of report	72
03	DISABILITY SERVICES	17		Contact details	72
	Snapshot of achievements	17	08	FINANCIAL STATEMENTS	74
	Delivered departmental objectives	17			
	Strategic overview	18			
04	ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS	25			
	Snapshot of achievements	25			
	Delivered departmental objectives	25			
	Strategic overview	26			



# ACKNOWLEDGEMENT

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

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

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

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

# MESSAGE FROM THE DIRECTOR- GENERAL



The 2020–2021 financial year could be defined as a year of managing change and demonstrating strength, and resilience.

The Machinery of Government changes in November 2020, which brought together the portfolio of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships, created a new opportunity to strengthen our thriving agenda and deliver positive outcomes for Queenslanders of all ages, abilities, and cultures.

Throughout this transition, the department remained focused on contributing to the Queensland Government's key priorities to *Unite and Recover* from the global COVID-19 pandemic, and delivering improved outcomes for Queenslanders.

Over the past year, our significant achievements in supporting seniors included the Elder Abuse Prevention Unit and Helpline, which promotes the rights of older people to live free from abuse and provides free advice and assistance to anyone who experiences, witnesses or suspects the abuse of an older person. This service received 3,430 calls including 2,022 abuse notifications made to the Elder Abuse Prevention Unit Helpline.

The implementation of the NDIS Worker Screening System in Queensland, from 1 February 2021, has strengthened safeguards for people with disability. Since 1 February 2021, the department has issued over 30,000 clearances for people to commence work in NDIS roles throughout Queensland.

The Queensland Government established a \$300 million Path to Treaty Fund as part of the 2021–2022 Budget with the returns from the fund to be used to support Queensland's Path to Treaty. A non-statutory, limited term, Treaty Advancement Committee has been established as part of the government's response to progress the Path to Treaty in partnership with Aboriginal peoples and Torres Strait Islander peoples.

I am extremely proud of our key achievements detailed in the 2020–2021 Annual Report. I would like to thank all staff, partners and communities for your efforts as we continue making a difference in the lives of all Queenslanders.

The next 12 months will be an exciting journey as we collaborate with our partners to deliver even more opportunities for seniors, people with disability and Aboriginal and Torres Strait Islander Queenslanders to truly thrive.

## **Dr Chris Sarra**

Director-General

Department of Seniors, Disability Services and  
Aboriginal and Torres Strait Islander Partnerships

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



# A SHARED VISION

*Our vision for the future is to partner with Aboriginal peoples and Torres Strait Islander peoples, and people of all ages and abilities, so they can thrive culturally, socially, and economically.*

*Why is it important for us to embed this vision to make a difference to the lives of Queenslanders?*

*“It’s about connecting with the humanity of the people we serve and pulling them in from the margins. Doing this is good for all of us. When we leave people at the margins we undermine their humanity; when we undermine the humanity of others we undermine our own humanity. As a society and as a community, we must all be better than that.”*

*Dr Chris Sarra*

*“I think the people we work with all contribute so much to our community and to our society. They have a valued role in our community, and how we work in partnership with them to make a difference to their lives is really important.”*

*Ms Mary-Anne Curtis*

*“I think it’s really important that we look out for the least advantaged, and provide them with opportunities, supports and structures that allow them to be the very best versions of themselves. Clearly, it’s of individual benefit to them, but our collective benefit is significantly advantaged if the very best of themselves can be actualised.”*

*Dr Ian Mackie*

*“I believe in the goodness in people, in the dignity of humanity and that everybody has a place. Working in a service delivery environment, where we help people be the best they can be, build relationships with each other and with community, and be fully engaged and get the most out of their environment and their lives, is very inspiring to me.”*

*Mr Matthew Lupi*

*“The really great thing about my current role is that I can make a difference and in everything we do in the policy space, and in every opportunity we get to brief the Minister about issues, I have the opportunity to make a difference in someone’s life.”*

*Ms Kathy Parton*

*“There is tremendous scope to make a difference to the lives of seniors, people with disability and Aboriginal and Torres Strait Islander Queenslanders. Working in an agency like ours can be incredibly rewarding, because you can actually have the scope and authority to do something that you know is going to benefit a community or a cohort within the broader Queensland community.”*

*Mr Max Wise*



## MACHINERY OF GOVERNMENT CHANGES

### Incoming divisions or functions

The following table outlines those divisions or functions that joined the department due to Machinery of Government changes on 12 November 2020, and their related annual reports where the financial statements can be located for the 2020–2021 reporting period.

<b>Joined the department</b>	Aboriginal and Torres Strait Islander Partnerships
<b>Date of transfer</b>	13 November 2020
<b>Related Final Report*</b>	Department of Aboriginal and Torres Strait Islander Partnerships

\*Financial statements for the period 1 July 2020 to 12 November 2020 can be found in the related Final Report.

### Outgoing divisions or functions

The following table outlines the functions that left the department due to Machinery of Government changes on 1 December 2020. The Department of Communities, Housing and Digital Economy's 2020–2021 Annual Report includes the financial and non-financial performance information for the functions transferred from that date.

<b>Left the department</b>	Community Care Community Recovery Community Services Social Inclusion
<b>Date of transfer</b>	1 December 2020
<b>Related annual report</b>	Department of Communities, Housing and Digital Economy

## OUR VISION

To partner with Aboriginal peoples and Torres Strait Islander peoples, and people of all ages and abilities, so they can thrive culturally, socially and economically.

## OUR PURPOSE

To improve the social and economic wellbeing of Aboriginal peoples, Torres Strait Islander peoples, seniors, carers and people of all abilities, by delivery quality targeted support and leading change through enhanced relationships and improved decision-making.

## OUR PARTNERS

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

## OUR SOLID CULTURE

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



**Strengths based**



**Open**



**Loyal**



**Innovative**



**Dedicated**



## EMBEDDING THE QUEENSLAND PUBLIC SERVICE VALUES

We are committed to a way of working where:

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

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

### Customers first

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

### Ideas into action

- Challenge the norm and suggest solutions
- Encourage and embrace new ideas
- Work across boundaries.

### Unleash potential

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

### Be courageous

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

### Empower people

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

## WHAT WE DO

Our department contributes to the Queensland government's objectives for the community, *Unite and Recover*, by:

### Supporting jobs

Facilitating new employment opportunities for Aboriginal and Torres Strait Islander Queenslanders and people with disability, and ensuring the opportunities of the National Disability Insurance Scheme (NDIS) are realised through job creation.

### Backing small business

Empowering Aboriginal and Torres Strait Islander-owned businesses and communities to achieve their economic aspirations, and facilitating the growth of disability service providers under the NDIS.

### Backing our frontline services

Delivering disability accommodation support and respite services, and enabling people with disability to access services that assist them with their core activities of daily living; delivering programs and services for seniors to enhance their wellbeing; advocating about and contributing to systems that safeguard, and protect seniors and people with disability; working with our strategic partners to close the gap in health, education, justice, employment, child protection and housing outcomes for Aboriginal and Torres Strait Islander Queenslanders; and supporting strategies that improve the cultural capability of the public sector.

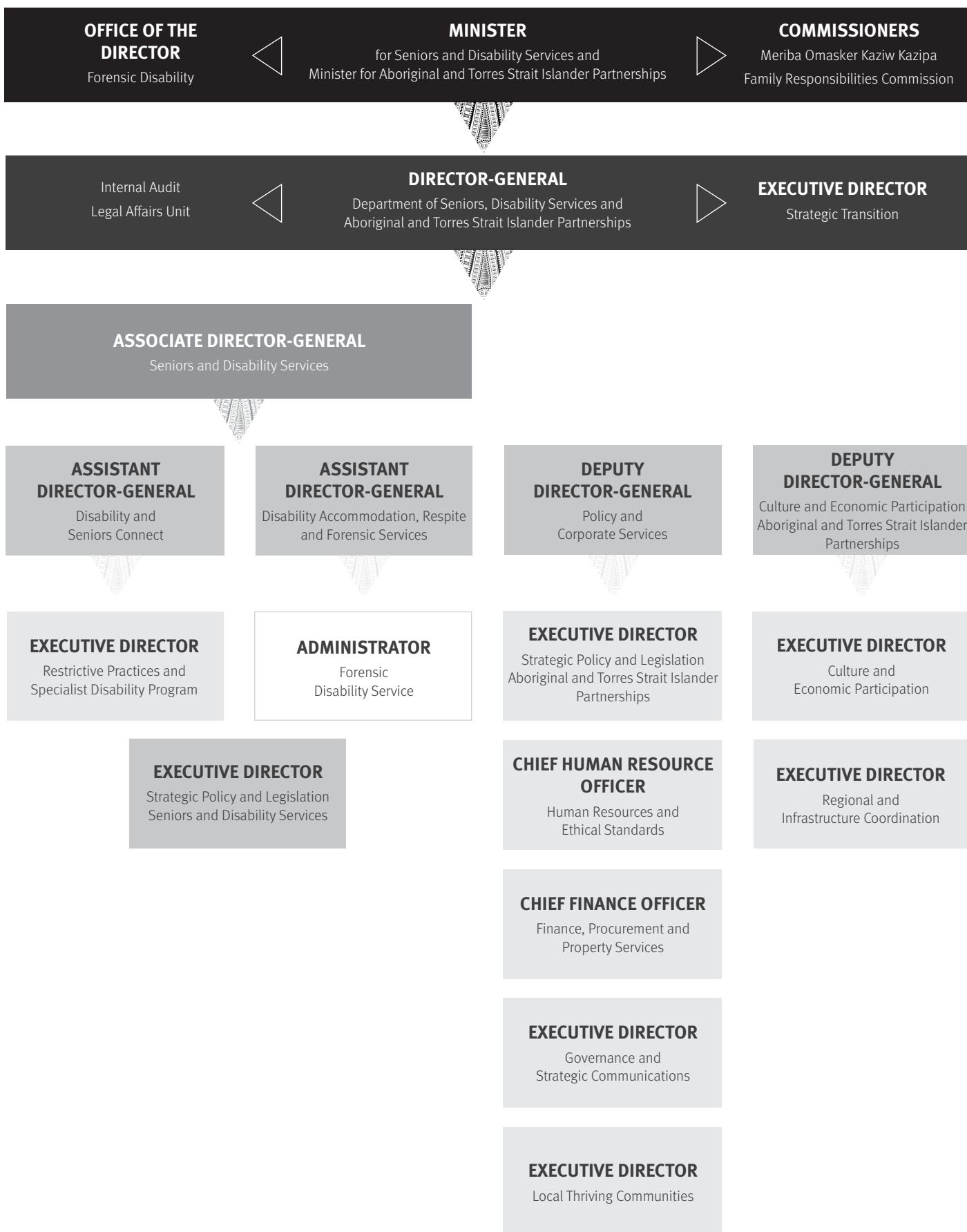
### Growing our regions

Helping Queensland's regions grow by removing barriers in land administration to support home ownership and economic development in remote and discrete communities; championing a process of co-design with Aboriginal and Torres Strait Islander communities to improve efficiencies and outcomes that meet the needs and aspirations of each community; connecting Aboriginal and Torres Strait Islander Queenslanders to their community and family histories; and providing services supporting access to the NDIS for people with disability in rural, remote and regional locations.

# OUR ORGANISATIONAL STRUCTURE

Organisational structure as at 30 June 2021.

Following the Machinery of Government changes on 12 November 2020, a structural realignment was undertaken resulting in the development of new organisational arrangements.



## OUR MINISTER

### THE HONOURABLE CRAIG CRAWFORD MP

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

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

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

During his 20 years of voluntary service to the Victorian Country Fire Authority (CFA), he was promoted to the rank of Captain and selected to be an Ambulance Paramedic. He went onto work for both the Victorian and Queensland Ambulance Services for 15 years. While working as a paramedic in Mareeba, Mr Crawford became passionate about ensuring that every part of Queensland, including remote communities, have access to equitable and quality healthcare.

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

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

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

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

## OUR EXECUTIVE MANAGEMENT

### DR CHRIS SARRA | DIRECTOR GENERAL

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

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

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

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

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

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

**MS MARY ANNE CURTIS | ASSOCIATE DIRECTOR  
GENERAL SENIORS AND DISABILITY SERVICES**

*Bachelor of Laws, Bachelor of Commerce (with distinction), GAICD*

Ms Mary-Anne Curtis has more than 20 years' experience in the Queensland Public Service with a focus on providing advice and analysis on public policy, and fiscal and economic issues particularly in relation to social policy portfolios and inter-governmental financial relations. She joined the newly formed Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships in November 2020 as Associate Director-General with responsibility for the Seniors and Disability Services portfolios. Her focus is on leading policies, programs and services that will improve the lives of seniors, carers and people with disability so they can thrive culturally, economically and socially. As Associate Director-General, she has played a key role in leading the oversight of full-scheme NDIS arrangements in Queensland, including negotiations with the Commonwealth Government regarding policy and implementation considerations.

Before joining the department, Ms Curtis was the Director-General of the Department of Employment, Small Business and Training where she led the development and implementation of strategic policies and programs to support employment growth, enable sustainable small business opportunities and ensure a skilled workforce into the future. Prior to this, she was a Deputy Under Treasurer and held a number of senior leadership roles within Queensland Treasury.

She holds a Bachelor of Laws and a Bachelor of Commerce (with distinction) and is a graduate of the Australian Institute of Company Directors.

Ms Curtis is currently a Trustee of QSuper and is Chair of QSuper's Audit and Risk Committee.

**MS KATHY PARTON | DEPUTY DIRECTOR-GENERAL –  
POLICY AND CORPORATE SERVICES**

*Bachelor of Arts, Grad Cert Writing, Editing & Publishing*

Ms Kathy Parton is a senior executive with more than 15 years' experience in government, working across departments and statutory bodies.

Ms Parton is responsible for leading Aboriginal and Torres Strait Islander Policy for the Queensland Government and is also responsible for the department's Corporate Services including Governance, Strategic Communications, Human Resources and Finance.

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

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

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

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

**DR IAN MACKIE** | DEPUTY DIRECTOR-GENERAL –  
CULTURE AND ECONOMIC PARTICIPATION  
(ABORIGINAL AND TORRES STRAIT ISLANDER  
PARTNERSHIPS)

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

Dr Ian Mackie has had a long and fruitful career working across the public, private and community sectors. He has been a teacher, administrator, trade union leader, public servant and member of several important public boards. Specifically, in the Aboriginal and Torres Strait Islander sphere, he has worked as the Principal of Aurukun State School and Head of Western Cape College.

He was also Assistant Director-General of Indigenous Education and Training Futures (Education Queensland), where he endeavoured to bring new thinking to Aboriginal and Torres Strait Islander education. This task led to him undertaking a doctoral dissertation on reform and innovation in this field, where he has given several public talks and published articles in refereed journals. Dr Mackie is also an Adjunct Professor at Queensland University of Technology.

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

**MR MAX WISE** | ASSISTANT DIRECTOR-GENERAL –  
DISABILITY AND SENIORS CONNECT

*Master of Business Administration, Bachelor of Laws, FIML*

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

While at the Queensland Family and Child Commission, Mr Wise led major reviews of the Blue Card and Foster Care systems, resulting in significant reforms to strengthen and streamline the systems. Following this, he successfully led the second half of Queensland's implementation of the National Disability Insurance Scheme (NDIS), in which time participant access grew from 15,000 in mid-2018, to almost 90,000 by 30 June 2021, with annual plan values now in excess of \$6.5 billion.

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

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

**MR MATTHEW LUPI | ASSISTANT DIRECTOR-GENERAL – DISABILITY ACCOMMODATION, RESPITE AND FORENSIC SERVICES**

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

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

Mr Lupi has worked in social and human services in Queensland for over 30 years, spending the last 21 years with the Queensland Public Service. Mr Lupi has held a variety of senior executive roles across policy, program and service delivery throughout the state and has led significant reform in child safety and community services.

In 2020, Mr Lupi led a whole-of-government seniors support strategy and the establishment of the Queensland Care Army. Working in partnership with key government and non-government stakeholders, the Care Army attracted over 28,000 willing volunteers who provided much-needed support to older Queenslanders during the pandemic response. The Care Army continues to be a vital part of Queensland's response to the COVID-19 pandemic.

During this reporting period, Mr Lupi has overseen the implementation of the new structure at the Forensic Disability Service and a raft of critical service reforms, in response to the Ombudsman's report, *The Forensic Disability Service report: An investigation into the detention of people at the Forensic Disability Service*.

**MR NARINDER SINGH | CHIEF FINANCE OFFICER**

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

Mr Narinder Singh was appointed Chief Finance Officer of the former Department of Communities, Disability Services and Seniors in August 2018 and retained this position at the inception of the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships. Mr Singh has more than 13 years' experience in the Queensland Government, including seven years' experience in senior management roles.

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

**MR NEIL SMITH | CHIEF HUMAN RESOURCE OFFICER**

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

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

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

## OUR GOVERNANCE

### Our governing legislation

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

#### Carers, Seniors and Disability Services

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

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

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

Further information on our governing legislation can be found in Appendix 2 – Our legislation on page 56.

### Our governance committee structure

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

The departmental BOM is the key governing body of the department. The BOM is responsible for:

- shaping the strategic direction of the department to ensure it continues to deliver on government priorities
- managing the department's performance against strategic objectives, priorities and government commitments
- leading and monitoring emerging strategic issues and directions
- ensuring strategic partnerships are established and maintained with other agencies and levels of government.

The BOM undertakes its role from a cross-organisational perspective and ensures there is cohesiveness in its considerations and decisions, particularly in respect of departmental change and innovation activities.

The BOM also ensures the principles of the Queensland Government Cultural Capability Framework and *Queensland Government Reconciliation Action Plan 2018–2021* are an inherent part of the core business and decision-making outcomes.

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

The Director-General and the BOM are supported by the following strategic committees:

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

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

Further information on the department's boards and committees can be found in Appendix 3 – Department boards and committees on page 58.

## Our government bodies

The Minister receives independent and timely advice about important carer and disability matters, which may have regional, statewide and national impacts from a range of peak and representative organisations and formal advisory bodies.

The work of the following formal advisory bodies was suspended during 2020-2021 due to the COVID-19 pandemic; however, the department and Minister consulted frequently with sector representatives, including representatives from these government bodies:

- Queensland Carers Advisory Council
- Queensland Disability Advisory Council.

Consultation during the year covered a range of issues, and particularly on the impact of the pandemic on our client base.

The following government bodies were responsible for providing advice to the Minister on a range of matters relating to Aboriginal and Torres Strait Islander Queenslanders:

- Community Enterprise Queensland
- Palm Island Community Company
- Family Responsibilities Board
- Family Responsibilities Commission
- Local Thriving Communities Joint Coordinating Committee.

Of these, Palm Island Community Company, Community Enterprise Queensland and the Family Responsibilities Commission, prepare separate annual reports, the latter two of which are provided to the Minister for tabling in the Queensland Parliament. The transactions and achievements of these bodies are not reported in this final report.

Further information on following bodies can be found in Appendix 5 – Government bodies on page 67:

- Family Responsibilities Board
- Local Thriving Communities Joint Coordinating Committee.

## OUR OPERATING ENVIRONMENT

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

- **supporting the whole-of-government COVID-19 pandemic and economic recovery responses:** keeping a sharp focus on supporting the whole-of-government COVID-19 pandemic and economic recovery responses
- **implementing the full scheme of the NDIS:** ensuring that appropriate governance arrangements are in place to support the operation of the NDIS at full scheme, with transitional arrangements ending on 30 September 2020
- **meeting the service demands of Queenslanders with disability who are not eligible for the NDIS:** providing information on other supports available, including through funding disability peak organisations and advocacy entities
- **achieving national alignment of disability worker screening:** implementing new legislation, technology and operations that both strengthen and streamline this critical safeguard
- **promoting co-design and community-led decision-making:** working with the state's 19 remote and discrete Aboriginal and Torres Strait Islander communities to co-design policies and programs and facilitate community-led decision-making.

## OUR STRATEGIC OBJECTIVES

Following the Machinery of Government changes on 12 November 2020, the newly formed Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships developed the *Strategic Plan 2020–2024*, which included the following six strategic objectives:

1. Improve wellbeing
2. Co-design policies, programs and services
3. Invest in quality services
4. Influence service delivery and economic outcomes
5. Support safe and connected communities
6. Strengthen capability, innovation and governance.



## Strategic risks

We proactively identified and managed the following strategic risks to minimise their impact on the achievement of our vision and strategic objectives:

- **safeguards:** protecting the rights and safety of people with disability in service environments through investigating complaints, approval of the short-term use of restrictive practices and the screening of disability workers
- **investment:** achieving value for money by managing departmental resources to deliver improved outcomes, driving performance through service agreements, and using evidence-based decision-making in prioritising the commissioning of services to ensure they respond to the needs of Queenslanders
- **economic and social outcomes:** facilitating successful job placements for Aboriginal peoples and Torres Strait Islander peoples; and strategically influencing priority agencies in co-designing policies, programs and services
- **information security:** independently validating the evidence that the requirements of information security meet basic system controls
- **legislation:** ensuring compliance with legislative requirements and developing new, or amending existing, legislation to ensure alignment with current policy settings
- **workforce:** building workforce capability and maintaining a safe and healthy work environment during the COVID-19 pandemic
- **safe communities:** providing appropriate COVID-19 advice and support to vulnerable Aboriginal and Torres Strait Islander communities.

## Opportunities

We capitalised on, and leveraged, the following opportunities arising from our strategic risks:

- increased the opportunities for all Queenslanders to feel included and achieve social and economic wellbeing within their communities
- helped communities to thrive through seizing the opportunity to deliver NDIS services locally
- collaborated with progressive, high-performing sectors to deliver jobs and quality services to all Queenslanders

- demonstrated innovation in our approaches to improve the capacity, capability and resilience of clients, communities, stakeholders and staff
- collaborated with the Commonwealth Government, the National Disability Insurance Agency (NDIA), the NDIS Quality and Safeguards Commission and other states and territories to ensure Queenslanders with disability continued to benefit from the NDIS
- provided evidence-based advocacy to the Commonwealth and other state government agencies to improve safeguards, service design and delivery
- encouraged seniors and people with disability and/or their representatives, to participate in key decisions about them
- co-designed policies with Aboriginal and Torres Strait Islander Queenslanders and other strategic partners, and worked more broadly to promote the voice of Aboriginal and Torres Strait Islander Queenslanders and the Path to Treaty
- facilitated opportunities for Aboriginal and Torres Strait Islander community-controlled organisations to increase their capability to co-design service delivery in order to improve equitable participation and outcomes
- led and monitored whole-of-government design and implementation of best practice policies, strategies and action plans through the Cultural Agency Leaders committee
- brokered strategic partnerships with agencies to deliver improved social and economic outcomes
- developed information technology solutions that support service delivery
- built individual and organisational capability to support departmental priorities
- strengthened strategic partnerships with Aboriginal and Torres Strait Islander communities, mayors and government agencies, to improve community resilience in responding to pandemic events
- strengthened the department's governance frameworks based on contemporary best practice.

Further information about the department's *Strategic Plan 2020–2024* can be found at: [www.dsdsatsip.qld.gov.au/about-us/corporate-publications/strategic-plan](http://www.dsdsatsip.qld.gov.au/about-us/corporate-publications/strategic-plan)

# SNAPSHOT OF ACHIEVEMENTS

88%

**ELIGIBLE SENIORS** WITH A SENIORS CARD

8,455

**SENIORS ACCESSING** THE SENIORS ENQUIRY LINE

3,430

**CALLS INCLUDING 2,022 ABUSE NOTIFICATIONS**  
MADE TO ELDER ABUSE PREVENTION UNIT  
HELPLINE

MORE  
THAN 4,200

**SENIORS ASSISTED** BY SENIORS LEGAL AND  
SUPPORT SERVICES

MORE  
THAN 950,000

## SENIORS CARD AND CARERS CARD HOLDERS

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

## DELIVERED DEPARTMENTAL OBJECTIVES

IMPROVED OUTCOMES FOR SENIORS BY:

### IMPROVING WELLBEING

**CO-DESIGNING** POLICIES, PROGRAMS AND SERVICES

**SUPPORTING** SAFE AND CONNECTED COMMUNITIES

## STRATEGIC OVERVIEW

The department delivers programs and services for seniors that reduce the cost of living, enhance wellbeing, support participation, and prevent and address elder abuse. We did this by promoting age-friendly communities that support seniors to be active and connected, and to contribute economically, socially and culturally to their communities.

### Queensland: An Age-friendly Community strategy and action plan

The *Queensland: An Age-friendly Community* strategy and action plan were launched in October 2016. Significant change has occurred since then, driven by the impacts of the COVID-19 pandemic and the outcomes of the Aged Care Royal Commission. There is also a growing understanding of the impacts of social isolation on seniors. For these reasons we are reviewing the age-friendly strategy to update our understanding of the ways older Queenslanders interact with their communities and how we can best support them to contribute, remain connected and be cared for when needed.

*Performance measure: Percentage of funded services that meet the needs of seniors—this measure has not been able to be calculated as there is no defined cohort and eligibility for some of the concessions changed during the year.*

#### Key achievements

During the reporting period, the department:

- continued to deliver actions under the *Queensland: An Age-friendly Community Action Plan 2020* and related implementation schedule. Projects funded through the Age-friendly Community Grants Program were finalised
- commenced engagement activities to inform a refreshed, contemporary Queensland seniors strategy.

## Seniors Expos

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

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

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

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

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

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

#### Key achievements

During the reporting period:

- two COVID-safe Seniors Expos were delivered at Bribie Island and Rockhampton for more than 200 seniors, as well as a morning tea in Longreach.

Our Seniors Expos will continue, subject to COVID-19 restrictions, throughout 2021–2022, in various locations across Queensland.

## Elder abuse awareness, prevention and response services

The Queensland Government invested \$4.8 million in 2020–2021 for services to prevent and respond to elder abuse. These included:

- Seniors Legal and Support Services, and Seniors Financial Protection Services, which provide free legal and social support for older Queenslanders experiencing elder abuse, mistreatment, neglect or financial exploitation, in 11 locations across Queensland
- the statewide Elder Abuse Prevention Unit and Helpline, which promotes the rights of older people to live free from abuse and provides free advice and assistance to anyone who experiences, witnesses or suspects the abuse of an older person
- providing access to information to 8,455 service users through the Seniors Enquiry Line, including a consumer protection and scams advice service
- promoting inclusion and recognition for seniors in the community through awareness-raising activities, including Seniors Month.

On 15 June 2021, the department launched the annual Elder Abuse Awareness campaign, to coincide with International World Elder Abuse Awareness Day. The campaign theme was ‘Together we can stop elder abuse’. The key focus of this campaign was to raise awareness of elder abuse and the need for individual and community action to prevent elder abuse from occurring.

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

### Key achievements

During the reporting period:

- more than 4,200 seniors were assisted by Seniors Legal and Support Services
- between 1 July 2020 and 30 June 2021, the Elder Abuse Prevention Unit received 3,430 phone calls to the Helpline, including 2,022 abuse notifications
- the most reported concerns were psychological abuse, which were raised in 71 per cent of notifications, and financial abuse, which were raised in 61 per cent of calls.

The data tells us that women are the victims of reported abuse in the majority of notifications, and sadly, the vast majority of abuse occurs within a family relationship, with nearly three-quarters of the reported abuse perpetrated by sons and daughters.

This highlights the value in providing immediate support and intervention for callers. It also builds the evidence base so that we can begin to better understand the causes and risk factors for both the victims, and the perpetrators of elder abuse.

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

In 2020–2021, the department continued to administer a range of Queensland Government concessions, such as electricity, rates, water and gas with an expenditure of \$401.7 million. Holders of the Queensland Seniors Card or Seniors Card +go, and other Queenslanders on low or fixed incomes, can access cost-of-living assistance including concessions for electricity, reticulated natural gas, public transport, long distance rail, vehicle and boat registration, spectacles, dental, medical aids, life support, fishing permits and entry fees to Queensland Government museums and art galleries.

Further support is available for eligible Queenslanders to manage the cost of living by using their Seniors Card, Seniors Business Discount Card and Carer Business Discount Card. These cards can be used to access discounts at almost 12,000 business outlets across Queensland.

*Performance measure: Percentage of eligible people accessing concessions and support services—this measure has not been able to be calculated as there is no defined cohort and some concessions/discussions are assessed differently from businesses, resulting in lack of available data.*

### Key achievements

During the reporting period, the:

- Queensland Government card schemes provided access to benefits to over 950,000 card holders across Queensland
- department continued to assist eligible Queenslanders to receive cost-of-living support through the delivery of concession and rebate schemes, including administration of the Electricity Asset Ownership Dividend—a \$50 allowance credited to all Queensland residential accounts.

## Supporting seniors during the COVID-19 pandemic

In 2019–2020, the Queensland Government made two COVID-19 energy rebates available, providing \$200 per Queensland household and \$500 to small and medium businesses. These rebates were one-off payments to help respond to cost-of-living pressures during the pandemic. However, the impacts of the pandemic continued beyond 2019–2020 and consequently, in 2020–2021 an additional \$40 million budget was allocated for these concessions.

## Monitoring the outcomes of the Royal Commission into aged care

During the past year, we monitored the outcomes of the Royal Commission into Aged Care Quality and Safety and considered the impact of the recommendations of the final report.

### Promote inclusion and access to programs and services by:

- supporting older people to lead healthy and productive lives, and ensure government policies and programs are age-friendly and inclusive
- supporting the Minister for Health and Minister for Ambulance Services, and contributing to the reforms to palliative care through the development and implementation of a new palliative and end-of-life strategy
- embedding continuous improvement and internal review programs to inform quality service improvements
- working with strategic partners, including aged care facilities, to prepare for, respond to, and recover from the COVID-19 pandemic.

### Increase engagement through co-design by:

- partnering with seniors in the development of the next state seniors plan.

### Influence social and economic outcomes by:

- maximising employment and business opportunities for seniors.

### Foster safe and connected communities by:

- continuing to fund the Elder Abuse Prevention Service and Seniors Legal and Support Service.



# DISABILITY SERVICES SNAPSHOT OF ACHIEVEMENTS

824

**PEOPLE WITH DISABILITY**  
RECEIVING DEPARTMENTAL ACCOMMODATION  
SUPPORT SERVICES

OVER 30,000

**CLEARANCES FOR PEOPLE TO COMMENCE WORK**  
IN NDIS ROLES THROUGHOUT QUEENSLAND,  
SINCE 1 FEBRUARY 2021

77%

**OF APPROVED**  
ACCOMMODATION SUPPORT PLACES USED

135

**ORGANISATIONS WERE THE SUBJECT OF  
INDEPENDENT AUDITS** RELATED TO COMPLIANCE  
WITH THE HUMAN SERVICES QUALITY FRAMEWORK

1,648

**QUEENSLANDERS WITH DISABILITY**  
ASSISTED BY THE ASSESSMENT AND REFERRAL TEAM  
(ART) TO ACCESS THE NDIS

## DELIVERED DEPARTMENTAL OBJECTIVES

IMPROVED OUTCOMES FOR PEOPLE WITH DISABILITY BY:

**IMPROVING** WELLBEING

**CO-DESIGNING** POLICIES, PROGRAMS AND SERVICES

**INVESTING** IN QUALITY SERVICES

**INFLUENCING** SERVICE DELIVERY AND  
ECONOMIC OUTCOMES

**SUPPORTING** SAFE AND CONNECTED COMMUNITIES

## STRATEGIC OVERVIEW

The department is committed to supporting and advocating for people with disability, working in partnership with the disability sector to create an all-abilities Queensland and monitoring the NDIS to ensure it delivers positive outcomes for Queenslanders with disability. The department's Disability and Seniors Connect team provides the oversight and advocacy to deliver on the sector's strongest demand for people with disability—nothing about us without us.

Accommodation Support and Respite Services (AS&RS) offers supports for daily living for people with a primary diagnosis of an intellectual disability who have standard or high-support needs, to enable them to live as independently as possible.

The Forensic Disability Service (FDS) is a purpose-built, specialist, medium-security residential rehabilitation facility for up to 10 clients with complex needs. All clients of the FDS are subject to a forensic order (disability).

The department is committed to Queenslanders with disability and their families being able to take advantage of the full range of social and economic opportunities available in our state.

### NDIS transition and participation

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

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

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

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

Implementation of the new nationally consistent NDIS Worker Screening System in Queensland, from 1 February 2021, has strengthened safeguards for people with disability. The new system includes: the introduction of 'no card, no start'; a strengthened identity checking process; a stronger framework for disqualifying people; and a stronger decision-making framework that focuses on risk and considers a broader range of information. Clearances are now also transferable between states and territories.

The department's implementation efforts included developing a new online, automated application process that interfaces with both the Blue Card system and the NDIS Worker Screening Database.

The Disability Connect and Outreach Program's Assessment and Referral Team (ART) has assisted 1,648 Queenslanders with disability to access the NDIS. Of these, almost half (49 per cent) were previously unsuccessful in accessing the scheme, citing the complexity of the access process as a barrier to success. The total value in NDIS plans for 1,449 people who have been assisted by ART and already have an active NDIS Plan is \$111.5 million.

The department has also partnered with the Queenslanders with Disability Network to provide assertive outreach services to vulnerable Queenslanders who are hard to reach and often experience multiple layers of disadvantage. The Targeted Outreach Project (TOP) works to build trusting and positive relationships with clients, and provide referrals to the Assessment and Referral Team for assistance in accessing the NDIS.

## NDIS Full Scheme Agreement

On 1 October 2020, Queensland officially completed the transition to the NDIS, and the terms of the NDIS Full Scheme Agreement with the Commonwealth Government commenced operation in full. The commencement of the full scheme arrangement in Queensland was a significant milestone and commits Queensland to an enduring financial commitment of over \$2 billion per annum to ensure Queenslanders with disability can access the supports they need. In this reporting period, over 90,000 Queenslanders with disability have NDIS supports, with over 50,000 receiving funded disability services for the first time.

### Key achievements

During the reporting period, the department:

- implemented and aligned state-based disability worker screening with the NDIS Worker Screening System on 1 February 2021, which has both streamlined and strengthened this safeguard
- completed over 30,000 worker screening clearances through the new NDIS Worker Screening System, since 1 February 2021
- prevented 130 high-risk individuals<sup>1</sup> from working with people with a disability through screening processes in Queensland
- officially completed the transition to the NDIS, and the terms of the NDIS Full Scheme Agreement with the Commonwealth Government
- assessed and, where necessary, referred 212 complaints about NDIS-related matters to the NDIA and or the NDIS Quality and Safeguards Commission or another relevant entity
- continued to work with the NDIS Quality and Safeguards Commission to support service providers with the requirements of the co-regulatory system, ensuring robust safeguards for authorisation and use of restrictive practices
- managed the short-term approval of restrictive practices in accordance with the *Disability Services Act 2006* and supported the safety and wellbeing of people with disability through the development of positive behaviour support plans

- safeguarded the human rights of vulnerable adults with cognitive or intellectual disability by ensuring appropriate authorisations were in place for the use of restrictive practices. The department received 533 applications for short-term approval of the use of restrictive practices from service providers, and 334 of these applications were approved.

### Improving the wellbeing of individuals requiring disability services

The development of a new National Disability Strategy has been delayed due to the COVID-19 pandemic. The department has been working with the Commonwealth, other state and territory governments and the Australian Local Government Association to develop the new National Strategy. Two rounds of national-level public consultation, led by the Commonwealth, took place in 2019 and 2020 as part of the development process. In addition to written submissions, consultation included focus groups and workshops with people with disability and other key stakeholders in locations around Australia, including with Aboriginal peoples and Torres Strait Islander peoples with disability in Queensland.

In 2020–2021, Disability Ministers signed a further Statement of Continued Commitment to uphold the principles, outcome areas and activities of the current *National Disability Strategy 2010–2020* until the new Strategy is released at the end of 2021.

To complement the new National Disability Strategy, the department is now working with people with disability to develop the next state disability plan. The new state disability plan will inform the development of departmental disability service plans under the *Disability Services Act 2006*. This will ensure the Queensland Government has a clear and structured mechanism to support its ongoing commitment to people with disability, and deliver on the commitments under the new National Disability Strategy.

<sup>1</sup> A high-risk individual is a person who has their worker screening clearance suspended or has been issued with an interim bar or exclusion. This includes individuals who have a positive notice cancelled or were issued with a negative notice under the screening arrangements prior to the commencement of the new NDIS worker screening on 1 February 2021.



## Peak and Advocacy Services

During 2020–2021, the department provided \$3.6 million to eight disability peak organisations to maintain ongoing service delivery to support people with disability during the reporting period. This funding enabled the peak and representative bodies to: provide information and referral services for people from specific cohorts with disability; provide opportunities for greater community and economic engagement for people with disability; and provide capacity-building initiatives across the disability sector. This funding has been extended as part of Queensland’s ongoing commitment to people with disability and the carers and sector that supports them.

The department also provided \$8.1 million over two years, from 2019 to 2021, to 14 organisations to deliver advocacy services to Queenslanders with disability. Additional one-off funding was provided to regional advocacy services in 2020, due to increased workloads during the COVID-19 pandemic. During the year, over 20,000 hours of disability advocacy support was delivered to approximately 2,000 individuals. Current advocacy funding has been extended through to 30 June 2023, the allocation of which will be determined through an open grants process in 2021–2022.

*Performance measure: Percentage of funded services that meet the needs of people with disability. This measure is currently under review and therefore unable to be reported in this reporting period.*

*Performance measure: Satisfaction of industry partners with their engagement with the department—the survey instrument for this measure is currently under development. Performance will be reported in a future Annual Report.*

## Safeguards

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

The Framework includes a set of standards and assesses the quality of service delivery to clients through independent audits, self-assessment and recognition of other accreditation. In 2020–2021, 135 organisations were the subject of independent audits.

*Performance measure: Increase in satisfaction with the effectiveness of the Human Services Quality Framework—the survey instrument for this measure is currently under development. Performance will be reported in a future Annual Report.*

## Key achievements

During the reporting period, the department:

- established the All Abilities Queensland Working Party, with the majority of members having lived experience of disability. The working party will report to government on how the next state disability plan can best meet the needs of Queenslanders with disability
- redesigned the disability advocacy program to ensure it best meets service user needs
- extended the funding for the disability peak and representative bodies to maintain ongoing service delivery to support people with disability
- expanded eligibility for the Comprehensive Health Assessment Program (CHAP) to include access to medical and allied health practitioners in order to improve availability and increase use of the tool
- administered the *Guide, Hearing and Assistance Dogs Act 2009* which protects the public access rights of dogs and their handlers (including NDIS participants) that have been through a certification process
- conducted 395 engagements with people with disability and organisations in the disability sector.

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

- provided in-home accommodation support to 504 clients, and 320 clients accessed respite services
- administered state funded continuity of support arrangements to 17 previous disability services clients aged under 65 years, and who have been deemed by the NDIS as ineligible under the Commonwealth’s scheme because of disability or residency requirements
- maintained its certification status against the *Human Services Quality Standards*
- provided 786 accommodation and respite supports to clients that contribute to the goals in their NDIS plans
- facilitated access to comprehensive annual health plans for 138 clients.

*Performance measure: Satisfaction of families and guardians with service quality—this measure has been unable to be reported this reporting period due to COVID-19. Performance will be reported in the next Annual Report.*

## Provision of disability supports outside of the NDIS

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

During 2020–2021, Accommodation Support and Respite Services supported 38 clients who have been residing with the service for many years and, due to their age, are not eligible for the NDIS.

Disability Accommodation, Respite and Forensic Services administered funding to 17 previous Disability Services' clients aged under 65 years and who are deemed ineligible for the NDIS, to ensure individuals are supported to achieve similar outcomes to those they were achieving prior to the introduction of the NDIS.

### Forensic Disability Service

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

#### Key achievements

During the reporting period, the department:

- supported the participation of Forensic Disability Service clients in 1,091 Limited Community Treatment events in line with the conditions of their Forensic Order and assessed risk
- implemented the restructure of the Forensic Disability Service, providing a new suite of treatment programs and the model of care.

## Representing the views and interests of Queenslanders with disability

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

The Disability Reform Ministers Meeting (DRMM) was established after National Cabinet endorsed the report of the Review of Council of Australian Governments (COAG) Councils and Ministerial Forums on 23 October 2020. The DRMM was created to continue to provide a forum for Ministers to discuss national disability issues and identify courses of action. Since the inaugural meeting on 4 December 2020, the department has supported the Honourable Craig Crawford MP, Minister for Seniors and Disability Services, and Minister for Aboriginal and Torres Strait Islander Partnerships, to represent Queensland's interests at the DRMM and work to protect the security, and support the interests, of people with disability in Queensland.

The department also monitors closely the operation of the NDIS and, through established governance mechanisms, acts to ensure the views and interests of Queenslanders are thoroughly represented.

#### Key achievements

During the reporting period, the department:

- continued to support the Minister for Seniors and Disability Services to work with Disability Reform Ministers to advocate for improvements under the NDIS to ensure Queenslanders with disability can access necessary supports, including the cessation of the roll out of independent assessments under the NDIS
- led key submissions to key inquiry processes, such as the Joint Standing Committee on the NDIS inquiry, the inquiry into independent assessments under the NDIS, and the inquiry into the NDIS Quality and Safeguards Commission.

Further information about these submissions can be found at:

[www.dsdsatsip.qld.gov.au/our-work/disability-services/disability-connect-queensland/national-disability-insurance-scheme/inquiry-independent-assessments-under-ndis](http://www.dsdsatsip.qld.gov.au/our-work/disability-services/disability-connect-queensland/national-disability-insurance-scheme/inquiry-independent-assessments-under-ndis)

[www.aph.gov.au/Parliamentary\\_Business/Committees/Joint/National\\_Disability\\_Insurance\\_Scheme/QS\\_Commission/Submissions](http://www.aph.gov.au/Parliamentary_Business/Committees/Joint/National_Disability_Insurance_Scheme/QS_Commission/Submissions)

Further, the department led the Queensland Government's submission to the Queensland Productivity Commission's (QPC) inquiry into the NDIS market in Queensland.

The department provided two submissions to the QPC inquiry; at the issues paper stage and the draft report stage. Through these submissions, the department identified critical issues in the NDIS market and provided QPC with accurate and insightful information to ensure the QPC's final report will provide effective advice and recommendations to improve market development and participant outcomes in Queensland.

### **Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability**

The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (Disability Royal Commission) provides a significant opportunity to contribute to better outcomes, enhanced quality of life, greater inclusion and accessibility, and strengthened protections for Queenslanders with disability. The department leads the Queensland Government participation in the Disability Royal Commission, including coordination of the Queensland Government's input into notices to produce information and the preparation of witness statements for Disability Royal Commission public hearings.

### **COVID-19 response**

The department contributed to the Queensland Government's response to the COVID-19 pandemic to ensure Queenslanders with disability received critical health and disability supports. This contribution ensured the interests of Queenslanders were represented at the Disability Reform Ministers Meeting as part of considerations regarding the national response to the COVID-19 pandemic for people with disability, including NDIS participants.

Throughout the COVID-19 pandemic, there has been significant ongoing engagement with service providers, people with disability, advocates, and peak and representative bodies. As a result, the department was well informed on the issues impacting the disability sector. The department worked closely with Queensland Health to ensure the needs of people with disability were considered in the COVID-19 response

along with the issues relevant to service providers in the sector. Collaboration with Queensland Health, the Commonwealth Government and the disability sector ensured information was available in accessible formats. This cooperative approach also ensured vaccine rollouts were informed by sector input and issues impacting the sector were considered in a rapidly evolving environment.

The department also reviewed specialist worker exemptions for the disability sector. This review ensured exemptions were considered against the relevant public health directions and services for people with disability were delivered while maintaining community safety.

The Assessment and Referral Team worked intensively with Queensland Health during the COVID-19 pandemic to expedite NDIS access for eligible people with disability to facilitate their release from hospital with appropriate supports, such as safe longer-term accommodation. Work undertaken included complex case coordination and evidence management for urgent applications to the NDIS.

The department provided advice to the disability sector and other stakeholders via the publication of COVID-19 electronic emails on relevant public health directions, vaccine rollout and the needs of people with disability.

### **Key achievements**

During the reporting period, the department:

- maintained quality services to 824 accommodation and respite clients without any disruption
- worked with Queensland Health and Industry partners to coordinate timely responses to the ongoing pandemic for all of its disability accommodation services, under the directions provided by Queensland Health's Chief Health Officer
- assisted clients, their families and carers in registering and attending appointments to receive COVID-19 vaccinations.

**Promote inclusion and access to programs and services, by:**

- ensuring Queenslanders can access the disability supports they need through effective governance provisions for the NDIS
- supporting Queenslanders with disability to participate as equal citizens in Australian society, and maximising opportunities by working with the Commonwealth Government, and other key stakeholders, to develop and implement Australia's Disability Strategy 2021–2031
- delivering the next state disability plan co-designed with people with disability
- partnering with participants, families, guardians and the NDIA to ensure participants' needs are regularly assessed and funded
- working with other jurisdictions to achieve a more nationally consistent authorisation process for restrictive practices
- engaging primary health networks to ensure people with disability have access to regular comprehensive health assessments
- delivering NDIS access and outreach services to Queenslanders in remote and regional locations
- working with Queensland Health to develop an improved service delivery model for the forensic disability service system in Queensland
- participating in national NDIS worker screening forums to monitor implementation and share learnings with other jurisdictions
- working with the Attorney-General, and relevant Ministers, to integrate screening processes and realise efficiencies, including in the areas of working with children checks and disability screening
- providing funding to support disability peak bodies to deliver outcomes for Queenslanders with disability
- providing funding to disability advocacy services for people with disability
- maintaining a program of funded service quality audits under the *Human Services Quality Framework*
- embedding continuous improvement and internal quality review programs to inform quality service improvements
- working with the Commonwealth Government, the NDIA, and relevant Queensland Government agencies to implement the Commonwealth's *Younger People in Residential Aged Care Strategy 2020–25* in Queensland
- supporting the Queensland Government to embed inclusion and accessibility into the design of its policies, programs and services
- working with strategic partners, including disability service providers, to prepare for, respond to, and recover from the COVID-19 pandemic.

**Increase engagement through co-design, by:**

- representing Queensland on the Disability Reform Minister's Meeting
- partnering with people with disability to develop the next state disability plan.

**Influence social and economic outcomes, by:**

- maximising employment and business opportunities for people with disability
- monitoring the NDIS workforce in Queensland and collaborating on initiatives with the Commonwealth Government and disability sector
- working with the Commonwealth Government, the NDIA, and other Queensland Government agencies to implement the full scheme NDIS arrangements in Queensland to ensure Queensland's investment in the NDIS delivers value through improved participant outcomes, job creation and skills development, and increased workforce participation
- working with the Commonwealth Government, NDIA and NDIS providers to promote development of the NDIS market in Queensland, including in relation to specialist behaviour support
- responding to the final report of the Queensland Productivity Commission's inquiry into the NDIS market in Queensland.

**Foster safe and connected communities, by:**

- supporting the implementation of the *Domestic and Family Violence Prevention Strategy 2016–2026*, and the strategies within *Queensland's Framework for Action — Reshaping our approach to Aboriginal and Torres Strait Islander domestic and family violence*, and *Queensland's Plan to respond to domestic and family violence against people with disability*
- leading the Queensland Government's participation in, and response to, the Royal Commission into Violence, Abuse, Neglect, and Exploitation of People with Disability.

**Strengthen capability, innovation and governance, by:**

- ensuring the department's Disability Service Plan is contemporary and actions are implemented.

# SNAPSHOT OF ACHIEVEMENTS

591\*

**JOB PLACEMENTS** FOR  
ABORIGINAL AND TORRES STRAIT ISLANDER JOB  
SEEKERS\*\*

82%\*

**OF CUSTOMERS SATISFIED** WITH  
CULTURAL HERITAGE SERVICES

83.8%\*

OF ABORIGINAL AND TORRES STRAIT ISLANDER  
QUEENSLANDERS BEING **SUCCESSFULLY  
EMPLOYED** THREE MONTHS AFTER PLACEMENT  
BY THE YOUTH EMPLOYMENT PROGRAM\*\*

359\*

RESPONSES TO **REQUESTS FOR HISTORICAL  
RECORDS** RELATING TO ABORIGINAL AND TORRES  
STRAIT ISLANDER QUEENSLANDERS \*\*

61.1%\*

OF ABORIGINAL AND TORRES STRAIT ISLANDER  
QUEENSLANDERS BEING **SUCCESSFULLY  
EMPLOYED** SIX MONTHS AFTER PLACEMENT  
BY THE YOUTH EMPLOYMENT PROGRAM\*\*

19\*

**HOUSES MADE AVAILABLE FOR OWNERSHIP**  
BY ABORIGINAL PEOPLES AND TORRES STRAIT  
ISLANDER PEOPLES IN TARGETED COMMUNITIES\*\*

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

*\*\*13 November 2020 to 30 June 2021.*

## DELIVERED DEPARTMENTAL OBJECTIVES

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

**CO-DESIGNING** POLICIES, PROGRAMS AND SERVICES

**INFLUENCING** SERVICE DELIVERY AND ECONOMIC  
OUTCOMES

**SUPPORTING** SAFE AND CONNECTED COMMUNITIES

## STRATEGIC OVERVIEW

The department provides whole-of-government leadership to deliver a new way of working with Aboriginal and Torres Strait Islander Queenslanders, delivering real change and outcomes through a genuine partnership approach, to continue the journey to reconciliation. Path to Treaty and Local Thriving Communities are key initiatives that are giving effect to this reframed relationship. This includes key policy and program initiatives in the areas of:

- policy co-design across government
- employment and business development
- land tenure resolution, home ownership, housing and land development in remote communities
- integrated infrastructure coordination and delivery in remote communities
- cultural heritage and cultural recognition
- cultural capability and engagement
- reconciliation, voice, truth telling and the Path to Treaty
- community and personal histories services.

### Local Thriving Communities

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

Local Thriving Communities (LTC), which is delivering the Queensland Government's response to the Queensland Productivity Commission inquiry into service delivery in remote and discrete Indigenous communities, aims to improve self-determination, service delivery, productivity, governance and economic opportunities for remote and discrete Aboriginal and Torres Strait Islander communities in Queensland.

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

- co-design and influence the delivery of services
- ensure investment makes their community stronger
- maximise opportunities from local service and industry partnerships.

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

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

### Key achievements

During the reporting period, the department:

- engaged with each remote and discrete Aboriginal and Torres Strait Islander community on local decision-making
- supported communities to explore options for local decision-making models, including facilitating cross-community discussions
- responded to community-led decision-making processes by supporting an emerging local decision-making body in one community and remunerating eligible community members
- allocated \$190,000 across 19 remote and discrete communities to support leadership development and community engagement to progress local decision-making structures

- allocated \$140,000 to Torres Cape Indigenous Council Alliance (TCICA) to support increased collaboration and engagement opportunities with member councils from Cape York, Torres Strait and the Gulf region as well as non-TCICA members
- held three meetings of the Joint Coordinating Committee, a governance mechanism co-chaired by community and government to share decision-making and maintain an iterative approach to implementation of the LTC reform. This included a meeting and community engagement in Yarrabah on 17 March 2021
- progressed the LTC implementation plan with a focus on driving government readiness through the whole-of-government inter-departmental committee to create the enabling environment for local decision-making.

## Path to Treaty

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

A non-statutory Treaty Advancement Committee (the Committee) has been established, as part of the government's response to progress the Path to Treaty in partnership with Aboriginal peoples and Torres Strait Islander peoples, and will develop options and provide independent advice on how to progress treaty-making, building on the work done by the former Eminent Panel and Treaty Working Group.

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

## Key achievements

During the reporting period, the department:

- established the Treaty Advancement Committee to advance the Path to Treaty process with Aboriginal peoples and Torres Strait Islander peoples and provide expert advice and guidance to the Queensland Government on options to advance the treaty process

- continued to progress the Path to Treaty journey by supporting the Treaty Advancement Committee to engage with experts and communities across Queensland to inform the Committee's Final Report expected later this year
- supported the establishment of a \$300 million Path to Treaty Fund, as part of the 2021–2022 Budget, with the returns from the fund to be used to support Queensland's Path to Treaty.

## Indigenous Voice

The department continues to be actively engaged in the Commonwealth Government's Indigenous Voice Co-Design process, which seeks to provide Aboriginal and Torres Strait Islander people with a greater say on laws, policies and services that impact them and their lives.

On 9 January 2021, the Commonwealth Government released the *Indigenous Voice Co-Design Interim Report*, which provides proposed models for a National Voice, and a Local and Regional Voice, with a final report expected from the Commonwealth in the second half of 2021.

The department provided a whole-of-government response to the interim report in May 2021. The response aligns with the *Statement of Commitment to reframe the relationship between the Queensland Government and First Nations Queenslanders* and notes further co-design work will occur with Aboriginal and Torres Strait Islander Queenslanders to select the preferred model for Queensland, informed by a range of existing Queensland Government reforms such as Path to Treaty and Local Thriving Communities.

## Key achievements

During the reporting period, the department:

- publicly released a Queensland Government response to the Commonwealth Government's *Indigenous Voice Co-Design Process Interim Report* in May 2021
- actively participated on the Senior Officials Group to ensure the Commonwealth's Indigenous Voice co-design process advances with consideration to the Queensland Government reforms.



## Working with the Welfare Reform communities

The department continues to work with Queensland's five Welfare Reform communities of Aurukun, Coen, Doomadgee, Hope Vale and Mossman Gorge to build on community achievements and successes to date and build local Aboriginal and Torres Strait Islander authority and governance to support communities.

The department works with the Queensland Government's Welfare Reform partners, the Commonwealth Government and Cape York Institute, to support the Family Responsibilities Commission (FRC) to help improve life outcomes for First Nations people in the Welfare Reform communities. The Family Responsibilities Commission is jointly funded by the Queensland and Commonwealth Governments under a memorandum of understanding.

### Key achievements

During the reporting period, the department:

- continued to support the operation of the FRC to ensure Local Commissioners in the Welfare Reform communities could continue to support FRC clients
- provided secretariat support to the Family Responsibilities Board (FRB)
- facilitated the significant appointments made by the Governor in Council to the FRC and FRB.

## Implementing the new National Agreement on Closing the Gap

The department is contributing to the development of the national Strategic Plan to inform the expenditure of Queensland's \$9.3 million allocation to support community-led priorities under the *National Agreement on Closing the Gap* and co-designing and driving changes through the Queensland Closing the Gap Implementation Plan.

The *National Agreement on Closing the Gap* (National Agreement), signed by the Queensland Government, was launched on 30 July 2020. This is a key step in the Queensland Government's commitment towards a reframed relationship to ultimately close the gap in life outcomes between Aboriginal and Torres Strait Islander Queenslanders and non-Indigenous Queenslanders.

This is the first time a National Agreement has been developed and negotiated in genuine partnership with Aboriginal peoples and Torres Strait Islander peoples. At the heart of the National Agreement is the principle to work and partner with Aboriginal peoples and Torres Strait Islander peoples in policy development and decision-making.

The National Agreement establishes four key priorities to achieve genuine partnership with communities across all levels of government, strengthen community-controlled organisations, reduce systemic racism and inequity in government services and ensure sharing of data at a regional level to inform future decisions. The number of socio-economic targets has increased from 7 to 17, with new targets related to housing, employment, child protection, education, justice, languages, domestic and family violence, and land and waters.

The National Agreement commits governments to building the capability and capacity of the community-controlled sector, recognising this as critical to improving life outcomes for Aboriginal peoples and Torres Strait Islander peoples by ensuring self-determination and equity are the underpinning principles for driving change.

## Legal recognition of Torres Strait Islander traditional child rearing practice

In 2020, the historic *Meriba Omasker Kaziw Kazipa (Torres Strait Islander Traditional Child Rearing Practice) Act 2020* was passed in Queensland Parliament. This Act, which is the first in Australia to include Torres Strait Islander languages in its title, provides legal recognition of Torres Strait Islander families continued use of traditional child rearing practice.

The Act establishes a process for Torres Strait Islander families to make an application for legal recognition. The Commissioner (Meriba Omasker Kaziw Kazipa) will be responsible for independently considering applications for legal recognition of traditional child rearing practice and making Cultural Recognition Orders.

The granting of a Cultural Recognition Order will transfer parental rights and responsibilities from the birth parents to the cultural parents, enabling cultural parents the ability to make parental decisions about their child. The Cultural Recognition Order will also facilitate the issuing of a new birth certificate to help resolve longstanding issues faced by Torres Strait Islanders whose legal identity does not reflect their cultural identity and lived experience.

## Key achievements:

During the reporting period, the department:

- supported the passage of the Bill in September 2020
- established the Meriba Omasker Kaziw Kazipa Implementation Team to support the establishment and implementation of operational requirements to facilitate the legal recognition application process
- facilitated the appointment of the inaugural Commissioner (Meriba Omasker Kaziw Kazipa), which was endorsed by Governor in Council on 10 June 2021.

## Aboriginal and Torres Strait Islander cultural heritage

The department, by administering the *Aboriginal Cultural Heritage Act 2003* and the *Torres Strait Islander Cultural Heritage Act 2003* (the Cultural Heritage Acts), provides effective recognition, protection and conservation of Aboriginal and Torres Strait Islander cultural heritage.

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

The review of the Cultural Heritage Acts is in progress.

### Key achievements

During the period 13 November 2020 to 30 June 2021, the department:

- enabled 21,107 cultural heritage searches to be performed on the cultural heritage online portal
- approved and registered 15 cultural heritage management plans in accordance with Part 7 of the Cultural Heritage Acts
- achieved an average cost of \$24 (target \$33) for each cultural heritage search request processed.

## Community and personal history services

The department continues to provide community and personal history services and can be requested at any time. This service fulfils the recommendations in the *Royal Commission into Aboriginal Deaths in Custody and the Bringing Them Home* reports, which recommended that Aboriginal peoples and Torres Strait Islander peoples should be provided with access to government records and be assisted to trace their family and community histories.

The most requested records are for evidence of 'forcible removals', proof of Aboriginal or Torres Strait Islander descent and date of birth confirmation to assist with the creation of retrospective birth certificates by the Queensland Registry of Births, Deaths and Marriages.

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

### Key achievements

During the period 13 November 2020 to 30 June 2021, the department:

- responded to 359 requests for historical records relating to Aboriginal and Torres Strait Islander Queenslanders
- achieved an average cost of \$5,109 (target \$5,310) for each community and personal history request processed.

## A renewed approach to Alcohol Management Plans

The department is working with Aboriginal and Torres Strait Islander communities that have Alcohol Management Plans in place to support and assist in the development and implementation of community safety plans. The renewed approach to alcohol management prioritises community safety, particularly for women, children and the elderly, and includes Alcohol Management Plans that are community-led and driven. The renewed approach to alcohol management aligns with the Local Thriving Communities reform by empowering and embracing local leadership in decisions about alcohol arrangements in their community.

The objective of the renewed approach is to ensure communities and individuals are safe, thriving and self-empowered to manage and reduce alcohol-related harm. This approach continues to be tailored to the unique characteristics and aspirations of each community.

### Key achievements

During the reporting period, the department:

- supported communities with Alcohol Management Plans to develop their local capability to plan and deliver solutions, including finalising 13 of the 15 locally led community safety plans by 30 June 2021
- implemented legislative and regulatory amendments to address community concerns and aspirations, and the complexities resulting from the COVID-19 pandemic
- allocated funding of \$4.275 million across 15 communities towards the development, implementation and monitoring of community safety plans and service enhancement.

### Supporting safe communities

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

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

This strategy continues to support the provision of cultural advice and support to the domestic and family violence high-risk teams for an integrated service response through the specialist senior project officers in Cherbourg, Mount Isa, Logan/Beenleigh, Ipswich, North Brisbane, Cairns, Caboolture and Mackay.

### Key achievements

During the reporting period, the department:

- supported three Aboriginal and Torres Strait Islander councils to undertake projects aimed at reducing domestic and family violence in their communities
- provided small grant funding to Aboriginal and Torres Strait Islander community-controlled service providers to implement co-design and community capacity building initiatives across the eight high-risk team locations to support victims, children and communities impacted by domestic and family violence
- worked in collaboration with remote and discrete communities in seeking expressions of interest to support two domestic and family violence action plans totalling \$350,000, as well as a social reinvestment project worth up to \$150,000, to reduce domestic and family violence in their community
- recommended approval of two community-led action plans, as well as a social reinvestment project in another community, with projects scheduled to commence in 2021–2022.

### Enabling Aboriginal and Torres Strait Islander children and families to thrive

The department jointly leads, with the Department of Children, Youth Justice and Multicultural Affairs, the implementation of the Queensland Government's *Our Way* strategy and action plan to reduce Aboriginal and Torres Strait Islander overrepresentation in the child protection system and family support reforms.

Support was provided to the relevant Ministers and the Queensland Aboriginal and Torres Strait Islander Child Protection Peak Limited to increase the number of community-controlled organisations with delegated and cultural authority to make decisions.

The department continues to work with the Queensland Mental Health Commission and Aboriginal and Torres Strait Islander stakeholders to deliver an Aboriginal and Torres Strait Islander youth mental health and suicide prevention program, as part of the Shifting Minds suicide prevention flagship program.

Further ongoing support was provided to key stakeholders in undertaking a culturally appropriate community conversation with Aboriginal and Torres Strait Islander children and young people about their interactions with the justice system.

The department continued to support the relevant Ministers in the development and finalisation of local health equity strategies, and in overseeing the pilot of On Country programs.

### Key achievements

During the reporting period, the department:

- delivered a workshop for Aboriginal and Torres Strait Islander community members, service providers and departmental staff in emotional regulation and impulse control skills training, in the context of responding to, and supporting, young people
- continued to support the delivery of an initiative to support Aboriginal and Torres Strait Islander children to thrive in their early years through culturally safe and tailored supports for children and their families in the Moreton Bay region
- continued to support the co-design of a community health plan and governance structure for health in Cherbourg
- continued to support Cherbourg community members to deliver out-of-hours mental health support to their community when other suicide prevention services are not available
- continued the Social Reinvestment program, a key incentive funding model that offers a flexible and place-based approach to secure positive outcomes, including the Doomadgee school pool vacation program aimed at reducing youth-related crime and improving school attendance.

### Aboriginal and Torres Strait Islander languages

Aboriginal and Torres Strait Islander languages are intrinsic to the unique cultural heritage of Queensland and important in maintaining Aboriginal peoples and Torres Strait Islander peoples' connection to culture, community and identity, and in building resilience. The department is committed to leading the implementation of the whole-of-government *Many Voices: Queensland Aboriginal and Torres Strait Islander Languages Action Plan 2020–2022* to realise the *Many Voices: Queensland Aboriginal and Torres Strait Islander Languages Policy* (Many Voices).

The Indigenous Languages Grants, jointly funded by this department and the Department of Education, was launched in August 2020. The program provides grants totalling \$200,000 to revitalise and preserve Aboriginal and Torres Strait Islander languages and dialects.

The Indigenous Languages Grants complements the *Many Voices: Indigenous Languages Policy* and fulfills the requirements under Target 16—Cultures and languages are strong, supported and flourishing of the *National Agreement on Closing the Gap*. This national target aims that by 2031, there is a sustained increase of Aboriginal and Torres Strait Islander languages spoken.

### Key achievements

During the reporting period, the department:

- developed a whole-of-government *Many Voices: Queensland Aboriginal and Torres Strait Islander Languages Action Plan 2020–2022*
- co-ordinated and delivered the 2020 grants program.

### Queensland Government Reconciliation Action Plan

The department oversees the implementation of the *Queensland Government Reconciliation Action Plan 2018–2021* (Reconciliation Action Plan) and is responsible for coordinating the implementation of the plan through the Cultural Agency Leaders committee.

The Reconciliation Action Plan demonstrates the Queensland Government's public commitment to building stronger relationships between Aboriginal peoples and Torres Strait Islander peoples, and non-Indigenous Queenslanders. It aims to build on our collective efforts to ensure equality, equity, recognition and advancement of Aboriginal peoples and Torres Strait Islander peoples across all aspects of society and in everyday life. The Reconciliation Action Plan is also a mechanism enabling accountability from agencies to build better relationships through a commitment to understanding the history of Aboriginal peoples and Torres Strait Islander peoples.

The Reconciliation Action Plan includes a suite of engagement activities that will build on and strengthen partnerships, and empower local communities, to achieve positive and practical outcomes.

The department is also responsible for leading whole-of-government initiatives promoting reconciliation, including providing funding for Reconciliation Queensland Incorporated, and implementing the Celebrating Reconciliation Small Grants Program.

Queensland Government agencies celebrated the 2020 National Reconciliation Week in a variety of ways. This included podcasts, sharing videos on the meaning of reconciliation, virtual yarns and online painting sessions.

### Key achievements

During the reporting period, the department:

- improved the whole-of-government reporting process by streamlining data collection through the inclusion of additional Workforce Strategy and Cultural Capability training data.

### Culturally significant events

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

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

Each year, the department delivers a statewide promotional campaign to support all Queenslanders in celebrating NAIDOC Week within their communities, including community funding and support for local events, promotional materials, sponsorship and special events.

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

### Key achievements

During the reporting period, the department:

- disbursed approximately \$200,000 of funding to 41 grants recipients from the 2020 Celebrating Reconciliation Small Grants Program to hold events during 2021 National Reconciliation Week. The events were postponed from 2020 due to COVID-19 restrictions.

## Ministerial and Government Champions program

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

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

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

## Key achievements:

During the reporting period, the department:

- amended the Ministerial and Government Champions Terms of Reference to strengthen the alignment with the LTC reform, improve information sharing and reporting, build positive relationships with community leaders and other stakeholders, and support LTC implementation
- developed an induction pack for ministerial and government champions and support officers.

## Cultural Capability Framework

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

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

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

## Key achievements

During the reporting period, the department:

- supported 18 Queensland Government agencies in developing a CCAP
- encouraged active participation at CAL committee and CARWG meetings
- led the implementation of the Certificate IV in Indigenous Cultural Capability Training
- progressed strategies to increase representation of Aboriginal peoples and Torres Strait Islander peoples on Queensland Government Boards and Committees.

## Moving Ahead strategy

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

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

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

## Key achievements

During the reporting period, the department:

- led the preparation and delivery of the 2019–2020 Moving Ahead Annual Report, which showed Moving Ahead actions remained on track and were continuing to achieve positive economic participation outcomes for Aboriginal and Torres Strait Islander Queenslanders
- conducted an implementation review of the QIPP, which showed the QIPP working well within the principles, operating models and governance framework of the Queensland Procurement Policy, with departments actively pursuing the implementation of the QIPP with industry and Indigenous businesses
- conducted 11 webinars for government procurement officers to improve their understanding of the QIPP and Aboriginal and Torres Strait Islander businesses
- conducted workshops and webinars for individual government agencies
- presented information about the QIPP at 10 Buy Queensland Forums.

Performance measure		
<b>Number of Aboriginal and Torres Strait Islander businesses securing government procurement</b>		
Year	Target	Actual
<b>2020–2021*</b>	450	<b>180**</b>

\*Performance information for 1 October 2020 to 30 June 2021 reporting period.  
 \*\*For further information refer to Appendix 4, note 8, page 65.  
 Additionally, the former Department of Aboriginal and Torres Strait Islander Partnerships reported that the number of Aboriginal and Torres Strait Islander businesses securing government procurement, for the 1 July 2020 to 30 September 2020 period, was 294, and this should be taken into consideration when collating full financial year figures.

Performance measure		
<b>Value of government procurement from Aboriginal and Torres Strait Islander businesses</b>		
Year	Target	Actual
<b>2020–2021*</b>	\$350M	<b>\$243.36M**</b>

\*Performance information for 1 October 2020 to 30 June 2021 reporting period.  
 \*\*For further information please refer to Appendix 4, note 9, page 65.  
 Additionally, the former Department of Aboriginal and Torres Strait Islander Partnerships reported that the value of government procurement from Aboriginal and Torres Strait Islander businesses, for the 1 July 2020 to 30 September 2020 period, was \$78.82M. While reported as \$78.82M in the Department of Aboriginal and Torres Strait Islander Partnerships Final Report, this figure has been reviewed and amended to \$79.23M. This should be taken into consideration when collating full financial year figures.

## Maximising job opportunities

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

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

### Key achievements

During the reporting period 13 November 2020 to 30 June 2021, which included the challenging impact of the COVID-19 pandemic on employment and job opportunities, the department:

- facilitated 591 job placements for Aboriginal peoples and Torres Strait Islander peoples across Queensland. This included:
  - › 400 job placements for YEP candidates, including Year 12 graduates and other higher qualified and job-ready Aboriginal and Torres Strait Islander job seekers
  - › 191 job placements for Aboriginal and Torres Strait Islander job seekers in social housing and infrastructure projects across the National Partnership on Remote Housing communities, and other capital works in remote and discrete Aboriginal and Torres Strait Islander communities.

Performance measure		
<b>Number of job placements for Aboriginal peoples and Torres Strait Islander peoples facilitated by the department</b>		
Year	Target	Actual
<b>2020–2021*</b>	720	<b>591*</b>

\*Performance information for 13 November 2020 to 30 June 2021 reporting period. Additionally, the former Department of Aboriginal and Torres Strait Islander Partnerships reported that the number of job placements for Aboriginal peoples and Torres Strait Islander peoples facilitated by the department, for the 1 July 2020 to 31 October 2020 period, was 232.

## Youth Employment Program candidates

The department's Youth Employment Program works directly with school leavers and other qualified people to seek pathways to higher education, training and employment. The Youth Employment Program assists young Aboriginal peoples and Torres Strait Islander peoples finishing high school and looking for work—or considering further education—to access job and study networks. This is undertaken by offering pre-employment activities including resumé, application and interview preparation, and post-placement support. Support is also provided to Aboriginal peoples and Torres Strait Islander peoples with disability, older Aboriginal and Torres Strait Islander Queenslanders who need assistance to engage or re-engage with employment or training, and young people who have disengaged from school, training or work.

### Key achievements

During the reporting period 13 November 2020 to 30 June 2021, the department facilitated:

- 400 job placements for Youth Employment Program candidates, including Year 12 graduates and other higher qualified and job-ready Aboriginal and Torres Strait Islander job seekers
- 83.8 per cent of Aboriginal and Torres Strait Islander Queenslanders placed into employment through the Youth Employment Program, were still employed three months later
- 61.1 per cent of Aboriginal and Torres Strait Islander Queenslanders placed into employment through the Youth Employment Program, were still employed six months later.

## Whole-of-government Integrated Capital Works program

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

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

### Key achievements

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

- Mossman Gorge: Mossman Gorge infrastructure upgrades construction completed (currently in the defects liability period and progressing handover to Douglas Shire Council by December 2021)
- Kowanyama: Partnership with Kowanyama Aboriginal Shire Council for the delivery of a Women's Meeting Place (completed 30 June 2021)
- Torres Shire: Consulting on the location and design of the Splash Park with the council and community for the construction of the Splash Park (ongoing)
- Aurukun, Mapoon, Napranum and Pormpuraaw: Implementation of operation and maintenance Service Agreements (2021 to 2024) for the four Splash Parks (ongoing).
- Palm Island Memorial (completed).

Ongoing projects in this period included:

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

## Employment opportunities—infrastructure projects within the remote and discrete communities

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

### Key achievements

During the reporting period 13 November 2020 and 30 June 2021, the department facilitated the following employment and business outcomes:

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

## Employment opportunities—infrastructure projects outside the remote and discrete communities

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

Job outcomes are achieved by facilitating Indigenous Employment Opportunity Plans for eligible projects with procuring agencies and principle contractors and monitoring the employment and business supply outcomes during construction, and ensuring these outcomes are uploaded by the principle contractor on the Training Policy Administration System.



## Key achievements

The following employment and business outcomes were reported from completed projects outside the remote and discrete Aboriginal and Torres Strait Islander communities during the period 13 November 2020 to 30 June 2021:

- 673 job placements for Aboriginal peoples and Torres Strait Islander peoples
- 53 Aboriginal and Torres Strait Islander workers undertook accredited training
- over \$1.52 million in contracts awarded to Aboriginal and Torres Strait Islander owned businesses.

## Working in partnership

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

### Key achievements

During the reporting period, the department:

- continued strong partnerships with the following industry partners:
  - › Construction Skills Queensland
  - › Queensland Resources Council
  - › Griffith University—the department partnered with Griffith University to explore new strategies in sustainable water management and tourism in communities.
- worked collaboratively with the following industry partners to deliver activities aimed at increasing Aboriginal and Torres Strait Islander economic participation:
  - › Rio Tinto-Weipa operations
  - › Clontarf Academy
  - › Traditional Owner groups
  - › Construction Skills Queensland
  - › Many Rivers
  - › Community Development providers
  - › Job Services Australia providers
  - › Principal Contractors awarded contracts within the discrete communities.
- provided advice and support to industry partners including:
  - › delivering best practice forums and webinars on Aboriginal and Torres Strait Islander employment and training, and increasing procurement from Aboriginal and Torres Strait Islander businesses
  - › conducting meet the buyer events

- › developing practitioner guides
- › providing one-on-one assistance to companies with the development and implementation of Aboriginal and Torres Strait Islander participation strategies, plans and targets for their operations
- › promoting leading practices in Aboriginal and Torres Strait Islander participation, and good news stories, through social media.

## Whole-of-government land tenure

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

### Key achievements

During the reporting period, the department:

- provided native title and tenure advice to all stakeholders across the 34 remote and discrete communities. This included:
  - › advice in relation to Coen land development—supermarket development and use of existing reserve lands
  - › tenure and native title advice to commence leasing the Petford Reserve
  - › tenure and native title advice to the Department of Education for the development of the oval in Cherbourg
  - › assisting QBuild, Department of Energy and Public Works, with the survey, tenure and native title advice for the development of the Murgon to Cherbourg walking track
  - › providing the Department of Communities, Housing and Digital Economy with native title, tenure and survey advice for Badu Island for road works and upgrades to the adjoining school
  - › providing the Department of Communities, Housing and Digital Economy with tenure and native title advice on a road closure application near Cairns
  - › assisting the Queensland Police Service with the closure of an area of road for the inclusion into the police reserve—application managed through the Department of Resources

- › providing the Department of Communities, Housing and Digital Economy with leasing advice for the construction of program-specific agreements to facilitate the leasing of social housing under the Commonwealth's \$105 million social housing program.
- provided *Native Title Act 1993* Section 24JAA advice and commenced the notification process for:
  - › Wujal Wujal Police Service
  - › Wujal Wujal Social Housing
  - › Wujal Wujal Aged Care
  - › Woorabinda Police Service
  - › Woorabinda Social Housing (additional housing for the Commonwealth allocation).

## Home ownership

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

### Key achievements

During the reporting period 13 November 2020 to 30 June 2021, the department:

- made available 19 houses for ownership by Aboriginal peoples and Torres Strait Islander peoples in targeted communities through Queensland Government investment.

Performance measure		
<b>Number of houses made available for ownership by Aboriginal peoples and Torres Strait Islander peoples in targeted communities through Queensland Government investment</b>		
Year	Target	Actual*
<b>2020–2021*</b>	30	<b>19*</b>

\*Performance information for 13 November 2020 to 30 June 2021 reporting period. Additionally, the former Department of Aboriginal and Torres Strait Islander Partnerships reported that the number of houses made available for ownership by Aboriginal peoples and Torres Strait Islander peoples in targeted communities through Queensland Government investment, for the 1 July 2020 to 30 November 2020 period, was 12.

### Land Holding Act Project

- The Land Holding Act Resolution Project is a cross-agency project responsible for the resolution of historical lease, land tenure and asset issues, generated by the legislative and administrative failures of the original *Aborigines and Torres Strait Islanders (Land Holding) Act 1985*. The project is scheduled to be completed by 30 June 2022.

The department's project responsibilities are to:

- lead and finalise engagement with the applicants and beneficiaries of the 436 valid applications
- identify beneficiaries of applicants, where the applicant has passed away.

Outcomes achieved were:

- finalised engagement with 59 individual families (total for the period 1 July 2020 to 31 June 2021). A total of 436 families are to be engaged with and 317 families have been engaged with to date
- completed 86 beneficiary assessments (total for the period 1 July 2020 to 31 June 2021). A total of 390 primary beneficiary assessments are required to be completed and 369 beneficiary assessments have been completed to date.

Further information can be referred to in the definitions for the Land Holding Act Project in Appendix 1 – Glossary on page 53.

## Master planning

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

### Key achievements

The department facilitated the preparation of the following urban and rural Master Plans, Precinct Plans and 3D Modelling (Natural Hazards related) Plans:

#### Master Plans underway

- are progressing for Badu Island, Boigu Island, Dauan Island, Erub Island, Kubin (Moa Island), Mabuiag Island, Mer Island, Saibai Island, St Pauls (Moa Island), Ugar Island and Warraber Island
- Rural Master Plans drafting commenced for Hope Vale Congress and Yarrabah Gunggandji Mandingalbay Yidinji Peoples Prescribed Body Corporate (Registered Native Title Body Corporate) in Yarrabah
- Rural Master Plans currently being drafted for Northern Peninsula Area (NPA) and Woorabinda.

### *New Precinct Plans*

- Precinct plans undertaken for Cherbourg cemetery, residential and recreation [Napranum Foreshore; Mapoon Tourism; Injinoo Cultural Precinct].

### *Master Plans completed, reviewed or amended*

- Master Plan compiled for Lockhart River.

### *Specialist plans completed and underway*

- specialist plans underway include Kowanyama Flood Study, and Mapoon selected Flood and Bushfire Study.

## **Town planning**

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

### **Key achievements**

#### *Planning schemes*

During the reporting period, the department:

- assisted in facilitating the adoption of three alignment amendment town planning schemes (Kowanyama, Wujal Wujal and NPA) in line with the *Queensland Planning Act 2016*
- supported the Torres Shire Council in developing a new Planning Scheme and Local Government Infrastructure Plan to ensure compliance with the *Queensland Planning Act 2016*
- completed various supportive studies such as natural hazard studies (inclusive of flood, bushfires, turtle nesting areas and cultural heritage) in Torres Shire, Mapoon and Kowanyama which support the development of State Planning Policy compliant planning schemes.

#### *Development applications*

During the reporting period, the department prepared and managed 16 development applications on behalf of councils, including:

- the issue of five decision notices providing for 104 residential lots, including three lots promoting economic development, two lots for health care centres, one allotment for an outdoor sport and recreation facility and two lots for a building works application
- preparing eight development applications, including one application for five residential allotments, two applications for community uses and one road application.

On behalf of the government, prepared and managed:

- two development applications for home ownership lots
- one road closure application.

On behalf of the community survey program, prepared and managed:

- two development applications, which will provide the formalisation of roads and easements within communities
- one development application, which will provide for simultaneous road opening and road closure to realign the road onto the existing public-used alignments.

## **Community survey programs**

The department led programs to standardise survey infrastructure and to progress economic development throughout the remote and discrete Aboriginal and Torres Strait Islander communities in Queensland.

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

### **Key achievements**

During the reporting period, the department:

- managed a community survey program which delivered 34 new lots on six plans
- progressed Digital Asset Management Plans for 31 communities.

## Indigenous Land Use Agreements

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

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

### Key achievements

During the reporting period, the department provided advice to Prescribed Body Corporates, and progressed and completed the following Indigenous Land Use Agreements:

#### *Torres Strait Infrastructure and Housing Indigenous Land Use Agreements*

- two executed Indigenous Land Use Agreements (Boigu Island and Dauan Island), being progressed for registration
- two Indigenous Land Use Agreements (Poruma Island and Mer Island) under negotiation (to be finalised by December 2021). Once Poruma Island and Mer Island agreements are finalised, all islands in the Torres Strait where Native Title has been determined will have Infrastructure and Housing Indigenous Land Use Agreements in place.

#### *Township Indigenous Land Use Agreements*

- Cherbourg and Lockhart River Township Indigenous Land Use Agreements under negotiation
- Land tenure and survey assistance to Hopevale Congress Prescribed Body Corporate to enable the successful completion of Tenure Resolution Indigenous Land Use Agreements on land that is held in trust by congress under the *Aboriginal Land Act 1991*.

#### *Social Housing Indigenous Land Use Agreements template for Aboriginal communities*

- Social housing Indigenous Land Use Agreements template developed to assist Councils and Prescribed Body Corporates with addressing Native Title for the construction of social housing and associated infrastructure.

## FUTURE DIRECTIONS

### Increase engagement through co-design by:

- continuing to work towards reframing the relationship between Aboriginal and Torres Strait Islander communities and the Queensland Government, through the Path to Treaty
- continuing to implement the *National Agreement of Closing the Gap* through the Closing the Gap Partnership Committee, a partnership between the Queensland Government and the Queensland Aboriginal and Torres Strait Islander Coalition, a collection of Queensland's peak organisations
- partnering with Aboriginal peoples and Torres Strait Islander peoples to support thriving Aboriginal and Torres Strait Islander communities
- working with Queensland Aboriginal and Torres Strait Islander communities to develop an Indigenous Voice model for Queensland that best meets the needs and aspirations of First Nations peoples
- supporting the relevant Ministers and the Queensland Aboriginal and Torres Strait Islander Child Protection Peak Limited to increase the number of community-controlled organisations with delegated and cultural authority to make decisions
- supporting initiatives under the *Queensland Housing Strategy 2017–2027*, including the *Aboriginal and Torres Strait Islander Housing Action Plan 2019–2023*
- implementing the refreshed Ministerial Government Champions Program to work with communities to improve life outcomes for Aboriginal peoples and Torres Strait Islander peoples
- representing Queensland on the National Federation Reform Council Taskforce on Indigenous Affairs, and the Joint Council on Closing the Gap
- working with Queensland's Welfare Reform communities to build on community achievements and build local Aboriginal and Torres Strait Islander authority and governance

- work with Queensland’s Aboriginal and Torres Strait Islander communities to build local Aboriginal and Torres Strait Islander authority and governance and establish local decision-making bodies through the Local Thriving Communities reform.

**Influence social and economic outcomes by:**

- maximising employment and business opportunities for Aboriginal and Torres Strait Islander Queenslanders
- driving the whole-of-government Moving Ahead economic strategy
- empowering individuals, businesses and communities to achieve their economic aspirations through supporting the development of policies and programs to increase participation by Aboriginal and Torres Strait Islander Queenslanders in employment and business
- continuing to drive the implementation of the Queensland public sector workforce strategy
- continuing to drive the whole-of-government implementation of the Queensland Indigenous (Aboriginal and Torres Strait Islander) Procurement Policy
- continuing the development and implementation of infrastructure and strategic initiatives that support economic development and whole-of-government co-ordination of infrastructure works in remote and discrete communities
- undertaking master planning in remote Aboriginal and Torres Strait Islander communities to prepare for future residential and industrial land use and economic development
- working with councils and Traditional Owners on negotiating Indigenous Land Use Agreements (ILUAs) to support economic development and home ownership, and providing ILUA implementation support for local councils, trustees and Traditional Owners
- assisting Aboriginal and Torres Strait Islander Queenslanders to own their homes in remote and discrete communities, through the facilitation of 99-year home ownership leases and the resolution of legacy issues
- providing whole-of-government support to local, state and Commonwealth governments, and to land trustees and Aboriginal and Torres Strait Islander communities, related to technical advice in land tenure-related actions to support home ownership, commercial leasing, government land divestments, Native Title compliance, and other infrastructure and land-related matters.

**Foster safe and connected communities by:**

- continuing to support the implementation of operational requirements to enable Torres Strait Islander families to apply for legal recognition of Torres Strait Islander child-rearing practice
- supporting the implementation of the *Domestic and Family Violence Prevention Strategy 2016–2026*, and the strategies within *Queensland’s Framework for Action – Reshaping our approach to Aboriginal and Torres Strait Islander domestic and family violence*, and the *Queensland’s plan to respond to domestic and family violence against people with disability*
- supporting key stakeholders in undertaking a culturally appropriate community conversation with Aboriginal and Torres Strait Islander children and young people about their interactions with the justice system
- continuing to support Aboriginal and Torres Strait Islander communities to locally manage their Alcohol Management Plans, including implementing strategies tailored to the unique needs and aspirations of each community
- supporting activities that promote reconciliation through the *Queensland Government Reconciliation Action Plan 2018–2021*
- finalising the review of the Cultural Heritage Acts
- supporting the implementation of the government’s plan for Action on Ice by working with relevant Ministers to develop and finalise local health equity strategies
- overseeing the pilot of On Country programs
- continuing to provide community and personal history services, ensuring recommendations relating to access to records of the Royal Commission into *Aboriginal Deaths in Custody* and *Bringing Them Home* reports, are met.

## FULL TIME EQUIVALENT EMPLOYEES

Service delivery breakdown of full-time equivalent employees as at 30 June 2021\*

Service delivery	Department total	Department total
Frontline and frontline support	1,773.30	93.92%
Corporate	114.72	6.08%
<b>Total</b>	<b>1,888.02</b>	<b>100%</b>

## EMPLOYMENT STATUS

Breakdown of our full-time equivalent employment status

Service delivery	Department total	Department total
Permanent staff	1,585.33	83.97%
Temporary staff	152.44	8.07%
Casual staff	135.25	7.17%
Contract staff	15	0.79%
<b>Total</b>	<b>1,888.02</b>	<b>100%</b>

## EMPLOYMENT DIVERSITY

The department's employment diversity (as at 30 June 2021\*) compared to the Queensland Public Sector (QPS) benchmark average (as at 31 March 2021)

Profile	Department	QPS average
Gender diversity — women	<b>66.92%</b>	69.41%
Culturally and linguistically diverse	<b>13.71%</b>	10.09%
Aboriginal and/or Torres Strait Islander staff	<b>6.57%</b>	2.49%
Staff with disability	<b>4.39%</b>	2.83%
Percentage of female staff at Senior Officer (SO) level and higher	<b>52.63%</b>	50% (QPS target by 2022)

\*Note: Minimum Obligatory Human Resources Information (MOHRI) FTE data for fortnight ending 18 June 2021

## Workforce profile

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

Throughout the reporting period, the Queensland public service values, and the department's SOLID values, provided guidance and inspiration in planning and delivering workforce initiatives that build workforce capability and strengthen staff engagement.

## Strategic workforce planning and performance

The department's *Strategic Workforce Plan 2019–2023* supports the achievement of the department's vision and is designed to guide the department's executive officers and managers to develop an agile, high-performing, professional and innovative workforce that can meet the department's current and future business needs.

## Attraction and retention strategies

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

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

In 2020–2021, the department focused on implementing a range of recruitment and selection strategies to support frontline service delivery roles to attract and retain casual residential care officers within Accommodation Support and Respite Services. This included establishing a focus group to address recruitment challenges, and the delivery of flexible recruitment and selection panel workshops. Other innovative strategies comprised centralised recruitment panels utilising virtual interviews with applicants and the delivery of flexible induction and training programs.

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

## Learning and development opportunities

The department's approach to capability development is underpinned by a growth mindset. It maintains that all employees should actively seek to grow and improve, and they should be supported in this by their leaders and colleagues.

All learning and development activities were aligned to the Workforce Capability Plan and linked to individual Performance and Development Agreements or Achievement and Capability Plans.

In 2020–2021, there were 21,643 staff participations in a range of learning and development activities that supported role-specific capability training, professional development opportunities and skill development.

Additionally, 122 staff were supported to complete national qualifications to support role requirements and professional development. Qualifications included Certificate IV in Business Administration, Certificate IV in Disability, Certificate IV in Leadership and Management, Certificate IV in Project Management Practice and Diploma of Business, Diploma of Community Services and Diploma of Leadership and Management.

## Building cultural capability

The department recognises that the cultural capability of all staff is integral to achieving our vision of thriving Queensland communities and creating an inclusive workplace. Accordingly, the department's interim Aboriginal and Torres Strait Islander *Cultural Capability Action Plan 2021–2022* sets out the department's approach and commitment to growing the cultural capability of our staff. In 2020–2021, 436 staff completed mandatory cultural awareness training.

The updated action plan aligns with the *Queensland Government Aboriginal and Torres Strait Islander Cultural Capability Framework* and *Queensland Government Reconciliation Action Plan 2018–2021*.

### Key achievements

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

## Employee induction

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

The department's induction program supports compliance requirements and integrates diversity and inclusion. A range of mandatory modules are provided to new employees. Additional role-specific training is delivered for key frontline staff including residential care officers and forensic officers.

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

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

All employees, including new employees, are required to undertake mandatory online courses through the department's iLearn site or complete self-paced workbooks to ensure they have the necessary skills and knowledge to deliver effective and efficient services. In 2020–2021, there were 10,465 staff participations recorded for mandatory training completions achieved flexibly via online, face-to-face or self-paced workbooks.

The department has been working towards consolidating the mandatory training courses to ensure consistency and currency.

## Leadership development

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

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

During 2020–2021, the department supported 13 staff to participate in LEAD4QLD, with a further 35 staff supported to participate in the People Matters leadership programs.

In addition, two staff were finalising the Public Sector Management Program which commenced in 2020, and one staff member was supported to commence the program.

The department supported 33 staff to complete qualifications with external registered training providers for the Certificate IV in Leadership and Management, Diploma of Leadership and Management, and the role-specific qualification in Diploma of Community Services.



## Employee performance management

The department's ongoing approach to performance management is informed by our employee performance management framework. The framework promotes a positive and healthy workplace culture where employees and supervisors proactively engage in a performance management process with regular and supportive conversations about performance expectations and capability development opportunities.

This approach recognises that performance management occurs as part of a broad system of human resource management processes including induction, probation, Performance and Development Agreements, learning and development, recognition and performance improvement.

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

## Employee health, safety and wellbeing

The *Strategic Workforce Plan 2019–2023* identifies the department's commitment to supporting employees' health, safety and wellbeing. This plan is supported by our Health, Safety and Wellbeing Policy and Wellbeing Strategy 2020–2023, and related procedures and guidelines, which aim to:

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

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

- providing ongoing employee support through the department's Employee Assistance Program delivered by Benestar and includes a range of services such as Manager Assist, on-site employee support and the introduction of a dedicated support line for Aboriginal and Torres Strait Islander staff

- producing regular communication to promote a positive workplace culture including updates on human resource matters and distribution of a weekly wellbeing newsletter
- training and resources to better support staff impacted by domestic and family violence
- hosting weekly all-staff online forums led by the Director-General and other senior leaders, to ensure staff stay connected, share best practice advice, celebrate success, and provide direct access to information from senior leaders
- providing staff with a range of supports and resources to assist them through the COVID-19 pandemic. This included enhanced hygiene practices, social distancing, flexible work arrangements and additional factsheets around personal protective equipment.

## Graduate, traineeship, scholarship and cadetship programs

During 2020–2021, the department worked with the Public Service Commission to support the implementation of the Aboriginal and Torres Strait Islander Career Pathways Service. Currently, there are nine First Nations participants from this department in the Career Pathways Service. Opportunities for these staff members as a result of their participation included higher duties secondments, accessing learning and development opportunities and networking.

## Industrial and employee relations framework

The department has effectively engaged with staff and unions on matters involving organisational change, consolidation of the new organisational structure, the COVID-19 pandemic and enterprise bargaining. More regular meetings occurred with unions to address staff concerns and problem solve during the pandemic, which included a focus on business continuity plans and staff support.

During 2020–2021, the department reviewed its Agency Consultative Framework, with Consultative Committees continuing to operate across the state at both a local and whole-of-department level.

## Employee opinion survey

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

The 2020 Working for Queensland survey results for the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships are not available as the department in this form was created following Machinery of Government decisions in November 2020. Results for the two former departments (Department of Communities, Disability Services and Seniors (DCDSS) and Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP)) are shown below.

*Performance measure: Satisfaction of employees and stakeholders with agency leadership and workforce culture—the data collection for this measure is not relevant as it was collected in September 2020, prior to the Machinery of Government changes in November 2020. The Working for Queensland survey is coordinated in September each year, and data for the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships will be reported in the 2021–2022 Annual Report*

## Early retirement, redundancy and retrenchment

In 2020–2021, a total of one employee received a redundancy package at a cost of \$108,000.

## CORPORATE GOVERNANCE ARRANGEMENTS

### Corporate planning and performance

The department's Planning and Performance Management Framework is a single overarching framework identifying the key elements for driving policy, program and service delivery improvements that create value for Aboriginal and Torres Strait Islander Queenslanders and our stakeholders. These elements include planning, measuring performance, and internal and external reporting.

The framework responds to the requirements of the *Queensland Financial Accountability Act 2009*, the *Financial and Performance Management Standard 2019* and the *Public Sector Ethics Act 1994*.

The department continued to support performance improvements through the maintenance of the Planning and Performance Management Framework. These included:

- reviewing and updating corporate reporting templates and processes to streamline performance reporting and facilitate staff engagement
- continuing to use information technologies to improve staff collaboration and engagement in corporate planning and reporting.

### Code of Conduct and Public Sector Ethics

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

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

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

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

During 2020–2021, 746 employees completed ethical decision-making and code of conduct training.

## Management of suspected corrupt conduct and misconduct

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

During 2020–2021, the department received 145 referrals, 37 were assessed as corrupt conduct matters and 108 as misconduct matters.

## Risk management

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

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

During the reporting period, the department:

- developed a new Risk Management Framework, Policy, and Procedure, including the risk appetite statement and risk management methodology
- developed strategic and operational risk registers to support the systematic identification, assessment, review and monitoring of enterprise-wide risks
- designed and developed an Enterprise Risk Report, which provides a holistic view of the department's 'top' risks to support Board of Management decision-making.

The focus during the year has been to establish the foundations for enterprise risk management within the department to support the effective management and mitigation of the department's risks, reporting to senior executives and to build a strong risk culture within the department.

## Fraud and corruption control

The department is committed to an organisational culture where any act of fraud or corruption is not tolerated. This commitment requires staff to act ethically and professionally in their dealings with other staff, clients and service providers.

During the reporting period, the department developed the Fraud and Corruption Control Policy and Procedure, which are published on the department's intranet site. Staff are encouraged to report any suspected fraudulent or corrupt activities through a range of avenues cited on the department's intranet site.

## External scrutiny

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

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

The department provides quarterly reports to the Queensland Public Service Commission in relation to work performance matters. The department will provide the conduct and performance data to the commission for publishing on the Queensland Government website.

## Internal audit

Internal Audit provides an independent and objective assurance and consulting service designed to add value and improve the operations of the department. It undertakes strategic and annual planning based on a risk assessment of the department's current business activities in accordance with the *Queensland Financial and Performance Management Standard 2019*.

The department's Strategic Internal Audit Plan for 2020–2021, developed by Internal Audit in consultation with departmental senior executives, focuses on risk exposures and independent assurance needs.

## Information systems and recordkeeping

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

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

## Information Security attestation

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

## Open data

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

An overseas travel expenditure report for the 2020–2021 reporting year was not required due to overseas travel not being undertaken by any officers of the department.

## UPHOLDING HUMAN RIGHTS

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

As at 30 June 2021, 83.65 per cent of current employees completed the *Human Rights Act 2019* mandatory training with a further 958 staff completing the human rights role specific training packages, and 14 completing other human rights training. Additionally, an online community recovery human rights online training course was developed and contextualised to support new Ready Reserves.

## Key achievements

The department's key achievements during the reporting period were:

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

- the Culture and Reconciliation team manage the following grant programs, which are in line with the *Queensland Government Reconciliation Action Plan 2018–2021* and the *National Agreement on Closing the Gap* targets, and which contribute to the promotion of human rights generally regarding S28 Cultural Rights of Aboriginal peoples and Torres Strait Islander peoples:
  - › Celebrating Reconciliation Grants—support events to promote truth-telling, understanding, respect and reconciliation between Aboriginal peoples, Torres Strait Islander peoples and non-Indigenous Queenslanders
  - › Indigenous Languages Grants (co-funded with Department of Education)—support initiatives that promote, preserve and revive Aboriginal and Torres Strait Islander languages and dialects (specific promotion and regard to S28b).
- departmental business areas promote the human rights policy, and the Legislation Network Forum training events to all staff and consider human rights in briefing senior management
- the department promoted Human Rights Month, held from 10 November 2020 to 10 December 2020, with links to resources and information on the internal and external websites and social media platforms.

## Human rights complaints

### Customer human rights complaints

During the reporting period, the department had seven customer complaints that were identified to engage human rights.

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

- s15. Recognition and equality before the law
- s21. Freedom of expression
- s.25. Privacy and reputation
- s27. Cultural rights (generally)
- s29. Right to liberty and security of person
- s37. Right to health services.

Outcome and resolutions as at 30 June 2021:

- six matters found no substantiated breach of human rights
- one matter went to conciliation facilitated by the Queensland Human Rights Commission—no mutual agreement on the matter was achieved. The complainant reserved the right to refer the matter to a federal jurisdiction. Two matters arising from this complaint have been referred to the Ethical Standards Unit for consideration.

#### *Human resources—staff (internal) human rights complaints*

During the reporting period, the department did not receive any complaints directly referring to the *Human Rights Act 2019*; however, when assessed, there were 77 matters containing identified human rights that may have been engaged.

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

- s15. Recognition and equality before the law
- s17. Protection from torture and cruel, inhuman or degrading treatment
- s19. Freedom of movement
- s21. Freedom of expression
- s24. Property rights
- s25. Privacy and reputation
- s29. Right to liberty and security of person.

Outcome and resolutions as at 30 June 2021:

- 38 identified matters were resolved and not substantiated
- 10 identified matters were resolved and substantiated
- 29 matters are still being considered by the department or not yet finalised, subject to ongoing departmental investigation or other processes.

#### *Reviews*

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

- all legislation for which the department has administrative responsibility has been reviewed for compatibility with human rights. The department proposes to:
  - › include amendments to address incompatibility in relation to one provision of the *Disability Services Act 2006* (DSA) and two provisions of the *Guide, Hearing and Assistance Dogs Act 2009* in the next suitable Bill progressing amendments to portfolio legislation
  - › consider two DSA provisions as part of an ongoing review of Queensland's current legislative framework for authorising the use of restrictive practices
  - › considered options to address the identified legislative incompatibilities with the *Aboriginal Cultural Heritage Act 2003*, *Torres Strait Islander Cultural Heritage Act 2003*, *Family Responsibilities Act 2008* and *Aboriginal and Torres Strait Islander Communities (Justice, Land and Other Matters) Act 1984* (JLOM Act) as part of the ongoing reviews of these Acts. This approach will enable consultation with a broad range of stakeholders
- three DSA provisions were repealed and replaced as part of the *Disability and Other Legislation (Worker Screening) Amendment Act 2020*, which commenced on 1 February 2021. As per the *Statement of Compatibility for this Amendment Act*, the replacement provisions are considered compatible with human rights. The *Human Rights Statement of Compatibility for the Disability Services and Other Legislation (Worker Screening) Amendment Act 2021* is available at: <https://www.legislation.qld.gov.au/view/pdf/bill.first.hrc/bill-2020-040>

- the Accommodation Support and Respite Services (AS&RS) business area continues to work with the Public Trustee of Queensland (PTQ) on a debit card trial to facilitate maximising client participation in community activities through external Community Access Service (CAS) agencies. Phase Two of the trial is now in full operation and positive feedback has been received. Due to the trial's success to date, work is being prepared for PTQ to transition to Phase 3 of the trial, streamlining administrative burden between PTQ and CAS agencies. This work continues to strengthen the human rights of mutual clients while embedding the changes made to the *Guardianship Administration Act 2000* to align with the *Human Rights Act 2019*
- all departmental human resources policies have been updated to include human rights content
- the majority of existing departmental policies and procedures relating to Disability Accommodation and Forensic Services have been reviewed for compatibility with human rights
- following the Machinery of Government changes in November 2020, an internal audit review of the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships' complaints management framework was undertaken to assess compliance with relevant standards; the efficiency and effectiveness of the framework and supporting policies, procedures and systems; and the consistency of complaints management processes across the department. The department's Inclusion, Engagement and Assurance unit will be implementing the recommendations of this review
- the Departmental Business Continuity Plan, and the Business Continuity Management Policy and Procedure have been reviewed for compatibility with human rights. These documents have been updated to include clear statements regarding upholding human rights obligations and decision-making by management in response to disaster events, and subsequent recovery activities
- the department's Legislative Compliance Framework, Policy and Procedure have been reviewed to ensure compatibility with the *Human Rights Act 2019*, and this review has been completed
- all Positive Behaviour Support and Restrictive Practices policies and procedures are being updated to ensure compatibility with human rights and to include references to the Act
- the Yellow Card Assessment Guidelines have been updated and reviewed by Crown Law to fully incorporate all relevant human rights considerations
- the Human Services Quality Framework (HSQF) User Guide has been updated and is used by both the department and non-government organisations. The updated user guide provides public entities with guidance about the way in which services should be provided to take a human rights approach, including expectations of changes to materials, such as complaints guides for clients and advocates, and other resources, as well as a revised approach to client services and employee handling. Advice from stakeholders during the development of a new policy on the locking of gates, doors and windows will now be considered in the development or updating of new policies and procedures relating to the use of restrictive practices.

### **Strengthen capability, innovation and governance by:**

- strengthening performance through contemporary governance best practice
- improving departmental workforce inclusion and diversity
- maintaining respectful relationships and cultural considerateness that promote trust and accountability to achieve results
- driving performance, innovation and service delivery improvements aligned to the government's priorities, through evaluations, reviews, data and feedback
- building on and maintaining workforce capability that is outcomes focussed to consistently deliver service expectations
- valuing our staff, supporting them through change, and assisting them to engage in departmental programs that build capability and encourage initiative in line with our SOLID values
- providing opportunities for staff through learning, development and training to enable continuous improvement
- implementing service improvements in line with the Bilateral Agreement between the Commonwealth and Queensland: Transition to a National Disability Insurance Scheme
- engaging with staff on the outcome of the Working for Queensland survey and empowering them to design approaches that make the department an employer of choice
- building on the accessibility of the department's services and employment opportunities
- ensuring the department's Disability Service Plan is contemporary and that actions are implemented.

## FINANCIAL PERFORMANCE CHIEF FINANCE OFFICER'S REPORT

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

The 2020–2021 Statement of Assurance provided to the Director-General satisfies all requirements of the *Financial and Performance Management Standard 2019*. The statement was also provided to the department's Audit and Risk Committee. It indicated no deficiencies or breakdowns in internal controls that would impact adversely on the department's financial governance or financial statements for the year.

The 2020–2021 Financial Statements reflect the following Machinery of Government impacts:

- the inclusion of the former Department of Aboriginal and Torres Strait Islander Partnerships effective from 13 November 2020
- the transfer of the Community Services service delivery area to the Department of Communities, Housing and Digital Economy effective from 1 December 2020.

### Income

Our income in 2020–2021 was \$349.823 million, with the major sources of income being the Queensland and Australian governments for the provision of services.

During 2020–2021, we received our income from:

- appropriation revenue – \$320.736 million
- user charges – \$10.178 million
- grants and other contributions – \$13.489 million
- other revenue – \$5.420 million.

### Operating expenses

Our department provides a wide range of services to the community, delivered by contracted non-government organisations and through direct service delivery. As a result, our two largest expense categories are supplies and services and employee expenses. Our total operating expenses for 2020–2021 were \$347.106 million, including:

- employee expenses – \$205.688 million
- supplies and services – \$116.539 million (which includes service procurement expenses of \$69.955 million, outsourced corporate service expenses of \$14.554 million, property and vehicle rent expenses of \$10.067 million, property repairs and maintenance expenses of \$8.584 million, professional and technical fees of \$9.205 million and other operational expenses of \$4.174 million)
- grants and subsidies – \$16.763 million
- depreciation and amortisation – \$5.117 million
- other expenses – \$2.999 million (such as insurance costs, audit fees and revaluation movements).

In 2020–2021, the department had an operating surplus of \$2.717 million, related largely to the recognition of a number of non-cash items including reversal of the revaluation decrement of \$1.229 million and a re-assessment of provisions of \$0.403 million, including office accommodation 'make good' provisions.

### Assets

Our total assets as at 30 June 2021 were \$244.969 million. The primary assets held by our department were properties used to:

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

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

The value of our assets by category was:

- Cash and cash equivalents – \$54.840 million
- Receivables, current and non-current – \$6.009 million
- Property, plant and equipment – \$181.296 million
- Intangibles – \$1.050 million
- Other current assets – \$1.774 million.



## Liabilities

Our liabilities consist primarily of payables for service procurement, trade creditors and provisions for employee entitlements.

Our total liabilities as at 30 June 2021 were \$47.427 million. Liabilities by category were:

- Payables, current and non-current – \$37.926 million
- Accrued employee benefits – \$8.811 million
- Provisions – \$0.119 million
- Other current liabilities – \$0.571 million.

## Administered payments

In 2020–2021, on behalf of the Queensland Government, we administered total payments and expenses of \$2,407.807 million including:

- concession payments of \$401.653 million for electricity and reticulated natural gas, rates and water subsidies, electricity for life support, home energy emergency assistance and asset ownership electricity dividend
- payments of \$6.708 million of electricity relief payments to small and medium businesses impacted by the pandemic
- payments of \$1,976.912 million to the National Disability Insurance Agency for Queensland NDIS participants
- payments and expenses of \$13.430 million to support natural disaster Community Recovery activities on behalf of the Queensland and Australian governments including grants for emergency assistance, essential household contents, structural assistance, personal hardship assistance and the Essential Services Safety and Reconnection Scheme
- payment of \$7.025 million to the Western Cape Communities Trust
- payment of \$2.079 million to the Family Responsibilities Commission.

Income and expenditure on these Administered items are accounted for separately from our operating accounts. Variances between budget and actual results are explained in the Annual Financial Statements.

## Financial risk management

We manage financial risks and liabilities by reviewing our financial performance through the corporate governance framework. To help us manage risks, the department's Audit and Risk Committee oversees audit activities, audit recommendations, financial reporting, internal controls and compliance. For more information on our financial performance, please see our Annual Financial Statements.

## APPENDIX 1: GLOSSARY

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

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

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

## APPENDIX 2: OUR LEGISLATION

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

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

***Disability Services Act 2006***

The objects of this Act are to:

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

***Forensic Disability Act 2011***

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

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

***Guide, Hearing and Assistance Dogs Act 2009***

The objects of this Act are to:

- assist people with a disability who rely on guide, hearing or assistance dogs to have independent access to the community
- ensure the quality and accountability of guide, hearing and assistance dog training services.

## APPENDIX 3: DEPARTMENT BOARDS AND COMMITTEES

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

## FINANCE COMMITTEE

<b>Purpose</b>	To provide expert financial and budget advice to enable the Director-General, as the Accountable Officer, to discharge the position's legislated financial management responsibilities.
<b>Membership</b>	<ul style="list-style-type: none"> <li>• Director-General (Chair)</li> <li>• Associate Director-General, Seniors and Disability Services</li> <li>• Deputy Director-General, Policy and Corporate Services</li> <li>• Deputy Director-General, Culture and Economic Participation</li> <li>• Assistant Director-General, Disability Connect Queensland</li> <li>• Assistant Director-General, Disability Accommodation, Respite and Forensic Services</li> <li>• Executive Director, Infrastructure and Coordination</li> <li>• Chief Human Resource Officer</li> </ul> <p>Positions Reporting to the Committee</p> <ul style="list-style-type: none"> <li>• Chief Finance Officer</li> <li>• Director, Financial Management.</li> </ul>
<b>Meeting frequency</b>	The Finance Committee meets monthly. The Committee met four times from 13 November 2020 to 30 June 2021.

## FRAUD AND CORRUPTION CONTROL SUB COMMITTEE

<b>Purpose</b>	To oversee the department's fraud and corruption prevention programs, and monitor the effectiveness of internal controls and compliance.
<b>Membership</b>	<ul style="list-style-type: none"> <li>• Chief Finance Officer (Chair)</li> <li>• Deputy Director-General, Policy and Corporate Services</li> <li>• Executive Director, Culture and Economic Participation</li> <li>• Director, Accommodation Services and Respite Services Service Support</li> <li>• Director, Property and Procurement</li> <li>• Director, Royal Commission</li> <li>• Director, Finance</li> <li>• Manager, Ethical Standards</li> <li>• Manager, Governance, Planning and Reporting</li> <li>• Director, Information Policy, Security and Engagement (Department of Children, Youth Justice and Multicultural Affairs) (under the MOU agreement).</li> </ul>
<b>Meeting frequency</b>	The Fraud and Corruption Control Sub-Committee meets quarterly. The Committee met once from 13 November 2020 to 30 June 2021 due to the changes in the membership of the Sub-Committee as a direct result of the Machinery of Government and the availability of the members to convene for meeting during this period.



## INFORMATION STEERING COMMITTEE

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

**Membership**

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

### Non-Voting Members

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

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

## PRIORITY PROJECTS OVERSIGHT GROUP

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

**Membership**

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

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

## REGIONAL SERVICE DELIVERY BOARD

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

**Membership**

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

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

## WORKFORCE CAPABILITY AND CULTURE STEERING COMMITTEE

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

**Membership**

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

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

## APPENDIX 4: SERVICE DELIVERY STATEMENTS

### 2020–2021 Performance Statement

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

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

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

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

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

### Seniors services

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

### Notes

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

## Disability services

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

### Notes

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

## Aboriginal and Torres Strait Islander Partnerships: Economic Participation

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

### SERVICE AREA: ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS – ECONOMIC PARTICIPATION<sup>1</sup>

#### Service standards

##### Effectiveness measures

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

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

#### Notes

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

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

## Aboriginal and Torres Strait Islander Partnerships: Community Participation

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

### SERVICE AREA: ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS – COMMUNITY PARTICIPATION<sup>1</sup>

#### Service standards

##### Effectiveness measure

Customer satisfaction with cultural heritage services provided by the department	1, 2, 3	75%	<b>82%</b>
--	---------	-----	------------

##### Efficiency measures

Average cost per cultural heritage search request processed	1, 4, 5	\$33	<b>\$24*</b>
---	---------	------	--------------

Average cost per community and personal histories request processed	1, 6, 7	\$5,310	<b>\$5,109*</b>
---	---------	---------	-----------------

Total cost per hour of community participation policy	1, 8, 9	\$103	<b>\$102*</b>
---	---------	-------	---------------

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

#### Notes

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

## APPENDIX 5: GOVERNMENT BODIES

(statutory bodies and other entities)

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

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



THE LOCAL THRIVING COMMUNITIES JOINT COORDINATING COMMITTEE (JCC)

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

REMUNERATION

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

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

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

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

## THE LOCAL THRIVING COMMUNITIES JOINT COORDINATING COMMITTEE (JCC)

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

THE LOCAL THRIVING COMMUNITIES JOINT COORDINATING COMMITTEE (JCC)

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

## APPENDIX 6: COMPLIANCE CHECKLIST

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

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

## PUBLIC AVAILABILITY OF REPORT

This annual report is available at [www.dsdsatsip.qld.gov.au](http://www.dsdsatsip.qld.gov.au)

### Further enquiries

For enquiries or further information about this report:

**Telephone:** 13 QGOV (13 74 68)  
**Email:** [enquiries@dsdsatsip.qld.gov.au](mailto:enquiries@dsdsatsip.qld.gov.au)

### Other languages and formats



The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty in understanding the annual report we will arrange an interpreter to effectively communicate the report to you.

Alternative formats (including large print) are available on request. If you would like this annual report in another format, please contact us (calls from mobile phones are charged at applicable rates).

**Telephone:** 13 QGOV (13 74 68)  
**Free call:** 1800 177 120

### Persons with a hearing impairment

**SMS:** 0423 677 767

**TTY:** 133 677

**Speak and listen:** 1300 555 727

**Internet relay:** <https://internet-relay.nrscall.gov.au>

**Video relay:** [relayservice.gov.au](http://relayservice.gov.au)

### Copyright

© The State of Queensland (Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships) September 2021. Copyright protects this publication. Excerpts may be reproduced with acknowledgment of the State of Queensland (Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships).

## Licence



This annual report is licensed by the State of Queensland (Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships) under a Creative Commons Attribution (CC BY) 4.0 international licence.

CC BY Licence Summary Statement: In essence, you are free to copy, communicate and adapt this report, as long as you attribute the work to the State of Queensland (Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships).

To view a copy of this licence, visit: <https://creativecommons.org/licenses/by/4.0>

**Attribution:** The State of Queensland (Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships) Annual Report 2020–2021.

ISSN 2653-0201(Online)  
ISSN 2653-0198 (Print)

## CONTACT DETAILS

### Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

Level 9  
1 William Street  
BRISBANE QLD 4000

PO Box 15397  
CITY EAST QLD 4002

**Phone:** 13 QGOV (13 74 68)  
**Email:** [enquiries@dsdsatsip.qld.gov.au](mailto:enquiries@dsdsatsip.qld.gov.au)  
**Web:** [www.dsdsatsip.qld.gov.au](http://www.dsdsatsip.qld.gov.au)

## WE VALUE YOUR FEEDBACK

Your feedback about this annual report is valuable and helps us to continually improve our reports. To provide your feedback on this report please visit the Get Involved website [www.qld.gov.au/annualreportfeedback](http://www.qld.gov.au/annualreportfeedback)



# FINANCIAL STATEMENTS

**Department of Seniors, Disability Services and  
Aboriginal and Torres Strait Islander  
Partnerships  
Annual Financial Statements  
2020-21**



**Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships  
Financial Statements  
for the year ended 30 June 2021**

---

<b>CONTENTS</b>	<b>Page</b>
<b>Financial Statements</b>	
Income Statement - Controlled	2
Income Statement by Major Departmental Services - Controlled	3
Balance Sheet - Controlled	4
Statement of Assets and Liabilities by Major Departmental Services - Controlled	5
Statement of Changes in Equity - Controlled	6
Statement of Cash Flows - Controlled (including Notes to the Statement of Cash Flows)	7
Income Statement - Administered	9
Balance Sheet - Administered	10
Statement of Cash Flows - Administered (including Notes to the Statement of Cash Flows)	11
<b>Notes to the Financial Statements</b>	
<b>About this Report and What We Do</b>	
A1 Departmental Objectives	12
A2 Basis of Financial Statement Preparation	12
A3 Machinery-of-Government (MoG) Changes	15
A4 National Disability Insurance Scheme	17
<b>Our Performance</b>	
B1 Revenue	17
B2 Expenses	19
<b>Our Financial Position</b>	
C1 Cash and Cash Equivalents	22
C2 Receivables	23
C3 Non-Current Assets Held for Sale	24
C4 Property, Plant and Equipment	24
C5 Intangibles	30
C6 Payables	32
C7 Accrued Employee Benefits	32
C8 Equity	32
<b>Other Key Information</b>	
D1 Financial Risk Disclosures	33
D2 Contingencies	34
D3 Commitments	34
D4 Events After the Balance Date	34
E1 Budgetary Reporting Disclosures	34
F1 Key Management Personnel Disclosures	36
F2 Related Party Transactions	39
F3 Climate Risk Disclosures	40
F4 Impact of COVID-19 pandemic	40
<b>What We Look After On Behalf of Whole-of-Government</b>	
G1 Administered	40
<b>Certification</b>	
Management Certificate	44

**Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships**  
**Income Statement - Controlled**  
**for the year ended 30 June 2021**

	Note	Actual 2021 \$'000	Original Budget^ 2021 \$'000	Budget Variance* 2021 \$'000	Actual 2020 \$'000
<b>Income from Continuing Operations</b>					
Appropriation revenue	B1-1	320,736	353,897	(33,161)	358,744
User charges and fees	B1-2	10,178	3,512	6,666	7,424
Grants and other contributions	B1-3	13,489	12,217	1,272	14,920
Interest		3	-	3	15
Reversal of revaluation decrement	C4-1	1,229	-	1,229	6,410
Other revenue	B1-4	4,188	2,448	1,740	18,474
Other gains/(losses) – net		-	-	-	21
<b>Total Income from Continuing Operations</b>		<b>349,823</b>	<b>372,074</b>	<b>(22,251)</b>	<b>406,008</b>
<b>Expenses from Continuing Operations</b>					
Employee expenses	B2-1	205,688	207,150	(1,462)	193,782
Supplies and services	B2-2	116,539	137,584	(21,045)	163,852
Grants and subsidies	B2-3	16,763	21,530	(4,767)	31,112
Depreciation and amortisation	B2-4	5,117	7,306	(2,189)	5,907
Impairment losses		(57)	500	(557)	1,498
Other expenses	B2-5	2,944	1,479	1,465	2,410
Revaluation decrement	C4-1	112	-	112	-
<b>Total Expenses from Continuing Operations</b>		<b>347,106</b>	<b>375,549</b>	<b>(28,443)</b>	<b>398,561</b>
Operating Result from Continuing Operations		2,717	(3,475)	6,192	7,447
<b>Operating Result for the Year</b>		<b>2,717</b>	<b>(3,475)</b>	<b>6,192</b>	<b>7,447</b>
<b>Total Comprehensive Income</b>		<b>2,717</b>	<b>(3,475)</b>	<b>6,192</b>	<b>7,447</b>

\*^ An explanation of major variances is included at Note E1-1.  
These figures represent budgeted figures as published in the 2020-21 Service Delivery Statement tabled in Parliament.

The accompanying notes form part of these financial statements.

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships  
Income Statement by Major Departmental Services - Controlled  
for the year ended 30 June 2021

	Disability Services 2021 \$'000	Disability Services 2020 \$'000	Community Services <sup>^</sup> 2021 \$'000	Seniors Services <sup>^</sup> 2021 \$'000	Community & Seniors Services <sup>^</sup> 2020 \$'000	Economic Participation Services* 2021 \$'000	Community Participation Services* 2021 \$'000	Total 2021 \$'000	2020 \$'000
<b>Income from Operations</b>									
Appropriation revenue	211,125	183,298	64,832	11,701	175,446	16,236	16,842	320,736	358,744
User charges and fees	7,826	2,363	2,341	-	5,061	5	6	10,178	7,424
Grants and other contributions	11,469	12,780	1,460	-	2,140	93	467	13,489	14,920
Interest	3	15	-	-	-	-	-	3	15
Reversal of revaluation decrement	1,220	4,842	-	-	1,568	1	8	1,229	6,410
Other revenue	2,781	15,516	742	6	2,958	26	633	4,188	18,474
Other gains/(losses) - net	-	21	-	-	-	-	-	-	21
<b>Total Income from Operations</b>	<b>234,424</b>	<b>218,835</b>	<b>69,375</b>	<b>11,707</b>	<b>187,173</b>	<b>16,361</b>	<b>17,956</b>	<b>349,823</b>	<b>406,008</b>
<b>Expenses from Operations</b>									
Employee expenses	177,589	163,942	5,743	739	29,840	10,473	11,414	205,688	193,782
Supplies and services	45,983	34,064	51,827	10,402	129,788	4,419	3,908	116,539	163,852
Grants and subsidies	4,099	13,707	9,221	520	17,405	1,202	1,721	16,763	31,112
Depreciation and amortisation	3,434	3,282	980	-	2,625	39	664	5,117	5,907
Impairment losses	(57)	1,491	-	-	7	-	-	(57)	1,498
Other expenses	716	316	1,874	36	2,094	146	172	2,944	2,410
Revaluation Decrement	112	-	-	-	-	-	-	112	-
<b>Total Expenses from Operations</b>	<b>231,876</b>	<b>216,802</b>	<b>69,375</b>	<b>11,697</b>	<b>181,759</b>	<b>16,279</b>	<b>17,879</b>	<b>347,106</b>	<b>398,561</b>
<b>Operating Result from Operations</b>	<b>2,548</b>	<b>2,033</b>	<b>-</b>	<b>10</b>	<b>5,414</b>	<b>82</b>	<b>77</b>	<b>2,717</b>	<b>7,447</b>
<b>Operating Result for the Year</b>	<b>2,548</b>	<b>2,033</b>	<b>-</b>	<b>10</b>	<b>5,414</b>	<b>82</b>	<b>77</b>	<b>2,717</b>	<b>7,447</b>
<b>Total Comprehensive Income</b>	<b>2,548</b>	<b>2,033</b>	<b>-</b>	<b>10</b>	<b>5,414</b>	<b>82</b>	<b>77</b>	<b>2,717</b>	<b>7,447</b>

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

<sup>^</sup> Community Services transactions are from 1 July 2020 to 30 November 2020 due to the Machinery-of-Government changes. Seniors Services transactions are for the full year.

**Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships**  
**Balance Sheet - Controlled**  
**as at 30 June 2021**

	Note	Actual ^ 2021 \$'000	Actual 2020 \$'000
<b>Current Assets</b>			
Cash and cash equivalents	C1	54,840	72,041
Receivables	C2	6,009	4,841
Other current assets		1,774	2,377
		<b>62,623</b>	<b>79,259</b>
<b>Total Current Assets</b>			
		<b>62,623</b>	<b>79,259</b>
Property, plant and equipment	C4	181,296	283,925
Intangibles	C5	1,050	3,226
Right-of-use assets		-	51
<b>Total Non-Current Assets</b>		<b>182,346</b>	<b>287,202</b>
<b>Total Assets</b>		<b>244,969</b>	<b>366,461</b>
<b>Current Liabilities</b>			
Payables	C6	37,926	32,599
Accrued employee benefits	C7	8,811	7,619
Provisions		119	2,501
Other current liabilities		571	-
Lease liabilities		-	51
<b>Total Current Liabilities</b>		<b>47,427</b>	<b>42,770</b>
<b>Total Non-Current Liabilities</b>		<b>-</b>	<b>-</b>
<b>Total Liabilities</b>		<b>47,427</b>	<b>42,770</b>
<b>Net Assets</b>		<b>197,542</b>	<b>323,691</b>
<b>Equity</b>			
Contributed equity		174,080	303,051
Accumulated surplus		23,462	20,640
<b>Total Equity</b>		<b>197,542</b>	<b>323,691</b>

^ Individual agencies budgeted Balance Sheets were not published in the 2020-21 Service Delivery Statements.

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships  
Statement of Assets and Liabilities by Major Departmental Services - Controlled  
as at 30 June 2021

	Disability Services		Community Services <sup>^</sup>		Seniors Services <sup>^</sup>		Community & Seniors Services <sup>^</sup>		Economic Participation Services*		Community Participation Services*		Total	
	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Current Assets</b>														
Cash and cash equivalents	30,241	43,301	-	-	2,374	28,740	7,280	14,945	54,840	72,041				
Receivables	4,765	4,547	-	-	19	294	590	636	6,009	4,841				
Other current assets	1,173	2,219	-	-	10	158	252	339	1,774	2,377				
<b>Total Current Assets</b>	<b>36,178</b>	<b>50,067</b>	<b>-</b>	<b>-</b>	<b>2,403</b>	<b>29,192</b>	<b>8,122</b>	<b>15,920</b>	<b>62,623</b>	<b>79,259</b>				
<b>Non-Current Assets</b>														
Property, plant and equipment	165,545	169,948	-	-	-	113,977	708	15,042	181,296	283,925				
Intangibles	962	1,086	-	-	-	2,140	-	88	1,050	3,226				
Right-of-use assets	-	-	-	-	-	51	-	-	-	51				
<b>Total Non-Current Assets</b>	<b>166,507</b>	<b>171,034</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>116,168</b>	<b>708</b>	<b>15,130</b>	<b>182,346</b>	<b>287,202</b>				
<b>Total Assets</b>	<b>202,685</b>	<b>221,101</b>	<b>-</b>	<b>-</b>	<b>2,403</b>	<b>145,360</b>	<b>8,830</b>	<b>31,050</b>	<b>244,969</b>	<b>366,461</b>				
<b>Current Liabilities</b>														
Payables	21,627	14,252	-	-	2,344	18,347	5,226	8,729	37,926	32,599				
Accrued employee benefits	7,511	6,896	-	-	59	723	596	645	8,811	7,619				
Provisions	104	343	-	-	0	2,158	7	7	119	2,501				
Other current liabilities	571	-	-	-	-	-	-	-	571	-				
Lease liabilities	-	-	-	-	-	51	-	-	-	51				
<b>Total Current Liabilities</b>	<b>29,814</b>	<b>21,491</b>	<b>-</b>	<b>-</b>	<b>2,403</b>	<b>21,279</b>	<b>5,829</b>	<b>9,381</b>	<b>47,427</b>	<b>42,770</b>				
<b>Total Liabilities</b>	<b>29,814</b>	<b>21,491</b>	<b>-</b>	<b>-</b>	<b>2,403</b>	<b>21,279</b>	<b>5,829</b>	<b>9,381</b>	<b>47,427</b>	<b>42,770</b>				

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

<sup>^</sup> Community Services assets and liabilities were transferred to Department of Communities, Housing and Digital Economy due to the Machinery-of-Government changes. Seniors Services transactions are for the full year.

**Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships**  
**Statement of Changes in Equity - Controlled**  
**for the year ended 30 June 2021**

	<b>Contributed Equity \$'000</b>	<b>Accumulated Surplus \$'000</b>	<b>Total \$'000</b>
<b>Balance as at 1 July 2019</b>	302,252	13,191	315,443
<b>Operating Result</b>			
Operating result from continuing operations	-	7,447	7,447
<b>Total Comprehensive Income for the Year</b>	-	<b>7,447</b>	<b>7,447</b>
Net transfers in/(out) from other Queensland Government entities - other	(2,458)	-	(2,458)
Net appropriated equity injections	3,259	-	3,259
<b>Net Transactions with Owners as Owners</b>	<b>801</b>	-	<b>801</b>
<b>Balance as at 30 June 2020</b>	<b>303,051</b>	<b>20,640</b>	<b>323,691</b>
	<b>Contributed Equity \$'000</b>	<b>Accumulated Surplus \$'000</b>	<b>Total \$'000</b>
<b>Operating Result</b>			
Operating result from continuing operations	-	2,717	2,717
<b>Total Comprehensive Income for the Year</b>	-	<b>2,717</b>	<b>2,717</b>
<b>Transactions with owners as owners:</b>			
Net transfers in/(out) from other Queensland Government entities - MoG*	(133,472)	105	(133,367)
Net appropriated equity injections	4,501	-	4,501
<b>Net Transactions with Owners as Owners</b>	<b>(128,971)</b>	-	<b>(128,866)</b>
<b>Balance as at 30 June 2021</b>	<b>174,080</b>	<b>23,462</b>	<b>197,542</b>

\* Refer to Note A3 for further information.

The accompanying notes form part of these financial statements.

**Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships**  
**Statement of Cash Flows - Controlled**  
**for the year ended 30 June 2021**

	Note	Actual <sup>^</sup> 2021 \$'000	Actual 2020 \$'000
<b>Cash Flows from Operating Activities</b>			
<i>Inflows:</i>			
Service appropriation receipts		316,892	363,347
User charges and fees		10,672	7,181
Grants and other contributions		11,748	13,311
GST input tax credits received from ATO		6,603	20,625
GST collected from customers		1,996	1,934
Interest receipts		3	15
Other inflows		4,762	18,038
<i>Outflows:</i>			
Employee expenses		(206,337)	(205,861)
Supplies and services		(112,378)	(171,440)
Grants and subsidies		(21,339)	(28,024)
GST paid to suppliers		(5,931)	(20,772)
GST remitted to ATO		(1,996)	(1,934)
Other outflows		(3,679)	(1,048)
<b>Net Cash Provided by Operating Activities<sup>#</sup></b>		<b>1,016</b>	<b>(4,628)</b>
<b>Cash Flows from Investing Activities</b>			
<i>Inflows:</i>			
Sales of property, plant and equipment		1,895	1,089
<i>Outflows:</i>			
Payments for property, plant and equipment		(16,334)	(12,115)
Payments for intangible assets		-	(1,078)
<b>Net Cash Used in Investing Activities</b>		<b>(14,439)</b>	<b>(12,104)</b>
<b>Cash Flows from Financing Activities</b>			
<i>Inflows:</i>			
Equity withdrawals		(183)	-
Equity injections		4,501	5,565
<b>Net Cash Provided by Financing Activities</b>		<b>4,318</b>	<b>5,565</b>
<b>Net (decrease) increase in cash and cash equivalents</b>		<b>(9,105)</b>	<b>(11,167)</b>
Cash and Cash Equivalents - Opening balance		72,041	83,208
Cash transfers from restructure		(8,097)	-
<b>Cash and Cash Equivalents - Closing balance</b>	C1	<b>54,840</b>	<b>72,041</b>

<sup>^</sup> Individual agencies budgeted Statement of Cash Flows were not published in the 2020-21 Service Delivery Statements.

<sup>#</sup> Reconciliation is shown on the following page.

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships  
Statement of Cash Flows - Controlled  
for the year ended 30 June 2021

**Notes to the Statement of Cash Flows**

**Reconciliation of Operating Result to Net Cash Provided by Operating Activities**

	Note	2021 \$'000	2020 \$'000
Operating Result for the Year		2,717	7,447
<i>Non-cash items included in operating result</i>			
Reversal of revaluation increment		112	-
Reversal of revaluation decrement		(1,229)	(6,410)
Depreciation and amortisation expense		5,117	5,907
Loss (gain) on disposal of non-current assets		209	1,308
Impairment losses		(52)	1,477
<i>Changes in assets and liabilities</i>			
(Increase) decrease in GST input tax credits receivable		672	(148)
(Increase) decrease in trade receivables		494	11,293
(Increase) decrease in other current receivables		182	6,389
(Increase) decrease in other assets		572	(2,364)
(Increase) decrease in non-current receivables		-	4,202
(Increase) decrease in right-of-use assets		-	(51)
Increase (decrease) in payables		4,235	(2,998)
Increase (decrease) in accrued employee benefits		(647)	(16,078)
Increase (decrease) in provisions		(2,382)	(1,644)
Increase (decrease) in other liabilities		(8,983)	(13,009)
Increase (decrease) in lease liabilities		-	51
<b>Net Cash Provided by (Used in) Operating Activities</b>		<b>1,016</b>	<b>(4,628)</b>

The accompanying notes form part of these financial statements.



**Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships**  
**Income Statement - Administered**  
**for the year ended 30 June 2021**

	Note	Actual 2021 \$'000	Original Budget^ 2021 \$'000	Budget Variance* 2021 \$'000	Actual 2020 \$'000
<b>Income from Continuing Operations</b>					
Administered appropriation revenue	G1-1	<b>2,393,476</b>	2,430,653	(37,177)	2,313,108
Grants and other contributions	G1-2	<b>2,853</b>	13,605	(10,752)	71,949
<b>Total Income from Continuing Operations</b>		<b><u>2,396,329</u></b>	<b><u>2,444,258</u></b>	<b><u>(47,929)</u></b>	<b><u>2,385,057</u></b>
<b>Expenses from Continuing Operations</b>					
Employee expenses		<b>206</b>	-	206	2,940
Supplies and services	G1-3	<b>1,002</b>	-	1,002	8,612
Grants and subsidies	G1-4	<b>2,406,599</b>	2,444,258	(37,659)	2,328,217
<b>Total Expenses from Continuing Operations</b>		<b><u>2,407,807</u></b>	<b><u>2,444,258</u></b>	<b><u>(36,451)</u></b>	<b><u>2,339,769</u></b>
<b>Operating Result from Continuing Operations</b>		<b><u>(11,478)</u></b>	-	(11,478)	45,288
<b>Operating Result for the Year</b>		<b><u>(11,478)</u></b>	-	(11,478)	45,288
<b>Total Comprehensive Income</b>		<b><u>(11,478)</u></b>	-	(11,478)	45,288

^ These figures represent budgeted figures as published in the 2020-21 Service Delivery Statement tabled in Parliament.

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

**Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships**  
**Balance Sheet - Administered**  
**as at 30 June 2021**

	Note	Actual ^ 2021 \$'000	Actual 2020 \$'000
<b>Current Assets</b>			
Cash and cash equivalents		44,315	190,692
Receivables	G1-5	1,959	16,964
<b>Total Current Assets</b>		<u>46,274</u>	<u>207,656</u>
<b>Total Assets</b>		<u>46,274</u>	<u>207,656</u>
<b>Current Liabilities</b>			
Payables	G1-6	47,733	235,774
<b>Total Current Liabilities</b>		<u>47,733</u>	<u>235,774</u>
<b>Total Non-Current Liabilities</b>		-	-
<b>Total Liabilities</b>		<u>47,733</u>	<u>235,774</u>
<b>Net Assets</b>		<u>(1,459)</u>	<u>(28,118)</u>

^ Individual agencies budgeted Balance Sheets were not published in the 2020-21 Service Delivery Statements.

**Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships**  
**Statement of Cash Flows - Administered**  
**for the year ended 30 June 2021**

	<b>Actual 2021 \$'000</b>	<b>Actual 2020 \$'000</b>
<b>Cash Flows from Operating Activities</b>		
<i>Inflows:</i>		
Administered appropriation revenue	2,429,198	2,142,690
User charges and fees	-	-
Grants and other contributions	2,853	71,949
GST input tax credits received from ATO	9	19,559
GST collected from customers	7,195	7,195
Other inflows	-	-
<i>Outflows:</i>		
Employee expenses	(206)	(5,328)
Supplies and services	(1,009)	(10,610)
Grants and subsidies	(2,615,554)	(2,264,348)
GST paid to suppliers	195	(19,520)
GST remitted to ATO	(7,195)	(7,195)
<b>Net Cash Used in Operating Activities</b>	<b>(184,514)</b>	<b>(65,608)</b>
<b>Net (decrease) in cash and cash equivalents</b>	<b>(184,514)</b>	<b>(65,608)</b>
Cash and Cash Equivalents - Opening balance	190,692	256,300
Cash transfers from restructure	38,137	-
<b>Cash and Cash Equivalents - Closing balance</b>	<b>44,315</b>	<b>190,692</b>

**Notes to the Statement of Cash Flows**

**Reconciliation of Operating Result to Net Cash Provided by Operating Activities**

	<b>2021 \$'000</b>	<b>2020 \$'000</b>
Operating Result for the Year	(11,478)	45,288
<i>Changes in assets and liabilities</i>		
(Increase) decrease in GST input tax credits receivable	204	39
(Increase) decrease in trade receivables	-	(14,801)
(Increase) decrease in other current receivables	14,944	-
Increase (decrease) in payables	(7)	(93,745)
Increase (decrease) in accrued employee benefits	-	(2,389)
Increase (decrease) in other liabilities	(188,177)	-
<b>Net Cash Used in Operating Activities</b>	<b>(184,514)</b>	<b>(65,608)</b>

The accompanying notes form part of these financial statements.

## **A1 Departmental Objectives**

As part of the Machinery-of-Government changes, effective 12 November 2020:

- The former Department of Communities, Disability Services and Seniors was renamed the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships.
- The functions of the former Department of Aboriginal and Torres Strait Islander Partnerships were transferred to the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships effective from 13 November 2020. Refer to Note A3-1 and Note A2-7 for further information.
- Community Services activities were transferred to the Department of Communities, Housing and Digital Economy effective from 1 December 2020. Refer to Note A3-2 and Note A2-7 for further information.

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

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

- **Seniors Services:** develop programs and services for seniors that reduce the cost of living, enhance wellbeing, support community participation and prevent and address elder abuse. Age-friendly communities assist seniors to contribute economically, socially and culturally to their communities.
- **Disability Services:** enable people to access disability services that assist them with the core activities of daily living and achieving their goals, as part of inclusive communities, and to contribute to systems that safeguard and protect the rights of people with disability.
- **Economic Participation:** increase the economic participation of Aboriginal peoples and Torres Strait Islander peoples.
- **Community Participation:** increase the community participation of Aboriginal peoples and Torres Strait Islander peoples.

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

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

## **A2 Basis of Financial Statement Preparation**

### **A2-1 General Information**

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

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

The major departmental services undertaken by the department are disclosed in the Income Statement by Major Departmental Services - Controlled, and are further detailed in Note A1 Departmental Objectives.

## **A2 Basis of Financial Statement Preparation (continued)**

### **A2-2 Compliance with Prescribed Requirements**

The department has prepared these financial statements in compliance with section 38 of the *Financial and Performance Management Standard 2019*. The financial statements comply with Queensland Treasury's Minimum Reporting Requirements for reporting periods beginning on or after 1 July 2020.

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

### **A2-3 Presentation**

#### ***Currency and Rounding***

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

#### ***Comparatives***

Comparative information reflects the audited 2019-20 financial statements. The current year is not comparable to the previous year due to the Machinery-of-Government changes. Refer to Note A3.

#### ***Current/Non-Current Classification***

Assets and liabilities are classified as either 'current' or 'non-current' in the balance sheet and associated notes.

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

All other assets and liabilities are classified as non-current.

### **A2-4 Authorisation of Financial Statements for Issue**

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

### **A2-5 The Reporting Entity**

The reporting entity is the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships. The financial statements include all income, expenses, assets, liabilities and equity of the department.

The department has not entered into any contractual arrangements which involve the sharing of control or significant influence over another entity. As a result, the department has determined that it does not control any other entity and has no interests in unconsolidated structured entities.

### **A2-6 Basis of Measurement**

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

#### **Historical Cost**

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

## **A2 Basis of Financial Statement Preparation (continued)**

### **A2-6 Basis of Measurement (continued)**

#### **Fair Value**

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

### **A2-7 Controlled and Administered Transactions and Balances**

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

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

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

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

- The payment to the National Disability Insurance Agency under the National Disability Insurance Scheme.
- The payment of concessions, such as rebates on household expenses, to eligible recipients.
- The payment to the Western Cape Community Trust to provide and benefit the general welfare of the communities described under the Western Cape Co-Existence Agreement, including the Aboriginal communities and Traditional Owners of Western Cape York Peninsula.
- The payment to the Family Responsibilities Commission to support welfare reform and responsible standards of behaviour, local authority and wellbeing.
- To administer Community Recovery disaster costs and the subsequent reimbursement of those costs from the Queensland Reconstruction Authority (QRA) under commonwealth-state Disaster Recovery Funding Arrangements (DRFA) guidelines and associated State Government programs.

The department processed \$48.830M in the controlled ledger and \$23.716M in the administered ledger in 2020-21 on behalf of the Department of Communities, Housing and Digital Economy following the Machinery-of-Government restructure. These amounts are not included in these Annual Financial Statements.

### **A2-8 Taxation**

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

## A2 Basis of Financial Statement Preparation (continued)

### A2-9 Current Year Impact of New or Amended Accounting Standards Changes

At the date of authorisation of the financial report, the expected impacts of new or amended Australian Accounting Standards issued with future effective dates are set out below:

#### AASB 1059 Service Concession Arrangements: Grantors

AASB 1059 will first apply to the department's financial statements in 2020-21. This standard defines service concession arrangements and applies a new control concept to the recognition of service concession assets and related liabilities.

As the department does not have any service concession arrangements in operation now, or plans to have them in the future, the impact of adoption of the standard is expected to be immaterial.

## A3 Machinery-of-Government (MoG) Changes

### A3-1 Transfers in - Controlled and Administered Activities

Details of transfer: The Department of Aboriginal and Torres Strait Islander Partnerships was abolished with its assets and liabilities transferring to the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships.

Basis of transfer: Public Service Departmental Arrangements Notice (No. 4) 2020.

Date of transfer: Effective from the 13th November 2020.

The assets and liabilities transferred as a result of the changes were as follows:

	2021 Controlled \$'000	2021 Administered \$'000
<b>Current assets</b>		
Cash and Cash equivalents	27,437	154
Receivables	1,293	-
Appropriation revenue receivable	-	143
Other current assets	705	-
<b>Total current assets</b>	<b>29,435</b>	<b>297</b>
<b>Non-current assets</b>		
Non-current assets	16,217	-
Intangibles	139	-
<b>Total non-current assets</b>	<b>16,356</b>	<b>-</b>
<b>Current liabilities</b>		
Payables	(20,468)	-
Appropriation payable equity withdrawal	-	(194)
Accrued employee benefits	(1,025)	-
Other current liabilities	(79)	-
<b>Total current liabilities</b>	<b>(21,572)</b>	<b>(194)</b>
<b>Net assets transferred in</b>	<b>24,219</b>	<b>103</b>

The increase in net assets of \$24.219M (controlled) has been accounted for as an increase in contributed equity as disclosed in the Statement of Changes in Equity.

**Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships**  
**Notes to the Financial Statements**  
**for the year ended 30 June 2021**

**A3 Machinery-of-Government (MoG) Changes (continued)**

**A3-1 Transfers in - Controlled and Administered Activities (continued)**

Budgeted appropriation revenue of \$51.383M (controlled) and nil (administered) was reallocated from the former Department of Aboriginal and Torres Strait Islander Partnerships to the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships as part of the Machinery-of-Government changes.

**A3-2 Transfers out - Controlled and Administered Activities**

Details of transfer: Community Services activities were transferred to the Department of Communities, Housing and Digital Economy as part of Machinery-of-Government changes.

Basis of transfer: Public Service Departmental Arrangements Notice (No. 4) 2020.

Date of transfer: Effective from the 1st December 2020.

	2021 Controlled \$'000	2021 Administered \$'000
<b>Current assets</b>		
Cash and cash equivalents	35,534	(38,008)
Receivables	14,166	-
Other current assets	191	-
<b>Total current assets</b>	<b>49,891</b>	<b>(38,008)</b>
<b>Total non-current assets</b>		
Property, plant and equipment	124,670	-
Intangibles	1,989	-
Other non-current assets	30	-
<b>Total non-current assets</b>	<b>126,689</b>	<b>-</b>
<b>Current liabilities</b>		
Payables	16,238	129
Accrued employee benefits	630	-
Provisions	1,995	-
Other current liabilities	30	-
<b>Total current liabilities</b>	<b>18,893</b>	<b>129</b>
<b>Net assets transferred/(received)</b>	<b>157,687</b>	<b>(38,137)</b>

The decrease in net assets of \$157.687M (controlled) has been accounted for as a decrease in contributed equity as disclosed in the Statement of Changes in Equity.

Budgeted appropriation revenue of \$79.760M (controlled) and nil (administered) was reallocated from the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships to the Department of Communities, Housing and Digital Economy as part of the Machinery-of-Government changes.



**Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships**  
**Notes to the Financial Statements**  
**for the year ended 30 June 2021**

## **A4 National Disability Insurance Scheme**

Full scheme arrangements under the Bilateral Agreement between the Commonwealth and State of Queensland on the National Disability Insurance Scheme (Full Scheme Agreement) commenced from 1 October 2020. Under the Full Scheme Agreement, Queensland has committed to paying its fixed and capped full scheme annual contribution of \$2.128B, escalated at 4% per annum. Full scheme contributions commenced in Queensland from 1 October 2020 and were pro-rated for the 2020-21 financial year.

## **B1 Revenue**

### **B1-1 Appropriation Revenue**

	<b>2021</b>	<b>2020</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Reconciliation of Payments from Consolidated Fund to Appropriation Revenue Recognised in Operating Result</b>		
Budgeted appropriation revenue	<b>328,408</b>	361,571
Lapsed appropriation revenue	<b>(6,262)</b>	-
Additional appropriation revenue for unforeseen expenditure	-	1,776
Treasurers transfers	<b>(5,520)</b>	-
<b>Total Appropriation Receipts (cash)</b>	<b>316,626</b>	363,347
Less: Opening balance of appropriation revenue receivable	-	(4,202)
Plus: Effect of adoption of new accounting standards *	-	4,202
Plus: Opening balance of departmental services revenue payable	<b>21,652</b>	17,049
Adjustment for Machinery-of-Government transfer	<b>10,721</b>	-
Less: Closing balance of departmental services revenue payable	<b>(28,263)</b>	(21,652)
<b>Net Appropriation Revenue</b>	<b>320,736</b>	<b>358,744</b>
<b>Appropriation Revenue Recognised in Income Statement</b>	<b>320,736</b>	<b>358,744</b>

### **Accounting Policy - Appropriation Revenue**

Appropriations provided under the *Appropriation Act 2019* are recognised as revenue when received.

Amounts appropriated to the department for transfer to other entities in accordance with legislative or other requirements are reported as 'administered' appropriations (refer to Note G1-1).

\* There was a change in Australian Accounting Standards for leasing expenses in 2019-20, with the 2018-19 appropriation revenue receivable being held with Queensland Treasury under AASB 117, along with a corresponding non-current liability being eliminated at the start of the 2019-20 financial year through an opening balancing adjustment.

### **B1-2 User Charges and Fees**

The department received the following revenue for user charges and fees during the financial year.

- \$4.037M in Yellow Card application fees for screening of workers within the disability services industry.
- \$2.860M from the National Disability Support Agency to provide specialist disability accommodation and client support.
- \$2.202M in funding to operate Gambling Help counselling services and hotline. This service has transitioned to the Department of Communities, Housing and Digital Economy in the Machinery-of-Government restructure. For further information on the restructure refer to Note A3.
- \$0.676M in rent received from clients in specialist disability accommodation.
- \$0.403M in other fees and charges.

**Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships**  
**Notes to the Financial Statements**  
**for the year ended 30 June 2021**

**B1 Revenue (continued)**

**B1-3 Grants and Other Contributions**

	<b>2021</b>	2020
	<b>\$'000</b>	\$'000
<b>Revenue from contracts with customers</b>		
Commonwealth grants - specific obligations	<b>11,374</b>	11,590
<b>Other grants and contributions</b>		
Commonwealth grants - non-specific obligations	<b>95</b>	1,190
Grants from Queensland Reconstruction Authority*	-	131
Queensland Government grants	<b>362</b>	-
Services received below fair value	<b>1,658</b>	2,009
<b>Total</b>	<b>13,489</b>	<b>14,920</b>

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

**Accounting Policy - Grants, contributions and donations**

Grants, contributions and donations are non-reciprocal transactions where the department does not directly provide the grantor with value approximately equal to the revenue received.

Where the grant agreement is enforceable and contains sufficiently specific performance obligations for the department to transfer goods or services to a third-party on the grantor's behalf, the revenue is accounted for under AASB15 *Revenue from Contracts with Customers*. In this case revenue is initially deferred (as unearned revenue) and recognised as or when the performance obligations are satisfied.

In all other cases the revenue is accounted for in accordance with AASB 1058 *Income of Not-for-Profit Entities*. Revenue is recognised upon receipt unless it is related to special purpose capital grants for construction of non-financial assets that will be controlled by the department. Under the latter circumstances the grant is recognised as unearned revenue initially, and subsequently recognised as revenue progressively as obligations are met through construction of the related asset.

**Disclosure - Grants and contributions**

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

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

**Accounting Policy - Services received below fair value**

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

**Disclosure - Services received below fair value**

Services received below fair value include \$1.460M for community recovery volunteer services (2019-20: \$2.009M) and \$0.198 (2019-20: nil) for state archiving services. All services were provided by other State Government entities. The community recovery program transferred to the Department of Communities, Housing and Digital Economy in the Machinery-of-Government changes. Refer to Note A3 for further information.

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships  
Notes to the Financial Statements  
for the year ended 30 June 2021

## B1 Revenue (continued)

### B1-4 Other Revenue

	2021 \$'000	2020 \$'000
Expenditure recoveries	5	3
Grant and service procurement refunds <sup>^</sup>	2,283	15,197
Other	1,900	3,274
<b>Total</b>	<b>4,188</b>	<b>18,474</b>

<sup>^</sup> These refunds relate to the return of prior year unspent funds by non-government organisations.

## B2 Expenses

### B2-1 Employee Expenses

	2021 \$'000	2020 \$'000
<b>Employee Benefits</b>		
Wages and salaries	162,067	151,552
Employer superannuation contributions	18,792	17,479
Annual leave levy	15,303	14,697
Long service leave levy	3,826	3,497
Other employee benefits	1,345	3,150
	<b>201,333</b>	<b>190,375</b>
<b>Employee Related Expenses</b>		
Workers' compensation premium	2,941	2,113
Other employee related expenses	1,414	1,294
	<b>4,355</b>	<b>3,407</b>
<b>Total</b>	<b>205,688</b>	<b>193,782</b>

The number of employees on a full-time equivalent (FTE) basis under the Minimum Obligatory Human Resource Information (MOHRI) classification methodology is:

	2021	2020
Number of full-time equivalent employees:	<u>1,888</u>	<u>1,767</u>

### Accounting Policies - Employee Benefits

#### Accounting Policy - Wages and Salaries

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

## **B2 Expenses (continued)**

### **B2-1 Employee Expenses (continued)**

#### **Accounting Policies - Employee Benefits (continued)**

##### **Accounting Policy - Annual Leave**

The State Government's Annual Leave Central Scheme (ALCS) became operational on 30 June 2008 for 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.

##### **Accounting Policy - Long Service Leave**

Under the State Government's Long Service Leave Scheme, a levy is made on the department to cover the cost of employee's long service leave. The levies are expensed in the period in which they are payable. Amounts paid to employees for long service leave are claimed from the scheme quarterly in arrears.

##### **Accounting Policy - Superannuation**

Post-employment benefits for superannuation are provided through defined contribution (accumulation) plans or the State Government's QSuper defined benefit plan as determined by the employee's conditions of employment.

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

Defined Benefit Plan - The liability for defined benefits is held on a Whole-of-Government basis and reported in those financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*. The amount of contributions for defined benefit plan obligations is based upon the rates determined on the advice of the State Actuary. Contributions are paid by the department at the specified rate following completion of the employee's service each pay period. The department's obligations are limited to those contributions paid.

##### **Accounting Policy - Workers Compensation Premiums**

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

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

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships  
Notes to the Financial Statements  
for the year ended 30 June 2021

## B2 Expenses (continued)

### B2-2 Supplies and Services

	2021 \$'000	2020 \$'000
<b>Service Procurement</b>		
Disability Services+	10,048	48,707
Seniors Services	9,946	10,339
Aboriginal and Torres Strait Islander Partnerships Services	1,172	-
Community Services*	48,789	55,433
Outsourced corporate services	14,554	15,599
Property and motor vehicle expenses	10,067	11,461
Property support, repairs and maintenance costs	8,584	8,904
Professional and technical fees	9,205	9,256
Other	4,174	4,028
Consultancies	-	125
<b>Total</b>	<b>116,539</b>	<b>163,852</b>

\* Community Services transactions are from 1 July 2020 to 30 November 2020 due to the Machinery-of-Government changes

+ The decrease in Disability Services expenses between years relates to the reclassification of the Queensland Community Support Services program and the Meals on Wheels program to Community Services programs in 2020-21. This reclassification reflects the change of focus of these programs because of the transition to the National Disability Insurance Scheme and their stronger alignment to community services.

### Accounting Policy - Property and Motor Vehicle Expenses

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

### Accounting Policy - Distinction between Service Procurement and Grants

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

### B2-3 Grants and Subsidies<sup>^</sup>

	2021 \$'000	2020 \$'000
Disability Services+	4,099	13,707
Seniors Services	520	1,394
Aboriginal and Torres Strait Islander Partnership Services	2,922	-
Community Services *	9,221	15,843
Donations and gifts	1	168
<b>Total</b>	<b>16,763</b>	<b>31,112</b>

\* Community Services transactions are from 1 July 2020 to 30 November 2020 due to the Machinery-of-Government changes.

<sup>^</sup> Refer to B2-2 for the accounting policy on the distinction between service procurement and grants.

+ Refer to B2-2 for explanation of variance on Disability Services expenditure between years.

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships  
Notes to the Financial Statements  
for the year ended 30 June 2021

## B2 Expenses (continued)

### B2-4 Depreciation and Amortisation

	2021 \$'000	2020 \$'000
Depreciation - property, plant and equipment (refer C4-1)	4,756	5,448
Depreciation - right-of-use assets	22	51
Amortisation - intangible assets (refer C5-1)	339	408
<b>Total</b>	<b>5,117</b>	<b>5,907</b>

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

### B2-5 Other Expenses

	2021 \$'000	2020 \$'000
Net losses on disposal of property, plant and equipment	209	1,328
Insurance premiums	758	750
External audit fees	285	285
Special payments - ex gratia payments	3	36
Other	1,689	11
<b>Total</b>	<b>2,944</b>	<b>2,410</b>

### Audit Fees

The Queensland Audit Office is the department's external auditor. Total external audit fees relating to the 2020-21 financial year are estimated to be \$0.285M (2019-20: \$0.285M). There are no non-audit services included in this amount.

### Special Payments

Special payments represent ex gratia expenditure and other expenditure that the department is not contractually or legally obligated to make to other parties. Special payments during 2020-21 and 2019-20 include the following payments over \$5,000:

- No special payments over \$5,000 were made during 2020-21. Special payments during 2019-20 include \$0.028M paid on behalf of a community services provider that experienced financial difficulties to ensure continuity of service to the department's clients and \$0.008M paid to cover the funeral expenses of a client in the care of the department.

## C1 Cash and Cash Equivalents

	2021 \$'000	2020 \$'000
Cash on hand	5	4
Cash at bank	54,835	72,037
<b>Total</b>	<b>54,840</b>	<b>72,041</b>

## C1 Cash and Cash Equivalents (continued)

### Accounting Policy - Cash and Cash equivalents

For the purposes of the balance sheet and the statement of cash flows, cash assets include all cash and cheques received but not banked at 30 June 2021.

The department's cash at bank is held with the Commonwealth Bank of Australia except for a cash fund held with the Queensland Treasury Corporation (QTC) for the Elderly Parent Carer Innovation Initiative established in February 2013. The weighted average effective interest rate for the QTC cash fund is 0.52% per annum.

## C2 Receivables

	2021 \$'000	2020 \$'000
<b>Current</b>		
Trade and other debtors	1,934	2,177
Less: Allowance for impairment loss	(1,671)	(1,780)
	<u>263</u>	<u>397</u>
GST input tax credits receivable	637	1,302
Annual leave reimbursements	4,175	2,481
Long service leave reimbursements	934	661
<b>Total</b>	<u>6,009</u>	<u>4,841</u>

### Accounting Policy - Receivables

Trade and other 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 provision being made for impairment.

### Accounting Policy - Impairment of receivables

Where the department has no reasonable expectation of recovering an amount owed by a debtor, the debt is written-off by directly reducing the receivable against the loss allowance. If the amount of the debt written off exceeds the loss allowance, the excess is recognised as an impairment loss.

### Disclosure - Impairment of receivables

The balance of allowance for impairment loss of \$1.674M is due to trade debtors being deemed to be likely to be uncollectable in the current and future financial years. The debts are mainly related to the transition of disability services to the NDIS with the department no longer holding related funding agreements.

### Disclosure - COVID-19 pandemic impact

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

The ability of non-government organisations to repay excess funds held from prior years could however manifest over a period of time, as the full impact of the pandemic hits the economy. The department continues to monitor the financial viability of non-government organisations holding funding agreements to identify risks in service delivery and debt recovery.

**Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships**  
**Notes to the Financial Statements**  
**for the year ended 30 June 2021**

**C2 Receivables (continued)**

**Disclosure - Credit risk of receivables**

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

**C3 Non-Current Assets Held for Sale**

The department sold land and buildings at the Gold Coast in 2020-21 due to the properties no longer being suitable for the department's needs. The total market value of the land and buildings was \$1.895M. Refer to Note C4-1 for further details of the department's land and building assets.

**C4 Property, Plant and Equipment**

**C4-1 Closing Balances and Reconciliations of Carrying Amount**

	2021 \$'000	2020 \$'000
<b>Property, Plant and Equipment Reconciliation at 30 June 2021 Land</b>		
At fair value	<u>50,663</u>	82,986
	<b>50,663</b>	<b>82,986</b>
<b>Buildings</b>		
At fair value	<b>178,759</b>	242,084
Less accumulated depreciation	<u>(50,541)</u>	(52,339)
	<b>128,218</b>	<b>189,745</b>
<b>Plant and equipment</b>		
At cost	<b>6,846</b>	7,204
Less accumulated depreciation	<u>(4,900)</u>	(5,187)
	<b>1,946</b>	<b>2,017</b>
<b>Capital works in progress</b>		
At cost	<u>469</u>	9,177
	<b>469</b>	<b>9,177</b>
<b>Total</b>	<u><b>181,296</b></u>	<u><b>283,925</b></u>



Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships  
Notes to the Financial Statements  
for the year ended 30 June 2021

## C4 Property, Plant and Equipment (continued)

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

Represented by Movements in Carrying Amount:	Land \$'000	Buildings \$'000	Plant and equipment \$'000	Capital works in progress \$'000	Total \$'000
Carrying amount at 1 July 2019	81,998	180,144	2,657	11,646	276,445
Acquisition	-	-	-	11,005	11,005
Disposals	(741)	(588)	-	-	(1,329)
Transfers out to other Queensland Government entities	(1,258)	(1,200)	-	-	(2,458)
Assets classified as held for sale and other disposals	(500)	(200)	-	-	(700)
Transfers between asset classes	33	13,304	137	(13,474)	-
Revaluation surplus	3,454	2,956	-	-	6,410
Depreciation charge	-	(4,671)	(777)	-	(5,448)
Carrying amount at 30 June 2020	82,986	189,745	2,017	9,177	283,925
Carrying amount at 1 July 2020	82,986	189,745	2,017	9,177	283,925
Acquisition	-	119	48	14,020	14,187
Disposals	(1,037)	(3,786)	(6)	-	(4,829)
Transfers in from other Queensland Government entities MoG*	1,410	14,316	491	-	16,217
Transfers out to other Queensland Government entities MoG*	(32,840)	(76,683)	(195)	(14,952)	(124,670)
Adjustments MoG	-	-	-	-	-
Transfers between asset classes	-	7,663	113	(7,776)	-
Net revaluation increments/ (decrements) in asset revaluation surplus	144	1,078	-	-	1,222
Revaluation surplus	-	-	-	-	-
Depreciation charge	-	(4,234)	(522)	-	(4,756)
Carrying amount at 30 June 2021	50,663	128,218	1,946	469	181,296

\* Refer to Note A3 for further information.

### C4-2 Recognition and Acquisition

#### Accounting Policy - Recognition

#### Basis of Capitalisation and Recognition Thresholds

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

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

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

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

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

## **C4 Property, Plant and Equipment (continued)**

### **C4-2 Recognition and Acquisition (continued)**

#### **Accounting Policy - Cost of Acquisition**

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

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

### **C4-3 Measurement Using Historical Cost**

#### **Accounting Policy**

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

### **C4-4 Measurement Using Fair Value**

#### **Accounting Policy**

Land and buildings are measured at fair value as required by Queensland Treasury's NCAP for the Queensland Public Sector. These assets are reported at their revalued amounts, being the fair value at the date of valuation, less any subsequent accumulated depreciation and impairment losses where applicable (refer to Note C4-1).

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

Land and buildings are revalued on an annual basis either by appraisals undertaken by an independent professional valuer or by the use of appropriate and relevant indices.

#### **Use of Specific Appraisals**

Revaluations using independent professional valuers are undertaken at least once every five years. The department's land and buildings were revalued by independent professional valuers, APV Valuers & Asset Management (APV) valuers certificates 2962 and 4079, in the current financial year. The effective date of the revaluation is 29 February 2021. Management have confirmed there has been no significant shift in the values since then.

Revaluations using independent professional valuers are undertaken annually. However, if a particular asset class experiences significant and volatile changes in fair value, the class is subject to specific appraisal in the reporting period, where practicable, regardless of the timing of the last specific appraisal.

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

#### **Use of Indices**

Where assets have not been specifically appraised in the reporting period, their previous valuations are materially kept up-to-date via the application of relevant indices. APV performed the comprehensive revaluation of the department's land and buildings in 2019-20, with indices sourced from APV being applied to these assets (refer to Note C4-7).

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

## C4 Property, Plant and Equipment (continued)

### C4-4 Measurement Using Fair Value (continued)

#### Accounting for Changes in Fair Value

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

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

In accordance with Australian Accounting Standards, the revaluation increment on the department's land and buildings in 2020-21 has been recognised as revenue in the Income Statement, as a reversal of the revaluation decrement.

As at 30 June 2021, the carrying amount of the asset revaluation decrements were \$71.187M (2019-20: \$71.331M) for land and \$75.394M (2019-20: \$76.367M) for buildings.

### C4-5 Depreciation Expense

#### Accounting Policy

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

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

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

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

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

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

#### Depreciation Rates

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

Asset	Range of Useful Life	Average Useful Life
Buildings	10-120 years	56.12 years
Plant and Equipment	4-19 years	11.51 years

## C4 Property, Plant and Equipment (continued)

### C4-6 Impairment

#### Accounting Policy - Property, Plant and Equipment

#### Indicators of Impairment and Determining Recoverable Amount

All property, plant and equipment assets are assessed for indicators of impairment on an annual basis or, where the asset is measured at fair value, for indicators of a change in fair value/service potential since the last valuation was completed. Where indicators of a material change in fair value or service potential since the last valuation arise, the asset is revalued at the reporting date under AASB 13 *Fair Value Measurement*. If an indicator of possible impairment exists, the department determines the asset's recoverable amount under AASB 136 *Impairment of Assets*. Recoverable amount is equal to the higher of the fair value less costs of disposal.

### C4-7 Fair Value Measurement

#### Fair Value Measurement Hierarchy

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

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

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

#### Categorisation of Assets Measured at Fair Value

	Level 2		Level 3		Total Carrying Amount	
	2021 \$'000	2020 \$'000	2021 \$'000	2020 \$'000	2021 \$'000	2020 \$'000
Land	50,663	82,816	-	170	50,663	82,986
Buildings	8,728	8,135	119,490	181,610	128,218	189,745

#### Level 3 Fair Value Measurement - Reconciliation

	Land		Buildings	
	2021 \$'000	2020 \$'000	2021 \$'000	2020 \$'000
Carrying amount at 1 July 2020	170	3,987	181,610	165,512
Acquisitions	-	-	119	-
Disposals	-	(741)	(2,928)	(417)
Transfers in from other Queensland Government entities MoG*	-	-	12,082	-
Transfers out to other Queensland Government entities	-	(351)	-	(1,082)
Transfers out to other Queensland Government entities MoG*	(170)	-	(75,733)	-
Transfers between asset classes	-	-	7,637	13,304
Transfers into level 3 from level 2	-	-	-	5,661
Transfers out of level 3 to level 2	-	(2,725)	-	-
Net revaluation increments/ (decrements) in operating surplus	-	-	714	-
Net revaluation increments/ (decrements) in asset revaluation surplus	-	-	-	2,954
Depreciation	-	-	(4,011)	(4,322)
Carrying amount at 30 June 2021	-	170	119,490	181,610

## **C4 Property, Plant and Equipment (continued)**

### **C4-7 Fair Value Measurement (continued)**

\* Refer to Note A3-2 for further information.

#### *Basis for Fair Values of Assets*

The land and buildings portfolio for Seniors and Disability Services was comprehensively revalued by APV in the 2019-20 financial year in accordance with AASB 13 *Fair Value Measurement*. The land and buildings portfolio for Aboriginal and Torres Strait Islander Partnerships was transferred to the department at fair value following the Machinery-of-Government restructure. Refer to Note A3-1 for further information.

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

The department transferred assets to the Department of Communities, Housing and Digital Economy as part of the Machinery-of-Government restructure with effect from 1 December 2020. The department received assets from the former Department of Aboriginal and Torres Strait Islander Partnerships with effect from 13 November 2020. Refer to Note A3 for further information.

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

The department's special purpose buildings (level 3 category) as well as buildings where due to external circumstances there was no evidence to support a market based approach, are valued using current replacement cost as their valuation approach. Under this approach the cost to replace the asset is calculated and then adjusted to take account of any obsolescence. Key inputs used in this approach include the condition of the building assets, legal and commercial obsolescence and the determination of key depreciation related assumptions such as residual value and useful life. The cost approach method is based on determining the current replacement cost of the buildings modern equivalent (or cost of reproduction where relevant) and then adjusting for the level of consumed obsolescence.

### **C4-8 Retail Stores and Community Facilities Divestment Program**

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

These assets include:

- Olandi Hall, Thursday Island (land held in trust and buildings) - value \$1.609M
- Mona Mona (land held in trust and a meeting shed) - value \$0.821M
- Residential dwellings and land held in trust, Irvinebank - value \$0.213M
- A number of reserves in remote locations in the Torres Strait and on the mainland. The majority of these reserves are valued at \$1 in accordance with The Land Act 1994 which enables unallocated state land held in trust for the local community to be valued at a nominal amount.

## C4 Property, Plant and Equipment (continued)

### C4-8 Retail Stores and Community Facilities Divestment Program (continued)

The department currently controls a number of Retail Stores and associated housing assets in remote communities. These assets are valued at \$9.400M. Community Enterprise Queensland currently operates the Retail Stores on behalf of the department under memorandum of understanding arrangements whereby Community Enterprise Queensland reimburses the department's depreciation expenses. The department also controls the Lockhart River Multi-Tenant Service Centre (\$2.014M).

### C4-9 Land and Buildings not on Deed of Grant in Trust (DOGIT) Land

In 2020-21, the department revalued land and buildings by use of appropriate indices. The department engaged APV to supply these indices.

The indices are either publicly available, or are derived from available market information. APV provides assurance of their robustness, validity and appropriateness for application to the relevant assets.

Management assesses and confirms the relevance and suitability of these indices. Land is valued at a nominal value of \$1 per parcel as land is held in trust for the local community. As there is no active market for departmentally-owned buildings on DOGIT land, the current replacement cost approach is used.

The indices are either publicly available, or are derived from available market information. APV provides assurance of their robustness, validity and appropriateness for application to the relevant assets. Management assesses and confirms the relevance and suitability of these indices.

Current replacement cost reflects the current cost that would be required to replace the service capacity of the asset as it currently exists. The cost is estimated to be the amount that would be incurred by a market participant to acquire or construct a substitute asset, adjusted for obsolescence.

## C5 Intangibles

### C5-1 Closing Balances and Reconciliations of Carrying Amount

	2021 \$'000	2020 \$'000	
<b>Intangible Assets Reconciliation at 30 June 2021</b>			
<b>Internally Generated</b>			
Software - internally generated (at cost)	1,722	45,889	
Less accumulated amortisation	(672)	(43,741)	
	<u>1,050</u>	<u>2,148</u>	
<b>Works in progress</b>			
Software - work in progress (at cost)	-	1,078	
	<u>-</u>	<u>1,078</u>	
<b>Total</b>	<u>1,050</u>	<u>3,226</u>	
	<b>Software internally generated \$'000</b>	<b>Software works in progress \$'000</b>	<b>Total \$'000</b>
<b>Represented by Movements in Carrying Amount:</b>			
Carrying amount at 1 July 2019	2,556	-	2,556
Transfer in from other Queensland Government Entities MoG*	-	1,078	1,078
Amortisation	(408)	-	(408)
Carrying amount at 30 June 2020	<u>2,148</u>	<u>1,078</u>	<u>3,226</u>

## C5 Intangibles (continued)

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

Represented by Movements in Carrying Amount:	Software internally generated \$'000	Software works in progress \$'000	Total \$'000
Carrying amount at 1 July 2020	2,148	1,078	3,226
Additions	-	13	13
Transfer in from other Queensland Government Entities MoG*	142	-	142
Adjustments MoG	(3)	-	(3)
Transfers between classes	1,091	(1,091)	-
Transfers out to other Queensland Government entities MoG*	(1,989)	-	(1,989)
Amortisation	(339)	-	(339)
Carrying amount at 30 June 2021	1,050	-	1,050

\* Refer to Note A3 for further information.

### C5-2 Recognition and Measurement

#### Accounting Policy

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

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

#### C5-3 Amortisation Expense

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

For each class of intangible asset the following amortisation useful lives are used:

Asset	Range of Useful Life	Average Useful Life
Software Internally Generated	7-9 years	7 years

### C5-4 Impairment

#### Accounting Policy - Intangibles

All intangible assets are assessed for indicators of impairment on an annual basis. If an indicator of possible impairment exists, the department determines the asset's recoverable amount. Any amount by which the asset's carrying amount exceeds the recoverable amount is recorded as an impairment loss.

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

**Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships**  
**Notes to the Financial Statements**  
**for the year ended 30 June 2021**

## C6 Payables

	2021 \$'000	2020 \$'000
<b>Current</b>		
Trade creditors and accruals	8,074	5,107
Grants and subsidies payable	1,359	5,501
Deferred appropriation payable to Consolidated Fund	28,263	21,652
Other	230	339
<b>Total</b>	<b>37,926</b>	<b>32,599</b>

### Accounting Policy - Payables

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

### Disclosure - COVID-19 pandemic impact

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

## C7 Accrued Employee Benefits

	2021 \$'000	2020 \$'000
Salaries and wages payable	2,943	2,649
Annual leave levy payable	4,759	4,003
Long service leave levy payable	1,109	967
<b>Total</b>	<b>8,811</b>	<b>7,619</b>

### Accounting Policy - Accrued Employee Benefits

No provision for annual leave or long service leave is recognised in the department's financial statements as the liability is held on a Whole-of-Government basis and reported in those financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*.

## C8 Equity

### C8-1 Contributed Equity

#### Accounting Interpretation

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

- Non-reciprocal transfers of assets and liabilities between wholly-owned Queensland State Public Sector entities as a result of Machinery-of-Government changes; and
- Appropriations for equity adjustments (refer to Note C8-2 Appropriations Recognised in Equity).



Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships  
Notes to the Financial Statements  
for the year ended 30 June 2021

## C8 Equity (continued)

### C8-2 Appropriations Recognised in Equity

	2021 \$'000	2020 \$'000
<b>Reconciliation of Payments from Consolidated Fund to Equity Adjustment</b>		
Budgeted equity adjustment appropriation	9,470	3,259
Additional appropriation revenue for unforeseen expenditure	-	2,306
Lapsed equity adjustment	(4,520)	-
<b>Equity Adjustment Receipts (Payments)</b>	<b>4,950</b>	<b>5,565</b>
Less: Closing balance of equity adjustment payable	(449)	(2,306)
<b>Equity Adjustment Recognised in Contributed Equity</b>	<b>4,501</b>	<b>3,259</b>

## D1 Financial Risk Disclosures

### D1-1 Financial Instrument Categories

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

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

	Note	2021 \$'000	2020 \$'000
<b>Financial Assets</b>			
Cash and cash equivalents	C1	54,840	72,041
<b>Financial assets at amortised cost:</b>			
Current Receivables	C2	6,009	4,841
<b>Total financial assets</b>		<b>60,849</b>	<b>76,882</b>
<b>Financial Liabilities</b>			
<b>Financial liabilities at amortised cost - comprising:</b>			
Payables	C6	37,926	32,599
<b>Total financial liabilities at amortised cost</b>		<b>37,926</b>	<b>32,599</b>

### D1-2 Financial Risk Management

Financial risk management is implemented pursuant to State 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:

<b>Risk Exposure</b>	<b>Measurement Method</b>
Credit risk	Ageing analysis, earnings at risk
Liquidity risk	Sensitivity analysis
Market risk	Interest rate sensitivity analysis

## D1 Financial Risk Disclosures (continued)

### D1-2 Financial Risk Management (continued)

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

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

## D2 Contingencies

### D2-1 Native Title Claims over Departmental Assets

As at reporting date native title claims exist that covers departmental land with buildings and site improvements totalling \$0.655M. At the reporting date it is not possible to make an estimate of any probable outcome of this claim, or any financial effects.

## D3 Commitments

### D3-1 Capital Expenditure Commitments

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

	No later than one year		Later than one year and not later than five years		Longer than five years		Total	
	2021 \$'000	2020 \$'000	2021 \$'000	2020 \$'000	2021 \$'000	2020 \$'000	2021 \$'000	2020 \$'000
<b>Payable</b>								
Land and buildings	1,287	12,666	-	-	-	-	1,287	12,666
Intangibles	-	82	-	-	-	-	-	82
<b>Total</b>	<b>1,287</b>	<b>12,748</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1,287</b>	<b>12,748</b>

## D4 Events After the Balance Date

On 21 August 2021, the Torres Shire Council resolved to accept the transfer and ownership of Olandi Hall for nil consideration under the department's asset divestment program to empower local communities. The transaction is intended to be recognised as an administered grant in 2021-22 as permitted under the Financial Reporting Requirements 4F.5. The asset's value as at 30 June 2021 is \$1.609M (land \$0.495M; buildings \$1.114M).

## E1 Budgetary Reporting Disclosures

### E1-1 Explanation of Major Variances – Income Statement

#### *Appropriation revenue*

Appropriation revenue is \$33.161M lower than budget of \$353.897M due to a range of timing adjustments for initiatives including splash parks in discrete communities, the Disability Connect Outreach Program and the reallocation of funding for the Community Services function to the Department of Communities, Housing and Digital Economy. Further, appropriation revenue was reduced by \$4.037M to offset revenues received for the processing of Yellow Card applications.

#### *User charges and fees*

User charges and fees is \$6.666M higher than budget of \$3.512M principally due to funding received from the NDIS for specialist disability accommodation. This item is not budgeted for due to the variable nature of these recovery costs. Further, the department recognised \$4.037M in user charges relating to the processing of Yellow Card applications which has been offset against appropriation revenue.

## **E1 Budgetary Reporting Disclosures (continued)**

### **E1-1 Explanation of Major Variances – Income Statement (continued)**

#### ***Grants and other contributions***

Grants and other contributions is \$1.272M higher than budget of \$12.217M principally reflecting the recognition of services received below fair value of \$1.460M for the contribution of employee effort from other state government departments towards community disaster recovery projects. This item is not budgeted for due to the variable nature of these recovery events. A commensurate offsetting expense has been recognised and reported under other expenses.

#### ***Reversal of revaluation decrement***

The reversal of the revaluation decrement balance at year end of \$1.229M is due to the increment of the annual revaluation of land and building assets being adjusted against the historical revaluation decrement. A budget was not provided for this item due to the difficulty in forecasting revaluation movements across the asset portfolio.

#### ***Other revenue***

Other revenue is \$1.740M higher than the budget of \$2.448M reflecting funding received from Queensland Health for reimbursement of COVID-19 pandemic related expenses incurred in prior years (\$0.650M) the de-recognition of provisions (\$0.550M), and the return of grant funds unspent from prior years being \$0.400M above forecast.

#### ***Supplies and services***

Supplies and services expenses were \$21.045M lower than the budget of \$137.584M due to the timing adjustments for initiatives the Disability Connect Outreach Program, the NDIS Worker Screening project and the Royal Commission into violence, abuse, neglect and exploitation of people with disability. A number of outsourced service delivery programs required being reprogrammed due to the ongoing impact of the COVID-19 pandemic and the ability to community engage and operationalise initiatives.

#### ***Grants and subsidies***

Grants and subsidies expenses were \$4.767M lower than the budget of \$21.530M due to the timing of a number of grant programs including splash parks in discrete communities being reprogrammed due to the ongoing impact of the COVID-19 pandemic and the ability to engage fully with local communities and operationalise initiatives.

#### ***Depreciation and amortisation***

Depreciation and amortisation were \$2.189M lower than the budget of \$7.306M, reflecting lower impacts of asset revaluations on the 2020-21 financial year than originally forecast and the recalibration of the asset portfolio and depreciation budget following the Machinery-of-Government changes.

#### ***Impairment losses***

The department regularly reassesses its debts and other assets for impairment. Debt impairments were lower in 2020-21 compared to original forecasts with allowance for impairment losses reducing from \$1.780M to \$1.671M.

#### ***Other expenses***

Other expenses were \$1.465M higher than the budget of \$1.479M principally reflecting the recognition of Services received below fair value of \$1.460M for the contribution of employee effort from other state government departments towards community relief efforts. This item is not budgeted for due to the variable nature of these recovery events. A commensurate offsetting revenue has been recognised under grants and other contributions.

**Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships  
Notes to the Financial Statements  
for the year ended 30 June 2021**

**F1 Key Management Personnel Disclosures**

**F1-1 Details of Key Management Personnel and Remuneration Expense**

The department's responsible Minister is identified as part of the department's Key Management Personnel (KMP), consistent with additional guidance included in AASB 124 *Related Party Disclosures*. The department operated under two Ministers during the financial year - the Honourable Coralie O'Rourke MP, Minister for Communities, Disability Services and Seniors from 1 July 2020 to 12 November 2020; and the Honourable Craig Crawford MP, Minister for Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships from 13 November 2020 to 30 June 2021. The following details for non-ministerial KMP reflect those departmental positions that had authority and responsibility for planning, directing and controlling the activities of the department during 2020-21 and 2019-20. Further information about these positions can be found in the body of the Annual Report under the section relating to Executive Management.

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

**1 December 2020 - 30 June 2021**

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

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships  
Notes to the Financial Statements  
for the year ended 30 June 2021

**F1 Key Management Personnel Disclosures (continued)**

**F1-1 Details of Key Management Personnel and Remuneration Expense  
(continued) 1 July 2020 - 30 November 2020**

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

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships  
Notes to the Financial Statements  
for the year ended 30 June 2021

**F1 Key Management Personnel Disclosures (continued)**

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

**1 July 2019 - 30 June 2020**

Position Title	Short Term Employee Expenses		Other Employee Benefits		Termination Total Expenses \$'000
	Monetary Expenses \$'000	Non-Monetary Benefits \$'000	Long Term Employee Expenses \$'000	Post-Employment Benefits \$'000	
Director-General	331	5	8	43	387
Assistant Director-General (Community and Seniors Services)	249	5	6	26	286
Assistant Director-General (Accommodation Support and Respite Services)	230	5	5	26	266
Deputy Director-General (Disability Services) - until 9 August 2019	74	1	1	4	333
Assistant Director-General (Disability Connect Queensland) - from 16 September 2019	170	4	4	15	193
Deputy Director-General (Corporate Services) - until 13 September 2019	75	1	1	5	315
Assistant Director-General (Corporate Services) - from 16 September 2019	188	2	4	17	211
Assistant Director-General (Strategic Policy and Legislation) - until 27 September 2019	91	1	1	6	146
Executive Director (Strategic Policy and Legislation) - from 3 July 2019	196	5	4	19	224
Assistant Director-General (NDIS Program Management Office) - until 19 July 2019	16	-	-	1	17
Chief Finance Officer	207	5	5	22	239
Chief Human Resources Officer	195	5	4	21	225

## F1 Key Management Personnel Disclosures (continued)

### F1-2 Remuneration Policies

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

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

Effective from 1 September 2017, remuneration packages of KMP increased by 2.5% in accordance with government policy.

Remuneration expenses for those KMP comprise the following components:

- Short term employee expenses including:
  - salaries, allowances and leave entitlements earned and expensed for the entire year, or for that part of the year during which the employee occupied a KMP position.
  - non-monetary benefits - consisting of provision of vehicle together with fringe benefits tax applicable to the benefit.
- Long term employee expenses include amounts expensed in respect of long service leave entitlements earned.
- Post-employment expenses include amounts expensed in respect of employer superannuation obligations.
- Termination benefits include payments in lieu of notice on termination and other lump sum separation entitlements (excluding annual and long service leave entitlements) payable on termination of employment or acceptance of an offer of termination of employment.

### F1-3 Performance Payments

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

## F2 Related Party Transactions

### F2-1 Transactions with other Queensland Government-controlled entities

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

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

The department also purchases corporate services from the Department of Children, Youth Justice and Multicultural Affairs.

### F2-2 Transactions with people/entities related to KMP

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

**Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships**  
**Notes to the Financial Statements**  
**for the year ended 30 June 2021**

### F3 Climate Risk Disclosures

The department has not identified any material climate related risks relevant to the financial statements at the reporting date. Climate risks are considered by the department within the context of its Enterprise Risk Management framework.

### F4 Impact of COVID-19 Pandemic

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

Expenditure recognised in the Income Statement - Administered includes the following items under the heading of grants and subsidies.

- \$6.708M in relief payments provided under the State Government Power Bill Relief Package for small and medium business enterprises with consumption less than 100,000 kilowatt hours (kWh), with a \$500 rebate being automatically applied to electricity accounts. \$85.920M provided in 2019-20.
- \$11.447M in electricity rebates provided under the State Government Household Utility Assistance Package to Queensland residential households, with a \$50 rebate being automatically applied to their electricity accounts. \$404.213M provided in 2019-20.

Expenditure recognised in the Income Statement - Controlled includes the following under the heading of grants and subsidies.

- \$2.201M provided under the International Students in Crisis grants program to enrolled international students living in Queensland who were suffering severe financial hardship as a result of the pandemic. \$2.666M provided in 2019-20.

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

### G1 Administered

#### G1-1 Appropriation Revenue

	2021 \$'000	2020 \$'000
<b>Reconciliation of Payments from Consolidated Fund to Administered</b>		
<b>Appropriation Revenue Recognised in Operating Result</b>		
Budgeted appropriation revenue	2,423,678	1,527,222
Treasurer's transfers	5,520	500,000
Additional appropriation revenue for unforeseen expenditure	-	115,468
<b>Total Appropriation Receipts (cash)</b>	<b>2,429,198</b>	<b>2,142,690</b>
Less: Opening balance of appropriation revenue receivable	(14,801)	-
Plus: Closing balance of appropriation revenue receivable	-	14,801
Plus: Opening balance of appropriation revenue payable	-	155,617
Less: Closing balance of appropriation revenue payable	(20,921)	-
<b>Net Appropriation Revenue</b>	<b>2,393,476</b>	<b>2,313,108</b>
Plus: Adjustment for MoG transfer	-	-
<b>Administered Appropriation Revenue recognised in Income Statement*</b>	<b>2,393,476</b>	<b>2,313,108</b>

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



Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships  
Notes to the Financial Statements  
for the year ended 30 June 2021

**G1 Administered (continued)**

**G1-2 Grants and Other Contributions**

	2021 \$'000	2020 \$'000
Commonwealth grants	900	-
Grants from Queensland Reconstruction Authority*	1,953	71,949
<b>Total</b>	<b>2,853</b>	<b>71,949</b>

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

**G1-3 Supplies and Services**

	2021 \$'000	2020 \$'000
Service procurement	725	111
Professional and technical fees	-	11
Disaster recovery	277	8,490
<b>Total</b>	<b>1,002</b>	<b>8,612</b>

**G1-4 Grants and Subsidies**

	2021 \$'000	2020 \$'000
Grants - National Disability Insurance Agency	1,976,912	1,544,285
Grants – Disaster Recovery	11,157	11,694
Grants – Western Cape Communities	7,025	-
Grants - Electricity - COVID-19 - Small Medium Business Relief	6,708	85,920
Grants - Family Responsibilities Commission	2,079	-
Grants - Disaster Recovery Personal Hardship Assistance Scheme	1,065	3,414
<b>Total grants and subsidies</b>	<b>2,004,946</b>	<b>1,645,313</b>
Concession - Asset ownership electricity dividend	104,780	2,944
Concession - Electricity	198,835	189,956
Concession - Electricity - COVID-19 - Residential Household Relief	11,447	404,213
Concession - Rates	54,340	53,256
Concession - Water	18,271	17,682
Concession - Home Energy Emergency Assistance	7,696	8,739
Concession - Natural gas	2,497	2,388
Concession - Life Support	2,071	2,099
Concession - Medical cooling and heating electricity	1,716	1,627
<b>Total concession payments</b>	<b>401,653</b>	<b>682,904</b>
<b>Total</b>	<b>2,406,599</b>	<b>2,328,217</b>

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships  
Notes to the Financial Statements  
for the year ended 30 June 2021

**G1 Administered (continued)**

**G1-5 Receivables**

	2021 \$'000	2020 \$'000
<b>Current</b>		
Net trade receivables	-	-
GST input tax credits receivable	1,959	2,163
Appropriation revenue receivable	-	14,801
<b>Total</b>	<u>1,959</u>	<u>16,964</u>

**G1-6 Payables**

	2021 \$'000	2020 \$'000
Service concessions available	26,808	93,867
Appropriation revenue payable	20,921	-
Trade creditors and accruals	3	10
Grants and subsidies payable	-	141,895
Other	1	2
<b>Total</b>	<u>47,733</u>	<u>235,774</u>

**G1-7 Financial Instruments**

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

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

	Note	2021 \$'000	2020 \$'000
<b>Financial Assets</b>			
Cash and cash equivalents		44,315	190,692
<b>Financial assets at amortised cost:</b>			
Current Receivables	G1-5	1,959	16,964
<b>Total financial assets</b>		<u>46,274</u>	<u>207,656</u>
<b>Financial Liabilities</b>			
<b>Financial liabilities at amortised cost - comprising:</b>			
Payables	G1-6	47,733	235,774
<b>Total financial liabilities at amortised cost</b>		<u>47,733</u>	<u>235,774</u>

## **G1 Administered (continued)**

### **G1-8 Budgetary Reporting Disclosures**

#### **(i) Explanation of Major Variances - Income Statement**

##### **Appropriation revenue**

Administered appropriation revenue is \$37.177M lower than the budget of \$2.431B principally due to the timing of concessions payments for electricity rebates for households and small or medium businesses. The variance is influenced by timing of application of rebates to quarterly consumer bills.

##### **Grants and other contributions**

Grants and other contributions principally reflect natural disaster relief and recovery grants received from the Queensland Reconstruction Authority. The original budget of \$13.605M included an estimation of those grants to be recognised by the department prior to the Machinery-of-Government change for the transfer of the Community Services function to the Department of Communities, Housing and Digital Economy. Actual disaster relief grants received were less than forecast.

##### **Supplies and services**

Supplies and services of \$1.002M were incurred in relation to natural disaster relief and recovery events and are recoverable from the Queensland Reconstruction Authority.

##### **Grants and subsidies**

Grants and subsidies were \$37.659M lower than the budget of \$2.444B. The key contributor to the variance relates to electricity concessions and rebates for households and small or medium businesses with expenditure outlays influenced by the timing of application for the rebates.

**Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships  
Management Certificate  
For the year ended 30 June 2021**

---

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

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

- (a) the prescribed requirements for establishing and keeping the accounts have been complied with in all material respects; and
- (b) the financial statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships for the financial year ended 30 June 2021 and of the financial position of the department at the end of that year.

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

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



26 August 2021

Dr Chris Sarra, PhD  
Director-General



26 August 2021

## INDEPENDENT AUDITOR'S REPORT

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

### Report on the audit of the financial report

#### Opinion

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

In my opinion, the financial report:

- a) gives a true and fair view of the department's financial position as at 30 June 2021, and its financial performance and cash flows for the year then ended
- b) complies with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards.

The financial report comprises the balance sheets and statement of assets and liabilities by major departmental services as at 30 June 2021, the income statements, statement of changes in equity, statement of cash flows and income statement of by major departmental services for the year then ended, notes to the financial statements including summaries of significant accounting policies and other explanatory information, and the management certificate.

#### Basis for opinion

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

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

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

#### Key audit matters

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

**Valuation of Specialised Buildings (\$119.490 million)**

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

Key audit matter	How my audit addressed the key audit matter
<p>The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (DSDSATSIP) specialised building assets were valued at balance date using the current replacement cost method that comprises:</p> <ul style="list-style-type: none"> <li>• Gross replacement cost, less</li> <li>• Accumulated depreciation</li> </ul> <p>Specialised buildings represented 93 per cent of the total building assets as at balance date. The department's assets were valued on an annual basis according to the valuation methodology adopted for each category by comprehensively valuing the assets at regular intervals and applying indices in the years between comprehensive valuations. Specialised buildings were transferred to DSDSATSIP from the former Department of Aboriginal and Torres Strait Islander Partnerships at current replacement cost on 13 November 2020 as part of a Machinery-of-Government (MoG) change. As part of the MoG change, specialised buildings were also transferred out to the Department of Communities, Housing and Digital Economy from DSDSATSIP at current replacement cost on 1 December 2020. The department derived the gross replacement cost of its specialised buildings at balance date using unit prices that required significant judgements for:</p> <ul style="list-style-type: none"> <li>• Identifying the components of buildings with separately identifiable replacement costs (known as unit categories)</li> <li>• Developing a unit rate for each of these components, including: <ul style="list-style-type: none"> <li>– Estimating the current cost for a modern substitute (including locality factors and on-costs), expressed as a rate per unit</li> <li>– Identifying whether the existing building contains obsolescence or less utility compared to the modern substitute, and if so, estimating the adjustment to the unit rate required to reflect this difference</li> </ul> </li> <li>• Indexing unit rates for subsequent increases in input costs.</li> </ul>	<p>For this year specialised buildings were indexed. My procedures included, but were not limited to:</p> <ul style="list-style-type: none"> <li>• obtaining an understanding of the valuation methodology and appropriateness using common industry practices</li> <li>• assessing the competence, capability and objectivity of the independent valuer</li> <li>• reviewing the scope and instructions provided to the independent valuer</li> <li>• evaluating the reasonableness of the indices used against other publicly available information about movements in values for replacement costs of similar assets.</li> <li>• ensuring Machinery-of-Government transfers in and transfers out were processed completely and accurately.</li> </ul>

## **Responsibilities of the department for the financial report**

The Accountable Officer is responsible for the preparation of the financial report that gives a true and fair view in accordance with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards, and for such internal control as the Accountable Officer determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

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

## **Auditor's responsibilities for the audit of the financial report**

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

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

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

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

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

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

### **Statement**

In accordance with s.40 of the *Auditor-General Act 2009*, for the year ended 30 June 2021:

- a) I received all the information and explanations I required.
- b) I consider that, the prescribed requirements in relation to the establishment and keeping of accounts were complied with in all material respects.

### **Prescribed requirements scope**

The prescribed requirements for the establishment and keeping of accounts are contained in the *Financial Accountability Act 2009*, any other Act and the Financial and Performance Management Standard 2019. The applicable requirements include those for keeping financial records that correctly record and explain the department's transactions and account balances to enable the preparation of a true and fair financial report.



27 August 2021

John Welsh  
as delegate of the Auditor-General

Queensland Audit Office  
Brisbane



ANNUAL REPORT 2020–2021

**Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships**

[www.dsdsatsip.qld.gov.au](http://www.dsdsatsip.qld.gov.au)