

ANNUAL REPORT

2017-2018



Public availability of report

This Annual Report is available on our website at:

<https://www.communities.qld.gov.au/about-us/our-organisation/publications/annual-report/annual-report-2017-18>.

For further information on how to contact us – refer to Appendix 7 on page 148.

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Office of the
Director-General

Department of
**Communities, Disability
Services and Seniors**

21 September 2018

The Honourable Coralee O'Rourke MP
Minister for Communities and
Minister for Disability Services and Seniors

Dear Minister O'Rourke

I am pleased to submit for presentation to the Queensland Parliament, the 2017–18 Annual Report and Financial Statements for the Department of Communities, Disability Services and Seniors.

This Annual Report is prepared on the basis of the current administrative arrangements for this department applying for the whole of the 2017–18 financial year. That is, it reflects the structure, operations and performance of the department as it now exists.

I certify that this Annual Report complies with the:

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

A checklist outlining the annual reporting requirements can be accessed at Appendix 4 of this Annual Report.

Yours sincerely

Clare O'Connor
Director-General

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Machinery-of-government

As a result of machinery-of-government changes that came into effect on 12 December 2017, the former Department of Communities, Child Safety and Disability Services was renamed the Department of Communities, Disability Services and Seniors.

Incoming and outgoing divisions or functions

The following table outlines those divisions or functions that joined the department and those that left:

Joined the department	Left the department on 12 /12/2017
Nil.	Adoption
	Child Protection Services
	Prevention of Domestic and Family Violence
	Office for Women
	Youth Affairs
	Multicultural Affairs

Related annual reports

The following tables outline where the non-financial performance information and Financial Statements for the incoming and outgoing divisions or functions can be located and the periods of reporting that are covered.

Incoming divisions – Financial Statements

Division/function and reporting period	Related annual report
Not applicable	Not applicable

Outgoing divisions or functions – non-financial performance information

Division/function and reporting period	Related annual report
Adoption (1 July 2017 to 30 June 2018)	Department of Child Safety, Youth and Women
Child Protection Services (1 July 2017 to 30 June 2018)	Department of Child Safety, Youth and Women
Prevention of Domestic and Family Violence (1 July 2017 to 30 June 2018)	Department of Child Safety, Youth and Women
Office for Women (1 July 2017 to 30 June 2018)	Department of Child Safety, Youth and Women
Youth Affairs (1 July 2017 to 30 June 2018)	Department of Child Safety, Youth and Women
Multicultural Affairs (1 July 2017 to 30 June 2018)	Department of Local Government, Racing and Multicultural Affairs

Incoming and outgoing agencies

As a result of the machinery-of-government changes, the Department of Communities, Disability Services and Seniors was transferred to The Honourable Coralee O'Rourke's portfolio from 12 December 2017.

The Department of Communities, Disability Services and Seniors is required to produce its own Annual Report.

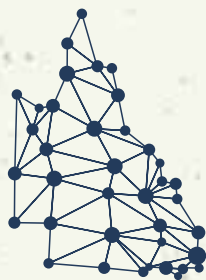
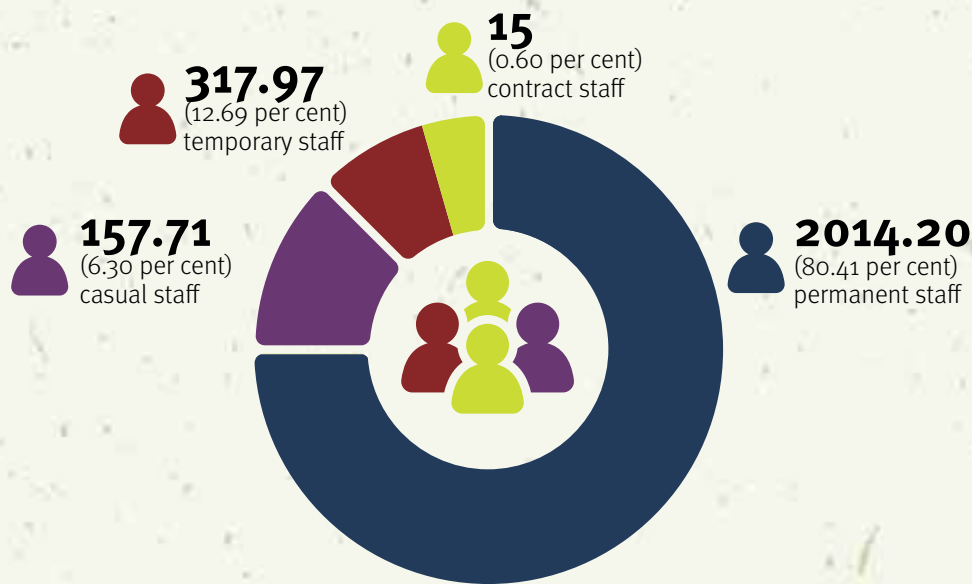
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WHO WE ARE

2017–18 Snapshot

Department of Communities, Disability Services and Seniors



Aboriginal peoples and Torres Strait Islander peoples make up **2.43%** of the department's workforce

2107.81 staff distributed across the state in our regional cities, towns and centres



\$114.923 million in other grants and subsidies to **NGO** partners



397.07 in **central office** areas



\$2.132 billion revenue

990 contracted **service providers** in 2017–18



\$1.429 billion invested in services delivered by the **Disability and Community Services industry**



Director-General's message

I am pleased to present the 2017–2018 Annual Report for the Department of Communities, Disability Services and Seniors.

The department is focused on creating thriving Queensland communities where people of all ages, backgrounds and abilities can participate, are included and resilient, and enjoy high levels of social and economic wellbeing.

This vision drives the development of our initiatives and provides the focus we need to change the lives of Queensland's most vulnerable people. But we cannot realise our vision alone.

We will continue working with communities, sector partners and other government agencies to develop solutions based on the different needs and aspirations of communities. We will also work with advisory groups, who provide valuable insight and advice into matters affecting vulnerable Queenslanders, including seniors and people with disability.

Through collaboration and on-the-ground services, we will continue the state's excellent progress in creating Queensland communities that thrive and prosper.

I am proud of the incredible work that is being done across the department by our dedicated staff, and I am excited about the challenges that are ahead for us as we transition to a new way of delivering more for vulnerable Queenslanders.

A summary of some of our achievements for 2017–18 across the three areas of the department is showcased as follows.

Clare O'Connor
Director-General

Community Services

- ▶ 33,314 Queenslanders around the State received Community Care services from an investment of over \$140 million
- ▶ provided funding of \$3.9 million to 14 organisations across 29 services to deliver individual support and community development programs in the most severely affected communities that were impacted by Severe Tropical Cyclone Debbie
- ▶ continued to provide people with access to information and connect with a range of services through our network of 124 funded Neighbourhood Centres, committed to build an additional two Neighbourhood Centres, and replace or refurbish a further six
- ▶ invested \$6.5 million for the Financial Resilience Program, a key plank of the Queensland Financial Inclusion Plan
- ▶ supported the expansion of the successful School Breakfast Program across an additional 70 schools, with a \$1 million commitment over four years
- ▶ continued to lead the Queensland Government commitment to Logan Together, a collective impact place-based approach to improve development outcomes for children aged zero to eight years of age, and commenced development of a nationally applicable evaluation framework for place-based approaches in partnership with the Commonwealth Department of Social Services and in consultation with Logan Together partners

- ▶ released and commenced implementation of the *Partnering for the future: advancing Queensland's community services industry 2017–2025* strategy to strengthen and support the community services industry
- ▶ completed a review of services and liaised with young people prior to the appointment of a North West Community Resilience Manager and Youth Navigator. This position is based in the hub in Mount Isa, to work with service providers and communities in the province to deliver social elements of the Strategic Blueprint for Queensland's North West Minerals Province.

Seniors

- ▶ improved services and access to information about concessions through a convenient 'one-stop shop' (www.qld.gov.au/seniors), and helped seniors meet cost of living expenses by administering over \$367 million in concessions and rebates, including the *Electricity Asset Ownership Dividend* to all Queensland households
- ▶ launched Advancing Queensland: an age-friendly community grants program
- ▶ worked with all states and territories and the Commonwealth Government to develop a national plan to address elder abuse, and provided \$4.6 million for elder abuse prevention and response. This included funding the Elder Abuse Prevention Unit to operate the state-wide Elder Abuse Helpline, and expansion of specialist support services for older people experiencing or at risk of elder abuse to Gladstone, Rockhampton, Gold Coast, Sunshine Coast and Mackay.

Disability services

- ▶ continued to lead whole-of-government planning and support to implement the National Disability Insurance Scheme (NDIS)
- ▶ reduced the number of people on the Register of Need to zero in those areas that have fully transitioned
- ▶ helped to bring forward the start date of the NDIS in Ipswich, Bundaberg and Rockhampton, enabling 1150 existing clients to transition sooner
- ▶ launched All Abilities Queensland: opportunities for all (state disability plan 2017–20). The plan will have positive outcomes for people with disability
- ▶ facilitated extensive public consultation to help Queenslanders have their say on a new disability plan
- ▶ supported WorkAbility Queensland to lead workforce planning and engagement for the rollout of the NDIS
- ▶ hosted a jobs expo in Townsville that attracted almost 700 jobseekers and connected them to organisations needing new staff
- ▶ conducted extensive state-wide consultation with service providers and recipient representatives to assist the development of continued community care support arrangements for eligible people whose needs are not intended to be met by the NDIS.

Organisational improvements

- ▶ successfully maintained White Ribbon accreditation and delivered a Domestic and Family Violence workplace package to strengthen support for affected employees
- ▶ implemented the *Aboriginal and Torres Strait Islander Workforce Strategy 2016–2018* to drive better employment, capability and career development outcomes for Aboriginal and Torres Strait Islander employees
- ▶ developed the LGBTQI+ Strategy and Action Plan to help ensure everyone's behaviour models a workplace culture of inclusion and safety
- ▶ undertook a series of initiatives to help our frontline staff deliver quality services, including the implementation of red-tape reduction strategies, building capability in areas of key practice and customer service
- ▶ created a new Community Services directorate to lead the work of thriving communities through the advocacy and leveraging of cross-government commissioning, program development and sector leadership
- ▶ supported the NDIS transition by placing Townsville, Mount Isa, Mackay and Ipswich staff affected by changes into new roles within the department and government. 195 staff have successfully been placed to date.
- ▶ finalised improvements to the Community Recovery systems and operating procedures.