PART 1
ABOUT US
DEPARTMENTAL OVERVIEW

The department contributes to the Queensland Government’s objectives for the community of delivering quality frontline services; building safe, caring and connected communities; and creating jobs and a diverse economy.

It does so by investing in social services and infrastructure, and leveraging community efforts to create pathways to jobs and assist with cost of living pressures. Together with other government investments, this helps to reduce inequalities in opportunity and prosperity.

In addition, the department advances strategies that enable social and economic opportunities for seniors, people with disability and their families, and values the important role of volunteers.

The department will continue to deliver quality disability services, including providing accommodation support and respite services and basic community care services for people whose needs are not intended to be met by the NDIS, while also supporting the transition of our clients into the NDIS. This will include delivering the agency’s Disability Services reform and readiness initiatives, leading and facilitating whole-of-government NDIS transition planning and implementation, and progressing the NDIS Workforce Transition Strategy.

Following this year’s disaster season, the department will continue its work to strengthen disaster readiness and resilience and support community recovery. This will include strategies and initiatives to support and enable disaster resilience at individual, household and service provider levels, and strategies to develop our Ready Reserve workforce so that we can continue to provide an enhanced recovery response to the community.

The department will continue to partner with stakeholders to implement a community services industry strategy, and support social innovation and enterprise, service improvement and integration initiatives in conjunction with non-government organisations and other strategic partners.

We will also support the implementation of the Queensland Government’s Strategic Blueprint for Queensland’s North West Minerals Province that is aimed at facilitating a strong and prosperous future for the region.

Community inclusion, participation and resilience strategies implemented by the department will benefit seniors, people with disability and volunteers. The department will facilitate and implement the whole-of-government financial inclusion plan and resilience package, support Neighbourhood Centres and community hub initiatives, improve outcomes for young people, and stimulate opportunities for Queensland to be an age-friendly community.

Our vision 2017–2021

Our vision is for Queenslanders to thrive in safe, fair, resilient and prosperous communities.

We listen to the voices of citizens, customers and stakeholders, and invest and deliver services to enable people, families and communities to thrive.

We do this by:
- engaging collaboratively and building strong partnerships
▸ providing great service
▸ investing, innovating and working smartly
▸ leading and demonstrating our values
▸ learning from practice, feedback, evidence and reviews
▸ enabling our workforce and industry.

Our purpose
We are committed to contributing to a Queensland where:
▸ Queenslanders experiencing vulnerability can participate fully in our economy and their communities
▸ community services are capable, diverse, sustainable and connected
▸ Queenslanders with disability have choice, control and opportunities in their lives
▸ communities are cohesive and inclusive
▸ community services provide rewarding jobs and careers
▸ communities celebrate and maximise the benefits of our diversity
▸ Queenslanders are resilient, and recover well from disasters
▸ Queenslanders are recognised for caring, volunteering, giving and social responsibility
▸ community services contribute to our state’s equity, productivity and prosperity.

Our values
The annual report summarises our performance for the financial year ending 30 June 2018. The annual report reviews our performance against:
▸ key deliverables and performance indicators aligned to our Strategy 2017–21
▸ service areas and service standards in the 2017–18 Department of Communities, Disability Services and Seniors’ Service Delivery Statements.

The report also shows how we demonstrated whole-of-government values in 2017–18:

Our performance
We will better account for the public value we create, including measuring our performance on:
▸ citizen/customer results
▸ citizen/customer experience
▸ stakeholder experience
▸ staff experience
▸ capability and diversity
▸ investment
▸ productivity
▸ governance.
We will actively manage key risks related to:

- managing the smooth and timely transfer of disability services clients to the NDIS
- implementing safeguards to ensure that people in our care receive quality and reliable services
- commissioning and investing in services that represent value for money
- ensuring our resourcing and capability supports the delivery of services within an environment of change
- increasing demand and expectations
- the increasing complexity of needs and vulnerability of clients
- the scale and pace of changes impacting social services
- the impacts of natural disasters and other events
- public expenditure and the accountabilities of funded agencies
- our capabilities and capacities.

CASE STUDY

Gin Gin Neighbourhood Centre is often regarded as the hub of the town, providing a safe and non-judgemental environment to those in need:

- People come to the centre for information on available services in the local areas.
- Clients are also referred to appropriate services to meet their ongoing needs.
- Additional activities for the disability sector, including NDIS pre-planning workshops, have also been provided to prepare community members for the NDIS rollout in September 2017.
- Staff use a person-centred approach to develop working relationships with clients and service providers and promote available services in the area.
- Families and individuals are encouraged to participate in social activities and events to reduce social isolation, which has a flow-on effect of improving their quality of life.
COMMUNITY SERVICES

In 2017–18, we committed to:

▸ continue to implement strategies for seniors
▸ facilitate responses to the Advisory Taskforce on Residential Transition for Ageing Queenslanders
▸ continue to fund and support social and human recovery in disaster-impacted communities and improve community recovery operations
▸ facilitate and implement the operation of Neighbourhood Centres, and support community hub initiatives and community development
▸ coordinate the implementation of Queensland: an age-friendly community action plan, including Advancing Queensland: an age-friendly community grants program
▸ establish an LGBTQI+ Roundtable to inform government engagement with the LGBTQI+ community.

Our 2017–18 achievements include:

Services delivered by non-government organisations

▸ Invested more than $1.429 billion through service agreements to deliver disability, child and family, and community services via 990 community organisations and government agencies across the state
▸ Enhanced existing services, including for Neighbourhood Centres, community recovery and financial inclusion
▸ Supported a variety of individual support services for people affected by financial hardship, problem gambling, natural disasters or alcohol abuse
▸ Continued funding to assist communities impacted by drought events.
▸ Processed and approved of 285 applications from new NDIS providers having completed quality assurance requirements for NDIS registration
Place-based initiatives

▸ Partnered with Queensland Council of Social Service (QCOSS) to deliver Thriving Communities Roundtables in Brisbane and Townsville to share and develop a better understanding of place-based approaches and their potential to support communities to thrive.

▸ Continued to contribute funds to the Logan Together initiative, and lead a ‘one government’ approach for Queensland Government contributions to Logan Together Roadmap priorities for service and investment reform, to improve outcomes for children, families and community.

▸ Allocated funds to appoint a Community Resilience Project Manager and Youth Navigator in the place-based implementation team in Mt Isa to develop and implement a Community Resilience Strategy and Action Plan across the north west, and deliver improved service integration for young people to connect to education, training and employment.

▸ Commenced negotiations with the Australian Government for joint funding of another place-based initiative in Queensland (in addition to Logan Together).

▸ Led cross-Queensland Government engagement to identify reform directions and actions to improve place-based approaches across Queensland.

▸ Partnered with the Commonwealth Department of Social Services and Logan Together stakeholders to commence development of a nationally applicable evaluation methodology for place-based approaches.

Community resilience

▸ Held the second Queensland Community Recovery Forum in October 2017 to engage the business community in how it can play a role to improve resilience and recovery.

▸ Implemented the remaining recommendations of the 2015 Community Recovery Review.

▸ Established a standing offer arrangement for human and social services as part of community recovery reforms to better target investment and strengthen the resilience of individuals, families and communities to disaster events.

▸ Partnered with Community Services Industry Alliance (CSIA) to develop the Disaster Management and Recovery Toolkit and related resources to build capabilities (including business continuity/resilience) and promote inclusion of community-based organisations in community recovery governance and service delivery.

▸ Developed a toolkit of strategies and resources to support organisations, including local governments, to implement the People with Vulnerabilities framework and develop effective local responses to reduce the impact of disasters on vulnerable people or those who may become vulnerable, and build more resilient communities.
Concessions

▸ As at 30 June 2018, 1,043,356 concession recipients benefited from a State government concession.
▸ Made it easy for people to connect to information about services and access concessions and rebates through a convenient ‘one-stop shop’ www.qld.gov.au/seniors

Financial resilience

▸ Launched two Good Money stores, operated by Good Shepherd Microfinance, in Cairns and Southport, to assist people experiencing financial pressures to access safe and affordable financial products. During the first 12 months, Queensland Good Money stores issued 855 no interest and low interest loans.
▸ Continued to support the network of 27 financial resilience workers and financial counsellors.
▸ Continued to support the network of No Interest Loan Scheme providers.
▸ Supported expansion of eligibility for the Electricity Rebate Scheme to Commonwealth Health Care Card holders and asylum seekers effective from 1 January 2017. In 2017–18, the rebate of up to $341 per household per year assisted approximately 560,691 low income households.
▸ The Queensland Financial Inclusion Plan aims to improve the financial resilience and financial inclusion experienced by Queenslanders. A total of 51 of the 55 actions have now been completed.

Cohesive communities

▸ Invited Neighbourhood Centres to apply for a one-off grant from a pool of $550,000 through the Thriving Queensland Communities grants.
▸ Topped up emergency relief funding with a total of $100,000 to 20 of our smallest providers.
▸ Expanded the existing drought relief arrangements to drought-affected communities.
▸ Expanded the successful School Breakfast Program across an additional 70 schools.
▸ Continued delivering Community Connect to link neighbourhood centre clients experiencing significant difficulties with emergency and specialist support services.
▸ Supported Carers Queensland Inc., including to hold events during Carers Week in October 2017.
▸ Supported Volunteering Queensland Inc., including to hold the second Queensland Volunteering Awards during National Volunteer Week.

▸ Continued funding of GIVIT to help distribute donated goods to people in need.

▸ Acquired land for the Moranbah Community Youth Hub.

▸ Held the inaugural LGBTQI+ Roundtable on 23 April 2018. The roundtable membership comprises 11 community members and senior executive officers from key government departments, and aims to ensure policy, programs and services are responsive to the needs of LGBTQI+Queenslanders and their families.

▸ Provided a $3.3 million boost to continue the delivery of the Safe Night Precinct Support Services across the state to continue delivering safer nights out for Queenslanders through services such as mobile patrols and rest and recovery hubs. These services form a key component of the Palaszczuk Government’s Tackling Alcohol Fuelled Violence Program.

**Sector and industry**

▸ Partnered with stakeholders to implement community services strategy and:
  » continued to roll out and embed the Human Services Quality Framework for organisations funded by the Department of Communities, Disability Services and Seniors
  » teamed up with the QCOSS to survey organisations implementing the Human Services Quality Framework for the first time to obtain feedback and identify opportunities for improvement.

▸ Appointed new members to the Queensland Carers Advisory Council for the next two-year term to:
  » contribute to advancing the interests of carers and promote compliance by public authorities with the carers charter
  » make recommendations on enhancing compliance by public authorities with the carers charter
  » provide advice on improving recognition and support, as well as general advice on matters relating to carers.

▸ Worked with key stakeholders from the Community Services Partnership Forum to finalise and release the *Partnering for the Future: advancing Queensland’s community services industry 2017–2025* strategy to support the community services industry.
▸ Worked with stakeholders from the community services industry and across government to deliver priorities under the Partnering for the future Action Plan 2017–2018 including:
  » workforce development in the disability and child safety sectors
  » delivery of workshops in regional and city locations to support building innovation capacity and capability
  » leading a series of forums in regional and city locations to identify technology priorities for the industry and link stakeholders to available resources.
▸ Invested more than $8 million in peak services to build sector capability, support research and deliver vital support to non-government organisations. Organisations included: Council on the Ageing Queensland Ltd, Create Foundation Ltd, Foster Care Queensland Inc., Micah Projects Ltd, National Disability Services Ltd, PeakCare Queensland Inc., Queensland Aboriginal and Torres Strait Islander Child Protection Peak Ltd, Queensland Council of Social Services Ltd, Queensland Families and Communities Association Inc., Ethnic Communities Council of Queensland Ltd and Volunteering Queensland Inc.

SENIORS
In 2017–18 we committed to:
▸ continue to implement strategies for seniors
▸ facilitate responses to the Advisory Taskforce on Residential Transition for Ageing Queenslanders
▸ coordinate the implementation of Queensland: an age-friendly community action plan, including Advancing Queensland: an age-friendly community grants program.

Our 2017–18 Achievements include:

Services delivered by non-government organisations

▸ Through the Advancing Queensland: an age-friendly community grants program, awarded funding for 12 innovative age-friendly grants in the Transport, Outdoor Spaces and Buildings, and Housing age-friendly domains, including innovative housing projects.
▸ Continued to support the Tech Savvy Seniors program in partnership with Telstra and the State Library to increase digital literacy, with free digital training to seniors. The program was delivered to 30 local government areas where 9842 seniors participated in 2173 training sessions.
Through Council on the Ageing Queensland, provided subsidies to 114 organisations to hold their event during Queensland Seniors Week from 19–27 August 2017.

Delivered 44 older people’s services across the state aimed at reducing social isolation.

Commenced five additional Seniors Legal and Support Services through Relationships Australia Queensland in Rockhampton, Mackay, Gladstone, Maroochydore and Robina.

Age-friendly Queensland

Implemented the government’s response to recommendations of the Parliamentary Inquiry into the adequacy of financial protections for Queensland seniors.

Continued to implement the recommendations of the Advisory Taskforce on Residential Transition for Older Queenslanders.

Worked with all states and territories and the Commonwealth Government to develop a national plan to address elder abuse.

Continued to deliver the Seniors and Carers Business Discount Schemes, enabling seniors to easily access discounts and information about relevant services and products.

Opened the Advancing Queensland: an age-friendly community grants program for 2018–19 from 15 May to 25 June 2018, focusing on the age-friendly domains of civic participation and employment, community support and health services, and respect and social inclusion.

Celebrated Seniors Week in August 2017 with 723 registered events across Queensland.

Celebrated Grandparents Day on 29 October 2017, which encourages children and families to acknowledge the love and support provided by grandparents.

Raised awareness of elder abuse through the ‘There’s no excuse for abuse’ prevention campaign, launched on World Elder Abuse Awareness Day, 15 June 2018. The campaign aimed to break down the social stigma that creates a barrier to reporting elder abuse.
Technology is recognised in the *Partnering for the future strategy* as a key enabler for the future of the industry. A key focus for 2017–18 was gaining an understanding of the technology priorities for the industry.

To gain this understanding, a series of forums were held in Townsville, Cairns, Brisbane, Rockhampton and Toowoomba in June 2018 to hear directly from the community services industry, technology providers and government about the barriers and challenges faced by the industry in relation to the adoption of technology. The workshops also provided an opportunity to connect industry to existing technology resources and support.

Initial results from the survey and consultations highlighted the following key challenges:

▸ staff skills and training
▸ funding and costs
▸ limited knowledge of what’s available and keeping up with rapid rate of change.

The results from these consultations will be analysed to inform focus areas of support required to assist with technology adoption and adaptation in the industry.

**CASE STUDY**

*Shaping the technology priorities for the community services industry*

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## Our response to the 2017–18 disaster events

<table>
<thead>
<tr>
<th>March-April 2017</th>
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<tbody>
<tr>
<td>Severe Tropical Cyclone Debbie Community Recovery Fund for longer-term recovery:</td>
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<tr>
<td>▶ $3.9 million as a joint Commonwealth/state 50:50 investment under the Natural Disaster Relief and Recovery Arrangements (NDRRA) funding arrangements to fund 29 services (14 organisations) to deliver Individual Support and Community Development Programs in the most severely affected communities.</td>
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<tr>
<td>▶ Financial counsellors have assisted households with budgeting, financial planning and debt management.</td>
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<tr>
<td>▶ Generalist counsellors worked with individuals to improve their quality of life. Where appropriate, clients were also referred to other existing support services.</td>
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<tr>
<td>▶ Community Development Officers have delivered a range of engagement and capability building projects that aim to support, not only recovery from this event, but also resilience to future disasters, such as disaster preparedness and psychological first aid workshops.</td>
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<table>
<thead>
<tr>
<th>October 2017</th>
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<tr>
<td>Central Coast severe weather:</td>
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<tr>
<td>▶ Personal Hardship Assistance Scheme (PHAS) and Essential Services Safety and Reconnection Scheme (ESSRS) activated under joint state/Commonwealth NDRRA in a defined area of the Gladstone region.</td>
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<tr>
<td>▶ 326 Emergency Hardship Assistance grant applications received.</td>
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<tr>
<td>▶ $211,825 paid across all grants, assisting 712 people.</td>
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<td>March 2018</td>
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<tr>
<th>Severe Tropical Cyclone Nora and its aftermath:</th>
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<tr>
<td>▶ PHAS and ESSRS activated under NDRRA in Pormpuraaw, Kowanyama and Mapoon on 27 March 2018, Etheridge Shire (defined locations) on 11 April 2018 and Mareeba Shire (defined locations) on 14 April 2018.</td>
</tr>
<tr>
<td>▶ 872 Emergency Hardship Assistance grant applications received.</td>
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<tr>
<td>▶ $369,725 paid across all grants, assisting 1614 people.</td>
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<tr>
<th>Panama Banana Disease</th>
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<tr>
<td>▶ Funding was approved for the Tully Support Centre to engage a part-time generalist counsellor and part-time community development officer to support local farmers, workers and their families impacted by Panama Banana Disease, and to work with the broader community on becoming more resilient and adapting to the new socio-economic environment. A portion of the funding can be used to broker access to services and supports to address crisis needs.</td>
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Future directions

In 2018–19 we will:

▸ develop and implement the online Veterans portal

▸ work with the Community Services Industry Alliance to build awareness of, promote and further explore user-led business continuity planning in community-based organisations

▸ support the 14 organisations across 29 services to deliver individual support and community development programs as part of the Severe Tropical Cyclone Debbie Community Recovery Fund

▸ continue funding the engagement of a part-time generalist counsellor and part-time community development officer by the Tully Support Centre to support affected local farmers, workers and their families impacted by Panama Banana Disease, and to work with the broader community on becoming more resilient and adapting to the new socio-economic environment

▸ complete and release the first edition of the nationally applicable framework for place-based evaluation (in partnership with the Department of Social Services)

▸ complete and plan for implementation of the Logan Together evaluation plan

▸ support implementation of the Queensland Government 2018–20 contributions to the Logan Together Roadmap

▸ continue to lead and support engagement activities to finalise the Queensland Government place-based reform direction and actions

▸ progress work in relation to the completion of the Bundaberg Central Men’s Shed

▸ deliver a Thriving Communities annual forum in partnership with QCOSS

▸ continue to negotiate with the Australian Government to deliver another jointly funded place-based initiative in Queensland, including consideration of the Griffith University strategic analysis of Gladstone

▸ continue to work with the community to progress the construction of the Kallangur Community Centre

▸ commence consultancy to support development of a North West Minerals Province Community Resilience Strategy and 10 local community action plans to secure the long-term future of the region and its communities

▸ work with industry, government and other partners to deliver priorities under the Partnering for the future: advancing Queensland’s community services industry 2017–2025 strategy

▸ invest in strong communities by building an additional two Neighbourhood Centres and replacing or refurbishing a further six

▸ continue to work closely with key partners to monitor and build the success of the School Breakfast Program across regional Queensland

▸ expand the Human Services Quality Framework as a multi-agency scheme in response to interest from other Queensland Government agencies

▸ continue to transition organisations funded by the Department of Communities, Disability Services and Seniors and the Department of Child Safety, Youth and Women to the Human Services Quality Framework.
• implement an online assessment tool for new NDIS sole traders to assist and embed quality and safeguard requirements in practice and prepare for quality certification

• finalise the LGBTQI+ Roundtable work plan and deliver a range of actions to ensure policy, programs and services are responsive to the needs of LGBTQI+ Queenslanders and their families

• continue to implement the *Queensland: an age-friendly community action plan* and grants program

• continue to work with all states and territories and the Commonwealth Government to develop a national plan to address elder abuse.

CASE STUDY

Community Recovery support is delivered in a number of ways — one is through case-management support:

• Finalising the repair of homes remains a challenge for some residents, including some who were insured, following a natural disaster. The challenges include insurance issues and personal circumstances.

• Case management assists people with information and advocacy, links them with community and government services, and helps in managing the payment of contractors who are undertaking home repairs on behalf of the affected homeowner.

• Following Cyclone Debbie, there were a number of uninsured households whose repair costs exceeded the financial assistance available to them. The Salvation Army, St Vincent de Paul Society and Red Cross were able to provide additional financial assistance to the majority of these households from donated funds.

• Other local community organisations and businesses provided in-kind services, cost-price materials, free labour or monetary contributions.

• Because of the generosity of these organisations, including GIVIT, which matched donated goods to household needs, many people were in a much better financial position to pay for all necessary repairs to their home.
Our 2017–18 Achievements include:

**NDIS transition**

- Successfully completed year two of the NDIS transition in Queensland
- Ipswich, Bundaberg and Rockhampton areas transitioned during 2017–18. By the end of year two:
  - 17,041 participants with an NDIS approved plan were residing in Queensland
  - 475 children were being supported through the Early Childhood Early Intervention pathway
- Made over 15,000 contacts with people with disability and their service providers to help people move successfully to the NDIS
- Of those Queenslanders with approved plans, supported 10,037 people who were previously state clients to transition to the NDIS
- Negotiated the Inter-governmental Agreement on NDIS Worker Screening as part of preparing for the transition to the NDIS Quality and Safeguarding Framework from 1 July 2019
- Invested over $4 million in readiness activities to support sector and participant transition to the NDIS, to:
  - continue the participant readiness initiative
  - assist with provider readiness
  - support program implementation.

**DISABILITY SERVICES**

In 2017–18, we committed to:

- lead and facilitate whole-of-government NDIS transition planning and implementation
- continue to deliver the department’s reforms and initiatives that support the implementation of the NDIS
- continue to deliver direct high-quality disability services in the lead-up to transition into the NDIS
- continue to fund and support disability and community care services delivered by non-government organisations during the transition into the NDIS
- lead and facilitate the National Disability Strategy 2010–2020 in Queensland, along with All Abilities Queensland: opportunities for all (state disability plan 2017–20)
- operate Accommodation Support and Respite Services
- continue to plan for the commencement of the NDIS Quality and Safeguarding Framework.
Allocated $5.85 million from the Commonwealth’s NDIS Sector Development Fund to support:
» provider readiness activities in thin market areas
» participant readiness activities in hard to reach cohorts
» workforce readiness targeting specific areas of need to continue to build Queensland’s workforce supply and capability to meet demand under the NDIS

Continued to review and coordinate business processes to support the quality assurance and safeguards working arrangements for transition to the NDIS in Queensland

Provided $334.517 million as the Queensland Government contribution to the NDIS in 2017–18

Supported WorkAbility Qld to attract and facilitate workforce planning and engagement for the rollout of the NDIS

Committed to funding 14 organisations to deliver advocacy services to people with disability, and have committed to fund these through to 30 June 2021

Led projects to support capacity building in challenging markets, including rural and remote locations, and with Aboriginal and Torres Strait Islander communities

Received an intial payment of $52.8 million under the terms of the National Partnership Agreement on DisabilityCare Australia Fund Payments: Initial Payment

Continued to contribute to the National Disability Insurance Agency’s review of the Participant and Provider Pathway to improve the experience of people transitioning to the scheme

Contributed to national work towards resolving policy positions on the NDIS mainstream interface with transport, health, mental health, education, child protection and justice.

Service delivery

Funded disability support to 483 young people leaving school and 59 young people with disability who have left the care of the state.

Invested in capital and operating funding to support 38 younger people with disability to move from public health facilities to more appropriate accommodation in the community.

Provided positive behaviour support and other evidence-based best practice training to over 1000 staff of disability organisations.

Allocated in excess of $487 million to accommodation support provided by non-government services.
▸ Provided funding to assist 10 people with newly acquired spinal cord injury to return home from the Spinal Injuries Unit, Princess Alexandra Hospital.

▸ Provided support to more than 2800 Queenslanders to receive aids, equipment and vehicle modifications.

▸ Provided funding to 38 organisations to hold events to celebrate Disability Action Week or International Day of People with Disability.

▸ Delivered therapeutic programs to Forensic Disability Service clients and community-based clients to meet their treatment needs.

**All Abilities Queensland**

▸ On 26 July 2017, launched *All Abilities Queensland: opportunities for all — (state disability plan 2017–2020)* to guide actions across the Queensland Government, for working in partnership with state and local governments, businesses, community organisations and individuals to create a future that enables Queenslanders with disability to have the same access to opportunities as every other Queenslander.

▸ Led and assisted the development of DSPs for 2017–20 in all Queensland Government departments, consistent with All Abilities Queensland and the *Disability Services Act 2006*.

▸ *All Abilities Queensland* focuses on five key areas — communities for all, lifelong learning, employment, everyday service and leadership and participation.

▸ *All Abilities Queensland*’s goal is that people with disability are welcomed, valued and respected members of their community, and have the same opportunities to access education and employment, housing and transport, and community activities like sport, arts, tourism and recreation.

▸ *All Abilities Queensland: opportunities for all* is being implemented through each government agency’s Disability Service Plan (DSP). Actions to date include:

  » The Queensland Government has continued listening to the lived experience of people with disability. The release of the *Building Plan 2017* recognises the importance of inclusive communities and now includes actions to make public toilet facilities accessible for adults with disability, including the provision of a hoist or swing rail, appropriate changing facilities and continence bins.

  » Queensland successfully hosted the Gold Coast Commonwealth Games by enabling the equitable participation of people and athletes with disability in sport and enabling accessible places and spaces.

  » The Department of Housing and Public Works is working on the National Construction Code to develop a Queensland Development Code that will improve the amenity and quality of life for people with profound disability.
A clear target has been set that by 2022, eight per cent of the Queensland Public Service workforce will comprise people with disability. The department is working closely with the Public Service Commission and other departments to achieve the government’s inclusive employment target through a number of actions such as:

- The Department of Agriculture and Fisheries is working with the Anti-Discrimination Commission Queensland to develop Unconscious Bias Training, which will roll out across Queensland to staff involved in recruitment and selection panels.
- The Department of State Development, Manufacturing, Infrastructure and Planning is incorporating additional requirements for reasonable adjustment in its recruitment and selection policies, staff education and training.

In 2017–18, the Skilling Queenslanders for Work initiative was expanded to provide funding to Queensland community organisations to deliver programs to assist jobseekers with disability to gain nationally recognised skills and qualifications.

**Specialist disability supports**

- Supported 362 people with disability aged over 65 years living in Ipswich, Bundaberg, Rockhampton, Maryborough, Brisbane, Gold Coast and Far North Queensland to continue to receive specialist disability supports through the Commonwealth Department of Health Continuity of Support Programme for Older People with Disability, following transition to the NDIS.
- Supported 33,314 service users through Queensland Community Care.
- Conducted extensive state-wide consultation with Queensland Community Care service providers and recipient representatives to look at how best to redesign the program to meet the needs of service users who are ineligible for the NDIS. The future program of providing community care services will commence from 1 July 2019, in line with the full scheme commencement of the NDIS.
- Funded not-for-profit community services organisations, Carers Queensland and Youth Funding Scheme, to advise and assist Queensland Community Care service providers as they supported clients’ transition to the NDIS.
CASE STUDY

There are many examples where guide, hearing or assistance dogs are making a difference to the lives of people with disability.

▸ One example relates to Hamish and his assistance dog Boots.
▸ They are a certified handler and dog team.
▸ Because Hamish is a child, his parents are the alternative handlers under the Guide, Hearing and Assistance Dogs Act.
▸ Nine-year-old Hamish is on the autism spectrum and is largely non-verbal.
▸ He has sleep issues and can feel overwhelmed in social situations, causing him to freeze or wander off.
▸ Following seven months of task-specific training, golden retriever Boots was placed with Hamish and his family.
▸ Within a few days of getting Boots, Hamish started putting short sentences together.
▸ Boots acts as an anchor to reduce Hamish’s repetitive behaviours and alert the family when Hamish wanders off.
▸ Two years on, Hamish now sleeps through the night, he accepts touch and cuddles from Boots that he cannot accept from people, and his improved socialisation has increased family community outings.
Future directions

In 2018–19, we will:

▸ progress development of a strategy on the future arrangements for Disability Services including Community Care Services, Forensic Disability Services and the policy and intergovernmental role of the state

▸ reach agreement with the Commonwealth for a full scheme arrangement for the NDIS

▸ agree on a National Partnership Agreement for Queensland’s remaining share of the DisabilityCare Australia Fund (DCAF)

▸ continue the implementation of the All Abilities Queensland: opportunities for all action plan

▸ undertake a whole-of-government legislation review to ensure Queensland has the necessary laws in place to support full scheme implementation of the NDIS

▸ allocate funding of $750,000 to Queenslanders with Disability Network for peer-to-peer advocacy support for people with disability who are yet to enter the NDIS

▸ continue investment in workforce development activities

▸ continue to assist eligible people in the Spinal Injuries Unit, Princess Alexandra Hospital, with newly acquired spinal cord injury to return home to areas not yet transitioned to the National Disability Insurance Scheme

▸ allocate funding of $6.2 million for aids and equipment and vehicle modifications to assist people with disability to access and participate in their community

▸ invest to assist providers to build capacity to transition to the NDIS

▸ continue to support the second implementation plan, Driving Action 2015–2018, of the 2010–2020 National Disability Strategy with the Australian Government and other jurisdictions.
Regional highlights

We deliver services across seven regions:
Brisbane and South West Region

<table>
<thead>
<tr>
<th>Disability Service Centres</th>
<th>Number of actual FTE staff</th>
<th>Total population – 1,554,702</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Aboriginal &amp; Torres Strait</td>
<td>Seniors</td>
</tr>
<tr>
<td></td>
<td>Islander people</td>
<td>0–15</td>
</tr>
<tr>
<td>3</td>
<td>1224.07</td>
<td>34,940</td>
</tr>
</tbody>
</table>

2017–18 achievements

▶ In the lead up to the NDIS rollout, the region developed resources and undertook intensive client planning and collaboration in preparation for transition. A comprehensive person-centred NDIS planning document was developed locally and became a valuable tool for internal and external stakeholders and agencies. The tool was successfully used with a large number of regional clients to identify needs and prioritise goals in preparation for planning meetings.

▶ Three young clients with critical and complex care needs, experiencing long-term instability in their home environments, were supported to move into a newly established support arrangement. This was a significant and complex piece of work, from initial planning until the young people moved into their new home.

▶ The region has been working alongside the Neighbourhood Centres in the Ipswich area by facilitating quarterly neighbourhood centre meetings. The meetings provide much needed opportunity for departmental and neighbourhood centre staff to come together to share information and provide updates on issues within their communities. Guest speakers often attend to inform the group on latest local developments and initiatives, increasing the capacity of Neighbourhood Centres to connect people with the right services and build strong, resilient and connected communities.

▶ Disability Services, the National Disability Insurance Agency (NDIA) and an external agency worked collaboratively in the successful completion of specialist disability assessments for six clients, which are a requirement for meeting NDIS Supported Independent Living criteria. The NDIA provided training and consultation to Disability Services occupational therapists who undertook the assessments with individual clients, while the supporting agency played a key role in facilitating the overall process.

▶ Disability Services established a Getting on the Grid Project team to support people residing in Level Three Supported Accommodation to access the NDIS. Individuals were assisted to complete access requests, contact the National Access Team, obtain diagnostic and functional evidence, and undertake pre-planning. The project team will continue to support the 280 clients residing in Level Three Supported Accommodation sites across the Brisbane Region in their transition to the NDIS.

▶ Age-friendly community grants were provided to fund community projects including:
  » The Ageing Revolution — The Care Journal — supporting seniors to stay at home longer
  » Queensland University of Technology — Cool and Covered — effectively designed shade for age-friendly places
  » Horizon Housing Company — My Home My Place rural housing project in the Maranoa region.
### North and Far North Queensland Region

<table>
<thead>
<tr>
<th>Disability Service Centres</th>
<th>Number of actual FTE staff</th>
<th>Total population – 672,639</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Aboriginal &amp; Torres Strait Islander people</td>
</tr>
<tr>
<td>1</td>
<td>145.69</td>
<td>68,209</td>
</tr>
</tbody>
</table>

#### 2017–18 achievements

- The region worked closely with the NDIA, other government agencies, disability service providers, people with disability, families and the broader community to make sure the region was fully prepared for its transition to the NDIS. The region is particularly focused on supporting the best possible transition to the NDIS for people living in remote and discrete Indigenous communities.

- In 2017–18, the region coordinated extensive human and social recovery efforts following Severe Tropical Cyclone Debbie in the Whitsundays and Mackay, Tropical Cyclone Nora in Pormpuraaw, Kowanyama and Mapoon, and flooding across the Ingham, Cassowary Coast, Croydon, and Etheridge and Mareeba districts. These efforts assisted affected Queenslanders to recover from the impacts of the weather events, regain their resilience, restore their normal routines, and in some cases rebuild or replace their dwellings.

- The region successfully advocated for accessible accommodation options for people with disability in the Torres Strait. The Thursday Island Disability Housing Project was an initiative of the department in partnership with the Department of Housing and Public Works (DHPW), and involved the construction of two co-located accessible two-bedroom units within the social housing portfolio of properties. People with disability will have priority access to the units. The property was jointly funded by the department and DHPW, and is close to completion, with handover anticipated in August 2018.

- In North Queensland, progress continued throughout the year towards the establishment of the new Moranbah Youth and Community Centre, with Economic Development Queensland transferring ownership of the approved site to the department. A partnership with BHP Billiton Mitsubishi Alliance and Isaac Regional Council, the project will provide a centralised location to assist the community and individuals to access a range of activities, support and services from the one site. The department and the Department of Child Safety, Youth and Women will continue to work collaboratively with project partners to bring the project to fruition.

- In the Far North, the department continued to support communities in the development of two new community centres. In partnership with Tablelands Regional Council and Community Services Tablelands, the Atherton Community Centre project progressed, with land secured and documentation and design funded and almost completed. In 2018–19, the project will move from the completed design and development approval processes towards funding procurement. On Thursday Island, property was secured and consultation commenced for the Thursday Island Community Centre. The design phase of this project will occur in the second half of 2018.

- Age-friendly community grants provided funding to local government to fund the Townsville City Council for the Magnetic Island seniors fitness trail, the Hinchinbrook Shire Council for new age-friendly seating, and the Tablelands Regional Council for a new age-friendly fitness area.
Central Queensland Region

<table>
<thead>
<tr>
<th>Disability Service Centres</th>
<th>Number of actual FTE staff</th>
<th>Total population – 450,507</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Aboriginal &amp; Torres Strait Islander people</td>
</tr>
<tr>
<td></td>
<td></td>
<td>205.77</td>
</tr>
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</table>

**2017–18 achievements**

- The Minister announced a $3.3 million boost to continue the delivery of the Safe Night Precinct Support Services across the state. Rockhampton, Gladstone and Bundaberg received funding to continue delivering safer nights out for Central Queenslanders through services such as mobile patrols and rest and recovery hubs. These services form a key component of the Palaszczuk Government’s Tackling Alcohol Fuelled Violence Program.

- In the lead-up to the NDIS transition, 45 Participant Readiness workshops were held across Central Queensland in conjunction with various peak bodies and agencies connected to the sector.

- Transition to the NDIS commenced in Bundaberg, Rockhampton and Gladstone, with full transition occurring by 30 June 2018. Fraser Coast, North Burnett, South Burnett and Cherbourg locations, which are serviced by the Maryborough Service Centre, will commence transition on 1 July 2018.

- The Central Queensland region supported Disability Action Week and International Day of People with Disability through funding community events. Once again, the Beach Day Out in Emu Park, and A Day in the Bay at Hervey Bay, which are free, inclusive, family-friendly events, provided accessible activities for the communities, with important information about the NDIS provided to those attending. Six events were funded across Central Queensland in 2017–18.

- The region finalised four 12-month contracts for services to support Central Queenslanders to recover from the impacts of Severe Tropical Cyclone Debbie. The contracts saw delivery of financial counselling and generalist counselling services to individuals impacted, and community development activities across Rockhampton and Yeppoon. This assisted in building community capacity, preparedness and resilience to deal with future events.

- One-off funding was provided for the Drought Support – Flexible Financial Hardship service to assist drought-affected communities across the Fraser Coast, Bundaberg, North Burnett and South Burnett.

- The department supported Seniors Week 2018 funded events through Council on the Ageing Queensland in Central Queensland region. This year, funding supported seniors to participate in events that encourage an active, healthy and happy lifestyle, and celebrate the valuable contribution made by seniors in their communities.

- Funding was provided to Hervey Bay Neighbourhood Centre Inc to assist in the development of an outreach model to support the prevention of elder financial abuse.
North Coast Region

<table>
<thead>
<tr>
<th>Disability Service Centres</th>
<th>Number of actual FTE staff</th>
<th>Aboriginal &amp; Torres Strait Islander people</th>
<th>Total population – 730,643</th>
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</thead>
<tbody>
<tr>
<td></td>
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<td>Seniors</td>
<td>Families</td>
</tr>
<tr>
<td></td>
<td></td>
<td>14,376</td>
<td>115,322</td>
</tr>
<tr>
<td>3</td>
<td>289.97</td>
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</table>

2017–18 achievements

▸ In the lead up to the NDIS rollout, the region developed resources and undertook client planning and collaboration in preparation for the transition. This included implementing and stabilising support arrangements for 372 individuals.

▸ One-off funding was provided for the Drought Support – Flexible Financial Hardship service to assist drought-affected communities in the Gympie area.

▸ The Minister announced a $3.3 million boost to continue the delivery of the Safe Night Precinct Support Services across the state. Sunshine Coast received funding to continue delivering safer nights out for central Queenslanders through services such as mobile patrols and rest and recovery hubs. These services form a key component of the Palaszczuk Government’s Tackling Alcohol Fuelled Violence Program.

▸ In 2017–2018, the department has set aside funds for a land purchase for the Kallangur Community Centre. Across 2018–2021, $3.5 million in capital funding has been allocated for the centre’s construction. On building completion, the department will allocate approximately $110,000 per annum for centre operations.

▸ The Queensland Government is trialling the placement of Community Connect workers in high need communities to facilitate support and referrals for individuals and families to specialist services such as those that support people with complex needs and people affected by domestic and family violence. The two-year trial aims to promote and encourage resilience in vulnerable individuals, families and communities. Community Connect trials are being conducted from existing Neighbourhood Centres in a range of locations, including Gympie.

▸ Age-friendly community grants funded:
  » Sunshine Coast Regional Council for the development of mobility maps and a best practice guideline to improve the accessibility of public spaces
  » Sundale Ltd for Better Together: safe house sharing and support on the Sunshine Coast
  » Active Plus Lifestyle Options Ltd for Driving on – seniors driving program on the Fraser Coast
  » Maleny Neighbourhood Centre for innovative solutions for ageing in place in Maleny.
South East Region

<table>
<thead>
<tr>
<th>Disability Service Centres</th>
<th>Number of actual FTE staff</th>
<th>Aboriginal &amp; Torres Strait Islander people</th>
<th>Total population – 911,229</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Seniors</td>
<td>Families</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0–15</td>
<td>16–25</td>
</tr>
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<td></td>
<td></td>
<td>2</td>
<td>242.31</td>
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</tbody>
</table>

2017–18 achievements

▸ The region actively supported clients to prepare for their transition to the NDIS by providing access to eligibility information, supporting complex clients with planning meeting preparation and support at planning meetings. The region continues to see clients with complex and critical needs emerge, and is responding appropriately by putting emergency services in place and arranging for their NDIA planning sessions to be expedited.

▸ The Service Access teams continued to assist clients who had recently exited the care of Child Safety to prepare for the NDIS. This resulted in supports for 46 clients being reviewed, and 40 clients transitioned from non-recurrent to recurrent funding allocated to young adults exiting the care of the state.

▸ The region continued to collectively progress work contributing to Logan Together by:
  » supporting neighbourhood and community services provided by non-government organisations through Neighbourhood Centres to provide essential social infrastructure and responsive place-based solutions to meet diverse needs of children and families in Logan
  » supporting the trial placement of a Community Connect worker at Eagleby Family Centre to facilitate support and referrals for families to specialist services
  » facilitating cross-agency regional governance mechanisms for Queensland Government agencies operating in the SER to support place-based initiatives including Logan Together
  » contributing to design and planning processes to develop a collaborative service delivery model for the Yarrabilba Family and Community Place due for soft launch in September 2018
  » contributing to the co-design and development of an overarching place-based evaluation framework and an evaluation strategy and plan for Logan Together.

▸ The department continued to coordinate recovery efforts after the region was impacted by Severe Tropical Cyclone Debbie, with the case coordination of complex cases continuing through the Category C funded agencies and local councils working with community members and impacted areas to build resilience. The region managed funding to provide for three Community Development Officers, one employed at each local council. In addition, the funding resourced a generalist static counselling service, a generalist mobile counselling service and a financial counselling service in each LGA.

▸ The Commonwealth Games were held in April 2018, and the region undertook significant planning and activity to ensure regional clients experienced no essential service disruption. The region’s Contract Management team held a forum for all Gold Coast funded NGOs to establish risk management plans to ensure they were ready for and could continue to provide a service to funded clients in the lead up to, during and in the bump out period of the Games.

▸ The following organisations were funded by age-friendly community grants:
  » Village Community Services Inc. — We’ll get you there — individualised transport support service for seniors on the Gold Coast
  » Marsden Families Program — living arrangements transition pilot to support older residents to age in place.
Operating environment

Prior to December 2017, our functions were delivered under the Department of Communities, Child Safety and Disability Services, accountable to three Ministers:

▸ Minister for Communities, Women and Youth, Minister for Child Safety and Minister for the Prevention of Domestic and Family Violence
▸ Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland
▸ Minister for Employment and Industrial Relations, Minister for Racing and Minister for Multicultural Affairs,

Our budget

In 2017–18, we worked to:

▸ ensure value for money and return on social investment in services
▸ manage our budget effectively
▸ identify efficiencies through service and business innovation
▸ ensure investment is targeted towards services that support the most vulnerable.

The adjusted operational budget for the department in 2017–18 was $2.067 billion.

The department administered a budget of $903.9 million on behalf of the state for:

▸ concessions to eligible pensioners, seniors and veterans for rates, electricity, water, reticulated natural gas and electricity, and for settlements for racial discrimination claims
▸ payments by the department for the transition of clients to the NDIS and other required payments in relation to the Bilateral Agreement between the Commonwealth and Queensland for the transition to the NDIS
▸ payments for natural disasters on behalf of the Queensland Government and the Australian Government, for example, Immediate Hardship Assistance Grants, Essential Household Contents Grants, Structural Assistance Grants and the Essential Services Safety and Reconnection Scheme.

Financial statements can be found in the Financial Statements section (page 72). A financial summary is also included on page 58 of this report.
CASE STUDY

Good Money Stores 1

A young family required assistance through the No Interest Loan Scheme (NILS) to buy items in preparation for the birth of their baby. A loan was approved and items purchased. Staff explained that if the client experienced any difficulty in making the loan repayments, she should advise them as soon as possible so they could assist her. The client phoned the store to advise that she had been contacted by a debt collector regarding an old debt she had forgotten about, and had been forced into a repayment plan. The client was worried she would not be able to make the NILS repayment as a consequence, as it would leave her without money for food and bills. Staff referred her to a financial counsellor who successfully managed to have her debt waived. The client has not missed a NILS repayment.

Good Money Stores 2

A client had three separate debts to Radio Rentals, meaning she was unable to afford her prescription medication. The financial counsellor assisted her to negotiate with Radio Rentals to exit the contracts. The client received a NILS loan to purchase the required items. Staff assisted her to create an appropriate budget to ensure she could afford her medication. The client is reportedly very happy with the result.