

Letter of compliance

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Queensland
Government

Department of
Housing and Public Works

The Honourable Mick de Brenni MP
Minister for Housing and Public Works and
Minister for Sport
Level 31, 1 William Street
Brisbane Qld 4000

Dear Minister

I am pleased to submit for presentation to the Parliament the Annual Report 2016-17 and financial statements for the Department of Housing and Public Works.

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*, and
- the detailed requirements set out in the Annual report requirements for Queensland Government agencies.

A checklist outlining the annual reporting requirements can be found at page 116 of this annual report.

Yours sincerely

Liza Carroll
Director-General

Message from the Director–General

The 2016–17 year has seen the Department of Housing and Public Works continue to make significant progress on implementing our priorities in the areas of housing, building and procurement. The department supports Queensland's economic wellbeing and aims to improve the quality of life for people and communities.



I am proud to present the Department of Housing and Public Works' 2016–17 annual report. It outlines the progress we have made in contributing to the Government's objectives and recognises the significant work that we have delivered to achieve the direction set out in our *Strategic Plan 2016–20*.

Better lives, greater opportunities for people and communities

A centrepiece of the department's work this year was the launch of the \$1.8 billion *Queensland Housing Strategy 2017–2027*, a 10-year framework that will drive key reforms to revitalise our housing and homelessness system and ensure our housing assistance system is fair and responsive.

Keeping Queenslanders at the centre of the services we deliver remained a core focus in 2016–17. The department assisted approximately 72,000 low income households with social rental housing, and helped more than 200,000 low income households to access or remain in the private housing market.

Other key pieces of work in the housing space were completed, including new social housing, upgrades and modifications to existing homes, and the delivery of NRL House in Townsville. Strong progress was also made toward achieving home ownership on Aboriginal and Torres Strait Islander land.

The department launched the Dignity First Fund in 2016–17, an initiative aimed at assisting Queenslanders experiencing homelessness to live with dignity. This fund was just one of many projects delivered to support the most vulnerable in our community, including families escaping domestic and family violence.

Fairness and consumer protection for retirement village residents was also an area of focus for the department, with amendments to legislation governing the sector making significant progress.

The department also played a role in enabling the delivery of essential services in remote communities by building new government employee housing in areas where needed.

A safer, fairer and sustainable environment for industries

Our work in the building space was underpinned by extensive engagement with the building and construction sectors through the release of the *Queensland Building Plan discussion paper*. Of the identified areas of reform, the department commenced drafting changes to legislation regarding non-conforming building products to make buildings safer for all Queenslanders. A proposal to improve security of payment for subcontractors was also progressed to deliver a fairer system.

Other milestones achieved in 2016–17 included partnering with the Queensland Fire and Emergency Services to legislate changes to smoke alarm laws and implementing reforms to expand the Queensland Home Warranty Scheme.

Sustainable built infrastructure and fleet management were other features of the department's service delivery this year, achieved through energy saving retrofits, the use of Green Star Performance rating tools and emission standards for vehicle procurement.

Greater value and support for employment and economic opportunities

In 2016–17, strong foundations were laid to help the department drive our procurement agenda, including the establishment of the Office of the Chief Advisor – Procurement, new governance arrangements through the Queensland Government Procurement Committee and the Procurement Industry Advisory Council as well as the establishment of six Category Councils across government.

There was a continued focus on strengthening engagement and increasing certainty for industry through the publication of forward procurement pipelines, a new sourcing process to boost participation and partnerships with Aboriginal and Torres Strait Islander Councils to build capability and capacity.

The department also played a key role in the delivery of the Advancing Queensland Schools program, helping drive economic activity in communities across the state.

These achievements, and continued work will be supported by the new Queensland Government Procurement Strategy which we have been developing for release in early 2017–18.

We have remained committed to using assets and resources more efficiently to achieve better value through the successful trial of a car-sharing model and aggregated procurement arrangements with vehicle manufacturers, to achieve cost savings to government.

The delivery of the department's government accommodation services was dominated by the implementation of Phase 1 of the Brisbane CBD and Fringe Government Office Accommodation Strategy – which will see 16,000 public servants moving into new accommodation across the broader Brisbane area. The strategy also provides opportunities to embrace new ways to work, with whole-of-government distributed work centres opening in Robina and Maroochydore, and agile workspace fitouts being piloted.

Empowered people in a collaborative, integrated organisation

Collaboration was a highlight of the department's work in 2016–17, particularly during Severe Tropical Cyclone Debbie in March. The department's business areas worked together to respond to the disaster providing vital housing and building and engineering services.

We have maintained our commitment to investing in our people to help us to deliver on our vision and meet our objectives. We launched a number of initiatives aimed at building an empowered workforce including the online learning and talent management system MyCareerHub.

Ongoing commitment to a healthy and safe workplace saw the department achieve some excellent results including reduced absenteeism and strong participation in health assessments, flu vaccinations and mental health awareness training. The department also made significant progress toward achieving White Ribbon accreditation.

In the wake of the department's Capability Blueprint exercise, working together as One Department was a key theme in 2016–17. The focus was on programs encouraging mobility and leadership at all levels, using new technology to drive innovative service delivery and providing opportunities for teams to collaborate and engage more closely.

The activities and achievements outlined in this report show that we are well placed to deliver our future programs of work, and are a strong reflection of our talented and dedicated workforce. I thank all staff for their ongoing work and commitment to supporting our vision and delivering high quality services to Queenslanders.

Liza Carroll
Director-General

