

# Our Department

## Our Vision

Our vision is making a positive difference to Queenslanders and the communities in which we live.

## Our Purpose

The Department of Housing and Public Works was established in 2012 under the *Public Service Act 2008* section 14(1).

Our department delivers a range of housing, building, fleet and asset management and procurement services.

We work to ensure that those people most in need in Queensland have access to housing and homelessness assistance. We build, manage and maintain homes and we provide assistance through public housing and grant funding to registered providers. We also offer a range of services that help thousands of low income earners to enter and remain in the private rental market.

Our department also provides policy, advice and delivery of services to government agencies in the areas of construction, asset and facilities management, procurement and fleet management.

We support the Queensland Government objectives for the community by:

- delivering quality frontline human services by providing responsive and integrated housing and homelessness services
- creating jobs and a diverse economy by promoting economic participation and supporting economic growth through safe and fair building policy, innovative procurement and service delivery
- building safe, caring and connected communities by consulting and listening to the community to inform our policies and service delivery
- protecting the environment by delivering sustainable built infrastructure and fleet management.

## Our Objectives

To support our vision, our 2015–16 strategic objectives focused on the delivery of valued solutions to customers and industry in the areas of housing,

asset management, procurement, and building and construction policy through:

- strong relationships with our tenants and customers
- building safe and connected communities
- right people, right skills, right place.

## Queensland Plan

The Department of Housing and Public Works' policies, programs and services align with the Queensland Government Interim Response to The Queensland Plan (the Interim Response).

The Interim Response supports the government's objectives for the community and identifies the priorities and key initiatives that will contribute towards implementing Queenslanders' vision.

The department focused on delivering quality frontline services and building safe, caring and connected communities and delivering a range of initiatives to positively influence people's lives and support Queensland's economy.

More information about our policies, programs and services can be found under the Service Areas.

## Operating Environment

A range of factors impacted on the Department of Housing and Public Works' operating environment in 2015–16 including:

- the Australian Government Reform of the Federation White Paper examining the roles and responsibilities of federal, state and territory governments which may influence future financial arrangements and the delivery of housing assistance and homelessness services to vulnerable Queenslanders
- the Fairness Review and the outcomes of the housing strategy consultation which will provide future direction on all housing policies
- the Review of Queensland Government Procurement which will influence the future of procurement policies and practices to ensure probity and value for money, and that local content provisions are considered

- a renewed emphasis on the environmental sustainability of buildings and the Queensland Government vehicle fleet, including climate change mitigation and energy saving initiatives.

These factors were taken into consideration when undertaking effective risk management within the department to help inform decision-making. We reviewed our department's key risks in 2015–16 in response to our changing environment, resulting in the identification of seven strategic risks. These key risks were reviewed quarterly:

- services meeting needs
- engagement and communication with stakeholders
- outcomes for Aboriginal and Torres Strait Islander peoples
- our workforce capability
- protecting workers and people from harm to their health, safety and welfare
- effective business systems or ICT infrastructure
- sound strategic budget and performance management.

## Our Values

We are committed to integrity and accountability, with our values underpinning everything we do. Our people are engaged in what they do, and are committed to the following core public service values as well as the additional value of a healthy and safe workforce.



Healthy and safe workforce



Customers first



Ideas into action



Unleash potential



Be courageous



Empower people

# Our Organisational Structure

As at 30 June 2016, the department consisted of six divisions: Housing and Homelessness Services, Building and Asset Services, Strategic Asset Management, Building Industry and Policy, Procurement Transformation, and Corporate Services. Our services are delivered through a network of regional offices in Queensland. These offices are coordinated by district offices and a central office in Brisbane. The office locations and contact details are on pages 50 to 54.

## Structural Change

In 2015–16, the following structural changes occurred:

- the Housing Services division was renamed Housing and Homelessness Services and implemented the first of three phases to restructure operations to ensure the most efficient structure to meet challenges and realise opportunities for the future.
- the Office of the Queensland Government Architect was transferred to the Department of Infrastructure and Local Government in December 2015.

