

Part 1: Our Department

Our Vision

We are working together to make a difference to Queenslanders by building better, safer places to live and work.

Our Purpose

The Department of Housing and Public Works is established under the *Public Service Act 2008*.

We support Queensland's economic wellbeing and contribute to improving the quality of life for people and communities. We seek to balance social outcomes with business and economic outcomes.

We are responsible for delivering benefits to Queensland through a diverse range of services to people, communities, industry and government in the areas of housing, building, fleet and asset management and procurement services. As an organisation, we are also committed to achieving better outcomes for Aboriginal and Torres Strait Islander peoples and their communities.

We provide and/or regulate housing assistance and homelessness services for those who are in need.

We deliver, manage, construct and maintain government assets, office accommodation, fleet and employee housing.

We develop and administer policy, legislation and standards for building and residential services industries.

We enable more efficient procurement across government.

To deliver these services, we operate as One Department, coordinating and integrating our broad range of business.

Our four long-term strategies, which aim to deliver outcomes for all Queenslanders, are:



a Housing Strategy to help build better housing futures for all Queenslanders



a Building Strategy, being delivered through the Queensland Building Plan, to drive liveable, innovative and sustainable buildings and houses for all Queenslanders



a Procurement Strategy to ensure best practice procurement that supports local jobs and businesses, and improves social outcomes for all Queenslanders



a One Department Strategy to integrate and innovate for the future as we deliver our services for all Queenslanders

We also partner, collaborate, consult and engage with communities, government and non-government agencies and with industry to inform our work and achieve outcomes.

Our diversity of services is our challenge as well as our strength.

Supporting Queensland Government Objectives

We support the Queensland Government's objectives for the community through:

- 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 Operating Environment

A range of factors impacted on the Department of Housing and Public Works' operating environment in 2016–17 including:

- the growing number of Queenslanders experiencing issues with housing access and affordability
- the introduction of the National Disability Insurance Scheme (NDIS) in Queensland on 1 July 2016, impacting on the demand for accessible and affordable housing solutions into the future
- long term funding arrangements with the Australian Government on the National Partnership on Remote Housing
- the renewed emphasis on environmental sustainability of buildings and the Queensland Government fleet, including climate change mitigation and energy saving initiatives
- exploration of a new whole-of-government procurement operating model.

Managing Our Delivery Risks

Effective risk management helps ensure our achievements and inform our decision-making. We reviewed our department's key risks in consideration of our changing environment. This resulted in the confirmation of some existing risks and refinement of others. We monitor the following seven strategic risks which might potentially impact on our service delivery:

- social/human services meeting client needs
- business services and products addressing customer requirements
- outcomes for Aboriginal and Torres Strait Islander peoples
- our workforce capability
- protecting workers and people from harm to their health, safety and wellbeing
- business systems or ICT infrastructure meeting core strategic needs
- aligning plans and resources to strategic direction and priorities.

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

Organisational Structure

As at 30 June 2017, the department consisted of five divisions: Housing and Homelessness Services, Queensland Government Procurement, Public Works and Asset Management, Building Industry and Policy, and Corporate Services and the Aboriginal and Torres Strait Islander Strategy Unit which reported directly to the Director-General. 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 51 to 56.

Structural Change

In 2016–17, the following structural changes occurred to ensure that our department is well positioned to meet the Government's priorities and respond to changes in strategic direction for the delivery of housing and homelessness services, procurement and built asset management:

- Queensland Government Procurement division was created, replacing the Procurement Transformation Division to deliver a new whole-of-government, agency-led, centrally enabled procurement model in Queensland.
- a new Public Works and Asset Management division was created to improve collaboration, information flow and integration of service delivery across the built asset and facility management functions of the department.
- the Strategic Asset Management division was realigned:
 - QFleet was relocated under the new Queensland Government Procurement division
 - Government Employee Housing, Queensland Government Accommodation Office, and the Disaster Coordination Unit were relocated to form part of the newly formed Public Works and Asset Management division
 - Queensland Government Gazette was relocated to Corporate Services to be integrated with other publication responsibilities.
- Building and Asset Services became a business area under the Public Works and Asset Management division.
- Building Industry and Policy division increased to include the role of whole-of-government lead agency for the Building Construction and Maintenance (BCM) category and Contract Services which develops and maintains best practice tendering and contracts for government building projects.
- the Housing and Homelessness Services division implemented final phases of an organisational reshape to better position the delivery of contemporary human services to Queensland's most vulnerable people.

