

# Our Achievements

The following results highlight our performance during 2015–16 and the outcomes achieved against our three strategic objectives.

## OBJECTIVE 1:

### STRONG RELATIONSHIPS WITH OUR TENANTS AND CUSTOMERS

#### Our Achievements

- Released the *Working together for better housing and sustainable communities* discussion paper for wide ranging consultation with the general public, stakeholders, private industry and the housing assistance sector in locations across the State. This included: 69 public sector and invitational consultation and engagement sessions, receiving 859 responses to online surveys and 147 written submissions.
  - Completed a fairness review of housing policies using fairness principles to assess existing policies and guide the development of new policies.
  - Implemented three new policies: Fair absence from your home, Fair listing for vacancy and Fair expectations.
  - Re-established the Queensland Statewide Tenant Advice and Referral Service which provides tenants with access to free tenancy information, advice and assistance.
  - Provided social rental housing to over 72,000 low income households.
  - Assisted over 124,000 new households to access or sustain housing in the private market.
  - Reviewed Queensland Government procurement practices resulting in the development of a new agency-led procurement operating model in which departments are responsible for their own procurement activities within a whole-of-government framework of policies and minimum standards.
  - Continued to implement the broader Brisbane CBD and Fringe Area Government Office Accommodation Strategy 2015–2025 which provides a significant transformation in delivering a flexible, efficient and contemporary office portfolio that takes advantage of emerging technology and, minimises office vacancies.
  - Held the Make a connection, make a difference Social Procurement Forum and Market Day in Brisbane and Cairns to support new jobs and connect local businesses.
- See the Service area sections for more details about our achievements.*



Provided  
**488** new  
social housing dwellings



Delivered  
**37** new  
government employee houses  
on Thursday Island and in Weipa



## OBJECTIVE 2: BUILDING SAFE AND CONNECTED COMMUNITIES

### Our Achievements

- Re-established a dedicated plumbing industry body, the Service Trades Council, to strengthen Queensland's building and construction industry.
- Released the Security of Payment discussion paper for public consultation aimed at developing options to protect the rights of subcontractors and contractors to receive payment for the work they do.
- Participated as a core member of the Sustainable Built Environment National Research Centre which is a leader in fostering collaboration between industry, government and research organisations to improve Australia's built environment industry, and the environmental sustainability of the built environment.
- Supported local economies and opportunities for regions by awarding maintenance work on behalf of customer agencies to local contractors.
- Assisted Aboriginal and Torres Strait Islander peoples with accommodation through the Employment Related Accommodation Program, including AFL Cape York House, a facility supporting young Aboriginal and Torres Strait Islander men to access and attend secondary education in Cairns, and the launch of NRL Cowboys House in Townsville, which is due for completion in time for the 2017 school year.
- Established two, 72-hour crisis shelters in Townsville and Brisbane for women and children escaping violence.
- Delivered the multiple award winning Brisbane Open House in October 2015 with almost 66,900 people visiting 90 of Brisbane's most unique buildings.

*See the Service area sections for more details about our achievements.*



We have

**1,660**

capital projects under management,  
worth \$2.861 billion



WE'VE OPENED

**2 new  
shelters**

## OBJECTIVE 3:

### RIGHT PEOPLE, RIGHT SKILLS, RIGHT PLACE

## Our Achievements

- Established the Aboriginal and Torres Strait Islander Strategy Unit to ensure a joined-up approach to the development and delivery of policies, programs and services that meet the needs of Aboriginal and Torres Strait Islander peoples and deliver better outcomes for the community.
- Hosted the first departmental Aboriginal and Torres Strait Islander Staff Forum to strengthen networks and generate ideas on how the department can better engage with Aboriginal and Torres Strait Islander communities and stakeholders, and improve our cultural competency.
- Developed and commenced implementation of an Inclusion and Diversity Action Plan to improve accountability, and to attract, develop and retain talent.
- Continued the implementation of the People and Culture Strategy to maximise the performance and potential of our people, and improve our workforce capability to better engage, enable and connect with our tenants, customers, stakeholders, business partners and communities.
- Re-introduced the departmental graduate program.
- Supported over 100 employees to attend leadership training through the Managing for Results and the Emerging Leaders programs.
- Reduced lost time injuries by 50 per cent and had 64 per cent fewer days lost due to workplace injuries compared to 2014–15, demonstrating our commitment to improving workplace health and safety.
- Offered mental health awareness training to increase understanding of different types of mental health conditions, our responsibilities and what can be done to support people with these conditions, with 800 staff attending.

*See the Service area sections for more details about our achievements.*



84% of staff responded to the Employee Opinion Survey



87% of staff feel empowered in their jobs

