

# Our service areas

We have ten service areas that assist us in delivering on our objectives and government priorities.

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## Housing and Homelessness

### Our objective

To deliver safe, secure and affordable housing by providing funding and improving housing and homelessness services and support for Queenslanders.

### What we do

Housing and Homelessness delivers the government's responsibility for the management of the social housing portfolio and its tenants. Housing and Homelessness Services prioritises the work in the *Queensland Housing Strategy 2017–27*, including the Housing Construction Jobs Program and key policy implementation activities. Housing and Homelessness Services provides housing assistance and homelessness support services to Queenslanders most in need, for the duration of their need, through a mix of direct delivery and arrangements with funded service providers. This includes remote Aboriginal and Torres Strait Islander housing, social and private housing assistance, homelessness support services and crisis accommodation.

Housing and Homelessness also partners with other governments, not-for-profit and private organisations to support the provision of affordable housing and increase the supply of housing.

Housing and Homelessness includes regulatory services which regulates residential services, residential parks and retirement villages industries and monitors and regulates Queensland's community housing providers.

### Our services

- Housing Services
- Homelessness Services

## Government Accommodation and Building Policy

### Our objective

To ensure safe, fair industry building standards and environmental sustainability in the building construction industry; to support the delivery of government services to communities by providing safe, secure and appropriate government office and employee housing accommodation.

### What we do

Government Accommodation delivers office accommodation and employee housing solutions for the Queensland Government, as well as managing significant strategic building and portfolio initiatives. Services include strategic asset management of the government-owned portfolio of approximately 3,200 properties, ranging from government employee residences to large office buildings, particularly in regional centres. The portfolio also includes a broad range of special use properties, such as heritage buildings, convention centres, cultural facilities, industrial properties and bridges.

Building Policy supports government and industry by developing building and plumbing related policy including for industry fairness, legislation and codes; administering building tribunals; managing a pre-qualification system for contractors and consultants to tender for government building work; and developing best practice tendering and contracts for government building contracts.



## Logan Youth Foyer gives more young people the chance to achieve their life goals

A \$6.2 million extension to the Logan Youth Foyer is providing support for more young people to access the education and training they need to live independent lives.

Youth foyers provide a safe and secure home for young people in need of stable housing, with on-site services, access to education and career planning advice and equipment to help them become confident, strong and self-supporting adults.

The extension was delivered under the Housing Construction Jobs Program, which encourages partnerships with the private sector and community housing providers to deliver jobs, drive economic growth at a local level and ensure better community outcomes.

The 16 new one-bedroom units and two refurbished studio apartments at the Logan Youth Foyer increases capacity from 22 to 40 home units. The extension supported around 300 construction jobs over the course of the project, including nine apprentices.

Inspiring living and communal areas that harness natural light and breezes are a feature of the design and offer great connectivity between internal and external spaces. The new ground floor units contain accessible design elements like level thresholds, hob-free showers and wider doors and hallways for wheelchairs.

Wesley Mission Queensland provides 24/7 on-site support to the young tenants, with property and tenancy management services provided in partnership by the Horizon Housing Company.

The development of a youth foyer network across the state is a key aim of the *Queensland Housing Strategy 2017–2027* and reinforces our commitment to keeping Queenslanders safe and giving all of our young people a great start.



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## NRL Cowboys Girls House provides a springboard for success

The NRL Cowboys House Girls' Campus is supporting a great start for up to 50 young Aboriginal and Torres Strait Islander girls in Townsville. The Campus provides supported accommodation allowing students from remote communities to attend secondary school, underlining the government's commitment to Closing the Gap.

The Campus represents a chance for the girls to achieve their full potential and seize opportunities that might otherwise not be available to them in their remote communities.

Thirty-one young women were welcomed ahead of the 2019 school year with the full complement of 50 students from the communities of Coen, Normanton, Mornington Island, Wujal Wujal, Hope Vale, Mareeba, Yarrabah and Cooktown, scheduled to be in place for the start of Term One in 2020.

Among the Campus' benefits are access to specialised educational, health and emotional support and high-quality amenities. This life-changing springboard for success is backed by a strong network of partners and friends of the House, patrons, partner schools, ambassadors, volunteers, service providers and the local Townsville community.

The Queensland Government contributed \$12 million under the *Queensland Housing Strategy 2017–2027*, Housing Construction Jobs Program towards construction of the House, which was managed by Building and Asset Services and supported more than 80 local jobs.

A further \$2.5 million has been committed by the government over four years to support its continued operation.



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## Tenant*Connect* is building safer, more caring and connected communities

The Tenant*Connect* Program reflects the department's commitment to person-centred service delivery by using innovative ways to bring people together and gain a deeper understanding of tenants' needs, goals and aspirations.

The program encompasses a range of opportunities and activities to improve tenant health and wellbeing, training and employment readiness and to reduce social isolation and is delivered in collaboration with other government agencies and community partners.

The annual My Home Awards recognise and celebrate the creativity and effort our tenants invest in their gardens to make their homes and communities beautiful places to live. Over 840 tenants entered the 2018 My Home Awards across Queensland.

Tenant Georgie Suttie has been entering the awards since 1995 and is proud of the sanctuary of tropical oasis she's created at her Wynnum home. "It gets me out of bed in the mornings. I just love it," she said.

The Micah Services Mobile Health Van is another initiative of the program, visiting tenants in Buranda each month to provide health advice and referrals. Tenants engage with department staff and connect with each other over a shared lunch during the visits.

Tenant*Connect* is also supporting young people living in public housing. The MY SPACE program, delivered in partnership with the Mareeba PCYC, helps young people aged 12-17 to build self-esteem and set goals for a positive future – covering topics like healthy eating and exercise, training and job readiness and communication skills.

In Townsville, Tenant*Connect* supported tenants from CommunityGro Upper Ross Women's Group to make scrapbooks honouring the important women in their lives and present the scrapbooks and a short film documenting their journey at NAIDOC week celebrations.

The Tenant*Connect* Program is an important foundation stone for building stronger relationships with our tenants and is a catalyst for safer, more caring and connected communities.



It gets me out of bed in the mornings. I just love it.

Georgie Suttie, Tenant



## Procurement

### Our objective

To provide expert advisory, enabling and support services to agencies, suppliers and the community in the achievement of procurement outcomes.

### What we do

Procurement manages the Queensland Government's procurement policy and related frameworks. It provides expert advice to stakeholders and helps enable agencies to achieve their procurement outcomes by sharing procurement information, best practice and innovation and by developing whole-of-government frameworks in areas including capability, accreditation and performance.

In addition to policy and framework management, Procurement provides category management for General Goods and Services. Procurement applies a lifecycle approach to managing General Goods and Services spend and common use supply arrangements.



## Sport and Recreation

### Our objective

To support and encourage participation in physical activity through sport and active recreation.

### What we do

Sport and Recreation is responsible for a wide range of initiatives including developing and delivering a suite of funding programs to support community sport and active recreation needs, providing education and training programs that contribute to building the capacity of the sport and recreation sector and providing resources for parents, carers and teachers aimed at encouraging all Queenslanders, particularly young people, to be more physically active. In addition, Sport and Recreation is responsible for managing purpose-built sport and active recreation facilities, including the Queensland Recreation Centres, and developing and supporting elite athletes at the Queensland Academy of Sport.

### Our services

- Community support
- Facilities





## Aboriginal and Torres Strait Islander Staff Forum

*Connections and Conversations: Doing Things Differently!* was the theme of the third annual Aboriginal and Torres Strait Islander Staff Forum, held on Yugumbeh country on the Gold Coast in May 2019.

The Director-General and Executive Leadership Team joined over 100 Aboriginal and Torres Strait Islander employees in the sharing of stories and discussion of issues at this vibrant event.

The forum was designed to encourage open and honest dialogue between staff and leaders, with an emphasis on addressing challenges, breaking down barriers and finding better ways of working.

The *HPW Aboriginal and Torres Strait Islander Advancement Framework* provided a platform for many topics of discussion at the event. The Framework identifies five key priorities for achieving better outcomes for Aboriginal and Torres Strait Islander peoples and communities across Queensland and commits the department to continuous improvement in the following areas:

- cultural capability (including cultural capability training and the cultural immersion program)
- communication and engagement
- workforce development
- business procurement
- stakeholder development.

Opportunity was a key theme of the feedback received from staff.

“Using my ability to connect with people and build networks and relationships has been critical to developing my career within government,” said event delegate Rachel Stone from Sport and Recreation.

Ryan Kruger works in Housing and Homelessness service delivery. “The cultural immersion program is one of the best opportunities I’ve had in my life so far. The places I’ve been and the people I’ve met have helped me develop into the person I am today,” he said.

First Nations Housing Advisor Mick Gooda was also in attendance, leading a discussion about the importance of designing systems that cope with difference, in particular responding to the needs of Aboriginal and Torres Strait Islander peoples. This topic resonated strongly with delegates and provided a catalyst for a lively discussion about place-based and person-centred approaches.

Forum participants advocated for the development of an Aboriginal and Torres Strait Islander Workforce Development Strategy to support the attract, retention and career pathways of Aboriginal and Torres Strait Islander staff.

Using my ability to connect with people and build networks and relationships has been critical to developing my career within government

Rachel Stone, Sport and Recreation



## Consultation for the *Activate! Queensland* 2019-2029 strategy

2,383

online responses  
to surveys

637

people participated in  
sector deep dives and  
department-led sessions

2,021

short postcard  
survey responses

91

written submissions  
were received

505

people participated in  
community sessions

585,000+

Queenslanders reached  
across social media

## *Activate! Queensland* gets the state moving

The department's *Activate! Queensland 2019–2029* strategy is aimed at getting more Queenslanders moving, more often at every stage of their lives. It's also a key contributor to the Queensland Government's Advancing Queensland Priorities of Give all our children a great start, Keep Queenslanders healthy and Be a responsive government.

Over the next ten years, the strategy will assist individuals and communities to address the barriers that prevent or limit participation. In doing this, it will support improvements such as increasing the number of children who are active for one hour per day to 60%, increasing the number of adults who undertake sufficient physical activity to 75% and increasing the number of funded organisations that achieve gender equity to 100%.

An extensive state-wide consultation exercise ensured that the strategy, which launched in July 2019, was informed by the needs and experiences of Queenslanders.

*Activate! Queensland* aims to improve the physical literacy of young people and includes an initial three-year investment of \$25.5 million to help cover the costs for children from low-income families to participate in physical activity, including \$150 vouchers for more than 56,000 kids.

The Active Schools initiative will also boost physical activity for students by encouraging learning through movement, supported by a range of activities throughout the school day.

*Activate! Queensland* is also finding innovative ways to boost community participation by unlocking school sport facilities outside of school hours under the Community Use of Schools initiative. Four pilot projects are currently underway. These collaborations between schools and community sports organisations will, in turn, help drive investment in facilities.

Making places and spaces accessible for all Queenslanders to be active is another focus of the strategy, with a \$40 million investment over three years directed towards 150 community infrastructure projects. This investment will support a culture of movement, inclusion and accessibility and deliver valuable upgrades to amenities and facilities.

The strategy also provides a boost for Queensland's major stadiums and elite athletes. Continued investment in advanced sport science will help ensure our high-performance programs remain world-class and our Queensland Sport and Athletic Centre at Nathan will be developed into a collaboration space that will support innovation and success across the industry.





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## Digital Capability and Information

### Our objective

To provide citizens and businesses with simple and easy access to integrated Queensland Government services and to ensure Queensland public records are preserved for the benefit of current and future generations.

### What we do

Digital Capability and Information develops and delivers innovative digitally enabled and integrated government services that are simpler and faster for the community to access online or through phone and counter channels. The service area leads a major program of work to accelerate the delivery of proactive and personalised services, designed around the customer.

The service area also drives digital economy development and digital capability programs.

Digital Capability and Information leads Queensland public authorities in managing and preserving Queensland public records in a useable form and improves public access to the collection by embracing digital government practices.

The service area is also responsible for implementing the government's commitment to making government data open for anyone to access, use and share.

### Our services

- Whole-of-government customer experience
- Government recordkeeping and archives
- Digital economy
- Open data



## Strategic Information and Communication Technology (including QGCIO)

### Our objective

To deliver specialist Information and Communication Technology (ICT) services and advice across government and the ICT industry to support the achievement of government priorities and assist Queensland Government agencies to deliver their services and legislative responsibilities.

### What we do

Strategic ICT supports the delivery of multi-agency ICT programs and projects, data analytics, and manages ICT strategic procurement arrangements and major ICT contracts.

Strategic ICT also delivers ICT infrastructure services through CITEC. In accordance with administered arrangements, these are reported separately in this report.

Queensland Government Chief Information Office (QGCIO) provides advice to government on digital ICT and digital investment in the areas of governance, risk, architecture, technology and information patterns, workforce and cyber security.



## Building a faster IT future through the Queensland Government Regional Network

Improving the experience of Queenslanders living and working in regional and remote parts of the state is at the heart of CITEC's Queensland Government Regional Network (QGRN) initiative.

A faster IT future is being made possible through the delivery of cutting edge technology at Hub sites which now number 18 across Queensland, in communities such as Emerald, Roma, Cairns, Townsville, Mackay and Blackwater, with a further seven sites under construction.

Better government telecommunications support staff productivity and performance and make it easier for Queenslanders to interact with government services. For example, staff in Currumbundi are enjoying faster file download speeds, a 50 times improvement in network performance and video conferencing, which is resulting in efficiencies for frontline staff in Maroochydore.

The Network is tackling the challenge of a vast state and delivering significant benefits in regional Queensland. With over 7,500 government data network connections, expenditure was significant and regional offices were constrained by low bandwidth, slow internet speeds and document download times – all of which impacted on customer service and on wait times.

The QGRN is not only transforming ordinary workplaces into modern collaboration spaces, it's improving digital equity between rural and urban areas, and responding to the digital needs of all Queenslanders.

In addition, local suppliers have supported the construction components, encouraging investment straight back into local communities and the increased telecommunication competition with other digital service providers is delivering further benefits to customers.



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# Our Commercialised Business Units

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## Building and Asset Services

### Our objective

To partner with government agencies to strategically manage their building, construction and maintenance activities.

### What we do

Building and Asset Services (BAS), in partnership with its Queensland Government agency customers, delivers strategic asset management by managing risks for diverse building asset portfolios and providing expertise in planning, procurement and delivery of new building infrastructure, building maintenance and asset and facilities management.

BAS provides agency customers with access to professional, technical and ancillary services and works closely with industry and suppliers to maximise value for money procurement and contract management outcomes.

## CITEC

### Our objective

To provide Queensland Government departments, statutory bodies and commercial clients with ICT infrastructure and information brokerage services that support the delivery of quality frontline services to Queensland communities and businesses.

### What we do

CITEC delivers consolidated, core ICT infrastructure services for the Queensland Government, covering data centre, network, storage, data protection, and ICT platform and solution integration services. CITEC also delivers information solutions to customers in business and the community Australia-wide on a fully commercial basis.

### Our services

- CITEC Information and Communications Technology (ICT)
- CITEC Information Brokerage (IB)



## New apprentices join the next generation of Queensland tradespeople

Creating employment opportunities for Queenslanders is an important priority for the department as part of the Queensland Government's broader focus on Advancing Queensland's Priorities. The Building and Asset Services Apprenticeship Program is a key part of this commitment, with the department welcoming a further 42 enthusiastic apprentices in 2018–19.

Working at 12 locations around the state, from Thursday Island down to Robina, the apprentices are learning a diverse range of trade skills to help them become the next generation of electricians, carpenters, plumbers, painters, stonemasons and refrigeration mechanics.

Townsville apprentice carpenter Daniel Marsden described "the ability to work under very experienced tradesmen" as a key benefit of his apprenticeship.

Joining the three female apprentices recruited in July 2018, the March 2019 intake also included four young women, including Jessah from Mackay who has taken on carpentry. "I'm really looking forward to working with my hands, becoming qualified and seeing how far I will go," she said.

Alisaa from Toowoomba was also enthusiastic about what a trade career would bring her. "I want to learn my trade well and build good relations with my mentor and colleagues. I have already had a start in a design-based role in the building industry, and I wanted to be in a job that keeps me fit, active and healthy."

Jess from Longreach is following a family tradition by taking up the tools. "There aren't many females in the carpentry industry in Longreach – but I am looking forward to getting started. I'm also renovating my own home. My grandad was an inspiration for me when looking to take up the profession," she said.



I'm really looking forward to working with my hands, becoming qualified and seeing how far I will go.

Jessah, Building and Asset Services Apprenticeship Program





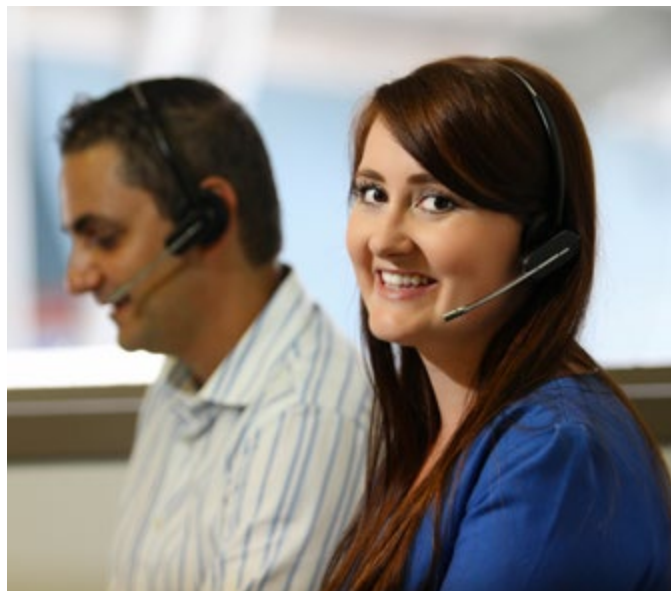
## QFleet

### Our objective

To provide a central pool of expertise in fleet management and fleet management services, to enable government and government-funded organisations to safely deliver frontline services to the community.

### What we do

QFleet is responsible for whole-of-government fleet management and advisory services. These services include vehicle procurement and contract management, fleet advisory services to public sector departments, as well as government-funded organisations, in-service maintenance, accident management, end-of-life repairs and vehicle remarketing.



## Queensland Shared Services

### Our objective

To provide modern and trusted corporate services and advice to other government departments and statutory bodies to enable them to meet government policies and objectives.

### What we do

Queensland Shared Services facilitates a range of corporate services, including finance and human resource management to government departments and statutory bodies, excluding Queensland Health and the Department of Education.

### Our services

- Human Resources
- Finance



## Supporting a low-emission future through QFleet Car Share

QFleet's Car Share initiative is a convenient solution for short-term travel that's also helping agencies across government reduce costs and lower vehicle emissions.

A whole-of-government centralised motor vehicle pool, the Car Share initiative offers a fully automated, real-time vehicle booking, tracking, reporting and billing system.

QFleet Car Share Project Coordinator, Sheena Grenier said the service is a great alternative to using a leased vehicle, taxi or car rental for short trips.

"Car Share is very easy to use. Users can book online using a real-time calendar and instantly collect their vehicle," Sheena said.

There are seven Car Share vehicle collection points in the Brisbane CBD, with plans to expand to greater Brisbane and regional locations as the service grows and more agencies come on board.

"The centralised car pool offers drivers a range of vehicle types and sizes – including plug-in electric and other low-emission vehicles – and allows users to share a ride with colleagues or other Queensland Government staff," Sheena said.

QFleet Car Share plays an important role in supporting the transition to a cleaner, greener government fleet, in turn contributing to the Queensland Government's Advancing Queensland Priority of protecting the Great Barrier Reef.

The introduction of low and zero-emissions vehicles is a focus of the *QFleet Environmental Strategy* and *Electric Vehicle Transition Strategy* for the Queensland Government motor vehicle fleet with a Hyundai IONIQ becoming the first fully electric vehicle to join the vehicle pool in February 2019.



QFleet Car Share plays an important role in supporting the transition to a cleaner, greener government fleet.